

# Public Document Pack



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To: Cllr Aaron Shotton (Leader)

Councillors: Bernie Attridge, Chris Bithell, Derek Butler, Christine Jones, Billy Mullin, Ian Roberts and Carolyn Thomas

11 July 2018

Dear Councillor

You are invited to attend a meeting of the Cabinet which will be held at 9.30 am on Tuesday, 17th July, 2018 in the Clwyd Committee Room, County Hall, Mold CH7 6NA to consider the following items

## A G E N D A

### 1 APOLOGIES

**Purpose:** To receive any apologies.

### 2 DECLARATIONS OF INTEREST

**Purpose:** To receive any Declarations and advise Members accordingly.

### 3 MINUTES (Pages 7 - 20)

**Purpose:** To confirm as a correct record the minutes of the meeting held on 19<sup>th</sup> June 2018.

### 4 IAN BANCROFT

**Purpose:** To recognise the contribution made to the Council by Ian Bancroft, Chief Officer (Strategic Programmes), who leaves the Authority in August to join Wrexham County Borough Council.

TO CONSIDER THE FOLLOWING REPORTS

**STRATEGIC REPORTS**

**5 STRATEGIC EQUALITY PLAN ANNUAL REPORT 2016/18 AND WELSH LANGUAGE ANNUAL MONITORING REPORT 2017/18 (Pages 21 - 82)**

Report of Chief Executive - Cabinet Member for Corporate Management and Assets

**Purpose:** To seek approval of the Council's final Welsh Language Standards Annual Report 2017/18 and Strategic Equality Plan Annual Report 2016/18 prior to publication.

**6 UPDATE ON THE MANAGEMENT OF THE HOMELESS LEGISLATION WITHIN THE HOUSING (WALES) ACT 2014 (Pages 83 - 94)**

Report of Chief Officer (Housing and Assets) - Deputy Leader of the Council and Cabinet Member for Housing

**Purpose:** To provide an update on the management of the homeless legislation, progress on the development of a regional homeless strategy, the challenges facing the Council and the approaches to alleviating homelessness in the county.

**7 TOURISM PROMOTION AND DESTINATION MANAGEMENT (Pages 95 - 110)**

Report of Chief Officer (Planning, Environment and Economy) - Cabinet Member for Economic Development, Cabinet Member for Streetscene and Countryside

**Purpose:** To raise awareness of the Council's approach to tourism and the visitor economy.

**8 FOOD SERVICE PLAN 2018/19 FOR FLINTSHIRE COUNTY COUNCIL (Pages 111 - 162)**

Report of Chief Officer (Planning, Environment and Economy) - Cabinet Member for Planning and Public Protection

**Purpose:** To seek approval of the Food Service Plan 2018/19.

## **OPERATIONAL REPORTS**

### **9 REVENUE BUDGET MONITORING 2017/18 (OUTTURN) (Pages 163 - 186)**

Report of Corporate Finance Manager - Leader of the Council and Cabinet Member for Finance

**Purpose:** This regular monthly report provides the latest revenue budget monitoring position for 2017/18 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 12, and projects forward to year-end.

### **10 CAPITAL PROGRAMME 2017/18 (OUTTURN) (Pages 187 - 210)**

Report of Corporate Finance Manager - Leader of the Council and Cabinet Member for Finance

**Purpose:** To receive the outturn capital programme information for 2017/18.

### **11 REVENUE BUDGET MONITORING 2018/19 (INTERIM) (Pages 211 - 220)**

Report of Corporate Finance Manager - Leader of the Council and Cabinet Member for Finance

**Purpose:** To provide details of known key risks and issues to the revenue budget outturn position for 2018/19 for the Council Fund and Housing Revenue Account.

### **12 PRUDENTIAL INDICATORS - ACTUAL 2017/18 (Pages 221 - 226)**

Report of Corporate Finance Manager - Leader of the Council and Cabinet Member for Finance

**Purpose:** To provide the 2017/18 (actual) Prudential Indicator figures as required under the Prudential Code for Capital Finance in Local Authorities (the Prudential Code).

### **13 CARE LEAVERS DISCOUNT SCHEME (Pages 227 - 266)**

Report of Chief Officer (Social Services), Chief Officer (Strategic Programmes) - Cabinet Member for Social Services

**Purpose:** To approve the adoption of the Care Leavers Discount Scheme following the recommendation of Council on 19<sup>th</sup> June.

14 **OUTCOME OF PUBLIC CONSULTATION ON PUBLIC TRANSPORT AND SCHOOL TRANSPORT ANOMALIES** (Pages 267 - 342)

Report of Chief Officer (Streetscene and Transportation) - Cabinet Member for Streetscene and Countryside

**Purpose:** To provide details of the outcome of the consultation on local transport arrangements and next steps to deliver a sustainable public transport service. The report also details the timetable for dealing with the anomalies within school transport arrangements which came to attention following the service review in September 2017.

15 **ENVIRONMENTAL ENFORCEMENT** (Pages 343 - 354)

Report of Chief Officer (Streetscene and Transportation) - Cabinet Member for Streetscene and Countryside

**Purpose:** To seek approval to formally end the arrangement with Kingdom Services Group to provide low level environmental enforcement activities in the County ahead of new arrangements for the service which will come into effect on 1 January 2019.

16 **HOUSING ASSET MANAGEMENT - PROCUREMENT FOR VOIDS AND REPAIRS SUPPORT SERVICE** (Pages 355 - 368)

Report of Chief Officer (Housing and Assets) - Deputy Leader of the Council and Cabinet Member for Housing

**Purpose:** To procure services to deliver maintenance and upgrade works to our Council owned properties.

17 **CRUMPS YARD AND FLINT LANDFILL SOLAR FARMS** (Pages 369 - 380)

Report of Chief Officer (Planning, Environment and Economy) - Cabinet Member for Planning and Public Protection

**Purpose:** To seek approval to establish a project board, submit the planning applications, procure and appoint a contractor and to agree funding for the project.

18 **EXERCISE OF DELEGATED POWERS** (Pages 381 - 384)

**Purpose:** To provide details of actions taken under delegated powers.

**FORWARD WORK PROGRAMME - COUNTY COUNCIL, CABINET, AUDIT AND OVERVIEW & SCRUTINY - FOR INFORMATION**



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

The following item is considered to be exempt by virtue of Paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

The public interest in withholding the information outweighs the interest in disclosing the information until such time as the commercial arrangements have been finalised.

**CRUMPS YARD AND FLINT LANDFILL SOLAR FARMS (CONFIDENTIAL  
APPENDIX TO AGENDA ITEM NUMBER 17)** (Pages 485 - 490)

The following item is considered to be exempt by virtue of Paragraph(s) 16 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

The report contains information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.

**19 COLLECTION OF WATER RATES AS PART OF COUNCIL RENTS** (Pages 485 - 490)

Report of Chief Officer (Housing and Assets) - Deputy Leader of the Council and Cabinet Member for Housing

**Purpose:** To set out the ongoing legal issues, at a national level, around collection on water rates as part of Council/Housing Association Rents, together with an assessment of the Council's own legal advice in relation to the nature of the Flintshire contract with Welsh Water.

Yours sincerely



Robert Robins  
Democratic Services Manager

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**CABINET**  
**19<sup>TH</sup> JUNE 2018**

Minutes of the meeting of the Cabinet of Flintshire County Council held in the Clwyd Committee Room, County Hall, Mold on Tuesday, 19<sup>th</sup> June 2018.

**PRESENT: Councillor Aaron Shotton (Chair)**

Councillors: Bernie Attridge, Chris Bithell, Derek Butler, Christine Jones, Billy Mullin, Ian Roberts and Carolyn Thomas.

**IN ATTENDANCE:**

Chief Executive, Chief Officer (Governance), Chief Officer (Housing and Assets), Chief Officer (Planning, Environment and Economy), Chief Officer (Social Services), Chief Officer (Streetscene and Transportation), Corporate Finance Manager, Corporate Business and Communications Executive Officer and Team Leader – Democratic Services.

**APOLOGIES:**

None.

**OTHER MEMBERS IN ATTENDANCE:**

Councillors: Dave Healey, Gladys Healey, Patrick Heesom and David Wisinger.

**186. DECLARATIONS OF INTEREST**

Councillor Shotton declared a personal interest in agenda item number 7 – home to School Transport Policy Review.

Councillors Bithell and Butler declared personal interests in agenda item number 10 – Theatr Clwyd Capital Project. The Chief Executive also declared a personal interest in this item as he was a member of the Board.

Councillor Shotton advised that agenda item numbers six (School Modernisation – School Standards and Organisation Act 2013 – Brynford and Lixwm Area Schools Review, and seven (Home to School Transport – Policy Review) would be considered first.

**187. MINUTES**

The minutes of the meeting held on 22<sup>nd</sup> May 2018 had been circulated with the agenda and approved as a correct record.

**RESOLVED:**

That the minutes be approved as a correct record.

**188. SCHOOL MODERNISATION – SCHOOL STANDARDS AND ORGANISATION ACT 2013 – BRYNFORD AND LIXWM AREA SCHOOL REVIEW**

Councillor Roberts introduced the School Modernisation – School Standards and Organisation Act 2013 – Brynford and Lixwm Area School Review report which invited Cabinet to determine whether to proceed with a statutory proposal for school organisational change.

The review began in June 2015 with consideration of the reorganisation of the provision in three schools; Rhos Helyg, Brynford and Lixwm as triggers had been met in the Council's School Modernisation policy. In December 2016 Cabinet resolved to move to a statutory consultation on amalgamation of Lixwm and Brynford onto a single site and leave Rhos Helyg alone.

Councillor Roberts met with governors from Brynford and Lixwm to listen to their views and also with governors from Cilcain. Brynford governors supported amalgamation as it could result in capital investment through the 21<sup>st</sup> Century Schools programme. However, Lixwm governors preferred a federation which would ensure that Lixwm would remain in its community. Attempts to develop a federation did not come to fruition so in January 2018, with no federation to consider, Cabinet determined that the statutory consultation process needed to be undertaken.

He stressed that throughout the whole process there had been no pre-determination of an outcome and that the Council consulted fairly and openly. All school reviews were unique and decisions were taken on the merits of the case. This was evident in previous decisions that had been taken in relation to post 16 provision in Flint and the development of a federation between Ysgol Maes Garmon and Ysgol Mornant. Many of the triggers in the Council's School Modernisation Policy were met and the Council had fully complied with the Code in running the consultation process.

There were genuine concerns on the long term sustainability of small schools in the current economic climate and the Council wanted to ensure that governors could still afford to put teachers and support staff in classrooms to support learners. It was on that basis that he said the status quo was not a viable options. Given the view of the Cabinet Secretary for Education on the need to protect small and rural schools he called upon Welsh Government (WG) to provide greater clarity on their developing policy for small and rural schools, including the definition of 'rural' and their rationale for the classification of Flintshire schools under that policy. In addition he asked WG what the funding intentions were for small and rural schools if it was such an important policy to them so that Councils, like Flintshire, could be confident that those schools would get the resources they needed to remain sustainable in the future.

The Chief Officer (Education and Youth) explained that the pupil numbers in both schools were below the recommended requirement for a sustainable small school. In both schools almost half of the children came from outside the local area leaving unfilled spaces elsewhere.

Federation was initially rejected by all of those involved in the first stage of the consultation process. Lixwm since favoured that option in order to protect their school in its community and reassurances had been repeatedly given by the Council that a

robust proposal would be given serious consideration; it was disappointing that this had not been achieved to date.

One of the main opportunities the amalgamation proposal created by having one school on a single site was to be able to draw down WG funding to tackle the significant shortcomings in the building at Brynford which was in the worst category for suitability and had many deficiencies. The Brynford site was identified as the location for the amalgamated school as it was the only one of the two sites that was big enough to meet the requirements for current building regulations. Many Lixwm parents had expressed a view that their school building was solid and it worked for them but there were longer term issues on the costs of repair and maintenance over time. Whatever the outcome of the review, there was a need for a sizeable investment in the Brynford site to meet the needs of pupils more appropriately and support the delivery of the curriculum.

Consultation feedback was outlined and examples provided of those who agreed and those who disagreed with the proposal. During the consultation alternative proposals were sought with the responses being:

- 25.41% suggested federation
- 15.57% suggested the status quo
- 41.80% could not make any alternative suggestion

There was general agreement that the federation of two schools under a single leadership and governance structure could provide many benefits and this was becoming more common as an educational model in Flintshire. The Council still did have the power to force a federation but had generally taken the view that there needed to be willing partners for it to work successfully.

The Chief Executive added that he had provided advice throughout the process in the form of an arbitration role so that the consideration of the future of both schools could be carried out fairly and equally. There had been a need to take into account both the educational needs and the community interests throughout the process as well as assuring there was a sustainable model for the future. Lixwm School denied the need for any significant funding; the case for Brynford was clear. The two schools needed to work together to develop a case for a two site model with a sustainable governance and funding model including community support and exercise of parental choice.

He felt the case for amalgamation had not been proven on the basis of the reasons given on surplus places/population growth potential, adequacy of the school estate for Lixwm, value for money of a new build and future negative parental choice of schools.

In conclusion, Councillor Roberts proposed the following recommendations:

1. Cabinet withdraws the amalgamation proposal;
2. Cabinet requests an extension of time from WG as allowed under the School Organisational Code;

3. The Council applies to WG for capital when the grant for the early years education fund is released to undertake the necessary improvements for Brynford;
4. Cabinet invites the two schools to work with the Council on a federated two-site model; and
5. The Council holds its powers to enforce a federation in reserve.

Councillor Thomas thanked the Cabinet Member and officers for the report and the recommendations which she supported, particularly given that small schools were important to local communities. She also commented on the point that the report had been submitted to Cabinet as the schools in question did hit many trigger points in the Code. Councillor Butler concurred and thanked the Council for their work on the matter to try to find a suitable alternative proposal. He also said that communities needed to accept housing developments to ensure that local schools remained sustainable.

**RESOLVED:**

- (a) That Cabinet withdraws the amalgamation proposal;
- (b) That Cabinet requests an extension of time from Welsh Government as allowed under the School Organisational Code;
- (c) That the Council applies to Welsh Government for capital when the grant for the early years education fund is released to undertake the necessary improvements for Brynford;
- (d) That Cabinet invites the two schools to work with the Council on a federated two-site model; and
- (e) That the Council holds its powers to enforce a federation in reserve.

**189. HOME TO SCHOOL TRANSPORT – POLICY REVIEW**

Councillor Roberts introduced the Home to School Transport – Policy Review report which had not been reviewed for some time.

There was no pre-determined view on the policy which needed to be fair, equitable and sustainable for the future. Any review would be a neutral act and would explore need, the rights and expectations of learners and not just cost and affordability. There were no proposals to introduce charges as part of the report before Cabinet Members.

The Council's commitment to Welsh Medium education and its growth was unequivocal and any policy needed to support and not be in conflict with that objective. The Council was proud of the fact that its Welsh in Education Strategic Plan (WESP) had been approved by Welsh Government (WG). The Council was also clear that access to faith education had to be facilitated by accessible and affordable transport.

Coleg Cambria and the Council needed to consider, as partners, a fair, consistent, sustainable and affordable policy for transport access to post-16 education

for the future. Many other local authorities had already made policy changes in this area.

He did not recommend that a review of Welsh Medium transport entitlement be undertaken or Denominational transport entitlement at this time. He did propose that a review be opened on a review of Post-16 transport entitlement and of Benefits entitlements policies. Those reviews had no pre-determined outcome and the consultation process would take into account all stakeholder views and risk factors. Cabinet would receive a full report on the consultation process in due course.

Flintshire was a low funded Council and needed sufficient funding to maintain the transport subsidies it provided. He called upon WG to prioritise investment in education in the Welsh Budget and the Local Government Settlement from 2019/20, particularly in support of the shared aspiration to increase the number of Welsh Medium learners in North East Wales. This was supported by Councillor Bithell.

Councillor Thomas commented on news reports which had been untrue and were not helpful to the public. She proposed that WG should also be asked to include nursery education within the Welsh Learner Travel Measure which was supported.

The Chief Executive added that the case had been made by the Welsh Local Government Association that any new responsibilities, such as increasing the number of Welsh Medium learners, should come with the required funding from WG.

**RESOLVED:**

- (a) That Cabinet agree not to proceed with a review of Welsh Medium transport entitlement policy or of Denominational transport entitlement at this time;
- (b) That Cabinet opens a review of Post-16 transport entitlement and of Benefits entitlement policies; and
- (c) That Welsh Government be asked to include nursery education within the review of the Welsh Learner Travel Measure.

**190. COUNCIL PLAN 2018/19**

Councillor Mullin introduced the Council Plan 2018/19 report which highlighted objectives and actions to achieve within each priority and referenced national issues which could impact on or prevent achievement of the Councils priorities.

A Member workshop and the Corporate Resources Overview and Scrutiny Committee had provided challenge and overview of the contents and more detailed targets and milestones.

**RESOLVED:**

- (a) That the Council Plan 2018/19 be endorsed for recommendation for adoption by the County Council; and

- (b) That the Chief Executive be authorised, in consultation with the Leader of the Council, to finalise the format and presentational style for the published version.

**191. GROWTH VISION AND STRATEGY FOR THE ECONOMY OF NORTH WALES: GOVERNANCE AGREEMENT**

The Chief Executive introduced the Growth Vision and Strategy for the Economy of North Wales: Governance Agreement report which covered the first stage of the Governance Agreement.

A Governance Agreement was required to formalise the constitutional arrangements and confer decision-making powers to the Board within prescribed limits. The first stage of the Bid development was the preparatory and development stage which would run until mid-2019. The second stage which was post agreement of the Bid, would be the Bid implementation and delivery stage and would run from mid-2019.

The report did not attempt to present the content of the developing Growth Deal Bid in depth as its prime purpose was to present the Governance Agreement for adoption. The Economic Ambition Board would agree a Strategic Proposition for the Bid at its meeting on 15<sup>th</sup> July and that would be made available to the memberships of the partner bodies once finalised.

The Chief Officer (Governance) explained that the Governance Agreement unusually required approval by both Cabinet and County Council and it was on the agenda for County Council that afternoon.

In response to a question from Councillor Thomas, the Chief Executive explained that reserved matters protected local democracy and there would be a lot of informal engagement taking place.

**RESOLVED:**

- (a) That progress on the development of a Growth Deal Bid be noted and welcomed;
- (b) That the first stage Governance Agreement be approved subject to the full Council's approval of the non-executive arrangements;
- (c) That the Council be presented with the final draft Growth Deal Bid for review and consent in September/October prior to the stage of reaching Heads of Terms with both Governments;
- (d) That delegated authority be given to the Chief Executive and Chief Officer (Governance), in consultation with the Leader of the Council, to finalise the terms of the Governance Agreement in accordance with the draft attached to the report; and



- (e) That the executive arrangements contained within the Governance Agreement be included in the Constitution and that Council be requested to include the non-executive arrangements within the Constitution.

## **192. CODE OF PRACTICE ON ETHICAL EMPLOYMENT IN SUPPLY CHAINS**

Councillor Mullin introduced the Code of Practice on Ethical Employment in Supply Chains report following the production of the document by Welsh Government (WG), to improve the procurement practice in Wales and secure greater social benefit from public expenditure.

The Chief Officer (Governance) explained that the Code aligned with the Council's own practices and beliefs as a socially responsible and ethical organisation. It was challenging in places and the Council had undertaken an impact assessment of the Code; 32 of the 34 processes necessary to implement the commitments were either in place already or could be implemented. The Code set some commitments that may not be achievable and details were contained in the appendix to the report.

Councillor Thomas asked who the Anti-Slavery champion was and Councillor Mullin volunteered. In response to a further question, the Chief Officer (Governance) explained that the Council already had the arrangements in place through its Contract Procedure Rules and procurement practices to prevent its suppliers utilising many of the practices.

### **RESOLVED:**

- (a) That the Code in partnership with the recognised Trade Unions be adopted. Flintshire embraces the principles which underpin the Code as a socially and responsible and ethical public body;
- (b) That the Code be implemented as far as is practicable and affordable, with an action plan to be developed in partnership with the local recognised Trade Unions; and
- (c) That the Cabinet Member for Corporate Management and Assets be the anti-slavery champion.

## **193. RESPONSE TO WELSH GOVERNMENT CONSULTATION ON PROPOSALS TO TEMPORARILY DIS-APPLY PARAGRAPH 6.2 OF TECHNICAL ADVICE NOTE 1 (TAN1)**

Councillor Bithell presented the Response to Welsh Government Consultation on Proposals to Temporarily Dis-Apply Paragraph 6.2 of Technical Advice Note 1 (TAN1) report as Welsh Government (WG) were seeking views.

The result of dis-applying the paragraph would reduce the weight attached to the lack of a five year land supply when considering applications for speculative housing development and would be a temporary measure whilst a fundamental review of the way housing was delivered in Wales was carried out by WG.

It would go some way to alleviate some of the extreme pressure the Council and its communities were currently faced with in having to accept speculative developments. The proposal was fully supported and the emphasis in responding to WG was to ensure a wide ranging and comprehensive review was progressed as soon as possible.

The Chief Officer (Planning, Environment and Economy) said the proposal had been fully supported at Planning Strategy Group. He added that it was frustrating that the Cabinet Secretary had not used her powers to immediately implement her intention to dis-apply paragraph 6.2 in order to progress the call for evidence as a priority. However he welcomed the opportunity to respond in support of the intention. The closing date for comments was 21<sup>st</sup> June and he requested that individual Members also respond direct. The proposed response was outlined in the report which was supported.

**RESOLVED:**

That the basis for a response to go to Welsh Government as set out in the report be approved.

**194. THEATR CLWYD CAPITAL PROJECT**

The Chief Executive introduced the Theatr Clwyd Capital Project report which provided an update on progress with Welsh Government (WG) and recommended the release of the money allocated in the capital programme for the detailed design and development work. He introduced Liam Evans-Ford who was the Executive Director at the Theatr to the meeting.

The funding package for the preferred scheme was estimated at £22m from WG, £5m from the Arts Council of Wales and £3m locally, with £1m identified as being from the Council. The Arts Council of Wales had allocated funding for the detailed design and development work, and more recently a further £5m for the full capital project. The Council had allocated match funding within the capital programme to carry out the detailed design and development work, conditional upon reassurance from WG about their funding contributions.

Liam Evans-Ford said the funding from the Arts Council of Wales was the largest allocation it had given which demonstrated its commitment to Theatr Clwyd being a hub for the arts. The main driver for the scheme was to open up the Theatr more to the local communities and this was already making progress. Councillor Butler welcomed the report and said it was central hub for communities including disadvantaged groups.

**RESOLVED:**

That based on the encouragement of the Arts Council of Wales and the Welsh Government, the Council agrees to proceed with the detailed design and development work for the Theatr Clwyd capital project and release of the funding allocated in the capital programme to achieve this.

## **195. 2017/18 PERFORMANCE OVERVIEW**

The Chief Executive introduced the 2017/18 Performance Overview report which provided details of the Council's performance in 2017/18, taking into account the Council Plan aims, objectives and measures and nationally benchmarked measures, known as Public Accountability Measures (PAMs).

Overall performance had been positive, with the majority of measures showing achievement of target and an improving trend during the year. The report also identified those performance measures which showed a decline in performance, did not meet target by a significant margin, or were nationally in the bottom two benchmarking 'quartiles'. Agreed measures in those categories would be monitored for future review and oversight.

Corporate Resources Overview and Scrutiny Committee had received the report on 14<sup>th</sup> June and the Chief Officer (Governance) provided details of the outcomes from that meeting:

- That the Committee notes and supports the overall positive performance;
- That the areas of corporate and service under-performance against the Council Plan and the performance measures set for 2017 be noted;
- That the Committee await the action plan to be published by Cabinet to address any areas of under-performance where they have a RAG status as Red or Amber, with a downturn performance trend; and
- That Cabinet be informed that performance on rent arrears and appraisals should both be downgraded to Red risks.

### **RESOLVED:**

That the areas of corporate and service under-performance against the Council Plan and the performance measures set for 2017 be noted, and the outline action plans to be received in July.

## **196. COMMUNAL HEATING CHARGES 2018/19**

Councillor Attridge presented the Communal Heating Charges 2018/19 report which sought agreement of the proposed heating charges in Council properties with communal heating systems for 2018/19 and 2019/20.

New communal heating charges were implemented in the summer each year to enable an accurate picture to be gathered on the previous year's costs and any corresponding surplus or deficit on the heating reserve account.

The table in the report set out the recommended heating charges based on actual usage in 2017/18, the assumption that costs would increase by 8% in 2019/20 and usage would remain at the same level for the next two years. Revised charges would be introduced in August to help spread the increased costs to tenants over a longer time period.

The Chief Officer (Housing and Assets) said that over the years a number of communal schemes had their systems upgraded which resulted in highly efficient, high performing and energy efficient installation. However further work was needed and this was an ongoing programme of work being delivered through the Welsh Housing Quality Standard. Two schemes which were currently moving through the work planning phase were the communal systems at Panton Place, Holywell and Glan y Morfa Court, Connah's Quay. Upgrade work on those installations was proposed to comment during the current financial year.

**RESOLVED:**

That changes to the current heating charges at Council properties with community heating schemes be approved. All changes will take effect from 1<sup>st</sup> August 2018.

**197. FLINT FORESHORE REGENERATION**

Councillor Roberts introduced the Flint Foreshore Regeneration report which recommended progress on the Flint Foreshore Feasibility Study and Flint Castle Art Research and Development to a next stage of development. This included work on detailed design and development of the joint facility, and installation of a major piece of public art at Flint Castle. Progress would be subject to the other partners' in the work agreement.

He thanked the Chief Officer (Strategic Programmes) for the work undertaken on this project which had at times been challenging. Councillor Butler also paid recognition to the work that Councillor Roberts had also contributed to the project.

**RESOLVED:**

- (a) That the findings of the feasibility report on the regeneration of the Flint Foreshore be accepted and more detailed work to be progressed, including: detailed design and development; development of the capital funding package; and detailed business planning; and
- (b) That the findings of the Flint Castle Art Research and Development report be accepted and the development of a major piece of public art sited at or around Flint Castle is progressed.

**198. REPAIRING POTHoles AND PREPARING THE ANNUAL CARRIAGEWAY RESURFACING PROGRAMME**

Councillor Thomas introduced the Repairing Potholes and Preparing the Annual Carriageway Resurfacing Programme report which sought approval of the proposed carriageway resurfacing programmes for 2018/19.

Road and weather conditions determined whether it was cost effective for pothole repairs to be permanent or a temporary fill to remove the immediate danger they posed. The weather forecast, availability of resources and condition of the network were all considered when planning the appropriate response to defect repairs each week during the winter period.

Ideally the Council would like to achieve a continuance of the current condition level known as “Steady State”. The level of capital investment required to achieve that position was £2,745,680 per year. That level of investment would simply maintain the condition of the carriageways at the current level and few Councils in Wales achieved investment at that level. Every effort was made to maximise the available funding and to ensure that it was used to repair the roads most in need of attention.

The Council’s allocation of Welsh Government (WG) funding for road maintenance schemes together with the Council’s capital allocation were therefore carefully allocated to provide maximum benefits. All roads were surveyed to develop the programmes for resurfacing, the details of which were appended to the report.

Councillor Roberts commented on the resurfacing scheduled to take place on the A548 and requested that the signs leading to the A548 have the details shown on them, informing of long delays, to enable drivers to choose an alternative route so that congestion could be kept to a minimum.

**RESOLVED:**

That the programmes of highway resurfacing works be approved.

**199. SOCIAL SERVICES ANNUAL REPORT**

Councillor Jones introduced the Social Services Annual Report which set out the improvement journey and evaluated Social Services’ performance in providing services to people that promoted their wellbeing and supported them to achieve their personal outcomes.

The report would form an integral part of the Care Inspectorate Wales’ (CIW) performance evaluation of Flintshire Social Services and would also inform the Wales Audit Office’s (WAO) assessment of Flintshire County Council as part of the annual improvement report.

Social and Health Overview and Scrutiny Committee had been given prior opportunity to provide comments and feedback on the draft report which had shaped the key messages and priorities contained within the final draft.

The draft annual report outlined the improvement priorities identified for 2018/19 which were detailed in the report.

The Chief Officer (Social Services) said the work that had been undertaken with the care sector and stakeholders had been fundamental and provided information on a joint website, Care@Flintshire, which supported providers in recruitment and retention, training, advertising events, sharing good practice and networking with each other.

Councillor Jones thanked all of the staff in Social Services and to the leadership for supporting their capital programmes.

**RESOLVED:**

That the Annual Report be received.

**200. HOUSING ASSET MANAGEMENT, CAPITAL WORKS – JOINT PROCUREMENT WITH WREXHAM COUNTY BOROUGH COUNCIL AND DENBIGHSHIRE COUNTY COUNCIL FOR LICENSED ASBESTOS REMOVAL AND REMEDIAL WORKS**

Councillor Attridge introduced the Housing Asset Management, Capital Works – Joint Procurement with Wrexham County Borough Council and Denbighshire County Council for Licensed Asbestos Removal and Remedial Works report.

The report sought approval to enter into a joint procurement arrangement with Wrexham and Denbighshire Council's to procure Licensed Asbestos Removal (LAR) contractors, through the Proactis Procurement process.

The evaluation of all tenders would be based on the Most Economically Advantageous Tender (MEAT) considering the following factors, in order of priority: Price 70% and Quality 30%.

**RESOLVED:**

That the joint procurement of Licensed Asbestos Removal Contractors, with Wrexham County Borough Council and Denbighshire County Council to procure a Framework of contractors to carry out all asbestos related activities be approved.

**201. APPROVAL OF COSTS FOR MAES GWERN, MOLD, STRATEGIC HOUSING AND REGENERATION (SHARP) SCHEME**

Councillor Attridge introduced the Approval of Costs for Maes Gwern, Mold, Strategic Housing and Regeneration (SHARP) Scheme which sought approval to progress the next key stages of the scheme and set out proposals to develop 48 new social, affordable rent and shared equity homes at Maes Gwern, Mold.

The proposed scheme had been designed to reflect a "garden village" theme, with emphasis on the interaction between public and private space and with excellent pedestrian and cycle connectivity to Mold Town Centre.

The breakdown of the proposed housing mix for the scheme was detailed in the report.

The Chief Officer (Housing and Assets) commented on the scale of the SHARP programme and explained that the construction of a further 49 new Council properties on five sites in Connah's Quay, Mold and Leeswood and now been completed and the properties had been let.

Councillor Bithell welcomed the report but commented that the scheme detailed as Ysgol Delyn, Mold was now called Llys Alexandra which was noted.

**RESOLVED:**

- (a) That the development of 48 new social, affordable rent and shared equity schemes at Maes Gwern, Mold be approved;
- (b) That funding through Prudential Borrowing to the value of £0.431m (subject to final approval and verification) to be used to fund the proposed development of the Council homes be approved; and
- (c) That the use of shared equity reserves of £0.270m for the affordable element of the scheme be approved.

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

**RESOLVED:**

That the press and public be excluded for the remainder of the meeting for the following items by virtue of exempt information under paragraph 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

**202. SHARED PROCUREMENT SERVICE**

Councillor Mullin introduced the Shared Procurement Service report which sought approval for a further Service Level Agreement with Denbighshire County Council for the delivery of procurement services.

The previous three year Service Level Agreement had now come to an end.

**RESOLVED:**

- (a) That subject to the changes detailed below, Cabinet give approval to enter into a further three year Service Level Agreement with Denbighshire County Council for the delivery of procurement services; and
- (b) That the following changes are to be made to the service delivery model:
  1. There is a need to promote collaborative procurement where it is appropriate and where it will deliver savings;
  2. Business partners, senior management teams and Chief Officers need to actively engage with each other in order to flag up forthcoming projects and big contracts to plan the procurement route and consider collaboration;
  3. Encourage the delivery of community benefits;
  4. Clear and hard targets for the efficiencies to be achieved through the procurement process must be set
  5. The systems and paperwork are seen to be onerous and need to be reviewed to ensure that they are appropriate for internal purposes and do not become an unnecessary barrier to small firms bidding;
  6. There needs to be a review of experience following the procurement of major contracts;

7. Chief Officers need to be more involved in agreeing where to strike the balance between potential benefits and procurement process risks; and
8. There is a need for performance reporting to Cabinet and Corporate Resources Overview and Scrutiny Committee.

**203. PROCUREMENT OF A NEW AGENCY CONTRACT**

Councillor Mullin introduced the Procurement of a New Agency Contract report which sought approval of a recommended supplier for the supply of temporary and agency works to the Council.

As part of a mini-competition seven suppliers were invited to tender and three tenders were subsequently submitted. The recommended supplier submitted the most economically and advantageous tender.

**RESOLVED:**

- (a) That Matrix SCM be appointed as the supplier of temporary agency staff using the MSTAR2 framework; and
- (b) That the Chief Officer (Governance) be given delegated authority to finalise and enter into an appropriate form of contract with Matrix SCM.

**204. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

There were 3 members of the press and 22 members of the public in attendance.

(The meeting commenced at 9.30 a.m. and ended at 12.01 p.m.)

.....  
**Chair**





## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Strategic Equality Plan Annual Report 2016/18 and Welsh Language Annual Monitoring Report 2017/18
<b>Cabinet Member</b>	Cabinet Member for Corporate Management and Assets
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The purpose of this report is to present both the annual Strategic Equality Plan Annual Report 2016/18 (Appendix 1) and Welsh Language Annual Monitoring 2017/18 (Appendix 2).

All devolved public authorities in Wales are required by the public sector equality duties (PSED) of the Equality Act 2010 to identify and publish equality objectives and produce a Strategic Equality Plan (SEP), every four years, and report on progress.

The Council has a statutory duty to publish an annual report setting out how it has met the Welsh Language Standards (WLS). The Standards which the Council has to comply with are set out in a Compliance Notice. These are unique to each organisation and specify what the organisations are expected to implement in Welsh and by when they are required to comply.

This report provides an overview of progress to complying with the Equality Act and Welsh Language Standards and identifies areas for improvement.

### RECOMMENDATIONS

1	Cabinet is assured that progress has been made during the year to meet our statutory duties.
2	Cabinet notes the areas for improvement and receives a mid-year report on

	progress.
3	Cabinet approve to the publication of the reports on the Council's website.
4	That the Strategic Equality Plan Annual Report and Welsh Language Annual Report are included on the forward work programme of Corporate Resources and Overview Scrutiny Committee.

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE STRATEGIC EQUALITY PLAN ANNUAL REPORT AND WELSH LANGUAGE ANNUAL REPORT</b>
1.01	<p><b>Strategic Equality Plan</b></p> <p>The Equality Act 2010 placed a specific duty on public bodies which requires them to :-</p> <ul style="list-style-type: none"> <li>• draw up a strategic equality plan</li> <li>• prepare and publish equality objectives</li> <li>• publish objectives to address pay differences</li> <li>• produce an annual report by 31 March each year.</li> </ul> <p>The aim of these duties is to ensure the delivery of positive outcomes for people with protected characteristics through evidenced based objectives. The protected characteristics are; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.</p>
1.02	<p>The equality objectives set out in the Strategic Equality Plan are:</p> <ul style="list-style-type: none"> <li>• Reduce health inequalities</li> <li>• Reduce unequal outcomes in Education to maximise individual potential</li> <li>• Reduce inequalities in employment</li> <li>• Reduce inequalities in Personal Safety</li> <li>• Reduce inequalities in Representation and Voice</li> <li>• Reduce inequalities in access to information and services, buildings and the environment</li> </ul>
1.03	<p>There have been some outstanding areas of achievement:</p> <p><b>Equality</b></p> <ul style="list-style-type: none"> <li>• Continuing programme of physical alterations to schools enabling disabled pupils to fully access facilities.</li> <li>• Publication of the Equal Pay Audit.</li> <li>• A rolling programme of Disability Inclusion Training provided to Leisure Centre employees (now Aura).</li> <li>• Increasing the number of Dementia Friendly communities and</li> </ul>

	<p>businesses and number of Memory cafes established.</p> <p><b>Welsh Language</b></p> <ul style="list-style-type: none"> <li>• Social Services are implementing the “More than Just Words Framework” which places them in a strong position to comply with the Standards and deliver bilingual services.</li> <li>• Theatr Clwyd has been active in raising the profile of Welsh language throughout all their activities, including producing and co-producing Welsh language shows.</li> <li>• All Welsh medium schools achieved the Siarter Iaith Silver award for their increased use of Welsh in social settings and are now working towards Gold.</li> <li>• The Welsh in Education Strategic Plan is being updated and is an important strategy for increasing the number of pupils learning through the medium of Welsh and, over time, the pool of potential Welsh speaking employees</li> <li>• In 2017/18 just over 87% of employees completed the Welsh language skills audit, compared to 82% on March 31<sup>st</sup> 2017. Completion of the audit provides baseline data to inform a strategy for managers to plan how they will deliver bilingual services. Further initiatives to increase the response rate to the audit will be introduced over the next 12 months.</li> <li>• The development of the Welsh Language Promotion Strategy with the support for community and business involvement as equal partners.</li> </ul>
1.04	<p>An area of progress across both equality and Welsh language policy areas has been the development of an integrated impact assessment (IIA). This assessment provides an overview of direct impacts affecting different groups of people as well as the natural environment (biodiversity). These are the 3 statutory areas of assessment to be undertaken, but we have developed the assessment process to also consider other impacts such as health and poverty.</p> <p>In addition, because the assessment process is undertaken within CAMMS (the Council’s performance and project management system), all the information is collated in one place and various aspects of data can be used for different purposes. This reduces duplication and also enables consideration of any wider compound implications which may be impacted by cumulative effects of differing options, for example, multiple effects on young people.</p> <p>This co-ordinated approach will enable a reduction to any negative impacts that have been identified.</p> <p>IAs are being used in a number of ways: firstly as part of the considerations for future operational efficiency options and also on specific stand-alone projects such as the Local Development Plan, ensuring that impacts have been identified, understood and considered.</p>
1.05	<p>Although there are positive areas of progress, some issues remain as areas for improvement:</p>

	<p><b>Equality</b></p> <ul style="list-style-type: none"> <li>• Data collection – more systematic data collection of the profile of customers and analysis of the data across services is needed to be able to identify areas for improvement and measure progress and outcomes for protected groups.</li> <li>• More employees need to complete the Diversity Audit which will contribute towards the Workforce Information Report and Equal Pay Audit.</li> <li>• Only a small number of employees have completed the e-learning modules. Training on equality is a statutory requirement of the Public Sector Equality Duty for all employees.</li> <li>• Equality impact assessments need to be undertaken more systematically and robustly before decisions are made about service changes; this is being addressed through the use of a revised Integrated Impact Assessment (as referred to in 1.04).</li> </ul> <p><b>Welsh Language</b></p> <ul style="list-style-type: none"> <li>• More employees need to complete the Welsh language awareness training. This shows the link between Welsh language, good customer care and high quality services.</li> <li>• The results of the Welsh language skills audit show that less than 4% of employees are fluent Welsh speakers and approximately 37% employees have no Welsh skills. This profile will need to change over time to increase the number of Welsh speaking employees and reduce the number of employees without any knowledge of the Welsh language. This will support the Council to deliver bilingual services and meet the needs of Welsh speaking customers.</li> <li>• More take-up is needed of the Welsh language training courses provided by the Council, to help change the profile of the Council's Welsh speakers.</li> <li>• Promotion of the use of Welsh in the Council (both as a business and as a place to socialise).</li> <li>• Welsh language impact assessments need to be systematically included within consultations and decision-making.</li> </ul>
1.06	<p>There have been four complaints relating to Welsh language during 2017/18, compared to 15 complaints received during 2016/17. They relate to telephone calls, the website and social media. Various methods of communication are being considered to promote employees' responsibilities.</p>
1.07	<p><b>Next Steps</b></p> <ul style="list-style-type: none"> <li>• A mid-year report on the areas for improvement will be considered by Cabinet.</li> <li>• Relevant actions from the SEP will be incorporated into CAMMS, the Council's performance management system to facilitate easier reporting and monitoring.</li> <li>• Workforce communications will be published to increase the number of employees who complete the e-learning modules for equality and Welsh language.</li> <li>• Increased awareness and support for internally-provided Welsh</li> </ul>

	<p>Language training courses to encourage managers and employees to improve take-up.</p> <ul style="list-style-type: none"> <li>• Completion of the integrated impact assessment tool during decision making.</li> <li>• Regular communications regarding compliance with and celebration of the Welsh Language Standards will be cascaded to the workforce.</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	A training programme is required to ensure employees have the skills and knowledge to meet these statutory duties. A budget for equalities and Welsh language training is held by the Learning and Development Team.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Equality Representatives and relevant officers were consulted in order to update both the action plans and provide information for the annual monitoring reports.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	<p>The purpose of the SEP is to ensure the Council is meeting its statutory duty to promote equality, eliminate discrimination and foster good community relations for people who live in, work and visit Flintshire. Promoting equality and reducing discrimination will contribute to addressing poverty experienced by people across all protected groups.</p> <p>Meeting the Welsh Language Standards will promote equality for Welsh speakers in service delivery and for Council Welsh speaking employees. They will ensure that the Council considers the impact of policies and decisions on both Welsh speakers and the Welsh language to promote positive impact and eliminate/reduce negative impact.</p> <p>Actions are being taken as described in the body of the report to ensure that awareness of the Standards and their compliance is supported.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 Strategic Equality Plan Annual Report 2016/18 Appendix 2 Welsh Language Annual Monitoring Report 2017/18

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<a href="#">Strategic Equality Plan 2016/2020</a>

[Welsh Language Compliance Notice](#)

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**7.00 GLOSSARY OF TERMS**

**7.01 CAMMS:** an integrated planning, risk management and Programme / project management and reporting system.

**Compliance Notice:** specifies the exact Welsh Language Standards that each organisation should have to comply with and also the date by which they are required to comply with a standard.

**Diversity Audit:** is the collection and analysis of information on the profile of customers and employees, for example, people's age range, disability, gender reassignment, ethnic group, religion or belief, sex and sexual orientation to identify actual or potential inequalities.

**Equality impact assessments:** is the process to identify the impact of a proposal/decision/policy/initiative on people with protected characteristics.

**Integrated impact assessments:** an Integrated Impact Assessment (IIA) is a way to look at how a proposal could affect communities and if different groups within the community will be affected differently. It takes into consideration impacts on the environment, equality, health and Welsh language.

**More Than Just Words Framework:** Welsh Government Framework to strengthen Welsh language services in health, social services and social care.

**Protected characteristics:** these are the groups protected under the Equality Act 2010. The characteristics are: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex and Sexual Orientation.

**PSED:** Public Sector Equality Duty, places a General Duty and Specific Duty on public bodies. The General Duty requires public bodies to show due regard to the need to: eliminate unlawful discrimination, advance equality of opportunity between people who share a protected characteristic and foster good relations. The Specific Duty in Wales requires public bodies to develop equality objectives and publish Strategic Equality Plans. It also includes the requirement to train employees, assess impact of decisions and undertake equality monitoring.

**Welsh In Education Strategic Plan:** the Council's plan setting out how it will support, expand and promote Welsh-medium education within the whole community, increasing the number and percentage of pupils receiving Welsh-medium education in compliance with the Welsh Government's

'Welsh-Medium Education Strategy' of developing learners who are fully bilingual.

**Welsh Language Measure: Welsh Language (Wales) Measure 2011:** confirms the official status of Welsh, creates a new system of placing duties on bodies to provide services through the medium of Welsh and creating the post of Language Commissioner with enforcement powers.

**Welsh Language Scheme:** previous policy stating the Council's commitment to the Welsh language, this includes an action plan setting out how it plans to deliver bilingual services. The Standards have replaced Schemes.

**Welsh Language Standards:** specific standards of conduct in relation to the Welsh language.

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# Flintshire County Council

## Strategic Equality Plan Annual Report April 2016 - March 2017 and April 2017 - March 2018

We can provide this information in alternative formats or in  
your own language

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# Strategic Equality Plan

## Annual Report 2016-2017 and 2017-2018

### Contents

<b>Executive Summary</b>	2
1. Introduction	3
2. Progress	4
3. Meeting the General Duty	7
4. Collecting information and Engagement	11
5. Equality Impact Assessments	14
6. Training	15
7. Procurement	16
8. Conclusion	16
Appendices	
1. Strategic Equality Plan action plan	
2. Equality Information- Diversity Profile of school pupils	
3. Profile of pupils achieving 5 GCSEs A*-C	

## **Executive Summary**

This is the first annual report for Flintshire County Council's Strategic Equality Plan 2016-2020. It sets out the progress we made to achieve our equality objectives which we first set out in 2012 and updated in 2016 to reduce inequalities experienced by people with protected characteristics.

We have continued to undertake initiatives to meet the general equality duty as well as work to the objectives set out in the Strategic Equality Plan. We have worked well with other public bodies in North Wales and have developed regional equality objectives. By meeting our own equality objectives we will contribute to the regional equality objectives. In addition to setting regional equality objectives, we have worked with our colleagues to develop a co-ordinated approach to encouraging victims to report hate crime has been taken across North Wales.

There have been improvements in services; there are three Dementia Friendly communities in Flintshire, and four other communities are now applying for this status. There are 38 Dementia Friendly businesses, and 10 memory cafés in Flintshire.

We recognise that we may have had some successes but we still need to make progress, especially in the areas of equality monitoring and impact assessments. We are integrating the 2016-2020 Strategic Equality Plan within CAMMS, the Council's performance management system which will enable us to monitor progress more efficiently.

Colin Everett  
Chief Executive

Councillor Billy Mullin  
Cabinet Member for Corporate  
Management

# Strategic Equality Plan Annual Report 2016-2017 and 2017-2018

## 1. Introduction

1.1 This is the first annual report for the Council's [Strategic Equality Plan](#) (SEP); it covers the period April 2016 to March 2018. The report sets out progress to meet the equality objectives provides a summary of achievements during the past four years.

1.2 The Equality Act 2010 introduces a general public sector duty to

- (a) eliminate discrimination, harassment, and victimisation;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

1.3 The protected characteristics as defined by the Equality Act are:

Age	Disability
Gender Reassignment	Marriage and Civil Partnership
Pregnancy and Maternity	Race
Religion and Belief	Sex
Sexual Orientation	

The Council's commitments to the Welsh language treating English and Welsh language on the basis of equality are set out in the [Welsh Language Compliance Notice](#). The action we have taken to meet our statutory responsibilities for Welsh language are covered in a separate [report](#).

The specific equality duties also require public bodies to:-

- publish objectives to address pay differences
- publish a statement setting out the steps it has taken or intends to take to meet the objectives and how long it expects to take to meet each objective
- produce an annual report by 31 March each year, which will include specified employment information, including information on training and pay
- engage with people from protected groups
- assess impact of new and revised policies on people from protected groups
- publish and use equality information

The purpose of the equality objectives is to reduce specific areas of inequality which were identified using both qualitative and quantitative evidence. The Council has also worked with the other public bodies across North Wales to identify **regional equality objectives**. The regional and local equality objectives and the evidence base used to identify the objectives can be found [here](#).

1.4 Alongside the [SEP](#) the Council’s work on equality is supported by a [Diversity and Equality policy](#) , and Plain Language Guide and delivered as part of various Council documents such as the Council Plan and Customer Strategy.

## 2. Progress





2.1 The Council’s equality objectives and Strategic Equality Plan were published in April 2016. This is the first annual report and baseline data is still being collated. Many of the objectives are evidenced by data; the more relevant data that is collated, the better the analysis and improved target setting to reduce inequalities experienced by employees and customers.





2.2 The action plan to meet the SEP is provided in Appendix 1; this also highlights the progress made to meet each action.







2.3 Progress has been made to ensure the diversity profile of employees is captured to meet the employment duty of the Equality Act; and the workforce information report has been published; available [here](#).









2.4 A self assessment has been undertaken to review progress made during the first year of the Plan. The following table sets out how we assessed our performance towards achieving our local objectives. These objectives are described in terms of “progress” made toward delivering them and “confidence” in achieving the objectives.





<b>PROGRESS RAG Status Key</b>		<b>OUTCOME RAG Status Key</b>	
<b>R</b>	<b>Limited Progress</b> - delay in scheduled activity; not on track	<b>R</b>	<b>Low</b> - lower level of confidence in the achievement of outcome(s)
<b>A</b>	<b>Satisfactory Progress</b> - some delay in scheduled activity, but broadly on track	<b>A</b>	<b>Medium</b> - uncertain level of confidence in the achievement of the outcome(s)
<b>G</b>	<b>Good Progress</b> - activities completed on schedule, on track	<b>G</b>	<b>High</b> - full confidence in the achievement of the outcome(s)





<b>Equality Objective: Reduce Health inequalities</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Improve health outcomes for protected groups		
Minimise the impact of substance misuse on individuals, their families and communities in the Council		

<b>Equality Objective: Reduce unequal outcomes in Education to maximise individual potential</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Reduce the gap in educational attainment levels between different groups at all key stages		
Ensure pupil feel safe at school		

<b>Equality Objective: Reduce Inequalities in Employment</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Identify and address any inequalities within pay, recruitment, retention, training and promotion processes		
Ensure employees receive equality training to equip them with skills and knowledge to meet the Equality Act 2010		
Support protected groups gain and maintain employment		

<b>Equality Objective: Reduce inequalities in personal safety</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Raise awareness of hate crime		
Raise awareness of safeguarding		
Address high repeat instances of domestic abuse and enable victims of domestic abuse to remain in their own homes		
Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales		

<b>Equality Objective: Reduce inequalities in Representation and Voice</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Increase the diversity of the profile of people who participate in public life and representative bodies		
Improve representation of protected groups in consultation activities and equality impact assessments		

<b>Equality Objective: Reduce inequalities in access to information, services, buildings and the environment</b>		
<b>Action areas</b>	<b>Progress</b>	<b>Outcomes</b>
Promote and increase use of Language Line across all services when dealing with customers where language barriers may result in information not being clearly understood by either parties		
Improve access to services, transport, the built environment and open spaces which the Council provides or manages		

### 3. Additional activities - Meeting the General Duties

2016/17

3.1 This section sets out the progress made to date under the general duty. Some of the achievements cover all of the three parts of the general duty

#### 3.2 Eliminate discrimination, harassment, and victimisation

##### Activities and Outcomes

- Three Dementia Friendly communities, 38 Dementia Friendly Businesses and 10 memory cafés established in Flintshire.
- Library employees have received 'Dementia Friendly' training, as well as the HR Team and other Teams from Council services.
- We worked with Bangor University to train care, domestic and auxiliary workers in 12 care homes in how to have creative conversations with people with dementia. 16 care home providers and nine activity providers are using the Dementia Friendly Facebook page.
- Six schools became Dementia Friends
- We also developed an Early Onset Peer Support service with people living with dementia
- Encouraged people to report hate incidents resulting in the number of reports increasing
  
- Physical alterations were made to schools:
  - 16 out of 84 schools are now fully accessible whilst the remaining schools have had other features altered to increase accessibility
  - Four primary and one high school are having substantial alterations to improve sanitary conditions for disabled pupils including extensions to one school to create an accessible toilet plus changing facilities or extensive internal remodelling
  - Ramped access is being installed to the front entrance to two primary schools and an additional ramp installed to a specific area at Flint High school to increase access to the science block and Design and technology block
  - Handrails have been installed to a number of stepped access points at three primary schools
  - Internal door alterations made to allow access to Performing Arts at one high school

These alterations are important, enabling disabled pupils to access the whole school curriculum and supporting them to achieve their potential.

- The Council participates in the White Ribbon Campaign to raise awareness of violence against women, resulting with increased reports of domestic abuse. Male colleagues in Streetscene services also participated in raising awareness.
- During 2016/17 there were lower incidents of domestic abuse repeat victimisation. 14.3% of high risk repeat victims were referred to the Flintshire Multi agency risk assessment conference (MARAC) indicating a 6% point reduction from the previous year.



### **3.3 Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**

#### **Activities and Outcomes**

- The average number of days taken to complete a Disabled Facilities Grant (DFG) for children has improved. During the year we achieved an average of 249 days compared with 455 in 2015/16. DFG's for adults have taken an average of 248 days compared with 293 in 2015/16.
- To promote fairness and encourage the recruitment and retention of disabled people, we achieved the 'Disability Confident Employer' award.
- Equality Impact Assessments are undertaken on new and revised policies and major decisions and have been integrated into the Council's performance and project management system.
- Wates Residential, Flintshire's development partner for the Strategic Housing and Regeneration Programme (SHARP), created 12 apprenticeship opportunities during 2016/17, as part of the community benefit clause in their contract with the Council.
- A core funding agreement in place with North Wales Deaf Association, now Centre for Sign-Sight- Sound, to provide British Sign Language interpreters for Deaf people who use the Council's services.
- A contract is in place with Language Line for the provision of telephone interpretation and document translation. Face to Face interpreters are also available if needed.
- The Fostering and Adoption Service undertake a series of targeted initiatives involving the Lesbian Gay and Bisexual (LGBT) community to increase the number of LGB foster parents. These initiatives included:-
  - using the rainbow flag on promotional material and encouraging LGBT foster parents
  - attending Encompass (the local LGBT community group)

### **3.4 Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

#### **Activities and Outcomes**

- We raise the Trans Flag annually on 20 November to commemorate the Transgender Day of Remembrance in memory of all Trans\* people who have lost their lives to Transphobic violence.
- Raised the Rainbow flag during February 2017 to celebrate Lesbian, Gay, Bisexual, Transgender (LGBT) History Month and promote information to raise awareness of LGBT issues through workforce news items and social media
- A contract is in place with Language Line for the provision of telephone interpretation and document translation. Face to Face interpreters are also available if needed.
- The Council is working with partner agencies and supporting Refugees as part of the Home Office Syrian Refugees Resettlement Scheme.

- The Flintshire Buddy Project provides a bespoke service offering one to one support, where necessary for children and young people to participate in their local playscheme during the summer.
- The PALS (Play and leisure Support) Project – provides a bespoke service for children and young people up to the age of 25 years to provide one to one support for children and young people with disabilities to participate in play, the arts, recreational, cultural, sporting and other social opportunities.

2017/18

### **3.5 Eliminate discrimination, harassment, and victimisation**

#### **Activities and Outcomes**

- Promoted “Time to Talk Day” to raise awareness about Mental Health with employees and members of the public
- The Traveller Education service provides support and advice to teachers in mainstream schools to encourage the development of a ‘Traveller friendly’ ethos.
- Supported the preparation of resources for mainstream teachers and advice on planning for Traveller learners.
- Developed written documentation to support schools in the inclusion of Traveller pupils – Traveller leaflet.
- Provided training and workshops for schools on Traveller culture and ‘Traveller friendly schools.’
- Theatr Clwyd has been working closely with the Youth Service to develop an interactive workshop, using live performance, to explore the issues arising from Sexual Consent. In a safe and supportive environment, young people will be exploring what makes a healthy relationship, the effects of alcohol and drugs on decision making, and finally, how the law works in relation to Consent. This workshop is being delivered in both English and Welsh in secondary schools in Flintshire.
- Promoted the Welsh Government’s Domestic Abuse e-learning training to ensure all employees complete this module to raise their awareness and understanding of domestic abuse. Champions are available across the Council who individual employees can approach for support.
- Agreed a Corporate Safeguarding Policy which encompasses Modern Slavery
- Delivered training on safeguarding to raise employees’ awareness of safeguarding issues and to ensure they know how to make a report.
- Included safeguarding and modern slavery within the commissioning process.

### **3.6 Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**

#### **Activities and Outcomes**

- Two accessible changing facilities, two ramps and accessible internal doors have been installed at a secondary school.
- Fully accessible changing facilities are now in place in an additional three primary schools and a secondary schools.
- Adaptations in other schools include improving toilet facilities, installing hand rails and ramps and increasing the number of Blue Badge Holders car parking spaces.
- Promoted awareness of internet safety to young people through schools and to older people.
- Provided training for employees who work in Leisure to increase understanding about the barriers that Lesbian, Gay, Bisexual and Transgender (LGBT) people face when accessing sport, and potential solutions for greater inclusion.
- Offered a variety of sports opportunities to disabled people including Wheelchair Basketball.
- Provided training for sports coaches to increase their awareness of disability.
- Supported the preparation of resources for mainstream teachers and advice on planning for Traveller learners.
- Bespoke timetables and alternative curriculum projects are provided for Travellers at Key Stages 1 and 2 (whole day and afternoon groups aimed and building self-esteem and social awareness). Projects have included raising money for the homeless, working with the wardens at Wepre Park and work with the fire service.
- 66% of Traveller children who attended school for specific periods achieved the core subject indicators, which is an increase from previous years. The All Wales average for Irish Travellers is 61.9%, and for Gypsies is 53.7%.
- Invested in the Council's Traveller site to improve facilities.
- We continued to provide support to Syrian Refugees.

### **3.7 Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

#### **Activities and Outcomes**

- Raised the Rainbow flag and posted social media messages to celebrate LGBT History Month.
- Supported preparation of resources for mainstream teachers and advice on planning for Traveller learners.
- Promoted hate crime week through social media and through information to our workforce.
- Promoted diversity and equality in the local community at the Flintshire Diversity Festival.
- Promoted the end Violence Against Women campaign (White Ribbon) during November.

- Produced a draft Trans policy for schools, and included feedback from LGBT young people in the development of the policy.

### 3.8 Hate Crime

There were 62 reports of hate incidents in Flintshire in the period 2016/17 and 123 reports during 2017/18. The incidents were classed as follows:-

Type of incident	2015/16	2016/17	2017/18
Racially motivated	33	37	84
Homophobic	6	6	26
Disability Related	6	9	8
English/Welsh language	0	0	0
Transphobic	0	1	0
Gypsy/Traveller	0	2	4
Gender	0	0	1
Religious	4	6	5
Other	0	1	3
Total	49	62	123

The total number of reports of hate crime increased during 2016/17 and 2017/18. There was a significant increase during 2017/18, specifically in the number of reports of racially motivated related hate crime. Racially motivated hate crime remains the most reported type of hate crime. The initiatives to promote reporting may have resulted in more people coming forward to report hate crime. The members of North Wales Public Sector Equality Network (NWPSSEN) have worked together to encourage reporting of hate crime during Hate Crime Awareness week. The Council also published tweets and face book messages alongside other public bodies. These messages were republished during Trans Remembrance Day (November 2016) and Lesbian, Gay, Bisexual and Transgender History month (February 2017) respectively. It is still felt that hate crime is under reported across North Wales; action will continue to encourage reporting. There has also been an increased reporting of racist and religiously motivated hate crime nationally following terrorist attacks in the United Kingdom.

## 4. Collating information and engagement

4.1 Systems have been developed to capture and monitor the profile of our customers by protected characteristic. As there is not a single shared system to collate the data, Portfolios and services have developed their own systems. However, not all protected characteristics are captured on each system and there is insufficient data currently available for detailed analysis across the majority of services. It is an ongoing action to improve data capture across services.

Categories used to collate diversity data are taken from the [Census 2011](#) where this information is available. However, data on all protected characteristics is not captured through the Census, for example, Transgender and sexual orientation. As some communities have relatively low numbers which make statistical analysis difficult, the results of national research and reports are used.

4.2 Other sources of information are available from [Infobase Cymru](#) which provides access to a wide range of data locally and nationally on Wales, Data Cymru and regional and national research and reports.

4.3 Research has been undertaken for the North Wales Public Sector Equality Network (NWPSEN), a network of all North Wales public bodies' Equality Officers, to help identify the inequalities experienced by protected groups. This [information](#) is available for use by services.

4.4 NWPSEN developed an exemplar equality monitoring form with a Top Ten Tips Guidance note. This helps ensure consistency amongst the equality monitoring categories used by public bodies across North Wales and will contribute to more effective benchmarking.

4.5 Qualitative data is collated through other means such as surveys and focus groups and through engagement with local groups such as the Council's employee networks and with community groups:

- Flintshire Deaf Forum
- Flintshire Disability Forum
- Flintshire Youth Forum
- Faith contacts
- Older Peoples Forum
- North Wales Regional Equality Network
- School's Councils
- Stonewall Cymru
- Unique transgender group
- 50 plus Action Group

Officers attend meetings with community groups to identify issues at an early stage, receive feedback and views on any initiatives and involve them in equality impact assessments.

4.6 Despite the challenges in collating data, improvements have been made to our processes. We now:

- Record the ethnic details of Social Service users. This is now a mandatory field on the Social Services client database, PARIS.
- Monitor the profile of tenants, homelessness applicants and people on the housing waiting lists. These have been included in the Housing Improvement Plan.
- Record the profile of school pupils and school attainment levels.
- Promote through Leisure Services the "What's it Got To Do With You" Stonewall leaflets to encourage customers to complete the monitoring forms

#### **4.7 Using information to meet the general duty**

The profile of customers/service users is compared against the profile of the community to identify areas of over/under representation or under achievement which enables services to set targets for improvement.

Using data in this way helps services to identify potential and actual areas of discrimination and also identify the opportunity to advance equality of opportunity through setting improvement targets which will be incorporated into the [SEP](#). This information has also been used to identify the [Council's local equality objectives](#).

Comparisons of satisfaction levels and complaints and information from focus groups is also used to identify any areas of potential and actual discrimination and areas of community tensions which in turn contribute to identifying opportunities for advancing equality and for fostering good relations.

#### **4.8 Employment Information**

The profile of the workforce and job applicants is monitored, the results for the period 1<sup>st</sup> April 2016 to March 31<sup>st</sup> 2017 and 1<sup>st</sup> April 2017 to March 31<sup>st</sup> 2018 can be found [here](#). Some of the data has been aggregated to ensure individuals cannot be identified. A full diversity profile of the workforce is published separately and includes information required by the specific duties of the Equality Act 2010.

Currently the Council is unable to record gender identity in iTrent (Human Resource Management System) against an individual's record. The Human Resource Operations Manager is exploring options to rectify this with the supplier and the Welsh Local Government Association is co-ordinating activity to address this as it affects more than one local authority.

All data on the HR system includes other protected characteristics. As further modules of the HR system are implemented and the fields populated additional reports will become available in the future, for example, grievances and disciplinary action and applications for training.

Qualitative information is gained through feedback from Trade Union representatives at the Joint Trade Union Consultative Committee and through the employee networks

Qualitative and quantitative information is used to inform equality impact assessments on HR policies and practices and to identify areas of potential/actual inequalities which require further investigation.

#### **4.9 Equal Pay Review**

The equal pay review is published on our website and is available [here](#). We are required to set an objective for pay. National research shows that the pay gap between men and women still exists. We have already completed a review of pay

to harmonise terms and conditions and have completed an annual Equal Pay Audit which is published on our website.

The Equal Pay Audit undertaken in 2016 indicated that overall the average salary across all grades for women was £18,437, and for men was £23,011 giving an overall gender pay gap of **19.88%**. The Audit completed in 2017 showed that overall the average salary for women across Grades A to Grade N) is **£19,038** and the average salary for males across all grades is **£23,385** giving an overall gender pay gap of **18.6%**.

## 5.0 Equality Impact Assessments (EIAs)

5.1 Equality and Welsh Language impact assessments (EIA) are one of the methods being used to mainstream equality and to support services identify specific equality targets. EIAs are undertaken on new or revised policies and practices.

### 5.2 Arrangements for assessing the impact of policies and practices

A template has been developed to capture the relevant information required for EIAs and this is supported by more detailed guidance. Workshops have been held in each Portfolio to support key officers undertaking EIAs. Portfolio Equality representatives provide additional support within each Portfolio. An EIA Quality Assurance group (comprising members representing different protected characteristics) has been set up to identify potential adverse impact and suggesting solutions. The group also acts as a “safety net” to ensure that the views of people from across the protected characteristics are considered. The aim is to ensure that the EIA process is robust and thorough and contributes to improvement in outcomes for both customers and employees. The equality impact assessment now incorporates Welsh language.

We have developed an integrated impact assessment to cover environment, equality, health, poverty and Welsh language impact assessments.

### 5.3 The following impact assessments were undertaken during 2016 /17 and 2017/18

2016/17	2017/18
Home Care Services Increased charges	Special Leave of Absence
Alternative Delivery model for Learning Disability Services	Schools review
Public Space Protection Order	Local Development Plan Preferred Strategy
Budget Proposals	Budget Proposals

## 6.0 Training

6.1 Details of how we promote understanding and knowledge about equality is set out in the [SEP](#). There are three e-learning packages:-

- Equality Act 2010
- Equality in the Workplace
- Equality and Welsh Language Impact Assessments

Diversity and equality is also included in

- Customer Services Award
- Institute of Leadership and Management (ILM) programme at all levels
- E-learning modules for new managers
- Induction workshops for new elected members

6.2 During 2016/17 in addition to the e-learning programmes, workshops were delivered on:-

- Cultural Awareness in Safeguarding Children
- Gypsy and Traveller culture
- Safeguarding Foreign National children- age assessments
- No Recourse to Public Funds- to understand what 'no recourse to public funds' means and to whom this applies
- Access to services for Economic Migrant workers
- Roma culture
- Train the Trainer "Dealing with LGBT bullying in schools" delivered by Stonewall Cymru

During 2017/18 the following training was provided:

- Child Sexual Exploitation
- Disability awareness training for employees working in Leisure Services.
- LGBT Awareness- To increase understanding about the barriers that Lesbian, Gay, Bisexual and Transgender (LGBT) people face when accessing sport, and potential solutions for greater inclusion. This was provided by LGBT Sports Cymru.
- Modern Slavery- provided to employees in Public Protection to enable them to recognise the signs of modern slavery.
- Prevent- provided by North Wales Police to public facing employees to ensure they understand extremism and radicalisation, can identify signs and know how to make a report.
- Safeguarding awareness- half day workshop and a half day interactive theatre style workshop. To increase awareness of safeguarding issues and ensure employees recognise the signs and know how to make a report.
- Trans-awareness- e-learning module- to increase awareness of issues facing the Trans community and understand how to develop Trans inclusive services.



## 7.0 Procurement

7.1 Details of how equality is embedded into the procurement process is set out in the [SEP](#). Furthermore, the Council includes community benefit clauses within contracts over £1 million; contracts of £10,000 include an element of community benefits in the scoring methods. As this work develops it may have the potential to contribute to the achievement of the equality objectives.

## 8.0 Conclusion

8.1 This report outlines the progress the Council is making to meet both the general and specific public sector equality duties. It is however clear that collating some data to monitor progress has been challenging. Priorities over the next two years will be to:

- increase the number of employees who complete the equality e-learning modules and complete the diversity audit.
- review actions and measures as there has been difficulty in accessing some measures as they are published by external organisations.
- incorporate actions into the performance management system, CAMMS to ensure that there is more effective monitoring of progress to meeting the objectives.
- put in place an electronic system to capture reports of identity based bullying in schools.
- ensure equality impact assessments are undertaken robustly.
- review the management of interpretation and translation services

### **Thank you for reading our Strategic Equality Plan Annual Report 2016/17 and 2017/18.**

Views and suggestions for our annual report are welcome.




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**Appendix 1 Strategic Equality Plan Action Plan 2016- 2020**


**Annual Report 2017/18**



<b>Objective 1 Reduce Health Inequalities</b>					
<b>Improve health outcomes for protected groups</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Develop and implement action plan to reduce waiting times for children accessing mental health services	Team Manager Performance and Planning and Development Officer	To be confirmed	Number of Looked after Children (LAC) waiting to access the Children and Adolescent Mental Health Service (CAMHS)	Two children were waiting for assessment at the end of March, with a waiting time of less than 4 weeks.	Waiting times reduced but dependent on capacity in external agency
Explore alternative providers for children's mental health	Team Manager Performance and Planning and Development Officer	To be confirmed			
Incorporate need for health assessments within Foster Care training	Team Manager Performance and Planning and Development Officer	To be confirmed	% of health assessments for LAC in time scales	Performance for the year was at 61.5%. Remedial actions being taken by BCUHB have included standardisation of documentation and processes across	52.5% of health assessments were completed for LAC in time scales  






				North Wales. 	
Incorporate prompt registration with General Practitioner (GP) and dentist in PARIS (care assessment system)	Team Manager Performance and Planning and Development Officer	To be confirmed	% LAC Registered with GP	98.7% 	83% Quality Assurance process implemented
			% LAC registered with a dentist within 3 months of becoming registered	74.2% of children were seen by a dentist within 3 months of becoming looked after 	Data for 2017/18 not yet available.
Organise annual Trans awareness training to coincide with Trans remembrance day	Strategic Policy Advisor	annually	number of employees who attend Transgender awareness training	0 workshops were held in 2016/17 however e-learning was made available to employees, through Flintshire Academi e-learning portal. 	0 workshops were held in 2017/18 however e-learning was made available to employees, through Flintshire Academi e-learning portal. This was completed by 81 employees. 
Explore potential to provide training through e-learning	Strategic Policy Advisor	March 2017	Trans awareness e-	Trans awareness training now	Complete

			learning available	available through e-learning. 	
Develop e-learning module on Gypsy Traveller awareness	Gypsy and Traveller Liaison Officer	December 2017	% employees who complete Gypsy Traveller e-learning modules	The officer was appointed this year and a training package is currently being developed. 	Under development 
Provide annual Gypsy Traveller awareness training	Gypsy and Traveller Liaison Officer	Annually	% employees who attend Gypsy Traveller awareness training		
Implement Social Care Training Strategy	Workforce Development Manager	On going	The number of people supported to remain in their own home because of a home adaptation.	Training Strategy is under development 	Training Strategy is under development 
Implement Supporting People Commissioning Plan	Housing Support Co-ordinator	On going	% of care leavers, by protected characteristic, who have experienced homelessness during the year	To be confirmed	Complete 










Implement Dementia Friendly communities action plan	Planning and Development Officer	Complete	Number of events (and take-up) aimed at raising awareness of dementia across the county	To be confirmed	Action plan implemented. Ten Dementia cafes have been established and 56 businesses accredited as Dementia Friendly. 
<b>Minimise the impact of substance misuse on individuals, their families and communities in the county</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Minimise the impact of substance misuse on individuals , their families and communities in the county	Regional Substance Misuse Commissioning and Development Officer	To be confirmed	% waiting time of less than 20 days from referral to treatment	85.08% Overall, waiting times have been consistent throughout the year. The indicator shows the percentage of referrals achieving the waiting time of less than 20 days. This shows an improvement against our local target of 80%. 	90.27% 
Supporting those receiving treatment to complete substance misuse treatments	Regional Substance Misuse Commissioning and Development Officer	To be confirmed	% of completed substance misuse treatments	77.69% The number of completed treatments	79.27% 






				<p>provided to those with substance misuse problems has fluctuated throughout the year. The overall average for 2016/17 is 77.69% which is just below the 2015/16 rate of 78.91%.</p> <p></p>	
<b>Objective 2 Reduce unequal outcomes in Education to maximise individual potential</b>					
<b>Reduce the gap in educational attainment levels between different groups at all key stages</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Through Regional School Improvement Service (GwE) work to raise standards achieved by learners who are entitled to Free School Meals (FSM) by undertaking analysis of attainment across all key stages by gender and by FSM	Senior Manager School Improvement	Annual	Annual analysis % of children (by gender, ethnic background, FSM, LAC) for core subject indicator (CSI) at all key stages.	<p><b>FSM</b> FP CSI 75.7% KS2 CSI 77.9% KS3 CSI 71.7%</p> <p><b>Sex</b> Foundation Phase Boys 86.5% Foundation Phase Girls 92.9%</p>	Results not yet available



			% of learners entitled to FSM in achieving the Level 1 and Level 2 Indicator (Five GCSEs passes A* -C)	KS2 CSI Boys 88.2% KS2 CSI Girls 94% KS3 CSI Boys 86.8% KS3 CSI Girls 92.4%  Profile of pupils achieving five GCEs Grade A* to C are provided in Appendix 4 	
Through GwE Challenge Advisors scrutiny of school improvement plans, ensure that schools are effectively targeting the use of the Pupil Deprivation Grant to support learners entitled to FSM to improve outcomes.	Senior Manager School Improvement.	Autumn Term 2016	% of learners entitled to FSM in achieving the Level 2 and Level 2 Indicator (Five GCSEs passes A* - C)	<b>FSM</b> FP CSI 75.7% KS2 CSI 77.9% KS3 CSI 71.7% 	Results not yet available
<b>Ensure pupils feel safe at school</b>					





Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Promote Stonewall Train the Trainer course to encourage schools to send representatives	GwE Regional School Improvement Service	Annual	Number of teachers who attend training	18 Teachers and education services attended 	The training was not offered during 2017/18. Resources have been made available to schools. 
Draft Transgender Reassignment policy for schools	Healthy Schools Officer, Inclusion Officers, Children and Young People's Partnership	July 2018	Transgender Reassignment policy published on Moodle	Working group to develop policy established 	Draft policy shared with working group 
Involve and consult with Trans community on draft policy	Healthy Schools Officer, Inclusion Officers, Children and Young People's Partnership	On-going			
Draft Equalities Plan for schools	Healthy Schools Officer	Autumn Term 2016	All schools adopt updated policy	2016-2020 Strategic Equality Plan template provided to all schools. Monitoring is undertaken as part of healthy schools visits to determine if the SEP has been adopted and is reviewed regularly.	Complete 






















					
Promote 'Respecting Others' guidance to schools	Healthy Schools Officer; Inclusion Officers; Children and Young Peoples' Partnership	To be confirmed	% of reports of identity based bullying taking place at schools	Awaiting new Welsh Government Guidance 	Awaiting new Welsh Government Guidance 
Organise annual conference "Respecting Others"	Healthy Schools Officer; Inclusion Officers; Children and Young Peoples' Partnership	To be confirmed	Conference organised	Awaiting new Welsh Government Guidance 	Awaiting new Welsh Government Guidance 
<b>Objective 3 Reduce inequalities in employment</b>					
<b>Identify and address any inequalities within pay, recruitment, retention, training and promotion processes</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Include equality plan as a standing agenda item at Performance Leads monthly meetings	Strategic Performance Lead	December 2016	Response rate to diversity audit improves	Complete 	Wpork is continuing to collate missing data 
Undertake annual workforce equality analysis of data in line with the PSED	Workforce Information Manager	Annually	Annual action plan and annual report published	On going 	Complete. Equal pay Audit published. 





Develop and implement action plan to address any potential or actual inequalities	Workforce Information Manager and Strategic Policy Advisor	Annually		On going 	Gender Reassignment monitoring now available on iTrent. Recruitment monitoring forms updated to reflect this. Missing diversity data continues to be captured. 
Publish annual workforce information report	Workforce Information Manager	Annually		Report available 	Report published. 
<b>Ensure employees receive equality training to equip them with skills and knowledge to meet the Equality Act 2010</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Promote equality training e-learning modules	Strategic Policy Advisor	September 2017	Communications plan developed and implemented	Complete 	Only 8 employees have completed the e-learning training. The training will be promoted widely during 2018/19, to increase completion rates.
Equality incorporated into appraisal	Strategic Policy Advisor	March 2018	Number of employees completing equality e-learning modules	In progress 	8 employees completed training 




Develop and implement training plan for employees to support them to meet equality duties	Strategic Policy Advisor	March 2017	<p>number of equality related courses delivered and numbers of employees who attend</p> <p>number of complaints made by employees of discrimination and identity based bullying</p> <p>number of complaints of discrimination made by job applicants</p>	<p>Programme of training is available supported by four e-learning modules.</p> <p>2 courses delivered: Finger Spelling Diversity and Equality</p> <p>Awaiting confirmation of data</p> <p></p>	<p>Only 8 employees completed training- targets to be set to increase the number of employees who complete the training.</p> <p>Less than 3 complaints made about discrimination by job applicants and less than 3 employees made complaints of bullying and harassment.</p> <p></p>
<b>Support protected groups gain and maintain employment</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Develop and implement action plan to support care leavers gain employment and training opportunities	Team Manager Performance Planning and Development Officer	on going	% of all care leavers, by protected characteristic, who are in sustained	12 months after leaving care= 63% 24 months after leaving care = 81%	Data to be confirmed

			education, training or employment continuously for 12 months and 24 months after leaving care		
<b>Objective 4 Reduce inequalities in personal safety</b>					
<b>Raise awareness of hate crime</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Work with North Wales Public Sector Equality Network to develop and implement a joint communications plan to raise awareness of hate crime	Strategic Policy Advisor	Annually	Number of reports of hate crime by protected characteristic	62 	Figures not yet available from North Wales Police
			Initiatives to raise awareness of hate crime implemented	Plan developed and implemented 2016 with NWPSSEN 	Regional group established to monitor hate crime figures – to ensure hot spots are identified and initiatives taken to address areas of concern.  
Support Victim Support to provide hate crime awareness sessions to employees	Policy Advisor Equality and Cohesion	Annually	Number of employees who attend training	0 courses were delivered by Victim Support during 2016/17	0 courses delivered by Victim Support during 2017/18. Opportunities for delivering training

					through e-learning being explored. 
Implement Social Services Improvement Plan	Team Manager Performance and Planning and Development Officer	To be confirmed	% of people reporting that they feel safe.	National data not yet published	National data not yet published
Implement safeguarding training	Team Manager Performance and Planning and Development Officer	To be confirmed	% of adult protection reports where the risk has been managed.	98% 	Training implemented 
Implement early interventions/ preventative training	Team Manager Performance and Planning and Development Officer	To be confirmed	% of re-registrations of children on Child Protection Register (CPR).	4.7% 	1.8% 
			The average length of time of children on the CPR.	241 days 	298 days 
<b>Raise awareness of Safeguarding</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Develop safeguarding policy which includes Modern Slavery	Corporate Safeguarding Panel	September 2016	Policy published	Complete 	Complete- policy being implemented 

Identify organisational training needs relating to Safeguarding	Corporate Safeguarding Panel	September 2016	Training needs analysis undertaken	In progress 	Complete- updates provided at Corporate Safeguarding Panel 
Develop safeguarding training plan	Corporate Safeguarding Panel	September 2016	Training plan in place	In progress 	Under development 
Implement safeguarding training plan	Corporate Safeguarding Panel	January 2017	Number and % of employees who attend safeguarding training	To start from April 2017 	Safeguarding training delivering in October 2017, November 2017 and January 2018 
<b>Address high risk repeat instances of domestic abuse and enable victims of domestic abuse to remain in their own properties</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Encourage referral of high risk repeat instances of domestic abuse to MARAC	Public Protection Manager	Ongoing	% of high risk repeat victims of domestic abuse referred to MARAC	14.3% 	22.4% 
Home safe referral visits undertaken by the Neighbourhood Wardens	Anti-Social Behaviour Co-ordinator/Trading Standards Team Manager	Ongoing	Number of home referral visits	221 Home visits 	993 Target Hardening visits completed referred by a number of partner agencies.  193 Domestic abuse Home safe visits







					completed referred by a number of different partner agencies. 
<b>Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Develop domestic abuse refuge for males to reduce the inequality in provision in North Wales	Community Support Services Manager	To be confirmed	Number of referrals	Refuge now open and accepting referrals- 18 referrals received during 2016/17 	27 referrals received 
<b>Objective 5 Reduce inequalities in Representation and Voice</b>					
<b>Increase the diversity of the profile of people who participate in public life and representative bodies</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Deliver "What Matters" training to Social Services	Team Manager Performance and Planning and Development Officer	To be confirmed	% of people, by protected characteristic, reporting they felt involved in any decisions made about their care and support	National data not published	Training implemented 100% of the Social Services workforce trained. 
<b>Improve representation of Protected groups in consultation activities and equality impact assessments</b>					
Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18







Implement new assessment framework for children and young people	Team Manager Performance and Planning and Development Officer	Complete	% of parents reporting that they felt involved in any decisions made about their child's care and support	National data not published	Framework implemented 
Implement new assessment framework for carers and training for carers	Team Manager Performance and Planning and Development Officer	To be confirmed	% of carers reporting they felt involved in designing the C and S plan for the person that they care for	National data not published	The new assessment framework is under development 
Develop easy and accessible procedures for people to complain when things go wrong.	Customer Services Team Leader	To be confirmed	Number and % of complaints of discrimination	The policy was launched in accordance with an All Wales model for complaints handling in the public sector.  1 complaint of discrimination during 2016/17.	0 complaints of discrimination 








**Objective 6 Reduce inequalities in access to information and services, buildings and the environment**

**Promote and increase use of Language Line across all services when dealing with customers where language barriers may result in information not being clearly understood by either parties**



Task	Who	Date	Measure	Progress 2016/17	Progress 2017/18
Promote and increase use of Language Line across all services	Customer Services Officer	April 2017	Number of requests for information in different languages and formats	9 requests for information in different languages 4 requests for information in formats 	171 requests for interpretation 
Develop standard wording for all key documents to promote that they are available in different formats	Strategic Policy Advisor	April 2017	Agreement of standard statement for wording for all public documents stating the information can be provided in different languages and formats	Complete 	Complete 
Deaf awareness training commissioned and delivered annually during Deaf Awareness week	Strategic Policy Advisor	Annually	Number and % employees attending training	6 employees attended finger spelling sessions delivered by North Wales Deaf Association 	Information provided for employees by North Wales Deaf Association, during Deaf Awareness Week. 

Develop joined up working with customer services teams within the Community and Enterprise portfolio to provide a consistent approach towards customer contact	Housing Strategy Officer	April 2016	Consistent information provided by all teams	Customer Relationship Management System now able to be accessed by officers in the Private Sector Housing Team. 	The Housing Asset Management and Housing Solutions Contact Centres merged in January 2018. The single Housing Contact Centre now provides a consistent approach when dealing with customer contact by telephone. 
<b>Improve access to services, transport, the built environment and open spaces which the Council provides or manages</b>					
<b>Task</b>	<b>Who</b>	<b>Date</b>	<b>Measure</b>	<b>Progress 2016/17</b>	<b>Progress 2017/18</b>
Guidance provided to key services to support them to undertake equality monitoring systematically	Strategic Policy Advisor and Performance Leads	December 2016	Equality monitoring undertaken systematically in Education, Housing and Social Services	Complete 	Complete 
Develop electronic toolkit for impact assessments	Strategic Policy Advisor	June 2017	Welsh Language and Equality impact assessments incorporated into the Council's	In progress 	System developed and implemented 

			Performance Management system		
Develop standard clauses for contracts to ensure compliance with equality duty and Welsh Language Standards	Strategic Policy Advisor / Legal Services	October 2016	Standards clauses for contracts and Service level Agreements in place	Welsh language clauses complete 	Equality clauses developed and available on Intranet 
Develop guidance for contractors, alternative delivery models (ADMS) and Community Asset Transfers (CAT) to support them to comply with the PSED and Welsh Language Standards	Strategic Policy Advisor	December 2016	Number of ADMs and CATs containing equality and Welsh language clauses	Guidance developed for Welsh language. Further guidance to be developed for equality. 	In progress 
Employees in customer facing posts to attend Transgender awareness training	Customer Services Officer	April 2017	Number and % employees who attend training	Training to be organised 	Training is available as an e-learning module. This will be promoted during the next 12 months. 
NEW Homes employees to attend Transgender awareness training	Housing Strategy Officer	April 2017	Number and % employees who attend training	Training to be organised 	40%. Two employees have attended the training. Two are scheduled to attend by

					end July 2018. One post is vacant. 
Employees with Gypsy Traveller responsibilities to attend relevant awareness training	Housing Strategy Officer	April 2017	number and % employees who attend training	Training course under development 	Training is still in development 
Prepare options to meet the assessed accommodation needs of the Traveller community	Customer Services Manager	April 217	Options identified	Options prepared 	The Council Traveller site is being redeveloped to provide a better standard of accommodation for the Gypsy Traveller community. Further work is being undertaken to inform the options. 
Ensure employees have skills and knowledge to meet needs of Refugees	Customer Support Manager	December 2017	Number of employees who attend training	Training to be organised 	Contract in place with British Red Cross whose staff have specialist skills and knowledge. Two Council employees who are managing the Refugee project have attended specialist training. 

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## Appendix 2 Diversity Profile of school pupils

### Primary school pupils

Ethnic Background	2016		2017	
	Total	%	Total	%
BME	384	2.8%	409	2.9%
White British	12612	90.5%	12684	90.4%
Any Other White Background	671	4.8%	763	5.4%
Information Not Obtained	6	0.00%	6	0.0%
Information Refused)	60	0.4%	48	0.3%
Not Recorded by School	210	1.5%	120	0.9%
<b>Total</b>	<b>13943</b>	<b>100%</b>	<b>14030</b>	<b>100%</b>

### Secondary schools pupil

Ethnic Background	2016		2017	
	Total	%	Total	%
BME	183	1.9%	179	1.9%
White British	9053	95.1%	8883	94.8%
Any Other White Background	248	2.6%	272	2.9%
Information Not Obtained	8	0.1%	8	0.1%
Information Refused	31	0.31%	27	0.3%
Not Recorded by School	0	0.00%	0	0
<b>Total</b>	<b>9523</b>	<b>100%</b>	<b>9369</b>	<b>100%</b>

### Appendix 3 Educational Achievement

Students achieving 5 GCSE's or more grades A\*- C

#### By sex

	2016 /2017	
Sex	Not Achieved %	Achieved %
Female	26.76	73.24
Male	39.69	60.31
Grand Total	33.16	66.84

#### By ethnicity

	2016/ 2017	
Ethnicity	Not Achieved %	Achieved %
BME	15.38%	84.62%
Refused	33.33%	66.67%
White British	33.29%	66.71%
White Other	39.53%	60.47%
Grand Total	33.16%	66.84%

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# **Flintshire County Council Welsh Language Annual Report April 2017- March 2018**

We can provide this information in alternative formats or in your own language  
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# Welsh Language Annual Report

2017/2018

## Monitoring Report 2017- 2018

### Executive Summary

1.	Introduction	4
2.	Compliance with the Service Delivery Standards	5
3.	Compliance with Policy making Standards	6
4.	Compliance with Operational Standards	6
5.	Training	10
6.	Complaints	11
7.	Welsh language Promotion	12
8.	Future Action	13

### Appendices

Appendix 1 Welsh Language Skills Self Assessment Tool

## **Executive Summary**

The Welsh Language Standards came into force on 30 March 2016 and the Council was required to comply with 146 Standards by this date. Further Standards came into force at a later date; totalling 171 in all. Many of the Standards that apply to the Council reflect the commitments in our previous Welsh Language Scheme and reflect our existing practice and commitments to Welsh language. This is the second Welsh Language Annual Monitoring Report, following the implementation of the Welsh Language Standards Compliance Notice and covers the period April 2017 to March 2018. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

An area of improvement is the increased number of employees who have completed the Welsh language skills assessment. Other notable areas of success include the achievement of Silver status of Siarter Iaith by all Welsh medium schools, who are working towards Gold status. The award is in recognition of their work to encourage the use of Welsh outside school. Services have also been active promoting the Welsh language, in particular Theatr Clwyd. The theatre has been active in raising the profile of Welsh language throughout all their activities, producing and co-producing Welsh language shows.

We recognise that we are making progress but there are still improvements to be made. We will strengthen the links between Welsh language and the Council's Council Plan to contribute towards mainstreaming Welsh language throughout the Council's functions. The incorporation of impact assessments within the Council's performance management system will contribute to effective monitoring of implementation of the new Welsh Language Standards.

Colin Everett  
Chief Executive

Councillor Billy Mullin  
Cabinet Member for Corporate  
Management

## Welsh Language Standards Annual Monitoring Report 2017-18

### 1. Introduction

- 1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.
- 1.2 The aim of the Standards is to
  - Improve the services Welsh speakers can expect to receive from organisations in Welsh.
  - increase the use people make of Welsh language services.
  - make it clear to organisations what they need to do in terms of the Welsh language.
  - ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
- 1.3 The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.
- 1.4 The Council is required to publish an annual report by 30 June as set out in the Standards 158, 164 and 170. The full list of Standards with which we are required to comply is available [here](#). This report is also received annually by the Council's Cabinet on performance in relation to the Standards. A mid-year report on areas of improvement will also be reported to Cabinet. This report focuses on the period 1st April 2017 to 31st March 2018; it is the second annual report on the implementation of the Welsh Language Standards.
- 1.5 We have published a list of actions we have taken to comply with the Standards on our website.
- 1.6 The Chief Executive has overall responsibility for ensuring compliance with the Standards.

## **2. Compliance with Service Delivery Standards**

- 2.1 To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and employees on a regular basis. Managers were asked to ensure their Services were compliant.
- 2.2 Specific guidance has been issued to employees for:
- Arranging meetings and events
  - Corporate Branding
  - Consultation and research
  - Dealing with telephone calls
  - Dealing with correspondence
  - Producing documents, certificates for the public
  - Public address systems
  - Reception services
  - Setting up email signatures
  - Signage
  - Social media, websites, self - service machines
  - Tenders and contracts
  - Using Welsh at work
- 2.3 Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees, these are included on letter heads and documents. A standard statement welcoming correspondence in Welsh has now been included as a footer on emails which are sent externally.
- 2.4 Iaith Gwaith posters are on display in all reception areas, Welsh speaking employees and Welsh learners wear the Iaith Gwaith lanyards and/or badges. New employees who are Welsh speaking or Welsh learners are asked about their skill level when they have their photographs taken for their ID (Identification) cards. Welsh speakers and Welsh learners are then provided with Iaith Gwaith badges and lanyards.
- 2.5 The Council's website, Apps and self-service machines are bilingual as is the Council's Twitter page. The Council's Social Media Policy includes a requirement to comply with the Welsh Language Standards.
- 2.6 Members of the public who apply for courses run by the Council are asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh.
- 2.7 The Council's Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards. Sample clauses for contracts are published on the intranet.
- 2.8 A Complaints Procedure is already in place and has been amended to ensure it is compliant with the Welsh Language Standards. Complaints about Welsh language are set out in section six.
- 2.9 A Welsh language delegated leads network, with membership comprising representatives from each of the Council's portfolios, has been established.

The aim of this group is to champion Welsh language across the Council, promote the use of Welsh by employees, share good practice within their service and contribute to initiatives to increase the use of Welsh. This network is chaired by the Interim Chief Officer for Education and Youth.

2.10 We have developed a Welsh in the Workplace policy to increase the visibility and audibility of Welsh at work, encouraging employees to use Welsh with colleagues as well as with customers.

2.11 Agendas and minutes from Committee meetings are available in Welsh.

### **3. Compliance with Policy Making Standards**

3.1 The equality impact assessment toolkit has been reviewed and amended to include Welsh language. This is now included within the corporate performance management system to ensure that progress in completing integrated impact assessments can be monitored more effectively.

3.2 Training will be provided to relevant employees on understanding and completing integrated impact assessments. The Council's Corporate Resources Scrutiny and Overview Committee will be considering the Integrated Impact Assessments at their July meeting.

3.3 Menter Iaith Fflint a Wrecsam attend the Equality Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to equality impact assessments as they are being undertaken.

3.4 Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees, as has the requirement to comply with the Policy Making Standards.

### **4. Compliance with Operational Standards**

4.1 The front page of the Council's intranet is now available in Welsh, and employees are welcomed by the splash page to view the front page in either English or Welsh. A designated page is available on the intranet to support Welsh speakers.

4.2 Employees and managers have been informed of the Operational Standards and the rights of employees.

4.3 Employees have been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers. This is printed on employees' payslips ensuring the message reaches all employees and is included in the Induction checklist.

4.4 Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees. This is promoted at induction and employees are regularly reminded, through workforce news items, that they can request Cysgliad.

- 4.5 Resources to support Welsh learners and Welsh speakers are available on the intranet.
- 4.6 Instructions on how to set up laith Gwaith on email signatures, bilingual email addresses and bilingual out of office messages have been circulated to employees. Employees can also request to have the words “Siaradwr Cymraeg” or “Dysgwr Cymraeg” after their name on their email address, to show they are Welsh speakers or Welsh learners.
- 4.7 The Induction checklist includes the Welsh Language Standards and prompts managers to ensure that employees:
- complete the Welsh language skills assessment;
  - identify the need for any Welsh language training;
  - complete the e-learning Welsh language awareness module;
  - can access Cysgliad;
  - are provided with the laith Gwaith badge and lanyard if they are Welsh speaking or a Welsh learner;
  - set up their “out of office message” bilingually; and
  - set up a bilingual email address.
- 4.8 The following policies are published in Welsh:
- Attendance Management Policy
  - Benefits of Working at Flintshire County Council
  - Capability Policy
  - Corporate Safeguarding Policy
  - Disclosure and Barring Service Policy
  - Dignity at Work Policy
  - Diversity and Equality Policy
  - Flexible Working application form
  - Flexible Working Hours Policy
  - Foster for Flintshire Policy
  - Health and Safety Policy

Requests for annual leave and sickness absence are made electronically, a Welsh version of request forms are available.

All information from Occupational Health is bilingual.

- 4.9 A process to assess the linguistic skills required for new posts is in place. A method to record the number of posts that have been assessed as desirable or essential has been developed. The Council is required to report the number of new and vacant posts which were categorised as posts where:
- i) Welsh language skills were essential
  - ii) Welsh needed to be learnt when appointed
  - iii) Welsh desirable
  - iv) Welsh language skills were not necessary

The data for 2017/2018 is set out below. These are the actual number of post/positions which became vacant, a significant number of which will be for

the same job role i.e. Project Workers, Home Care Assistants, Cleaners, Catering Assistants.

Category	Number	
	2016/17	2017/18
i) Welsh language essential	17	8
ii) Welsh needed to be learnt when appointed	0	0
iii) Welsh desirable	9	40
iv) Welsh language skills not essential	277	185
TOTAL	294	233

4.10 Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview.

4.11 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that 87.62% of employees have completed the audit. We will continue to take action to increase the number of employees who complete this audit. The breakdown of employees who have completed the audit is shown in Table 1.

Table 1: Number and percentage of employees who have completed the Welsh language skills audit between 31<sup>st</sup> March 2017 and 31<sup>st</sup> March 2018

	2017	2018
Portfolio	%	%
Chief Executives	100.00%	93.18%
Community and Enterprise	83.66%	88.55%
Education and Youth	81.41%	82.81%
Governance	100.00%	98.21%
Org Change 1	82.78%	86.36%
Org Change 2	75.97%	94.74%
People and Resources	100.00%	98.20%
Planning and Environment	85.31%	90.53%
Social Services	78.77%	91.42%
Streetscene and Transportation	72.55%	75.00%
<b>FCC ACTUAL</b>	<b>82.43%</b>	<b>87.62%</b>

4.12 The results from Tables 2 and 3 set out the levels of employees' Welsh language skills. It shows that of the 87.62% employees who completed the skills audit, 36.28% of employees do not have any Welsh language skills, compared to 37% of employees who stated that they did not have any Welsh skills in 2017. The number of employees who state they are fully proficient has decreased from 108 employees in 2017 to 91 in 2018, but as a percentage of the workforce has increased from 3.60% to 3.83%. Just under 40% of employees assess themselves at level 1 Entry level – "some Welsh skills".

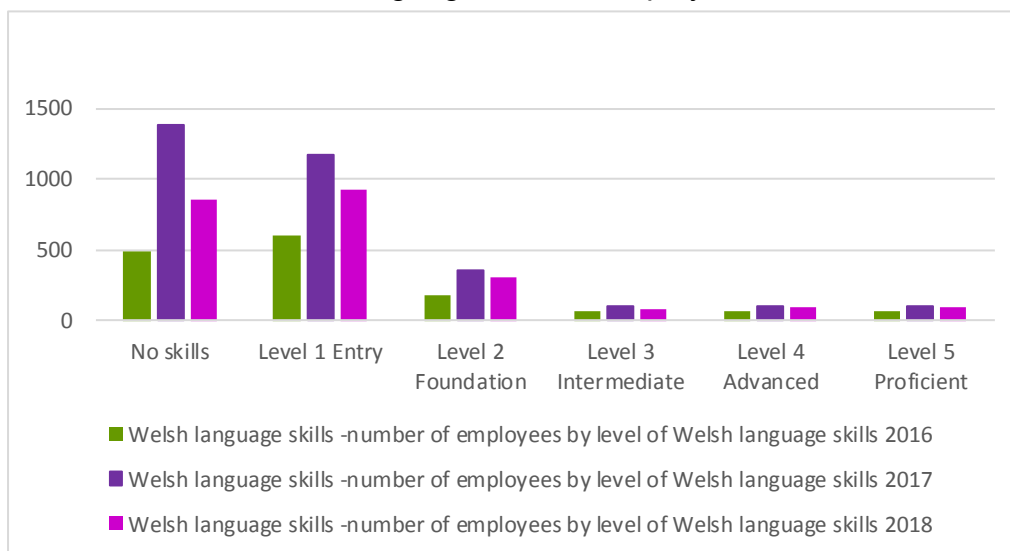


Language skills are assessed at five levels, the description of each level is set out in Appendix 1. The portfolios providing more direct customer services show a greater number of percentage of employees with higher skill levels.

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2017.

Portfolio	Level 0 (None)		Level 1 (Entry)		Level 2 (Foundation)		Level 3 (Intermediate)		Level 4 (Advanced)		Level 5 (Fully proficient)	
	No	%	No.	%	No.	%	No.	%	No	%	No	%
Chief Executives	8	0.93	12	1.29	9	2.93	4	4.44	3	3.16	5	5.49
Community and Enterprise	138	15.99	128	13.72	38	12.38	18	20.00	12	12.63	14	15.38
Education and Youth	52	6.03	88	9.43	39	12.70	11	12.22	10	10.53	12	13.19
Governance	37	4.29	49	5.25	14	4.56	3	3.33	4	4.21	3	3.30
Org Change 1	14	1.62	30	3.22	11	3.58	1	1.11	9	9.47	11	12.09
Org Change 2	13	1.51	17	1.82	3	0.98	1	1.11	1	1.05	1	1.10
People and Resources	41	4.75	77	8.25	26	8.47	7	7.78	9	9.47	4	4.40
Planning and Environment	50	5.79	61	6.54	16	5.21	7	7.78	14	14.74	5	5.49
Social Services	341	39.51	315	33.76	119	38.76	27	30.00	23	24.21	27	29.67
Streetscene and Transportation	169	19.58	156	16.72	32	10.42	11	12.22	10	10.53	9	9.89
<b>Total</b>	<b>863</b>	<b>100.00</b>	<b>933</b>	<b>100.00</b>	<b>307</b>	<b>100.00</b>	<b>90</b>	<b>100.00</b>	<b>95</b>	<b>100.00</b>	<b>91</b>	<b>100.00</b>

Table 3: Trend of Welsh language skills of employees as at 31st March 2016, 2017 and 2018.



## 5. Training

5.1 The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2017/18, 24 employees completed this training. In addition Welsh language skills training is available for employees. This is set out in Section 5.3.

5.2 We are required to report:

i) the number of employees who attended courses through the medium of Welsh.

ii) if a Welsh version of a course was offered – the number and % of employees who attended the Welsh version.

There is information on the Council's intranet pages to inform employees that if they wish to do any of the courses in Welsh to contact the Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council that we can arrange for employees to attend courses in Welsh with them.

Three employees attended a First Aid course held in the medium of Welsh in 2017/18.

### 5.3 Welsh language skills training

A variety of Welsh language skills training courses are provided, these include short courses for employees who have no knowledge of Welsh, to help them learn some basic expressions through to opportunities for fluent Welsh speakers to develop confidence and writing skills. There was a small increase in the number of employees who attended Welsh language skills training during 2017/18; 139 employees are now attending training.

Table 4: Number of employees attending Welsh language skills training

Level	2016/17		2017/18	
	Number	%	Number	%
Basic Language Skills	62	1.4%	48	1.06
Entry	34	0.75%	50	1.11
Foundation	20	0.37%	7	0.15
Intermediate	12	0.33%	23	0.51
Advanced	2	0.004%	1	0.02
Proficient	3	0.006%	10	0.22
Total	133	2.95%	139	3.08

5.4 All apprentices, who are not Welsh speakers, are required to complete NVQ level 2 Welsh during their first year and will progress to NVQ level 3 during their second year of their apprenticeship.

5.5 To encourage the use of Welsh in the workplace:

- employees who attend Welsh lessons also receive a dictionary in addition to access to Cysgliad

- external training providers have been asked to provide bilingual slides within their presentations such as Croeso/Welcome, Diolch/Thank you
- managers are being provided with book marks with a sample of expressions to use in meetings
- expressions to use in shops and cafes in Council premises are promoted during Su'mae Day
- "Welsh on the Wall" posters have been distributed to Council offices and placed on walls above photocopiers to encourage employees to learn useful phrases
- Panad a sgwrs conversation sessions are held monthly for Welsh learners; these are facilitated and supported by Welsh speaking employees.

5.6 We regularly undertake initiatives to promote awareness of Welsh language training and encourage use of Welsh in the workplace. We promoted a video profiling two senior managers talking about the importance of Welsh and providing bilingual services.

The videos are available to view here:

- Welsh speaking staff the benefits for services
- Why Welsh speaking staff are needed
- Is there a demand for Welsh speaking services?

## 6. Complaints

6.01 During 2017/18 we received four complaints, compared to 15 complaints during 2016/17. The complaints for 2017/18 are set out below and relate to the Service Delivery Standards.

Portfolio	Complaint	Relevant Standards	Outcome
Community and Enterprise	Customer's call to the Welsh telephone line not answered.	11, 15, 17	Apology provided to customer
Community and Enterprise	Customer's call to the Welsh telephone line not answered.	11, 15, 17	WLC investigated complaint-determined action to be implemented by the Council.
Chief Executive's	Tweets in English only on the Council's Welsh Twitter page	58	Standard phrases have now been translated
Customer Services	English on the Welsh page of the Council website.	52, 55	Under investigation by the WLC

## **7. Welsh language Promotion**

- 7.1 We are working with our partners to develop a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. The More than just Words Framework and Welsh in Education Strategic Plan are key strategies supporting our work to promote the Welsh language.
- 7.2 Social Services are embedding Welsh language services and the Active Offer within their work. They actively seek to identify a person's home language in the assessment process and through implementing their action plan for the More than just Words / Mwy na Geiriau framework they are successfully raising the profile of Welsh language services with their employees and customers. Social Services has the highest number of Welsh speakers within their portfolio.
- 7.3 Llys Jasmine, an extra care scheme, actively promote Welsh culture, celebrating events such as Santes Dwynwen and the story of Gelert. The tenants also enjoy listening to various Welsh songs and hymns such as "Calon Lan", "Myfanwy", "Hen Wlad fy Nhadau" and "Pen, Ysgwyddau, Coesau, Traed".
- 7.4 We have received feedback from a service user and their family about the service provided by a Welsh speaking Social Worker in the Adult Services team. The individual and their family are fluent Welsh speakers and thanks to the Active Offer the Social Worker (a Welsh speaker) identified their language preference and conducted the whole assessment and care and support plan process through the medium of Welsh. This gave a much more detailed account of the individual's needs and also captured with more accuracy their personal outcomes.

The Social Worker also received personal feedback from the family about how positive the experience had been and they felt their loved one had been listened to and was engaged in the assessment process thanks to the use of Welsh.

- 7.5 The Welsh in Education Strategic Plan aims to:
- increase the number of pupils accessing Welsh medium education including early years education;
  - raise standards for all learners in the Welsh-medium sector (Welsh First Language and subjects taught through the medium of Welsh across the curriculum) and in the English-medium sector (where Welsh is taught and promoted as a second language).
- 7.6 Promoting Welsh to local businesses and in the community  
Menter Iaith has been provided with funding to support the development of a Welsh Language Forum. We also provided financial support to hold an event in Flint to celebrate St David's Day. The Business Officer for Menter Iaith has also been invited to attend the Business network meeting with local businesses.

7.7 On Su'mae day we displayed posters on the television screens in Flintshire Connects and in Leisure Centres to encourage people to say something in Welsh. This was supported by messages being posted on Twitter and Facebook pages.

7.8 Theatr Clwyd offer a variety of activities which raise the visibility and audibility of Welsh:

- Introduced a bilingual playlist for Front of House music
- Offer varied programmes through the medium of Welsh including cinema, music and theatre
- As part of the Welsh Government Healthy Relationships Programme the Creative Engagement Team partnered with the Council's Integrated Youth Service to create and deliver an educational project on the challenging issues around Consent which is available in the Welsh language
- Offer half hour conversational Welsh lessons to our Bilingual Youth Theatre group "Cwmni 25" prior to the start of their weekly sessions
- Set up a Clwb Teulu for Welsh speaking families, Welsh learners and English speaking parents of children in Welsh language schools

## **8. Future Actions**


8.1 Moving forward during 2018/19 we will continue to remind and support employees and managers about their responsibilities to meet the Welsh Language Standards.

We will work with our partners to encourage them to promote the Welsh language, thereby increasing the visibility and audibility of Welsh

8.2 During the next 12 months we will continue to focus on:

- ensuring 100% employees complete the Welsh language skills audit;
- increasing the number of employees who complete the Welsh language awareness e-learning module;
- reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants;
- increasing the number of employees who have some basic Welsh language skills (approximately 36.28% employees report that they do not have any Welsh language skills);
- ensuring the Council's offices/workplaces are fully bilingual;
- raising the profile of Welsh language in the workplace and the community.

**For further information please contact us on:**

Tel:  01352 702131

Email:  corporatebusiness@flintshire.gov.uk

## Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

	<b>LISTENING / SPEAKING</b>	<b>READING / UNDERSTANDING</b>	<b>WRITING</b>
<b>LEVEL 0</b>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>	<ul style="list-style-type: none"> <li>● No appreciable ability</li> </ul>
<b>LEVEL 1</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Pronounce Welsh words, place names, department names, etc.</li> <li>● Greet and understand a greeting.</li> <li>● Use basic every day words and phrases, e.g. thank you, please, excuse me, etc.</li> <li>● Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'</li> <li>● State simple requests and follow up with extra questions / requests in a limited way</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand simple key words and sentences on familiar / predictable matters relating to my own job area, e.g. on signs, in letters.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.</li> </ul>
<b>LEVEL 2</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand the gist of Welsh conversations in work</li> <li>● Respond to simple job-related requests and requests for factual information</li> <li>● Ask simple questions and understand simple responses</li> <li>● Express opinions in a limited way as long as the topic is familiar</li> <li>● Understand instructions when simple language is used</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand factual, routine information and the gist of non-routine information on familiar matters related to my own job area, e.g. in standard letters, leaflets, etc.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write short simple notes / letters / messages on a limited range of predictable topics related to my personal experiences or my own job area</li> </ul>
<b>LEVEL 3</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand much of what is said in an office, meeting, etc.</li> <li>● Keep up a simple conversation on a work related topic, but may need to revert to English to discuss / report on complex or technical information</li> <li>● Answer predictable or factual questions</li> <li>● Take and pass on most messages that are likely to require attention</li> <li>● Offer advice on simple job-related matters</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Scan texts for relevant information</li> <li>● Understand a fair range of job-related routine and non-routine correspondence, factual literature, etc. when standard language is used.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write a detailed / descriptive letter relating to my own job area, but will need to have it checked by a Welsh speaker</li> <li>● Make reasonably accurate notes while someone is talking</li> </ul>
<b>LEVEL 4</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to English to answer unpredictable questions or explain complex points or technical information</li> <li>● Contribute effectively to meetings and seminars within own area of work</li> <li>● Argue for/against a case</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Read and understand information fairly quickly as long as no unusual vocabulary is used and no particularly complex or technical information is involved</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Prepare formal letters of many familiar types such as enquiry, complaint, request and application</li> <li>● Take reasonably accurate notes in meetings or straightforward dictation</li> <li>● Write a report / document relating to my own job area, but will need to have it checked by a Welsh speaker</li> </ul>
<b>LEVEL 5</b>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Advise on / talk about routine, non-routine, complex, contentious or sensitive issues related to own experiences</li> <li>● Give a presentation/demonstration</li> <li>● Deal confidently with hostile or unpredictable questions</li> <li>● Carry out negotiations using complex / technical terms</li> <li>● Give media interviews</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Understand complex ideas and information expressed in complex or specialist language in documents, reports correspondence and articles, etc.</li> </ul>	<p style="text-align: center;"><b>I Can:</b></p> <ul style="list-style-type: none"> <li>● Write letters on any subject</li> <li>● Write full / accurate notes of meetings while continuing to follow discussions and participate in them</li> <li>● Write reports / documents with confidence but they may need to be checked for minor errors in terms of spelling and grammar</li> </ul>



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Update on the Management of the Homeless Legislation Within the Housing (Wales) Act 2014
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Housing (Wales) Act 2014 introduced new homeless legislation in April 2015. This report provides an update on how the council has met the requirements of the new homeless legislation and some of the projected challenges that face the council.

Part 2 of the Housing (Wales) Act 2014 places a statutory duty on each Council in Wales to carry out a homelessness review and formulate a homelessness strategy. North Wales are developing a Regional Strategy with local action plans informed by independent reviews carried out in each county. The development of the strategy is progressing well and will be presented to Cabinet for sign off at the end of the year.

In 2017/18 the Council saw an increase in the number of households presenting at risk of homelessness and increased use of temporary accommodation. The Council is committed to prevent rough sleeping and has worked to model the services and grant funding to mitigate the risk of increased temporary accommodation costs.

The Flintshire Homeless Review has identified that the availability of suitable and affordable accommodation across housing sectors is not adequate to meet presenting need and that there is a requirement for particular focus on options for those most vulnerable or with complex needs. The findings of the review will inform the action plan and the initiatives being developed to tackle homelessness in the County.

## RECOMMENDATIONS

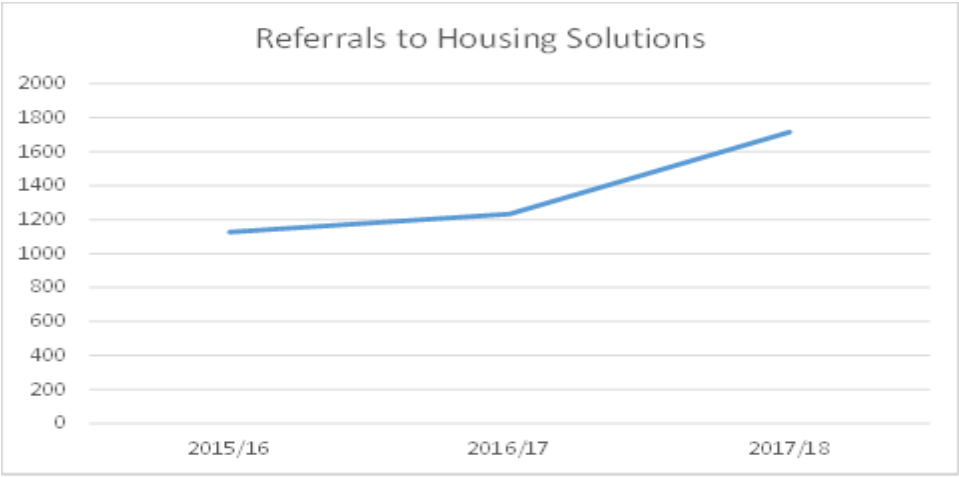
1	Cabinet supports the update on the management of the new legislation within the Housing (Wales) Act 2014.
2	Cabinet supports the emerging themes within the Regional Homeless Strategy, and notes the challenges that the council has faced finding suitable housing options for households and the plans to mitigate further risks.
3	Cabinet approves the proposals to alleviate homelessness in the county.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE HOUSING (WALES) ACT 2014 – HOMELESSNESS LEGISLATION</b>
1.01	<b>Background</b>
1.02	The Housing (Wales) Act 2014 reflects the Welsh Government commitment to reinforce the prevention of homelessness as set out in its Ten Year Homelessness Plan. The legislation, introduced by the Act on the 27th April 2015, represents the most fundamental change to homelessness legislation since the Housing (Homeless Persons) Act was introduced in 1977.
1.03	The legislation has introduced an explicit focus upon the prevention of problems rather than simply processing people through crises and, if implemented effectively, aims to result in fewer households experiencing the trauma of homelessness.
1.04	The statutory duty upon a Local Authority to prevent homelessness for all those who present with a housing need has meant that many households now receive more help and support than the limited assistance they would have been entitled to under the previous legislation.
1.05	Part 2 of the Housing (Wales) Act 2014 places a statutory duty on each Council in Wales to carry out a homelessness review and formulate a homelessness strategy.
1.06	A homelessness strategy, under section 50 of the Act, is a strategy for achieving the following objectives in the local housing authority's area; <ul style="list-style-type: none"><li>• prevention of homelessness</li><li>• that suitable accommodation is and will be available for people who are or may become homeless</li><li>• that satisfactory support is available for people who are or may become homeless.</li></ul>



1.07	<b>HOMELESS PREVENTION OUTCOMES</b>																																				
1.08	<b>Triage Service</b>																																				
1.09	The triage service is the 'gateway' for all enquiries from people who are in housing need or require assistance. The triage team not only identify whether someone is eligible to go on the register for social housing but also identify if someone is at risk of homelessness or requiring housing advice and assistance.																																				
1.10	The effectiveness of the triage service has relieved pressure on the specialist Homeless Officers who are carrying large caseloads. For example, the triage team take detailed information to form an individual's initial housing assessment and, as appropriate, provide low level housing advice and assistance. Consequently, the Homeless Officers are freed up to manage more complex homeless cases and no longer process referrals and applications for the housing register, Bond Scheme or support services.																																				
1.11	<p>In 2017/18, there were 3,495 triage applications completed for customers approaching for housing assistance which represents a 3.9% increase in enquiries when compared to the same reporting period in 2016/17. The chart below shows how the number of cases being dealt with and resolved by the triage team has released pressure on Housing Options through the year with 52% of cases being managed at first point of contact or referred to other teams.</p> <table border="1"> <thead> <tr> <th></th> <th>Number of Triages</th> <th>Number of Referrals to Duty</th> <th>%</th> <th>Number of referrals to other Housing Solutions</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Quarter 1</td> <td>815</td> <td>419</td> <td>51%</td> <td>396</td> <td>49%</td> </tr> <tr> <td>Quarter 2</td> <td>818</td> <td>398</td> <td>48%</td> <td>420</td> <td>52%</td> </tr> <tr> <td>Quarter 3</td> <td>816</td> <td>423</td> <td>51%</td> <td>393</td> <td>49%</td> </tr> <tr> <td>Quarter 4</td> <td>1046</td> <td>475</td> <td>45%</td> <td>571</td> <td>55%</td> </tr> <tr> <td><b>Total</b></td> <td><b>3,495</b></td> <td><b>1,715</b></td> <td><b>48%</b></td> <td><b>1,780</b></td> <td><b>52%</b></td> </tr> </tbody> </table>		Number of Triages	Number of Referrals to Duty	%	Number of referrals to other Housing Solutions	%	Quarter 1	815	419	51%	396	49%	Quarter 2	818	398	48%	420	52%	Quarter 3	816	423	51%	393	49%	Quarter 4	1046	475	45%	571	55%	<b>Total</b>	<b>3,495</b>	<b>1,715</b>	<b>48%</b>	<b>1,780</b>	<b>52%</b>
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1.12	<b>Homelessness</b>																																				
1.13	<p>During the period April 2017 to March 2018, the Housing Options Team received 1,715 referrals for households who believed they were homeless or at risk of homelessness. This is an increase of 39% in comparison to the previous financial year. 1275 referrals resulted in an assessment in line with the legislation and from this 1092 were accepted as either homeless or at risk of homelessness within 56 days. The remaining 183 were provided with advice and assistance in relation to their housing situation.</p> <p>The graph below shows the increase between 2015/16 to 2017/18.</p>																																				

	 <table border="1"> <caption>Referrals to Housing Solutions</caption> <thead> <tr> <th>Year</th> <th>Referrals</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>1100</td> </tr> <tr> <td>2016/17</td> <td>1250</td> </tr> <tr> <td>2017/18</td> <td>1700</td> </tr> </tbody> </table>	Year	Referrals	2015/16	1100	2016/17	1250	2017/18	1700
Year	Referrals								
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1.14	<p>A further 440 referrals were received by the team that did not lead to an assessment under the homeless legislation and their situation was able to be resolved by signposting the customer to other housing services. These 440 referrals do not have an assessment therefore they are not recorded as positive outcomes in the performance reporting figures.</p>								
1.15	<p>The performance reporting figures demonstrate the team has successfully prevented or relieved homelessness in 70% of cases that were closed within the reporting period. The figures for the full year show that there has been a significant increase in the number of people approaching the service for assistance.</p>								
1.16	<p>In instances where the team has been unable to prevent or relieve homelessness within the timescales the household still continue to receive support and assistance.</p>								
1.17	<p>The focus of the Housing Options Team, wherever possible, is to prevent homelessness and enable a household to remain in their home. However, there are many examples where this is not an achievable outcome and alternative accommodation must be sourced for a household. The team could not adequately meet the need for the provision of alternative accommodation through relying on social housing alone. To achieve a successful homeless prevention outcome the service needs a supply of housing options that are affordable, and can be made available to households accessing the service. The shortage of available options has been highlighted as a growing issue within the Flintshire Homeless Review and will be a focus of the action plan and the initiatives laid out within this report.</p>								
1.18	<p><b>Supporting People</b></p>								
1.19	<p>The Council has focussed its Supporting People commissioning function on ensuring that services funded by Supporting People Programme Grant are contributing to homeless prevention. Targeting funding at those services that can demonstrate the contribution and evidence of homeless prevention</p>								

	outcomes is a core aspect of the monitoring and review process.
1.20	The Support Gateway which sits alongside the Housing Solutions Service handled 1466 referrals in 2017/18. This represents a higher number than the cases at immediate risk of homelessness forwarded to the homeless service and demonstrates the key role these services play in easing pressure on the statutory service by delivering early support, advice and assistance.
1.21	In 2017/18 Supporting People funded services were able to provide additional capacity to support the homeless function deal with an increase in referrals. In September 2017 Cabinet committed to realign prevention services to targeting interventions at the earliest opportunity. In 2018/19 funding has been realigned to joint fund a service with the Income Team to target those at the earliest stage of arrears to prevent households reaching crisis point.
1.22	<b>Development of a Regional Homeless Strategy</b>
1.23	In June 2016, the Heads of Housing of the six North Wales local authorities, together with the Chartered Institute of Housing Cymru, undertook a commitment to work together to develop a regional homelessness strategy.
1.24	The core strategic commitment from the six local authorities in North Wales is to create a culture of improved and effective collaboration across the region, in terms of addressing the specific issues causing homelessness.
1.25	That agenda will be cemented into the strategic approach of each authority by adoption of the Regional Homelessness strategy which Cabinet will be asked to adopt at the end of the current financial year. The common themes within the strategy are <ul style="list-style-type: none"> <li>• People (youth homelessness, rough sleepers, complex needs and prison leavers)</li> <li>• Homes (Housing first, improved access to accommodation – supply, temporary accommodation)</li> <li>• Services (prevention, mitigation of welfare reform, health)</li> </ul>
1.26	Each authority is developing its own local action plan based on the priorities of the regional strategy. The homeless review in Flintshire includes analysis of past, current and future levels of homelessness and an audit of current services and level of resources available. The emerging issues and priorities for tackling and preventing homelessness fit well within the overarching strategy themes. Some of the keys messages are:- <ul style="list-style-type: none"> <li>• The need to develop wider housing options that are affordable</li> <li>• Meeting the need of the vulnerable and those with complex needs</li> <li>• Preventing rough sleeping</li> <li>• Youth homelessness</li> </ul>
1.27	These priorities are already being fed into wider planning and strategies and are reflected in the priority developments within this report. Progress on the development of the strategy and action plan is within prescribed timescales

	and consultation on the strategy and action plan will commence over the next weeks with key partners and stakeholders.
1.28	<b>CHALLENGES FACING THE COUNCIL</b>
1.29	<b>The Social Housing Register</b>
1.30	The numbers on the social housing register are increasing and as such waiting times for vacant properties are becoming longer. There were 960 households on the list in April 2016, this increased to 1,478 in April 2017 and increased again to 1,649 in April 2018. The households that were let properties in quarter four of 2017/18 for one, two and three bedroom properties had been waiting on average between twelve to eighteen months.
1.31	This may be a reasonable timeframe for those in most categories of housing need but can lead to extending temporary accommodation stays for those at risk of homelessness within 56 days.
1.32	Only 6% of the housing stock across all the social landlords in the county are one beds or bedsits available for single applicants under 60 whereas a third of the households on the register are requiring one bed accommodation.
1.33	This leads to excessive waiting times for single households. The need for smaller units has been identified as a priority within the homeless review and housing associations in the County have committed to work with the Council to resolve this issue.
1.34	<b>Private Rented Sector</b>
1.35	The private rented sector continues to be a housing option for many people who are either: <ul style="list-style-type: none"> <li>• unable to afford to get onto the property ladder</li> <li>• require the flexibility private renting can offer</li> <li>• or as the only option available due to the shortage of social / affordable rented housing. From the Council's perspective the private rented sector provides a further option for individuals who are urgently in need of housing, as identified in the Homelessness Review, the Local Housing Market Assessment (LHMA) and as an emerging priority for the Housing Strategy.</li> </ul>
1.36	North East Wales (NEW) Homes and the Bond Scheme make available a supply of private sector options for households. Furthermore, the management of properties by NEW Homes increases the sustainability of tenancies and helps the private rented sector be viewed by households as a more settled option.
1.37	However, there are increasing challenges identifying suitable and affordable properties in the private rented sector. A significant proportion of private rented properties, particularly shared housing, in Flintshire is below the minimum required standard and the requirement to meet these standards has caused delays and reduced the availability of suitable private rented options.

1.38	The shortage of accommodation for single people is a huge challenge in relieving homelessness in the first instance and moving people on from interim accommodation. This has been exacerbated by various welfare reforms, which have been introduced since 2013. For example, applying the single room rent rules until a person is 35 years old, has resulted in more single people being advised that within the private rented sector, their maximum Housing Benefit award will be capped at the rent for a room in a shared house. Frequently, such accommodation is not appropriate especially for those with access to children to have overnight stays. Very often this means that for those in receipt of benefits, the only affordable option is a one-bedroomed property in social housing.
1.39	However, as mentioned above the demand for one-bedroomed social housing flats outstrips supply.
1.40	In addition, it is important to recognise that the county does not have a large supply of shared housing within the private rented sector and even good quality shared housing does not meet the expectations of many single households and some choose to not accept the accommodation.
1.41	The numbers of bonds issued over the past three years demonstrates the reduction in availability. 346 bonds were issued in 2015, this dropped to 63 in 2016 and only 13 in 2017.
1.42	This reduction has had a significant impact on the ability of the homeless team to prevent and relieve homelessness.
1.43	<b>Interim Accommodation</b>
1.44	Once the Council has accepted a duty to prevent homelessness for a household, the focus is to enable the household to stay in their existing accommodation, if this is possible, or identify suitable and affordable alternative accommodation. If neither of these options are successful and a household has to leave their property, if there are no safe options to stay with family or friends then the council has a duty to accommodate those who are deemed an apparent priority need.
1.45	In Flintshire, the Council currently goes beyond the statutory duty and provides interim accommodation for anyone who has nowhere to stay irrespective of their priority need status. Families with dependent children are always a priority so it is mainly single people with no vulnerability who are placed under a 'power' whilst support is provided to find alternative options. Over the past two years some of these placements became quite extended stays due to the lack of suitable and affordable move on options from interim accommodation.
1.46	The Cabinet report in September 2017 committed to reducing the use of Bed and Breakfast (B&B) accommodation as a priority. The capacity, structure and focus of the Housing Options Team has been modelled to deliver improved outcomes in this area by handling more manageable sized caseloads and a focus on reducing temporary accommodation stays. Implementing changes in services does take time and the use of B&B

	accommodation in 2017/18 increased significantly from the level in 2016/17. There was an increase in the number of households accommodated and the average length of stay increased.
1.47	However, the Council has started to see numbers reduce and in the first week of June 2018 there were no families in B&B and 11 single households accommodated. This follows a trend of reducing numbers and is significantly lower than at any time during 2017/18.
1.48	Continuing to develop initiatives to increase the availability of suitable and sustainable properties across sectors remains a priority to maintain this success.
1.49	<b>Rough Sleepers</b>
1.50	Rough sleeper figures show a 30% increase in rough sleeping across Wales each year over the past two years. The Council currently accommodates all those that have no safe place to stay and the lack of available move on options means that these stays can become weeks rather than days. A review of the placements and costs during the key winter months would suggest that 14% of the B&B budget is spent on households where the Council has no duty to accommodate but does so to prevent rough sleeping.
1.51	This approach is creating an increasing financial burden on the Council. Current legislation places a duty on the Council to accommodate anyone with an apparent priority need, this will include for example someone with a vulnerability due to age, mental health issues, a learning difficulty or drug and alcohol problems. The Council is committed to preventing rough sleeping but recognises the need to seek alternative options to the use of B&B and hotel places that are costly and at certain times are scarcely available.
1.52	<b>MANAGING THE PRESSURES</b>
1.53	<b>Single Households</b>
1.54	The Council recognises that adequate availability of permanent, affordable housing is key to preventing homelessness in the county. The mismatch between supply and demand, particularly for single households is highlighted within the Flintshire Homeless Review. In recognition of the urgent need to increase affordable provision for single households, the Council will be prioritising this group within the housing strategy and the homelessness strategy.
1.55	Affordable accommodation for single households will be included in a bid to the Innovative Housing Fund. The bid will propose to build smaller single units for those willing to engage in work programmes as a condition of their tenancy. This is an important collaboration between housing strategy, homeless prevention services and Communities for Work that recognises that sustainable housing is not just about buildings but providing tenants with the skills and opportunities to maintain accommodation. Support from homeless prevention funding can bring aspects of a 'housing first' approach to this model by enabling individuals to occupy high quality housing rather

	than having to reside in unsuitable accommodation whilst they transition into meaningful employment and feel able to manage a tenancy without further support.
1.56	<b>Vulnerable and Complex Needs</b>
1.57	The development of the Regional Homelessness Strategy has identified that more work is needed to ensure the Council can meet the needs of the most vulnerable and those with complex needs.
1.58	Reviews of Supporting People funded projects will establish if the current configuration and specification of services is appropriate to meet the need of some of the most complex cases.
1.59	Supporting People funding is wholly funding or contributing to a number of important projects and services that are assisting the Council to manage homelessness and support those who are vulnerable and need assistance. Reductions to this grant funding presents a significant risk of a growing financial burden and increases in homelessness.
1.60	The Council acknowledges that preventing rough sleeping and addressing the housing needs of household or individuals who are vulnerable or present with complex needs requires a partnership approach with wider statutory services such as Social Services and Health and Third Sector providers.
1.61	This partnership approach will be reflected in the Regional Homeless Strategy and the local action plan.
1.62	<b>Preventing Rough Sleeping</b>
1.63	The Council has a good supply of supported temporary accommodation for families and occasionally has to use private hotels in urgent cases or when spaces are not available.
1.64	The Council currently uses private shared accommodation for single people. This accommodation is expensive to use and delivers limited positive outcomes in terms of move on or tenants sustaining accommodation. It is expected that moving forward in the interim, even taking forward other initiatives and developments, there will remain a requirement for some level of temporary accommodation for single households.
1.65	Preventing rough sleeping is a Welsh Government priority and a priority for the Council. A Cabinet report in September 2017 proposed to develop a more efficient and effective model for providing emergency accommodation. The Welsh Government has made short term funding available for Councils and their partners to address this issue. The Council and Pennaf (Registered Social Landlord), have used this funding to refurbish and provide enhanced management arrangements in an existing provision which will provide more suitable emergency accommodation. An initial pilot period will establish whether this has eased pressure on emergency accommodation costs and provided a more effective solution that allows engagement to address issues and break the cycle of homelessness.

1.66	<b>Increasing Availability of Private Rented Sector Properties</b>
1.67	The figures laid out in this report demonstrate the challenges the Council has experienced finding suitable and sustainable private rented properties. It is expected that identifying properties in the private rented sector will become more challenging over the next few years.
1.68	Therefore, it is clear that a broader range of offers and incentives are needed and a more proactive targeted approach developed. Welsh Government have provided some in year funding to support this area of work. The Council is reviewing its current approach and will be using this funding to take forward a pilot for 12 months which aims to identify the barriers, increase the number of properties available, provide sustainable tenancies and mitigate the risk of increasing temporary accommodation costs.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The Welsh Government recognised that the implementation of the new homelessness prevention duties would lead to increased costs for Local Authorities. Therefore, in 2015/16, 2016/17 and 2017/18 they made transitional funding available to assist Local Authorities to meet these additional costs on a sliding scale. The funding was providing some key functions within the Housing Solutions Service and therefore a pressure was submitted to maintain these important posts when the funding ended in 2018/19. As this report demonstrates the demand on the service is growing and the service would be unable to prevent homelessness with reduced capacity.
2.02	New developments are being wholly funded from available in year grant and will include robust exit strategies to mitigate any financial burden for the Council.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The need to use B&B/temporary accommodation is dependent on the balance between the number of households presenting in need of housing assistance and the availability of suitable and affordable accommodation. The priority is for the team to prevent homelessness by assisting households to stay in their own property by overcoming the various problems which are putting their continued occupation at risk.
4.02	However, each year there are a number of households who cannot remain at home and the team must source alternative suitable and affordable



	<p>accommodation either in the social housing or private rented sectors. Where this cannot be sourced in a timely fashion, then households may have to be placed in temporary accommodation or B&amp;B accommodation. Should the availability of affordable housing options reduce then the requirement to use temporary housing options, including B&amp;B, will increase.</p>
4.03	<p>Even if the number of households presenting to the Council at risk of homelessness remains steady over the next few years, there is already evidence that the availability of alternative accommodation for these households, to prevent their homelessness, is reducing and predicted to reduce further. This will lead to the increased usage of B&amp;B as temporary accommodation for homeless households.</p>
4.04	<p>The largest risk to increased use of B&amp;B will be single people. In order to maintain or reduce the level of B&amp;B, there is a need to focus on:-</p> <ul style="list-style-type: none"> <li>• Alternative housing solutions particularly for single under 35 group</li> <li>• Maintain the level of prevention activity with a focus on performance and demonstrable outcomes.</li> </ul>
4.05	<p><b>Mitigation</b> Continue the effective use of funding spend to save prevention projects that should become self-funding if they successfully reduce the need for B&amp;B to be used as temporary accommodation. For example;</p> <ul style="list-style-type: none"> <li>• A post focussed on working with landlords and increasing the availability of affordable housing options in the private rented sector through incentives and management options for landlords.</li> <li>• Additional prevention activity and funding to reduce the numbers that become homeless by assisting them to remain in their home or support to move to alternative accommodation.</li> <li>• The change in homeless legislation with an additional focus on prevention is intended to achieve a reduction in numbers actually becoming homeless and requiring temporary accommodation. This remains a key performance target for the officers who are encouraged to think and use the budget available to them creatively.</li> <li>• Taking forward alternative models to increase supply i.e. new developments, innovative housing, shared housing models and re-designation of existing stock.</li> <li>• A focus on modelling Supporting People projects to ensure they are contributing to homeless prevention.</li> <li>• Expanding on joint work between housing and social services to support young people and care leavers.</li> <li>• Continuing housing support at the earliest opportunity through the Flintshire Early Help Hub.</li> </ul>
4.06	<p>There are wider factors to consider and reductions to the Supporting People budget is a significant unknown that could impact on the risks and ability to mitigate against these risks.</p>

<b>5.00</b>	<b>APPENDICES</b>
	None

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Contact Officer: Katie Clubb Telephone: 01352 703518 E-mail: <a href="mailto:Katie.clubb@flintshire.gov.uk">Katie.clubb@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Welsh Government Ten Year Homelessness Plan</b> – This ten year plan describes how homelessness in Wales will be tackled between 2009 - 2019. This Ten Year Plan sets out some guiding principles for the development and delivery of homelessness services.</p> <p><b>Housing Solutions Triage</b> – the initial discussion with the customer about their circumstances and housing need.</p> <p><b>Welsh Government In Year Funding</b> – Homeless prevention funding provided by Welsh Government for specific purposes to be used within the current financial year.</p> <p><b>Bond Scheme</b> – The team which facilitates access to the private rented sector by issuing a ‘Bond’ which underwrites the deposit. This is an important service for those on low incomes who would struggle to afford a cash deposit.</p> <p><b>Housing First</b> – The housing first model was developed in the United States and has demonstrated high degrees of success in both housing and supporting those with multiple and complex needs. It is founded on the principle of housing being a basic human right and provides permanent accommodation for people straight from the street. The model has no preconditions of addressing wider social care and support needs.</p> <p><b>Single Access Route to Housing (SARTH) Policy</b> – the regional common policy for all major social landlords allocating social housing properties across Conwy, Denbighshire and Wrexham.</p> <p><b>Early Help Hub</b> – a multi-agency team focussed on delivering preventative services and interventions for families to prevent issues escalating and reduce pressure on statutory services.</p>



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Tourism Promotion and Destination Management
<b>Cabinet Member</b>	Cabinet Members for Economic Development Cabinet Member for Streetscene and Countryside
<b>Report Author</b>	Chief Officer (Planning, Environment and Economy)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

This report sets out the approaches taken in Flintshire and regionally to support the visitor economy through promotional activity and managing and improving the customer experience. The report sets out the work of both the Access and Natural Environment and Tourism services as both play a significant and co-ordinated role with opportunities for greater collaborative working in the future following the recent restructure.

### RECOMMENDATIONS

1	That Members discuss the current and emerging approaches to visitor promotion and destination management.
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## REPORT DETAILS

1.00	<b>EXPLAINING THE APPROACHES TO VISITOR PROMOTION AND DESTINATION MANAGEMENT</b>
	<b><u>Background</u></b>
1.01	Although the visitor economy in Flintshire is a relatively small component of the Flintshire economy it remains an important contributor. The sector employs approximately 3,273 people and generates an estimated £252m each year from 3.7m overnight stays and 2.7m day visits. 4.7m people live within a 60 minute drive time of Flintshire giving a large potential catchment for the visitor economy.
1.02	The accommodation in the County is varied with a mix of types and sizes from small guesthouses through to larger hotels, spread across the quality range. In terms of oversight bed spaces, the accommodation base is dominated by the caravan sector located, in particular, in the north of the County.
1.03	<p>The County has a wide range of features that appeal to day visitors and to those looking to explore and experience an area; a growing market segment. These include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Natural environment - the County is largely rural with an exceptional landscape and with areas of particular appeal including the Clwydian Range and Dee Valley Area of Outstanding Natural Beauty, the Dee coastline and Halkyn Mountain. Particularly important destinations include Talacre and Wepre Park. Good access to these areas is vital and Flintshire has some 1,200 kilometres of public rights of way which includes national routes such as the Wales Coast Path, Pilgrims Way and Offa's Dyke and many other promoted routes which seek out the best the Flintshire countryside has to offer.</li> <li>• Town centres - a number of towns in the County have a high quality built environment and draw visitors from a wider catchment. Mold market is also a popular destination for visitors. Broughton Retail Park is a major retail and leisure destination in its own right.</li> <li>• Heritage and culture - as well as the major attraction of Theatre Clwyd the County also features a number of castles including Flint, Ewloe and Caergwrle as well as Gladstone's Library; Greenfield Valley Heritage Park, Basingwerk Abbey and the well at Holywell.</li> </ul>
	<b><u>The Access and Natural Environment and Tourism Services</u></b>
1.04	The Access and Natural Environment Service has an important role to play in the context of tourism. The teams manage and maintain some of the best natural spaces Flintshire has to offer and enables access for people to enjoy these spaces. The Sites team has five area based rangers and three assistant rangers; the Rights of Way team has two footpath inspectors and two rights of way officers working county wide. The Countryside team produce and deliver extensive events programmes for Wepre Park, Greenfield Valley and in the wider coast and countryside areas. The Service

	also works in partnership and attracts grant aid to promote and improve Flintshire destinations and develops publicity literature and social media to enhance the visitor experience.
1.05	<p>The Council tourism service is located within the wider business development team. Although there is only a single member of staff specialising in tourism the wider team contribute as needed to supporting the sector. The key roles played by the team include:</p> <ul style="list-style-type: none"> <li>• contributing to tourism strategy and policy development at the national, regional and local level;</li> <li>• promoting the County to potential visitors through regional collaborative campaigns both sides of the England/Wales border;</li> <li>• co-ordinating the management of key destinations in the County;</li> <li>• securing and managing resources for both promotion and destination management; and</li> <li>• supporting businesses in the visitor economy sector through advice and facilitating networking and learning.</li> </ul>
	<b><u>Strategic context</u></b>
1.06	The strategic framework for tourism is provided by the Welsh Government Strategy for Tourism 2013-2020 “Partnership for Growth”. The Strategy sets out the following vision: “Wales will provide the warmest of welcomes, outstanding quality, excellent value for money and memorable, authentic experiences to every visitor.” Regionally, the visitor economy is identified as a priority in the development of economic growth proposals for North Wales.
1.07	<p>In 2015, Welsh Government announced an approach to promoting Wales based on a series of themed years:</p> <ul style="list-style-type: none"> <li>• Adventure 2016</li> <li>• Legends 2017</li> <li>• The Sea 2018</li> <li>• Discovery 2019</li> </ul> <p>The strategy is in response to key challenges in promoting Wales as a destination. These thematic years are:</p> <ul style="list-style-type: none"> <li>• a long-term ambition to grow a stronger and more defined brand for tourism in Wales;</li> <li>• the opportunity to focus investment and innovation in tourism; and</li> <li>• the need to drive an increase in visitor volume and value to Wales each year.</li> </ul>
1.08	<p>The North Wales Growth Vision and Growth Deal will also help to deliver a strengthened visitor economy. The tourism sector is identified as a priority for support and there are a number of proposals that will bring benefits to it:</p> <ul style="list-style-type: none"> <li>• Centre of excellence for training in the sector;</li> <li>• Improved transport infrastructure;</li> <li>• Improved digital connectivity; and</li> <li>• Employment and skills proposals to increase the availability of a skilled workforce.</li> </ul>
	<b><u>Promoting the County</u></b>

1.09	The local authorities in North East Wales adopted the thematic years approach from the outset and have worked collaboratively to successfully develop a series of digital promotions including films, photography, social media and e-marketing campaigns. All campaigns seek to reach new and repeat visitors, increase awareness of the region, strengthen partnerships, challenge perceptions and build a thriving, sustainable tourism economy. The series of films are available on <a href="http://www.northeastwales.wales">www.northeastwales.wales</a> and released on social media channels at relevant times capitalising on national messages and initiatives.
1.10	The Council also raises awareness of the area through distribution of leaflets to some of the most visited sites across the North West of England introducing Flintshire Towns and Heritage Trails, Great Outdoors & Walking and Leisure Tour. A free distribution service is also available for tourism and hospitality businesses in the county.
1.11	For the first time a collaborative bid by all six local authorities in North Wales was submitted to Welsh Government to develop a North Wales winter tourism marketing campaign. The bid was well received by Welsh Government and approval granted for funds in the region of £150,000 to deliver this campaign in North Wales.
1.12	<p>The project will promote North Wales as the “number one winter destination” by having a focused marketing campaign across the whole region. The authorities want to extend the visitor season in order to make North Wales an all year round destination. They also aim to turn seasonal employment into full time employment which will have a significant economic impact on the area. The winter tourism campaign will focus on the following areas:</p> <ul style="list-style-type: none"> <li>• Christmas</li> <li>• Events and festivals</li> <li>• Winter adventure</li> <li>• Food, drink and accommodation</li> <li>• Winter lights</li> <li>• Wet weather attractions</li> </ul>
1.13	<p>A recent Welsh Government initiative; The Wales Way, is a suite of tourism routes with international appeal which launched in late 2017. The Wales Way is a family of three routes that emphasise experiences rather than simply the journey from A to B. The routes will encourage visitors to stop and visit attractions or areas along their way. The official titles for the three principal routes are:</p> <ul style="list-style-type: none"> <li>• A55 – The North Wales Way / Ffordd Gogledd Cymru</li> <li>• A487 – The Coastal Way / Ffordd Arfordirol</li> <li>• A470 – The Cambrian Way / Ffordd Cambria</li> </ul>
1.14	The routes will, of course, be open to personal customisation and encourage trips off the main route (e.g. 40 minutes off the main road). This is initially a 10-year programme of activity which will evolve and develop over the next decade. The Wales Way will provide the ideal backdrop of promotion for the winter campaign creating six downloadable guides. The downloadable guides will provide the sector with a better understanding of the Wales Way project to encourage the development of products that use it as a foundation.

	<b><u>The Destination Management Plan</u></b>
1.15	Destination Management is the term given to how a place is managed and equipped to be able to best deal with the needs of its visitors. Making a destination work effectively from a visitor perspective is the key to its success. Destination Management requires buy-in from the wide range of stakeholders involved in the delivery of that experience at each destination, working in partnership to make sure that there are no gaps in the provision. Destination Management is essentially about focusing on each visitor to the County and their needs being well catered for so that they have an outstanding experience and therefore their expectations are ultimately exceeded.
1.16	Destination Management continues to be a national priority for Welsh Government. Each local authority across North Wales has developed a Destination Management Plan that provides the platform to accessing Welsh Government funding from which Flintshire and North East Wales partners have been successful in securing over £100,000 since 2015.
1.17	The Destination Management Plan is intended as a practical action plan setting out the roles of the key partners in improving and managing the County for visitors and local people. The plan aims to increase the average length a visitor stays at an attraction, maximise opportunities for visitors to stay and spend and achieve a more effective spread of visitors across the County, in order to capitalise on additional tourism revenue within the local economy.
1.18	<p>The plan sets out five priority themes, aligned to the Welsh Government priorities for the sector.</p> <ol style="list-style-type: none"> <li>1) Promoting the Brand <ol style="list-style-type: none"> <li>a. Promoting Flintshire in North West England;</li> <li>b. Operating a co-ordinated leaflet distribution system;</li> <li>c. Maintaining high quality web materials;</li> <li>d. Playing a full part in promoting the region.</li> </ol> </li> <li>2) Product development <ol style="list-style-type: none"> <li>a. Improving access to the Dee coastline and encouraging the development of small scale visitor infrastructure;</li> <li>b. Develop key opportunity sectors for future visitor growth including group travel and business tourism;</li> <li>c. Support a high quality local food offer;</li> <li>d. Promote and develop Flintshire's quality attractions - countryside, heritage, town centres, and culture.</li> </ol> </li> <li>3) People development <ol style="list-style-type: none"> <li>a. Grow the network of ambassadors to raise the standard of welcome to visitors;</li> <li>b. Raise skills levels in the visitor sector;</li> </ol> </li> <li>4) Profitable performance <ol style="list-style-type: none"> <li>a. Support and promote events in Flintshire;</li> <li>b. Encourage new visitor activity in the quieter parts of the season;</li> <li>c. Support business clusters.</li> </ol> </li> <li>5) Place branding</li> </ol>

	<ul style="list-style-type: none"> <li>a. Support local partnerships in promoting and further developing the visitor infrastructure and experience in their locality;</li> <li>b. Improve the coverage of brown on white tourism signs;</li> <li>c. Ensure visitors are considered in transport and infrastructure planning.</li> </ul>
	<b><u>Future opportunities</u></b>
1.19	<p>The recent transfer of the Council economic development and tourism functions to form part of the Planning, Environment and Economy portfolio creates opportunities to further strengthen already well-developed links between the services. From a countryside and tourism perspective this includes:</p> <ul style="list-style-type: none"> <li>• further developing the visitor infrastructure and promotional activity along the Dee coastline;</li> <li>• collaborative destination management and promotion around the attractions in the Greenfield and Holywell area;</li> <li>• developing links between the regeneration of the County, tourism and the role of green space and countryside;</li> <li>• joint promotion of events and activities;</li> <li>• continued development of Talacre as a destination and in particular ongoing visitor vehicle management; and</li> <li>• promotion of the County as a high quality destination for walking.</li> </ul>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no new resource requirements arising from this report. All activity highlighted is provided for within core budgets and staff resources or is externally funded.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Both services consult regularly with relevant stakeholders.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The scale of available resources is a challenge to delivering action in the visitor economy. Both of the services have made substantial efficiency savings over time and external funding sources have become scarcer. Managing external expectations therefore remains a consistent risk area.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Destination Management Plan 2017-2020



<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Niall Waller – Service Manager (Enterprise and Regeneration)  <b>Telephone:</b> 01352 702137  <b>E-mail:</b> <a href="mailto:niall.waller@flintshire.gov.uk">niall.waller@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Destination Management</b> - Destination Management is the term given to how a place is managed and equipped to be able to best deal with the needs of its visitors. Making a destination work effectively from a visitor perspective is the key to its success</p> <p><b>The Wales Way</b> – a Visit Wales promotional campaign based around three strategic visitor routes through Wales. Further information is available at <a href="http://www.thewalesway.com">http://www.thewalesway.com</a>.</p>

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# Flintshire Destination Management Strategic Plan

2017-2020



# Introducing the Destination

A key element of the approach to regeneration and tourism in Flintshire is focussed on creating high quality places: places where people want to visit, to spend their leisure time and to work. High quality places attract investment, they are sustainable and they generate their own energy and success.

For visitors, both from outside the area and from within, the focus is on managing the key destinations so that every piece of the jigsaw that represents their experience in Flintshire is a positive one. From their accommodation, to the welcome on the High Street, to the cleanliness of the public conveniences – all of these contribute to the overall experience and determine whether they will return and what messages they will give to their friends at home.

Further, raising the quality of the destination raises its competitiveness. In an age of ever-increasing expectations, destination management is essential to competing in a crowded marketplace. With 4.7 million people living within a 60 minute drive time, the ideal catchment for day visitors, Flintshire has a huge and relatively untapped market close to hand.

The tourism sector is currently estimated to support 3,273 direct jobs. It is estimated to generate £252m annually from 3.7m staying visitors and 2.7m day visitors. **(STEAM 2016)**.

## Strategic Context

Destination Management is wider than the traditional tourism sector but the main thrust for the approach in Wales is given by Welsh Government's Strategy for Tourism 2013-2020 'Partnership for Growth'.

The Strategy focuses on 5 key areas:

1. Promoting the brand
2. Product Development
3. People Development
4. Profitable Performance
5. Place building

The Strategy takes on a product-led approach to developing and marketing tourism in Wales adopting the following vision:

**Wales will provide the warmest of welcomes, outstanding quality, excellent value for money and memorable, authentic experiences to every visitor.**

The **goal** is for:

**Tourism to grow in a sustainable way and to make an increasing contribution to the economic, social and environmental well-being of Wales.**

Wales' Partnership for Growth strategy's **ambition** is to:

**Grow tourism earnings in Wales by 10% or more by 2020.**



### 1. A Competitive Flintshire

Managing high quality places in Flintshire will contribute to the success of visitor economy businesses but also to the wider business community, for example, town centre retailers and service providers, transport companies and hospitality providers. The approach to destination management will need to include action to support visitor facing businesses to raise their quality and to work together to develop new ways to market the County and provide new products to customers. In addition, action to raise the quality of the key places in Flintshire will help to encourage investment into the County.

### 2. Sustainable Communities

Effective destination management will have an important role to play as part of the wider approach to rural and town centre development. Visitors have a crucial role to play in increasing the viability of rural services and businesses and High Street retailers. The Destination Management Plan will need to identify how customers can be encouraged to visit and return to key destinations in the County, how the value of their visit can be maximised and how the potential impacts on local people minimised.

### 3. Employment and skills

At present, 3,273 people are employed directly and indirectly in the visitor economy. The sector provides a full range of career options and can play a significant part in supporting people into work and to progress once there. High levels of skills in the sector will improve the success of businesses and improve the experience for visitors. The sector will need to play an active part in tackling the high levels of youth unemployment in Flintshire.

#### Action Plan

The Flintshire Destination Management Plan is intended to be a practical document setting out achievable and measurable actions. We will adopt an ‘agile’ methodology for its delivery as it will evolve rapidly over time to reflect external changes and progress made and will be subject to regular review with stakeholders.



#### Indicators

- Increased employment
- Increased visitor numbers
- Increased visitor spend

It is the **role of the Destination Management Partnership** to consult with partners and **endorse Welsh Government, Economic Ambition Board and Mersey Dee Alliance strategic cross-border priorities** that will positively impact on tourism and Destination Management across Flintshire and the wider region including infrastructure, skills, workforce development, supply chain development and major project development.

## STRATEGIC THEME 1: PROMOTING THE BRAND

Key Actions	Lead		Priority			
			2017	2018	2019	2020
1A) Highlight facilities adjacent to the Leisure Tour through signage and web information	FCC	ST	■	■	■	
1B) Continue to enhance Flintshire's involvement with the Marketing Cheshire Gateway's Partnership	FCC	ST	■	■		
1C) Ensure that the promotional material integrates with digital work, promoting the website and social media channels and continue to distribute through key outlets and online as digital media brochures	FCC	ST	■	■	■	
1D) Identify distribution services for use by all partners in regards to printed promotional materials	FCC, FTA, CRTG	ST	■	■		
1E) Maintain website content to ensure that all our key iconic products, events and destinations are covered and up to date	FCC	ST	■	■		
1F) Work with key partners to support a co-ordinated presence at key travel exhibitions and trade shows	NWT, FTA, CRTG, CRFT, AONB, FCC	MT	■	■	■	
1G) Develop North East Wales Promotional Offer	NEW	MT	■	■	■	■
1H) Tourism Industry Awareness	FCC	MT	■	■	■	■

Page 106



## STRATEGIC THEME 2: PRODUCT DEVELOPMENT

Key Actions	Lead		Priority			
			2017	2018	2019	2020
2A) Support the development of a Flintshire Coast Park including the creation of small scale visitor infrastructure along the Dee coastline	FCC (countryside services)	LT				
2B) Focus on strategic regional areas of growth in specialist sectors – group tour operators, cruise market and business tourism	NEW	MT				
2C) Increase Flintshire’s reputation and profile as a high quality food destination	CRFT, FTA, CRTG, NE Wales	ST				
2D) Promote the towns, heritage, culture and countryside around the county and continue to support works to develop innovative products	FTA, CRTG, AONB, TC, FCC	MT				
2E) Undertake research on other tourism destinations in the UK and benchmark to identify opportunities for improvement in Flintshire	Coleg Cambria, Glyndwr University	ST				
2F) North East Wales product development	NEW, MDA, NWEAB	MT/LT				

Page 107



# STRATEGIC THEME 3: PEOPLE DEVELOPMENT

Key Actions	Lead	Priority	Priority			
			2017	2018	2019	2020
3A) Continue to develop the North East Wales Ambassador programme and role of ambassadors	NEW, FCC	MT				
3B) Promote tourism and related subjects onto local education providers' current curriculums	Coleg Cambria, Glyndwr University	MT				
3C) Continue to work with local schools, HE / FE providers regarding workforce development opportunities for tourism sector businesses	Coleg Cambria, Glyndwr University	LT				
3D) Investigate Global Greeters programme	FTA, CRTG, CRFT, AONB, TC	MT				
3E) Provide career guidance to schools and colleges from tourism sector businesses	FCC, Coleg Cambria, Glyndwr University	MT/LT				

Page 108

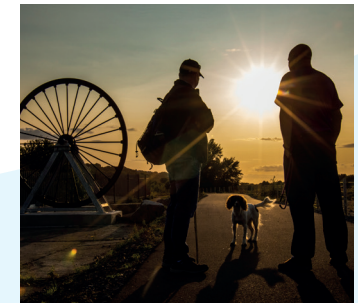




# STRATEGIC THEME 4: PROFITABLE PERFORMANCE

Key Actions	Lead	Priority	Priority			
			2017	2018	2019	2020
4A) Support local, regional and national clusters	FTA, CRTG, CRFT, AONB, NWT	ST	■	■	■	
4B) Create a calendar of major events in Flintshire and estimate the impact to the local economy based on available data	FCC (Arts & Events)	MT	■	■	■	
4C) Identify periods when there is less activity, lower visitor numbers, lower spend when events and celebrations would provide a boost to footfall and the visitor economy	TC, TP	MT	■	■	■	■
4D) Increase the participation rate of businesses in STEAM plus additional profiling tools	FCC	ST	■	■	■	
4E) Explore opportunities for increased productivity and performance in the tourism sector	Coleg Cambria, Glyndwr University, FTA, CRTG	MT	■	■	■	■

Page 109



## STRATEGIC THEME 5: PLACE BUILDING

Key Actions	Lead		Priority			
			2017	2018	2019	2020
5A) Continue to implement works associated with: <ul style="list-style-type: none"> <li>Talacre &amp; Gronant Masterplan</li> <li>Developing physical &amp; thematic linkages between Holywell Town Centre, St Winefride's Well, Greenfield Valley, Greenfield Docks and the coast</li> <li>Flint Masterplan and maximising the potential of Flint Castle to the town and wider region</li> <li>Supporting the delivery of the Clwydian Range and Dee Valley Management Plan 2014-2019</li> <li>Supporting the implementation of the Bailey Hill Management Plan</li> <li>Supporting the Mold Town Plan</li> </ul>	FCC	LT				
5B) Review Flintshire's policy for the provision of brown & white signage to improve visibility of visitor facilities and infrastructure	FCC, WG	ST				
5C) Develop an industry section on the Explore Flintshire website	FCC	ST				
5D) Review and improve the physical environment of key arrival points and corridors across the county	FCC	MT				
5E) Review transport links from tourism and visitor perspective	FCC, WG, MDA, NWEAB	MT/LT				
5F) Explore potential locations for the return of the Gold Cape to Flintshire from the British Museum	FTA, CRTG, FCC	MT/LT				

Page 110

### Key

FCC	-	Flintshire County Council	CRTG	-	Clwydian Range Tourism Group
NEW	-	North East Wales Marketing Area Partnership	NWT	-	North Wales Tourism
WG	-	Welsh Government	CRFT	-	Clwydian Range Food Trail h
TP	-	Town Partnerships	FTA	-	Flintshire Tourism Association
TC	-	Town Councils	MDA	-	Mersey Dee Alliance
NWEAB	-	North Wales Economic Ambition Board			



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Food Service Plan 2018/19 for Flintshire County Council
<b>Cabinet Member</b>	Cabinet Member for Planning and Public Protection
<b>Report Author</b>	Chief Officer (Planning, Environment and Economy)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Food Service Plan 2018/19 provides an overview of the Food Service. It sets out the aims and objectives for the forthcoming year and how these are to be achieved. The Plan also contains a review of performance of the service against the Food Service Plan 2017-18.

### RECOMMENDATIONS

1	That the Food Service Plan for 2018/19 be approved.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FOOD PLAN FOR FLINTSHIRE COUNTY COUNCIL 2018/19</b>
1.01	Local Authorities throughout the U.K. have been directed by the Food Standards Agency (FSA) to take the necessary action to implement the Framework Agreement on Official Feed and Food Controls by Local Authorities. This Framework Agreement became operational from 1st April 2001. The Framework has been developed to ensure a consistent food law enforcement service throughout the country.
1.02	The Service Plan has been produced by officers of the Food Safety and Standards Team and Trading Standards Compliance and Animal Health Team within the Planning, Environment and Economy portfolio in line with the model format contained within the Framework Agreement. It outlines the proposals for service delivery for the period 1st April 2018 to 31 <sup>st</sup> March 2019. It also contains a review of the Service Plan for 2017-18 with overall performance for 2017-18 detailed in Appendix 3 within the Service Plan.
1.03	The elements of the Food Service, namely Food Safety, Food Standards and Animal Feed are managed by two Team Leaders, namely the Team Leader Food Safety and Food Standards and Team Leader Trading Standards Compliance and Animal Health. Both team leaders report in to the Community and Business Protection Manager.
1.04	<p>Key achievements for 2017 - 18 include:</p> <ul style="list-style-type: none"><li>• Achieving 100% of programmed Food Hygiene inspections across all risk bands, as defined by the Food Law Code of Practice (Wales) April 2014</li><li>• Exceeding the target for the percentage of new food businesses we became aware of within the year receiving an inspection for both Food Hygiene and Food Standards</li><li>• Achieving 100% of programmed A – C risk band Food Standards inspections</li><li>• The percentage of premises with a Food Hygiene rating of 5 has increased from 74.5% to 79.0%, with 96.7% of businesses have a rating of 3 or higher compared to 96.3% in the previous year.</li><li>• Achieving 100% of Feed inspections and sampling</li><li>• Developing one officer to become fully qualified and competent on the delivery of Feed official controls</li><li>• Successful recruitment of a fully qualified and experienced officer to take on the role of Flintshire County Council Lead Officer for Feed</li></ul> <p>Targets for 2018/19 include:</p> <ul style="list-style-type: none"><li>• To inspect all premises for both Food Hygiene and Food Standards that are due their food inspections this year</li><li>• To identify and inspect premises that are not currently registered as a food business</li><li>• To inspect all premises that fall within the scope of the Food Hygiene</li></ul>

	<p>Rating (Wales) Act 2013 but have had an Alternative Enforcement Strategy questionnaire as their last intervention since mandatory display of ratings was introduced in November 2013</p> <ul style="list-style-type: none"> <li>• To develop our website pages in relation to our service area to signpost businesses and consumers to advice and updates in food and feed legislation</li> <li>• To further develop two officers to the Competent level for delivering the Feed service</li> <li>• To inspect all premises programmed for Feed inspections and to undertake all sampling allocated to us</li> <li>• In accordance with the requirements of, and funding allocated by, the Food Standards Agency Wales and as part of the North Wales Regional Feed Service Delivery, Feed Businesses will be inspected along with Feed Sampling as per the Food Standards Agency Feed Sampling Plan 2018/19.</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The cost of implementing the plan will be met within the existing Planning, Environment and Economy portfolio budget.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None required.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The Plan follows the 'farm to fork' principle to ensure food is safe for consumption by all.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Food Service Plan 2018/19.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Team Leader – Food Safety and Food Standards  <b>Telephone:</b> 01352 703390  <b>E-mail:</b> helen.o'loughlin@flintshire.gov.uk</p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
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7.01	<p><b>Food Standards Agency Wales</b> - is a non-ministerial government department supported by seven agencies and public bodies. It is the central competent authority for the UK in relation to European Union food legislation. In Wales, it is responsible for Food Safety and Hygiene and Food Labelling Policy. It works with local authorities to enforce Food Safety, Standards and Feed regulations.</p> <p><b>The Framework Agreement on Official Feed and Food Controls by Local Authorities</b> - sets out what the Food Standards Agency expects from local authorities in their delivery of official controls on feed and food law. It was developed in consultation with local authorities, local government associations and the relevant professional bodies.</p> <p><b>Food Law Code of Practice (Wales) 2014</b> - the Food Law Code of Practice is issued under section 40 of the Food Safety Act 1990 (the Act), regulation 24 of the Food Hygiene (Wales) Regulations 2006,1 and regulation 6 of the Official Feed and Food Controls (Wales) Regulations 2007, and sets out the execution and enforcement of that legislation by Food Authorities. It relates to Wales only. The code specifies how a local authority should risk rate a food business following its inspection which determines the frequency of food hygiene and standards inspections of that business. For Food Hygiene there are five risk bands A – E, for Food Standards there are three risk bands, A – C.</p> <p><b>The Feed Law Code of Practice (Wales) 2014 (FLCP)</b> - sets out instructions and criteria to which local authorities ‘the feed authorities’ should have regard when engaged in the enforcement of animal feed law. Feed authorities must follow and implement the provisions of the Code that apply to them. It relates to Wales only. There is separate provision in England.</p> <p><b>Food Hygiene Rating (Wales) Act 2013</b> – this Act introduces a national food hygiene rating scheme in Wales.</p> <p><b>Alternative Enforcement Strategy</b> – every Competent Authority must devise an Alternative Enforcement Strategy to determine how they will conduct official controls duties at premises rated as low risk (i.e. rated Category E for food hygiene and Category C for food standards). Food hygiene ratings cannot be awarded as a result of this type of intervention. Ratings can only be awarded as a result of a full food hygiene inspection of the premises.</p>
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# **FOOD SERVICE PLAN**

**2018-2019**



# FLINTSHIRE COUNTY COUNCIL FOOD SERVICE PLAN 2018-19

## INTRODUCTION

The Service Plan relates to the year commencing 1st April 2018 and ending 31st March 2019.

It covers the service provision for the Food Safety, Food Standards and Feed functions of Flintshire County Council.

The purpose of this Plan is to provide:

- Information about the scope of the Service.
- Information about the services provided.
- Information about the means of Service provision.
- Information about performance of the Food Service against Performance Targets set out in Plan as well as against national or locally defined Performance Indicators.
- Information relating to reviewing performance in order to address any variance from meeting the requirements of the Service Plan.

Service Plans will be produced annually to allow for meaningful review and progression, in accordance not only with the requirements of the Food Standards Agency “Framework Agreement on Local Authority Food Law Enforcement” but also with the principles of the “Wales Programme for Improvement”. In respect to Feed this function has been delivered for the last 3 years (and is again this year) as part of the FSA Funded North Wales Regional Feed Enforcement Delivery Plan, with all inspection and sampling targets being reviewed and set annually by FSA (Wales).

This Service Plan also forms part of the Authority’s commitment to delivering the aspirations of the Local Service Board to provide citizen centred services and to work in collaboration and co-operation.



**FLINTSHIRE COUNTY COUNCIL  
FOOD SERVICE PLAN 2018-19**

<b>CONTENTS</b>	<b>Page No.</b>
<b>1.0 SERVICE AIMS AND OBJECTIVES</b>	
1.1 Aims and Objectives	1
1.2 Links to Corporate Objectives and Plans	2-3
<b>2.0 BACKGROUND</b>	
2.1 Authority Profile	3
2.2 Organisational Structure	3
2.3 Scope of the Food Service	4-5
2.4 Demands on the Food Service	6-10
2.5 Enforcement Policy	10
<b>3.0 SERVICE DELIVERY</b>	
3.1 Food Premises Inspections	10-14
3.1.1 Additional Targeted Inspection/Enforcement Activity	13
3.1.2 Resources for Inspections and Additional Enforcement Activity	13-14
3.2 Food/Feed Complaints	14-15
3.3 Primary Authority Principle	15-16
3.4 Advice to Business	16-17
3.5 Food Inspection and Sampling	17-19
3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease	19-20
3.7 Food/Feed Safety Incidents	20-21
3.8 Liaison with Other Organisations	21-22
3.9 Food Safety & Food Standards and Feed Promotion	22-23
<b>4.0 RESOURCES</b>	
4.1 Financial Allocation	23-24
4.2 Staffing Allocation	24-26
4.3 Staff Development Plan	26-27
<b>5.0 QUALITY ASSESSMENT</b>	
5.1 Quality Assessment	28
<b>6.0 REVIEW PROCESS</b>	
6.1 Review against Service Plan	29
6.2 Review of Performance Against 2017/2018 Service Plan	29-30
6.3 Areas of Improvement 2018/2019	30-31
6.4 Forthcoming Considerations	31-33
<b>APPENDIX 1</b>	
Organisational Charts for the Service	
Chart 1 – Organisation Structure of Flintshire County Council	34
Chart 2 – The Cabinet Structure of Flintshire County Council	35
Chart 3 – The Organisational Structure of the Food Team within the Community and Business Protection Service	36
<b>APPENDIX 2</b>	
Profile of Programmed Inspections 2018-19	37-38
<b>APPENDIX 3</b>	
Performance 2017-2018	39-42

## 1.0 SERVICE AIMS AND OBJECTIVES

### 1.1 Aims and Objectives

The aims of the Food Service are to:

1. Promote, through education and enforcement, the sale and/or production of food which is fit and without risk to health.
2. Prevent and control the spread of food borne illness through education and enforcement.

These will be achieved by:

- (a) Providing a complete and holistic food law enforcement service covering the areas of food hygiene and safety, food standards and animal feed in accordance with relevant food legislation and Codes of Practice, thereby fulfilling statutory obligations.
- (b) Providing a responsive service to demand driven elements such as food safety incidents, outbreaks of food related infectious disease, complaints and request for advice from both businesses and members of the public, in accordance with the National and locally defined performance indicators, relevant Codes of Practice, plans and protocols.
- (c) Assisting businesses to comply with all relevant legislation by using a balance of techniques and approaches in order to ensure the safety and well being of the Public and of the environment in line with the Public Protection Enforcement Policy 2010.
- (d) Maintaining an up-to-date database of all food establishments in the County so that resources can be effectively defined and utilised to meet statutory, national and locally defined targets of inspection, sampling, specific initiatives and tasks set by Food Standards Agency Wales (FSA), other agencies, or based on local need.
- (e) Providing an open and transparent Food Service with clear lines of communication for all service users.

## 1.2 Links to Corporate Objectives and Plans

The Food Service links to the Well Being Plan and the Council Plan. There are five key priorities contained in the Well Being Plan, these are:

- Community Safety
- Economy and Skills
- Environment
- Healthy and independent Living
- Resilient Communities

The Food Service Plan has direct links with the Council Plan 2017 – 2023. The Council Plan sets out the full list of the Council's six priorities for the period 2017 – 2023. Each year, sub-priorities are chosen which will receive significant attention over a particular year and where we will make a bigger impact.

The Food Service sits within the Community and Business Protection Service of the Planning, Environment and Economy Portfolio. Each Service area within Community and Business Protection writes annual Operational Action Plans, which have been informed by a range of external and internal drivers and through a greater focus on robust risk assessment, intelligence led intervention, targeting and performance management. All team members contribute to devising the Operational Action Plans for each Service Area.

Food Law regulation is a statutory duty of the Council. Targets to be achieved are set in relation to both National Performance Accountability Measures and Service Improvement Data. A Corporate Performance Management System termed CAMMS, monitors performance of all services within the Council and these are reported quarterly. The areas reported on are the Performance Accountability Measure, “the percentage of premises Broadly Compliant with Food Hygiene Legislation” and the following Service Improvement Data:

- (a) The percentage of Food Safety inspections carried out.
- (b) The percentage of Food Standards inspections carried out.
- (c) The percentage of new businesses inspected for Food Safety.
- (d) The percentage of new businesses inspected for Food Standards.
- (e) The percentage of High Risk Feed inspections

- carried out.
- (f) The percentage of new businesses inspected for Feed.

There are also two new Public Accountability Measures being piloted this year on the percentage of Public Protection Fraud investigations successfully concluded during the year, which includes 'falsely describing or presenting food' and the Average Value of fraud investigations successfully concluded during the year.

The Food Service will continue to implement performance management systems to improve the efficiency and effectiveness of service delivery in a meaningful way to the citizens of Flintshire.

## 2.0 BACKGROUND

### 2.1 Authority Profile

Flintshire is a Unitary Authority. The County has an area of 43,464 hectares and a population of approximately 152,700 as per the 2011 Census. The County is made up of a mixture of small towns and conurbations, particularly to the south and predominately rural and agricultural land located in the north. The population is subjected to small seasonal fluctuations due to influx of tourists to the area. It has a number of industrial estates on which many manufacturers including food manufacturers are located, as well as headquarters for several food manufacturers including one large national food retailer. The coastal edge of Flintshire County Council abuts the Dee Estuary upon which cockle and mussel beds are situated and there is a small port located at Mostyn.

### 2.2 Organisational Structure

The Food Service is part of the Community and Business Protection Service within the Planning, Environment and Economy portfolio area. The Food Safety and Food Standards functions both fall under the responsibility of the Team Leader – Food Safety and Food Standards. Feed is managed by Team Leader - Trading Standards Compliance and Animal Health. Both team leaders report in to the Community and Business Protection Manager. The organisation structure of the Food Service is illustrated on the chart detailed in Appendix 1. Appendix 1 also includes the Management and Cabinet structure of the Council.

Specialist services are provided by Public Health Wales and Public Analyst Scientific Services as the Public Analyst (See Section 3.5).

## 2.3 Scope of the Food Service

The scope of the respective component parts of the service are detailed below:

### Food Safety

The Food Safety component of the service has the following responsibilities and service provision:

- Enforcement of relevant food safety and food hygiene legislation, in all food establishments in Flintshire.
- Registration of food businesses and approval of premises subject to compliance with product specific legislation (meat products, fish, shellfish, fishery products and dairy products).
- Implementation of the Food Hygiene Rating (Wales) Act 2013.
- Investigation of food complaints that relate to fitness of food for human consumption as well as food complaints that relate to the nature, substance or microbiological quality of the food, taking appropriate action as necessary. In addition, investigation of all complaints which relate to hygiene matters (premises, practices, personnel) in food businesses.
- Investigation of sporadic cases of food (including water) related notifiable diseases and suspected cases of food poisoning.
- Investigation and control of outbreaks of food poisoning and food related notifiable diseases.
- Response to Food Alerts and food related incidents taking appropriate action as necessary.
- Advice to new and existing business, responses to plans, licensing and land charges referrals.
- Providing Export Health Certificates to allow movement of food from the UK to countries outside the EU.
- Act as Home and/or Originating Authority for other companies where necessary.
- Undertake food sampling in accordance with the Sampling Programme.
- Educational and promotional initiatives

## Food Standards

The Food Standards component of the service has the following responsibilities and service provision:

- Respond to requests for consumer advice in matters regarding food standards, labelling and composition.
- Undertake a pre-planned programme of visits to food premises within Flintshire.
- Investigation of complaints relating to the nature, quality or substance of food and complaints relating to mislabelling of food taking appropriate action as necessary.
- Provide advice, information and assistance to food businesses.
- Undertake food sampling in accordance with the Sampling Programme and in response to incidents.
- Undertake promotional and educational initiatives.
- Act as Home Authority and Originating Authority for other food businesses within Flintshire where necessary.

## Feed

The Feed component of the service has the following responsibilities and service provision:

- Undertake a pre-planned programme of visits to feed premises within Flintshire (as determined by FSA Wales).
- Undertake a pre-planned programme of targeted feed sampling (as determined by FSA Wales).
- Provide advice, information and support to feed business operators, including manufacturers, distributors, and users of feed products.
- Investigation of complaints relating to feedstuffs and complaint based sampling of feed as required as part of complaint investigation.

The Service Delivery Point for the Food Safety, Food Standards and Feed Service is County Hall, Mold. For all of the above, the Service Delivery Points are open during normal office hours of 8.30 a.m. – 5.00 p.m. There is no official “out of hours” provision. However, there are systems in place to contact relevant staff should an emergency situation arise via the Care Connect Service.

## 2.4 Demands of the Food Service

There are 1380 food premises in Flintshire. Of the total number of food premises in Flintshire 646 premises are caterers, with the remainder being made up predominantly by 322 retailers. The catering establishments cover a wide range of premises varying from restaurants, schools, hotels, pubs, residential care homes, hospitals to mobile food vehicles.

There are currently 69 food manufacturers, packers and distributors within Flintshire, of which 16 are approved under EU Regulation 853/2004 as they handle products of animal origin. These regulations place additional control measures on these types of premises and on the Local Authority. The types of food manufacturers within Flintshire vary greatly in the types of processes they use to produce food. These range from cooked meat and ready meal manufacturers with national distribution, through to an on-farm milk pasteuriser supplying milk locally. The diversity in the types of manufacturers operating within the County places a significant demand on the breadth and depth of knowledge required by officers within the Team.

### Dee Estuary

The Dee Estuary has two cockle beds falling within Flintshire's jurisdiction. The shellfish beds place significant demands on the Team, particularly during the six month cockle opening season. The management of the Dee accounts for a large portion of the Sampling Budget due to the statutory sampling of the water and shellfish. This resource requirement may increase this year as there are several proposed shellfish businesses including processing of shellfish, which will require approval under Regulation 853/2004.

Enforcement on the Dee involves a cross-agency partnership working with National Resources Wales, Wirral Council, the Centre for Environment, Fisheries and Aquaculture Science (CEFAS), other neighbouring Local Authorities, the North Western Inshore Fisheries and Conservation Authorities and the FSA Wales.

### Port Health

There is a small port at Mostyn for which the Food Team has responsibility in relation to the ships coming into port requiring a Ship Sanitation Certificate or a food hygiene inspection.

## Food Hygiene Rating (Wales) Act 2013

The Council implemented the National Food Hygiene Rating Scheme in December 2010. Since 28th November 2013, the Food Hygiene Rating (Wales) Act 2013 came in to force. The administration of this Act accounts for a considerable volume of work for the Team. As of 28<sup>th</sup> November 2014, the Act also applied to businesses that operate trade to trade.

There have been further changes to the legislation in November 2016, with the introduction of the Food Hygiene Rating (Promotion of Food Hygiene Rating) (Wales) Regulations 2016, which require takeaway food premises to provide a specific bi-lingual phrase on all their promotional literature which contains a price of the food and a method of ordering it remotely.

### Premises Profile

The premises profile, as defined in the Food Law Code of Practice (Wales) April 2014, is detailed in Table 1:

**Table 1: Breakdown of premises profile by risk band for Food Safety and Food Standards.**

FOOD STANDARDS			FOOD SAFETY			
Risk	Min.	No. of		Risk	Min.	No. of
High	12 months	11	High	A	6 months	1
				B	12 months	26
Medium	2 years	406		C	18 months	483
Low	5 years	909	Low	D	2 years	295
				E	3 years	530
OUTSIDE		14		OUTSIDE		19
UNRATED		40		UNRATED		26
<b>TOTAL</b>		<b>1380</b>		<b>TOTAL</b>		<b>1380</b>

Please note: there are 5 bands of risk for Food Safety, with A to C being deemed to be High Risk and only 3 bands of risk in Food Standards, with only A being deemed High Risk.



## Feed

Under the EU Feed Hygiene Regulation (1831/2003) feed activities are clearly defined and are broken down into 'Approved' and 'Registered' feed activities. Activities requiring Approval include any activity involving the manufacture and/or placing on the market of feed additives including zootechnical products (the technology of animal husbandry), with all such activities being classed as high risk.

There are currently no businesses in Flintshire that have an Approval under the Regulations. 'Registered' feed activities are all other feed activities that are undertaken of which there are 14 registerable feed activities defined and coded by the FSA these are termed as 'R Codes' and run consecutively from R01 (the highest risk activity) through to R14 (the lowest risk activity)..

In Flintshire there are currently a total of 406 registered feed premises which are registerable across a wide range of feed activities. These activities are made up as follows: 340 are registered as farms (Livestock or arable), 4 as feed manufacturing and packing businesses, 30 as on farm feed mixers, and 24 businesses registered for the supply of surplus food or co-products of manufacture. The remainder of the registered premises are engaged in, transportation and distribution of feed 8.

The diversity in the types of Feed Businesses operating and activities being undertaken within the County places a significant demand on the breadth and depth of knowledge required by officers within the Team.

Following a review by Food Standards Agency Wales in 2014 of the delivery of Animal Feeding Stuffs Enforcement across Wales, with effect from 01<sup>st</sup> April 2015 the system for risk assessing feed activities was simplified with all registerable feed activities across Wales being broken down into one of two categories based on risk. These two categories are referred to as '*Above the Line*' (or High Risk) and '*Below the Line*' (or Low Risk).

Above the line activities are the high risk activities, which include all businesses undertaking any 'Approved' feed activity and those engaged in 'Registered' feed activities involving production, processing, storage, transportation, sale of feed, or supply of food co-products, or surplus foods for use in animal feed and ultimately human consumption of those animals as part of the human food

chain. These activities require a 'qualified' and 'competent' officer to inspect them.

Below the line activities are the low risk activities that include premises that are feeding animal feed stuffs to livestock or growing straight feed crops that are to be consumed in their natural state such as silage. This applies to all of Flintshire's farms. While these activities have a lower requirement for officers to be able to perform these activities, only requiring that an officer be 'competent' to complete this work.

Since 1<sup>st</sup> April 2015, the frequency of inspection of feed premises has been determined by FSA Wales with the launch of the FSA Wales sponsored North Wales Feed Enforcement Delivery Plan. The plan for 2017/18 required Flintshire to inspect premises across the county for a total of 117 registered feed activities, 37 of these were above the line with the remaining 80 being below the line.

The figures for 2018/19 are 19 above the line inspections (High Risk), and 79 below the line (Low Risk) inspections giving a total of 98 for the year. The breakdown of the Feed premises profile is detailed below by risk band:

**Table 2: Breakdown of the premises profile by risk band for Feed.**

<b>FEEDINGSTUFFS</b>		
<b>Risk</b>	<b>Frequency of Inspection</b>	<b>No. of registered activities subject to inspection</b>
High	Every 3 years (as per Feed Code of Practice) However, currently inspections are being determined by FSA as part of Regional Delivery Plan. Inspections due for 2018/19 = 19 High Risk.	66
Low / Medium	Every 14 years (as per Feed Code of Practice) However, currently inspections are being determined by FSA as part of Regional Delivery Plan. Inspections due for 2018/19 = 79 Low Risk.	340
<b>TOTAL inspectable registered activities</b>		<b>406</b>

The vast majority of food business owners are English speaking with a minor requirement for written reports in Welsh. All advisory literature is produced bilingually in accordance with the Welsh Language Standards of the Council which came in to force on 30 March 2016. Approximately 14% of residents in Flintshire are recorded as Welsh speaking.

Approximately 4% of food businesses are of ethnic origin (Asian, Chinese, Turkish and Greek) and once again advisory literature is available in a range of ethnic languages to assist in understanding.

## 2.5 Enforcement Policy

The Food Service undertakes enforcement in accordance with the Public Protection Enforcement Policy which has been updated and approved by Members in 2010. This policy has been based upon the principles of the Enforcement Concordat adopted by Members in September 2000 and the Regulators Compliance Code.

There is also an Enforcement Policy for residents entitled "Regulation and Enforcement – Involving Local Residents", which was approved by Council in September 2011.

## 3.0 SERVICE DELIVERY

### 3.1. Food Premises Inspections

The Food Service will carry out inspections in accordance with pre-planned programmes drawn up annually and commencing on 1st April each year, to coincide with the reporting requirements for the Service to the Food Standards Agency Wales, as part of the Local Authority Enforcement Monitoring System (LAEMS). These inspection programmes are based on the risk rating of the premises/trader so that there is a targeting of resources to ensure that those premises/traders with a high or medium risk are prioritised for inspection.

#### Food Safety and Food Standards

The performance of the Food Safety and Food Standards Team in 2017/2018 was excellent with the Team achieving 100% of High Risk inspections for both Food Safety and Food Standards.

The target of 87% of new businesses to be inspected for Food Hygiene was exceeded with 91% actually being achieved. The Food Standards New Business target of 87%, was also exceeded by achieving 90%. This was enabled by the majority of new business inspections being undertaken by the officers who are authorised to carry out both Food Standards and Food Safety inspections thereby facilitating the inspections being completed by one visit. This also ties in with the Reducing the Burden on Business agenda by combining the two types of inspection.

There is a Public Accountability Measure in place, namely the percentage of businesses which are Broadly Compliant with Food Hygiene legislation. For 2017-18, this figure has improved from 96.5 to 97.4% of food businesses within Flintshire falling into this category.

For D risk band Food Hygiene inspections, a figure of 100% of inspections was achieved and a total of 100% of E risk band premises interventions achieved. For the E risk band premises, this was by way of a physical inspection in most cases with only a few businesses being subject to an alternative enforcement questionnaire as permitted by the Food Law Code of Practice (Wales) 2014.

For Food Standards, the work that has been achieved is excellent such that the majority of businesses that have previously not been visited by the team, have now received an inspection.

All low risk premises have received a physical inspection or an alternative enforcement questionnaire has been completed to assess risk.

A full breakdown of performance is provided in Appendix 3.

The key objectives for the coming year in relation to programmed inspection and enforcement work are as follows:

#### Food Safety

- Inspect 100% of all food businesses due a food hygiene inspection
- Undertake a physical inspection all E risk band premises for Food Hygiene that fall within the

scope of the Food Hygiene Rating (Wales) Act 2013 but have not had a physical inspection since the introduction of the legislation. Approximately 26 businesses which fall in to this category are not technically due their Food Hygiene programmed inspection this year. However, they are going to be inspected by March 2019 so that all businesses within Flintshire that fall within the scope of the legislation will have a food hygiene rating which they must display.

- To revisit all premises receiving a Food Hygiene Rating of 2 or lower to assess compliance, in line with the All Wales Revisit Policy written by the All Wales Food Safety Expert Group. Please note – this type of revisit does not result in a new food hygiene rating.
- To inspect all Flintshire afterschool clubs that fall in to the scope of activity as being a food business.

#### Food Standards

- Inspect 100% of all food premises due a Food Standards inspection in 2018-19.
- To revisit all premises with Significant Breaches or non-compliance with Allergen Information requirements.
- To inspect all Flintshire afterschool club, as above

A full breakdown of premises programmed for inspection 2018-2019 in relation to their risk band is given in Appendix 2. For Food Hygiene this gives a total of 579 inspections due and for Food Standards a total of 267 inspections due. These figures are those premises that are due inspection this financial year. However, the team are also undertaking additional inspection work in premises that fall within scope of the Food Hygiene Rating (Wales) Act 2013 which is detailed above. This equates to a further 26 for Food Hygiene and Standards.

Last year, the number of Food Hygiene and Food Standards revisits was 42. It is anticipated, the figure for this year will increase to between 60 – 70 due to the revisits being carried out on the takeaway literature for Allergen declarations and checking on compliance with the Food Hygiene Rating legislation.

## Feed

Following a major review of feed service delivery across Wales conducted by FSA Wales in 2014 all feed work across Wales since 01<sup>st</sup> April 2015 has been delivered as part of collaborative working based on regional delivery plans. These plans have been developed in conjunction with FSA Wales and are based on priorities set by FSA Wales.

Currently the FSA are specifying the level of inspection each year as part of their plan. For 2017/18, there was a premises inspection target of 117 high and low/medium risk premises inspections being set by FSA for Flintshire. This target was met in full. The target set for 2018/19 by FSA is for a total of 98 feed premises inspections (19 High Risk inspections and 79 Medium/Low Risk inspections) to be completed.

### 3.1.1 Additional Targeted Inspection/ Enforcement Activity

Additional targeted inspection and enforcement activity due to be undertaken is as follows:

- Effective and professional liaison, communication and co-operation with other LA's and Regulatory Delivery relating to Primary Authority (PA) matters.
- Investigation of notified food safety related fraud incidents, such as illegal slaughter of meat, including referrals made anonymously.
- Issue of Sanitary Certificates as appropriate for incoming vessels to the Port of Mostyn.
- Appropriate response and liaison with other agencies as necessary for Civil Contingency matters.
- Assessing non-compliance with the Food Hygiene Rating (Wales) Act 2013 and associated regulations in regard to mandatory display of food hygiene ratings stickers and the inclusion of the mandatory bi-lingual statement on promotional literature for takeaways.

### 3.1.2 Resources for Inspections and Additional Enforcement Activity

#### Food Safety and Food Standards

The programmed food hygiene inspections will be undertaken by Environmental Health Officers (EHO) and Food Safety Officers (FSO). A full breakdown of resources is given in 4.2 – Staffing Allocation. Food Standards work will be carried by our Trading

Standards Officer, EHOs and FSOs.

Other areas of Trading Standards work within food premises such as Weights and Measures will be carried out by the Trading Standards Officer within the Food Team. This places an absolute requirement for a fully competent Trading Standards Officer to be within the Team.

#### Feed

All aspects of feed work will be carried out by 0.2 FTE fully qualified Trading Standards Officer and 0.2 FTE Trading Standards Enforcement Officer. This work is to be distributed across 6 officers who are qualified and/or competent in accordance with FSA/Code of Practice requirements who are all based in the Trading Standards Compliance and Animal Health Team.

### 3.2 Food/Feed Complaints

Food complaints cover the full range relating to fitness for human consumption, presence of extraneous matter in foods, microbial contamination and Food Standards issues such as food labelling, chemical adulteration and spoilage of food.

It is the policy of the Food Service to investigate all food complaints reported including those made anonymously.

#### Food Safety and Food Standards

All food complaints are dealt with in accordance with the Food Law Code of Practice (Wales) April 2014, having regard to the documented Public Protection Enforcement Policy 2010.

Based on statistics for previous years, the estimated number of Food Safety and Food Standards complaints is between 120 and 160

Please note the above figures do not indicate dealing with food complaints referred by other Local Authorities when acting as Home or Originating Authority.

#### Feed

All feed complaints will be dealt with in accordance with the Feed Law Code of Practice (Wales) 2014, having



regard to the documented Public Protection Enforcement Policy 2010.

The number of feed related complaints received by the service is low, typically no more than 3 a year. This is because the majority of transactions involving the buying and selling of feed are business to business contracts that are based on written specifications agreed as part of contracts between manufacturer/seller and the buyer.

Buyers and producers/sellers of animal feed for the agriculture industry work very closely together, feed formulations are often made on a bespoke nature to include ingredients for a specific purpose for use by specific animals or groups of animals. Adverse effects of feed on livestock are often due to how the feed has been used rather than how it has been made, examples investigated by officers include the wrong type of feed being given to the wrong type of animal (poisoning), over feeding, and incorrect or unsafe storage (inadvertent cross contamination) by the purchaser.

Complaints received when investigated are generally down to the user rather than the producer and the effects are therefore limited to one premises or business. This makes this area quite a complex one to deal with, where a heavy reliance on the honesty of the buyer to be open with officers with regard to their own acts or omissions that may have caused illness or injury to their livestock is important, although where this is not the case this can normally be detected on investigation including where necessary complaint sampling and analysis of feed products where sufficient suitable feed is found present to enable accurate and representative sampling and analysis of the product.

Complaints are largely dealt with between the industries themselves (feed producers and livestock producers) and the intervention of Trading Standards Officers is treated as a last resort to act as arbiters where the usual protocols have failed.

### 3.3 Primary Authority Principle

#### Food Safety and Food Standards

Flintshire County Council subscribes to both the Primary and the Home Authority Principle. The Food Service acts as both Home Authority and/or Originating Authority for approximately 50 food businesses.



Flintshire is also committed to improving relationships with business and will continue to develop relationships with business and encourage effective business engagement at all times.

#### Feed

There is currently no formal Primary Authority relationship between FCC and any Flintshire based Feed Business Operator. Iceland Stores are engaged in a pilot trial scheme working directly with the FSA. This has involved the company registering all of its UK stores for the supply of surplus food (morning goods) for use in the animal feed chain and ultimately the human food chain.

### 3.4 Advice to Business

The policy of the Food Service is to provide a balanced approach between the provision of advice and enforcement activity. The Service is committed to providing an effective and responsive advice and assistance service, both during inspections or upon request, for all Flintshire businesses, including a service in accordance with the Regulatory Delivery Primary Authority Principle and the Local Government Regulation (previously LACORS) Home Authority Principle.

In addition, the Service provides advisory literature, (either produced nationally or in-house) to businesses to assist them with compliance with relevant legislation. This is currently free of charge. The potential to charge for this type of service is being explored.

#### Food Safety and Food Standards

In order to maximise the use of limited resources, advice is targeted as follows:

- During inspections and as part of follow up documentation.
- Start-up advice on request.
- Through guidance information available on the Food Team's website pages.
- Distribution of relevant food safety and food standards material to food businesses.
- Advice and information is given to businesses requesting guidance either by telephone, email or post.

Based on last year's trends, the estimated number of requests for advice is anticipated to be approximately 200

in relation to Food Safety and Standards. Advice to businesses is provided by all members of the Team.

### Feed

Flintshire is committed to supporting feed businesses and working with them to enable compliance with all regulatory and best practice standards, and to protect animal health and welfare, and the human food chain. In order to maximise the use of limited resources, advice is targeted as follows:

- During inspections and as part of follow up documentation.
- Start-up advice on request to new businesses.
- Through sign posting to guidance information available on the Trading Standards Wales and FSA Wales websites.
- Distribution of relevant feed hygiene and standards material to feed businesses.
- Advice and information is normally given to businesses requesting guidance either by telephone, e-mail or post, or where appropriate through a visit to the business operator by an officer

The North Wales Feed Service Delivery Plan is now in its fourth year of operation and has led to an increased demand being placed on the service for business advice and support.

## 3.5 Food Inspection and Sampling

### Food Safety and Food Standards

Sampling will be carried out in accordance with the documented Sampling Policy for the Food Service which was referred for Member Approval in July 2001. The sampling programme is devised so that the procurement of samples will follow a risk based approach. The programme takes in to account statutory requirements as well as the requirements of the Food Standards Agency, the Welsh Food Microbiological Forum and local need.

Samples taken for Food Standards issues are submitted for analysis by the formally appointed and NAMAS accredited Public Analyst for the Council (and Agricultural Analyst for Animal Feed purposes):

Public Analyst Scientific Services  
Valiant Way

Wolverhampton  
WV9 5GB

Samples taken as part of the Sampling Programme for Food Safety issues are submitted for microbiological examination by the designated and NAMAS accredited laboratory of:

Public Health Wales  
Ysbyty Gwynedd  
Penrhosgarnedd  
Bangor

Each Local Authority is allocated sampling accreditation by Public Health Wales.

The Food Sampling Programme does not preclude the need to undertake reactive sampling i.e. as a result of a food complaint or during food poisoning investigations. Sampling undertaken as part of an Infectious Disease Notification or Outbreak are sent to the laboratory at Ysbyty Gwynedd, Penrhosgarnedd, Bangor.

The Service took part in a successful bid for funding for Food Standards sampling from FSA Wales in 2017-2018. These were undertaken in collaboration with the North Wales Region as an Allergen project which was combined with coaching visits, followed up by sampling verification visits. This was grant funded by FSA Wales for which we received £455.84. The Team were also awarded a small grant of £264 for taking part in Opson VII, which focussed on Food Supplements for 2017-18.

A member of the team attends the WFMF, which is responsible for devising Food Safety Sampling Surveys across Wales, based on risk assessment and intelligence to better target resources at particular foods or food poisoning organisms of concern within the UK.

All samples are submitted using the UK-Food Surveillance System (UK-FSS). However the FSA no longer support this system and are in the process of devising a new system. It is anticipated this new system will be introduced later this financial year.

Samples are taken as part of programmed inspections at manufacturers and premises where product specific legislation applies. The budget for sampling will remain the same as it was in 2017-18.

The anticipated number of samples for Food Standards

is around 80 including samples taken for labelling checks.

Samples will be taken as part of programmed inspections at manufacturers, approved premises and premises where product specific legislation applies.

For Food Safety, there will be statutory sampling at approved premises and taking part in WFMF surveys to include:

- Shopping Basket to include Spices
- Ice Follow Up Survey
- End of shelf-life for high risk, ready to eat foods

The anticipated number of samples for Food Microbiological examination is around 150 samples.

#### Feed

Sampling of Feeding stuffs during 2018/19 will again be undertaken as part of the FSA funded North Wales Feed Service Delivery Plan (part of the North Wales Trading Standards Collaboration). Under the requirements of the FSA Feed Sampling Plan for 2018/19 samples will be taken for the presence of mycotoxins and heavy metal residues. Other than sampling directly funded by FSA Wales any other feed samples taken will only be done in response to complaints received or feed safety incidents.

Feed sampling undertaken during 2017/18 included:

- Sampling and analysis of Mixed Livestock Nuts for presence of Heavy Metal Residues.
- Sampling and analysis of Maize and Corn products for the presence of Mycotoxins.

With all products found to be sound and wholesome in constitution and to be within permitted limits or free of the contaminants sampled for.

### 3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

Investigation and control of outbreaks of food related infectious disease will be carried out in accordance with the Communicable Disease Outbreak Plan for Wales was approved by Members in 2011. It has been developed from the amalgamation of several Plans relating to water borne incidents, food poisoning and communicable disease outbreaks.

Investigations of sporadic notifications of food related infections disease shall follow the existing documented procedure within the Section. Based on previous year's trends, it is estimated that there will be approximately between 200 and 230 cases of sporadic notifications and between 0 and 10 outbreaks.

*Campylobacter* was the highest incidence of food-borne illness for 2017-2018 in Flintshire, with 145 cases being notified to us. This follows a national trend. The reduction of the incidence of *Campylobacter* is identified as a priority within the Food Standard Agency's Strategy 2015-2020.

Outbreaks are characteristically resource intensive but do not follow an annual trend, therefore the anticipated burden on staffing cannot be predicted. However, should they occur the impact on resources cannot be over-estimated and would require rapid contingency planning for maintaining the delivery of the rest of the Service. They also involve close liaison and cross-agency working between Public Health Wales and other Local Authorities.

### 3.7 Food/Feed Safety Incidents

#### Food Safety and Food Standards

Food Alerts will be initiated and responded to in accordance the Food Law Code of Practice (Wales) April 2014. Responses to Food Alerts will be kept in a centralised documented format and the contact details for the Team and relevant Agencies (including out of hour's contacts) will be kept up to date. It is difficult to quantify the resource implication of this function as it depends upon the category of Food Alert and the extent of food or businesses affected within Flintshire.

There were several incidents within 2017-18 which required considerable investigation work and enforcement action by the Team. This included an investigation into the placing on market of yoghurt produced in a manufacturing environment which was not approved to do so.

#### Feed

Alerts will be initiated and responded to in accordance with the Feed Law Code of Practice (Wales) 2014. Responses to Feed Alerts will be kept in a centralised documented format and the contact details for the Team

and relevant Agencies (including out of hour's contacts) will be kept up to date. It is difficult to quantify the resource implication of this function as it depends upon the nature of the Feed Alert and the source of supply, type, and quantity of feed product involved as well as the distribution of the feed.

### 3.8 Liaison with Other Organisations

The Food Service as a whole is committed to ensuring effective liaison with other relevant organisations to enforce consistency of approach. This includes liaison with:

- Food Standards Agency Wales (FSA Wales).
- Regulatory Delivery
- Professional bodies such as the Chartered Institute of Environmental Health and Chartered Trading Standards Institute.
- Public Health Wales, National Resources Wales, CEFAS, Animal and Plant Health Agency and other relevant advisory/liaison bodies.
- Other Local Authorities in Wales as a whole by attending the All Wales Food Safety Expert Group, the All Wales Communicable Disease Expert Group and the WFMF and regionally, by attending the North Wales Food and Communicable Disease Task Group.
- Other relevant local bodies e.g. local fishermen by way of the North Wales and Deeside Shellfish Liaison Group.
- Other Departments within Flintshire County Council, such as the Planning Department, with whom a system of formal consultation with relevant sections of the Community and Business Protection Service has been set up so that prompt, appropriate advice may be given to ensure compliance with relevant legislation.

In addition to all of the above, liaison is also maintained between members of the Food Team by monthly Team Meetings. There is also a weekly management meeting for Team Leaders and the Service Manager within Community and Business Protection.

The Feed element of the service is committed to ensuring effective liaison with partners and other relevant organisations to ensure and enforce consistency of approach. This includes liaison with:

- Food Standards Agency Wales (FSA Wales)

- Veterinary Medicines Directorate (VMD)
- Animal and Plant Health Agency (APHA)
- Professional bodies such as the Chartered Trading Standards Institute (CTSI), National Trading Standards (NTS) and the Association of Chief Trading Standards Officers (ACTSO).
- Other Local Authorities across Wales and the UK
- Partner Local Authorities in the North Wales Feed Enforcement Delivery Plan (Wrexham, Denbighshire, Gwynedd, Ynys-Mon, and Conwy).
- Liaison with regional and national panels and expert interest groups including the joint WHoTS/FSA Feed Working Group, WHoTS and UK Animal Health and Welfare Panels etc.

In addition to the above, liaison is maintained within the Feed element of the Trading Standards Compliance and Animal Health Team through monthly team meetings, and 1:1's. There is also a weekly management meeting for Team Leaders and the Service Manager within Community and Business Protection.

### 3.9 Food Safety/ Food Standards and Feed Promotion

Educational and promotional activities are important components of a comprehensive Food Service.

#### Food Safety and Food Standards

Last year, these were achieved in the following ways:

We delivered a presentation on updates in Food Safety legislation and the Regulating our Future agenda at the Food and Hospitality Conference held at Coleg Cambria in October 2017. This was a full day event and was attended by approximately 200 food businesses from across the North Wales region.

We took part in Operation Opson VII during January 2018, which focused on Food Supplements. This is an international operation which is ran annually. Interpol and Europol take the lead for this and its purpose is to target counterfeit and substandard foodstuffs worldwide. For this year's operation, Food Supplements was chosen in Wales as this is a priority area for the Food Standards Agency and has been an issue across Europe due to the use of unsafe substances such as DNP, the adulteration of food supplements or the mislabelling of products such as making unsubstantiated health claims.

Promotional work programmed for this year includes



taking part in Food Safety Week in June 2018. This year's Food Safety Week theme is "The people that keep your food safe". The FSA is leading Food Safety week by putting the spotlight on key roles within the organisation. They have indicated they will promote their collaboration with Local Authorities and provide LA's with an opportunity to highlight their role.

#### Feed

Officers of the service work with the trade offering advice and guidance on compliance with legal and best practice standards during routine inspection work conducted on farms, in shops, and in factories on behalf of FSA Wales and during our work at Critical Control Points (CCP's) including Mold livestock auction when carrying out routine animal health and welfare and disease control work. Promotion work is done as part of routine inspection or in response to enquiries made by business to the service.

## 4.0 RESOURCES

### 4.1 Financial Allocation

The financial allocation for the Food Service is split between budgets provided for the Food Safety and Food Standards and for Animal Health. The overall level of expenditure providing the Food Safety and Food Standards Service for 2018-19 is detailed in Table 3.

**Table 3: Budget for the Food Safety and Food Standards Team 2018-19**

COST ITEM	FINANCIAL ALLOCATION
(a) Staffing (total staff costs)	£520,678
(b) Travel (mileage and rail warrants)	£9,292
(c) Equipment	£2,981
(d) Sampling	£5177
(e) Shellfish Sampling	£6000
(f) Support Costs for Printing and Translation	£500
(g) Training	Centrally held budget. Accessed via application



The allocation for Food Sampling work covers both Food Safety and Food Standards. This is in addition to the allocation provided by Public Health Wales. Additional funding can and will be made available should there be an incident which requires it.

Table 4 shows the overall level of expenditure for Feed Service delivery:

**Table 4: Budget for the Feed Service Delivery 2018/19**

<b>COST ITEM</b>	<b>FINANCIAL ALLOCATION</b>
(a) Staffing (total staff costs )	£14141.30
(b) Travel (including mileages and Subsistence	£2000.00
(c) Equipment	£500.00
(d) Sampling	Budget is held Regionally for North Wales with funding allocated on completion of FSA Wales allocated targeted sampling project work.
(e) Training	Centrally held budget. Accessed via application
(f) Total	£16641.30

#### 4.2 Staffing Allocation

##### Food Safety and Food Standards

The Food Safety and Food Standards team is made up of the Team Leader – Food Safety and Food Standards 1.0 FTE, 5.5 FTE EHOs, 3.0 FTE Food Safety Officers and 1.0 FTE Trading Standards Officer. All members of the team are permanent positions.

Administrative support is provided by 1.0 FTE Administration Officer. This role is situated within Social Services as a central administration function.

In accordance with the Food Law Code of Practice (Wales) April 2014, all Environmental Health Officers in post are qualified Environmental Health Officers, registered with the Environmental Health Registration Board (E.H.R.B.). Food Safety Officers are qualified to

the Higher Certificate in Food Premises Inspection and all officers are qualified in HACCP Principles (Hazard Analysis Critical Control Points). Two of the Food Safety Officers also hold the Higher Certificate in Food Control. The third Officer is currently studying for this qualification.

All staff are authorised appropriately for the duties they perform. All EHOs meet the post two year qualified competency requirement to use all enforcement powers required by the Code of Practice. The majority of Officers also hold the Lead Auditor qualification.

The Trading Standards Officer holds the Diploma in Trading Standards and has also successfully completed the five day QMS Auditor/Lead Auditor training course.

The full breakdown of resources required to deliver the Food Safety and Food Standards service is given below:

**Table 5: Full Breakdown of Resources by Full Time Equivalent (FTE) to Deliver the Food Safety and Food Standards Service**

<b>Intervention Type</b>	<b>Food Safety FTE</b>	<b>Food Standards FTE</b>
Inspections	5.0	2.5
Revisits	0.3	
Complaints	0.4	
Primary Authority	0.1	
Food Incidents	0.2	
Food Business advice/promotion and other Non-Official Controls Interventions	0.4	
Communicable Disease	0.5	N/A
Sampling	0.1	0.1

Please note – this breakdown of resources includes the 0.2 FTE operational aspect of the Team Leader. The remainder of the Team Leader 0.8 FTE is not taken account of above as this includes the operational management functions of this role including Corporate matters which are not easily broken down in to the headings provided. A further 0.1 FTE of the Trading Standards Officer role is spent regulating other Trading Standards legislation in food businesses such as Weights and Measures legislation.

We are able to fulfil the inspection resource requirement by completing the majority of inspections as joint inspections i.e. the officer does both a Food Safety and Food Standards audit during the same visit. This flexibility is key to ensuring we can deliver the service level expected based on current resources.

### Feed

All aspects of Feed work will be carried out by six officers of the service as part of their duties as members of the Trading Standards Compliance and Animal Health Team. These are 0.1 FTE Team Leader Trading Standards Compliance and Animal Health, 0.1FTE Trading Standards Officer, and and 0.2 FTE Trading Standards Enforcement Officer.

The Team Leader and the teams 2 x Trading Standards Officers are officers within the team that satisfy all criteria as a 'qualified' and 'competent' feed officer, this includes holding the Diploma in Trading Standards (or equivalent), successful completion of the five day QMS Auditor/Lead Auditor Training Course, completion of CIEH accredited HACCP training, and participation in an FSA programme of feed training in conjunction with their approved training provider. Such qualification means that these officers are suitably qualified and competent to undertake all aspects of feed work, while the 4 x Trading Standards Enforcement Officers satisfy the 'competency' criteria based on experience and training that enables them to perform Below the Line (Low Risk) feed work on both Livestock and Arable Farms. All six officers satisfy the FSA requirements re qualification and /or competency to enable them to undertake feed enforcement work. This includes meeting the requirement to undertake a minimum of 10 hours relevant CPD annually.

### 4.3 Staff Development Plan

During the forthcoming year the following training is planned:

- (i) Support of national and regional seminars on relevant subject matters.
- (ii) In-house training sessions on relevant subject matters.

Each member of the Team will receive the required ten hours Continuing Professional Development as required by the Food Law Code of Practice (Wales) April 2014.

.Staff will be subject to annual individual Staff Appraisals in line with the Corporate H.R. Policy with a mid-year review which identifies and tracks training and development needs. All staff also have monthly one to ones with the Team Leader to identify and monitor areas requiring development.

Some of the training courses attended by staff during 2017-18 include:

- Contaminants in Food
- Lead Auditor Food Safety ISO22000
- All Wales Food Hygiene Rating Consistency
- Intelligence Operating Model
- Private Water Supplies
- Practical Ship Inspection
- In-house Microbiology update

Attendance at the Lead Officer for Communicable Disease Training included Legislation update and handling and analysis using epidemiological data.

Training planned for 2018-19 includes:

- All Wales Consistency on Food Hygiene Ratings
- Food Standards for Food Safety Officers
- HACCP Refresher
- Factory Inspection – Food Standards

A full list of training required has been submitted to the All Wales Food Safety Expert Group as they provide the FSA with guidance on training programmes to be delivered on an All Wales basis. Team members attend this training as per the allocation given to each local authority.

#### Feed

The 3 x qualified and competent Trading Standards Officers of the team along with three of the four Trading Standards Enforcement Officers have attended specialist training on Feedstuffs during the period 2016-2017, to ensure continued competence and qualification and will continue to undertake ongoing training as part of CPD for feed during 2018/19.

All feed training is provided regionally as part of the North Wales Regional Feed Enforcement Delivery Plan that is funded by FSA.

## 5.0 QUALITY ASSESSMENT

### 5.1 Quality Assessment Food Safety and Food Standards

Within the Food Service, quality systems are in place to ensure that work is completed and checked by a competent person in line with the fully documented Quality Monitoring Procedures. Documented procedures and work instructions exist to ensure consistency of approach with various computer report mechanisms to check accuracy on the APP Database. Work Instruction is provided on key areas of work retained within Formal Procedure Manuals.

The Team Leader sits on the North Wales Food and Communicable Disease Task Group, the All Wales Food Safety Expert Group and chairs the All Wales Communicable Disease Expert Group. These forums offer the opportunity to discuss a wide range of quality issues relevant to Food Law Enforcement.

The Service is required to submit via Local Authority Enforcement Monitoring System (LAEMS) an Annual Return to the FSA Wales. This details the inspections achieved, enforcement and educational activities undertaken. This system is being reviewed to exclude sampling numbers as it is anticipated these will be communicated via the new I.T. system replacing UK FSS.

#### Feed

Quality systems are also in place to ensure that work is completed and checked by a competent person in line with the fully documented Quality Monitoring Procedures. Documented procedures and work instructions exist to ensure consistency of approach with various computer report mechanisms to check accuracy on the APP Database. Work Instruction is provided on Key Areas of work retained within Formal Procedure Manuals.

In addition, for the whole service external audits including focused audits, are undertaken by the Food Standards Agency Wales (frequency determined by FSA). The service received its last full audit in 2013. A Food Hygiene Rating Desk Top Audit was completed this year. LA's are awaiting the FSA's report.

## 6.0 REVIEW PROCESS

### 6.1 Review against Service Plan

The Service Plan shall be subject to annual review. Performance against this Service Plan is monitored by several means:

- Monthly team meetings
- Monthly one to ones with individual team members
- Informal team briefings held on a regular basis

As detailed in 3.0, the Food Service Team have performed to an excellent standard achieving the target for all Service Improvement Data. They are also in line with the Audit Action Plan for the Food Standards Agency Wales.

Appendix 3 provides full quantitative analysis of service delivery during 2017-18.

### 6.2 Review of Performance Against 2017-2018 Service Plan

#### Food Safety and Food Standards

General achievements of note are listed:

- Achieved 100% of programmed Food Hygiene inspections including all food businesses that were not rated at the beginning of the year
- Achieved 100% of A – C risk band Food Standards inspections and achieved 96.9% of businesses not rated at the beginning of the year for Food Standards
- Exceeded the target for the percentage of new food businesses we became aware of within the year receiving an inspection for both Hygiene and Standards. This was a particular achievement given the number of new businesses we became aware of, not least due to the movement of school canteen provision over to Newydd Catering and Cleaning Ltd.
- The percentage of premises with a Food Hygiene rating of 5 has increased from 74.5% to 79.0%. 97.3% of businesses have a rating of 3 or higher compared to 96.3% in the previous year

#### Feed

Achievements for 2017/18:

- FCC continued to work with FSA Wales and in collaboration with the five other North Wales Local Authorities to develop and implement the FSA Wales funded North Wales Feed Service Delivery Plan. The plan is to enable a uniform and consistent approach to feed service delivery across Wales making best use of limited financial and officer resource in improving and maintaining feed hygiene and standards across the industry.
- The overall target for inspection of registered feed premises for Flintshire for 2017/18 was 117 premises in total, as set by FSA Wales. On inspection it was found that some businesses had ceased trading while others had changed the feed activities that they are performing as part of their business from high risk activities to those classed as low risk. In addition to this on inspection it was found that a number of Feed Business Operators had registered their businesses incorrectly as being high risk rather than low risk. Following these inspections the Flintshire Feed Register has been updated to reflect these changes and to ensure that the record is an accurate reflection of registered feed activities being undertaken.
- Six officers whose duties include a percentage of feed work attended a number of feed training events organised by both FSA Wales and the North Wales collaboration. These included sampling and inspection training/refresher events and update training on legislation. All officers have maintained their CPD and met the minimum requirements set for CPD by FSA Wales.

### 6.3 Areas of Improvement 2018-2019

Areas requiring focus for the forthcoming year are detailed below. Some of these areas are repeated from last year. This is due to an unforeseen reduction in resource for a period of 2017-18.

The areas are as follows:

- Identify and inspect food businesses that are not currently registered as a food business and so require registration and inspection. This is to include any primary producers in the area.
- Inspect after school clubs
- Further develop the website pages in relation to our service area to signpost businesses to advice and updates on legislation
- Design and deliver a project on Shellfish Legislation Compliance, which will involve liaison

- with NRW, FSA Wales and other LAs
- Inspection of premises which have not had a full food hygiene inspection since the introduction of mandatory display and are not due a full inspection this year. This will ensure all business that fall within the scope of the Food Hygiene Rating (Wales) Act will have a food hygiene rating sticker which they must display

#### Feed

- Flintshire are to continue as a member of the North Wales Feed Enforcement Delivery Plan collaboration and will deliver a Feed Service in compliance with the requirements of the FSA funded regional delivery plan and in accordance with the Feed Law Enforcement Code of Practice (FLECP).
- Continue to maintain and update the Flintshire Register of Feed Premises.
- Further develop and improve feed premises records systems and continue to improve recording of all feed enforcement and advice work including use by officers of written inspection reports with copies supplied to business on completion of each inspection/intervention.
- Continue to develop and implement a documented Alternative Enforcement Strategy (AES) for use with low risk premises and premises that have 'earned recognition'.
- Continue the further development of documented procedures for Feed in line with the documents that have been produced by WHoTS/FSA Working Group for use by all Welsh Local Authorities.
- Continued review and updating of the feed premises database to be undertaken to ensure accuracy and compliance with the requirements of the FLECP.

#### 6.4 Forthcoming Considerations

There are several considerations which may influence or impact on Service Delivery for 2018/19. These are detailed below:



## Food Safety and Food Standards

The Service Plan relies on the current level of staffing to be maintained. These posts will need to remain filled for the whole of 2018/19 for the commitments made for Service Delivery to be met.

A further consultation on the Food Law Code of Practice (Wales) has recently been undertaken. It is anticipated these revisions will be introduced during this financial year.

The Food Standards Agency launched a consultation early in 2016 regarding changing the delivery model for Food and Feed Controls called Regulating the Future (RoF). The objective of the programme is to 'define and then deliver a new regulatory blueprint for a food industry unrecognizable from the one that existed when the current system was designed'. The proposal is to alter the blueprint of the delivery model to best support compliance and protecting consumers' interests in line with the FSA's 2015-20 Strategy of 'food we can trust'. They are working to a timetable of January 2020 for the final blueprint to be finalised. However, there are several areas where a timetable of March 2019 have been given to tie in with EU Exit. There are several ongoing research projects which will be used to inform the final delivery model and any of the incremental improvements.

Effect of EU Exit – we are still awaiting an indication as to the effect of the EU Exit on our legislation and its enforcement. Given the impending date it is anticipated there will need to be substantial consideration of any changes during the latter half of this financial year.

## Feed

The current delivery model for feed service delivery on a regional basis is now entering its fourth year of operation, with targets being set by FSA Wales and all work being paid for on completion against a fixed price menu dependent on feed activity and inspectable risk. Although this delivery model appears to be working well the FSA's intentions are not known beyond the end of 2018/19 with regard to expectations from Local Authorities or any funding to Local Authorities for feed service delivery.

The Service Plan relies on the current level of staffing to be maintained. These posts will need to remain filled for

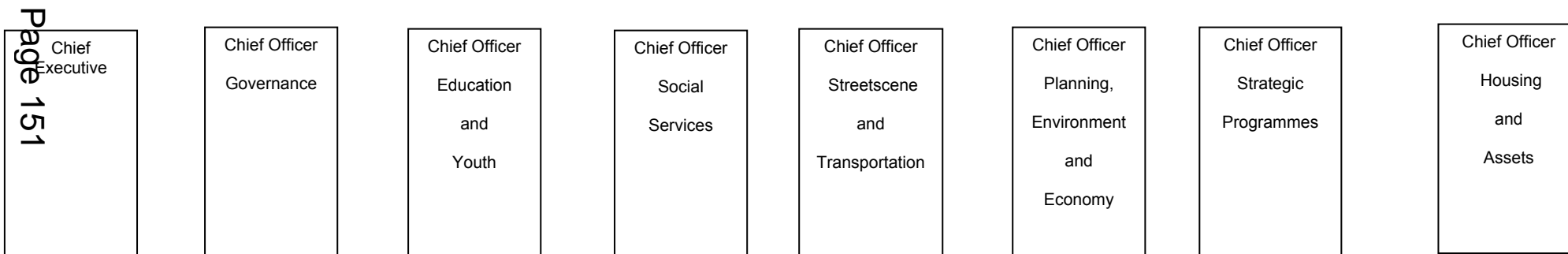
the whole of 2018/19 for the commitments made for Service Delivery to be met.

The impact of the UK's exit from the EU on Feed Law Enforcement is currently unknown.

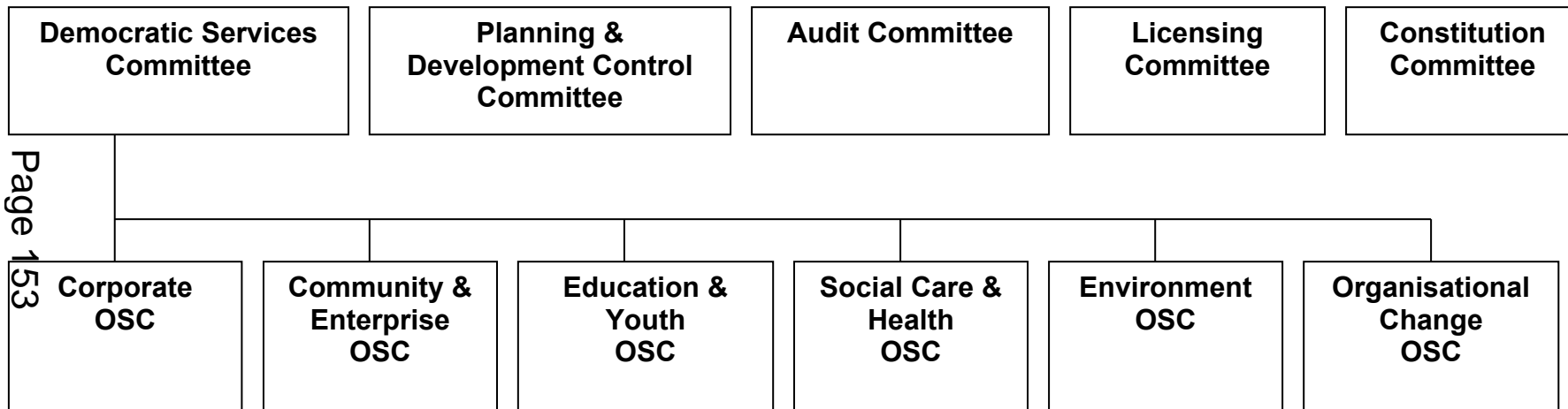
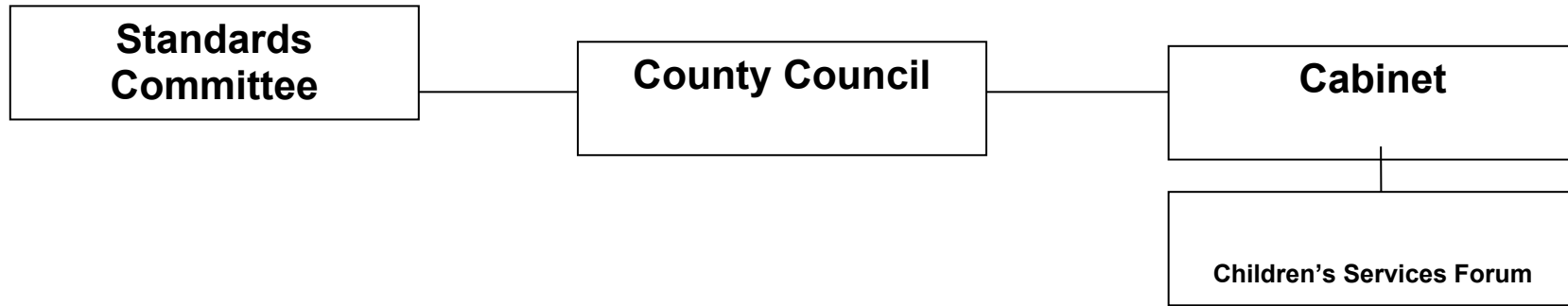
The Regional coordinator for the North Wales Feed Enforcement Delivery Plan advised all LA's in 2017 (including Flintshire) that the FSA proposed to carry out an audit of Feed Service delivery across North Wales during 2017. However, this did not happen during 2017, and is now expected to happen during 2018. No date has yet been set for this as yet.

Chart 1

# FLINTSHIRE COUNTY COUNCIL - ORGANISATIONAL STRUCTURE



# FLINTSHIRE COUNTY COUNCIL – POLITICAL STRUCTURE

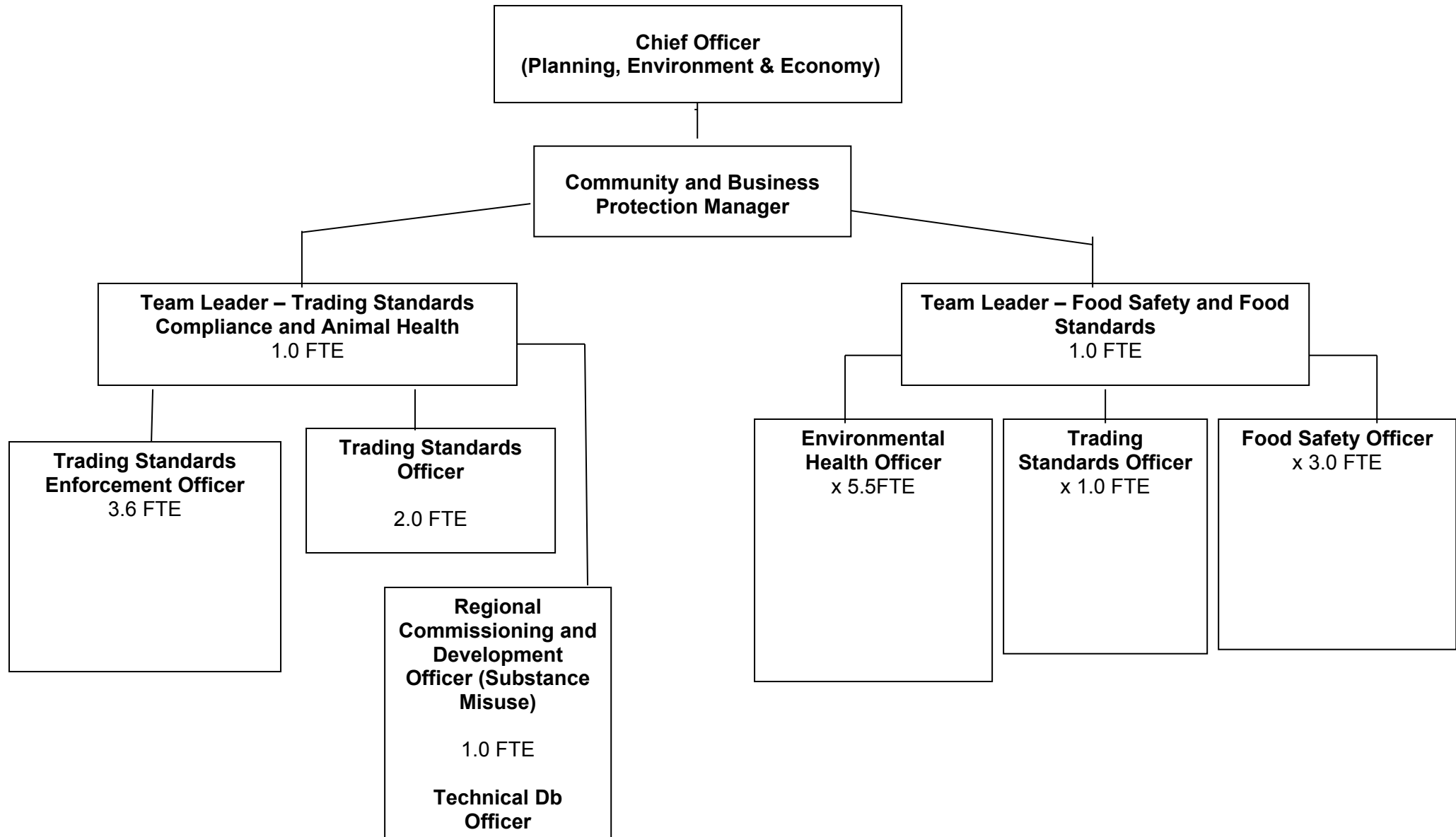


Page 153



Chart 3

# COMMUNITY AND BUSINESS PROTECTION - FOOD SERVICE



Page 155

## APPENDIX 2

Please find below a breakdown of the profile of programmed Food Safety and Food Standards inspections for 2018-19 by Risk Rating:

**Table A**

<b>PROGRAMMED INSPECTIONS - FOOD SAFETY</b>	
<b>Risk</b>	<b>Number Due</b>
A	1
B	25
C	285
D	111
E	136
Unrated	21
<b>TOTAL</b>	<b>579</b>

Page 156  
Table B

<b>PROGRAMMED INSPECTIONS - FOOD STANDARDS</b>	
<b>Risk</b>	<b>Number Due</b>
A	11
B	165
C	57
Unrated	34
<b>TOTAL</b>	<b>267</b>

The Risk Rating is determined in accordance with the Food Law Code of Practice. It dictates the frequency of which the food premises must receive a full food hygiene or food standards inspection.

For Food Safety High Risk premises are those with a Risk Rating of A - C. For Food Standards High Risk premises are those with a Risk Rating of A.



Please find below a breakdown of the profile of programmed Feed inspections for 2018/2019 by Feed Business Activity:

**Table C**

	<b>PROGRAMMED INSPECTIONS - FEED</b>	
<b>High Risk (ATL)/Low Risk (BTL)</b>	<b>Registered/Approved Feed Business Activity</b>	<b>Number Due</b>
High Risk	Manufacturer of Feed	2
High Risk	Co Product Producers	2
High Risk	Feed Stores	0
High Risk	Feed Distributor	2
High Risk	Feed Transporter	1
High Risk	On Farm Feed Mixers	3
High Risk	Supplier of Surplus Food	8
High Risk	Pet Food Manufacturer	1
Low Risk	Livestock Farms	77
Low Risk	Arable Farms	2
	<b>Total</b>	<b>98</b>

The type (by feed activity) and number of feed inspections to be conducted during 2018/19 by Flintshire has been determined by FSA Wales. This is as part of year four of the current FSA Wales funded North Wales Feed Enforcement Delivery Plan.

**APPENDIX 3 – PERFORMANCE 2017-18**

Food Safety

<b>Risk</b>	<b>Programmed</b>	<b>Achieved</b>
A ) High Risk	5	100%
B ) High Risk	20	100%
C ) High Risk	254	100%
D Low Risk	121	100%
E Low Risk	147	100%
Unrated	24	100%
<b>TOTAL</b>	<b>571</b>	

<b>TOTAL</b> Number of Interventions Undertaken (including Revisits)	<b>922</b>
--	------------

Food Standards

<b>Risk</b>	<b>Programmed</b>	<b>Achieved</b>
High	13	100%
Medium	187	100%
Low	72	100%
Unrated	32	96.9%
<b>TOTAL</b>	<b>304</b>	

<b>TOTAL</b> Number of Interventions Undertaken (including Revisits)	<b>545</b>
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Feed Inspections (as per requirements of FSA/WHoTS Regional FLEDP 2017/18)

<b>Risk</b>	<b>Programmed</b>	<b>Achieved</b>
High	37	37
Medium/Low	80	80
Premises found on inspections to have ceased trading	0	7
<b>TOTAL</b>	<b>117</b>	<b>124</b>

**Food Hygiene Ratings**

Profile of Ratings within Flintshire: May 2018

	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
	Very Good	Good	Generally Satisfactory	Improvement Necessary	Major Improvement Necessary	Urgent Improvement Necessary
Page 159 % of Premises *	78.4	15.4	2.9	0.8	1.8	0.0

\*Figures have been rounded to one place of decimal so does not = 100%

Number of Requests for Rescore Visit to be undertaken - 19

Number of Appeals on Rating - 2

Number of Fixed Penalty Notices 3

Right to Reply 1

## Other data in relation to Demands on Food Service

### Food and Feeding Stuffs Complaints

Food Safety number of complaints	-	117
Food Standards number of complaints	-	9
Feeding Stuffs number of complaints	-	0 (Nil)

### Advice to Business

Food Safety	-	182 requests for advice
Food Standards	-	55 requests for advice (the majority of these requests were from other LAs under the Primary Authority Scheme)
Feeding Stuffs	-	10 requests for advice – primarily regarding new registrations were received, all were responded to within 5 working days.

### Food and Feeding Stuffs Inspection and Sampling

Food Safety	-	107 samples – statutory and monitoring
Food Standards	-	55 samples – monitoring for composition and labelling
Feeding Stuffs	-	No complaints regarding animal feeding stuffs were received during the period 2016/17 and therefore no complaint samples were taken. Sampling was undertaken across North Wales as part of project work carried out at the request of FSA Wales as part of the North Wales Feed Law Enforcement Delivery Plan. In Flintshire this sampling included the taking of the following samples:

- 1 x Mixed Livestock Nuts sample taken for analysis for the presence of Heavy Metal residue.
- 1 x Maize sample taken for analysis for presence of Mycotoxins.
- 1 x Corn sample taken for analysis for presence of Mycotoxins

### Control and Investigation of Outbreaks and Food Related Infectious Disease (Food Safety only)

Sporadic Notifications	-	198 (of which 145 were Campylobacter)
Outbreaks	-	11 (found not to be food-related)

**Other Types of Service Requests (Food Safety only)**

Water Disconnections - 13

Shellfish Requests for Registration Documents - these are now administered by Natural Resources Wales on our behalf

Ship Sanitation - 1

Export Health Certificates - 61

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## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Revenue Budget Monitoring 2017/18 (Outturn)
<b>Cabinet Member</b>	Leader of the Council and Cabinet Member for Finance
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides the outturn revenue budget monitoring position (subject to audit) for 2017/18 for the Council Fund and Housing Revenue Account.

The final year end position is as follows;

#### **Council Fund**

- The net in-year outturn position is an operating surplus of £0.685m.
- The overall outturn includes a positive impact of £1.422m due to the change in accounting policy for Minimum Revenue Provision (MRP) as agreed by County Council on 1 March 2018. This had the effect of increasing the operating surplus with net spend being £2.107m lower than budget.
- A contingency reserve balance as at 31 March 2018 of £7.928m although this reduces to £5.523m when taking account of agreed contributions for the 2018/19 budget.

#### **Housing Revenue Account (HRA)**

- Net in year expenditure was £0.004m higher than budget.
- A closing un-earmarked balance as at 31 March 2018 of £1.116m.

## RECOMMENDATIONS

1	Note the overall report and the Council Fund contingency sum as at 31 <sup>st</sup> March 2018.
2	Note the final level of balances on the Housing Revenue Account as at 31 March 2018.
3	To approve the carry forwards requested (paragraph 1.26).

## REPORT DETAILS

<b>1.00</b>	<b>THE REVENUE BUDGET MONITORING POSITION FOR OUTTURN - 2017/18</b>
1.01	<p><b>Council Fund Overall Position</b></p> <p>The operating surplus for 2017/18 (subject to audit) is £0.685m which is an increase of £0.576m on the operating surplus previously reported in month 11. This is due to finalisation of accounting adjustments within the Central Loans and Investment Account (CLIA) within Central &amp; Corporate Finance, a further improvement on the pension fund contribution account and additional income achieved through the maximisation of income from grants received by the Council as a result of late notifications and confirmations from grant bodies.</p> <p>On 1<sup>st</sup> March 2018 County Council agreed a change to the Council's policy for accounting for the Minimum Revenue Provision (MRP) charge. This has resulted in a positive impact of £1.422m on the projected outturn for the Central Loans and Investment Account.</p>



1.02 **Council Fund Outturn**

The table below shows the final outturn position by portfolio (subject to audit).

<b>TOTAL EXPENDITURE AND INCOME</b>	<b>Original Budget</b>	<b>Revised Budget</b>	<b>Projected Outturn</b>	<b>In-Year Over / (Under) spend</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Social Services	61.471	62.494	63.250	0.756
Community & Enterprise	12.518	12.636	11.764	(0.873)
Streetscene & Transportation	27.467	27.770	29.928	2.158
Planning & Environment	5.043	4.887	5.132	0.245
Education & Youth	10.966	10.959	10.964	0.004
Schools	88.862	88.745	88.745	0.000
People & Resources	4.283	4.073	4.412	0.340
Governance	7.675	7.613	7.634	0.021
Organisational Change 1	5.801	5.621	5.702	0.081
Organisational Change 2	2.422	2.274	1.979	(0.295)
Chief Executive	3.008	2.926	2.805	(0.121)
Central & Corporate Finance	25.642	25.157	20.735	(4.423)
<b>Total</b>	<b>255.156</b>	<b>255.156</b>	<b>253.049</b>	<b>(2.107)</b>

1.03 The reasons for the variances are summarised within appendix 2 with key significant portfolio variances explained in paragraphs 1.04 to 1.09 below. As has been the practice in recent years, where a variance was due to a conscious change to policy or practice, the resulting variance was managed corporately with the relevant portfolio not expected to meet any shortfall.

1.04 Streetscene & Transportation

The Streetscene & Transportation portfolio overspent by £2.158m however this included the materialisation of some of the known significant risks identified when the 2017/18 budget was set by Council and other conscious changes to policy or practice which were detailed in the Month 4 report.

The net position on the projected overspend excluding the conscious changes to policy and practice was an operating deficit of £0.822m which is a decrease of £0.036m from last month.

1.05	<p><u>Social Services</u></p> <p>The outturn for Out of County placements in Children's Services is £1.495m over budget and to the number and costs of high cost placements, which is an increase of £0.093m from the figure reported in month 11.</p>
1.06	<p><u>Education &amp; Youth</u></p> <p>The outturn for the education element of Out of County placements was above budget by £0.323m, which is a decrease of £0.047m from the amount reported in Month 11.</p>
1.07	<p><u>Planning &amp; Environment</u></p> <p>There is an in-year Planning Fee Income shortfall of £0.205m due to the impact of the Welsh Government requirements for major developers to enter into pre consultation as detailed in the previous report.</p>
1.08	<p><u>Community &amp; Enterprise</u></p> <p>There was an underspend on the Council Tax Reduction Scheme (CTRS) of £0.625m and a favourable variance on the Council Tax Collection fund of £0.335m due to Single Person Discount review work.</p>
1.09	<p><u>Central &amp; Corporate Finance</u></p> <p>There is a positive variance of £4.423m within this area which is an increase of £0.402m from the previous report. This is mostly due to further changes in pension fund contributions and an improved position on the Central Loans and Investment Account.</p> <p>Major variances within this area include an underspend of £1.711m within the Central Loans and Investment Account of which £1.422m is due to the change in accounting policy for MRP charges, an underspend of £0.254m on centrally held inflation, a positive variance on the pension fund contributions of £0.707m, offset by a shortfall in the corporate income target of £0.407m and lower than anticipated levels of car parking income at County Hall of £0.064m.</p> <p>There is also a positive variance due to the auto enrolment of employees to the pension scheme. As employers are now legally compelled to enrol eligible staff into a qualifying pension scheme budget provision was set aside to meet potential pension contribution costs. Early analysis indicated that the actual numbers were less than estimated, and when combined with the postponement of the auto enrolment date, gave a favourable in-year variance of £0.488m.</p>
1.10	<p>Included in the work undertaken on the budget for 2018/19, all in-year variances were assessed for their continued impact into subsequent financial years and those with a recurring impact were incorporated into the 2018/19 budget.</p>
1.11	<p><u>Significant Budget Movements between Month 11 and Outturn</u></p>

	<p>There were a few budget movements resulting from accounting adjustments since the previous report. The most significant of these was the transfer from the Schools budget to the Streetscene &amp; Transportation portfolio for an amount of £0.188m which was for transport transition costs for John Summers students transferring to other schools.</p> <p>Another significant budget movement was the centralisation of insurance budgets from portfolios to the Central &amp; Corporate Finance budget.</p>
1.12	<p><b><u>Achievement of Planned In-Year Efficiencies</u></b></p> <p>The Council set a challenging target for the level of efficiencies to be achieved as part of its approach to annual budget planning. These efficiencies were generated from the three year service portfolio business plans and from corporate financial planning. The 2017/18 budget contained £8.433m of specific efficiencies which were tracked and monitored. In recent years the level of efficiency achievement has averaged at around 85% though the council aspired to raise this to 95% in 2017/18 as reflected in the MTFS KPI's.</p> <p>Within the year £7.967m (94%) of planned efficiencies were achieved. Although this is below the achievement target of 95% this is an improvement upon the previous year where 91% of planned efficiencies were achieved.</p>
1.13	<p><b>Brief Overview of the Year – Council Fund</b></p> <p>The Council set its 2017/18 budget on 14 February 2017 and as part of that reported a number of risks that could impact on the financial position due to ongoing negotiations with partners. These related in particular to a potential reduction in the Single Environment Grant and ongoing negotiations with Welsh Government over future funding of transportation costs.</p>
1.14	<p>Month 4 was the first detailed Revenue Monitoring Report for 2017/18 and an initial working deficit of £1.256m was forecast. This position incorporated the areas identified in 1.13 which had an impact of £0.786m as well as further variations due to conscious decisions relating to a delay in the review of subsidised bus routes, additional transport costs and some new pressures emerging such as the level of income anticipated from renewable energy production.</p>
1.15	<p>Pressure on Children's Services due in particular to the increased demand on Out of County placements was partly mitigated by underspends within the Social Services portfolio though the volatility and risk of this service was highlighted early on as an area requiring close monitoring throughout the year.</p>
1.16	<p>Positive variances in Community and Enterprise were reported due to lower than anticipated demands on the Council tax reduction scheme (CTRS) and better than anticipated performance on Council Tax collection scheme and this, together with positive variances within Central and Corporate Finance due to additional funding from the Intermediate Care Fund and lower than anticipated pressures, offset the position reported.</p>

1.17	At Month 8 the position improved with the in year working deficit reduced by £0.416m due in the main to lower than anticipated impact on the effect of auto enrolment of employees into the pension fund and of further improvement on the Council Tax reduction scheme mainly due to a review of single person discounts.
1.18	At its meeting in March 2018, the Council agreed to change the accounting policy for Minimum Revenue position. The impact of the change together with a positive movement on pension fund contributions reduced in the projected outturn at Month 10 to be £1.047m less than budget. The position improved further in month 11 due to positive movements in Central Loans and Investment Account and a further reduction in the anticipated pension contributions.
1.19	The final outturn is an operating surplus of £0.685m, which when taking into account the change in accounting policy for the MRP results in spend being £2.107m less than budget.
1.20	<p><b>Inflation</b></p> <p>Included within the 2017/18 budget were provision for pay (£0.915m), targeted price inflation (£0.313m), food (£0.051m), fuel (£0.033m) and Energy (£0.061m).</p>
1.21	A limited amount of funding was set aside in the 2017/18 budget for non-standard inflation (NSI) which was allocated to relevant portfolios.
1.22	<p><b>Reserves and Balances</b></p> <p><u>Un-earmarked Reserves</u></p> <p>The 2016/17 outturn reported to Cabinet on 18 July 2017 showed un-earmarked reserves at 31 March 2016 (above the base level of £5.769m) of £5.133m.</p>
1.23	<p>Taking into account the outturn underspend and previously agreed allocations the balance on the Contingency Reserve at 31 March 2018 is £7.928m as detailed in appendix 4.</p> <p>As agreed in the 2018/19 budget an amount of £1.945m will be utilised to balance the budget on a temporary basis. In addition County Council on 1 March approved an additional amount of £0.460m for schools, again on a temporary basis. The available Contingency Reserve after taking account of these contributions is therefore £5.523m.</p> <p>As presented to Council on 1 March it is essential that a sizeable contingency reserve is maintained to safeguard against some of the significant risks that the Council will face in 2018/19 and include the outcome of national pay negotiations, social care demands such as out of county placements and any shortfall in budgeted efficiencies and other unforeseen variances.</p>
1.24	The table below gives a summary of earmarked reserves as at 31 <sup>st</sup> March

2018. A full analysis of the movement in reserves from 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018 is contained within the Statement of Accounts.

**1.25 Council Fund Earmarked Reserves 2018/19**

<b>Reserve Type</b>	<b>Balance as at 01/4/17</b>	<b>Balance as at 31/3/18</b>
Service Balances	1,610,873	1,515,041
Schools Balances	1,556,300	1,284,798
SingleStatus/Equal Pay	4,484,743	1,620,888
Investment & Organisational Change	937,736	1,439,029
Budget Strategy - General Reserves	2,891,326	208
Benefits Equalisation	119,070	318,370
County Elections	137,840	170,144
Supporting People	386,638	0
Local Development Plan (LDP)	480,000	180,000
Building Control	121,719	54,427
Waste Disposal	312,080	129,300
Flintshire Enterprise Ltd	67,387	107,918
Design Fees	200,000	200,000
Winter Maintenance	215,000	215,000
Car Parking	26,252	47,531
Insurance Funds	1,471,156	1,805,026
Cash Receipting Review	79,337	83,625
LMS Curriculum	785,204	779,262
Flintshire Trainees	397,814	475,662
Kitchen Refurb	110,000	0
Rent Income Shortfall	300,000	150,000
Schools Kitchen Ventilation	200,000	0
Customer Service Strategy	129,000	103,000
Capita One	108,827	18,827
PSBA	530,000	0
Supervision Fees	141,224	48,798
Transportation Review	170,200	170,200
Emergency Remediation	0	50,000
ADM Contingency	0	830,000
Ewloe Dilapidation	0	155,000
Grants & Contributions	£2,554,749	2,924,390
<b>Total</b>	<b>20,524,475</b>	<b>14,876,443</b>

**1.26 Requests for Carry Forward of Funding**

Late capital funding changes resulted in Core Capital being prioritised and the revenue contributions which were anticipated to be made to the Highways Asset Management Plan (HAMP) within the Capital Programme are not required at the level previously anticipated. It is requested that £0.200m is carried forward for additional HAMP works to be undertaken in 2018/19.

There was late notification from Welsh Government of additional Bus Service

	Support Grant (BSSG) for Flintshire County Council. Welsh Government allowed for different options to account for this additional funding of which the preferred option was to use the additional BSSG in lieu of bus network support expenditure incurred and funded from the Authority's own funds, provided equivalent funding was ring-fenced and committed for use in 2018/19. An amount of £0.152m is requested to be carried forward for this purpose.
1.27	<b>Housing Revenue Account</b>  The 2016/17 Outturn Report to Cabinet on 18 July 2017 showed an un-earmarked closing balance at the end of 2016/17 of £1.116m and a closing balance of earmarked reserves of £0.526m.
1.28	The 2017/18 budget for the HRA is £33.633m which includes a movement of £0.035m from reserves.
1.29	The final outturn for the HRA reports expenditure to be £0.004m higher than budget (subject to audit) and an un-earmarked closing balance as at 31 March 2018 of £1.116m, which at 3.3% satisfies the prudent approach of ensuring a minimum of 3%.  The £0.004m overspend is mitigated by the use of earmarked reserves which as at 31 March 2018 are £0.802m.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The Revenue Budget Monitoring Report reflects the planned use of the financial resources of the Council for the current financial year and details the variations in the first four months and the risks as known.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None Required.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	As we are reporting the final outturn position there are no further risks for 2017/18. Any known risks with an impact on 2018/19 were included within the 2018/19 budget which was approved at Council on 20 February 2018.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Council Fund – Movement in Variances from Month 11 Appendix 2: Council Fund – Budget Variances Appendix 3: Council Fund – Programme of Efficiencies

	Appendix 4: Council Fund – Movement on Un-earmarked Reserves Appendix 5: Housing Revenue Account Variances
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<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None required  <b>Contact Officer:</b> Sara Dulson <b>Telephone:</b> 01352 702287 <b>E-mail:</b> <a href="mailto:sara.dulson@flintshire.gov.uk">sara.dulson@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Budget:</b> 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><b>Council Fund:</b> the fund to which all the Council’s revenue expenditure is charged.</p> <p><b>Financial Year:</b> the period of twelve months commencing on 1 April.</p> <p><b>Housing Revenue Account:</b> the Housing Revenue Account (HRA) is a local authority account showing current income and expenditure on housing services related to its own housing stock. The account is separate from the Council Fund and trading accounts and is funded primarily from rents and government subsidy.</p> <p><b>Projected Outturn:</b> projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.</p> <p><b>Reserves:</b> these are balances in hand that have accumulated over previous years and are held for defined (earmarked reserves) and general (general reserves) purposes. Councils are required to regularly review the level and purpose of their reserves and to take account of the advice of the Chief Finance Officer.</p> <p><b>Revenue:</b> a term used to describe the day-to-day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.</p> <p><b>Underspend:</b> when referring to expenditure the actual expenditure incurred is less than budget. Shown as a –ve. When referring to income the actual income achieved exceeds the budget. Shown as a –ve.</p> <p><b>Variance:</b> difference between latest budget and actual income or expenditure.</p>

	<p>Can be to date if reflecting the current or most up to date position or projected, for example projected to the end of the month or financial year.</p> <p><b>Virement:</b> the transfer of budget provision from one budget head to another. Virement decisions apply to both revenue and capital expenditure heads, and between expenditure and income, and may include transfers from contingency provisions. Virements may not however be approved between capital and revenue budget heads.</p>
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**Final Outturn Report**  
**Council Fund Variances**

**OUTTURN - SUMMARY**

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
<b>Social Services</b>		
<b>Older People</b>		
Community Equipment Contribution	(0.026)	Reduction in final variable contribution for equipment issues to service users
Resources & Regulated Services	0.032	reduction in ICF grant allocation £0.013m, increased buildings Repair and Maintenance costs at Residential Care homes £0.016m plus other increased minor movements £0.003m.
Other Minor Variances	(0.008)	Minor variances.
<b>Disability Services</b>		
Resources & Regulated Services	0.068	Reduction in joint funding income on PDSI and increased placement costs within externally provided supported living
Disability Services	(0.057)	Increase in joint funding contributions and reductions in some placement costs
Other Minor Variances	0.015	Minor variances.
<b>Mental Health Services</b>		
Residential Placements	0.059	Increases in placement costs
Other Minor Variances	(0.019)	Minor variances.
<b>Children's Services</b>		
Residential Placements	(0.025)	Utilisation of Integrated Care Fund grant allocation
Professional Support	0.047	Increases on agency costs, legal costs and medical expenses
Out of County Placements	0.093	Changes to placement costs and new placements
Other Minor Variances	0.068	Cumulative value of a number of variances, each less than £0.025m. The largest of these is a variance of £0.018m for Prevention and Support.
<b>Development &amp; Resources</b>		
Other Minor Variances	(0.016)	Minor variances.
<b>Total Social Services</b>	<b>0.232</b>	
<b>Community &amp; Enterprise</b>		
Customer And Housing Services	0.021	Minor variances.
Council Fund Housing	0.002	Minor variances.
Regeneration	(0.061)	Additional Programme Management recharges, increased Grant recharges and Roundabout Sponsorship £0.030m. Other minor reductions £0.035.
Revenues & Benefits	0.057	Projected surplus on Council Tax Collection Fund reduced by £0.047m. Increased underspend on CTRS £0.016m. Additional Cost of Housing Benefit Subsidy £0.061m. Increased Enforcement Fee income £0.025m. Other minor reductions £0.010m.
Housing Programmes	(0.016)	Minor variances.
<b>Total Community &amp; Enterprise</b>	<b>0.003</b>	

<b>Streetscene &amp; Transportation</b>		
<b>Ancillary Services &amp; Performance</b>		
Waste Collection	(0.037)	Additional trade waste charges and renewable energy income received above target projections.
Other Minor Variances	(0.003)	Minor variances.
<b>Highways Network</b>		
Highways Network	(0.003)	This is due in the main to the capital funding changes that were made late on in the process, with Core Capital being prioritised and the revenue contributions that were anticipated to be made to the Highways Asset Management Plan (HAMP) within the Capital Programme not being required to the level anticipated at Month 11 monitoring. This was a consequence of the £1.427m additional WG Highways Refurbishment funding that replaced core capital funding in 2017/18 for use in 2018/19
<b>Transportation &amp; Logistics</b>		
Other Minor Variances	0.007	Minor variances.
<b>Total Streetscene &amp; Transportation</b>	<b>(0.036)</b>	
<b>Planning &amp; Environment</b>		
<b>Business</b>		
Minor Variances	(0.028)	Minor variances.
<b>Community</b>		
Licensing	0.047	Lower than anticipated income in March together with an adjustment for 3 and 5 Year Private Hire Licensing Income received in advance and accrued into future years.
Minor Variances	(0.003)	Minor variances.
<b>Development</b>		
Highway Development Control	0.033	Additional Supervision Fee income previously built into projections now being utilised for specific projects continuing into 2018/19 under an approved carry forward request.
Development Management	(0.021)	Higher than expected Planning Fee Income received during the month
Minor Variances	(0.005)	Minor variances.
<b>Access</b>		
Greenfield Valley	0.024	Budget virement for 1 FTE post Museum Warden
Minor Variances	(0.017)	Minor variances.
<b>Shared Services</b>		
Minor Variances	(0.018)	Minor variances.
<b>Strategy</b>		
Land Drainage	(0.024)	Additional Fee income from Capital Works
Minor Variances	0.004	Minor variances.
Management Strategy	(0.004)	Minor variances.
<b>Total Planning &amp; Environment</b>	<b>(0.012)</b>	
<b>Education &amp; Youth</b>		
Inclusion & Progression	(0.082)	Favourable movement in Out of County expenditure, due in part to placements ending (£0.047m). Other minor variances from across service area (£0.035m), this includes lower than projected agency costs for the service..
Integrated Youth Provision	(0.022)	Minor variances from across service area.
School Improvement Systems	(0.015)	Minor variances from across service area.
Business Change & Support	(0.010)	Minor variances from across service area.
School Planning & Provision	(0.065)	Re-financing of expenditure against late WG Capital Grant resulted in favourable movement on service area.
<b>Total Education &amp; Youth</b>	<b>(0.194)</b>	
<b>Schools</b>	<b>(0.000)</b>	
<b>People &amp; Resources</b>		
HR & OD	0.011	Minor variances.
Corporate Finance	(0.101)	Maximisation of grant funding opportunities to recover finance officer costs.
<b>Total People &amp; Resources</b>	<b>(0.090)</b>	

<b>Governance</b>		
Legal Services	(0.023)	Minor variances.
Democratic Services	(0.039)	Mostly due to a reduction in the Welsh Translation recharges.
Internal Audit	(0.003)	Minor variances.
Procurement	(0.005)	Minor variances.
ICT	(0.005)	Minor variances.
<b>Total Governance</b>	<b>(0.076)</b>	
<b>Organisational Change 1</b>		
Public Libraries & Arts, Culture & Events	(0.060)	Minor movements throughout the service relating to the ADM (offsetting movement in Leisure).
Museums	0.019	Minor variances.
County Archives	(0.000)	Minor variances.
Leisure	0.044	Minor movements throughout the service relating to the ADM (offsetting movement in Libraries).
Community Assets	0.000	Minor variances.
<b>Total Organisational Change 1</b>	<b>0.002</b>	
<b>Organisational Change 2</b>		
Caretaking & Security	0.055	Overspend offset against CCTV underspends.
CPM & Design Services	0.056	Movement as a result of increased Asbestos and Repair & Maintenance works.
Industrial Units	(0.086)	Increased power station income.
CCTV & Open Spaces	(0.051)	Delayed procurement of hardware equipment due to office relocation.
Minor Variances	0.014	Minor variances.
<b>Total Organisational Change 2</b>	<b>(0.012)</b>	
<b>Chief Executive</b>	<b>0.007</b>	Minor variances.
<b>Central and Corporate Finance</b>	<b>(0.402)</b>	Pension fund (£0.199m) due to surplus of budget, required for increase in contributions Central Loans and Investment Account (£0.047m). Carbon Reduction Commitment (£0.070m) reduced allowances purchased as the scheme is due to end. Support Services recharge (£0.080m), additional grant charges were able to be applied. Minor variances (£0.006m).
<b>Grand Total</b>	<b>(0.576)</b>	

Final Outturn Report  
Council Fund Variances

OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Social Services</b>						
<b>Older People</b>						
Localities	15.992	15.245	(0.746)	(0.752)	Residential and Nursing Care; overspend of £0.218m due to the increase in the Residential Care capital limit from £0.024m to £0.030m and other additional service user demand influences.  Domiciliary Care; underspend of £0.539m based on existing service users, this position improved significantly at Month 10 as a consequence of additional one-off grant funding by Welsh Government for managing Winter Pressures.  Other underspends include £0.109m on Intake/First Contact of which £0.077m is due to part year vacancy savings from within the Single Point of Access team.  Locality Teams; £0.269m underspend due to short term vacancy savings.  Overall net minor variances amount to a net underspend of £0.047m.	Continue to lobby Welsh Government seeking regional support on the basis that the additional funding allocated by Welsh Government was inadequate to meet the full cost of additional service users.
Community Equipment Contribution	0.478	0.337	(0.141)	(0.115)	Following review and implementation of an updated Section 33 partnership agreement for the North East Wales Community Equipment Store (NEWCES), the contribution levels of partners have been updated resulting in a reduced level of contribution from FCC. In the longer term this saving has been earmarked for funding of some of the revenue costs for the new extra care facilities.	These savings have been earmarked for future realignment to meet some of the revenue costs funding requirement for the new Flint Extra Care facility - Llys Raddington.
Resources & Regulated Services	6.000	5.651	(0.349)	(0.381)	The main influences on the underspend are short term vacancy savings within extra care schemes £0.208m due to recruitment and retention difficulties in the care sector. Additional residential client contributions amount to £0.162m, and other minor variances amount to a net overspend of £0.021m.	Continue to monitor and review.
Minor Variances	0.706	0.649	(0.057)	(0.043)	Minor variances.	
<b>Disability Services</b>						
Resources & Regulated Services	19.747	19.870	0.122	0.054	The overspend is mainly due to demand influences within externally provided Supported Living, there are some offsetting under and overspends within Work Opportunities/Day Centre and PDSI services are being reviewed with a view to corrective action being taken by way of budget realignment.	Following feedback from Corporate Resources Overview and Scrutiny committee (CROSC), a full review will be undertaken of the reasons for this overspend and an action plan will be drawn up with a view to remedial action.
Disability Services	0.716	0.565	(0.151)	(0.094)	Increased CHC Funding for two service users under Transition to Adulthood from BCUHB. In addition, the contribution the Council is required to make for four high cost Transition service users to Welsh Government for residential college placements has reduced.	Continue to monitor and review.
Administrative Support	0.168	0.027	(0.141)	(0.141)	The underspend is due mainly to short term vacancy savings.	Continue to monitor and review.
Minor Variances	0.693	0.721	0.028	0.013	Minor variances.	
<b>Mental Health Services</b>						
Residential Placements	1.140	1.472	0.333	0.274	Ongoing pressure due to the numbers of long term residential placements, despite maximisation of opportunities to secure joint funding contributions from BCUHB	Following feedback from CROSC, a full review will be undertaken of the reasons for this overspend and an action plan will be drawn up with a view to remedial action.
Professional Support	0.736	0.686	(0.050)	(0.047)	The underspend is due to the aggregate impact of a number of short term vacancy savings.	
Minor Variances	1.795	1.740	(0.054)	(0.038)	Minor variances.	

Final Outturn Report  
Council Fund Variances

## OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Children's Services</b>						
Family Placement	2.464	2.685	0.221	0.213	The overspend is due to the number of children in care. There has been an increase in the number of children who are subject to Foster Care/Special Guardianship/Adoption who have moved through the age barriers. Other influences include new adoption and Special Guardianship Order (SGO) payments and new Foster Carers entering the system, foster carers progressing from Level 1, 2, 3 and 4. Travel costs and Christmas and birthday allowances.	Following feedback from CROSC, a full review will be undertaken of the reasons for this overspend and an action plan will be drawn up with a view to remedial action.
Family Support	0.296	0.392	0.095	0.085	There are pay pressures due to a combination of new contractual arrangements having been implemented for sessional workers and a number of the staff working significant additional hours.	Continue to monitor and review.
Prevention & Support	0.142	0.252	0.109	0.091	The overspend relates to additional costs of legal fees including costs of barristers, court costs and professional fees relating to medical examinations.	Continue to monitor and review
Residential Placements	0.462	0.388	(0.074)	(0.049)	The underspend is influenced by the one-off beneficial impact of an allocation of Carers Respite Care grant from Welsh Government (-£0.041m) and underspends in respect of budgeted payments to voluntary organisations.	
Professional Support	4.801	5.078	0.277	0.230	The projected is due mainly to ongoing service pressures particularly within Prevention and Support, and is influenced by the need to support wider regional work on child protection issues.	Following feedback from CROSC, a full review will be undertaken of the reasons for this overspend and an action plan will be drawn up with a view to remedial action.
Out of County Placements	3.641	5.136	1.495	1.401	This pressure is a continuation in the increase in the number of high cost placements which was partly influenced by interpretations of additional responsibilities under the Social Services and Well-being (Wales) Act 2014.	Pressure included in 2018/19 budget as partial mitigation. A project group has been set up to more pro-actively respond to identified needs, better manage demand for placements and develop the market to be more responsive and affordable.
Minor Variances	0.688	0.681	(0.007)	(0.039)	Minor variances.	
<b>Development &amp; Resources</b>						
Charging Policy income	(2.641)	(2.744)	(0.103)	(0.113)	The underspend is due to surplus income which is mainly caused by the full year impact of changes to disregard rules on financial assessments which came into effect from August 2016.	Continue to monitor and review.
Safeguarding Unit	0.810	0.909	0.099	0.102	There are continued significant demand influenced pressures on this service particularly within Adults safeguarding due to a significant increase in the numbers of referrals and the ongoing impact of the Deprivation of Liberty Safeguarding (DoLS) assessments.	A pressure for DoLS has been approved as part of the 2018/19 budget.
Good Health	0.941	0.798	(0.144)	(0.135)	The underspend is due to a number of short term vacancy savings and from recouping an overpayment from a Voluntary Organisation.	
Minor Variances	2.718	2.712	(0.006)	0.008	Minor variances.	
<b>Total Social Services</b>	<b>62.494</b>	<b>63.250</b>	<b>0.756</b>	<b>0.524</b>		

Final Outturn Report  
Council Fund Variances

OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Community &amp; Enterprise</b>						
Customer And Housing Services	1.570	1.641	0.071	0.051	Additional expenditure on Temporary Homeless Accommodation of £0.045m resulting from a reduction in Housing Benefit income due to Universal Credit roll-out. Other variances across the service £0.026m.	
Council Fund Housing	(0.371)	(0.341)	0.030	0.028	There has been a one-off increase in Telecare costs due to a delay in implementing a new Alarm Monitoring contract, however, this is being offset by vacancy savings within the Accommodation Support service. Purchase of carelink equipment of £0.052m. Other minor variances across the service result in a £0.022m underspend.	
Regeneration	0.412	0.448	0.035	0.097	Variance relates to Markets income review £0.060m and unachieved framework income for Energy Efficiency projects within 2017/18 £0.050m. Underspend on Regeneration due to additional Roundabout Sponsorship and Programme Management recharges (£0.040m). Other minor variances within the service (£0.035m).	Partial mitigation in 18/19 budget
Revenues & Benefits	10.885	9.890	(0.995)	(1.052)	There is an underspend on the budgeted provision for Council Tax Reduction Scheme of £0.625m. The surplus on the Council Tax Collection Fund following the conclusion of the Single Person Discount review work is £0.335m. Increase in Enforcement Fee income in In House Bailiff team £0.105m. Housing Benefit Subsidy budgeted shortfall £0.108m. Other minor underspends within the service £0.038m.	Addressed as part of 18/19 budget
Housing Programmes	0.140	0.125	(0.015)	0.001	Minor variances.	
<b>Total Community &amp; Enterprise</b>	<b>12.636</b>	<b>11.764</b>	<b>(0.873)</b>	<b>(0.876)</b>		

Final Outturn Report  
Council Fund Variances

OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Streetscene &amp; Transportation</b>						
<b>Ancillary Services &amp; Performance</b>						
Waste Collection	7.118	7.586	0.468	0.505	Adverse variance of £0.200m due to lower than expected energy production at the Landfill sites and reduced electricity sales from reducing levels of gas extraction. Environment and Sustainable Development (ESD) grant pressure of £0.111m due to the reduction of the grant in 17/18 by 3.7%. Delay in the development of the new Rockcliffe Household Recycling Centre (HRC) site resulting in additional running costs of two existing sites continuing to operate £0.100m. Increase in CPI applied to the waste treatment contract of 2.8% above the 1% built into the monitoring, £0.030m. Pressure of £0.020m from additional NNDR costs due to the reassessment of two HRC sites. At final outturn, additional Trade Waste income of £0.037m was received beyond the previously projected level.	Energy production income levels were monitored monthly and contracts being prepared for the service to be outsourced. Pressure included in 18/19 budget. Indicative reduction in ESD grant for 18/19 £0.299m addressed as part of budget. Potential risk around plastic recycling prices in 2018/19. It is expected when the contract is renegotiated in August/September 2018 that income prices will drop due to external market factors.
Parking & Enforcement	(0.084)	0.023	0.107	0.101	Shortfall of income from Flint Car Parking £0.100m. Pressure due to the town centre re-development being ongoing and impacting on the rollout of changes across the town until 2018/19.	Kept under review as part of MTFS Reported in Programme Board Efficiency Tracker
Other Minor Variances	0.725	0.686	(0.039)	(0.030)	Minor variances.	
<b>Highways Network</b>						
Highways Network	7.527	7.931	0.404	0.408	Due to ongoing discussions on Community Asset Transfers (CATs), the maintenance liability being transferred for Cemeteries to Town/Community Councils totalling £0.050m has not yet been implemented.  Street lighting energy prices above the 2% standard with an increase of 16% resulting in a pressure of £0.131m.  Public conveniences at Holywell and Mold (New Street) were due to close in April this year, however they will not close until March 2018 resulting in a pressure of £0.063m.  The Winter Maintenance budget will be overspent estimated a figure of £0.250m due to the number of multiple snow events in the late part of the year, resulting in the use of winter maintenance reserves. An average winter consists of 70 turnouts and 5 snow days. The service has currently had 184 turnouts to date and 9,827 tonnes of salt was spread.  The balance a cumulative amount of minor variances e.g. hire of plant.	Kept under review as part of MTFS. Reported in Programme Board Efficiency Tracker. Continuous monitoring of street lighting energy prices during the year.
<b>Transportation &amp; Logistics</b>						
Logistics & Resource Services	4.532	4.691	0.159	0.154	Shared specialist plant with neighbouring Authorities has not materialised from 16/17 business planning proposal £0.050m. Increase in Fleet insurance premium for 17/18 £0.100m	In year position. 18/19 budget has addressed recurring pressure.
School Transport	4.922	5.125	0.203	0.186	Ongoing additional subsidy costs following re-procurement for covering various school transport routes £0.185m	No additional funding from WG due to statutory provision requirements. Keep under review.
Transportation	1.598	2.436	0.838	0.843	Ongoing additional subsidy costs following re-procurement and the delay in introducing the Bus Subsidy efficiency in 17/18 £0.840m	Kept under review as part of MTFS. Partially addressed as part of 18/19 budget.
Other Minor Variances	1.432	1.449	0.018	0.028	Minor variances.	
<b>Total Streetscene &amp; Transportation</b>	<b>27.770</b>	<b>29.928</b>	<b>2.158</b>	<b>2.194</b>		

Final Outturn Report  
Council Fund Variances

OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Planning &amp; Environment</b>						
<b>Business</b>						
Pollution Control	0.477	0.507	0.030	0.049	An increase in prosecutions for unlicensed and unsafe residential properties has resulted in two temporary Environmental Health Officers being recruited to deal with this increase in demand.	Funding for one post secured from Homelessness Grant Community And Housing
Minor Variances	1.085	1.053	(0.032)	(0.024)	Minor variances.	Continue to monitor committed expenditure and reduce/remove expenditure where possible
<b>Community</b>						
Pest Control	0.004	0.063	0.059	0.062	Despite that the service has seen an increase in referrals during 2016/17 and onwards into 2017/18, the income target has not been achieved	Continue to monitor Pest Control Fee income levels
Minor Variances	0.897	0.874	(0.023)	(0.071)	Minor variances.	Continue to monitor committed expenditure and reduce/remove expenditure where possible
<b>Development</b>						
Development Management	(0.384)	(0.200)	0.185	0.205	The Planning Fee Income shortfall decreased in March due to a high number of planning fees received, even though the economy has not continued to recover to the extent which the 3 year Business Plan forecast but the number of applications has increased. The annual income target for non-statutory Pre-Application Fees was met in Q1 and income has continued to remain at consistent levels.	Continue to monitor Planning Fee levels in 18/19. Pressure has been addressed in 18/19 budget.
Minor Variances	0.158	0.181	0.023	(0.006)	Minor variances.	Continue to monitor committed expenditure and reduce/remove expenditure where possible
<b>Access</b>						
Greenfield Valley	0.286	0.279	(0.007)	(0.031)	Vacancy savings and reduced zero hours contracts	Service review within Countryside is currently being undertaken
Minor Variances	1.015	0.985	(0.030)	(0.013)	Minor variances.	Continue to monitor committed expenditure and reduce/remove expenditure where possible
<b>Shared Services</b>						
Minor Variances	0.177	0.151	(0.027)	(0.009)	Minor variances.	Continue to monitor committed expenditure and reduce/remove expenditure where possible
<b>Strategy</b>						
Minor Variances	0.833	0.799	(0.034)	(0.013)	Minor variances.	Continue to monitor committed expenditure and reduce/remove expenditure where possible
Management Strategy	0.338	0.440	0.102	0.106	Balance of Business Planning Efficiencies for Staffing	Continue to monitor committed expenditure and reduce/remove expenditure where possible
<b>Total Planning &amp; Environment</b>	<b>4.887</b>	<b>5.132</b>	<b>0.245</b>	<b>0.256</b>		



Final Outturn Report  
Council Fund Variances

OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Education &amp; Youth</b>						
Inclusion & Progression	6.844	7.082	0.238	0.320	Variance largely relating to Out of County placements £0.323m. Offset by other minor underspend variances from across the service area £0.085m.	Continue close monitoring arrangements and updates following moderation meetings.
Integrated Youth Provision	1.347	1.257	(0.091)	(0.069)	Various underspends across service area. Largely relating to delays in recruitment.	
School Improvement Systems	1.807	1.726	(0.081)	(0.066)	Minor variances from across service area. Largely relating to Early Entitlement, reduction in applications for setting payments.	
Business Change & Support	0.377	0.371	(0.006)	0.005	Minor variances from across service area.	
School Planning & Provision	0.584	0.528	(0.056)	0.009	Refinancing of expenditure against late WG Capital Grant resulting in favourable movement on service area.	
<b>Total Education &amp; Youth</b>	<b>10.959</b>	<b>10.964</b>	<b>0.004</b>	<b>0.199</b>		
<b>Schools</b>						
	88.745	88.745	(0.000)			
<b>People &amp; Resources</b>						
HR & OD	2.029	2.252	0.223	0.212	Due to partial achievement of business planning efficiency and loss of income contribution from Wrexham Occupational Health services.	Service delivery options are being considered for the Occupational Health Service and a pressure to reflect this has been included in the 2018/19 budget.
Corporate Finance	2.044	2.160	0.116	0.217	This is due to the role-out of manager self service and the operating model review taking longer than planned.	Progress the structural review.
Minor Variances				0.000		
<b>Total People &amp; Resources</b>	<b>4.073</b>	<b>4.412</b>	<b>0.340</b>	<b>0.429</b>		
<b>Government</b>						
Legal Services	0.688	0.690	0.002	0.026	Minor variances.	
Democratic Services	1.972	1.940	(0.031)	0.008	Minor variances.	
Internal Audit	0.443	0.368	(0.075)	(0.072)	The underspend is due to in-year vacancies.	
Procurement	0.168	0.270	0.102	0.107	Due to a conscious decision to no longer pursue supplier income for registration onto the Councils payment portal.	This pressure is included in the 2018/19 budget.
ICT	4.342	4.365	0.023	0.028	Minor variances.	
<b>Total Government</b>	<b>7.613</b>	<b>7.634</b>	<b>0.021</b>	<b>0.096</b>		
<b>Organisational Change 1</b>						
Public Libraries & Arts, Culture & Events	0.768	0.700	(0.069)	(0.008)	Aura Leisure and Libraries Ltd was established on 1st September. This was delayed by 2 months due to a range of queries in 3 separate responses from the Financial Conduct Authority (FCA) in registering the company. These issues are now resolved.	
Museums	0.028	0.046	0.018	(0.000)	Minor variances.	
County Archives	0.286	0.287	0.000	0.000	Minor variances.	
Leisure	4.539	4.670	0.131	0.087	Aura Leisure and Libraries Ltd was established on 1st September. This was delayed by 2 months due to a range of queries in 3 separate responses from the Financial Conduct Authority (FCA) in registering the company. These issues are now resolved.	
<b>Total Organisational Change 1</b>	<b>5.621</b>	<b>5.702</b>	<b>0.081</b>	<b>0.078</b>		

Final Outturn Report  
Council Fund Variances

## OUTTURN - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Organisational Change 2</b>						
Administrative Buildings	1.403	1.336	(0.067)	(0.091)	£0.067m estimated efficiencies predominantly from the rationalisation of County Hall.	
Property Holdings	0.066	(0.017)	(0.083)	(0.069)	£0.071m Repair and Maintenance (R&M) efficiencies and NDR savings achieved. £0.009m additional income. Other minor variances.	
Property Asset And Development	0.446	0.372	(0.074)	(0.089)	£0.066m in year salary savings. Other minor variances	
CPM & Design Services	0.463	0.405	(0.057)	(0.113)	Additional income above target.	
Industrial Units	(1.153)	(1.174)	(0.022)	0.065	Additional income from Power stations higher than anticipated.	
Minor Variances	1.050	1.057	0.007	0.012		
<b>Total Organisational Change 2</b>	<b>2.274</b>	<b>1.979</b>	<b>(0.295)</b>	<b>(0.284)</b>		
<b>Chief Executive</b>	<b>2.926</b>	<b>2.805</b>	<b>(0.121)</b>	<b>(0.128)</b>	In-year vacancy savings and underspend on specialist budgets such as sustainable development, Your Community/Your Council and public relations.	
<b>Central and Corporate Finance</b>	<b>25.157</b>	<b>20.735</b>	<b>(4.423)</b>	<b>(4.021)</b>	<p>An underachievement on the income target of £0.407m.</p> <p>Support Services recharge, has resulted in a shortfall of £0.051m due to a reduction in overall operating costs.</p> <p>County Hall car parking income shortfall of £0.064m.</p> <p>Reduced audit fees, underspend of £0.112m.</p> <p>Social Services one off in year underspend of £1.608m held centrally to mitigate any in year overspends; £0.513m resulting from remaining pressure budgeted in 17/18. no longer required, £0.500m due to funding being secured from the Regional Integrated Care Fund, a revenue grant allocated on a one off basis. An additional £0.595m of Welsh Government funding for Social Care has been confirmed.</p> <p>Pension fund underspend of £0.707m due to surplus of budget for increase in contributions.</p> <p>Apprentice Tax Levy underspend of £0.098m.</p> <p>Auto Enrolment, numbers are less than estimated which gives a favourable in year variance of £0.488m.</p> <p>Windfall income an underachievement of £0.106m.</p> <p>Centrally held inflation £0.254m, one off in year underspend.</p> <p>Carbon Reduction Scheme, underspend of £0.070m reduced allowances purchased.</p> <p>£1.422m underspend due to a change in the Minimum Revenue Provision policy.</p> <p>£0.289m underspend on the Central Loans and Investment Account.</p> <p>Minor underspend variances of £0.003m</p>	<p>Work is continuing to identify areas of opportunity to generate income. A pressure has been included in the 2018/19 budget which will partially mitigate this. Budget pressures and efficiencies have been included to address these within the 2018/19 budget.</p> <p>None - impact on 18/19 has been reflected in budget</p> <p>Efficiency in 18/19 budget for part of this. Continue to review. Auto enrolment - continue to review, to assess the impact in 2018/19.</p> <p>Keep under review as part of 18/19. MRP reflects change of policy approved by Council. CLIA due to year end position on loans and investments.</p>
<b>Grand Total</b>	<b>255.156</b>	<b>253.049</b>	<b>(2.107)</b>	<b>(1.531)</b>		

**2017/18 Efficiencies Final Outturn - Under or Over Achieved**

Portfolio	Original Efficiency	Revised Efficiency	(Under)/Over Achievement
	2017/18 £(m)	2017/18 £(m)	2017/18 £(m)
<b>People &amp; Resources</b>			
Finance - Implementation of Collaborative Planning Software to finance to improve and automate our processes thus enabling workforce efficiencies. Phased roll out of new finance model.	0.270	0.160	(0.110)
Review of Human Resources & Organisational Design operating model and job roles and various other efficiencies.	0.148	0.052	(0.096)
DBS recharges	0.058	0.025	(0.033)
<b>Total People &amp; Resources</b>	<b>0.476</b>	<b>0.237</b>	<b>(0.239)</b>
<b>Governance</b>			
ICT - Reduction in management, staff and non pay costs.	0.350	0.310	(0.040)
<b>Total Governance</b>	<b>0.350</b>	<b>0.310</b>	<b>(0.040)</b>
<b>Social Services</b>			
Develop alternative approaches to in house day services and work opportunity schemes.	0.250	0.111	(0.139)
<b>Total Social Services</b>	<b>0.250</b>	<b>0.111</b>	<b>(0.139)</b>
<b>Organisational Change 1</b>			
Alternative Delivery Models	0.415	0.335	(0.080)
<b>Total Organisational Change 1</b>	<b>0.435</b>	<b>0.355</b>	<b>(0.080)</b>
<b>Community &amp; Enterprise</b>			
Council Tax Reduction Scheme.	0.200	0.825	0.625
<b>Total Community &amp; Enterprise</b>	<b>0.200</b>	<b>0.825</b>	<b>0.625</b>
<b>Streetscene &amp; Transportation</b>			
Develop energy production at landfill.	0.100	0.000	(0.100)
Review subsidised bus routes.	0.350	0.000	(0.350)
<b>Total Streetscene &amp; Transportation</b>	<b>0.450</b>	<b>0.000</b>	<b>(0.450)</b>
<b>Planning &amp; Environment</b>			
Staffing - management restructure.	0.125	0.062	(0.063)
Self financing for Public Protection Services.			
- Animal & Pest Control.			
- Licencing Charging.	0.030	0.000	(0.030)
Increase in planning fees (15% WG increase) and applications	0.015	0.000	(0.015)
Increase in number of planning applications	0.035	0.000	(0.035)
<b>Total Planning &amp; Environment</b>	<b>0.205</b>	<b>0.062</b>	<b>(0.143)</b>
<b>Total 2017/18 Budget Efficiencies</b>		<b>100</b>	<b>8.433</b>
<b>Total Projected 2017/18 Budget Efficiencies Underachieved</b>		<b>6</b>	<b>0.466</b>
<b>Total Projected 2017/18 Budget Efficiencies Achieved</b>		<b>94</b>	<b>7.967</b>

**Movements on Council Fund Unearmarked Reserves**

	£m	£m
Total Reserves as at 1 April 2017	10.953	
Less - Base Level	(5.769)	
Total Reserves above base level available for delegation to Cabinet		5.184
Less – allocation from the Contingency Reserve to support initial set up costs and final technical support for the Community Asset Transfer (CAT) of Holywell Leisure Centre and Alternative Delivery Model (ADM) agreed in 2016/17		(0.050)
Less – allocation from the Contingency Reserve to provide financial support to meet in-year budget pressures in 2017/18 for regional economic structures and support for events		(0.052)
Less – allocation from Contingency Reserve for contingency against any financial issues arising as a result of implementing different service delivery methods		(0.250)
Less – allocation from the Contingency Reserve for invest to save projects (of which £0.550m has been allocated to fund the digital strategy).		(0.900)
Less – allocation from the Contingency Reserve to fund the contribution towards the detailed development of the Economic Growth Bid		(0.050)
Less – allocation from the Contingency Reserve to a ring-fenced reserve to meet any unforeseen emergency remediation and support costs		(0.050)
Add – projected outturn underspend		2.107
Add – Amount released from earmarked reserves as agreed by Council as part of 2018/19 budget		1.990

<b>Total Contingency Reserve as at 31<sup>st</sup> March 2018</b>		<b>7.928</b>
Less – amount committed as part of balancing 2018/19 budget		(1.945)
Less – One off contribution to Schools agreed at Council on 1 March 2018		(0.460)
<b>Total Contingency Reserve available for 2018/19</b>		<b>5.523</b>

## Final Outturn Report

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance
<b>Housing Revenue Account</b>					
Income	(32.269)	(32.349)	(0.080)	(0.103)	The underspend of £0.080m consists of the following pressures. £0.073m reflects the decision to delay implementation of Service Charges to 1st April 2018 (from January 2018) to allow more time for full consultation. £0.038m relates to the loss of income on garages following refurbishments and demolition. £0.071m relates to delays in the handover of new properties compared to the estimated dates in the original business plan. £0.073 relates to the void costs on water/sewer charges not collected.  The pressures above have been alleviated by the following savings. £0.282m relates to a reduction in the contribution towards the provision for bad debts. £0.063m relates to Council Tax credits.
Capital Financing - Loan Charges	7.545	7.043	(0.501)	(0.059)	The underspend of £0.501m consists of a pressure of £0.075m relating to the support services charge for Corporate Management and Democratic Representation. This has been built into the Business Plan for future years.  An underspend of £0.560m relates to a reduction in the interest charge for HRA borrowing. This is because interest rates have remained low since the Brexit referendum. Borrowing costs have also been minimised through efficient treasury management and the HRA has borrowed less than originally anticipated. An underspend of £0.016m relates to a reduction in the minimum revenue payment (MRP). This is calculated based on the total HRA borrowing at 31st March 2017 which was slightly lower than assumed in the budget.
Estate Management	1.633	1.572	(0.061)	(0.056)	£0.062m relates to vacancy savings for posts which have been deleted in the 2018/19 Business Plan. £0.001m relates to minor variances.
Landlord Service Costs	1.386	1.404	0.017	0.026	Minor Variance
Repairs & Maintenance	8.559	7.794	(0.765)	(0.794)	The underspend of £0.765m includes a pressure of £0.058m relating to increased costs for Fleet damage to vehicles.  An underspend of £0.216m relates to staffing costs. An underspend of £0.598m relates to subcontractor spend. This expenditure is reflected in the capital budget.  The remaining £0.009m relates to minor variances.
Management & Support Services	2.273	2.057	(0.216)	(0.063)	The underspend of £0.216m consists of the following savings. £0.041m relates to the underspend on SLA contributions towards other services within the council. £0.045m relates to an underspend on software. £0.043m relates to an underspend on insurance premiums for the HRA stock. £0.053m relates to VAT rebate for capital works. £0.010m relates to a reduction in the recharge for printing.
Capital Expenditure From Revenue (CERA)	10.863	12.248	1.385	0.675	The planned overspend of £1.385m relates to an increase in the contribution from revenue towards capital costs. This increase is possible because of decreased costs elsewhere in the HRA. Contributing towards the capital budget from revenue reduces the requirement to borrow.
HRA Projects	0.046	0.263	0.217	0.338	The overspend of £0.217m consists of a pressure of £0.225m relating to SHARP pre-development costs which were approved by Cabinet in March 2017. Costs were incurred to carry out site investigation works prior as part of site viability. The costs relate to schemes which will not progress of schemes which were not approved by 31st March 2018.  The overspend above had been partially mitigated by minor savings of £0.008m.
Contribution To / (From) Reserves	(0.035)	(0.031)	0.004	0.035	Minor Variance
<b>Total Housing Revenue Account</b>	<b>(0.000)</b>	<b>0.000</b>	<b>0.000</b>	<b>0.000</b>	



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Capital Programme Monitoring 2017/18 (Outturn)
<b>Cabinet Member</b>	Leader of the Council and Cabinet Member for Finance
<b>Report By</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The report summarises changes made to the Capital Programme during the last quarter of 2017/18.

The total Capital Programme at outturn is £59.143m, a net decrease of £0.279m compared to Month 9 (£59.422m). This change is made up as follows:-

- Increases in the programme of £2.836m (Council Fund £2.159m, Housing Revenue Account £0.677m);
- Offset by Carry Forward to 2018/19 of £1.289m approved by Cabinet at Month 9;
- Offset by Carry Forward to 2018/19 of £1.826m of late Welsh Government grant funded expenditure.

Actual outturn was £57.380m. This indicates an apparent underspend of £1.763m, however this entire amount is the subject of requests for carry forward into 2018/19.

The outturn position on funding was an overspend of £0.068m against confirmed resources. This is because the Council received late Welsh Government grant funding which was used, in part, to replace funding from revenue, which created an underspend against revenue budget in 2017/18. The Council will now fund an equivalent amount of capital expenditure in 2018/19 from capital receipts.

### RECOMMENDATIONS

1	Cabinet are requested to approve the overall report.
2	Cabinet are requested to approve the carry forward adjustments set out at

**REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE OUTTURN CAPITAL PROGRAMME MONITORING POSITION- 2017/18</b>																																																																																																						
1.01	<p><b>Background</b></p> <p>The Council approved a Council Fund (CF) capital programme of £19.435m and a Housing Revenue Account (HRA) capital programme of £27.744m for 2017/18 at its meeting of 14<sup>th</sup> February, 2017.</p>																																																																																																						
1.02	For presentational purposes the capital programme is shown as a whole, with sub-totals for the CF and HRA. In reality the HRA programme is ring fenced and can only be used for HRA purposes.																																																																																																						
1.03	<p><b>Changes since Budget approval</b></p> <p>Table 1 below sets out how the programme has changed during 2017/18. More detailed cumulative information relating to each Portfolio is provided in Appendix A:-</p> <p><b>Table 1</b></p> <table border="1"> <thead> <tr> <th rowspan="3">REVISED PROGRAMME</th> <th rowspan="3">Original Budget 2017/18 £m</th> <th rowspan="3">Carry Forward from 2016/17 £m</th> <th colspan="2">2017/18 Previously</th> <th rowspan="3">Changes - This Period £m</th> <th rowspan="3">Revised Budget 2017/18 £m</th> </tr> <tr> <th>Changes</th> <th>Carry Forward to 2018/19</th> </tr> <tr> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>Chief Executives</td> <td>0.100</td> <td>0</td> <td>0</td> <td>(0.088)</td> <td>0.032</td> <td>0.044</td> </tr> <tr> <td>People &amp; Resources</td> <td>0.250</td> <td>0.153</td> <td>(0.150)</td> <td>0</td> <td>(0.020)</td> <td>0.233</td> </tr> <tr> <td>Governance</td> <td>0.620</td> <td>0.145</td> <td>0.000</td> <td>0</td> <td>0.423</td> <td>1.188</td> </tr> <tr> <td>Education &amp; Youth</td> <td>7.792</td> <td>0.453</td> <td>0.671</td> <td>(0.285)</td> <td>0.011</td> <td>8.642</td> </tr> <tr> <td>Social Care</td> <td>2.145</td> <td>0</td> <td>0.023</td> <td>(1.725)</td> <td>0.054</td> <td>0.497</td> </tr> <tr> <td>Community &amp; Enterprise</td> <td>5.044</td> <td>0</td> <td>0.580</td> <td>(0.363)</td> <td>0.873</td> <td>6.134</td> </tr> <tr> <td>Planning &amp; Environment</td> <td>0.000</td> <td>1.011</td> <td>0.153</td> <td>(0.581)</td> <td>0.432</td> <td>1.015</td> </tr> <tr> <td>Transport &amp; Streetscene</td> <td>2.110</td> <td>0.820</td> <td>6.441</td> <td>(2.845)</td> <td>1.747</td> <td>8.273</td> </tr> <tr> <td>Organisational Change 1</td> <td>0.524</td> <td>0</td> <td>2.362</td> <td>0</td> <td>(1.417)</td> <td>1.469</td> </tr> <tr> <td>Organisational Change 2</td> <td>0.850</td> <td>1.007</td> <td>0.050</td> <td>(0.055)</td> <td>0.024</td> <td>1.876</td> </tr> <tr> <td><b>Council Fund Total</b></td> <td><b>19.435</b></td> <td><b>3.589</b></td> <td><b>10.130</b></td> <td><b>(5.942)</b></td> <td><b>2.159</b></td> <td><b>29.371</b></td> </tr> <tr> <td><b>HRA Total</b></td> <td><b>27.744</b></td> <td><b>0</b></td> <td><b>1.351</b></td> <td><b>0</b></td> <td><b>0.677</b></td> <td><b>29.772</b></td> </tr> <tr> <td><b>Programme Total</b></td> <td><b>47.179</b></td> <td><b>3.589</b></td> <td><b>11.481</b></td> <td><b>(5.942)</b></td> <td><b>2.836</b></td> <td><b>59.143</b></td> </tr> </tbody> </table>	REVISED PROGRAMME	Original Budget 2017/18 £m	Carry Forward from 2016/17 £m	2017/18 Previously		Changes - This Period £m	Revised Budget 2017/18 £m	Changes	Carry Forward to 2018/19	£m	£m	Chief Executives	0.100	0	0	(0.088)	0.032	0.044	People & Resources	0.250	0.153	(0.150)	0	(0.020)	0.233	Governance	0.620	0.145	0.000	0	0.423	1.188	Education & Youth	7.792	0.453	0.671	(0.285)	0.011	8.642	Social Care	2.145	0	0.023	(1.725)	0.054	0.497	Community & Enterprise	5.044	0	0.580	(0.363)	0.873	6.134	Planning & Environment	0.000	1.011	0.153	(0.581)	0.432	1.015	Transport & Streetscene	2.110	0.820	6.441	(2.845)	1.747	8.273	Organisational Change 1	0.524	0	2.362	0	(1.417)	1.469	Organisational Change 2	0.850	1.007	0.050	(0.055)	0.024	1.876	<b>Council Fund Total</b>	<b>19.435</b>	<b>3.589</b>	<b>10.130</b>	<b>(5.942)</b>	<b>2.159</b>	<b>29.371</b>	<b>HRA Total</b>	<b>27.744</b>	<b>0</b>	<b>1.351</b>	<b>0</b>	<b>0.677</b>	<b>29.772</b>	<b>Programme Total</b>	<b>47.179</b>	<b>3.589</b>	<b>11.481</b>	<b>(5.942)</b>	<b>2.836</b>	<b>59.143</b>
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1.04	<p><b>Carry Forward from 2016/17</b></p> <p>Carry forward sums from 2016/17 to 2017/18, totalling £3.589m (CF £3.589m, HRA £0.000m), were approved as a result of the quarterly monitoring reports presented to Cabinet during 2016/17.</p>																																																																																																						
1.05	<b>Changes during this period</b>																																																																																																						



Changes during this period have resulted in a net increase in the programme total of £2.836m (CF £2.159m, HRA £0.677m). A summary of the changes, detailing major items, is shown in Table 2 below:-

**Table 2**

<b>CHANGES DURING THIS PERIOD</b>		
	<b>Para</b>	<b>£m</b>
<b><u>COUNCIL FUND</u></b>		
<b>Increases</b>		
Highways - WG Grant Funding	1.06	1.427
Information Technology - Equipment Purchase	1.08	0.423
Highways - Introduction of funding to match expenditure	1.07	0.407
Private Sector Renewal - WG Grant Funding	1.06	0.363
Secondary Schools - Equipment Purchase	1.08	0.348
Contaminated Land - Introduction of Grant Funding	1.07	0.221
Other Aggregate Increases	1.07	1.325
		4.514
<b>Decreases</b>		
Leisure Centres - Reduction in borrowing as schemes reprofiled	1.07	(1.490)
Waste CCP Grant - Reduction in use to match expenditure	1.07	(0.400)
Other Aggregate Decreases		(0.465)
		(2.355)
<b>Total</b>		<b>2.159</b>
<b><u>HRA</u></b>		
<b>Increases</b>		
Other Aggregate Increases	1.07	2.528
		2.528
<b>Decreases</b>		
Other Aggregate Decreases	1.07	(1.851)
		(1.851)
<b>Total</b>		<b>0.677</b>

1.06 Late on in the final quarter the Council was allocated additional WG grant funding amounting to £1.826m - Road Refurbishment Grant £1.427m, Period Poverty £0.036m and Intermediate Care Fund (ICF) £0.415m. Of the ICF allocation £0.052m was used to address an in-year overspend, leaving a balance of £0.363m to be carried forward.

Part of the Grant Condition letters from the relevant WG officials state:-

“I recognise that the allocation is coming very late in the year for you to make the necessary arrangements to spend within this financial year. Therefore

	<p>I would encourage you to use the allocation in the best way you can now and commit to using a matching sum in the 2018/19 financial year to address the issues for which the allocation was made.”</p> <p>Because this funding was used to replace the Council’s resources it resulted in a reduced need to fund capital expenditure from revenue (CERA) leading to a reduced revenue spend for the relevant Portfolios. Further information can be found in the Revenue Budget Monitoring 2017/18 (Outturn) report elsewhere on this agenda.</p>
1.07	<p>During the final quarter of the year there are a number of adjustments made to schemes that are funded from grants, revenue contributions to fund capital expenditure (CERA) and prudential borrowing, reflecting the need to re-profile funding between financial years to align expenditure incurred with the relevant funding source. This is the case with the majority of the movements above, including the HRA.</p>
1.08	<p>During the year Portfolios will have purchased equipment which in accounting terms is classed as capital expenditure. Portfolios have revenue budgets to fund the costs which are charged over the useful life of the equipment. An option appraisal to assess the best funding method is undertaken comparing leasing with prudential borrowing. Prudential borrowing was the most suitable option for various items purchased during 2017/18 which has been added to the capital programme at outturn. These items comprised IT equipment (both corporate and in schools), lighting at Theatr Clwyd and Ice Rink equipment at Deeside Leisure Centre.</p>
1.09	<p><b>Capital Expenditure compared to Budget</b></p> <p>Outturn expenditure, across the whole of the capital programme was £57.380m. The breakdown of expenditure is analysed in Table 3, along with the percentage spend against budget. This shows that 97.02% of the budget has been spent (CF 94.00%, HRA 100.00%). Corresponding figures for Outturn 2016/17 were 96.25% (CF 93.14%, HRA 100.00%).</p>
1.10	<p>The table also shows an underspend (pending carry forward adjustments) of £1.763m on the Council Fund and a break even position on the HRA.</p> <p><b><u>Table 3</u></b></p>

	EXPENDITURE	Revised Budget	Outturn Expenditure	Percentage Spend v Budget	Variance Budget v Outturn (Under)/Over
		£m	£m	%	£m
		Chief Executives	0.044	0.043	96.92
People & Resources	0.233	0	0.00	(0.233)	
Governance	1.188	1.120	94.29	(0.068)	
Education & Youth	8.642	8.542	98.84	(0.100)	
Social Care	0.497	0.417	83.99	(0.080)	
Community & Enterprise	6.134	6.134	99.99	(0.000)	
Planning & Environment	1.015	0.932	91.83	(0.083)	
Transport & Streetscene	8.273	8.273	100.00	0.000	
Organisational Change 1	1.469	1.105	75.20	(0.364)	
Organisational Change 2	1.876	1.042	55.56	(0.834)	
<b>Council Fund Total</b>	<b>29.371</b>	<b>27.608</b>	<b>94.00</b>	<b>(1.763)</b>	
Disabled Adaptations	0.712	0.712	100.01	0.000	
Energy Schemes	0.292	0.291	99.75	(0.001)	
Major Works	2.628	2.629	100.02	0.001	
Accelerated Programmes	0.868	0.868	99.99	(0.000)	
WHQS Improvements	17.692	17.692	100.00	(0.000)	
SHARP Programme	7.580	7.580	100.01	0.000	
<b>Housing Revenue Account Total</b>	<b>29.772</b>	<b>29.772</b>	<b>100.00</b>	<b>0.000</b>	
<b>Programme Total</b>	<b>59.143</b>	<b>57.380</b>	<b>97.02</b>	<b>(1.763)</b>	

1.11 Details of the variances for individual programme areas are listed in Appendix B, which includes the reasons, and remedial actions which may be required, where those variances exceed +/- 10% of the revised budget. In addition, where carry forward into 2018/19 has been identified, this is also included in the narrative.

1.12 **Carry Forward into 2018/19**  
During the quarter carry forward of £1.763m (all CF) has been identified which reflects reviewed spending plans across all programme areas; these amounts can be split into 2 areas, those required to meet the cost of committed programme works and/or retention payments in 2018/19 and Corporate provisions that are allocated as requested and approved.

1.13 The Corporate provisions are as follows:-

- Health & Safety - A sum set aside for urgent health and safety works for which no other funding is available;
- Headroom - A sum set aside for urgent works for which no other funding is available; and
- Community Asset Transfers - Community groups have a number of years to draw down their funding once approved. These sums are set aside to ensure that funds are available when called upon.

1.14 A breakdown is provided in Table 4 below, whilst additional information can be found in Appendix B.

**Table 4**

**OUTTURN CARRY FORWARD - ANALYSIS**

	£m	£m
<b>Contractually Committed</b>		
Theatr Clwyd	0.001	
Governance	0.068	
Primary Schools	0.037	
Secondary Schools	0.018	
Special Education	0.045	
Learning Disability	0.010	
Childrens Services	0.070	
Engineering	0.083	
Leisure Centres	0.254	
Libraries	0.110	
Administrative Buildings	0.079	0.775
		<b>0.775</b>
<b>Corporate Allocations</b>		
Health & Safety Works	0.123	
Headroom	0.110	
Community Asset Transfers	0.755	0.988
		<b>1.763</b>

1.15

If approved, this will bring the total Carry Forward from 2017/18 into 2018/19 to £7.705m (£3.589m in 2016/17). Whilst this is a significant increase on the previous year (13.03% of the total programme as against 5.44% in 2016/17), there are a number of significant items which have contributed to this:-

- Late WG grants - £1.826m;
- Glanrafon LD day centre - £1.725m;
- Sandycroft HRC site - £1.000m; and
- CATS - £0.755m

A breakdown of this amount by Portfolio is summarised in Table 5 below:-

**Table 5**

CARRY FORWARD INTO 2018/19	Previously Reported						Outturn £m	Total £m
	Month 4	Month 6	Month 9	Reversed	WG Grants	Sub Total		
	£m	£m	£m	£m	£m	£m		
Chief Executives		0.035	0.053			0.088	0.001	0.089
People & Resources						0	0.233	0.233
Governance						0	0.068	0.068
Education & Youth			0.249		0.036	0.285	0.100	0.385
Social Care	1.725					1.725	0.080	1.805
Community & Enterprise					0.363	0.363		0.363
Planning & Environment	0.550	0.031				0.581	0.083	0.664
Transport & Streetscene	0.055	0.376	1.000	(0.013)	1.427	2.845		2.845
Organisational Change 1						0	0.364	0.364
Organisational Change 2		0.055				0.055	0.834	0.889
<b>Council Fund</b>	<b>2.330</b>	<b>0.497</b>	<b>1.302</b>	<b>(0.013)</b>	<b>1.826</b>	<b>5.942</b>	<b>1.763</b>	<b>7.705</b>
Housing Revenue Account	0	0	0	0	0	0	0	0.000
<b>TOTAL</b>	<b>2.330</b>	<b>0.497</b>	<b>1.302</b>	<b>(0.013)</b>	<b>1.826</b>	<b>5.942</b>	<b>1.763</b>	<b>7.705</b>

#### 1.16 Funding of 2017/18 Approved Schemes

The actual outturn position was a deficit of £0.068m, as shown in Table 6 below:-

**Table 6**

FUNDING OF APPROVED SCHEMES - OUTTURN		
	£m	£m
<b>Capital Receipts as at 31/03/18</b>		(11.261)
Carry Forward previously approved	5.942	
Outturn Carry Forward	1.763	7.705
		<b>(3.556)</b>
<b>Allocated to 2018/19 Budget:</b>		
Shortfall in 2017/18 to 2019/20 budget	3.187	
Funding for Final Settlement reduction	0.236	
Surplus as at Month 9	0.201	3.624
<b>Funding - (Available)/Shortfall</b>		<b>0.068</b>

1.17 The reason for the small negative closing balance is that whilst those schemes which were to be funded from CERA had a positive in year revenue effect, it means that the capital expenditure in 2018/19 will need to be met from the available capital receipts balance. Despite this, funding is now in place for all schemes approved as part of the 2017/18 budget round,

	including the allocations for 2018/19 and 2019/20.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Financial implications - As set out in the body of the report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	No consultation is required as a direct result of this report.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	There are no risks associated with the information contained herein related to capital outturn.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A: Capital Programme - Changes during 2017/18
5.02	Appendix B: Variances

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Capital Programme monitoring papers 2017/18.</p> <p><b>Contact Officer:</b> Andrew Elford Accountant</p> <p><b>Telephone:</b> 01352 702291</p> <p><b>E-Mail:</b> <a href="mailto:andrew.j.elford@flintshire.gov.uk">andrew.j.elford@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Budget Re-profiling:</b> Capital schemes are very dynamic and a number of factors can influence their timing and funding. Budget re-profiling assures that the correct resources are available in the correct accounting period to finance the actual level of expenditure.</p> <p><b>Capital Expenditure:</b> Expenditure on the acquisition of <b>non-current assets</b> or expenditure which extends the useful life of an existing asset</p> <p><b>Capital Programme:</b> 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</p>

programme.

**Capital Receipts:** Receipts (in excess of £10,000) realised from the disposal of assets.

**Carry Forward:** Carry forward occurs when schemes due to be completed in a given financial year are delayed until a subsequent year. In this case the relevant funding is carried forward to meet the delayed, contractually committed expenditure.

**CERA: Capital Expenditure charged to Revenue Account.** The Council is allowed to use its revenue resources to fund capital expenditure. However the opposite is not permissible.

**Council Fund (CF):** The fund to which all the Council's revenue and capital expenditure is charged.

**Housing Revenue Account (HRA):** The fund to which all the Council's revenue and capital expenditure relating to its housing stock is charged.

**MRA:** Major Repairs Allowance. A general capital grant from WG for HRA purposes.

**Non-current Asset:** A resource controlled (but not necessarily owned) by the Council, from which economic benefits or service potential are expected to flow to the Council for more than 12 months.

**Section 106:** Monies are received from developers/contractors pursuant to Section 106 of the Town & Country Planning Act 1990. These sums are available for use once the relevant terms of the individual agreement have been met. The monies are most commonly used for educational enhancement, play areas, highways and affordable housing.

**Target Hardening:** Measures taken to prevent unauthorised access to Council sites.

**Unhypothecated Supported Borrowing (USB), commonly referred to as Supported Borrowing -** Each year Welsh Government provide Councils with a Supported Borrowing allocation. Councils borrow to fund capital expenditure equivalent to that annual allocation, Welsh Government then include funding to cover the revenue costs associated with the borrowing for future years within the Revenue Support Grant. The Council decides how this funding is spent.

**Unsupported (Prudential) Borrowing:** Borrowing administered under the Prudential Code, whereby Authorities can set their own policies on acceptable levels and types of borrowing. The Prudential Framework allows Authorities to take out loans in response to overall cash flow forecasts and other factors provided they can show that the borrowing is to meet planned capital expenditure in the current year or the next three years.

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## APPENDIX A

## CAPITAL PROGRAMME - CHANGES DURING 2017/18

	Original Budget 2017/18	Carry Forward from 2016/17	Previously Reported		Changes (Current)	Revised Budget 2017/18
			Changes	Carry Forward to 2018/19		
	£m	£m	£m	£m	£m	£m
<b>Council Fund :</b>						
<b>Chief Executives</b>						
Clwyd Theatr Cymru	0.100	0	0	(0.088)	0.032	0.044
	<b>0.100</b>	<b>0.000</b>	<b>0.000</b>	<b>(0.088)</b>	<b>0.032</b>	<b>0.044</b>
<b>People &amp; Resources</b>						
Headroom	0.250	0.010	(0.150)	0	0	0.110
Corporate Finance - H & S	0	0.143	0	0	(0.020)	0.123
	<b>0.250</b>	<b>0.153</b>	<b>(0.150)</b>	<b>0.000</b>	<b>(0.020)</b>	<b>0.233</b>
<b>Governance</b>						
Information Technology	0.620	0.145	0	0	0.423	1.188
	<b>0.620</b>	<b>0.145</b>	<b>0.000</b>	<b>0.000</b>	<b>0.423</b>	<b>1.188</b>
<b>Education &amp; Youth</b>						
Education - General	0.250	0.032	(0.278)	0	0	0.004
Primary Schools	1.173	0.077	(0.307)	(0.008)	0.108	1.043
Schools Modernisation	5.952	0.072	0.046	0	(0.445)	5.625
Secondary Schools	0.417	0.027	0.910	(0.069)	0.348	1.633
Special Education	0	0.245	0.300	(0.208)	0	0.337
	<b>7.792</b>	<b>0.453</b>	<b>0.671</b>	<b>(0.285)</b>	<b>0.011</b>	<b>8.642</b>
<b>Social Care</b>						
Partnerships & Performance	0	0	0.023	0	0.054	0.077
Learning Disability	2.045	0	0	(1.725)	0	0.320
Children's Services	0.100	0	0	0	0	0.100
	<b>2.145</b>	<b>0.000</b>	<b>0.023</b>	<b>(1.725)</b>	<b>0.054</b>	<b>0.497</b>
<b>Community &amp; Enterprise</b>						
Urban / Rural Regeneration	0	0	0.120	0	0.204	0.324
Affordable Housing	3.548	0	0	0	0.148	3.696
Private Sector Renewal/Improv't	1.496	0	0.460	(0.363)	0.521	2.114
	<b>5.044</b>	<b>0.000</b>	<b>0.580</b>	<b>(0.363)</b>	<b>0.873</b>	<b>6.134</b>
<b>Planning &amp; Environment</b>						
Closed Landfill Sites	0	0.250	0	(0.250)	0.221	0.221
Engineering	0	0.631	0	(0.331)	0.039	0.339
Energy Services	0	0	0.048	0	0.057	0.105
Rights of Way	0	0	0.055	0	0.022	0.077
Townscape Heritage Initiatives	0	0.130	0.050	0	0.093	0.273
	<b>0.000</b>	<b>1.011</b>	<b>0.153</b>	<b>(0.581)</b>	<b>0.432</b>	<b>1.015</b>

## CAPITAL PROGRAMME - CHANGES DURING 2017/18

	Original Budget 2017/18	Carry Forward from 2016/17	Previously Reported		Changes (Current)	Revised Budget 2017/18
			Changes	Carry Forward to 2018/19		
	£m	£m	£m	£m	£m	£m
<b>Transport &amp; Streetscene</b>						
Waste - CCP Grant	1.000	0	0.877	(1.000)	(0.400)	0.477
Highways	1.110	0.448	3.365	(1.497)	1.834	5.260
Local Transport Grant	0	0	2.199	0	0.313	2.512
Solar Farms	0	0.372	0	(0.348)	0	0.024
	<b>2.110</b>	<b>0.820</b>	<b>6.441</b>	<b>(2.845)</b>	<b>1.747</b>	<b>8.273</b>
<b>Organisational Change 1</b>						
Leisure Centres	0.404	0	1.964	0	(1.490)	0.878
Play Areas	0	0	0.398	0	0.073	0.471
Libraries	0.120	0	0	0	0	0.120
	<b>0.524</b>	<b>0.000</b>	<b>2.362</b>	<b>0.000</b>	<b>(1.417)</b>	<b>1.469</b>
<b>Organisational Change 2</b>						
Administrative Buildings	0.600	0.302	0.050	(0.055)	0.024	0.921
Community Asset Transfers	0.250	0.705	0	0	0	0.955
	<b>0.850</b>	<b>1.007</b>	<b>0.050</b>	<b>(0.055)</b>	<b>0.024</b>	<b>1.876</b>
<b>Housing Revenue Account :</b>						
Disabled Adaptations	1.030	0	0	0	(0.318)	0.712
Energy Schemes	0.500	0	(0.150)	0	(0.058)	0.292
Major Works	1.472	0	0.020	0	1.136	2.628
Accelerated Programmes	0.450	0	0.200	0	0.218	0.868
WHQS Improvements	16.588	0	(0.070)	0	1.174	17.692
SHARP Programme	7.704	0	1.351	0	(1.475)	7.580
	<b>27.744</b>	<b>0.000</b>	<b>1.351</b>	<b>0.000</b>	<b>0.677</b>	<b>29.772</b>
<b>Totals :</b>						
<b>Council Fund</b>	19.435	3.589	10.130	(5.942)	2.159	29.371
<b>Housing Revenue Account</b>	27.744	0.000	1.351	0.000	0.677	29.772
<b>Grand Total</b>	<b>47.179</b>	<b>3.589</b>	<b>11.481</b>	<b>(5.942)</b>	<b>2.836</b>	<b>59.143</b>

## CHIEF EXECUTIVES

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget	Outturn	Variance (Under)/ Over	Variance %age	Variance Prev Qtr	Cause of Variance	Action Required	Comments
	£m	£m	£m	%	£m			
Clwyd Theatr Cymru	0.044	0.043	(0.001)	(3)	(0.053)	Carry Forward - Retention monies due	Request approval to move funding of £0.001m to 2018/19	
<b>Total</b>	<b>0.044</b>	<b>0.043</b>	<b>(0.001)</b>	<b>(3)</b>	<b>(0.053)</b>			

## PEOPLE &amp; RESOURCES

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget	Projected Outturn	Variance (Under)/ Over	Variance %age	Variance Prev Qtr	Cause of Variance	Action Required	Comments
	£m	£m	£m	%	£m			
Corporate Finance - Health & Safety	0.123	0.000	(0.123)	(100)	0.000	Carry Forward - Unspent Corporate Provision	Request approval to move funding of £0.123m to 2018/19	
Headroom	0.110	0.000	(0.110)	(100)	0.000	Carry Forward - Unspent Corporate Provision	Request approval to move funding of £0.110m to 2018/19	
<b>Total</b>	<b>0.233</b>	<b>0.000</b>	<b>(0.233)</b>	<b>(100)</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## GOVERNANCE

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Information Technology	1.188	1.120	(0.068)	(6)	0.000	Carry Forward - Projects to complete in early 2018/19	Request approval to move funding of £0.068m to 2018/19	
<b>Total</b>	<b>1.188</b>	<b>1.120</b>	<b>(0.068)</b>	<b>(6)</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## EDUCATION &amp; YOUTH

## Capital Budget Monitoring 2017/18 - Outturn

Page 201

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Education - General	0.004	0.005	0.001	15	0.000			
Primary Schools	1.032	0.995	(0.037)	(4)	(0.008)	<b>Carry Forward</b> - Sum to cover retention payments	Request approval to move funding of <b>£0.037m</b> to 2018/19	
Schools Modernisation	5.625	5.625	0.000	0	0.000			
Secondary Schools	1.644	1.626	(0.018)	(1)	(0.033)	<b>Carry Forward</b> - Sum to cover retention payments	Request approval to move funding of <b>£0.018m</b> to 2018/19	
Special Education	0.337	0.291	(0.046)	(14)	(0.208)	<b>Carry Forward</b> - Covers retention payments and ongoing rolling programme, some schemes to complete early 2018/19	Request approval to move funding of <b>£0.045m</b> to 2018/19	
<b>Total</b>	<b>8.642</b>	<b>8.542</b>	<b>(0.100)</b>	<b>(1)</b>	<b>(0.249)</b>			

Variance = Budget v Projected Outturn

## SOCIAL CARE

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Partnerships & Performance	0.077	0.077	(0.000)	(1)	0.000			
Learning Disability	0.320	0.310	(0.010)	(3)	0.000	<b>Carry Forward</b> - Delays in the construction phase of the project, majority of spend now in 2018/19	Request approval to move funding of <b>£0.010m</b> to 2018/19	
Children's Services	0.100	0.031	(0.069)	(69)	0.000	<b>Carry Forward</b> - Phase 2 of the project now due to complete in 2018/19	Request approval to move funding of <b>£0.070m</b> to 2018/19	
<b>Total</b>	<b>0.497</b>	<b>0.417</b>	<b>(0.080)</b>	<b>(1)</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## COMMUNITY &amp; ENTERPRISE

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Urban / Rural Regeneration	0.324	0.324	(0.000)	(0)	0.017			
Affordable Housing	3.696	3.696	0.000	0	0.000			
Private Sector Renewal / Improvement	2.114	2.114	0.000	0	0.004			
<b>Total</b>	<b>6.134</b>	<b>6.134</b>	<b>0.000</b>	<b>0</b>	<b>0.021</b>			

Variance = Budget v Projected Outturn

## PLANNING &amp; ENVIRONMENT

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Closed Landfill Sites	0.221	0.221	0.000	0	0.222			
Engineering	0.339	0.255	(0.084)	(25)	0.000	<b>Carry Forward</b> - Works at Flour Mill were scheduled for completion by 31 March, 2018, however works have exceeded the initial 6 week programme and will now complete early May, 2018	Request approval to move funding of <b>£0.083m</b> to 2018/19	
Energy Services	0.105	0.106	0.001	1	0.001			
Rights of Way	0.077	0.077	0.000	0	0.000			
Townscape Heritage Initiatives	0.273	0.273	(0.000)	(0)	0.065			
<b>Total</b>	<b>1.015</b>	<b>0.932</b>	<b>(0.083)</b>	<b>(8)</b>	<b>0.288</b>			

Variance = Budget v Projected Outturn



## TRANSPORT &amp; STREETSCENE

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Waste Services - Collaborative Change Programme (CCP)	0.477	0.477	(0.000)	(0)	(1.000)			
Highways	5.260	5.262	0.002	0	0.016			
Local Transport Grant	2.512	2.511	(0.001)	(0)	0.000			
Solar Farms	0.024	0.024	(0.000)	(1)	0.013			
<b>Total</b>	<b>8.273</b>	<b>8.273</b>	<b>0.000</b>	<b>0</b>	<b>(0.971)</b>			

Variance = Budget v Projected Outturn

## ORGANISATIONAL CHANGE 1

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Leisure Centres	0.878	0.624	(0.254)	(29)	0.000	<b>Carry Forward</b> - This is an ongoing programme previously approved by Cabinet, the unspent allocation is required to complete the works	Request approval to move funding of <b>£0.254m</b> to 2018/19	
Play Areas	0.471	0.471	(0.000)	(0)	0.000			
Libraries	0.120	0.010	(0.110)	(92)	0.000	<b>Carry Forward</b> - This is an ongoing programme previously approved by Cabinet, the unspent allocation is required to complete the works	Request approval to move funding of <b>£0.110m</b> to 2018/19	
<b>Total</b>	<b>1.469</b>	<b>1.105</b>	<b>(0.364)</b>	<b>(25)</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## ORGANISATIONAL CHANGE 2

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Administrative Buildings	0.921	0.842	(0.079)	(9)	0.000	Carry Forward - £0.035m for ongoing Target Hardening works. £0.044m to complete delayed works at Theatr Clwyd	Request approval to move funding of <b>£0.079m</b> to 2018/19	
Community Asset Transfers	0.955	0.200	(0.755)	(79)	0.000	Carry Forward - Unspent Corporate Provision	Request approval to move funding of <b>£0.755m</b> to 2018/19	
<b>Total</b>	<b>1.876</b>	<b>1.042</b>	<b>(0.834)</b>	<b>(44)</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## HOUSING REVENUE ACCOUNT

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Disabled Adaptations	0.712	0.712	0.000	0	0.000			
Energy Services	0.292	0.291	(0.001)	(0)	0.000			
Major Works	2.628	2.629	0.001	0	0.500			
Accelerated Programmes	0.868	0.868	(0.000)	(0)	0.100			
WHQS Improvements	17.692	17.692	(0.000)	(0)	(0.100)			
SHARP	7.580	7.580	0.000	0	(0.600)			
<b>Total</b>	<b>29.772</b>	<b>29.772</b>	<b>0.000</b>	<b>0</b>	<b>(0.100)</b>			

Variance = Budget v Projected Outturn

## SUMMARY

## Capital Budget Monitoring 2017/18 - Outturn

Programme Area	Total Budget £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Chief Executive's	0.044	0.043	(0.001)	(3)	(0.053)			
People & Resources	0.233	0.000	(0.233)	(100)	0.000			
Governance	1.188	1.120	(0.068)	(6)	0.000			
Education & Youth	8.642	8.542	(0.100)	(1)	(0.249)			
Social Care	0.497	0.417	(0.080)	(16)	0.000			
Community & Enterprise	6.134	6.134	0.000	0	0.021			
Planning & Environment	1.015	0.932	(0.083)	(8)	0.288			
Transport & Streetscene	8.273	8.273	0.000	0	(0.971)			
Organisational Change 1	1.469	1.105	(0.364)	(25)	0.000			
Organisational Change 2	1.876	1.042	(0.834)	(44)	0.000			
<b>Sub Total - Council Fund</b>	<b>29.371</b>	<b>27.609</b>	<b>(1.763)</b>	<b>(6)</b>	<b>(0.964)</b>			
Housing Revenue Account	29.772	29.772	0.000	0	(0.100)			
<b>Total</b>	<b>59.143</b>	<b>57.381</b>	<b>(1.763)</b>	<b>(3)</b>	<b>(1.064)</b>			

Variance = Budget v Projected Outturn

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## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Revenue Budget Monitoring 2018/19 (Interim)
<b>Cabinet Member</b>	Leader of the Council and Cabinet Member for Finance
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This interim report is the first revenue budget monitoring report of 2018/19. The report provides information on the progress of achieving planned efficiencies against the targets set and reports by exception on significant variances which may impact on the financial position in 2018/19.

The initial net impact of the emerging risks and variances as detailed in the report is that expenditure is projected to be £1.619m lower than budget. This figure includes a one-off VAT rebate for £1.940m and an in-year underspend for Minimum Revenue Provision for £1.400m. When these are taken into account the projected outturn is £1.721m greater than the budget. It should be noted that this figure only includes significant variances as specified, and does not reflect a complete projected outturn position.

This initial revenue monitoring update does not provide the level of detail which will follow in later Revenue Budget Monitoring Reports, the first being the Month 4 which will be reported to Cabinet on 25 September 2018 but does highlight the high level risks affecting financial projections that will need to be closely monitored throughout the year.

## RECOMMENDATIONS

1	Cabinet is recommended to note the report.
2	To approve a contribution from the Contingency Reserve of £0.058m to offset the funding reduction for the Minority Ethnic Achievement Grant (MEAG) (paragraph 1.20).

## REPORT DETAILS

<b>1.00</b>	<b>REVENUE BUDGET MONITORING 2018/19 (INTERIM REPORT)</b>
1.01	<p>As in previous years, during the early part the 2018/19 financial year Corporate Finance resources have been dedicated to the closure of the accounts for 2017/18 to ensure that the statutory deadline for completion of the draft statement of accounts by the end of June is achieved. Full detailed budget monitoring will commence following this deadline and pending the resumption of full monthly reporting an interim report is presented at the end of month 2, reporting by exception only. For information the draft Statement of Accounts are to be presented to the Audit Committee on 11 July 2018, and the 2017/18 revenue final outturn report is included on the agenda for this Cabinet Meeting.</p>
1.02	<p>Work has already been undertaken to review the progress and risks within this report to identify any emerging pressures or unachieved efficiencies which may impact on the latest MTFS forecast for 2019/20 and this will continue throughout the year.</p>
1.03	<p>The 2018/19 budget includes £5.511m of efficiencies from Portfolio Business Planning and Corporate Financing.</p> <p>Achievement of these efficiencies will be measured each month and reported within the monthly revenue budget monitoring report and a target of 95% has been set.</p> <p>At this stage it is projected that the full amount of efficiencies will be achieved although a more detailed analysis will be included within the Month 4 Revenue Budget Monitoring Report and subsequent reports. It should be noted this position could change throughout the year.</p>
1.04	<p>Budget planning, monitoring and management is tightly controlled by accountable Service Managers and Finance Managers from the outset. Cabinet members are also fully involved in their respective portfolio areas.</p>



1.05	<p>Members were made aware when setting the budget that there were a number of risks that would need to be kept under close review and an update on these are included together with other emerging risks that have been identified within Portfolios. There are also some positive variations that mitigate some of these risks as detailed within the report.</p>
1.06	<p>Areas that are considered as a high risk of financial volatility will be reviewed as part of the monthly monitoring process and the implications considered as part of the Councils forecasting over the medium term. Though considered in detail throughout the report the areas of particular concern include:</p> <ul style="list-style-type: none"> <li>• Out of County Placements</li> <li>• Social Services for Children</li> <li>• Residential Care for Adults</li> <li>• Recycling income</li> <li>• Potential Grant Reductions</li> <li>• Schools</li> </ul> <p>Details of these areas are included in the paragraphs below.</p>
1.07	<p>Pay negotiations for National Joint Council (NJC) staff were concluded earlier in the year with an overall increase of 2% for staff on grades over point 19 and higher increases for lower grades ranging from 3.7% to 9.1%. The budget for 18/19 included pay inflation at 1% with the risk of a higher pay award recognised as part of the 18/19 budget. Work is underway to calculate the impact on the Council fund (non schools) which will be included in the first detailed monitoring report as a request to be funded from the contingency reserve.</p> <p>The impact for the HRA is anticipated to be in the region of £0.080m which it is anticipated can be met from vacancy savings within the service.</p>
1.08	<p><u>Out of County Placements; £1.263m overspend</u></p> <p>There is a projected overspend of £0.630m in Social Services Children's Services which is based on current clients and packages which is likely to be subject to variation during the year. This projection includes externally provided placement costs for 60 children, some of which lie within Flintshire's geographic boundary.</p> <p>There is the potential for this to impact on future years, however due to the volatility in this area it is difficult to forecast accurately. There is also a contingency sum of £0.300m within the projection which is intended to cover the net additional costs of further new placements, ending placements and changes in placement costs.</p> <p>There is a projected overspend of £0.633m within Education &amp; Youth Inclusion Services which is based on current clients and packages, this is also likely to be subject to variation during the year.</p>

1.09	<p><b><u>Social Services</u></b></p> <p><u>Children's Services - Family Placement; £0.220m overspend</u></p> <p>There is a projected overspend of £0.220m within this service due to the current demands on the service from additional fostering placements which in some cases wherever practical are a more cost effective and appropriate solution than an out of county placement. The main pressure areas are payments to foster carers and agencies, special guardianship payments, and Christmas supplements.</p>
1.10	<p><u>Children's Services - Professional Support; £0.230m overspend</u></p> <p>There is a projected overspend of £0.230m within this service. Most of this relates to an under provision of budget for the ongoing need to support child protection issues via the Victim Contact team.</p>
1.11	<p><u>Older People - Provider Services (Contribution to North East Wales Community Equipment Store (NEWCES)); £0.141m underspend</u></p> <p>There is a projected in year underspend of £0.141m following renegotiation with our NEWCES partners. This recurring saving has been earmarked for use as part of the funding strategy for the Council's new extra care facilities, however due to the expected delay in the opening of the new Llys Raddington, Flint extra care facility until September 2018, the planned budget virement to establish the required full year budget for the new facility need not take place until 2019/20.</p>
1.12	<p><u>Older People - Provider Services - Resources &amp; Regulated Services; £0.130m underspend</u></p> <p>There is a projected in year underspend of £0.130m due to the expected delay in opening of the new Llys Raddington, Flint extra care facility which is not now expected to be open until September 2018.</p>
1.13	<p><u>Mental Health Services - Residential Placements; £0.609m overspend</u></p> <p>There is a projected overspend of £0.609m on Mental Health residential placements, which reflects the established pressure of £0.333m as reflected in the 2017/18 final outturn plus a further four new placements to date in the current financial year.</p>
1.14	<p><b>Streetscene &amp; Transportation</b></p> <p><u>Brown Bin Waste Charges; £0.100m underspend</u></p> <p>Following the rollout of charges for Brown Bin Waste collection from 1st April 2018, income is projected to exceed the £0.800m income target by £0.100m due to the number of residents subscribing to the charge.</p>
1.15	<p><u>Car Parking Charges; £0.100m overspend</u></p>

	<p>Increased charges were implemented in all car parks from the 21st May with the exception of Flint which went live a week later with charges being in place within the town for the first time. The fee increase calculations were based on a full year effect so this slight delay, together with the initial lower uptake in increased charges is likely to result in a an overall income shortfall against the £0.450m increased target of £0.100m.</p>
1.16	<p><u>Integrated Transport Unit (ITU); £0.280m overspend</u></p> <p>There is a pressure of £0.280m due to the additional transport costs of pupils from John Summers High School transferring to Connah's Quay High School, Buckley Elfed and the Mold Campus. The part year pressure was met from the Education Transition budget in 2017/18.</p>
1.17	<p><u>HRC Site Rationalisation; £0.050m overspend</u></p> <p>Due to delays from negotiations with the land owner, the opening of the new Rockcliffe HRC site is now likely to take place in September with the development of the site continuing at pace. However, the additional running costs of continuing to operate two existing sites in Flint and Connah's Quay up to the opening is estimated at £0.050m.</p>
1.18	<p><u>Recycling Income; £0.188m overspend</u></p> <p>The Council are in an existing contract for plastic recycling until September 2018 but following the media coverage regarding China (lead market) earlier this year the income rate has dropped from £95 per tonne to a capped £50 per tonne. This has resulted in a projected income reduction of £0.042m. It is possible that the market could drop to zero or worse and the Council may then be required to pay for disposal. This would mean further costs and complete loss of income for plastics.</p> <p>For paper and card recycling the Council is currently in an extension period of the main contract. The rate is reviewed on an ongoing basis with 6,250 tonnes of mixed card and paper collected per annum. Market rates are already dropping for these materials and the contractor indicates that the rates are likely to continue to fall. It is anticipated that income loss on both paper and card could be as much as £0.146m in 2018/19. The drop in market rates has occurred in a short timeframe and unfortunately the scale of the reduction was not known during the planning stages of the 2018/19 budget.</p>
1.19	<p><b>Planning &amp; Environment</b></p> <p><u>Development Management, Building Control; £0.100m overspend</u></p> <p>The Building (Local Authority Charges) Regulations 2010 made new provision authorising local authorities (LAs) in England and Wales to fix their own charges in a scheme. The principles in the charges regulations require authorities to achieve full cost recovery on their building regulation chargeable work, meaning any deficit at the end of the financial year is mitigated by the</p>

	<p>use of a reserve and any surplus is transferred into reserve.</p> <p>For 2018/19 Building Control have reviewed and revised their Fees and Charges and have implemented a 5% increase with effect from 1 April. In previous years, fee income shortfalls have resulted in the Building Control Trading Account Reserve balance being drawn down and not augmented. The available reserve to support the service and fund any potential deficit to bring the Trading Account to a neutral position is currently less than £0.015m.</p>
1.20	<p><b>Education &amp; Youth</b></p> <p><u>Minority Ethnic Achievement Grant (MEAG)</u></p> <p>The MEAG has been withdrawn by the Welsh Government from 2018/19. To continue this valuable service at the same level, a pressure of £0.175m would have be incurred due to the loss of this grant funding.</p> <p>Due in part to collective lobbying by the local government community the Welsh Government have announced £1.2m nationally to mitigate the impact of the withdrawal in 2018/19.</p> <p>Flintshire's allocation of this is £0.117m and it is requested that the £0.058m shortfall between this allocation and the loss of grant is met through the Contingency Reserve in 2018/19.</p>
1.21	<p><b>Schools</b></p> <p>There are a number of financial risks associated with schools. Six out of eleven secondary schools in Flintshire are in a deficit position (the cumulative total of this deficit is currently £1.6m).</p> <p>The Teaching Pay Award is yet to be agreed nationally and there is an ongoing local government and trade union campaign for any pay award to be fully funded. If there is no additional funding from Government to cover the cost of an increase there will potentially be a significant financial impact on schools.</p> <p>The NJC pay award has had a disproportionate effect on Special Schools because of the high number of support staff employed and this has been identified as a cost pressure.</p>
1.22	<p><b>Governance</b></p> <p><u>Customer Services; £0.100m overspend</u></p> <p>There is a projected overspend of £0.100m within Customer Services which has arisen due to an unachieved efficiency which was included within the 2016/17 budget. This target has been met in the past through use of one off vacancy savings, however scope for this to occur this financial year appear limited. Options to mitigate this overspend will be considered during the year.</p>

1.23	<p><b>Central &amp; Corporate Finance</b></p> <p><u>Minimum Revenue Provision (MRP); £1.400m underspend</u></p> <p>After the 2018/19 budget was set the Council adjusted its method of calculating the MRP repayment in from a straight line method to an annuity method as detailed in the report to Council on March 1 2018. This has reduced the annual amount payable in 2018/19 by £1.400m. The recurring impact of this adjustment will be built into the budget for 2019/20.</p>
1.24	<p><u>Pension; £0.682m underspend</u></p> <p>There was a significant underspend on the pension contribution account in 2017/18 and early analysis suggests that this will also be the case in 2018/19. The impact of the pay award and other factors will be assessed in detail in advance of the first detailed monitoring report.</p>
1.25	<p><u>Auto enrolment; £0.270m underspend</u></p> <p>Budget set aside and held centrally for anticipated increase in employer's superannuation costs due to auto enrolment. To date this increase is not as high as originally anticipated. This mostly is affected by relief workers and the monthly hours they work. Potential efficiency to be assessed as part of MTFS.</p>
1.26	<p><u>Carbon Reduction Commitment (CRC); £0.296m underspend</u></p> <p>The CRC scheme closes in 2019. In previous years allowances were over purchased and currently there is a credit balance in the environment agency account. The CRC budget for 18/19 is £0.380m and it is estimated that only £0.085m of this budget will be required to purchase allowances in 18/19.</p>
1.27	<p><u>Income Generation; £0.200m overspend</u></p> <p>There is a shortfall against the income budget of approximately £0.200m, with options to raise additional income being considered and pursued as part of the follow up work from the recent Member workshop.</p> <p>To support this work an Income and Marketing Manager post has been successfully recruited to on a two year fixed term contract. The Marketing Manager will start work with the Council in August/September and will provide the valuable resource needed to progress immediate priorities.</p> <p>In the interim a task and finish group has been established and is working on progressing immediate priorities (from the member workshop) including: room hire charges; housing re-charges e.g. voids and repairs; increasing direct debit in key areas including social care and automatic renewals of payments; allotment charging; blue badge charging; empty commercial properties; and</p>

	<p>motor vehicle MOTs.</p> <p>In the development of this year's portfolio and business plans, services have been asked to ensure that all pricing arrangements have a plan for how they will arrive at a 'market rate' price. Work will be undertaken during July and August to consider the amount of income this may generate and the potential impacts.</p>
1.28	<p><u>VAT Rebate; £1.940m underspend</u></p> <p>Flintshire County Council have successfully claimed a VAT rebate on some sporting exemptions. Historically there was doubt as to whether Local Authorities could be classified as an eligible body for the purpose of exemption from certain sporting activities. However, following a legal challenge against HMRC by another Local Authority and it was ruled that Local Authorities were eligible for this exemption. An early estimate indicates that the Council will receive £1.940m from this rebate. This funding will be on a one-off basis although it could potentially be used as a consideration for contributing to the 2019/20 budget position.</p>
1.29	<p>The emerging risks and issues identified in 1.08 – 1.28 are the significant items that have been raised at this early stage in the year. A full detailed budget monitoring position will be reported for the first quarter of the year to Cabinet in September.</p>
1.30	<p><b><u>UNEARMARKED RESERVES</u></b></p> <p>The final level of Council Fund Contingency Reserve brought forward into 2017/18 was £5.134m as detailed in the 2016/17 outturn report elsewhere on this agenda (subject to Audit).</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The Budget Monitoring Report reflects the planned use of the financial resources of the Council for the current financial year and details the variations occurring to date.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None Required.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
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4.01	As identified within the main body of the report.
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<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None required</p> <p><b>Contact Officer:</b> Sara Dulson Finance Manager</p> <p><b>Telephone:</b> 01352 702287</p> <p><b>E-mail:</b> <a href="mailto:sara.dulson@flintshire.gov.uk">sara.dulson@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Budget:</b> 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><b>Council Fund:</b> the fund to which all the Council's revenue expenditure is charged.</p> <p><b>Financial Year:</b> the period of twelve months commencing on 1 April.</p> <p><b>Housing Revenue Account:</b> the Housing Revenue Account (HRA) is a local authority account showing current income and expenditure on housing services related to its own housing stock. The account is separate from the Council Fund and trading accounts and is funded primarily from rents and government subsidy.</p> <p><b>Intermediate Care Fund:</b> Funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.</p> <p><b>Projected Outturn:</b> projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.</p> <p><b>Reserves:</b> these are balances in hand that have accumulated over previous years and are held for defined (earmarked reserves) and general (general reserves) purposes. Councils are required to regularly review the level and purpose of their reserves and to take account of the advice of the</p>

Chief Finance Officer.

**Revenue:** a term used to describe the day-to-day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.

**Underspend:** when referring to expenditure the actual expenditure incurred is less than budget. Shown as a –ve. When referring to income the actual income achieved exceeds the budget. Shown as a –ve.

**Variance:** difference between latest budget and actual income or expenditure. Can be to date if reflecting the current or most up to date position or projected, for example projected to the end of the month or financial year.

**Virement:** the transfer of budget provision from one budget head to another. Virement decisions apply to both revenue and capital expenditure heads, and between expenditure and income, and may include transfers from contingency provisions. Virements may not however be approved between capital and revenue budget heads.





## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Prudential Indicators - Actuals 2017/18
<b>Cabinet Member</b>	Leader of the Council and Cabinet Member for Finance
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Under the Prudential Code for Capital Finance in Local Authorities (the Prudential Code), as updated in 2017, authorities are required to set a range of Prudential Indicators. This report provides details of the Council's actual Prudential Indicators for 2017/18 compared with the estimates set:-

- Prudential Indicators for Prudence
- Prudential Indicators for Affordability

### RECOMMENDATIONS

1	That members note and approve the report.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE PRUDENTIAL INDICATORS</b>
1.01	<p><b>Background</b></p> <p>The background to this item is provided in the reports to Cabinet on 18th July 2017, Prudential Indicators Actuals 2016/17, and to Cabinet on 14th February 2017, Prudential Indicators 2017/18 - 2019/20.</p>
1.02	<p>The Prudential Code has been developed by the Chartered Institute of Public Finance &amp; Accountancy (CIPFA) as a professional code of practice to support local authorities in determining their programmes for capital investment in fixed assets. Local authorities are required by Regulation to have regard to the Prudential Code when carrying out duties under Part 1 of the Local Government Act 2003.</p>
1.03	<p>The framework established by the Prudential Code is intended to support local strategic planning, local asset management planning and robust option appraisal. The objectives of the Code are to ensure, within a clear framework, that the capital investment plans of local authorities are <b>affordable, prudent and sustainable</b>, and that treasury management decisions are taken in accordance with good professional practice.</p>
1.04	<p>The Prudential Code sets out the indicators that must be used, and the factors that must be taken into account in preparing them.</p>
1.05	<p><b>Changes to CIPFA's Codes of Practice 2017</b></p> <p>CIPFA published new editions of the Prudential Code for Capital Finance in Local Authorities and the Treasury Management in the Public Services: Code of Practice and Cross-sectoral Guidance in late December 2017 which complement each other.</p>
1.06	<p>Changes to the revised Codes which impact on the Prudential Indicators are minimal. The main difference being that there is no longer a need to include an indicator for the Estimated Impact of Capital Decisions on Council Tax and Rent levels. All changes within the 2017 Code which impact on Prudential Indicators below have therefore been made.</p>
1.07	<p>Actual Prudential Indicators for 2017/18 have now been calculated in respect of the following:-</p> <ul style="list-style-type: none"> <li>• Estimates of Capital expenditure</li> <li>• Estimates of Capital Financing Requirement</li> <li>• Authorised Limit</li> <li>• Estimates of Financing Costs to Net Revenue Stream</li> </ul> <p>The Code does not specify how the Council should have regard to these</p>

	factors, but instead concentrates on the means by which it demonstrates that the proposals are affordable, prudent and sustainable.																																			
1.08	<p><b><u>Prudential Indicators for Prudence</u></b></p> <p><b>Estimates of Capital Expenditure</b></p> <p>The Prudential Indicators for capital expenditure are based on the Council's capital programme (that takes into account the Council's asset management and capital investment strategies), and are supplemented (for capital accounting purposes) by the value of finance leases held. The capital expenditure totals are the starting point for the calculation of the Prudential Indicators and essentially provide the base financial data from which all other indicators follow.</p>																																			
1.09	<p>Actual 2017/18 capital expenditure for the Council Fund and the Housing Revenue Account (HRA) is £57.381m as shown in Table 1 below. Actual expenditure for 2016/17, and the 2017/18 and 2018/19 estimates are included for information.</p> <p><b>Table 1</b></p> <table border="1"> <thead> <tr> <th colspan="5"><b>ESTIMATES OF CAPITAL EXPENDITURE</b></th> </tr> <tr> <th></th> <th><b>2016/17</b></th> <th><b>2017/18</b></th> <th><b>2017/18</b></th> <th><b>2018/19</b></th> </tr> <tr> <th></th> <th><b>Actual</b></th> <th><b>Estimate</b></th> <th><b>Actual</b></th> <th><b>Estimate</b></th> </tr> <tr> <th></th> <th><b>£m</b></th> <th><b>£m</b></th> <th><b>£m</b></th> <th><b>£m</b></th> </tr> </thead> <tbody> <tr> <td>Council Fund</td> <td>33.582</td> <td>19.435</td> <td>27.609</td> <td>23.773</td> </tr> <tr> <td>Housing Revenue Account</td> <td>29.911</td> <td>27.744</td> <td>29.772</td> <td>36.496</td> </tr> <tr> <td><b>Total</b></td> <td><b>63.493</b></td> <td><b>47.179</b></td> <td><b>57.381</b></td> <td><b>60.269</b></td> </tr> </tbody> </table>	<b>ESTIMATES OF CAPITAL EXPENDITURE</b>						<b>2016/17</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2018/19</b>		<b>Actual</b>	<b>Estimate</b>	<b>Actual</b>	<b>Estimate</b>		<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>	Council Fund	33.582	19.435	27.609	23.773	Housing Revenue Account	29.911	27.744	29.772	36.496	<b>Total</b>	<b>63.493</b>	<b>47.179</b>	<b>57.381</b>	<b>60.269</b>
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1.10	Detailed analysis and commentary regarding 2017/18 outturn is provided in the Capital Programme Monitoring 2017/18 (Outturn) report elsewhere on this agenda.																																			
1.11	<p><b>Estimates of Capital Financing Requirement</b></p> <p>The actual (average) capital financing requirement for 2017/18 is £316.424m as shown in Table 2 below. This is the measure of the Council's underlying need to finance capital expenditure by borrowing or other long term liabilities. Increased capital expenditure and the reduced MRP charge during 2017/18 mean that this is slightly higher than estimated.</p> <p><b>Table 2</b></p>																																			

<b>ESTIMATES OF CAPITAL FINANCING REQUIREMENT</b>				
	<b>2016/17</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2018/19</b>
	<b>Actual</b>	<b>Estimate</b>	<b>Actual</b>	<b>Estimate</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
Council Fund	183.338	190.118	197.056	207.034
Housing Revenue Account	109.473	120.711	119.368	134.600
<b>Total</b>	<b>292.811</b>	<b>310.829</b>	<b>316.424</b>	<b>341.634</b>

1.12 **Authorised Limit**

Actual external debt for 2017/18 was £303.203m, with separately identified limits for borrowing and other long term liabilities such as finance leases, as shown in Table 3 below. It is compared with the authorised limit for borrowing, which allows headroom to absorb unforeseen unfunded expenditure. As can be seen, the actual position is well within the limit.

**Table 3**

<b>AUTHORISED LIMIT FOR EXTERNAL DEBT</b>				
	<b>2016/17</b>	<b>2017/18</b>	<b>2017/18</b>	<b>2018/19</b>
	<b>Actual</b>	<b>Estimate</b>	<b>Actual</b>	<b>Estimate</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
All Borrowing	285.500	340.000	297.772	353.000
Other Long Term Liabilities	5.800	35.000	5.431	20.000
<b>Total</b>	<b>291.300</b>	<b>375.000</b>	<b>303.203</b>	<b>373.000</b>

1.13 **Prudential Indicators for Affordability**

**Ratio of Financing Costs to Net Revenue Stream**

The actual ratio of financing costs to net revenue stream for 2017/18 are as indicated in Table 4 below.

**Table 4**

RATIO OF FINANCING COSTS TO NET REVENUE STREAM				
	2016/17	2017/18	2017/18	2018/19
	Actual	Estimate	Actual	Estimate
	%	%	%	%
Council Fund	4.8%	5.1%	4.5%	5.2%
Housing Revenue Account	22.7%	25.2%	21.6%	25.0%

1.14 The lower than estimated ratios are as a result of the reduction in the Minimum Revenue Provision in 2017/18. This is after the change of policy agreed by Council at its meeting on 1<sup>st</sup> March 2018.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no resource implications as a result of this report.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	No consultation is required or carried out.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Decisions made which involve the Council's assets and its Capital Programme often have very large and long term financial implications which carry a variety of risks. This report assesses the affordability, prudence and sustainability of the capital plans to manage those associated risks.

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

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Various Welsh Government papers.</p> <p><b>Contact Officer:</b> Paul Vaughan – Interim Finance Manager, Technical Accountancy  <b>Telephone:</b> (01352) 702289  <b>E-mail:</b> <a href="mailto:paul.vaughan@flintshire.gov.uk">paul.vaughan@flintshire.gov.uk</a></p>

7.00	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Capital Expenditure</b> - Expenditure on the acquisition of <b>Non-current Assets</b> or expenditure that extends the life or value of an existing asset.</p> <p><b>Council Fund</b> - The fund to which all the Council's revenue and capital expenditure is charged.</p> <p><b>Financing</b> - The process of allocating resources to meet the cost of capital expenditure, which can be done on a project, asset or whole programme basis. This contrasts with making the invoice payments relating to capital expenditure, which should be managed within the authority's overall treasury management policy.</p> <p><b>Housing Revenue Account</b> - The fund to which all the Council's revenue and capital expenditure relating to its housing stock is charged.</p> <p><b>Prudential Code</b> - The code of practice drawn up by the Chartered Institute of Public Finance and Accountancy (CIPFA) to underpin the requirements of the Local Government Act 2003 in respect of an authority's duty to determine the affordability, prudence and sustainability of its capital investment needs.</p> <p><b>Prudential Indicators</b> - Required by the <b>Prudential Code</b>, these take the form of limits, estimates or actual figures used to support the local decision making process for capital investment.</p> <p><b>Unsupported Prudential Borrowing</b> - Borrowing administered under the <b>Prudential Code</b>, whereby authorities can set their own policies on acceptable levels and types of borrowing. The Prudential Framework allows authorities to take out loans in response to overall cash flow forecasts and other factors provided they can show that the borrowing is to meet planned capital expenditure in the current year or the next three years.</p>



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Care Leavers Discount Scheme
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Strategic Programmes) Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

In March 2017 the Children's Commissioner for Wales produced her report 'Hidden Ambitions' which looked at the support available to young people leaving care, in relation to housing, education and training opportunities and personal and emotional support.

The report identified good practice as well as areas for improvement. The report amplified the care leavers need the same sort of opportunities, assistance and support that all parents try to give their children as they start to make their way in the world.

Twelve months on the Commissioner has issued her follow up report on local authorities' progress and good practice in supporting care leavers. This follow up report highlights areas of progress and good practice, but also raises some important points around finances and Council Tax in particular that have not progressed consistently across Wales.

This report seeks approval of a new financial policy for care leavers, and agreement to provide a discount of up to 100% from the payment of Council Tax to care leavers, aged between 18 and 25, who reside in Flintshire. Proposals relating to Council Tax were supported in a specific report presented to Full Council on 19 June 2018.

## RECOMMENDATIONS

1	Approve the introduction of a Council Tax Discretionary Discount Scheme for eligible care leavers, to take effect from 1 <sup>st</sup> April 2018. The aim is to provide discounts of up to 100% to care leavers who reside in Flintshire, up to the age of 25. This Scheme includes all eligible care leavers living in Flintshire irrespective of care providing authority.
2	Support the new Financial Policy for care leavers and the production of user friendly information for care leavers to ensure they are clear about the financial support they are entitled to from the Council.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE COUNCIL TAX CARE LEAVERS DISCOUNT SCHEME</b>
1.01	Looked after children and care leavers are amongst the most vulnerable groups in society. Outcomes can sometimes be poor and the Council has a responsibility to provide care leavers with the best future prospects available as care leaver's transition from local authority care into independent living. Currently there are 75 Flintshire care leavers. We have 31 young people aged 16-18 and 44 young people aged 19-25.
1.02	The 'Hidden Ambitions' report highlighted the difficulties that care leavers face in managing their money and paying bills (including payment of Council Tax), after leaving care. Managing budgets can be very challenging for most people, but none more so than care leavers as they transition into adulthood; adjusting to independent living by themselves or with others. Care leavers whose transition is often 'not of choice' and whose life experiences are often characterised by limited family support networks are most likely to find it even more difficult than their counterparts, especially at a relatively young age, to be subject to bills like Council Tax.
1.03	The Children's Commissioner identified that a number of local authorities have taken formal steps within this year to exempt their care leavers from paying Council Tax. Local authorities and the Welsh Government are encouraged to continue to work together on this to ensure a consistent provision for care leavers across Wales and to contribute to tackling the relative poverty we identified for this group.
1.04	There is currently no specific exemption or discount scheme for care leavers in Council Tax legislation. Consequently, the only way to provide a discount for care leavers liable for Council Tax is to grant a discretionary discount under section 13a (1) (c) powers which is then funded by the Councils General Fund.
1.05	Welsh Government and the Children's Commissioner for Wales are actively encouraging local authorities to adopt a discount scheme for care leavers.



	Welsh Local Government Association (WLGA) also supports the introduction of the discount scheme but believe it should be legislated for, in the same way as other Council Tax discount schemes are built into the Tax Base. By doing so, would provide uniformity and consistency of approach. It would also allow the discount to be absorbed into the Tax Base setting process, as opposed to local authorities needing to set aside specific budget provision to fund the cost of awarding discounts.
1.06	In the interim period, there is the opportunity to act by introducing a local scheme from 1 April 2018 which will operate in a similar way to other Council Tax care leaver discount schemes being developed by local authorities in Wales and England.
1.07	In Wales, 8 local authorities have already approved the introduction of similar schemes and a further 2 local authorities, like Flintshire, are in the process of adopting.
1.08	The introduction of a Council Tax Discretionary Discount Scheme for care leavers, using discretionary powers as set out in Section 13a (1) ( c ) of the Local Government Finance Act 1992, will take effect from 1 April 2018, or the date on which a care leaver's liability to pay Council Tax first arises where that date is later than 1 April 2018.
1.09	<p>The scheme will be administered in line with the policy framework that appears in Appendix 1 to this report which sets out the guiding qualifying criteria for discounts of up to 100%. The high level principles of the proposed care leavers scheme will include:</p> <ul style="list-style-type: none"> <li>• The discount would be awarded against any Council Tax liability arising from 1 April 2018 and the Council will have discretion to backdate future awards to 1 April 2018.</li> <li>• The discount will not be means tested.</li> <li>• The discount will apply to care leavers between the ages of 18 and 25 and will be awarded to the net liability after the award of other statutory discounts, disregards, exemptions or Council Tax Reduction entitlements.</li> <li>• Where a care leaver is aged between 18 to 25 and resides in a household but is not liable for Council Tax, the Council Tax person(s) will be able to apply for a discretionary discount if the presence of the care leaver results in an in the Council Tax payable; the level of discount will be equivalent to the amount by which the Council Tax has increased for the householder.</li> </ul>
1.10	<p><b>Explaining the package of other financial measures to support care leavers.</b></p> <p>The Social Services Well-Being Act (Wales) 2014 (herein the Act) provides local authorities with powers to assist and prepare young people to leave care, through the provision of advising, assisting and befriending young people to up to the age of 21 (25 if in education).</p>
1.11	The Act extended the types of services and the upper age limits of the young people local authorities were responsible for as corporate parents. The Act

	<p>defines and sets out the minimum requirement for groups of young people eligible for leaving care support.</p>
1.12	<p>The follow up report to 'Hidden Ambitions' identifies the importance of providing care leavers with clear easily accessible information about the financial support they will receive from the local authority. The Commissioner reports that across Wales just 7 local authorities have identified that they are providing accessible financial information to care leavers. Discussions on the opportunity to develop a Regional Care Leavers Financial Policy have identified the need for a harmonisation of allowances and would not be delivered within this financial year. It is therefore suggested that we proceed to develop a local scheme to bring clarity for our care leavers on their financial entitlements. Cabinet are therefore asked to consider extending the proposals presented to Full Council on 19 June 2018. The principles and rationale for the Care Leavers Financial Policy are consistent with those informing the Council Tax Discount Scheme but do bring an additional financial commitment which will need to be managed within the overall service budget.</p> <p>A revised Financial Policy for care leavers, aligning the requirements of the Act and setting of the financial support individuals are entitled to is attached as Appendix 2.</p> <p>It is suggested that the revised Financial policy is implemented so payments can commence whilst work is undertaken with care leavers to develop accessible written information. This approach provides an opportunity to inform any further proposals for a regional approach.</p>
1.13	<p>The Policy clarifies eligibility for a range of financial support and enhances the following financial entitlements:</p> <ul style="list-style-type: none"> <li>• The harmonisation of birthday payments</li> </ul> <p>Currently foster carers are paid a birthday allowance of £217.90 for young people in their care. The proposal is that the same payment is made to care leavers living in semi-independent (including supported lodgings) or those living independently. This would mean that the birthday payment for this cohort would rise from £10 for their 18<sup>th</sup> birthday and £25 on their 21<sup>st</sup> birthday to an annual payment of £217.90 between their 16<sup>th</sup> and 21<sup>st</sup> birthday. There are currently 6 carer leavers living semi/independently who will qualify for a birthday payment over the next 12 months. The annual cost impact, based on the existing eligible care leavers is therefore £1,307.40.</p> <ul style="list-style-type: none"> <li>• Festival/Holiday allowance increased from £30 to £50</li> </ul> <p>The festival allowance is available to care leavers up to the age of 21. Young people are given a choice as to which festival this allowance is paid for. Where no preference is indicated the allowance will be paid in time for the Christmas holiday. For the last 12 years the allowance has been £30. It is proposed that the allowance is increased to £50. Current expenditure for festival/holiday payments is £2,460. The proposed increase would lead to an expenditure cost of £4,100 meaning an increase of £1,640.</p> <p>In addition Personal Advisors will draw up a list of isolated care leavers and</p>

	<p>purchase a food hamper at Christmas up to the value of £50 (currently £30 and not changed in 8 years). This proposal would increase expenditure from £600 to £1000 meaning an increase of £400.</p> <ul style="list-style-type: none"> <li>• Leaving care grant to help set up home</li> </ul> <p>A leaving care grant is available to specific care leavers when they leave care to live independently. This grant is available to young people to equip their first home via purchasing essential household items including the cost of removal, decoration and floor covering expenses. This grant is needs assessed and proposed to be up to the value of £2,000. This is an increase from the current maximum allowance of £1,200. On average we would expect to award this grant to approximately 12 care leavers each year. Assuming full grant allocation the proposal would see an annual rise in expenditure from £14,400 to £24,000. An increase of £9,600.</p> <ul style="list-style-type: none"> <li>• Payments for care leavers in custody</li> </ul> <p>If a care leaver is in custody and does not have family support then an assessment of their needs will be completed and a weekly allowance of £10 per week will be approved. This is a new payment and anticipated to have minimal budgetary implications.</p> <ul style="list-style-type: none"> <li>• Care leavers detained in hospital</li> </ul> <p>Under the revised Policy care leavers who are detained in hospital will be provided with a personal allowance of £25 per week and be eligible for clothing, birthday and festival allowances until all benefits are in place. It is anticipated that this proposal will have minimal budgetary implications.</p>
1.14	<p><b>Explaining the purpose of the Care Leavers Charter</b></p> <p>It is important to note that since the production of the first report Flintshire have taken forward a range of initiatives to support care leavers and ensure they are aware of the support they can access. This includes the development of a pledge for our care leavers. The pledge responds to the findings of the Children’s Commissioner as well as what care leavers, and young people in care in Flintshire, have told us about the things that are important to them, such as safety, jobs, housing, support and engaging with peers.</p>
1.15	<p>An open letter to care leavers setting out the pledge is included as Appendix 3. The pledge can be summarised as:</p> <div data-bbox="320 2011 1385 2069" style="border: 1px solid black; background-color: #e0e0e0; padding: 5px;"> <p><b>As a care leaver you can expect</b></p> </div>

<p>Practical and emotional support from a Personal Advisor</p>	<p>Support to find secure and stable housing</p>
<p>As a care leaver this means:</p> <ul style="list-style-type: none"> <li>➤ You will have an allocated Personal Advisor (PA) who can provide you support</li> <li>➤ This support can include social and emotional support, practical support to help you live independently as well as support to help you meet your education, employment or housing needs.</li> <li>➤ You will be able to access this support right up to the age of 25 if you feel you need it</li> </ul>	<p>As a care leaver this means:</p> <ul style="list-style-type: none"> <li>➤ A Housing Pathway Officer will support you in finding suitable housing. Options may include 24 hour supported accommodation, supported lodgings, 'move on' flats or independent accommodation.</li> <li>➤ You will have 'Band 1' status for our Housing allocation process. This is the top band for people with housing needs in Flintshire.</li> <li>➤ If you are in a foster placement, it may be possible for you to stay living in the placement</li> </ul>
<p>Access to advice and support about money</p>	<p><b>Support to access employment, education and training</b></p>
<p>As a care leaver this means we will:</p> <ul style="list-style-type: none"> <li>➤ <b>Ensure that you know the financial support you are entitled to</b></li> <li>➤ <b>Let you know about the grants you can access when you leave care</b></li> <li>➤ <b>Let you know what financial support you are entitled to if you remain in Education</b></li> <li>➤ <b>Offer practical support and advice to help you manage your finances</b></li> </ul>	<ul style="list-style-type: none"> <li>➤ Your PA will look at how we can ensure that you access the employment, education and training opportunities that are right for you</li> <li>➤ If needed we will provide support to help you become 'work ready' including building confidence and self esteem</li> <li>➤ You will have the opportunity to apply for training, apprenticeships and job opportunities in the wide range of services we provide as a Council</li> <li>➤ We will work with you to provide practical and financial support if you enter into higher education</li> <li>➤ We will offer focused support if you are not in employment, education or training, or if you are at risk of this situation arising</li> </ul>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>										
2.01	We forecast that at least 5-10 young adults may qualify for a discount, including care leavers who reside in Flintshire but have previously been in the care of another local authority.										
2.02	Although it is difficult to accurately predict the level of 'take-up', the initial analysis indicates that the cost of providing this discount could be £14k per annum.										
2.03	Unlike other Council Tax discounts and exemptions which are absorbed into the Tax Base, the cost of operating this scheme would be met from the Councils General Fund and therefore will marginally reduce the level of funding available to support the Councils Revenue Budget in 2018-19. It is important that the proposals as set out in this report are seen in the context of the overall package of support offered to prepare care leavers for independence.										
2.04	The cost of providing the scheme in 2019-20 will be built into future budget projections.										
2.05	<p>The number of eligible care leavers fluctuates so average assumptions have been made to calculate the budget implications of the proposed Policy. The anticipated aggregate costs are £13k:</p> <table border="0" data-bbox="411 1048 922 1234"> <tr> <td style="padding-left: 40px;">Birthday costs</td> <td style="text-align: right;">£1,307</td> </tr> <tr> <td style="padding-left: 40px;">Festive Payment</td> <td style="text-align: right;">£1,640</td> </tr> <tr> <td style="padding-left: 40px;">Food hamper</td> <td style="text-align: right;">£400</td> </tr> <tr> <td style="padding-left: 40px;">Help to set up home</td> <td style="text-align: right;">£9,600</td> </tr> <tr> <td style="padding-left: 40px;">Total</td> <td style="text-align: right;">£12,947</td> </tr> </table>	Birthday costs	£1,307	Festive Payment	£1,640	Food hamper	£400	Help to set up home	£9,600	Total	£12,947
Birthday costs	£1,307										
Festive Payment	£1,640										
Food hamper	£400										
Help to set up home	£9,600										
Total	£12,947										
2.06	The total costs for both initiatives is anticipated to be £27k.										

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	At full Council on 19 June 2018, the introduction of the Council Tax Discretionary Discount Scheme for care leavers received unanimous support.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The proposed schemes if approved, will have a very positive impact on care leavers, which are considered a vulnerable group, where there is a significant risk of them falling into debt as they transition from care into adulthood and having to manage money, for the first time in many cases, without family support.

4.02	Although the scheme is financed by the Council, and ultimately by other Council Tax payers, it is seen to be very much in the wider public interest to introduce this scheme to support this group of young adults.
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<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 to this report contains the guiding policy framework and qualifying criteria for the Council Tax Discount scheme for care leavers.
5.02	Appendix 2 to this report contains the updated Financial Policy for care leavers, aligning the requirements of The Social Services Well-Being Act (Wales) 2014
5.03	Appendix 3 to this report sets out a summary of the Councils pledge to care leavers.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Local Government Finance Act – section 13A (1) (c)</p> <p>Well-being of Future Generations Act (Wales) 2015</p> <p>Children’s Commissioner for Wales – “Hidden Ambitions” Report</p> <p>The Social Services Well-Being Act (Wales) 2014</p> <p><b>Contact Officer:</b> David Barnes, Revenues Manager</p> <p>Craig Macleod, Senior Manager, Children and Workforce</p> <p><b>Telephone:</b> 01352 703652, 01352 701313</p> <p><b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a>  <a href="mailto:craig.macleod@flintshire.gov.uk">craig.macleod@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Children’s Commissioner for Wales:</b> is responsible for protecting children’s rights as set out in the Convention of the Rights of the Child. The Commissioner also supports and listens children and young people in Wales as well as speaking up on important issues and influencing government on policy matters that impact on children and young people.</p> <p><b>Welsh Local Government Association:</b> represents the interests of local government and promotes local democracy in Wales. Its primary purposes are to promote better local government and support local authorities in the development of policies and priorities which will improve public services and democracy.</p> <p><b>Council Tax Base:</b> is a measure of the Council’s ‘taxable capacity’ taking into account the number of properties subject to Council Tax after taking</p>

into account statutory discount, disregard and exemption schemes.

**Council Fund Revenue Budget:** Prior to the start of each financial year, the Council is required to set a budget for its day-to-day expenditure to pay for local service. This is called a Revenue Budget and is the amount of money the Council requires to provide its services during the year, taking into account grants it also receives from Welsh Government.

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# **Council Tax Care Leavers Discount Policy Framework**

## Version Control

Version	Version Date	Author	Description
1	27/06/2018	David Barnes	Adoption of Care Leavers policy
2			

## Contents

1. Introduction and Purpose
2. Care Leavers - Definition and eligibility
3. Legislation
4. Application
5. Procedure
6. Exclusions
7. Monitoring and Reporting

## **1. Introduction and Purpose**

- 1.1 Some councils within Wales have introduced measures to discount care leavers from Council Tax following the recommendations made by the 2015 Children's Society Report "Wolf at the Door – how Council Tax debt collection is harming children".
- 1.2 Although Care Leavers are supported by Children Services, they are faced with a new set of responsibilities after turning 18 and living independently.
- 1.3 As a corporate parent, Flintshire wants to do as much as possible to support care leavers up to the age of 25 years. By granting up to 100% discretionary discounts from Council Tax, the Council will be providing practical help and financial assistance to care leavers whilst they are developing independent lives and their life skills.
- 1.4 This policy sets out the Council's approach to the award of discretionary Council Tax discounts in respect of Council Tax liability for resident Care leavers living in Flintshire. There are two elements to the Policy:
  - Care leavers who are solely liable to pay Council Tax in their own right will have their bill reduced to nil i.e. a 100% discount will apply until the date of their 25<sup>th</sup> birthday.
  - Care leavers who are jointly liable with one or more residents in the property, who are not care leavers, will receive up to 50% discount on the total charge, only after any other appropriate legislative discounts or exemptions are applied.
- 1.5 The discretionary discount will be awarded only after entitlement to other statutory discounts or exemptions have been applied including Council Tax Reduction scheme and will apply to all Care Leavers previously subject to Local Authority care and living in Flintshire.
- 1.6 Utilising section 13a(1)(c) of the Local Government Finance Act 1992, the Council has the power to reduce the amount of Council Tax a person has to pay. This includes the power to reduce an amount to nil, and may be exercised in relation to particular cases or by determining a class of property in which liability is to be reduced to an extent provided for by the determination.
- 1.7 This policy has been written to:
  - Set procedures for awarding the Council Tax discounts to care leavers living in Flintshire.
  - Safeguard the interest of the local taxpayers by ensuring that funds that are allocated for the award of discounts are used in the most effective and economic way.

## **2. Care Leavers – Definition and eligibility**

- 2.1 The Social Services Well-Being Act Wales 2014 provides local authorities with powers to assist and prepare young people to leave care, through the provision of advising, assisting and befriending young people. The Act extends the types of services and the upper age limits of the young people local authorities were responsible for as corporate parents. Section 104 of the Act defines six categories of young people in respect of leaving care and the main statutory obligations for each category. These categories replace those previously referred to under the Children Act 1989 of relevant, eligible, former relevant child, and qualifying.
- 2.2 The Council Tax Discount scheme will apply to category 1,2 3, 4 eligible care leavers, namely:
- Category 1 – a young person looked after aged 16-17
  - Category 2 – a care leaver under 18
  - Category 3 – care leaver aged 18 or over
  - Category 4 – a young person who reconnects to care for education and training purposes

The Scheme does not extend to:

- Category 5 – a young person who left care under a Special Guardianship Order
- Category 6 – a young person who did not qualify as a care leaver.

Arrangements for support category 5 young people is set out in The Special Guardianship (Wales) (Amendment) Regulations 2018.

## **3. Legislation**

- 3.1 Council Tax discretionary reduction (relief) awards are included in Section 13(a)(1)(c) of the Local Government Finance Act 1992 as amended by Local Government Act 2003.
- 3.2 There is a cost to the Council in respect of any reduction or relief awarded and this is met by the Council's General Fund.
- 3.3 There is a series of discounts, disregards and exemptions available under current Council Tax legislation for people and properties in certain circumstances, these will apply in relevant circumstances prior to any award of a Care Leavers discount.
- 3.4 A discount from Council Tax usually relates to people, and means that a person is liable for less than the full amount of council tax. For example:
- A liable person living on their own would be entitled to a 25% single person discount

- A liable person living on their own who is a full time student would be entitled to a full exemption
- A liable person who is a student but resides with another person would be 'disregarded' and entitled to a 25% discount

#### **4. The Application**

- 4.1 An application form will be required, to be completed by the care leaver (or his/her appointee or a recognised third party acting on his/her behalf), or, the liable person where relevant (i.e. the liable person at the property in which the care leaver resides).
- 4.2 Applications should be made in writing or by telephone, and may be received electronically, currently emailed to [local.taxation@flintshire.gov.uk](mailto:local.taxation@flintshire.gov.uk).
- 4.3 A new application may need to be completed, if the care leaver moves, to confirm any change in circumstances

#### **5. The Procedure**

- 5.1 The general principles of awarding the discretionary relief are as follows:
  - Care leavers who are the liable person to pay council tax and live alone will receive a discount of up to 100%, only after any other appropriate legislative discounts or exemptions are applied (e.g. Single Persons Discount or Student Exemption) with the aim of reducing the net liability to nil.
  - Care leavers who are jointly liable with one or more residents in the property, who are not care leavers, will receive 50% on the total charge, only after any other appropriate legislative discounts or exemptions are applied.
  - Where the care leaver lives in a household and the liable person would be exempt if the care leaver did not reside with them, 100% discretionary relief will be applied.
  - Where the care leaver is liable for more than one property the discretionary relief will be awarded in respect of only one property, that being the persons sole or main residence.
  - Where the care leaver is subject to Council Tax and lives in a household that would be subject to either a discount or disregard if the care leaver did not reside there, then the bill will be reduced to 50%.
  - Where a care leaver is aged between 18 to 25 and resides in a household but is not liable for Council Tax, the Council Tax person(s) will be able to apply for a discretionary discount if the presence of the care leaver results in an increase in the Council Tax payable; the level of discount will be equivalent to the amount by which the council tax has increased for the householder.

5.2 Awards will be made directly by a reduction in liability on the Council Tax account only and notification of the award of discretionary relief will be by way of the Council Tax bill.

5.3 The care leaver (or his/her appointee or a recognised third party acting on his/her behalf) or the liable person where relevant (i.e. the liable person at the property in which the care leaver resides) must advise of any change of circumstances which may impact the Council Tax charge within 21 days.

## **6. Exclusions**

6.1 Houses in Multiple Occupation (HMOs) where occupants:

- Do not constitute a single household
- Are a tenant or a have licence to occupy only part of the dwelling
- Share living space
- Are not the liable party to pay council tax

6.2 HMOs are generally ran as a business with the liable party for Council Tax being the landlord(s). For that reason, these properties and respective liable parties are excluded from this Policy.

## **7. Monitoring and Reporting**

7.1 Discretionary awards made under this policy will be monitored and all awards made will be subject to regular quality assurance checking / annual reviews as appropriate.



# **FLINTSHIRE FINANCIAL POLICY CARE LEAVERS 2016**

**Draft**

# Version Control

<b>Version</b>	<b>Version Date</b>	<b>Author</b>	<b>Description</b>
<b>1</b>	<b>22/06/2018</b>	<b>Ronnie McMahon</b>	<b>Financial Care Leavers policy</b>
<b>2</b>			



## 1. Introduction

Evidence from research continues to demonstrate Children in care/care leavers are highly represented in socially excluded groups, largely because of care leavers having to make their transition to adulthood much earlier than their peers.

In attempting to readdress this balance the Children (Leaving Care) Act 2000 and subsequent regulations, placed responsibilities upon local authorities to ensure clear strategies and plans are in place for children looked after that provide effective support as they make the transition from care to adulthood.

The Children (Leaving Care) Act 2000 introduced new duties on local authorities to plan for looked after children, so that they have the support they need as they make their transition to the responsibilities of adulthood. The Act and its associated regulations and guidance aim to improve the life chances of young people.

In making decisions about a young person's support, Flintshire County Council recognises the need to respond to the diverse and differing needs of care leavers. As such individual circumstances, will always be considered and support should be clearly laid out within young people's pathway plans.

## 2. Legislation, Statutory Guidance and Regulations

The SSWBA Wales 2014 provides local authorities with powers to assist and prepare young people to leave care, through the provision of advising, assisting and befriending young people up to the age of 21 (25 if in education).

The act extended the types of services and the upper age limits of the young people local authorities were responsible for as corporate parents. The act defines and sets out the minimum requirement for groups of young people eligible for leaving care support.

Part 6 of the Act (looked after and accommodated children):provides for the circumstances in which local authorities **may** or **must** provide support for young people;

leaving, or who have left, local authority care

formerly accommodated in certain establishments

formerly fostered

with respect to whom special guardianship orders are or were in force

Section 104 of the Act defines six categories of young people in respect of leaving care and the main statutory obligations for each category. These categories replace those previously referred to under the Children Act 1989 of relevant, eligible, former relevant child, and qualifying.

The 6 groups eligible for services are:

Category 1 – a young person looked after aged 16-17

Category 2 – a care leaver under 18

Category 3 – care leaver aged 18 or over

Category 4 – a young person who reconnects to care for education and training purposes

Category 5 – a young person who left care under a Special Guardianship Order

Category 6 – a young person who did not qualify as a care leaver.

A pathway plan should be developed for young people in categories 1, 2, 3 and 4

A personal advisor must be appointed for young people in categories 1, 2, 3 and 4

The local authority must safeguard and promote the well-being of young people in category 2 by making sure they have enough money to live on; have a suitable place to live and are supported in relation to education, training or employment.

The local authority must, as appropriate to their well-being, help with the cost of living near their place of employment or education or training, make a grant towards education or training costs, including a one-off higher education bursary, and help with university / higher education or college holiday accommodation for young people in category 3.

Support must be given if needed by being helped with the cost of living near their place of education or training, holiday accommodation and having a grant towards education or training costs or one-off higher education bursary to young people in category 4.

If the local authority considers a young person in categories 5 or 6 need support, they must help with living expenses, the costs of living near employment or education and help with education or training costs or they may provide accommodation and holiday accommodation.

Regulations set out which local authority is responsible for providing aftercare services for young people in categories 5 and 6:

Young people who were formerly looked after the relevant authority is the one that last looked after them; or for young people who qualify under any of the other provisions, the relevant authority is the one in the area that the young person has asked for help.

### **3. Financial Support for Care Leavers**

#### **Living Allowances**

### 3.1 Category 1 – a young person looked after aged 16-17 - Living in foster placements or residential placements

Young people should receive appropriate age allowances such as pocket money, toiletries, clothing, and leisure opportunities through their care provider. For young people 17-18 Flintshire County Council (FCC) encourages these allowances to be paid direct to young people's bank accounts, to enable early financial management and responsibility. FCC expects all young people to have access to a bank account and carers should encourage young people to make regular savings.

### 3.2 Category 2 – a care leaver under 18 - Living in Semi Independent/Supported accommodation

FCC service will pay a personal allowance direct into young people's bank accounts. This allowance will be equivalent to Department Of work and pensions benefit rate for young people, currently £57.90 per week.

Allowances will be paid on weekly, unless there are specific circumstances that require split payments and or where it is the view of the social worker/personal advisor that the young person is demonstrating difficulties in financial management.

### 3.3 Category 3 – care leaver aged 18 or over.

At 18 financial responsibilities for care leavers transfers from the local authorities to the department of work and pensions where the young person is not in employment. The accommodation status of young people has no impact on their eligibility for these benefits.

Income support/Universal Credit and housing benefit are available for young people aged 18 -21 who are enrolled or (accepted) onto a further education course prior to their 19th birthday.

Where Young people are not in employment, education or training then they will need to apply for job seekers allowance. Their personal advisor can provide support to enable young people make timely applications for benefits. FCC will provide a "Bridging Allowance" equivalent to Job Seekers Allowance (JSA) of 4 weeks as necessary providing a claim has been lodged with DSS, any extension must be approved by the Team manager

### Lone parents and young people with disabilities

Young people who are lone parent or disabled who meet the criteria are eligible for benefits provided by department work and pensions, i.e. income support, disability living allowance, employment support allowance. As such this group, will not receive any

weekly living allowances from the FCC, aside from the transition top up allowances described below.

#### **4. Additional Allowances**

The celebration of a birthday and religious festival can be important events in young people's lives. As such FCC, will make the following allowance payments:

##### **4.1 Birthdays**

For young people living in foster care or residential settings this should be provided as part of the care offered by the placement.

For young people living in semi-independent (including supported lodgings) or those living independently, the allowance will be equivalent with young people in foster care, payments for 2018 - 2019 are as follows:

16th £217.90

17th £217.90

18th £217.90

19th £217.90

20th £217.90

21st £217.90

##### **4.2 Cultural and Religious Festivals Allowances**

The festival allowance will only be paid to young people who remain in contact with the Leaving Care Team.

The festival allowance is available to all young people up to 21yrs.

The allowance is £50.

Young people are given a choice as to which festival this allowance is paid for. Where no preference is indicated within a young person pathway plan, the allowance will be paid in time for the Christmas Holiday.

In addition Personal Advisors will draw up a list of isolated care leavers and purchase a food hamper at Christmas up to the value of £50 to be approved by the Team Manager.

##### **4.3 Leaving Care Grants**

A leaving care grant is available to young people in categories 1, 2, 3, and 4, who leave care to live independently. This grant is available to young people to equip their first

home via purchasing essential household items including the cost of removal, decoration and floor covering expenses. This grant is needs assessed up to the value £2,000.

The grant must always be spent collaboratively between the personal adviser and young person. Receipts should be retained by the personal adviser.

In addition, a first TV Licence and first insurance will be purchased for the young people.

Personal Advisers can also assist in accessing any grant available via other charities, community resources, including housing providers who may offer decorating allowances.

Personal Advisors will recommend charities such as refurbs to purchase larger household items.

All grants will be subject to the team manager's discretion.

#### 4.4 Travel Costs

Young people placed in rural or out of county accommodation will be assisted with travel costs to maintain contact with services, peers and resources.

Travel costs will be provided via travel warrants, travel passes, or through reimbursing of expenditure upon production of travel tickets

#### 4.5 Contact Associated Costs

For some groups of young people the local authority has a duty to promote contact with family members including significant others.

Young people aged up to 18:

FCC will provide funding for public transport costs to assist young people maintain contact with significant others and or family.

Travel costs will be provided via travel warrants, travel passes, or through reimbursing of expenditure upon production of travel tickets.

Travel to visit family/significant others outside of the UK will be considered in exceptional circumstances only.

All significant family/others must be identified within young people's pathway plans.

Costs will only be reimbursed as per contact arrangements specified in care plans. Where these are not clearly specified reimbursement will only be for a maximum of 2 contacts a month.

Young People aged 18 -21(25 if in education) contact costs:

Travel costs will be subject to the team manager's discretion.

#### 4.6 General Clothing

16-18 year olds it is expected that young people leave care with suitable clothing and footwear, young people living in foster placements or residential placements clothing allowance should be met as part of the care package.

For young people living in semi-independent/supported lodgings accommodation their weekly allowance is expected to cover all your needs including clothing. However, FCC will provide an annual payment of £100 towards the cost of purchasing appropriate winter clothing and footwear. This will be paid directly into bank accounts and must be agreed with the team manager.

18 -21(25 if in education) year olds

FCC will not generally make payments to young people over 18 for the purchase of general clothing. Consideration may be given in exceptional circumstance to making one off payments to young people where the need is evidenced and following authorisation from a team manager.

Likewise, generally no payment will be made to young people living at home unless there are exceptional circumstances that have been agreed with a team manager.

#### 4.7 Identity documents

FCC will meet the cost of the following initial documents:

Birth Certificate or copy;

Passport/travel document;

Provisional driving licence.

Any other documents to be approved by Team manager.

## 4.8 Starting Work Employment/Training

### Category 1 16-18 year olds

For those young people in full time employment or employed as an apprentice or trainee, FCC services will provide a financial top up allowance (up to national minimum wage level) where their income falls below that set as the national minimum wage for this age group.

If young people are in part time employment a pro rata figure will be agreed for a top up. This will be agreed with the personal advisor and outlined in the pathway plan and subject to participation in regular reviews. This top up will cease were income increases to above the minimum wage or when the employment ends.

Young People will need to provide proof of earnings to access this support.

### Category 2 - 18 -21-year-old (25 if in education)

FCC will provide a four week top up and 4 weeks' travel allowance for young people starting employment or a training scheme until first wage is received.

#### Unemployed

Where the young person is not engaged in employment and will be transitioning to welfare benefits, the service will provide up to four weeks' financial support (equivalent to local benefit rates for young people aged 18+) whilst benefit applications are being processed.

Any extension to this needs to be agreed by relevant team manager, with evidence that an application has been made.

## 4.9 Maternity Grants and care leavers as parents

FCC do not provide maternity grants or payments (unless exceptional circumstances - i.e. no recourse to public funds status). Social Workers and or Personal advisers can help enable young parents to maximise their income.

#### Young Parents Unemployed

Lone parents aged 16+ are eligible for financial support via the Department of Works and Pensions Benefit entitlement should not be affected by looked after status,

accommodation type or education status. (This excludes young people unable to access public funds).

#### Young Parents in Full-time Education

Students in higher education who are parents should be eligible to receive lone parent grants from the student loan company and may be eligible to receive benefits such as housing benefit depending on their circumstances.

#### Young Parents Who Are Working

Young parents who are in work may be eligible for Statutory Maternity Pay from their employer, in addition to this extra financial help may be available through Working Tax Credit.

Young People aged 18+ are eligible to claim financial support eleven weeks prior to the child's birth from the Department of Works and Pensions.

Personal advisors or specialist employment advisors within the employment services can assist parent's access appropriate benefit and grants.

In addition to the above young people regardless of age are eligible to receive the following payments subject to meeting the criteria:

Sure Start Maternity Grant - This is a one-off payment up to £500;

Healthy Start Vouchers - These are free weekly vouchers, generally used to spend on milk, plain fresh and frozen fruit and vegetables, and infant formula milk. You can also get free vitamins;

Child Benefit - if the child is living with young people.

For more detailed eligibility criteria information please visit ([GOV UK website](http://gov.uk))

#### 4.10 Child Care Costs

FCC will not generally make any contributions towards child care costs. Social workers and personal advisors can assist in identifying funds via further and higher education establishments, care to learn fund, social fund and the department works and pensions.

In exceptional circumstances, i.e. young people with no access to public funds, an additional resource request can be made to the team manager.

It is expected that local resources such as sure start and children's centres have been explored before any additional resource request is made. Team managers can only consider exceptional contributions and not full costs.



#### 4.11 Emergency Financial Support and Additional Needs

FCC will only provide emergency financial support, where it can be evidenced applications have been made and refused by universal services, i.e. Department of Works and Pensions, local Authority Social Fund services and college/university hardship funds.

Where it is assessed that emergency, support is required, the amount and type of support will be based upon individual needs and circumstances. Emergency Payments include defaults on requirements made by DWP and lost money.

The support will generally be via the provision of food vouchers, and or travel warrants. Cash payments will only be given in exceptional circumstances. Payment will be calculated at a daily rate equivalent to daily benefit entitlements (total benefit rate divided by 7).

Where young people make two or more requests for emergency payments then considerations should be given to providing young people with further assistance in budgeting/financial management before any additional payments are authorised.

FCC recognises that transitioning to adulthood can at times pose difficulties for some young people at any given time. In addition to this being independent can present with some emergency challenges that require a financial payment, if, contributions towards funeral costs or attire following the death of a close relative, loss of keys where living independently. As such and following discussion with a social worker/personal advisor FCC may provide discretionary funds for specific issues. Depending on the nature of emergency this should be agreed a team manager.

#### 4.12 Social Activities and Leisure

Young people should be encouraged to pursue hobbies and interests, as well as actively engage in leisure pursuits throughout their childhood. Funding for these pursuits should be in accordance with young people care plan. For those young people living in foster care or residential placement these should be provided as part of the care package.

For young people living in semi-independent/supported living or independently FCC have made a commitment through our active 8, to young people up to the age of 21 to provide access a local leisure centre for a reduced rate.

Membership will only be supported at the rate of the local authority's provision and not private centres.

FCC will provide 10 driving lessons by an approved DVLA driving Instructor, the cost of the Theory Test and Practical

Driving Test or in the case of motor cycle FCC will provide the cost of Compulsory basic training (CBT) if identified as part of pathway plan and if the young person can evidence they have the means to continue with lessons.

## **5. Accommodation**

### **5.1 Category 2 & 3, young people**

FCC are responsible for accommodation cost for young people in these categories (except where the young person resides at home).

16-18 Young people living in foster care/supported living accommodation will be expected to pay a contribution towards living costs where their utilities and food are provided. The amount will be specified in the young person pathway plan and placement agreement. Carers will be expected to deduct the specified amounts from allowances they give to young people. FCC would expect this amount to be no more than £25 per young person.

### **5.2 Category 2 (18-21(25))**

Care Leavers over the age of 18 are responsible for all costs associated with accommodation and can be assisted by the personal advisor to make appropriate claims for local housing living allowances and council tax benefit where appropriate.

The exception to this is where the young person is engaged in higher education). For young people in further education the FCC Services will provide accommodation costs for the duration of the course.

### **5.3 Private Accommodation: Rent Deposits**

Where it is part of a young person's pathway plan that they move into private rented accommodation, assistance can be provided up to the maximum of one month's rent/one month's deposit. Approval will need to be obtained from the Team manager. Funding will not exceed the local housing allowance rates for the relevant local authority and checks will be made to ensure that the young person has the means to meet rent allowance when they become liable at the age of 18.

### **5.4 When I'm Ready**

Where there is a plan for young people to remain with former foster carers under WIR Policy accommodation costs, will be in line with the WIR policy.

All requests for post 18 accommodation costs must be authorised as per the WIR policy and in advance of young people's 18th birthday.

#### 5.5 Category 4 - Returning care leavers aged 21 - 25

Following an assessment of need FCC services will make contributions to assist young people with accommodation costs where it is evidenced that it is necessary to enable young people to pursue education/training.

Assistance will be based on assessed needs and an updated pathway plan. Assistance will only be provided for the duration of the course

### **6. Employment, Education and Training Incentives**

6.1 Other entitlements can include:

Income Support - if they are in in 'Relevant Education' from there 18th birthday until 21st birthday and if they started or were enrolled or accepted on the course prior to his/her 19th birthday;

Discretionary learning funds - application via college.

#### 6.2 Further Education/Training Support Package

In addition to the weekly living allowances outlined above, FCC services will provide a financial incentive for young people in further education, where it is part of the young person pathway plan and provides a continuous programme of education aimed at young people reaching their career aspirations (must be detailed in pathway plans)

The financial incentives will be paid for the duration of the course during term time only.

The support package will include if not covered by the student support fund from the educational establishment:

£10 Weekly incentive payment for full time education/training;

Annual Registration and exam fees;

Annual contribution towards textbooks identified as essential;

Annual contribution towards travel cost;

Purchase of a laptop and office student package for up to 1 pc;

Essential equipment related to the course;

One off payment for purchase of a college bag;

Annual payment towards purchase of stationary;

Cost associated with required field trips; within the UK;

Purchase of specialist or adequate clothing for work/college.

These incentives will not be affected by any college bursary or income from part time employment. Social Worker/Personal advisors are responsible for requesting these support packages and any payments authorised will be made direct into young people's bank accounts.

To qualify for this package individuals in are expected to evidence 90% attendance rates and to maintain regular contact with their social worker or personal advisors.

FCC will consider withdrawing funding where this is not adhered to.

### 6.3 Higher education Support Packages

Category 3 young people who go on to higher education studies can be provided with a higher education support package from FCC. This includes costs associated with accommodation and the higher education bursary of £2000

Care Leavers are a priority group for student maintenance grants. Lone parents and disabled students are priority groups for special supports grants. The service will assist young people in accessing appropriate grants and loans where they meet the criteria, to enable young people to meet the costs associated with course fees and costs of living.

It is expected that care leavers will apply for all loans and grants available

The Higher Education Support Package includes the following if not covered by the student support fund from the educational establishment:

Provision of laptop and a one-off student package (where this has not been accessed via the further education support package);

A grant towards accommodation costs which includes vacation accommodation also; this is usually payment of first term's accommodation then it is expected that the students grant will pay for the accommodation.

Annual grant towards living expenses; (maintenance allowance equivalent to JSA)

Incentive allowance of £10 per week during term time

Annual higher education bursary of 2000 over three years. (Paid in three instalments over two years);

Book and equipment allowance;

Funding of essential field trips;

Public transport allowance/grant.

One off grant towards graduation ceremony.

Individuals attending University are expected to evidence successful yearly completion of study to qualify for financial support in subsequent years. The service will only fund one university course.

Where financial support is provided, young people are expected to remain in touch with personal advisors, and provide evidence of continual attendance and successful completion of course work.

#### Post Graduate Courses

Personal advisors can assist young people up to 25 to identify financial support and should they wish to undertake post graduate courses. FCC services will contribute to post graduate courses as above, subject to a financial assessment and all other avenues of funding being explored.

#### 6.4 Employment

Young people gaining employment will receive support with the following:

Transition to Employment allowance FCC will provide a four week top up and 4 weeks' travel allowance for young people starting employment or a training scheme until first wage is received.

A one-off grant to enable purchase of suitable interview clothes as necessary;

4 weeks' public transport travel grant for the most cost effective journey;

A one-off payment to purchase specific clothing/uniforms;

A one-off payment to purchase specific equipment.

#### 6.5 Work Experience Opportunities

Young People participating in a recognised work experience programme such as Flintshire's BOOST will be supported with the following:-

Travel Costs

Incentive Allowance £10 per week

Specialist equipment/clothing as agreed with Team Manager

## 7. Health

### 7.1 Health related costs

Requests for assistance with health-related costs can only be considered in exceptional circumstances and via approval of Team Manager.

Young People in receipt of some welfare benefits may be exempt from National Health Service charges such as dental, sight test and prescriptions charges.

Young people under 19 and in full time employment are in the main exempt from National Health Service charges.

Young people on low incomes can apply for National Health Service low income scheme

## 8. Specific Groups

### 8.1 Care Leavers who are disabled

With the exception of weekly living payments care leavers who are disabled can access all allowances within this document assuming they meet the defined criteria. It is expected that living allowances for young people with disabilities are sources via department works and pensions. Allowance information and criteria can be found at [www.gov.uk](http://www.gov.uk)

### 8.2 Detained young people (Custody or Hospital)

If a young person is detained in hospital or custody, the majority of their financial allowances will be suspended.

Young People in Custodial settings will in the main not require the same level of financial support as those living in the community.

For young people looked after by virtue of remand status it is envisaged that financial support will be provided from family/significant others. If this is not possible and following a financial assessment the allowances listed below can be approved via team managers. If a young person in custody does not have family support then an assessment of their needs will be completed and any payments of a weekly allowance of £10 per week will be approved by the Team Manager.

Young people who are **detained** in hospital will be provided with personal allowance of (£25.00 per week) and eligible for the clothing, birthday, festival allowances until all benefits are in place.

### 8.3 Young People living at home

Parents of children looked after who have returned home are responsible for their overall financial support.

Request for additional financial support from FCC can be considered, however all welfare benefit entitlements must have been claimed for. Any support that is provided will be as a one-off payment of for a period of no longer than four weeks to enable benefit application to be made.

Young people who are subject to a care order and placed with parents will be entitled all the allowances in this document with the exception of the living allowance, clothing allowances and accommodation allowances.

### **9. Savings/Criminal Compensation**

The Children (Leaving Care) Act 2000 recommends services apply the principal utilised by the Department of Work and Pensions regulations governing Income Support (the Income Support (IS) (General) Regulations 1987). This sets out a scale whereby capital up to £6000.00 is disregarded and someone with savings of £16,000.00 or more is not entitled to assistance.

Where a young person's capital exceeds £6000.00 but is not more than £16,000.00 an amount corresponding to the excess is treated as a weekly contribution.

For every £250.00 of capital above £6000.00 young people will lose £1.00 per week of their living allowance Housing Benefit regulations sets out a similar scale whereby capital up to £6000.00 is disregarded and someone with capital assets of £16,000.00 or more is not entitled to assistance.

The details will be recorded in the Pathway Plan. Where a young person has been awarded a sum in compensation for a criminal injury, FCC is required to disregard that capital entirely.

This policy applies to young people who are or have been in care of FCC and/or met the eligibility criteria specified by the SSWBA Wales 2014.

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## Supporting Care Leavers

Last year the Children’s Commissioner for Wales, Sally Holland, wrote a report about support to Care Leavers. The report was called ‘Hidden Ambitions’ and it highlighted that:

- Care leavers need the same sort of opportunities, assistance and support that all parents try to give their children as they start to make their way in the world.
- We cannot expect care leavers to achieve their ambitions if they are worried about where they will live, how they will pay their bills or how they can find out about what help is available to them.

The Children’s Commissioner called for local authorities, and others, to create a pledge, showing their commitment to you as Care Leavers. This letter sets out Flintshire’s pledge for our care leavers. The pledge responds to the findings of the Children’s Commissioner as well as what care leavers, and young people in care in Flintshire, have told us about the things that are important to them, such as safety, jobs, housing, support and engaging with peers. This is our pledge.....

<b>Practical and emotional support from a Personal Advisor</b>	<b>Support to find secure and stable housing</b>
<p>As a care leaver this means:</p> <ul style="list-style-type: none"> <li>➤ You will have an allocated Personal Advisor (PA) who can provide you support</li> <li>➤ This support can include social and emotional support, practical support to help you live independently as well as support to help you meet your education, employment or housing needs.</li> <li>➤ You will be able to access this support right up to the age of 25 if you feel you need it</li> </ul>	<p>As a care leaver this means:</p> <ul style="list-style-type: none"> <li>➤ A Housing Pathway Officer will support you in finding suitable housing. Options may include 24 hour supported accommodation, supported lodgings, ‘move on’ flats or independent accommodation.</li> <li>➤ You will have ‘Band 1’ status for our Housing allocation process. This is the top band for people with housing needs in Flintshire.</li> <li>➤ If you are in a foster placement, it may be possible for you to stay living in the placement</li> </ul>
<b>Access to advice and support about money</b>	<b>Support to access employment, education and training</b>
<p>As a care leaver this means we will:</p> <ul style="list-style-type: none"> <li>➤ Ensure that you know the financial support you are entitled to</li> <li>➤ Let you know about the grants you can access when you leave care</li> <li>➤ Let you know what financial support you are entitled to if you remain in Education</li> <li>➤ Offer practical support and advice to help you manage your finances</li> </ul>	<ul style="list-style-type: none"> <li>➤ Your PA will look at how we can ensure that you access the employment, education and training opportunities that are right for you</li> <li>➤ If needed we will provide support to help you become ‘work ready’ including building confidence and self esteem</li> <li>➤ You will have the opportunity to apply for training, apprenticeships and job opportunities in the wide range of services we provide as a Council</li> <li>➤ We will work with you to provide practical and financial support if you enter into higher education</li> <li>➤ We will offer focused support if you are not in employment, education or training, or if you are at risk of this situation arising</li> </ul>

There is more information about our Pledge, and what it means for you, on the following pages. We expect our Pledge to grow as we develop and expand the support we can offer our care leavers. For example over the next 12 months we will:

- Consult on options for setting up discussion groups for care leavers. At the moment we have joint forums for looked after children and care leavers. This has its benefits but we recognise that what is of interest or concern to a care leaver may be different to what is discussed by children still living in care.
- Consider the work that Welsh Government is looking at to make Council Tax fairer for people in Wales. As this work develops we will consider what this could mean for young people leaving care in Flintshire and the potential of them having priority status for council tax support.
- Develop the way we use technology to provide you with information about your rights, the support you can access and to improve how we communicate with care leavers.

I hope you find our Pledge useful, and informative, in setting out our commitments towards you as young people in care, or leaving care. We take this responsibility seriously and commit to making sure you have the best life chances.



Craig Macleod  
Senior Manager: Children's and Workforce

## About our Pledge to Care Leavers

The following provides you with more information about what you can expect from Flintshire Council:

### **Pledge 1: Practical and emotional support from a Personal Advisor**

As a care leaver this means:

- You will have an allocated Personal Advisor (PA) who can provide you support
- This support can include social and emotional support, practical support to help you live independently as well as support to help you meet your education, employment or housing needs.
- You will be able to access this support right up to the age of 25 if you feel you need it

Examples of the support we are providing to our care leavers includes:

- Sessions that help you prepare for the practical side of independent living e.g. cookery skills, budgeting/finance, employment skills or even parenting skills.
- Support for the emotional side of independent living where you can work with your PA on any issues or worries that you may have, as well as opportunities to develop networks of support with your peers.
- We also offer a Skills for Living programme through Action for Children. This programme is for care leavers who may benefit from help to improve their social skills and to work on their thoughts and feelings. The programme provides emotional and mental health on a 1-to-1 basis over a period of 3 months, before moving onto a 14 week therapeutic programme. There are follow up sessions from assigned key workers. This is what one care leaver said about this programme:

*“The team went out of their way to help me. I found them very approachable and very easy to talk to which makes it easier to talk to them about problems. They don’t pressure you to open up, they take it at your own pace. “*

## **Pledge 2: Support to find secure and stable housing**

As a care leaver this means:

- A Housing Pathway Officer will support you in finding suitable housing. Options may include 24 hour supported accommodation, supported lodgings, 'move on' flats or independent accommodation.
- You will have 'Band 1' status for our Housing allocation process. This is the top band for people with housing needs in Flintshire.
- If you are in a foster placement, it may be possible for you to stay living in the placement

Examples of the support we are providing to our care leavers to meet their accommodation needs:

- The 'When I am Ready' scheme enables care leavers to continue living in their foster placement until they are 21, or 25 (if you continue in education). If this is something that you would like to consider we can explore this with you to see if it is an option that is suitable.
- We work with young people to develop a pathway plan to plan and make arrangements for young people as they move to becoming a care leaver. Housing are part of the service attend your pathway planning meetings. This will ensure a shared approach to understanding, planning for, and meeting your housing needs.
- If needed your PA can help you access support from the 'ODEL Involve' Project. ODEL stands for Opening Doors....Enhancing Lives. This is a project for young people with housing support needs. The programme can provide opportunities to develop young people's life skills and provide them with opportunities for volunteering, training and employment.
- If accommodation emergencies arise we have developed arrangements to provide temporary accommodation and support

### **Pledge 3: Access to advice and support about money**

As a care leaver this means we will:

- Ensure that you know the financial support you are entitled to
- Let you know about the grants you can access when you leave care
- Let you know what financial support you are entitled to if you remain in Education
- Offer practical support and advice to help you manage your finances

Examples of the support we are providing to our care leavers:

- we will arrange for you to have support from our Welfare Rights service to ensure you have information, and support, to access benefits and grants that you are entitled to as a care leaver
- staff at our Connects offices (Flint, Buckley, Connahs Quay, Holywell) can help you look at any financial support you could be entitled to, and help you fill out any forms
- based on individual circumstances we have provided young people with books and equipment to help with their University studies
- we offer sessions to help develop budgeting/finance skills

### **Pledge 4: Support to access employment, education and training**

As a care leaver this means:

- Your PA will look at how we can ensure that you access the employment, education and training opportunities that are right for you
- If needed we will provide support to help you become 'work ready' including building confidence and self esteem
- You will have the opportunity to apply for training, apprenticeship and job opportunities in the wide range of services we provide as a Council
- We will work with you to provide practical and financial support if you enter into higher education
- We will offer focused support if you are not in employment, education or training, or if you are at risk of this situation arising

Flintshire County Council provide a whole range of services and can offer real opportunities to help you prepare, experience and seek employment including:

- apprenticeships within the Council and within the business that we work with

- providing support to ensure that young people are 'work ready' including building their confidence and self esteem

Flintshire County Council's Apprentice scheme provides a structured approach to assist young people to move from education into a skilled and qualified profession. One:to:one guidance can be given to those needing assistance with the application and interview process. There are several apprenticeships available:

- Pre-apprenticeships
- Foundation apprenticeships
- Apprenticeships (level 3)
- Higher – level apprenticeship
- Graduate apprenticeships

The scheme has produced some positive outcomes, with 98% of those completing the scheme going into employment. 75% of those find roles within the Council, and others move into higher education. The scheme runs on annual basis and more information can be found on the Flintshire County Council website. You can ask your PA about the scheme if you are interested.

The 'We Mind the Gap' Programme is a 6 month paid traineeship that works in partnership with local businesses. Geared towards vulnerable young women between the 18 -26 year olds, the programme provides the opportunity to obtain life skills, opportunities, knowledge and work experience, with guidance from a skilled mentor and personal coach. The package looks at you as a person including your physical, wellbeing and emotional health, as well as working with you to overcome barriers in your life. The programme provides experiences in occupations that are widely available, with the main aim of developing transferable skills. Whilst this is an established scheme it is being run in Flintshire for the first time in 2017/2018. We will need to evaluate the scheme and if we decide to run it again our PA's will talk to young women who may benefit from this opportunity.

The BOOST project is a project being rolled in 2018 and looks at support and training for care leavers. BOOST- Be Optimistic about Opportunities for Support and Training, is a 12 week programme, where you will get to experience what it is like to work in your chosen industry. 1 day a week you will be allocated a mentor, who will use their skills and knowledge to support you through the programme, with interview skills or CV writing. This project is aimed at anyone 16 and over, who are leaving a care service and looking at career opportunities. The project will enable you to become a skilled member of the workforce.

Your PA can access support from an Organisation called Llamau who can offer:

- free accredited courses for any care leaver that has fallen out of education and has a lack of qualifications
- Support for care leavers who did not gain GCSE's as part of the Essential Skills Wales framework to support the development of skills needed for education, work and life.
- Work placements and possible employment opportunities

We hope that you find this Pledge helpful and informative.



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Outcome of Public Consultation on Public Transport and School Transport Anomalies
<b>Cabinet Member</b>	Cabinet Member for Streetscene and Countryside
<b>Report Author</b>	Chief Officer (Streetscene and Transportation)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Cabinet approval was given in May 2015 to review the subsidised bus routes as part of the business planning proposals for 2015/2018. As part of this process, approval was given in February 2016 to withdraw any subsidised journeys and routes that were poorly used and no longer sustainable or affordable. This achieved a saving of £300K, with pilot schemes for alternative community based transport schemes being developed to help mitigate the impact of the service changes. A budget pressure of £350K from 2017/2018 still remains and has been carried forward to 2018/2019.

The Council will not be able to fund the full range of existing public transport routes and meet the demand for additional routes, particularly as commercial operators reduce their services. This is because many of the supported bus services in Flintshire are still under-utilised and therefore heavily subsidised which makes them unsustainable. This report provides details of the existing subsidised bus routes and the outcome of the bus network review consultation exercise that has been undertaken to consider these services and deliver an affordable and sustainable public transport service into the future.

Cabinet approval was also given in February 2016 to establish a core network of bus routes. The core bus network operates along strategic transport corridors across the County, linking main hubs with direct and high quality bus services. As part of the consultation process, it was necessary to define an expected service level that will operate on the core bus network to optimise its benefit. Details of these service levels are provided in this report.

Following the school transport route optimisation and re-procurement exercise that took place during 2017, a number of historical non-statutory school transport arrangements have been identified that are over and above the current Home to School Transport Policy. This report provides details of the proposed way forward for dealing with these anomalies following the advice from the All Member Scrutiny Workshop, which considered the matter in November 2017

A separate report is to be presented to Cabinet in the coming months by the Chief Officer (Education and Youth) to review discretionary areas of the existing Home to School Transport Policy (not including Welsh Medium and Denominational school transport), which may require further development/change and would require appropriate consultation with key stakeholders.

## RECOMMENDATIONS

1	That Cabinet notes the work undertaken for the bus network review and consultation exercise and approves the adoption of Option 3 (support subsidised routes on the core bus network and implement alternative, sustainable local travel arrangements in communities not on the core network) within all four geographical areas of the County.
2	That Cabinet approves the proposed service levels on the strategic core bus network
3	That Cabinet approves the provision of an in-house minibuss service to support the local travel arrangements - where it is cost effective to do so.
4	That Cabinet approves the proposed approach for dealing with the historical non-statutory school transport arrangements that have been identified during the service review.
5	That Cabinet approves the preferred pricing structure for concessionary bus passes.

## REPORT DETAILS

<b>1.00</b>	<b>BACKGROUND TO THE PROPOSALS</b>
1.01	There is no statutory duty upon the Council to provide local bus services or any other form of public transport, but the Authority does have a statutory duty under the 1985 and 2000 Transport Acts to keep the bus network under review, and intervene where it feels appropriate.
1.02	In May 2015, Cabinet approved a review of subsidised bus services and subsequently two all Member and Community Council representative workshops were held to assist in identifying the core bus network across the County. Feedback received at the workshops was generally positive, and accordingly, a list of the core network of bus routes was produced ( <b>Appendix 1</b> ). The core bus network structure is characterised by a number of key destinations across the County (hubs), such as main towns or public transport interchanges/railway stations with direct, high frequency bus services operating between the hubs and on some cross-boundary corridors to link passengers to key destination hubs for access to education, employment, shopping, health, social and leisure opportunities. The core network predominantly consists of commercial bus services; however, some support has continued to be provided to ensure that connections are maintained and that regular, high quality services continue to link the key



	hubs along the network.
1.03	Subsequently, in February 2016, Cabinet approved the withdrawal of any subsidised journeys or routes that were poorly used and no longer sustainable or affordable as part of the business planning proposals for 2015/2018. In line with the Policy (Policy for Subsidised Bus Services in Flintshire 2013) in place at the time, the least cost effective services were withdrawn on the basis of a Red/Amber/Green system, which identified the best value services on a cost per passenger journey basis with green services providing best value to the Authority and amber and red the least value.
1.04	<p><b><u>Bus Network Review</u></b></p> <p>Despite the savings delivered so far by the service, containing costs within the available bus subsidy budget has remained a challenge. The need to find further savings along with the impact of the 2016 failure of a major bus operator triggered the need for a review of the existing bus subsidy policy to ensure that it continues to be fit for purpose and to allow the Council to take robust decisions going forward in relation to subsidised bus services.</p> <p>There have been a number of changes to the commercial bus network by bus operators, which has impacted on communities and left potential gaps in service provision. In order to deliver this more sustainable solution for the public transport services that will link into the core network in Flintshire and ensure that service delivery is consistent, fair and equitable across the County, there clearly needs to be a fundamental review of the mechanism by which subsidies have been previously awarded.</p> <p>Additionally, the subsidised bus routes in Flintshire have evolved over time with subsidies granted on a piecemeal basis without a wholesale review of the network. North East Wales has been subject to changes in land use and employment over time, which in turn means that the way transport demand and supply is distributed may have changed and the Council faces increasing demand and expectations from local communities to provide transport services.</p>
1.05	<p>Following the previous reviews, the Council now subsidises 24 local bus routes either through standalone contracts or through de-minimis agreements with commercial bus operators to provide services that are not commercially viable, such as early morning, evening, Sundays or via certain villages etc. (<b>Appendix 2</b>).</p> <p>Under the existing Policy, which applies a RAG system, these routes all fall within the green band and demonstrate general good value for money and there is therefore a need to take a different approach for reviewing the remaining subsidised bus network and ensure that savings are achieved and that bus services are sustainable, affordable and meet the changing and prioritised needs of Flintshire residents.</p>

1.06	<p>The 2018/2019 budget for subsidised local bus services is structured as:</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 80%;">From WG through the Bus Service Support Grant (BSSG)</td> <td style="text-align: right;">£557,979</td> </tr> <tr> <td>FCC Subsidy</td> <td style="text-align: right;">£169,373</td> </tr> <tr> <td>Additional FCC Support (recognised in MTFs)</td> <td style="text-align: right;">£341,000</td> </tr> <tr> <td style="text-align: right;"><b>Total</b></td> <td style="text-align: right;"><b>£1,068,352</b></td> </tr> </table>	From WG through the Bus Service Support Grant (BSSG)	£557,979	FCC Subsidy	£169,373	Additional FCC Support (recognised in MTFs)	£341,000	<b>Total</b>	<b>£1,068,352</b>
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Additional FCC Support (recognised in MTFs)	£341,000								
<b>Total</b>	<b>£1,068,352</b>								
1.07	<p>To facilitate the review, an eight week public consultation process has been carried out, which commenced on 12<sup>th</sup> April 2018 and ended on 18<sup>th</sup> June 2018. Key stakeholders have been advised about the review <b>Appendix 3</b> and invited to provide feedback on the proposals, through a short questionnaire, detailing their current travel habits and providing comment on existing service provision and expectations. The consultation also sought views how best to spend the bus subsidy budget available and prioritise the need for transport services in different areas of the County.</p>								
1.08	<p>Four options were presented for consideration to identify alternative methods of delivering transport services across the County. These were:</p> <ul style="list-style-type: none"> <li>• <b>Option 1</b> – Stop subsidising bus services completely</li> <li>• <b>Option 2</b> – Do nothing and continue to support the existing subsidised routes in place as they are currently</li> <li>• <b>Option 3</b> - Support subsidised routes on the core bus network and implement alternative, sustainable local travel arrangements in communities not on the core network.</li> <li>• <b>Option 4</b> - Support subsidised routes on the core bus network and introduce a demand responsive service for communities not on the core network.</li> </ul> <p>Stakeholders were asked to consider the demand for public transport and which of the proposed options above would best suit the travel needs of their community.</p>								
1.09	<p>It was recognised that there is no “one size fits all” and transport solutions may vary from one area to another depending on the local need and demand.</p> <p>To assist in the decision making process, the County was divided into four geographical areas highlighting the main hubs within those areas and enabling communities to focus on which option might best suit the travel needs within their local areas <b>Appendix 3</b>.</p>								
1.10	<p>Specific consultation has also been undertaken with:</p> <ul style="list-style-type: none"> <li>• Elected Members (two all Member workshops in April &amp; May 2018);</li> <li>• Town and Community Councils (Letters to each Town Council/Community Council and attendance at monthly meetings / County Forum);</li> <li>• Neighbouring Local Authorities (Presentation / letter);</li> <li>• North Wales Metro Steering Group &amp; Welsh Government (Presentation);</li> <li>• Commercial bus operators (One to one meetings / Presentation);</li> <li>• Members of the public (10 public engagement events / survey monkey);</li> </ul>								

- Community groups and forums (Older persons' groups / young persons' groups / Deeside business forum)

1.11

The response to the consultation has been well supported with over 650 responses received. The outcome of the consultation on which transport option consultees preferred is listed below:

**Elected Members and Town/Community Councils**

Preferred Option	Elected Members	Town / Community Councils
Area 1	Option 2 & 3	Option 3
Area 2	Option 3 & 4	Option 3
Area 3	Option 2 & 3	Option 3
Area 4	Option 3 & 4	Option 3

**Individual Responses**

Option	1	2	3	4
Area 1 (%)	0	54.32	32.1	13.58
Area 2 (%)	1.08	52.69	34.41	11.83
Area 3 (%)	2.05	60.62	24.38	12.5
Area 4 (%)	1.62	57.3	37.3	3.78

Elected Members predominantly supported Option 3 (support subsidised routes on the core bus network and implement alternative, sustainable local travel arrangements in communities not on the core network), with benefit seen in exploring Option 4 (support subsidised routes on the core bus network and introduce a demand responsive service for communities not on the core network) in geographical areas 2 & 4. Option 2 (do nothing) received support in geographical areas 1 and 3.

Town and Community Councils predominantly supported Option 3 (support subsidised routes on the core bus network and implement alternative, sustainable local travel arrangements in communities not on the core network). Option 2 (do nothing) was supported in geographical areas 1 and 4; however, this did not represent the majority of responses.

Individual responses expressed a preference for Option 2 (do nothing and retain existing subsidised bus routes) and Option 3, (support subsidised routes on the core bus network and implement alternative, sustainable local travel arrangements in communities not on the core network). 85% of the individual responses were submitted by individuals who currently utilise a bus service and, upon further examination of the services used by these individuals, approximately half travel on commercial bus services that operate without any financial support from the Local Authority and would remain unaffected by the proposals. Approximately 50-60% of respondents to the individual consultation were people aged over 60. A large proportion of these were concerned about the loss of mobility and independence, and stated that they relied on existing bus services for social and health reasons. Bus services therefore play an important role in supporting the Council's

	<p>priority of enabling more people to live independently and well at home.</p> <p>Following the outcome of the consultation, it is proposed that Option 3 (support subsidised routes on the core bus network and implement alternative, sustainable local travel arrangements in communities not on the core network) is adopted within all four geographical areas. More detailed evaluation of the full consultation results is included in <b>Appendix 4</b>.</p>
1.12	<p><b><u>Core Bus Network</u></b></p> <p>The existing core bus network was approved by Cabinet in May 2016 <b>Appendix 1</b>. Under the proposed arrangements, the core bus network will continue to be serviced by local bus operators through commercially viable services or through contracted services to the Local Authority.</p> <p>While the key strategic corridors of the core network have been agreed, the service level on each corridor has not been determined. As part of the consultation process, it was necessary to define an expected service level that will operate on the core bus network to optimise its benefit. This will ensure that there is a high quality service operating at different times of the day, ensuring that there is sufficient capacity during peak hours and facilitating trips made outside peak times, including leisure and retail trips. The core bus network also takes into account any regional and national plans, policies and studies.</p>
1.13	<p>At the two all Member workshops held in April and May 2018, elected Members were invited to assist in identifying the expected service levels along each strategic corridor and provided feedback on the core bus network, including any amendments required.</p> <p>Members were provided with the Council's aspirations for service levels for the core bus network and invited to provide feedback on these <b>Appendix 5</b>.</p> <p>The workshops were well attended and the Council's proposed service levels for the core bus network were supported by Members.</p>
1.14	<p>Members made the following recommendations for the core bus network: -</p> <ul style="list-style-type: none"> <li>• Include a new strategic corridor between Holywell and Mold</li> <li>• Include a new strategic corridor between Connah's Quay and Mold</li> <li>• Show Railway Stations on the core network map</li> <li>• Include additional hubs for Hawarden, Gronant, Caerwys, Queensferry on the core network map</li> </ul> <p>Currently, the Holywell to Mold corridor is operated as a commercial bus route with some di-minimis support from the Council of approx. £21K per annum. The bus routes currently operating on the corridor between Connah's Quay and Mold are fully subsidised at a total cost of £246K per annum (this cost also accounts for the service operating on the wider network). To continue supporting these additional corridors would reduce the available budget for the 'non-core network' significantly, and potentially result in fewer services to communities. It is therefore recommended that these additional corridors are not affordable and should not be included on</p>

	the core bus network at this time. However, if funding should be identified in the future then consideration could be given to including these additional corridors at that time, subject to approval.
1.15	It is estimated that the required financial support for the core bus network to the recommended service level would cost approx. £625K per annum.
1.16	<p><b><u>Non-Core Network - Local Travel Arrangements</u></b></p> <p>Under the preferred option outlined above, local travel arrangements on the non-core network are intended to be provided by smaller minibuses, which are better suited to the nature of the routes in rural areas or to those where access for larger buses is restricted, such as residential housing estates.</p> <p>The local travel arrangements would operate in a similar way to conventional bus services with a scheduled timetable and fixed route, transporting individuals to the local area hub or hubs along the core network for onward journeys.</p> <p>However, the scheduled minibus services may not operate to the same frequency or level of service as provided by conventional bus services e.g. different days of the week rather than Monday to Saturday.</p> <p><b>Where current subsidised bus routes operate, those routes will remain under the new proposals but with timetable amendments and end destinations at local travel hubs within the County.</b></p> <p>Areas identified as part of the consultation where no public transport service currently exists will be accommodated where feasible and affordable.</p> <p>Proposed routes have been identified for the local travel arrangements <b>Appendix 6</b> and these will be developed through close working with Town and Community Councils to ensure that they are well supported and meet the demands of these communities.</p> <p>Flintshire has undertaken 4 pilots of these community travel services within the last year, linking smaller communities to key hubs. The services have been widely accepted however patronage has not been at the expected level due to the fact that subsidised services which were expected to be withdrawn, continued to operate.</p>
1.17	It is estimated that the remaining budget available to support the local travel arrangements on the non-core network is approx. £433K per annum.
1.18	To support the subsidised bus service budget, high cost school transport services will be integrated into the local travel arrangement routes. This will provide a saving to the school transport budget and cross-subsidise the transport provision, as well as potentially acting as a benchmark for external transport suppliers.
1.19	It is proposed that the intended change in service provision will be introduced from 1 <sup>st</sup> October 2018 on a phased approach. A proposed

	<p>implementation plan and timetable for delivery is provided in <b>Appendix 7</b>, which details the timescales for introducing the new arrangements in each area. This will be on a phased approach which each geographical area to ensure that the process is manageable.</p> <p>It is anticipated that bus operators may respond to the withdrawal of subsidy by making changes to the services that are provided on a commercial basis. Any changes will supplement the local transport arrangements which cannot operate in competition to such services.</p> <p>A proposed communication plan is provided <b>Appendix 8</b> to ensure that sufficient notification is provided prior to all stakeholders prior to implementation.</p> <p>It is also proposed that once the new service model is implemented, a marketing strategy should be developed to promote and support the new transport services. Other promotional campaigns may also be included, such as active travel (walking and cycling), ticketing initiatives, tourism and local business support etc.</p>
1.20	<p><b><u>In-House Service Provision</u></b></p> <p>The Council has received Welsh Government (Local Transport Network Fund) and EU funding (Rural Community Development Fund) to purchase four 16-seat minibuses and five Low Carbon Emissions Buses (LCEB).</p> <p>Following a cost-benefit analysis <b>Appendix 9</b>, it is proposed that the four 16-seat minibuses, which comply with the Euro 6 emissions standard, will be utilised for the local travel arrangements and operated in-house within the Streetscene Portfolio. This will require a change to the existing Operator’s Licence for the Authority and the intention is to provide a high quality, professional, minibus services and maintain greater control on the passenger transport operations.</p> <p>Provision of an in-house service is more cost effective than procuring contracted services. Utilising Flintshire’s own fleet of vehicles will ensure that routes can be maximised for the budget available, however it is necessary to make timetable amendments to make the necessary savings and accommodate new areas requiring services.</p> <p>The five low carbon emissions service buses are intended to be deployed on the existing Deeside Shuttle Service (D1, D2, D3) around Deeside Industrial Park and replace the current ageing fleet of vehicles on a like-for-like basis. Deeside Industrial Park (DIP) is one of the largest industrial estates in Wales with approximately 400 businesses employing in the region of 9,000 people and the Park has become one of the key economic driving forces within the region.</p> <p>The successful bid for the replacement vehicles for the Deeside Shuttle links in with the work currently ongoing in partnership with the Welsh Government for the North Wales Metro and Flintshire’s Integrated Transport Strategy. The new transport arrangements will form a key element of the North Wales Metro, which is being promoted by Welsh Government (WG).</p>

	<p>The Deeside Shuttle service will be re-procured over the summer period and is intended to be operated by an external contractor. The service will be re-branded and a launch is planned for later in the year. The Council has previously encouraged bus operators to run commercial services into the D.I.P., but services are not deemed to be commercially viable owing to the concentrated nature of workers' shift patterns at the peak times of the day and little demand for travel to the DIP off-peak.</p> <p>It is therefore proposed that at the off-peak times during the day, options will be explored to use the buses to support local travel arrangements and ensure that they are utilised to full capacity. The new vehicles will be extremely cost effective to operate, as they use new technology working alongside the Euro 6 engine, which means improved fuel economy. In order to provide a long term sustainable transport solution, the new Deeside Shuttle service must successfully integrate with all modes of transport and cater for the demands of each whilst maintaining and promoting at its heart, a sustainable, affordable and environmentally friendly Public Transport Service with links to all of Flintshire and the wider region.</p>
1.21	<p><b><u>School Transport Historical Anomalies</u></b></p> <p>The school transport route optimisation and re-procurement exercise was completed in September 2017. The optimisation exercise delivered maximum benefit by ensuring the most efficient use of vehicles and delivery of the most cost-effective routes and vehicle capacity for the required number of eligible passengers. As a consequence of the exercise, a number of historical non-statutory transport arrangements were identified that were over and above the current Home to School Transport Policy, and presented opportunities for alternative service delivery and potential efficiency savings.</p>
1.22	<p>The identified anomalies are explained within <b>Appendix 10</b> along with proposals on how each issue will be dealt with in turn, together with the anticipated efficiencies and expected impact on non-eligible students.</p>
1.23	<p><b>Concessionary Fares</b></p> <p>The All Members Workshop in November 2017 proposed that the price of concessionary spare seats should increase to ensure full cost recovery.</p> <p>Current concessionary bus passes are £165 per full school year (£55 / term) however this is well below the cost of providing the service. In order to achieve full cost recovery an annual payment of £716.98 (or £238.99 per term) would be required. The costs are calculated as follows: -</p> <p>Average cost of providing 53-seater coach = £38,000 per annum  Divided by 190 school days = £200.00 cost per day  Divided by 53 seats/pupils = £3.77 per day x 190 school days  = £716.98 per annum (or £238.99 per term).</p> <p>Scrutiny have been requested to consider the options to reach full cost recovery at their meeting on 12<sup>TH</sup> July 2018. Feedback from the meeting will be presented to Cabinet to assist in the decision making process.</p>

The options are as follows:

	<b>Option 1</b>	<b>Option 2</b>	<b>Option 3</b>
	<b>Immediate Effect</b>	<b>Three year</b>	<b>Five Year</b>
2018/19	£717 (£239 / term)	£300 (£100 / term)	£200 (£67 / term)
2019/20		£500 (£167 / term)	£300 (£100 / term)
2020/21		£717 (£239 / term)	£450 (£150 / term)
2021/22			£575 (£192 / term)
2022/23			£717 (£239 / term)

For cost comparison purposes, the following charges for concessionary spare seats currently apply in neighbouring Local Authorities: -

Cheshire West & Chester:	£880.00 per academic year
Denbighshire:	£150.00 per academic year
Wrexham:	£150.00 per academic year
Conwy:	£210.00 per academic year

Further details of the proposed Concessionary Spare Seat Scheme are provided in **Appendix 12**

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no additional resource implications for implementing the proposals and work is expected to be undertaken by the existing Programme Manager for the project with support from a Technical Officer, which is already underway.
2.02	It is anticipated that drivers for the in-house minibus operation will be recruited from within existing resources where feasible and the incumbent Fleet Manager will take on the responsibility of managing the PSV Operator's Licence, supported by the ITU Manager.
2.03	The existing service bus vehicles employed on the Deeside Shuttle service will be disposed of in accordance with the Council's Constitution and other relevant policies and legislation.
2.04	It is important to note that, from the outset, the Bus Service Support Grant (and its predecessor equivalents) has been intended to supplement Local Authorities' own expenditure, not replace them. Welsh Government has indicated that it continues to be recognised that it is for each Local Authority to determine how to spend its own un-hypothecated funding. Nevertheless, reflecting the fact that BSSG exists to supplement Local Authorities' own expenditure, and Welsh Ministers' discretion in relation to the scheme, it should be expected that future BSSG allocations, from April 2019, will be determined to reflect in part local authorities' own expenditure on supporting bus and community transport services. Any potential reduction in Flintshire's own revenue support funding could therefore result in a reduction of the grant received from Welsh Government.



3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	With Cabinet Member (Streetscene and Countryside).
3.02	Elected Members workshops in April and May 2018 and letter invite to consultation.
3.03	Town and Community Council via letter invite to consultation and attendance at monthly meetings and County Forum.
3.04	Assembly Members and Members of Parliament via letter invite to consultation.
3.05	Consultation with members of the public and community groups and forums.
3.06	Consultation with bus operators.
3.07	Consultation with neighbouring Authorities.
3.08	Consultation with Welsh Government / North Wales Metro Steering Group.

4.00	RISK MANAGEMENT
4.01	A Project Review Board has been set up to monitor and oversee the implementation of the proposals, and to ensure that the project stays on target. The Board consists of Chief Officer (Streetscene & Transportation); Transportation and Logistics Manager; Integrated Transport Unit Manager, Fleet Manager, Programme Manager and Technical Officer.
4.02	Progress will be reported to the Streetscene & Transportation Programme Board.
4.03	An Equalities Impact Assessment is being undertaken as part of the review <b>Appendix 11.</b>

5.00	APPENDICES
5.01	Appendix 1 – Map of Strategic Core Bus Network Appendix 2 – List of current subsidised routes Appendix 3 – Bus network review consultation document Appendix 4 – Evaluation of Consultation Responses Appendix 5 – Aspirations for expected service levels on core bus network Appendix 6 – Local travel arrangements route plan Appendix 7 – Proposed Implementation plan and timetable for delivery Appendix 8 – Communication plan Appendix 9 – Cost-benefit analysis – in-house option

	<p>Appendix 10 – School transport historical anomalies</p> <p>Appendix 11 – Equalities Impact Assessment</p> <p>Appendix 12 – Concessionary Spare Seats Guide/Fact Sheet</p>
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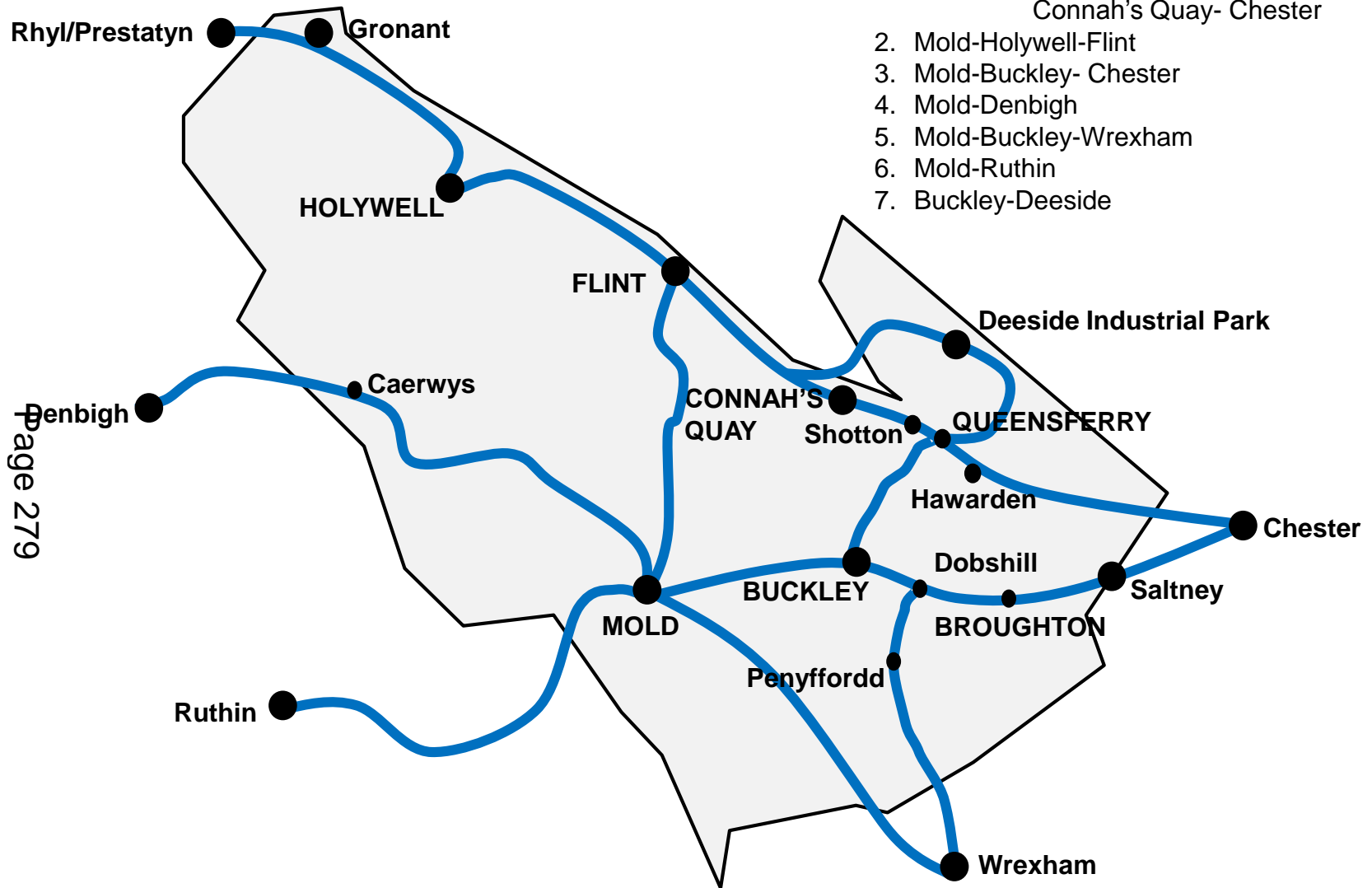
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
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6.01	<p><b>Contact Officer:</b> Stephen O Jones, Chief Officer, Streetscene and Transportation</p> <p><b>Telephone:</b> 01352 704700</p> <p><b>E-mail:</b> <a href="mailto:stephen.o.jones@flintshire.gov.uk">stephen.o.jones@flintshire.gov.uk</a></p>
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<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
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7.01	<p><b>LCEB</b> - Low Carbon Emission Buses are defined by the Government as those producing 30% less emissions of greenhouse gases (GHGs) than an average Euro 3 diesel bus, The testing, developed by the Low Carbon Vehicle Partnership (LowCVP), measures GHG emissions from the vehicle and from the fuel production when the bus is carrying its maximum passenger load. Optare’s Euro 6 Solo SR diesel-powered buses have gained low carbon accreditation for their low emissions.</p> <p><b>Euro 6</b> - Euro 6 is the sixth directive set by the European Union to help reduce the level of harmful pollutants produced by new vehicles. The Euro 6 standard sets out the acceptable limits for exhaust emissions, and since September 2015, all new vehicles sold have had to comply with the Euro 6 standard.</p>
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# Appendix 1: Strategic Core Bus Network



Page 279

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## Appendix 2 - Summary of types of bus services in Flintshire

Service	Route Description	Type of Service	Early morning (before 0800)	Peak (0800-0900 / 1500-1700)	Off-peak (0900-1500 / 1700-1800)	Evening (after 1800)	Saturdays	Sundays & public holidays	Days of Operation
1	Mold - Loggerheads - Llanarmon-yn-Ial - Ruthin (Denbighshire service)	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service	M T W Th F S
2	Mold - Eryrys - Llanarmon-yn-Ial - Ruthin (Denbighshire service)	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
X1	Ruthin - Mold - Chester (Denbighshire service)	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
3	Mold - Buckley - Penyffordd - Broughton - Chester	Commercial	Commercial	Commercial	Commercial	De-minimis	Commercial	No Service	M T W Th F S
4, 4S	Mold - Buckley - Drury - Hawarden - Broughton - Chester	Commercial	Commercial	Commercial	Commercial	De-minimis	Commercial	Commercial	M T W Th F S Su
5/5A	Mold - Buckley - Queensferry - Deeside Industrial Park - Ellesmere Port	Contracted	Contracted	Contracted	Contracted	No Service	Contracted	No Service	M T W Th F S
6, 6A	Mold - Pantymwyn	De-minimis	De-minimis	De-minimis	Commercial	No Service	De-minimis	No Service	M T W Th F S
8	Mold - Northop Hall - Connah's Quay - Shotton - Queensferry - Sealand	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
9	(Mold - ) Connah's Quay - Shotton - Queensferry - Countess Hospital - Chester	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service	M T W Th F S
X9	(Mold - ) Connah's Quay - Shotton - Queensferry - Hawarden - Maelor Hospital - Wrexham	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service	M T W Th F S
10	Connah's Quay - Shotton - Queensferry - Chester	De-minimis	Commercial	Commercial	Commercial	Commercial	Commercial	De-minimis	M T W Th F S Su
10A	Holywell - Bagillt - Flint - Connah's Quay - Shotton - Queensferry - Chester	Commercial	Commercial	Commercial	Commercial	Commercial	Commercial	No Service	M T W Th F S
11, 11A	(Rhyl - ) Holywell - Flint - Connah's Quay - Hawarden - Broughton - Chester	Subsidised	Commercial	Commercial	Commercial	Contract	Commercial	De-minimis	M T W Th F S Su
11F, 11G, 11M, 11X	Rhyl - Prestatyn - Holywell	Commercial	Commercial	Commercial	Commercial	Contract	Commercial	De-minimis	M T W Th F S Su
12	Chester - Broughton - Mancot - Deeside Hospital - Connah's Quay	De-minimis	De-minimis	De-minimis	De-minimis	De-minimis	De-minimis	No Service	M T W Th F S
14	Mold - Caerwys - Bodfari - Denbigh	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service	M T W Th F S
14A	Holywell - Carmel - Gorsedd - Babel - Caerwys - Afonwen - Denbigh	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
14C	Holywell - Lixwm - Cilcain - Mold - RURALrider	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
16	Chester - Lache - Saltney	Commercial	Commercial	Commercial	Commercial	Commercial	Commercial	Commercial	M T W Th F S Su
18	Flint Cornist - Holywell - Penyffordd - Prestatyn - Rhyl	De-minimis	De-minimis	De-minimis	De-minimis	No Service	De-minimis	No Service	M T W Th F S
19	Flint Cornist - Holywell - Berthengam - Prestatyn - Rhyl	De-minimis	No Service	De-minimis	De-minimis	No Service	De-minimis	No Service	M T W Th F S
21A/B	Buckley Station - Precinct Way - Southdown	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
22/22A	Holway - Holywell - Pen-y-Maes - Brynford	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service	M T W Th F S
23	Greenfield - Holywell - Holywell Community Hospital	Subsidised	No Service	No Service	Contract	No Service	No Service	No Service	M T W Th F
26, 27	Mold - Leeswood - Caergwrle - Maelor Hospital - Wrexham	Commercial	Commercial	Commercial	Commercial	No Service	Commercial	No Service	M T W Th F S
28, 28A	Wrexham - Penyffordd - Buckley - Mold - Northop - Flint	De-minimis	De-minimis	Commercial	Commercial	No Service	Commercial	No Service	M T W Th F S
40	Mold - Nercwys - Treuddyn - Llanfynydd - Ffrith - Cymau - Wrexham	De-minimis	De-minimis	Commercial	Commercial	Commercial	Commercial	No Service	M T W Th F S
61/62	Higher Kinnerton - -Doddleston - Handbridge - Chester	Commercial	Commercial	Commercial	Commercial	No Service	Commercial	No Service	M T W Th F S
63	Mold - Treuddyn / Leeswood - Higher Kinnerton	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service	M T W Th F S
126	Holywell - Pentre Halkyn - Rhosesmor - Mold	De-minimis	No Service	De-minimis	De-minimis	No Service	De-minimis	No Service	M T W Th F S
127	Mold - Rhosesmor - Lixwm - Brynford - Pantasaph - Holway	Subsidised	No Service	Contract	No Service	No Service	No Service	No Service	School days only
X4	Mold - Buckley - Hawarden - Chester Business Park - Chester	De-minimis	De-minimis	De-minimis	Commercial	No Service	De-minimis	No Service	M T W Th F S
D1	Flint - Connahs Quay - Shotton - queensferry - Deeside Industrial Park	Subsidised	Contract	Contract	Contract	Contract	Contract	Contract	M T W Th F S Su
D2	Connahs Quay - Deeside Industrial Park	Subsidised	Contract	Contract	Contract	Contract	No Service	No Service	M T W Th F
D3	flint - Deeside Industrial Park	Subsidised	Contract	Contract	Contract	Contract	No Service	No Service	M T W Th F

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# Flintshire County Council

## Bus Network Review

Page 283

## Public Consultation 2018

# The Councils Current Position

More than 55 bus routes operate across Flintshire on a daily basis. These journeys are operated by private bus companies which either run commercial bus services or routes subsidised by Flintshire County Council.

Under the Transport Act (1985), bus operators are free to operate bus services on any route that they consider to be commercially viable, which means that the costs for running the services are covered by the fares collected from passengers on the route or by concessionary travel reimbursement in lieu of the fares.

Commercial routes are operated solely by bus companies with no input from the local authority on route direction or financial support, whereas subsidised routes are those funded wholly, or partially, by the Council. This is required to ensure that public transport is available to those living in areas where a commercial service does not run or is not financially viable. Around 60% of bus services in Flintshire are operated commercially and 40% are subsidised.

There is no statutory duty upon the Council to provide local bus services, or fund any form of public transport, but the Authority does have a statutory duty under the 1985 and 2000 Transport Acts to keep the bus network under review, and intervene where it feels appropriate.

At present, Flintshire County Council subsidises 24 bus routes through either standalone contracts or agreements with commercial operators to provide services that are not commercially viable, such as early morning, evening, via certain villages etc. This is at a cost of £1,068,352 per annum with some journeys being subsidised to the cost of £6 per passenger journey. This is not sustainable and, with changing demands on public transport, may no longer be fit for purpose.

# Proposals

Central to transport in Flintshire is the bus network, which despite declining patronage remains an important public transport mode in the County, in terms of number of passengers carried and kilometres covered. Buses are key to providing access to the main hubs and increasingly for ensuring access to areas of economic activity, employment centres and new developments.

However, with increasing car ownership, there is pressure on maintaining the current levels of service with an increasing funding gap between network operating costs and passenger fare revenue. Coupled with this, the Council is facing increasing pressure on budget and resources, but with increasing demand and expectations from local communities.

Historically, the subsidised bus routes in Flintshire have been established on a piecemeal basis, sometimes without real justification or business case for support. North East Wales has been subject to changes in land use and employment over time, which in turn means that the way transport demand and supply is distributed may have changed. Additionally, more recently, there have been a number of changes to the commercial bus network by bus operators, which has impacted on communities and left potential gaps in service provision.

While some Local Authorities have stopped subsidising bus travel altogether, we are not doing that. However, we need to ensure an effective and integrated bus network into the future, and services must be sustainable, affordable and meet the changing and prioritised needs of our residents.

There is therefore a need to carry out a comprehensive review of the network and consider the commercial network and the supported network as a whole to ensure that it best reflects the current travel patterns of passengers and meets the evolving demand for transport to new developments.





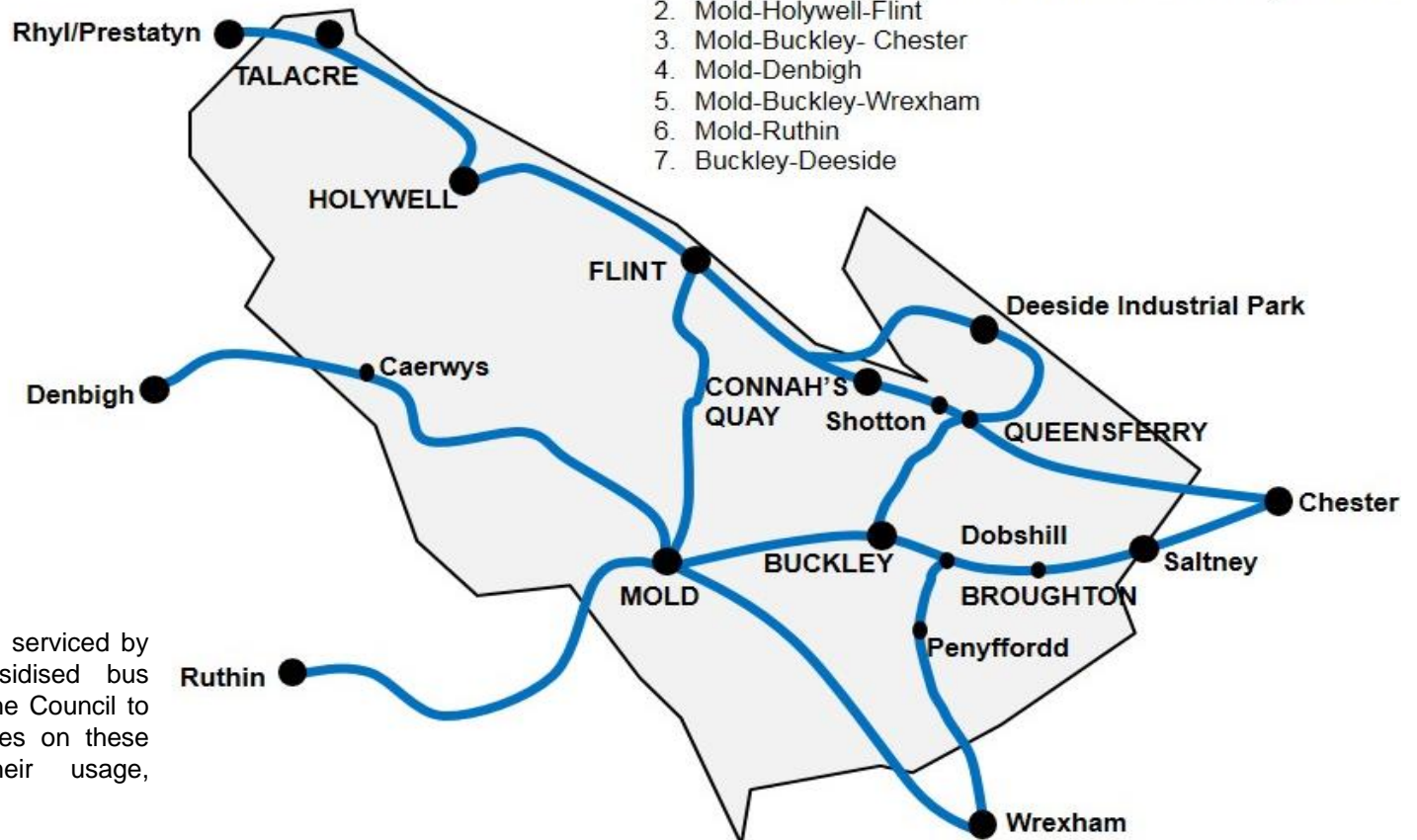
The review will consider the current supported bus network and how best to prioritise increasingly limited public funding where there is most need and ensure that service delivery is consistent, fair and equitable across the County. Accordingly, the review will include areas of the County not currently served by public transport and consider the current commercial provision of services to key centres and identify any gaps where there is an existing or future need.

A review of the bus network was undertaken in April 2015, which established a strategic core network of bus routes throughout the County and on some cross-boundary corridors to link passengers to key destination hubs for access to education, employment, shopping, health, social and leisure opportunities. The service model adopted is based on a hierarchical network approach with the development of high demand and quality links to key centres or hubs in particular.

### Strategic Core Bus Network

Core bus network / corridor:

1. Rhyl/Prestatyn-Holywell-Flint-DIP-Connah's Quay- Chester
2. Mold-Holywell-Flint
3. Mold-Buckley- Chester
4. Mold-Denbigh
5. Mold-Buckley-Wrexham
6. Mold-Ruthin
7. Buckley-Deeside



Page 285

Currently, these corridors are serviced by both commercial and subsidised bus routes. It is the intention of the Council to maintain the subsidised routes on these corridors, but review their usage, frequency and efficiency.

# Subsidised Routes on the Core Network

Service	Route Description	Details of subsidy provided
1/X1/2	Ruthin - Cadole - Gwernymynydd - Mold - Chester	Fully supported service (under contract to Denbighshire County Council)
3	Mold - Buckley - Penyffordd - Broughton - Chester	Commercial service with FCC support via Penyffordd & Broughton Retail Park
4/4A	Mold - Buckley - Hawarden - Saltney - Chester	Commercial service with FCC support on evenings journeys after 1800 M-S & Sundays on Service 4 via Hawarden & Broughton Village
1A	Chester - Mold - Holywell - Prestatyn - Rhyl	Commercial service with FCC support on evening journeys to Mold and Rhyl and for early morning journeys
14	Mold - Rhydymwyn - Nannerch - Caerwys - Denbigh	Fully supported service
28, 28A, 28X, S28	Flint - Mold - Buckley - Penyffordd - Hope - Wrexham	Commercial service with FCC support for early morning / evening journeys
Deeside Shuttle (D1, D2, D3)	Flint - Connah's Quay - Shotton - Queensferry - Deeside Industrial Park	Fully supported service
X4	Mold - Buckley - Ewloe - Hawarden - Broughton - Chester	Commercial service with FCC support for service
5/5A	Mold - Buckley - Ewloe - Queensferry - Deeside Industrial Park - Ellesmere Port	Fully supported service

# Consultation Review

We are holding this consultation to let you know how the current network may change and we are asking your opinion on the best way forward with the provision of transport services within your area. This is your chance to have your say on how best to spend the bus subsidy budget available and share your views.

To help with this, and ensure that we understand the best option for your local community, we have divided the authority into four geographical areas highlighting the main hubs within those areas either for onward travel on the core bus network or access to education, employment, shopping, health, social and leisure opportunities.

## The Geographical Areas are:

	Area 1	Area 2	Area 3	Area 4
	<b>Hub: Holywell; Gwespyr</b>	<b>Hub: Flint; Connaugh Quay; Queensferry</b>	<b>Hub: Mold</b>	<b>Hub: Buckley; Broughton</b>
Page 287	<p><b>Includes:</b> Holywell, Bagillt, Greenfield, Mostyn, Rhewl, Penyffordd, Trelawnyd, Trelogan, Gwaenysgor, Whiford, Carmel, Lloc, Gorsedd, Pantasaph, Gwespyr, Axton, Gronant, Llanasa, Talacre, Ffynnongroyw, , Pentre Halkyn, Brynford, Milwr, Babell, Caerwys, Afonwen, Ysceifiog, Lixwm, Rhes-y-Cae,</p>	<p><b>Includes</b> Flint, C'Quay, Queensferry, Wepre, Shotton, Aston, Mancot, Pentre, Sandycroft, Deeside Industrial Park (D.I.P.), Garden City, Sealand, Northop Hall, Hawarden, Ewloe, Oakenholt, Flint Mountain</p>	<p><b>Includes:</b> Mold, Cilcain, Rhydymwyn, Northop, Sychdyn, Nannerch, Pantymwyn, Gwernaffield, Gwernymynydd, Cadole, Nercwys, Treuddyn, Llanfynydd, Ffrith, Cymau, Rhydtalog, Leeswood, Pontybodkin, Coed Talon, Pontblyddyn, Halkyn, Rhosesmor,</p>	<p><b>Includes:</b> Buckley, Mynydd Isa, Bryn-y-Baal, Dobshell, Drury, Burntwood, Pentrerobin, Penymynydd, Penyffordd, Padeswood, Alltami, New Brighton, Bretton, Broughton, Saltney, Saltney Ferry, Higher Kinnerton, Hope, Caergwrle</p>

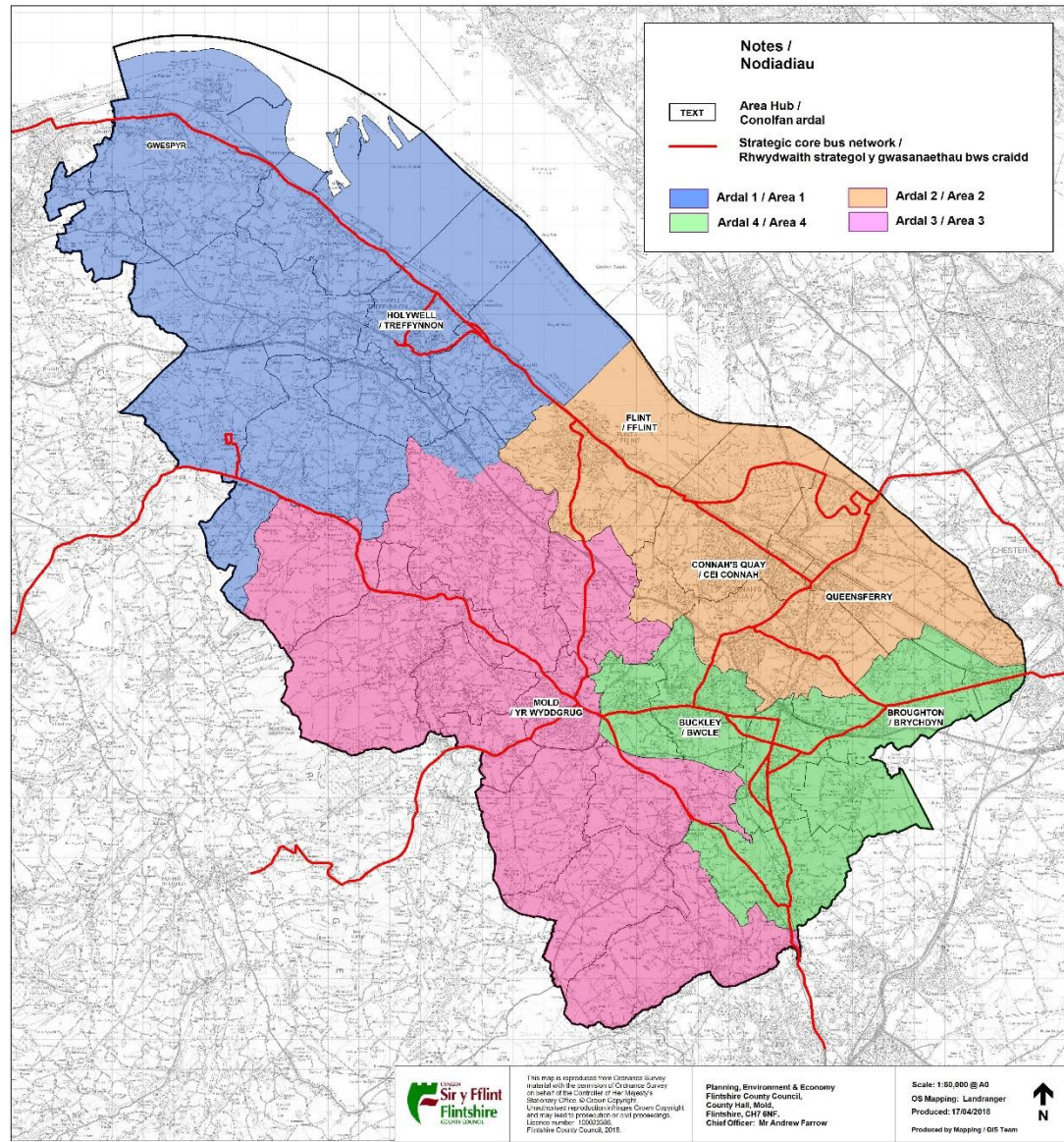




# The Geographical Areas - Map

Within your area we want you to consider the demand for public transport and which of our proposed options would best suit the needs of the community.

Page 208



# Proposed Options and Implications



## Option 1 - Stop subsidising bus routes completely

- » This option would see all FCC revenue support for bus subsidies removed and leave only commercial bus services operating on routes that are financially viable. Commercial bus operators can introduce, withdraw or change their bus services at any time with no consultation with the Local Authority simply by giving 56 days' notice to the Office of the Traffic Commissioner.
- » The Local Authority has no control regarding the operation of commercial bus services and has little or no input into the commercial transport network. Commercial bus services would operate where bus operators believe a profitable operation can be run, and they are free to set the routes, timetables and fares as they see fit according to service demand.

Under this option, rural areas and less populated areas of the County, including some larger housing estates, would not benefit from any bus service and some evenings and Sunday services may be reduced or withdrawn.

There are also implications for the revenue grant support (Bus Service Support Grant (BSSG)) received from Welsh Government, which exists to supplement local authorities' own expenditure.

- » In the future, it is expected that BSSG allocations, from April 2019, will be determined to reflect in part local authorities' own expenditure on supporting bus and community transport services, which means that any reductions or removal of a local authority's own revenue support would result in the reduction or removal of the grant.
- » Statutory school transport services for eligible pupils would continue to be provided under this option.

## Option 2 – Do Nothing

- » This option would leave the current arrangements for supporting the existing bus services in place as they are currently, but may require fares to be reviewed and some minor timetable amendments to improve reliability and increase passenger numbers.
- » Subsidised bus services would continue to be provided on existing routes at current frequencies, but would not benefit those areas where a service does not currently operate.
- » There would be no alternative support should a commercial operator amend, reduce or withdraw their services in the future.
- » Additionally, this option would not take into account any recent changes made to the commercial network or longer-term developments and changes in land use or economic activity.
- » Statutory school transport services for eligible pupils would continue to be provided under these option.

# Proposed Options and Implications



## Option 3 – Support the core bus network and implement local travel arrangements (LTAs) in communities not on the core network.

- » This option would involve maintaining the core bus network at an affordable level through Quality Partnerships with the bus operators and linking communities to area hubs utilising smaller vehicles such as minibuses which operates just like a regular bus service running along a fixed route and to a scheduled timetable.

This service would be less frequent than a standard bus service and would require passengers to adapt their travel needs to suit.

The smaller vehicle would better suit itself to rural transport for access via country roads.
- » Statutory school transport services for eligible pupils would continue to be provided under this option and concessionary travel passes would be accepted on all services.

## Option 4 -Support the core bus network and provide a demand responsive service for communities not on the core network.

- » This option would involve maintaining the core bus network at an affordable level through Quality Partnerships with the bus operators and linking communities not on the core bus network through a “ring-and-ride” style service, where a vehicle can be pre-booked on a demand responsive basis for transport to a main hub.
- » Unlike current taxi arrangements, this would not be a trip for the individual and other passengers will be picked up and dropped off on a shared service, for which a fee is chargeable.
- » Transport will be provided when you require, you would not have to wait for a scheduled service.
- » All of the area would have access to this form of transport. Currently, concessionary travel passes are not eligible on “ring-and-ride” services.
- » The authority currently operates a chargeable “Dial-a-Ride” service for individuals registered to the scheme. This is provided for those needing to attend local medical appointments. This service will continue and be promoted in areas effected by bus service changes.

# Subsidised Routes Partially and Not on the Core Network



Service	Route Description	Operates on core network	Details of subsidy provided
8	Sealand Manor - Queensferry - Shotton - Northop Hall - Northop - Mold	Partially	Fully supported service
9/X9	Mold - Northop Hall - Connah's Quay - Queensferry - Chester/Wrexham	Partially	Fully supported service
12	Connah's Quay - Shotton - Deeside Community Hospital - Queensferry - Mancot - Sandycroft - Chester	Partially	Commercial service with FCC support for to serve Mancot & Sandycroft
18	Flint-Bagillt-Holywell-Greenfield-Mostyn-Maes Pennant-Penyffordd-Gwespyr-Talacre-Prestatyn/Rhyl	Partially	Commercial service with FCC support to serve Flint Cornist, Penyffordd (Holywell), Rhyl and Prestatyn (recharged to DCC)
6, 6A	Mold-Gwernymynydd-Cadole-Gwernaffield-Pantymwyn	No	Commercial service with FCC support for Mold Campus and other peak journeys
126	Pen-y-Maes-Holywell-Carmel-Gorsedd-Caerwys-Denbigh	No	Fully supported service
14	Pen-y-Maes-Holywell-Carmel-Gorsedd-Cilcain-Rhydymwyn-Mold	No	Fully supported service
21A/B	Buckley local service (Southdown - Bryn Awelon - Precinct Way - Medical Centre - Railway Station)	No	Fully supported service
22, 22A	Holway-Holywell-Brynford-Holywell-Pen-y-Maes	No	Fully supported service
23	Greenfield-Holywell-Holywell Community Hospital	No	Fully supported service
40	Mold - Nercwys - Treuddyn - Llanfynydd - Ffrith - Cymau - Abermorddu - Wrexham	No	Fully supported service
126	Holywell-Milwr-Pentre Halkyn-Halkyn-Rhosesmor-Mold	No	Commercial service with FCC support for some service
63	Higher Kinnerton-Hope-Caergwrle-Treuddyn-Nercwys-Mold	No	Fully supported service

Page 291



# Consultation Process

Your feedback will help us decide on the best transport option for your area and these proposals will then be presented to the Council cabinet Committee where a decision on the future of bus subsidy will be decided.

While there will be issues and challenges in developing a new supported bus network to meet the core needs of Flintshire's residents, communities and stakeholders, we believe that it is possible to develop a sustainable and integrated network of supported transport services, building on a strong, stable commercial bus network and prioritised funding of services by the Council.

## Consultation timescale:

Page 292

- » **Public consultation begins: April 2018**
- » **Public Engagement 'drop in' events: April & May 2018**
- » **Public consultation ends: 3<sup>rd</sup> June 2018**
- » **Feedback is reviewed and proposals made on preferred transport option for each area: June 2018**
- » **Proposals presented to the Councils Cabinet Committee for consideration: July 2018**
- » **Any proposed changes implemented: 1<sup>st</sup> October 2018**



# Please complete the following questions:

Which geographical area are you commenting on  
(if more than one please fill out a separate questionnaire)

- Area 1
- Area 2
- Area 3
- Area 4

What is your postcode? \_\_\_\_\_

Please indicate your age range:

- 18 years and under
- 19-25 years
- 26-49 years
- 50-59 years
- 60+
- Prefer not to state

Please indicate your gender:

- Male
- Female
- Prefer not to state

What is the purpose of your travel?:

- Work
- Education
- Shopping
- Access to services
- What services? \_\_\_\_\_
- Access to other public transport
- Medical appointments
- Social Events
- Other \_\_\_\_\_

Where are your destinations?  
\_\_\_\_\_

Are you affected by the following mobility issues

- Need wheelchair when leaving the house
- Unable to walk more than 200 metres without difficulty or assistance
- Unable to use conventional public transport
- Other (please explain) \_\_\_\_\_



**How often do you use public transport?**

- Daily
- Weekdays Only
- 2 – 3 times week
- At least once a week
- At least once a month
- Several times a year
- Never

**When do you require public transport?**

- Before 9am
- Between 9am and 4pm
- After 4pm
- After 7pm
- Saturday
- Sunday
- Various
- Never

**If you currently use a bus service, which route do you use and where is your nearest bus stop?**

Bus service Number \_\_\_\_\_

Bus Stop \_\_\_\_\_

Bus service Number \_\_\_\_\_

Bus Stop \_\_\_\_\_

Bus Service Number \_\_\_\_\_

Bus stop \_\_\_\_\_

**Do you currently make use of Flintshire's 'ring and ride' service?**

- Yes
- No
- I will if needed

**Do you make use of other community transport arrangements provided in the community?**

- Yes
- No
- I will if needed

Please specify \_\_\_\_\_

# Having read the accompanying documentation, which option do you recommend for your community?

**Option 1 – Stop** all subsidised bus routes that operate in the county on core / non-core network.

**Option 2 - Continue** to support the current subsidised routes only.

**Option 3 - Support** subsidised routes on the core network and **implement** legal travel arrangements to bring passengers from communities to designated hubs

**Option 4 - Support** subsidised routes on the core network and **implement** a demand responsive ‘ring and ride’ service so bring passengers from communities to designated hubs

**Return to: Flintshire County Council, Alltami Depot, Mold Road, Alltami, CH7 6LG or email to [streetscene@flintshire.gov.uk](mailto:streetscene@flintshire.gov.uk)**

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## APPENDIX 4: EVALUATION OF CONSULTATION

### Consultation on the Bus Network Review

12<sup>th</sup> April – 18<sup>th</sup> June 2018

#### Evaluation of Responses

The consultation ran from 12<sup>th</sup> April until 18<sup>th</sup> June 2018 and was predominantly carried out by way of a questionnaire, which was available electronically via the Flintshire website and in paper hard copy, and extensive consultation with Local Members, Community and Town Councils and members of the Public.

Consultation with Local Members in the form of Members workshops were held on 12<sup>th</sup> April and 22<sup>nd</sup> May 2018. A series of public consultations in the form of informal drop-in sessions, were held between the 26<sup>th</sup> April and the 29<sup>th</sup> May 2018 at Buckley, Mold, Holywell, Connah's Quay, Flint, Penyffordd/Talacre, Hope/Caergwrle, Cymau, Treuddyn and Saltney, where members of the public could come and speak directly to Council officers.

The events were well attended, in the majority and were extremely useful for gaining valuable feedback and information.

Page 297

Community presentations were held by Officers between the 9<sup>th</sup> – 22<sup>nd</sup> May 2018 at the Older Peoples Association in Connah's Quay, Buckley Senior Citizens Group, Job Centre Plus, 50+ Action Forum in Connah's Quay, and the Ffrith Community Café. Officers presented on the options to be considered as part of the Bus Review Consultation and invited feedback via the questionnaires either online or by post.

Officers attended Community/Town Council Meetings in Bagillt, Higher Kinnerton, Penyffordd, Pen Y Ffordd, Leeswood, Argoed, Nannerch, Northop Hall, Saltney, Holywell, Queensferry, Nercwys and Mold between the 9<sup>th</sup> May – 27<sup>th</sup> June 2018 to brief Members on the Consultation and the options to be considered. Stephen O Jones presented at the County Forum on the 10<sup>th</sup> May 2018.

In addition to this, individual letters with information packs, were sent to all Town and Community Councils requesting feedback on their preferred options on behalf of the residents they represent.

Letters and information packs were also distributed to Young Persons Groups, Older Persons Groups and the Business Forums.

A series of "On Bus" engagements was undertaken by Officers between the 18<sup>th</sup> – 30<sup>th</sup> June 2018.

678 individual responses were received and 22 Town and Community Council formalised their response on the preferred transport option for their community.

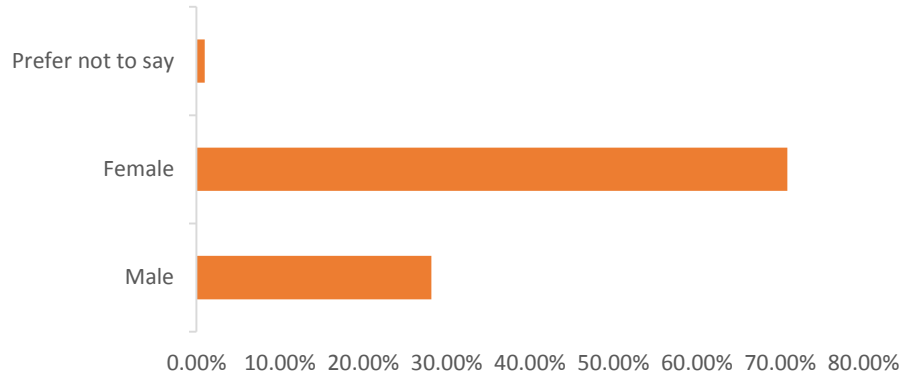
Collation of the responses are detailed in this report:

## AREA 1 Survey Responses

Area 1 had a total number of 104 responses via online and paper surveys. The collated responses are:

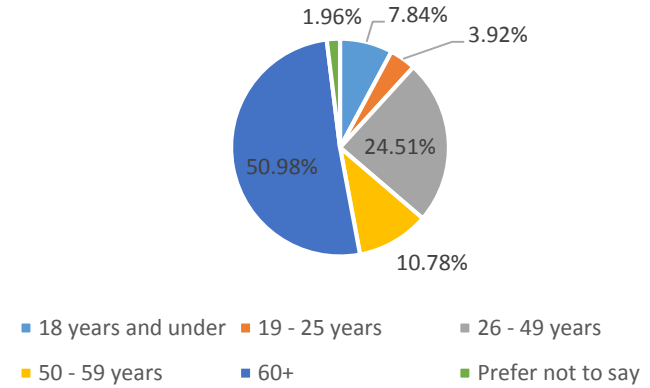
### Gender

103 responses / 1 skipped



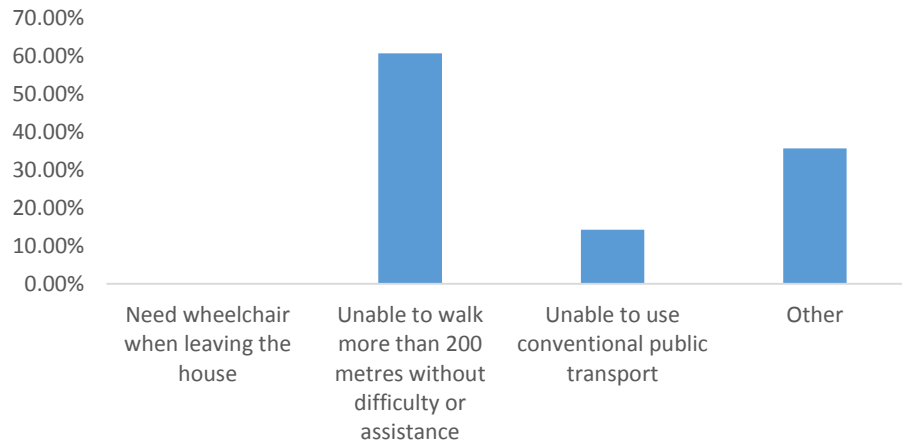
### Age Distribution

102 responses / 2 skipped



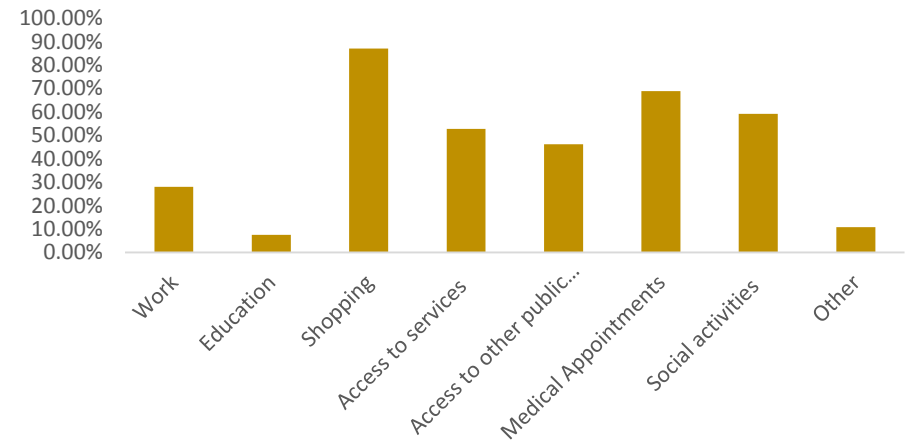
### Individuals with Mobility Issues

28 answered / 76 skipped



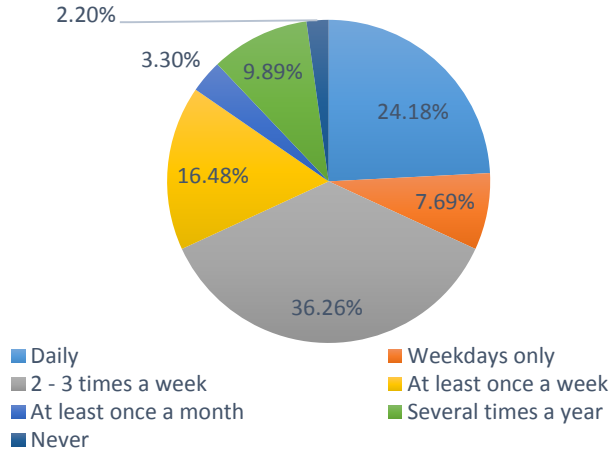
### Purpose of Travel

93 answered / 11 skipped



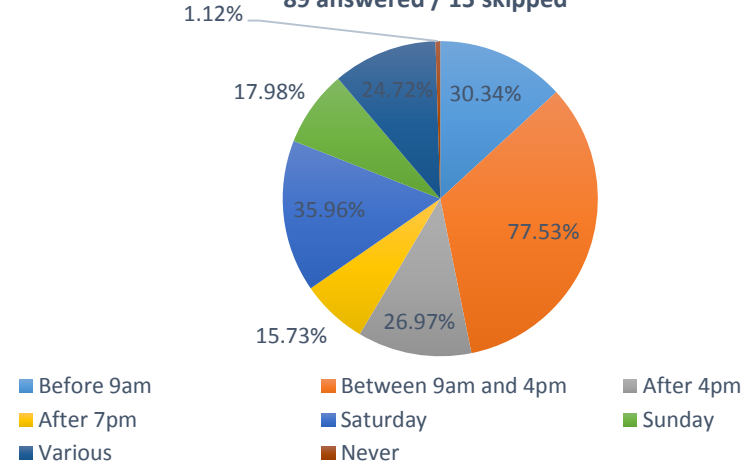
### Days of Travel

91 answered / 13 skipped



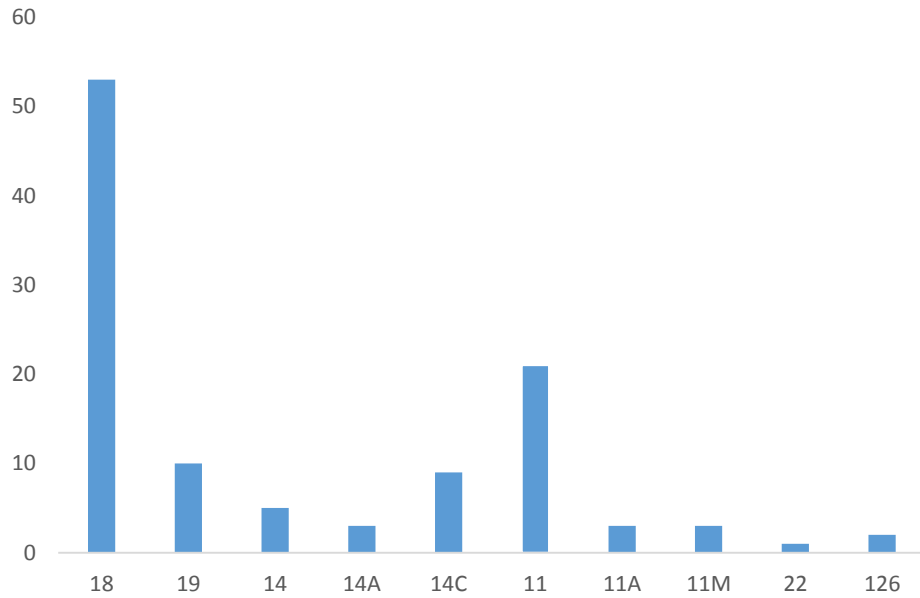
### Time of Travel

89 answered / 15 skipped



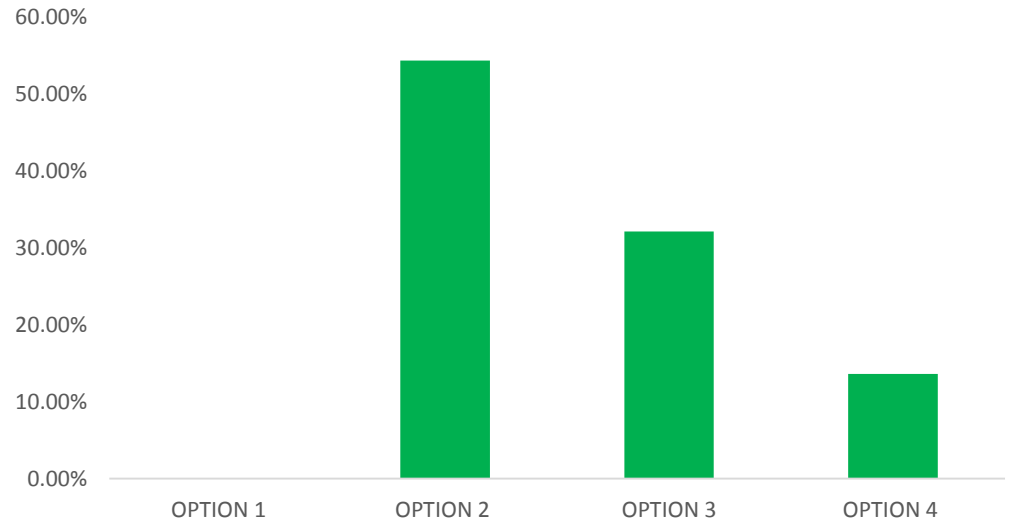
### Bus Services Used

Page 299



### Preferred Transport Option

answered 81 / skipped 23

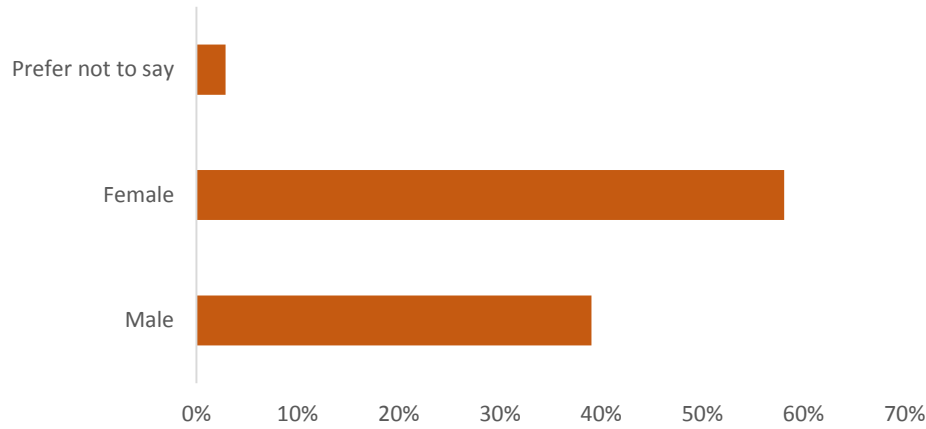


## AREA 2 Survey Responses

Area 2 had a total number of 111 responses via online and paper surveys. The collated responses are:

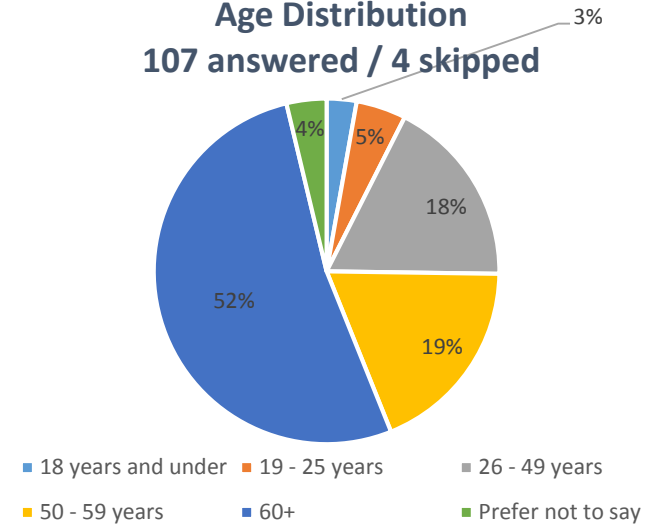
### Gender

105 answered / 6 skipped



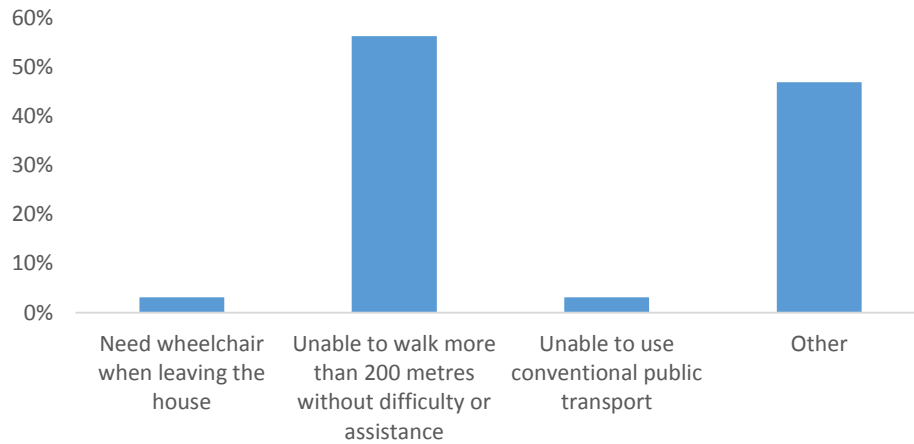
### Age Distribution

107 answered / 4 skipped



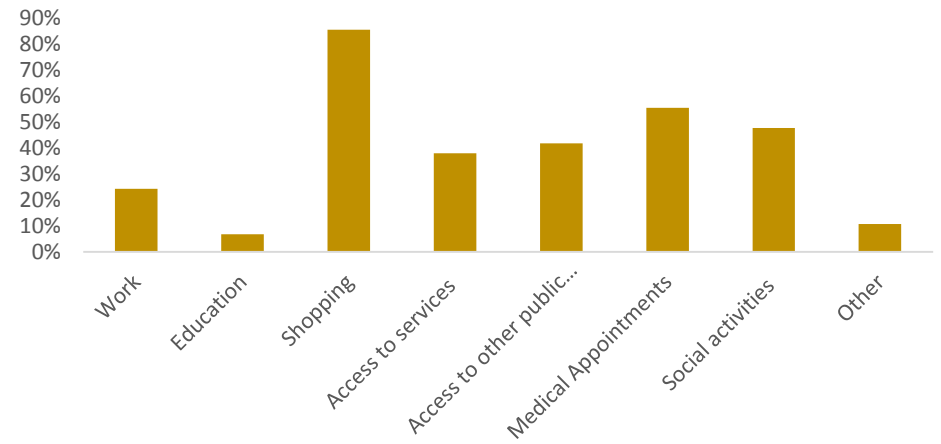
### Individuals with Mobility Issues

32 answered / 79 skipped



### Reason for Travel

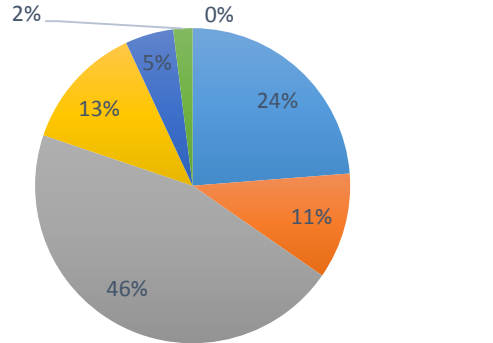
103 answered / 8 skipped





### Days of Travel

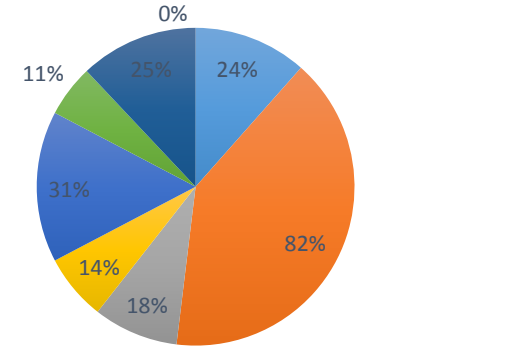
101 answered / 10 skipped



- Daily
- 2 - 3 times a week
- At least once a month
- Never
- Weekdays only
- At least once a week
- Several times a year

### Hours of Travel

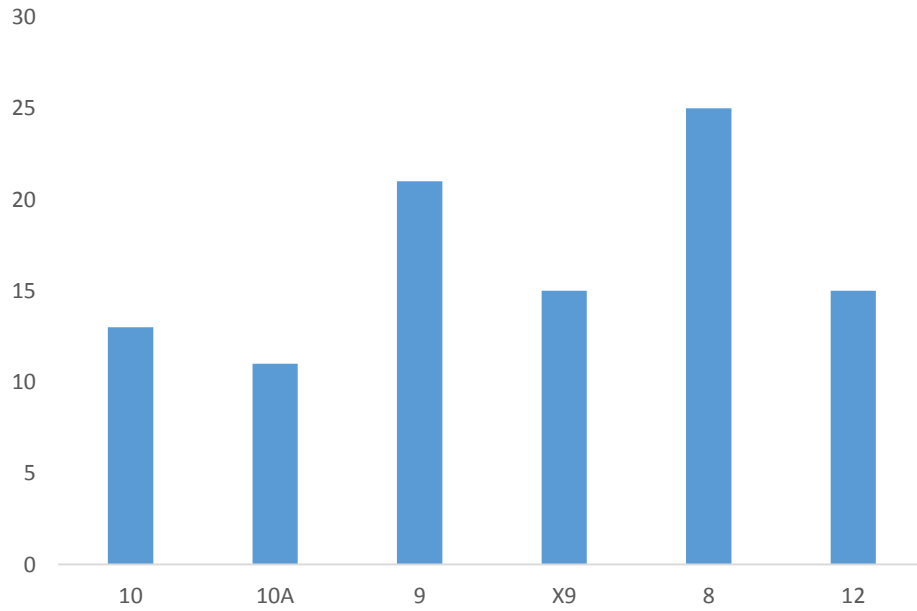
102 answered / 9 skipped



- Before 9am
- After 4pm
- Saturday
- Various
- Between 9am and 4pm
- After 7pm
- Sunday
- Never

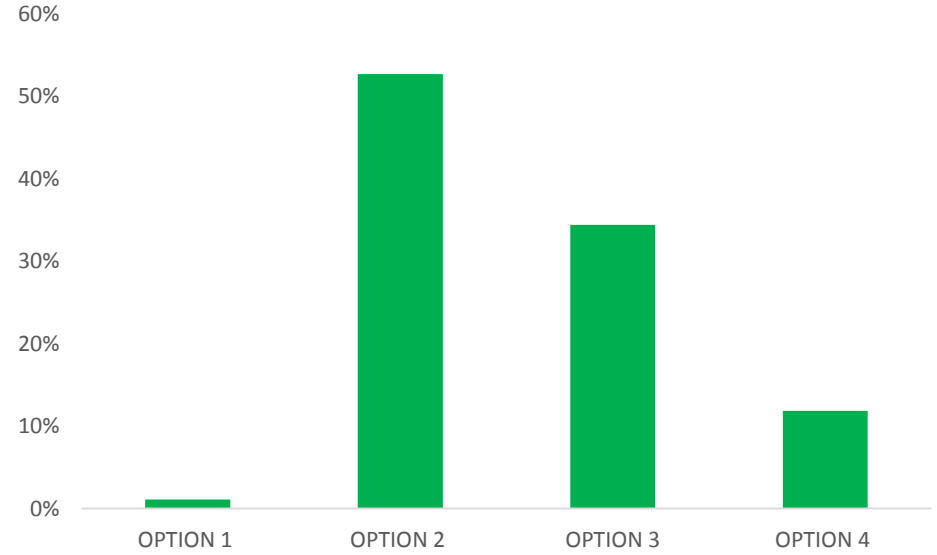
### Bus Service Used

Page 301



### Preferred Transport Option

83 answered / 18 skipped

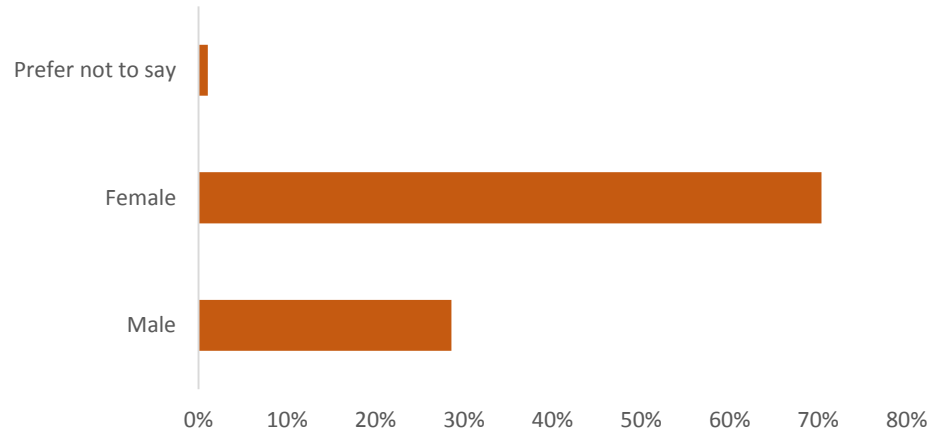


## AREA 3 Survey Responses

Area 3 had a total number of 196 responses via online and paper surveys. The collated responses are:

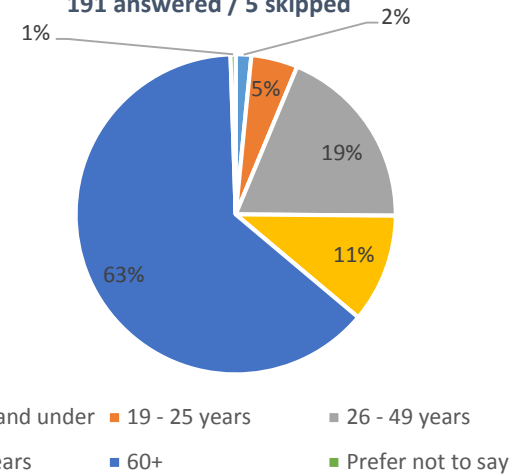
### Gender

189 answered / 7 skipped



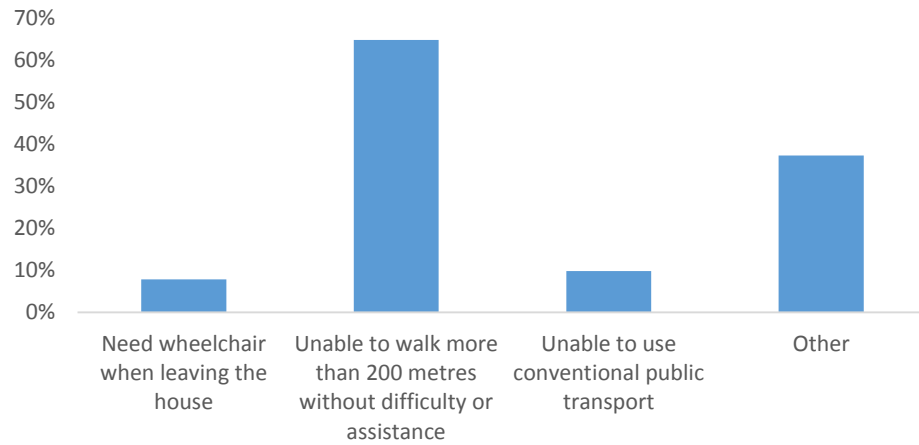
### Age Distribution

191 answered / 5 skipped



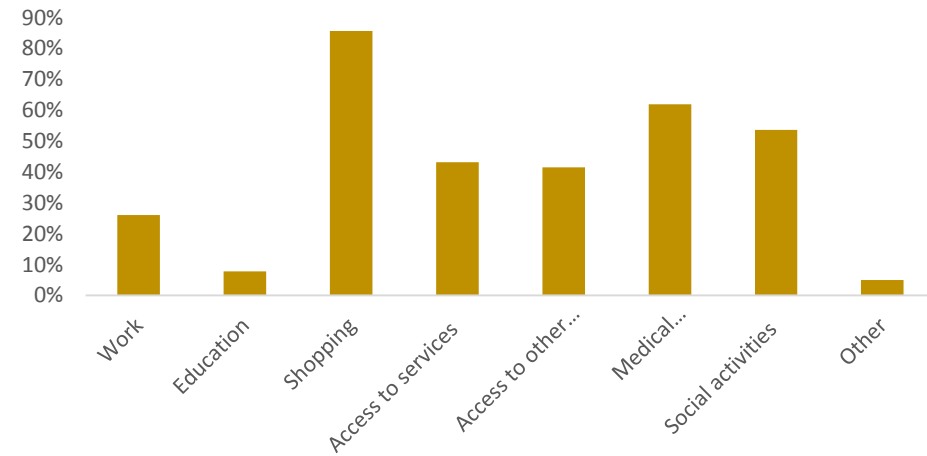
### Individuals with Mobility Issues

51 answered / 145 skipped



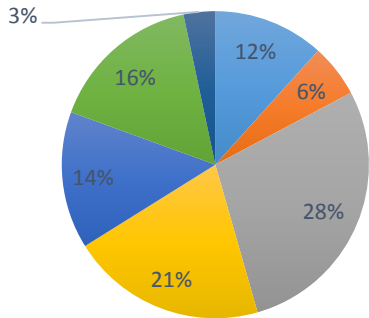
### Purpose of Travel

181 answered / 15 skipped



### Days of Travel

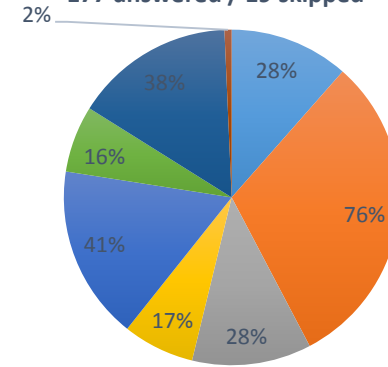
180 answered / 16 skipped



- Daily
- 2 - 3 times a week
- At least once a month
- Never
- Weekdays only
- At least once a week
- Several times a year

### Hours of Travel

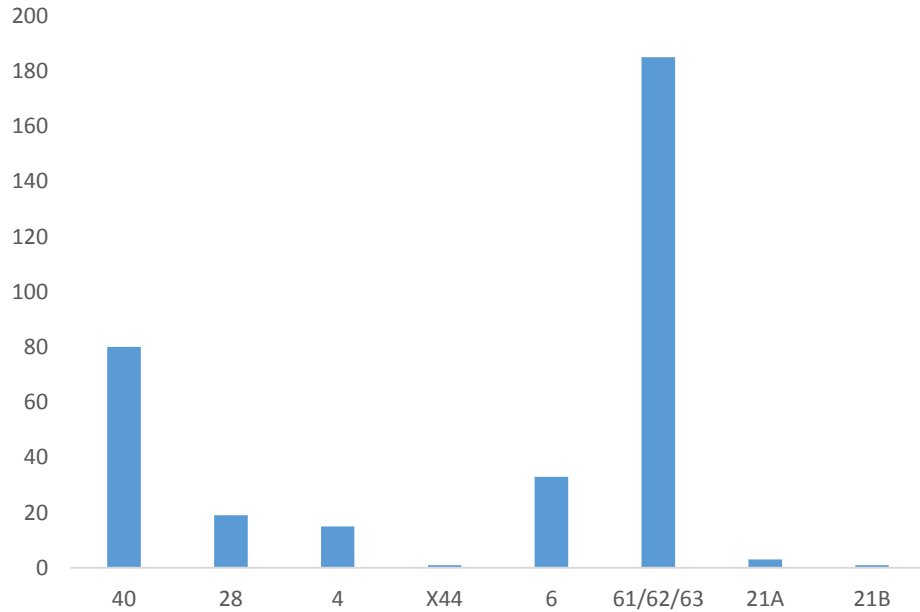
177 answered / 19 skipped



- Before 9am
- After 4pm
- Saturday
- Between 9am and 4pm
- After 7pm
- Sunday

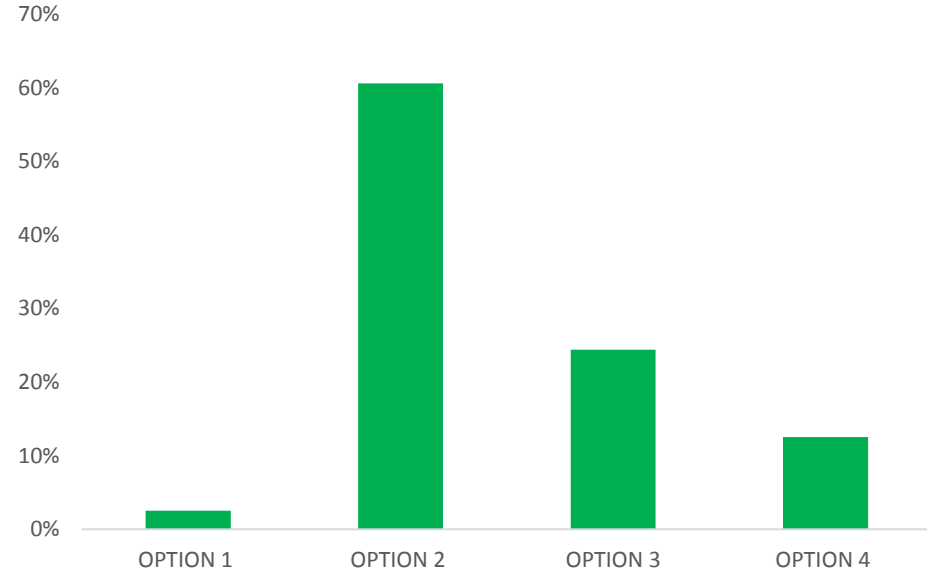
### Bus Service Used

Page 303



### Preferd Transport Option

160 answered / 36 skipped

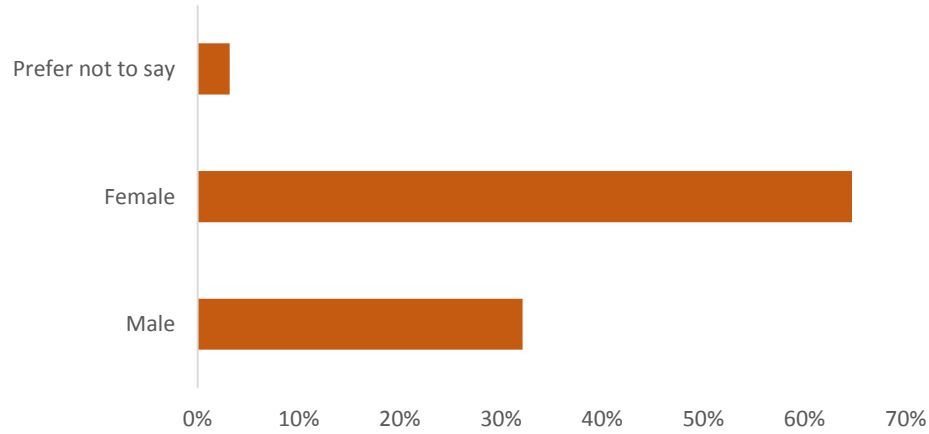


## AREA 4 Survey Responses

Area 4 had a total number of 267 responses via online and paper surveys. The collated responses are:

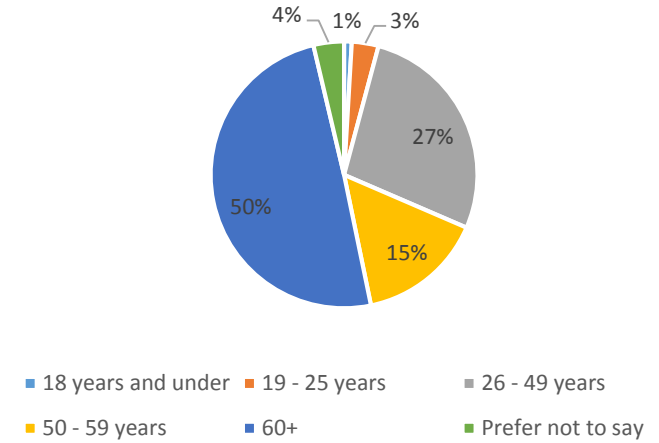
### Gender

252 answered / 15 skipped



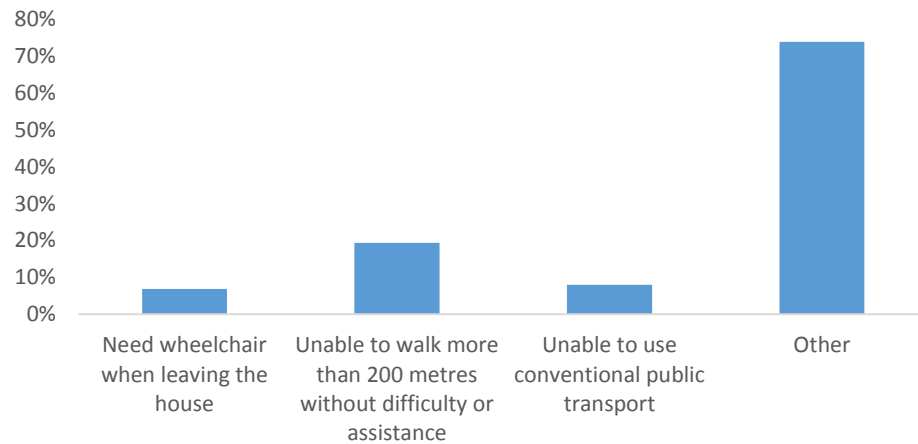
### Age Distribution

216 answered / 51 skipped



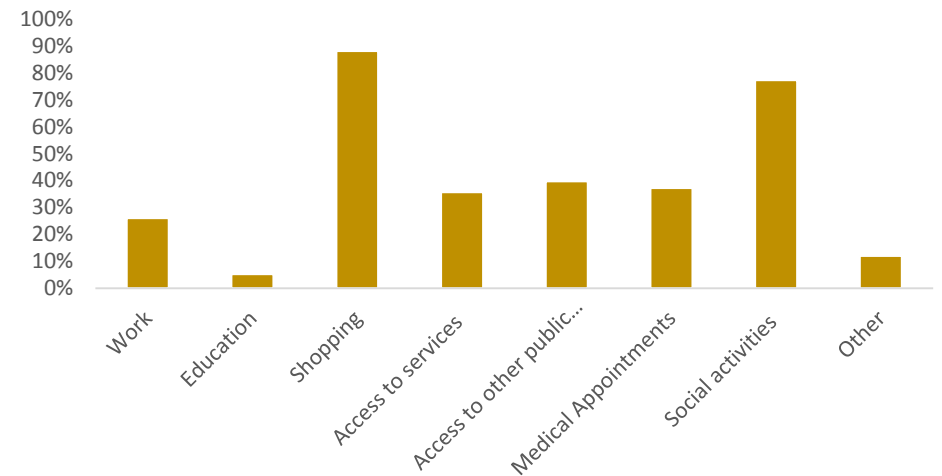
### Mobility Issues

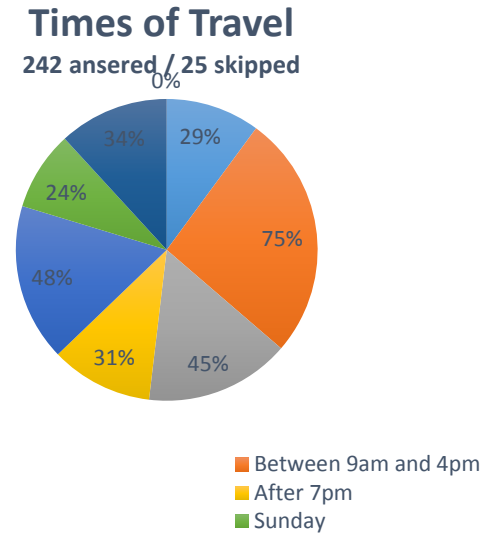
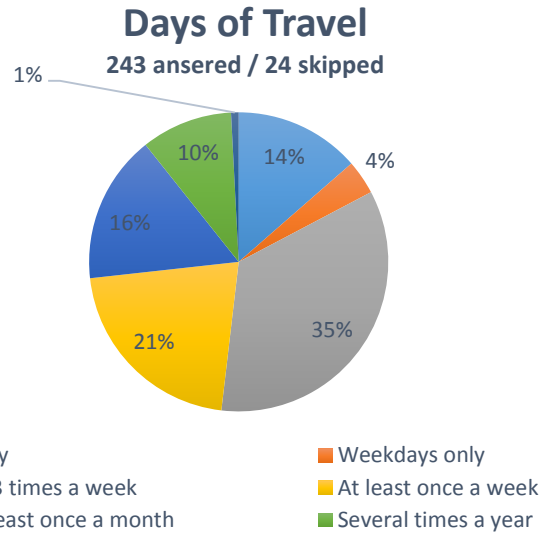
88 answered / 179 skipped



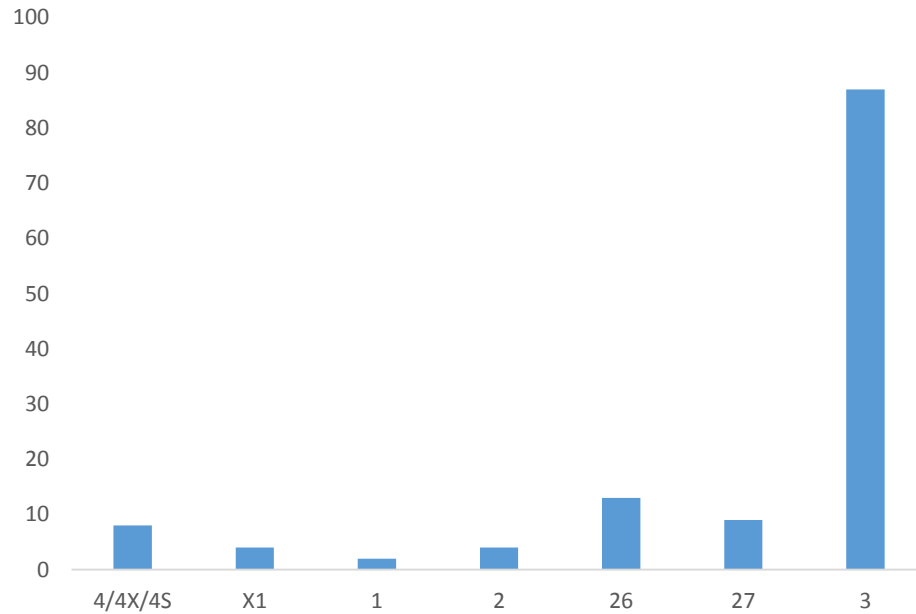
### Purpose of Travel

250 answered / 17 skipped

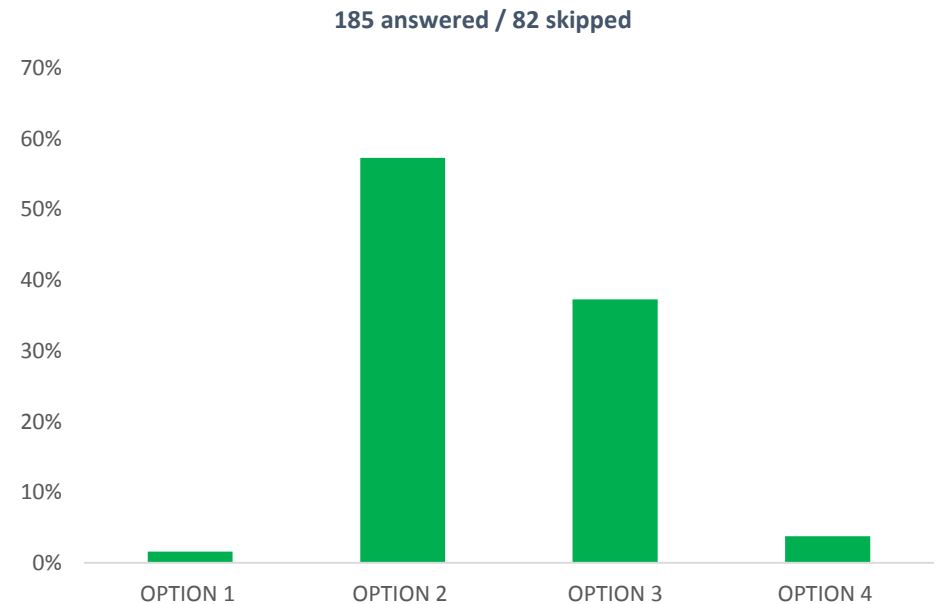




### Bus Services Used



### Preferred Travel Option



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## Appendix 5: Aspiration for Core Network Services

Core Network	Days	Hours	Frequency
Rhyl - Prestatyn - Holywell	Monday – Saturday Sunday	5am – 7pm 7pm – 10pm 9am – 6pm	Half Hourly 2 Hourly 2 Hourly
Holywell - Flint - DIP - Connahs Quay - Chester	Monday – Saturday Sunday	5am – 7pm 7pm – 10pm 9am – 6pm	15 Minutes Hourly Hourly
Mold - Flint - Holywell	Monday – Saturday	7am – 6pm	Hourly
Mold-Buckley-Chester	Monday – Saturday Sunday	7am – 6pm 6pm – 10pm 9am – 6pm	Half Hourly Hourly Hourly
Mold - Denbigh	Monday – Saturday	7am – 6pm	2 Hourly
Mold - Buckley - Wrexham	Monday – Saturday Sunday	7am – 6pm 9am – 6pm	Hourly 2 Hourly
Mold - Ruthin	Monday – Saturday	7am – 6pm	2 Hourly
Buckley - Deeside	Monday – Saturday	5am – 7pm 7pm-10pm	Hourly 2 Hourly
DIP	Monday – Saturday Sunday	5am – 11pm 5am – 6pm	Half Hourly Hourly

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## APPENDIX 6: Local Transport Arrangement Draft Routes:

The commercial bus network within Flintshire is primarily concentrated in urban areas where service patronage is high. In rural areas the financial viability of services is low and the commercial network is insufficient, so local authorities provide local bus services to fill any gaps in the network through stand alone contracts of providing support to commercial routes to expand their services. Figure 1 details the extent of the current commercial bus network, clearly highlighting areas that would not be serviced if the Authority did not provide



Fig. 1 – Commercial bus network

### Proposed changes to the supported bus network

As an outcome to the consultation option three of supporting the core bus network and introducing local travel arrangements was the preferred option. The following are proposals on the subsidised bus network to accommodate these arrangements.

Subsidised services along the core network (Appendix 1) will be maintained as these are strategic corridors for connecting communities to key hubs and for linking to ongoing journeys out of the authority for purposes of employment, health social needs etc.

## Core Network

Contracted bus services which operate along the core network and are to be retained:

**Service 1/X1/2** – Mold to Ruthin

**Service 14** – Mold to Denbigh

**Service 5/5A** – Mold –Buckley – Queensferry – Deeside Industrial Park

**Service D1, D2, D3** – Flint – Connahs Quay – Deeside Industrial Park

De-minimis support to be retained for commercial services **3, 4/4A, X4, 28, 11 & 18** to support areas / times on the core network that commercial services do not operate.

## Non-Core Network

Contracted bus services off the core network that are to be withdrawn in favour of implementing local travel arrangements are:

**Service 14A** - Pen-Y-Maes – Holywell – Carmel – Gorsedd – Caerwys

**Service 14C** - Pen-y-Maes – Holywell – Carmel – Gorsedd – Cilcain – Mold

**Service – 22/22A** - Holway-Holywell-Brynford-Holywell-Pen-y-Maes

**Service 23** - Greenfield – Holywell – Brynford – Holywell Community Hospital

**Service 21A/B** - Buckley Local Service

**Service 8** - Sealand Manor – Queensferry – Shotton – Northop Hall – Northop – Mold

**Service 9/X9** - Mold – Northop Hall-C'Quay – Q'Ferry – Chester/Wrexham (via Higher Kinnerton/Hope)

**Service 40** - Mold – Nercwys – treuddyn – Llanfynydd – Ffrith – Cymau – Abermorddu – Wrexham

**Service 63** - Higher Kinnerton – Hope – Caergwrle – Treuddyn – Nercwys - Mold

De-minimis support for commercial services off the core to be withdrawn:

**Service 11** - support for 06.00 & 08.25 service (Monday to Saturday) and Services 19:27 & 21:50 Mold to Chester and 20:45 & 23:00 Chester to Mold

**Service 126** - Support to operate service (school transport support not affected)

**Service 12** - Support to serve Mancot and Sandycroft villages

**Service 6/6A** - Contracted service for early morning and late afternoon journeys Mold – Pantymwyn

## Proposed New Routes

Commitment has been given to provide a service to all areas that currently benefit from a subsidised bus route and have no alternative service provision. Gaps within the network, presented during the public consultation, have been considered and included.

### Proposed Local Travel Arrangement Route structure

Include Cilcain on contracted **Service 14** and improve links to Nannerch– Mold - Denbigh

Holwyell – Brynford – Ysceifiog - Lixwm

Holywell – Holway – Carmel – Gorsedd – Caerwys

Greenfield – Bagillt (boot end) – Pen-y-Maes – Holywell (inc Hospital)

Buckley – Circular route - Drury – Penyffordd (Vounog Hill)- Broughton

Northop - Northop Hall – Ewloe – Connahs Quay (inc. Wepre lane/Wepre park//Llwyni Drive/Mold Road)

Sealand Manor – Queensferry – Mancot – Sandycroft – Saltney Ferry – Bretton - Broughton.

Mold – Nercwys – Treuddyn – Llanfynydd – Ffrith – Cymau – Cefy-y-Bedd - Abermorddu – Caergwrle – Higher Kinnerton – Broughton

### **School Transport Routes to be provided by in house Service**

Four School transport routes have been identified to be incorporated into the local travel arrangement routes. These are:

Holywell – Rhewl, Mostyn, Lloc, Whitford to Ysgol Gwenffrwd/St Winefrides, Holywell

Afon Wen – Caerwys to Ysgol Glan Clwyd, St Asaph

Garden City – Queensferry to Queensferry Community Primary / Venerable Edward Morgan Primary

Cymau – Penyffordd to Castell Alun, Hope.

### **Commercial Network**

Should any commercial bus route provision change then proposed local travel arrangements will be adapted. The local authority cannot provide a local bus route where commercial bus services operate therefore local travel arrangements will be restricted to areas where there is no commercial provision only.

There is a possibility that commercial operators will adapt services in response to the network review. This could be in the way of introducing new commercial bus services where subsidised routes once operated, withdraw their current routes due to commercial viability or change their current routes e.g. directions/timetables.

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## APPENDIX 7: Core Network and Local Travel Arrangement Draft Implementation Plan

### Subsidised Services to Remain

Service	Type of Service	Route	Route supported by FCC	Status	Justification
1 /X1/2	Contracted to Denbighshire County Council	Ruthin-Cadole-Gwernymynydd-Mold-Chester	Flintshire element of service	To remain	On Core Network
3	Commercial service with de-minimis support from FCC	Mold-Buckley-Penyffordd-Broughton-Chester	Support to serve Penyffordd and Broughton Village	To remain but be reviewed for efficiency	On Core Network
4/4A	Commercial service with de-minimis support from FCC	Mold-Buckley-Hawarden-Saltney-Chester	Support to serve Hawarden and Broughton Village	To remain but be reviewed for efficiency	On core network
X4	Commercial service with de-minimis support from FCC	Mold-Buckley-Ewloe-Hawarden-Broughton-Chester	Support to serve Ewloe village	To remain but be reviewed for efficiency	On core network
28	Commercial service with de-minimis support from FCC	Flint – Mold – Buckley – Penyffordd – Hope - Wrexham	Operation of services – Mold-Wrexham & Flint to Mold	To remain	On core network
Deeside Shuttle	Contracted by Flintshire County Council	Flint – C'Quay-Shotton-Q'Ferry-DIP	Fully supported route	To remain with timetable changes	On core network
5/5A	Contracted by Flintshire County Council	Mold-Buckley-Ewloe-Q'ferry-DIP-Ellesmere Port	Fully supported route	To remain	On core network
14	Contracted by Flintshire County Council	Mold-Rhydymwyn-Nannerch-Caerwys-Denbigh	Fully supported route	To remain	On core network
18	Commercial service with de-minimis support from FCC	Flint – Bagillt-Holywell-Grenfield-Mostyn-Pen-y-ffordd-Gwespyr-Talacre-Rhyl	Support to serve Pen-y-Ffordd village and Flint	To remain	On core network
11	Commercial service with contracted support from FCC	Rhyl-Prestatyn-Holywell-Flint-C'Quay-Q'Ferry-Broughton-Chester	Support for evening journeys on Rhyl-Holywell-Chester corridor	To remain	On core network

## Phase 1 Implementation (October 2018)

Service	Type of Service	Route	Route supported by FCC	Action	Justification
11	Commercial service with de-minimis support from FCC	Holywell-Prestatyn-Rhyl	Diminimis support for 06.00 & 08.25 service	Support to be withdrawn	Commercial service provided
126	Commercial service with de-minimis support from FCC	Holywell – Milwr – Pentre Halkyn – Rhosesmore - Mold	Diminimis support to operate service	Support to be withdrawn (school transport for eligible pupils unaffected)	Commercial service provided / Off core network
14A	Contracted by Flintshire County Council	Pen-Y-Maes – Holywell – Carmel – Gorsedd - Caerwys	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network
14C	Contracted by Flintshire County Council	Pen-y-Maes – Holywell – Carmel – Gorsedd – Cilcain - Mold	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network
22,22A	Contracted by Flintshire County Council	Holway-Holywell-Brynford-Holywell-Pen-y-Maes	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network
22/B	Contracted by Flintshire County Council	Greenfield – Holywell – Brynford – Holywell Community Hospital	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network
22/B	Contracted by Flintshire County Council	Buckley Local Service	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network

Page 314

## Phase 2 Implementation (January 2019)

Service	Type of Service	Route	Route supported by FCC	Action	Justification
12	Commercial service with de-minimis support from FCC	C'Quay – Shotton – Deeside Hospital – Q'ferry – Mancot – Sandycroft - Broughton	Support to serve Mancot and Sandycroft villages	Withdraw support and introduce local travel arrangements for Mancot and Sandycroft.	Off Core network
8	Contracted by Flintshire County Council	Sealand Manor – Queensferry – Shotton – Northop Hall – Northop - Mold	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network
9/X9	Contracted by Flintshire County Council	Mold – Northop Hall-C'Quay – Q'Ferry – Chester/Wrexham (via Higher Kinnerton/Hope)	Fully supported route	Withdraw service and introduce local travel arrangements	Off Core network

## Phase 2 Implementation – School Transport Arrangements (January 2019)

Service	Type of Service	Route	Route supported by FCC	Action	Justification
109 (duplicate school bus)	Contracted by Flintshire County Council	Connahs Quay – Northop – Mold campus	Duplicate service bus due to non-eligible children travelling to Mold campus	Introduce dedicated school bus with concessionary passes	Not closest school
5/5A (Duplicate school bus)	Contracted by Flintshire County Council	Queensferry – Buckley Elfed – Mold Campus	Duplicate service bus due to non-eligible children travelling to Mold campus	Introduce dedicated school bus with concessionary passes	Not closest school
Z125	Contracted by Flintshire County Council	Holywell – Mold Campus	Duplicate service bus due to non-eligible children travelling to Mold campus	Introduce dedicated school bus with concessionary passes	Not closest school

## Phase 3 Implementation – Services to Withdraw (April 2019)

Service	Type of Service	Route	Route supported by FCC	Action	Justification
30 31	Contracted by Flintshire County Council	Mold – Nercwys – treuddyn – Llanfynydd – Ffrith – Cymau – Abermorddu - Wrexham	Fully supported route	Withdraw service and introduce local travel arrangements	Off core network
5/5A	Contracted by Flintshire County Council	Higher Kinnerton – Hope – Caergwrle – Treuddyn – Nercwys - Mold	Fully supported route	Withdraw service and introduce local travel arrangements	Off core network
6/6A	Commercial service with de-minimis support from FCC	Mold – Gwernymynydd – Cadole – Gwernaffield - Pantymwyn	Contracted service for early morning and late afternoon journeys Mold - Pantymwyn	To retain school transport supported routes only (08:15 & 15:45 journeys).	Off core network
11	Commercial service with contracted support from FCC	Mold – Flint – C’Quay – Q’Ferry - Chester	Services 19:27 & 21:50 Mold to Chester and 20:45 & 23:00 Chester to Mold	Contracted element of service (19:27 & 21:50 Mold to Chester and 20:45 & 23:00 Chester to Mold) to be withdrawn.	On core network but after agreed supported hours (core network aspirations).

- De-minimis support – provision to enhance a commercial bus route to service an area not covered en-route. Typically a small village or housing estate.

Activity	July 2018	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	March 2019	April 2019
<b>Phase 1</b>										
Scrutiny and Cabinet										
Meeting with bus operators on impact of review										
Contract termination notification to current Operators (2 months)										
Registration of new routes with Traffic Commissioner (56 days' notice)										
Public Engagement/Notification										
Implement new travel arrangement										
<b>Phase 2</b>										
Contract termination notification to current Operators (2 months)										
Registration of new routes with Traffic Commissioner (56 days' notice)										
Public Engagement/Notification										
Implement new travel arrangement										
<b>Phase 3</b>										
Contract termination notification to current Operators (2 months)										
Registration of new routes with Traffic Commissioner (56 days' notice)										
Public Engagement/Notification										
Implement new travel arrangement										



## APPENDIX 8: Core Network and Local Travel Arrangement Draft Communication Plan

Activity	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	March 2019	April 2019
<b>Phase 1</b>									
Members in effected wards									
Town / Community Council in effected wards									
Web site / social media / Connect Centre information									
Public Engagement event (drop in sessions)									
Notification at bus shelters/stops									
Notification on bus services affected									
Press release									
Implement new travel arrangement									

Activity	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	March 2019	April 2019
<b>Phase 2</b>									
Consultation with school / pupils (on school transport issues)									
Members in effected wards									
Town / Community Council in effected wards									
Web site / social media / Connect Centre information									
Public Engagement event (drop in sessions)									
Notification at bus shelters/stops									
Notification on bus services affected									
Press release									
Implement new travel arrangement									

Activity	Aug 2018	Sept 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	March 2019	April 2019
<b>Phase 3</b>									
Members in effected wards									
Town / Community Council in effected wards									
Web site / social media / Connect Centre information									
Public Engagement event (drop in sessions)									
Notification at bus shelters/stops									
Notification on bus services affected									
Press release									
Implement new travel arrangement									

## APPENDIX 9 – Cost Benefit Analysis – Local Bus Service

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**Requirement:** Provision of 16 seat capacity minibus with wheelchair accessibility  
**Required distance:** Approx. 150 miles per day  
**Operation:** 6 days per week

Purchase of 4 16 seat capacity minibus (2 x Mercedes Sprinter and 2 x Peugeot Boxer) has been undertaken with funding provided by Welsh Government to Flintshire County Council, July 2018.

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### Local Bus Service Provision

Daily cost of operating in-house Local Bus Service: **£182.95**

Daily cost of Service provided by external contractor utilising own vehicle: **From £225**

**In house provision: £57,080 per annum**

**Contract: £70,200 per annum**

**Potential annual saving per vehicle: £13,120**

### School Transport Provision

Provision of contracted school transport services – high cost route **£100-140 / day**

Provision of school transport route can be operated within local bus service provision.

Cost saving potential: **£ 19K - £26K per route / per annum**

### Provision of an Integrated in-house Transport Service

Total potential saving utilising in-house service per vehicle: **£32,000 - £39,120 per annum.**

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## Appendix 10: School Transport – Historical Anomalies

Route Details and Issues	Option to Manage Arrangement	Significant Implications / Impact / Efficiency
<p><b>Breakfast Clubs – Double running / separate journeys to Ysgol Pencoch, Flint</b></p> <ul style="list-style-type: none"> <li>• Approx. 30 eligible pupils with special educational needs (SEN) transported</li> <li>• Transport is normally only provided at school start and finish times</li> <li>• Over the years, additional transport has been provided for pupils attending breakfast club at Ysgol Pencoch in Flint over and above the existing Policy</li> <li>• This has resulted in some routes double-running and some pupils requiring separate journeys and therefore additional costs.</li> </ul>	<ul style="list-style-type: none"> <li>• Apply policy for all new starters from September 2018 (academic year 2018-2019) i.e. when exercising functions under the Learner Travel Measure the local authority is not required to take account of extra-curricular activities, breakfast or after-school clubs when assessing learner travel needs.</li> <li>• Retain service for pupils currently transported, but phase out service as pupils leave school:</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications if continued</li> </ul> <p><b>Current Cost:</b></p> <p><b>Saving:</b>       2019/20: £0                          2020/21: £0                          2021/22: £16,454.00                          2022/23: £18,411.00</p> <p><b>Total estimated saving by 2023: £34,865.00</b></p>
<p><b>S12 bus service (P&amp;O Lloyd) to Connah’s Quay H.S.</b></p> <ul style="list-style-type: none"> <li>• Provision of a public service registered double-decker to transport approx. 75 pupils from Llwyni Drive / Wepre to Connah’s Quay High School on school days only.</li> <li>• None of the pupils transported are eligible for free home to school transport and pupils are attending their nearest appropriate school and are within a safe walking distance of the school.</li> <li>• There is nothing on record to demonstrate how this service has come about, but the service has been provided for approx. 12 years</li> </ul>	<p>Undertake consultation on future provision of service with pupils and school to understand the demand and consider the following options:</p> <p><b>Option 1)</b></p> <ul style="list-style-type: none"> <li>• Withdraw the service completely from 1<sup>st</sup> April 2019</li> </ul> <p><b>Option 2)</b></p> <ul style="list-style-type: none"> <li>• Raise fares to cover full operating costs</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications if continued</li> <li>• Increase in number of pupils walking to school or congestion at the school i.e. adequate footpath capacity / parent drop-off facilities</li> </ul> <p><b>Option 1</b>  <b>Current Cost:</b> £31,350 per annum  <b>Saving:</b> £31,350 per annum</p> <p><b>Option 2</b>  <b>Current Cost:</b> £31,350 per annum    Expected residual cost for transporting eligible children only: £0K – no eligible children travelling  <b>Saving:</b> Dependent on take-up of new fare structure</p>
<p><b>School journeys on the 9/X9 bus service (Stagecoach) from Shotton, Connah’s Quay to Mold Campus</b></p> <ul style="list-style-type: none"> <li>• The public service bus operates under contract to FCC.</li> <li>• The service carries fare paying passengers as well as pupils.</li> <li>• In September 2017, the journeys at the school times have been oversubscribed with double the number of anticipated pupils travelling on the service and FCC had no option but to pay for</li> </ul>	<ul style="list-style-type: none"> <li>• Provide dedicated school buses for eligible pupils (will require notice to existing operator, Traffic Commissioner and re-procurement).</li> <li>• Implementation from 1<sup>st</sup> January 2019</li> <li>• Sell concessionary spare seats (on application) on the school buses to non-eligible pupils who were</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications if continued</li> <li>• 9/X9 may be withdrawn under the subsidised bus network review process</li> <li>• Siblings may not be eligible for transport to the same school.</li> <li>• Information to be presented in school prospectus to inform</li> </ul>

<p>additional capacity to be provided on safety grounds (i.e. an extra bus).</p> <ul style="list-style-type: none"> <li>• There are approx. 70 non-eligible pupils travelling on the school journeys, who pay a fare and do not attend their nearest appropriate school.</li> <li>• There are 21 eligible pupils travelling on the service, who qualify under the Council's Welsh Medium and post-16 eligibility criteria</li> </ul>	<p>enrolled at either Mold Alun or Ysgol Maes Garmon up to and including September 2017.</p> <ul style="list-style-type: none"> <li>• Phase out service over 5 year period</li> <li>• Undertake consultation from 1<sup>st</sup> September 2018 to inform pupils / parents of intended withdrawal of the service.</li> <li>• Undertake consultation with Mold Alun High School from September 2018 (minimum 2 months' notice)</li> </ul>	<p><b>Current Cost:</b> £52,250 per annum</p> <p>Expected residual cost for transporting eligible children only: £35K per annum</p> <p><b>Saving:</b> Dependent on take-up of concessionary spare seats once implemented</p>
<p><b>School journeys on the SP1/SP2 bus service (Stagecoach) from Garden City, Queensferry to Buckley Elfed High School and Mold Campus</b></p> <ul style="list-style-type: none"> <li>• The public service bus operates under contract to FCC.</li> <li>• The service carries fare paying passengers as well as pupils.</li> <li>• In September 2017, the journeys at the school times have been oversubscribed with double the number of anticipated pupils travelling on the service and FCC had no option but to pay for additional capacity to be provided on safety grounds (i.e. an extra bus).</li> <li>• There are approx. 70 non-eligible pupils travelling on the school journeys, who pay a fare and do not attend their nearest appropriate school.</li> <li>• There are 15 eligible pupils travelling on the service, who qualify under the Council's Welsh Medium and post-16 eligibility criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Provide dedicated school buses for eligible pupils (will require notice to existing operator, Traffic Commissioner and re-procurement).</li> <li>• Implementation from 1<sup>st</sup> January 2019</li> <li>• Sell concessionary spare seats (on application) on the school buses to non-eligible pupils who were enrolled at either Mold Alun, Ysgol Maes Garmon, Buckley Elfed High School up to and including Sept 2017.</li> <li>• Phase out service over 5 year period</li> <li>• Undertake consultation from 1<sup>st</sup> September 2018 to inform pupils / parents of intended withdrawal of the service.</li> <li>• Undertake consultation with Buckley Elfed and Mold Alun High School - September 2018 (minimum 2 months' notice)</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications if continued</li> <li>• Siblings may not be eligible for transport to the same school.</li> <li>• Information to be presented in school prospectus to inform</li> </ul> <p><b>Current Cost:</b> £52,250 per annum</p> <p>Expected residual cost for transporting eligible children only: £30K per annum</p> <p><b>Saving:</b> Dependent on take-up of concessionary spare seats once implemented</p>
<p><b>Z125 (P&amp;O Lloyd) school/service bus from Greenfield, Holywell, Halkyn (Windmill) and Rhosesmor to Mold Campus.</b></p> <ul style="list-style-type: none"> <li>• The public service registered bus operates under contract to FCC.</li> <li>• The service carries fare paying passengers as well as pupils, but is not widely advertised to the general public</li> <li>• There are approx. 50 non-eligible pupils travelling on the school journeys, who pay a fare and do not attend their nearest appropriate school.</li> <li>• There are 20 eligible pupils travelling on the service, who qualify under the Council's Welsh Medium and post-16 eligibility criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Provide dedicated school buses for eligible pupils (will require notice to existing operator, Traffic Commissioner and re-procurement).</li> <li>• Implementation from 1<sup>st</sup> January 2019</li> <li>• Sell concessionary spare seats (on application) on the school bus to non-eligible pupils who were enrolled up to and including Sept 2017.</li> <li>• Phase out service over 5 year period</li> <li>• Undertake consultation from 1<sup>st</sup> September 2018 to inform pupils / parents of intended withdrawal of the service.</li> <li>• Undertake consultation with Mold Alun High school - September 2018 (minimum 2 months' notice)</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications if continued</li> <li>• Increase in number of pupils walking to school or congestion at the school i.e. adequate footpath capacity / parent drop-off facilities</li> <li>• Siblings may not be eligible for transport to the same school.</li> <li>• Information to be presented in school prospectus to inform</li> </ul> <p><b>Current Cost:</b> £43,975 per annum</p> <p>Expected residual cost for transporting eligible children only: £30K per annum</p> <p><b>Saving:</b> Dependent on take-up of concessionary spare seats once implemented</p>

<p><b>Transport provision for students to attend FUSE Drama Group at Theatre Clwyd, Mold (evenings only)</b></p> <ul style="list-style-type: none"> <li>• Transport service is for approx. 8 students to attend weekly evening workshops for children and young adults with additional needs.</li> <li>• There is no record of how this arrangement has come about historically, but it appears to have been operating for a number of years (i.e. 6+ years).</li> <li>• The transport service is discretionary and does not form part of the Home to School transport provision.</li> </ul>	<ul style="list-style-type: none"> <li>• Withdraw the service on 1<sup>st</sup> February 2019</li> <li>• Look to include the current students on a future local transport arrangement service.</li> <li>• Undertake consultation with workshop to notify attendees that the service will stop on September 2018</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications if continued</li> </ul> <p><b>Current cost:</b> £2K per annum</p> <p><b>Saving:</b> £2K</p>
<p><b>Historical anomalies where transport has been granted on a discretionary basis to pupils who are not attending their nearest appropriate school.</b></p> <ol style="list-style-type: none"> <li>Leeswood to Castell Alun H.S. when nearest school is Mold Alun High School</li> <li>Bagillt to Flint High School when nearest school to Holywell High School</li> <li>Treuddyn to Ysgol Parc y Llan when nearest school is Ysgol Derwenfa, Leeswood</li> <li>Penyffordd &amp; Penymynydd to Castell Alun H.S. when nearest school is Buckley Elfed High School</li> <li>Northop Hall to Hawarden High school when nearest school is Connah's Quay High School.</li> </ol> <p>The above list is not exhaustive and there may be others</p>	<ul style="list-style-type: none"> <li>• Apply transport policy on a phased approach for all new starters and only provide home to school transport to nearest appropriate school</li> <li>• Implementation from September 2018 (outcome letters are being sent to parents over the summer period June-August 2018)</li> <li>• Honour those pupils currently travelling.</li> </ul>	<ul style="list-style-type: none"> <li>• Budget implications</li> <li>• Some pupils may still qualify for free school transport to their nearest appropriate school and therefore there would be no budget saving for withdrawal of the discretionary transport and application of the policy in all cases</li> <li>• If a phased approach introduced, there may be siblings who may qualify and some who do not resulting in a 2-tiered approach</li> </ul> <p><b>Saving:</b> None identified</p>

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# Finance Ref no. Subsidised Bus Network Review

## Equality and Welsh Language Impact Assessment

### Summary

1. Name of Proposal/policy: **Subsidised Bus Network Review 2018**

2. Portfolio/Section: **Streetscene and Transportation**

3. Lead Officer: **Ruth Cartwright**

4. Main Aims/purposes/outcomes of the policy: **To provide an affordable, sustainable and equitable bus network supplementing the commercial and enhancing the commercial network currently established**

5. Have employees/ service users/public been engaged/consulted on proposed changes:

**YES – Public consultation via questionnaires (paper / survey monkey). Consultation with Town / Community councils, elected members, AMs, MPs**

**Attendance at town / community council meetings**

**Public drop in events**

**Attendance at community groups**

**All members' workshops**

**Discussion with protected groups**

**Commercial bus operators**

**Neighbouring authorities**

**On bus passenger monitoring**

6. What is being done to limit any negative impact or promote positive impact on Welsh language and/or protected groups (See section 2):

**All changes within the bus network will be widely advertised and communication will be clear for public. Help from elected members and town/community councils will be sought to help engage with communities and promote new services.**

**All communities who currently benefit from a council supported bus service will continue to be served, albeit with the potential of a reduced service which will require individuals to adjust their travel habits.**

**The potential of a council run bus service will allow for better communication via the medium of Welsh to passengers**

7. How will the proposals help promote equality, eliminate discrimination and promote good relations:

**The proposed new service will allow for all areas of Flintshire to benefit from a local bus service where demand can be demonstrated. Areas currently not benefiting from a service can be incorporated into the new proposals ensuring that all communities have the benefit of public transport.**

**When there is withdrawal or change in the commercial bus network, Flintshire will be in a position to assist by adapting its service to accommodate gaps in the bus network. This allows public transport to be equitable to all.**

**All vehicles to be used will comply with Disability Discrimination Act legislation.**

**The use of a Flintshire bus service will allow for a personal service and assist with promoting any Council message and ensure that all communications are Welsh Language act compliant.**

8. Is there an action plan in place?

**YES – a phased approach to changes to current bus services is planned to ensure that the change is manageable. The changes will take place over a six month period with ongoing monitoring of new services once established. Adaptations can then be made, if needed.**

**A full communication plan will be in place for each phase.**

Name: **Ruth Cartwright**

Signature:

Job Title: **Programme Manager**

## Equality and Welsh Language Impact Assessment Template

The aim of an equality and Welsh impact assessment (E & WLIA) is to ensure that policies help to promote equality and Welsh language. The E & WLIA contributes to effective policy making by providing an opportunity to minimise risk and maximise the benefits of a policy, therefore ensuring we have the best possible policy in place. It also helps us to meet our requirements under the general equality duties of the Equality Act 2010 and Welsh Language Act 1993. **Throughout this document we use the word ‘policy’ to refer to what we are assessing. In this context, the term includes the different things that we do, including strategies, functions, procedures, practices, decisions, initiatives and projects.**

All E & WLIAs should consider the potential impact of policies in respect of all areas of equality and Welsh language including human rights and socio economic issues. When carrying out an assessment you should consider negative and positive consequences of your proposals. Our approach to E & WLIAs will help us to strengthen our work to promote equality and Welsh language. It will also help to identify and address any potential discriminatory effects before introducing a policy and reduce the risk of potential legal challenges. When carrying out an E & WLIA you should consider both the negative and positive consequences of your proposals

If a project is designed for a specific group, you also need to think about what potential effects it could have on other areas of equality. Further advice, guidance and training is available and should be used when conducting E & WLIAs.

### 1. Data Collection and Evidence

<p><b>What evidence e.g. data, research , results of engagement and consultation have you used to consider how this policy might affect:-</b></p> <ul style="list-style-type: none"> <li><b>i) people with protected characteristics</b></li> <li><b>ii) opportunities for individuals/communities to use the Welsh language</b></li> </ul> <p>Please link to any relevant documents. Describe who you engaged with and the results? <b>(It is a statutory requirement to engage with people with protected characteristics).</b></p>	<p><b>Consultation with the wider public, elected members, town/community council, AMs/MPs. Feedback was sought on the proposals and options provided for consideration.</b></p> <p><b>Information on current and required travel habits was sought to understand demand (including feedback on issues with mobility).</b></p> <p><b>Consultation with representative groups from those with protected characteristics has taken place to discuss proposals and feedback gleaned.</b></p> <p><b>Consultation with community groups was undertaken (older peoples groups / younger peoples groups / business forums/job centre Plus)</b></p>
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	<p><b>Consultation with local bus operators and neighbouring authorities has been undertaken as transport requirements are not contained within the border of Flintshire.</b></p> <p><b>Undertaking an in-house bus service will allow for all services to be provided with bilingual information and allow for the service to be provided through the medium of Welsh where required (back office support / driver training)</b></p>
<p><b>What additional research, data or consultation is required to fill any gaps in understanding the effects of the policy?</b></p>	<p><b>Working with business forums to understand employee travel demand (shift start/end times)</b></p> <p><b>Understanding future development plans that require transport links.</b></p> <p><b>Welsh Government proposals of an integrated transport network</b></p>

**2 Assessment of impact and strengthening policy**

This section asks you to assess the impact of the policy on each of the protected groups and the Welsh language.

**Using the information available, identify the effects on this policy on the following groups**

<p><b>Please indicate impact</b></p>
--------------------------------------

	+ive impact Y/N	-ive impact Y/N	No impact Y/N	How is the group affected and what is the evidence?	How could you limit the negative impact	How can you promote positive impact <sup>1</sup>
<b>Age</b>  <i>(across the whole age spectrum)</i>		Y		<p>Older persons may rely more heavily on public transport with lack of access to personal transport</p> <p>Those with concessionary travel passes (60+) would have to pay for alternative transport if service not provided leading to financial pressure.</p> <p>Older persons rely on transport for social and health needs.</p>	<p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p> <p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p> <p>Ensure that services operate during the daytime to allow</p>	<p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p> <p>Provision of FCC dial a ride service for access to</p>

<sup>1</sup> What measures does the policy include to help promote equality and Welsh language, eliminate discrimination and promote good relations?

				<p>Providing a local bus service which links to commercial / cross boundary service may increase the travel time for passengers making the service uncomfortable</p> <p>Younger persons may not have access to personal transport due</p>	<p>access to services.</p> <p>Ensure that service time link together and where possible end at the travellers required destination (main shopping centre / health centre)</p> <p>Ensure that areas not currently served by public transport is considered to ensure that access to employment or social hubs is provided.</p>	<p>medical services if no access to public transport.</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p> <p>Promote services through younger persons groups.</p>
<b>Disability</b>		<b>Y</b>		<p>Persons with disability may rely more heavily on public transport with lack of access to personal transport</p>	<p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p>	<p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of</p>

				<p>Those with concessionary travel passes (disability) would have to pay for alternative transport if service not provided leading to financial pressure.</p> <p>Providing a local bus service which links to commercial / cross boundary service may increase the travel time for passengers making the service uncomfortable</p>	<p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency.</p> <p>Ensure that service time link together and where possible end at the travellers required destination (main shopping centre / health centre)</p>	<p>passengers with all vehicles being DDA compliant</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers with all vehicles being DDA compliant</p> <p>The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers</p>
<b>Gender Reassignment (GR)</b>			<b>Y</b>	There is no expected detrimental impact		

	<b>+ive impac t Y/N</b>	<b>-ive impact Y/N</b>	<b>No impact Y/N</b>	<b>How is the group affected and what is the evidence?</b>	<b>How could you limit the negative impact</b>	<b>How can you promote positive impact*</b>
<b>Marriage and civil partnership (M&amp;CP)</b>			<b>Y</b>	There is no expected detrimental impact		
<b>Pregnancy and maternity (P&amp;M)</b>		<b>Y</b>		The reduction in bus service provision may limit access to medical support (doctors / hospitals)	FCC provision of a dial a ride service for medical appointments. (A subsidised taxi service for medical needs)	Quality alternative service bookable via FCC support staff.
<b>Race</b>			<b>Y</b>	There is no expected detrimental impact		
<b>Religion / Belief</b>			<b>Y</b>	There is no expected detrimental impact		



	+ive impact Y/N	-ive impact Y/N	No impact Y/N	How is the group affected and what is the evidence?	How could you limit the negative impact	How can you promote positive impact*
<b>Sex</b> ( <i>Men, women, boys ,girls</i> )			Y	There is no expected detrimental impact		
<b>Sexual Orientation (SO)</b>			Y	There is no expected detrimental impact		
<b>Welsh Language</b>	Y			The provision of an FCC in-house service will provide a full bilingual service (on bus signage / notifications) (Welsh speaking back office support / drives training programme to communicate in Welsh)	Ensure employees trained to basic communications through medium of Welsh	Provide all communications through medium of Welsh
<b>Other</b> ( <i>additional impacts such human rights, poverty, people living in rural areas )</i> )		Y		<b>POVETY</b> – Loss of a local bus service will impact those on low income (reliant of taxis)	Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency. Ensure areas not currently served does have a service is demand is	The provision of an in-house service will improve reliability and create a personable service to improve confidence of passengers

				<p><b>RURAL COMMUNITIES</b> – Majority of subsidies bus services operate in rural areas as the services are not commercially viable. Loss of these services will leave individuals isolated</p>	<p>demonstrated.</p> <p>Bus fares will remain affordable and comparable to other local bus services</p> <p>Ensure that there continues to be a service provided if currently in operation, however it may be reduced in frequency. Ensure areas not currently served does have a service is demand is demonstrated</p>	<p>Communicate bus service provision to all in rural communities so that services are well used and sustainable.</p>
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<p><b>If no action is taken to remove or mitigate/negative./adverse impact please justify why</b></p>	<p><b>Usage levels of all bus services will be monitored once established. Where demand changes / increases / decreases bus services will be adapted to need.</b></p> <p><b>Fare prices will be monitored to ensure affordability and comparable to commercial operators</b></p>
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### 3. Procurement

<p><b>Is this policy due to be carried out wholly or partly by contractors? If yes, please set out what steps you will take to build into all stages of the procurement process the requirement to consider the equality duties and Welsh language Act.</b></p> <p>You will need to think about:</p> <ul style="list-style-type: none"> <li>• tendering and specifications</li> <li>• awards process</li> <li>• contract clauses</li> <li>• performance measures, and monitoring and performance measures.</li> </ul>	<p><b>Majority of local bus service will be undertaken by in-house team providing a more cost effective service in comparison to tendered services via local bus operators.</b></p> <p><b>Where needed some services may require tendering and all will be done in compliance with the councils corporate procurement regulations which fully consider the equality duties and Welsh Language Act</b></p>
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### 4. Monitoring, Evaluating and Reviewing

<p><b>How will you monitor the impact and effectiveness of the new policy?</b></p> <p>This could include adaptations or extensions to current monitoring systems, relevant timeframes and a commitment to carry out an E &amp; WLIA review once the policy has been in place for one year. List details of any follow-up work that will be undertaken in relation to the policy (e.g. survey, specific monitoring process etc).</p>	<p><b>Ongoing monitoring of new bus services will be taken following implementation.</b></p> <p><b>Passenger figures and feedback will be reviewed and changes in the service will be accommodated if necessary.</b></p> <p><b>FCC staff travel on services to monitor passenger numbers and engage with travellers to discuss service provision.</b></p>
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	<p><b>Follow up customer satisfaction survey to be undertaken to understand success of new services</b></p>
<p><b>Give details of how the results of the impact assessment will be published, including consultation results and monitoring information if applicable.</b></p> <p>Summaries of the results of all impact assessments will be published on the Council's website. You could also publish them in other relevant media.</p>	<p><b>Impact assessment to be published on the Councils Website.</b></p> <p><b>Impact assessment presented to the councils cabinet and scrutiny committee for consideration</b></p>

## 5. Action Plan

The below provides an opportunity to state how any negative impact will be mitigated. It also allows you to list how you will tackle any gaps in the policy. Look back through steps 1 – 7 of the E & WLIA and include any identified actions in the plan below. Ensure that each action is listed with a target date and assigned to a named member of staff. **These actions should be incorporated in to Service plans.**

Action	Responsible Officer	By When	Progress
Present to Environment Overview Scrutiny committee	Ruth Cartwright	12 <sup>th</sup> July 2018	
Present to Council cabinet committee	Stephen O Jones	17 <sup>th</sup> July 2018	
Monitor passenger usage once implemented	Ruth Cartwright	October 2018 onwards	
Monitor journey times on vehicles once operational	Ruth Cartwright	October 2018 onwards	
Monitor vehicle accessibility once operational	Ruth Cartwright	October 2018 onwards	
Monitor commercial bus services to identify gaps in provision	Ruth Cartwright	October 2018 onwards	

## 6– Sign-Off

**The final stage of the E & WLIA is to formally sign off the document as being a complete, rigorous and robust assessment**

The policy has been fully assessed in relation to its potential effects on equality and all relevant concerns have been addressed.

(Once you have completed the E & WLIA sign the below and forward to the Equalities representative)

### Members of the assessment Team

Name	Job Title	Organisation
Stephen O Jones	Chief Officer	FCC
Katie Wilby	Transport and Logistics Manager	FCC
Ruth cartwright	Programme Manager	FCC

### Quality check: Document has been checked by:

Name:
Job title:
Service:
Date:
Signature:

### Chief Officer level (sign-off)

Name:
Job title:
Portfolio:
Date:
Signature:

Please forward completed documentation to Steph Aldridge, Policy and Performance,  
County Hall, Mold. [stephanie.aldridge@flintshire.gov.uk](mailto:stephanie.aldridge@flintshire.gov.uk)

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## **Appendix 12**

### **Concessionary Spare Seats – Guide / Fact Sheet**

Flintshire County Council provides transport for pupils who are entitled to free travel between home and school under the current policy. To do this, coaches, minibuses and taxis are procured especially for school transport and the transport network is designed to run in the most cost-effective way to serve pupils entitled to free transport.

Any spare seats on the transport can be sold to pupils who are not entitled to free travel. These places are called Concessionary Spare Seats.

In some cases, pupils entitled to free travel are given a travel pass for use on local bus services. Concessionary Seats are not available on local bus services, but pupils not entitled to free travel from may travel on these services by paying the appropriate bus fare.

Concessionary seats are not guaranteed. They can be withdrawn (and a refund given) if the seat is later needed for a pupil entitled to a free seat. The transport network is not designed so that spare seats can be created to meet demand and transport services are reviewed regularly and services can be withdrawn if there are not enough numbers of entitled children travelling.

Parents are expected to make their own arrangements for ensuring that their child travels to and from school and need to ensure they have other plans in place if they are not able to obtain a concessionary seat or do not qualify for free school transport.

Concessionary seats on contract vehicles are limited, so if an entitled child needs that seat in the future, a child may have their seat withdrawn at short notice. Details of bus routes and times may be changed if this is necessary to meet travel needs efficiently. Seat allocations are not guaranteed, and the Council reserves the right to move pupils between vehicles or re-route vehicles in order to manage loadings.

If more families want concessionary seats than there are seats available, priority will be given to Flintshire applicants before out of County applicants and within each category, statutory school age children will be considered ahead of post 16 students. Applicants will then be prioritised according to the following criteria, in order:

- Children already in receipt of a concessionary spare seat
- Children with a brother or sister who already travel on the vehicle
- Children for whom there is no other public transport available to travel to school
- Children based on straight-line distance from their home address to the school, with priority being given to those who live furthest from the school

Applications will be considered on a first come first serve basis and when it is not possible to offer a seat on the vehicle, parents will be notified that their child's name is on a waiting list. If there is a suitable route but no space

Concessionary seats will be sold on the presumption that the child will travel 5 days each week. If there are still spare seats remaining on a vehicle once requests for seats for 5 days a week have been processed, concessionary seats may be considered for partial weeks on a discretionary basis. However, where a concessionary seat is made available for only part of the week, the concessionary seat may be withdrawn if a request is received for another child to travel 5 days a week and the parent of the existing child does not wish to increase their concessionary seat to 5 days.

In being considered for a concessionary seat, either on a 5 day a week or part week basis, parents must commit to at least half a term of travel and ad hoc changes to travel arrangements within that period will not be considered.

Regular network reviews take place that can lead to spare places being removed. When selling concessionary seats, the Council will make it clear to parents that they will be given two weeks' notice if the concession is to be withdrawn.

ALL seats are issued on 2 weeks' notice. The notice period may include weekends, bank and public holidays and school holidays. In some cases, it may not be possible to offer a spare seat until after the term has started and the Council knows the full number of eligible pupils travelling.

Payments are requested in advance and can be made annually, termly or half termly. It is intended that payments will be made either by cheque, postal order, telephone, web pay or direct debit.

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## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Environmental Enforcement
<b>Cabinet Member</b>	Cabinet Member for Streetscene and Countryside
<b>Report Author</b>	Chief Officer (Streetscene & Transportation)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

In May 2016 Cabinet approved an agreement with a specialist private partner (Kingdom) to undertake environmental enforcement activities against low level crimes such as dog fouling and littering in the County, on a 12 month trial basis.

In September 2017, following the success of the trial, Cabinet approved that the Council should proceed with a formal contract to undertake the enforcement of both low level environmental crime and car parking offences, following a compliant tender process. Cabinet also approved that the enforcement of fly tipping, side waste and abandoned vehicles should remain with the Council's own enforcement team. The interim arrangement with Kingdom was extended to allow discussions to take place with neighbouring Councils about a potential regional contract and to allow time for the contract procurement arrangements to take place.

Since that date the publicity campaign against the existing supplier has grown and Environment Overview and Scrutiny subsequently requested an update report on the arrangement which was presented to the committee in June 2018. The Scrutiny Committee recommended that the contractual arrangement with Kingdom should end and that all enforcement activity should in future be carried out by a direct delivery service model.

This report seeks Cabinet approval to provide Kingdom with notice that the existing arrangements will end and request a further report on the options available for the future provision of enforcement activities within the Council.

### RECOMMENDATIONS

1	That Cabinet supports the Environment Overview and Scrutiny Committees recommendation that the current arrangement with Kingdom for the provision of low level environment enforcement should end once an alternative delivery option can be established.
2.	That a further scoping report is submitted to Cabinet in September 2018 detailing the proposed delivery model for the service, once all of the

	available options have been assessed and a sustainable business model produced. The report should also confirm the timelines for delivering the new operating model and a date for ending the current arrangement.
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## **REPORT DETAILS**

<b>1.00</b>	<b>BACKGROUND TO ENVIRONMENTAL AND PARKING ENFORCEMENT LEGISLATION</b>
1.01	Cabinet approved a report in May 2016 to enter into a formal contract with a specialist private partner (Kingdom) to undertake environmental enforcement activity in the County on a 12 month pilot basis. This contract was introduced to compliment the activity of the Council's own Enforcement Officers who were to continue to carry out environmental enforcement activity alongside their car parking enforcement duties.
1.02	The number and type of tickets issued by Kingdom since the arrangement commenced is shown on <b>Appendix 1</b>
1.03	<p>The pilot clearly showed that by engaging an organisation who specialise in low level environmental enforcement activity (together with the Cabinet approved zero tolerance approach) - there is a direct effect on the number of FPN's issued which also impacts directly on the cleanliness of the County.</p> <p>In order to gain from the expertise of these organisations across a wider enforcement area, Cabinet approved (in September 2017) that a single contract should be procured for all enforcement activities of low level environmental crime and on/off street parking offences on behalf of the Council. The arrangement with Kingdom was extended whilst opportunities for a regional contract were considered and to provide sufficient time for the Council to procure a new contractual arrangement.</p>
1.04	Since that date the publicity campaign against the existing supplier has grown significantly and Environment Overview and Scrutiny subsequently requested an update report on the arrangement, which was presented to the committee in June 2018. The Scrutiny Committee recommended that the contracted arrangement with Kingdom should end and that all enforcement activity should in future be carried out by a direct delivery service model.
1.05	Despite the fact that the vast majority of FPN's issued by the organisation on behalf of the Council have been paid and uncontested, there has been a number of high profile cases recently where the circumstances behind the issuing of tickets has been contentious. These small number of cases are undermining the reputation of the both the company and the Authority and the arrangement is now being seen as 'heavy handed' by many people. A number of Town Councils have also requested that Kingdom are not employed on enforcement activities in their own areas.
1.06	Scrutiny recommended that the current trial arrangement with Kingdom is not extended and that formal notice is provided to the organisation that the interim arrangement will end on 31 <sup>st</sup> December 2018. This date will be confirmed once an agreement on the form of the new operating model is

	reached and assurances provided that sufficient time is available for an alternative operating model to be put in place. This will ensure continuity of service without a break in enforcement activity - which may result in a reduction in cleansing standards.
1.07	<p>During the period of the notice, officers will review the options available for future service delivery models - which will include regional or sub-regional in-house delivery options and the potential for a 'Teckal' type organisation which would provide the service on behalf of the Council or the wider region with some potential to provide an element of commercial benefit for all of the Councils involved in the arrangement.</p> <p>The option to tender the activities on a regional or Countywide basis will also be considered and during the interim notice period the zero tolerance approach to enforcement will also be reviewed.</p>
1.08	A further report will be presented to the September Cabinet meeting containing an options appraisal and recommendations for the future delivery of the enforcement service which will need to be in place before the existing arrangement ends. The report will also consider the future of the zero tolerance approach to enforcement in the County.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	TUPE may apply to those staff currently providing the service if a decision to transfer the work in-house or to tender the work is made. This assumes the existing contractor is not successful in retaining the contract if this option is chosen following the September report to Cabinet.
2.02	During the notice period, the Council enforcement officers will continue to support the contract and also enforce side waste and fly tipping events during the interim period.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	<p>The Environment Overview and Scrutiny Committee reviewed the current arrangement in June 2018 and made the following recommendation to Cabinet:</p> <p>That the Council extend the in-house provision, through recruitment or regional working to provide the same level of enforcement coverage as the existing contractor without maintaining a zero tolerance approach be recommended to the Cabinet for consideration.</p>
3.02	Further consultation on both the new delivery model and the support for the zero tolerance approach will be required and detailed within the September Cabinet report.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	The existing enforcement arrangements will remain in place to allow a transition to the new working arrangements. The reputational risk from further FPN appeals is mitigated by the internal appeals process which provides an independent review of any case before the matter is escalated to court proceedings.
<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – FPN levels since Kingdom commenced operations.
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<b>Contact Officer:</b> Stephen O Jones <b>Telephone:</b> 01352 704700 <b>E-mail:</b> <a href="mailto:stephen.o.jones@flintshire.gov.uk">stephen.o.jones@flintshire.gov.uk</a>
<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>FPN</b> - Fixed Penalty Notices <b>PCN</b> - Penalty Charge Notice



# KINGDOM



Page 347



ENVIRONMENTAL  
PROTECTION



FACILITIES  
MANAGEMENT



RECRUITMENT  
SPECIALISTS



SECURITY  
SOLUTIONS

- Intelligence led deployment plans in place covering which areas need daily weekly and monthly attendance.

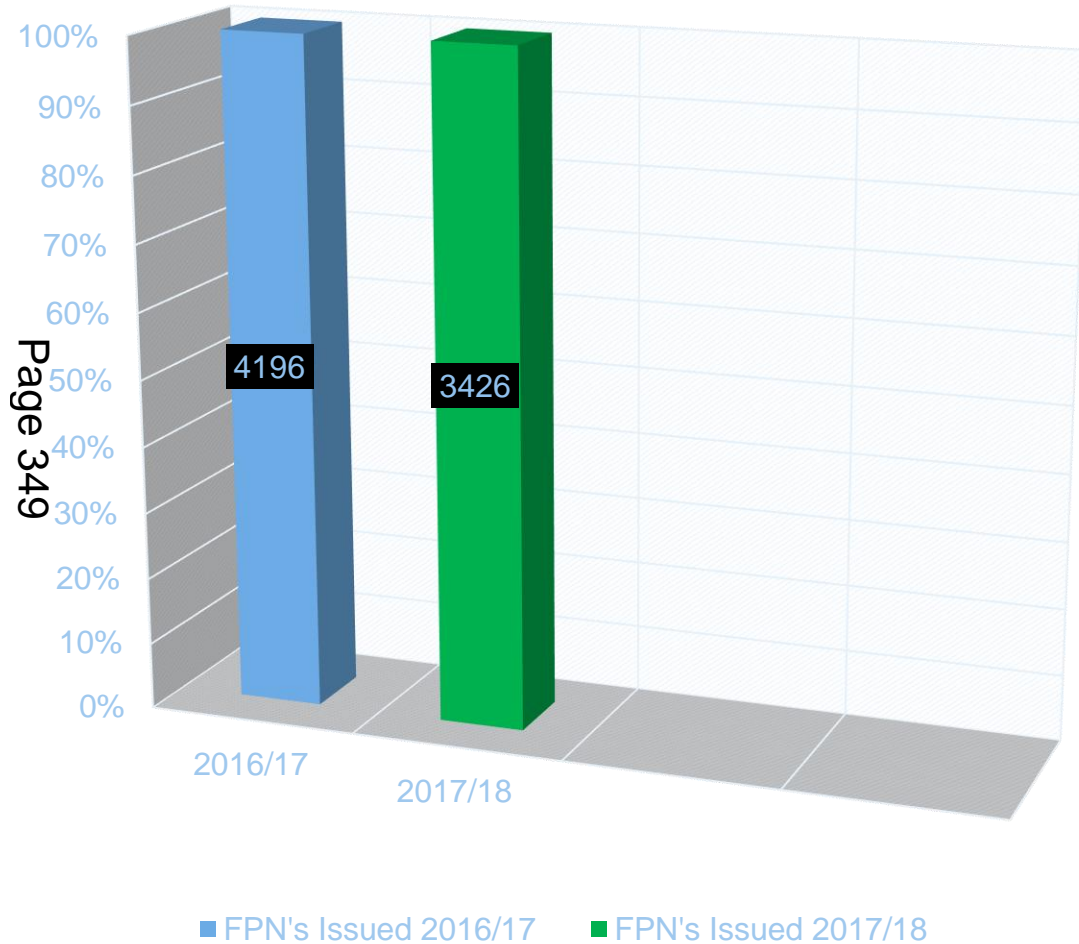
Page 348

- Patrols based on priority of both the council and intel. This continually adapts depending on what intelligence is received.
- Daily discussion between Kingdom and the Council sharing intel on where to patrol.
- We only enforce on private land in Flintshire that the land owner asks us to, as per the local authorities request.





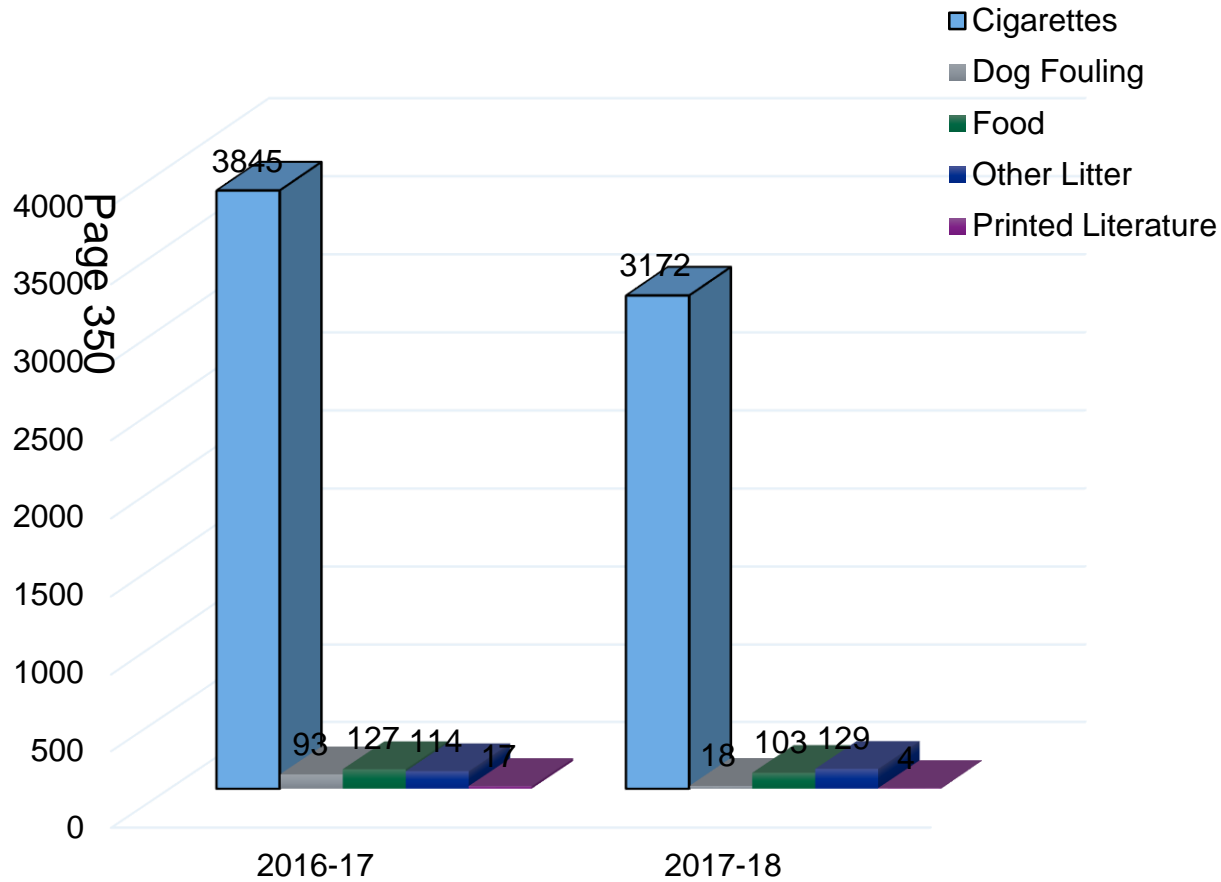
# Total FPN's Issued



- 2016/17 – 4196 FPNs Issued
- 2017/18 – 3426 FPNs Issued

\*Figures based from contract start to 30 April 2017 & 1<sup>st</sup> May 2017 to 30<sup>th</sup> April 2018 \*

## 2016-17 & 2017-18

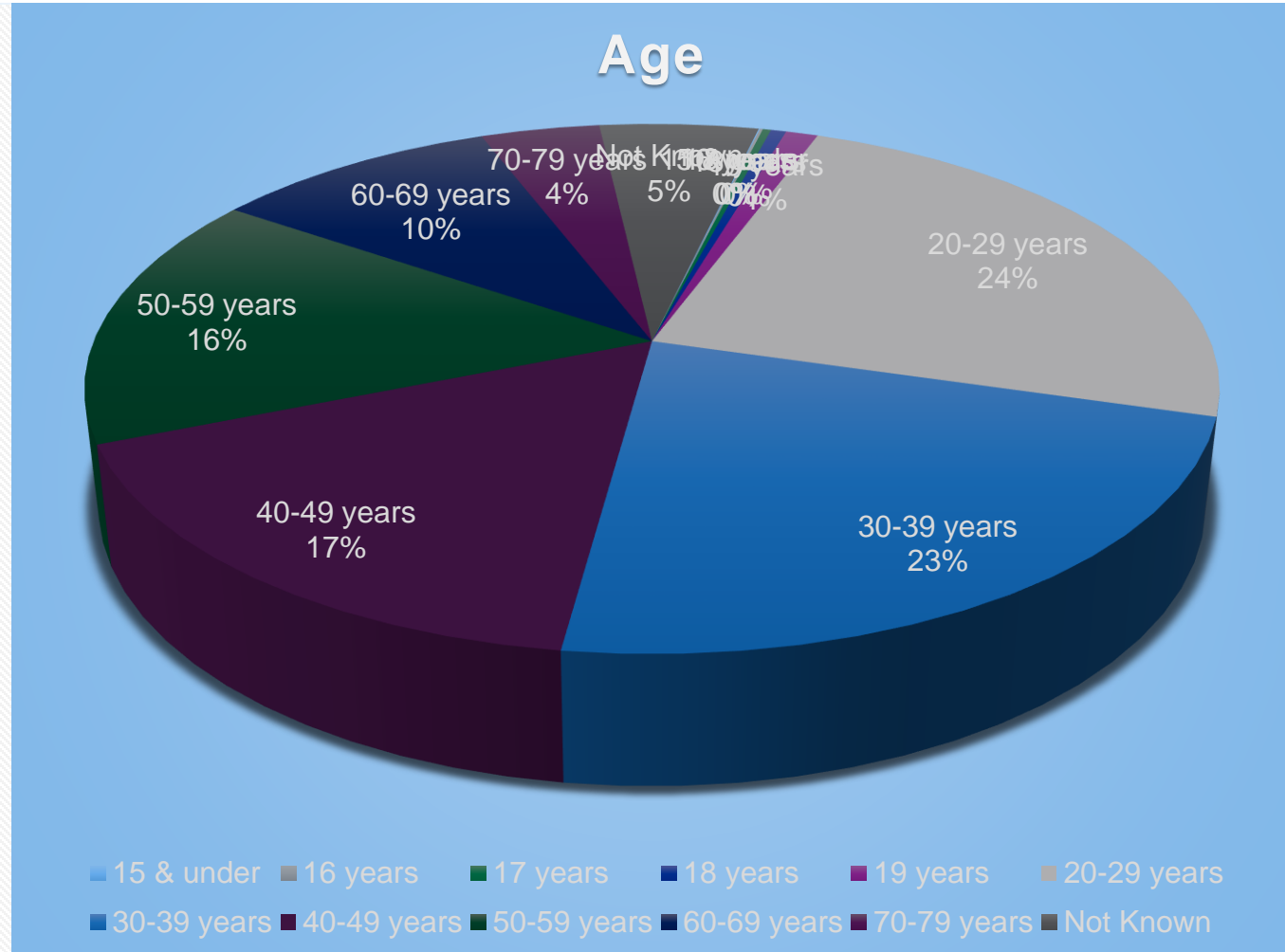
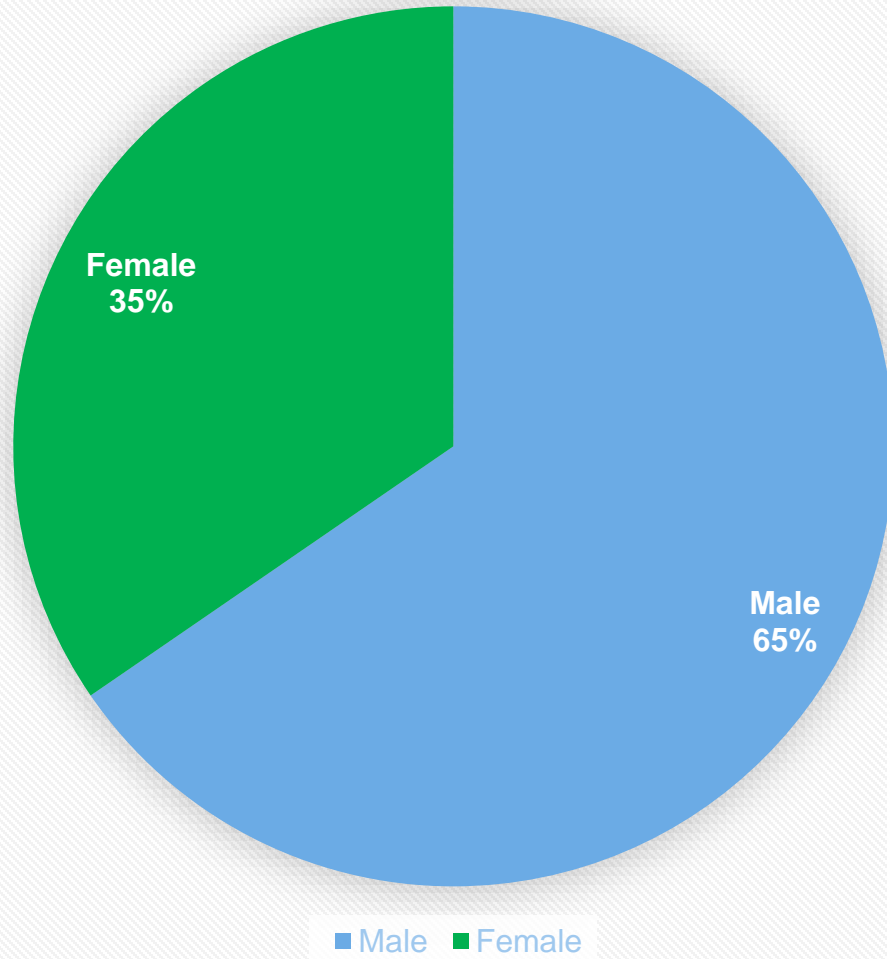


Offence Type	2016/17	2017/18
<b>Cigarettes</b>	<b>3845</b>	<b>3172</b>
<b>Dog Fouling</b>	<b>93</b>	<b>18</b>
<b>Food</b>	<b>127</b>	<b>103</b>
<b>Other Litter</b>	<b>114</b>	<b>129</b>
<b>Printed Literature</b>	<b>17</b>	<b>4</b>

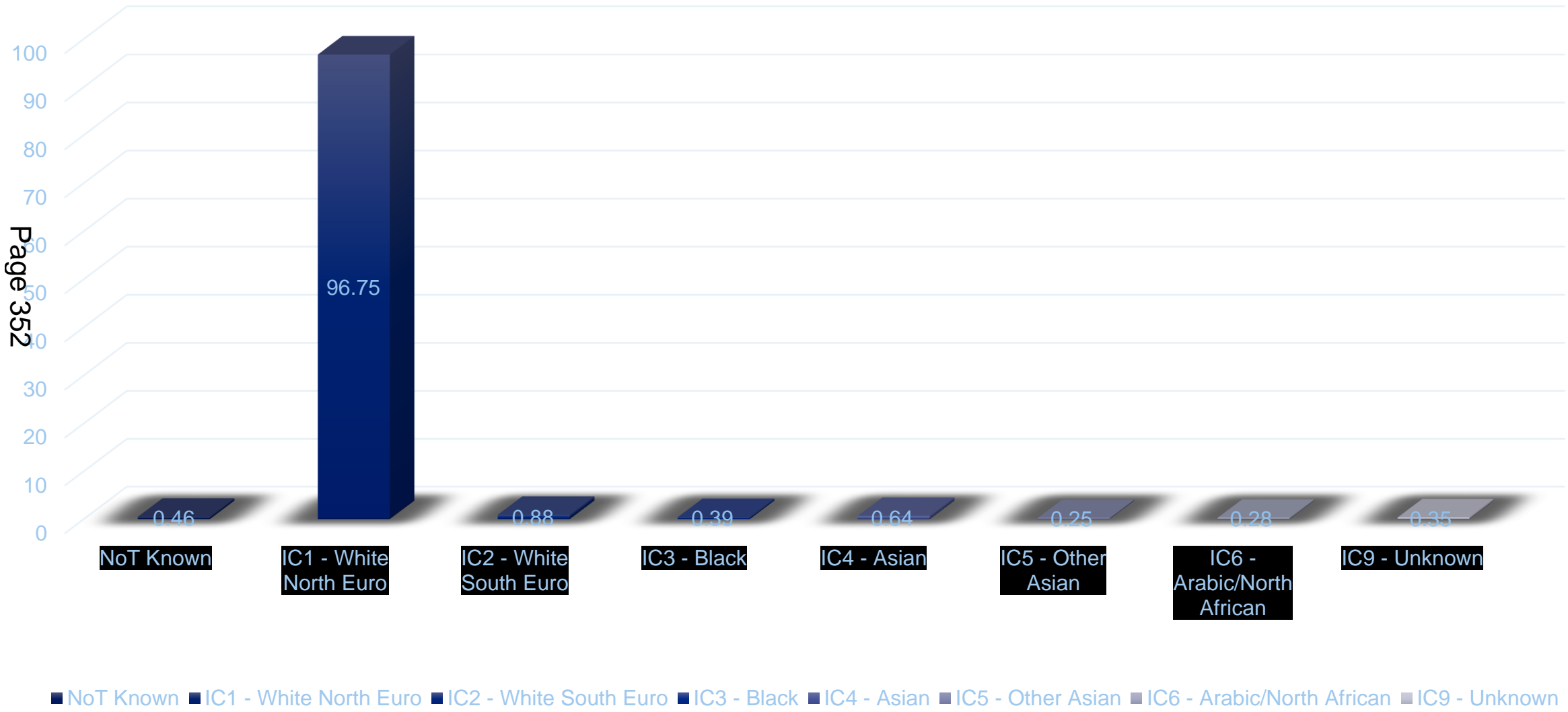
\* Figures based from contract start to 30 April 2017 & 1<sup>st</sup> May 2017 to 30<sup>th</sup> April 2018 \*



Page 351



# ETHNICITY PERCENTAGES 2016-18



# FPN LOCATIONS



Area	Area Count	Percentage
Abermorddu	<u>30</u>	<u>0.39%</u>
Alltami	<u>8</u>	<u>0.10%</u>
Aston Park	<u>6</u>	<u>0.08%</u>
Bagillt	<u>32</u>	<u>0.42%</u>
Broughton	<u>70</u>	<u>0.92%</u>
Brynford	<u>1</u>	<u>0.01%</u>
Bryn-y-Baal	<u>3</u>	<u>0.04%</u>
Buckley	<u>194</u>	<u>2.54%</u>
Caerole	<u>1</u>	<u>0.01%</u>
Caerwrlle	<u>4</u>	<u>0.05%</u>
<b>Connahs Quay</b>	<b><u>756</u></b>	<b><u>9.91%</u></b>
Deeside	<u>4</u>	<u>0.05%</u>
Dobshell	<u>1</u>	<u>0.01%</u>
Drury	<u>1</u>	<u>0.01%</u>
Ewloe	<u>27</u>	<u>0.35%</u>
Ewole	<u>1</u>	<u>0.01%</u>
Ffrith	<u>3</u>	<u>0.04%</u>
Ffynnongroew	<u>1</u>	<u>0.01%</u>
<b>Flint</b>	<b><u>1822</u></b>	<b><u>23.90%</u></b>

Flint mountain	<u>1</u>	<u>0.01%</u>
Garden City	<u>95</u>	<u>1.25%</u>
Greenfield	<u>54</u>	<u>0.71%</u>
Gronant	<u>2</u>	<u>0.03%</u>
Gwernaffield	<u>1</u>	<u>0.01%</u>
Hawarden	<u>5</u>	<u>0.07%</u>
Holywell	<u>131</u>	<u>1.72%</u>
Hope	<u>5</u>	<u>0.07%</u>
Leeswood	<u>8</u>	<u>0.10%</u>
Mancot	<u>23</u>	<u>0.30%</u>
<b>Mold</b>	<b><u>1393</u></b>	<b><u>18.27%</u></b>
Mostyn	<u>1</u>	<u>0.01%</u>
Mynydd Isa	<u>8</u>	<u>0.10%</u>
<b>Northop</b>	<b><u>578</u></b>	<b><u>7.58%</u></b>
Northop Hall	<u>11</u>	<u>0.14%</u>
Oakenholt	<u>7</u>	<u>0.09%</u>
Penyffordd	<u>1</u>	<u>0.01%</u>
Pen-y-Ffordd	<u>4</u>	<u>0.05%</u>
<b>Queensferry</b>	<b><u>602</u></b>	<b><u>7.90%</u></b>

Saltney Ferry	<u>24</u>	<u>0.31%</u>
Sandycroft	<u>142</u>	<u>1.86%</u>
Sealand	<u>3</u>	<u>0.04%</u>
<b>Shotton</b>	<b><u>905</u></b>	<b><u>11.87%</u></b>
Soughton	<u>1</u>	<u>0.01%</u>
Talacre	<u>21</u>	<u>0.28%</u>
Zone 2	<u>197</u>	<u>2.58%</u>
Zone 3	<u>85</u>	<u>1.11%</u>
Zone 4	<u>1</u>	<u>0.01%</u>
Zone1	<u>351</u>	<u>4.60%</u>
<b>Total:</b>	<b>7625</b>	

- The Flintshire LEAMS report shows Flintshire **previously near the bottom** of the table but are **now midway**.

Page 354

- The street scene officer for Buckley has stated that he now empties bins daily rather than a few times a week, confirming behaviour change by more people using the bins.
- We have delivered over 10,000 patrol hours and just by being visible we are educating and deterring far more than we are issuing FPN's to.





## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Housing Asset Management – Procurement for Voids and Repairs Support Service
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

To seek approval from Cabinet to procure a framework of contractors, to support the internal repairs team to deliver the void (empty property) and repair service.

The 'voids' team utilise contractors for works to empty properties that is unable to be resourced or delivered via the Direct Work Force. The Repairs & Maintenance team also utilise these contractors when works are either too large or complex to manage.

The current schedule of rates tender is due to expire shortly and a new contract to replace the current contract needs to be prepared and then tendered.

### RECOMMENDATIONS

1	Cabinet approve the Housing Asset Management Team to procure a framework of contractors; to support the Internal Repairs team on Void and Repairs work, to Council owned properties.
---	--



## REPORT DETAILS

<b>1.00</b>	<b>BACKGROUND</b>
1.01	The Council has approximately 7,200 social housing properties in Flintshire.
1.02	The Council experiences 400-500 void properties per year and, overall, the cost of bringing these back into a 'lettable' standard equates to approximately £2,300,000 per year. £1,800,000 is Capital Works and £500,000 is revenue based. The total value for the framework period is an estimated £11,500,000.
1.03	As this service is over the Open Journal of the European Union (OJEU) threshold of £164,000 (service contract), the regulations dictate that it must go through the full OJEU process for procurement.
1.04	In accordance with the Council's Contract Procedure Rules (CPR), the procurement will be carried out through the council's 'Proactis' procurement portal.
1.05	The Council will evaluate tenders as detailed above, and enter into a JCT framework agreement with the three most favourable contractors. The timetable for the process will be set out in the tender documents but it is envisaged that the process will take four months from approval.
1.06	The Framework will be for a total duration of five years in accordance with OJEU regulations. There is no extension option on frameworks and, as such, this will need re-procuring in 2023.
1.07	The most economically advantageous tenderer, based on price and quality will be allocated work as first choice and this will continue unless the client feels the tenderer's financial threshold is exceeded. The second most economically advantageous tenderer will then be allocated work, and the same rules will apply. The third most economically advantageous tenderer will then be allocated work on the same principal.
1.08	The Articles of Agreement will be the binding JCT Framework Agreement 2016 (FA) issued by the Joint Contracts Tribunal under the sanction of the Royal Institute of British Architects, the Building Employers Confederation and other interested parties.
1.09	Due to the implementation of the revised Contract Procedure Rules (CPR) in November 2016, it is a requirement under CPR rule 2.7.2 iii) that Works valued over £2,000,001 is approved by Cabinet via recording on a Cabinet Report with an accompanying Procurement Commissioning Form detailed in CPR 2.5.



<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Officers from Capital Works will be involved in the procurement process.
2.02	Annual budgets are set and approved annually by Cabinet members.
2.03	Spend on void services for Flintshire County Council in 2017/18 was approximately £2,265,000.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Customer representatives, such as volunteers from the Tenant's federation, will be involved in the procurement process at the interview stage.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Risk is managed by Senior Management in the usual way through Contract Administration, site meetings, KPIs and contractor reports. CDM is managed through Monthly Reports and utilising our external consultants; Setters.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Procurement Commissioning Form.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.  <b>Contact Officer:</b> Sean O'Donnell <b>Telephone:</b> 01352 701642 <b>E-mail:</b> sean.o'donnell@flintshire.gov.uk

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<b>OJEU</b> – Open Journal of the European Union – section of the EU which sets regulation for procurement within the European area  <b>Proactis</b> – Procurement portal shared with Denbighshire CC. Allows the

council to go out to tender securely under the terms of OJEU

**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.

**Supply Chain** - A system of organisations, people, activities, information, and resources involved in moving a product or service from supplier to customer. Supply chain activities involve the transformation of natural resources, raw materials, and components into a finished product that is delivered to the end customer.

**JCT** – Joint Contracts Tribunal - Standard form of contract used throughout construction contracts in the UK.

# Commissioning Form



This form is to be completed by the commissioning service or department for all procurement proposals with a total value above £25,000. If you are seeking an exception from Contract Procedure Rules or exception from the requirement to tender, you must complete an **Exception Form**.

<b>Title</b>	Void Repairs NHF Schedule of Rates Tender
<b>Head of Service:</b>	Neal Cockerton
<b>Manager:</b>	Sean O'Donnell
<b>Report Completed by:</b>	Vinny Thornton
<b>Date:</b>	27/04/2018
<b>Total Estimated Value:</b>	£3,000,000

PROCUREMENT TEAM USE ONLY	
Officer	<input type="text"/>
Priority	High/Med/Low
Category	<input type="text"/>
Received	DD/MM/YYYY
Complete by	DD/MM/YYYY
Est Hrs Required	<input type="text"/>

Type	Copy and paste:
Goods:	<input type="checkbox"/>
Services: services not subject to the 'light touch regime' (i.e. most services)	<input type="checkbox"/>
Light Touch Regime: certain social, health, education & other services subject to the 'light-touch regime'	<input type="checkbox"/>
Works:	<input checked="" type="checkbox"/>
Does the proposal include Land contracts or the appointment of developers?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, has the Monitoring Officer (Legal) been consulted?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<i>If Yes state the Monitoring Officer's advice. If No, state why not:</i>	
<input type="text"/>	
Does the proposal include Information & Communication Technology, property or works?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
If Yes, has the relevant council service been involved?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<i>If Yes state the services' involvement. If No, state why not:</i>	
<input type="text"/>	
Procurement Level	Copy and paste:
Intermediate Value: £25,000 to OJEU threshold*	<input checked="" type="checkbox"/>
High Value: above relevant OJEU threshold*	<input type="checkbox"/>
*OJEU limit Goods/ Services: £181,302 *OJEU limit works: £4,551,413 *OJEU limit light touch regime: £615,278, concession agreements: £4,551,413	

## Procurement Process

Copy and paste:

Is there a corporate purchasing arrangement or National Procurement Service framework or other framework agreement relevant to your proposal?

Yes

No

If Yes, state which below:

Proactis & Sell to Wales

Are you planning to make use of any corporate purchasing arrangement or framework agreement identified above?

Yes

No

If Yes, will the process be direct award or mini competition?

Mini Competition

## Timescales

Date	Milestone
01/06/2018	Authorisation of Commissioning Form
15/06/2018	Final contract terms, specification & evaluation methodology agreed by Procurement/Legal
25/06/2018	Tender advertised
27/07/2018	Tender closed to responses, start evaluation
17/08/2018	Evaluation finalised (start of 10 day standstill period)
31/08/2018	Contract award
28/09/2018	Contract start

## Outline

Briefly describe the proposal

Provide Void Property Repairs service including refurbishment to empty properties where WHQS was not carried out.

These works would entail working on empty properties that will require work to bring them up to a lettable standard.

### Price / Quality Weighting

Please state the percentage quality in your tender

weightings being given to evaluation:-

price and

Price

Quality

### Options

Copy and paste:

Has a zero cost option been considered?

Yes  No

Has a reduced cost option been considered?

Yes  No

State whether and why zero and/or reduced cost options have been adopted or discounted:

### Collaborative Procurement

Copy and paste:

Has a collaborative procurement with Denbighshire/Flintshire County Council been considered?

Yes  No

If yes please give details, if no please state reason:

Timescales restrict collaborative working as contract needs to be in place asap

### Cross Service Procurement

Copy and paste:

Has a procurement across another Council Service been considered if there is the same or similar need for the works/goods/services?

Yes  No

If yes please give details:

## Existing Council Contracts

Copy and paste:

Is there an existing Council contract that covers the same or similar works, goods or services which can be utilised?

Yes

No

*If yes please give details:*

## Safeguarding

Safeguarding includes everything a Council can do to keep people safe, including minimising the risk of harm and accidents, taking action to tackle safety concerns and ensuring people grow up and live in safe circumstances. Safeguarding covers physical, sexual, psychological and financial abuse, neglect, modern slavery and radicalisation.

Does the works, goods or services include any elements that raise safeguarding concerns or requirements?

Copy and paste:

Yes

No

*If yes please give details:*

Empty properties so no customers involved

## Data Protection

Does the works, goods or services include any elements that involve the processing or sharing of personal data of living individuals?

Copy and paste:

Yes

No

*If yes please give details:*

Empty properties so no customers involved

If Yes, has the Information Governance Team been consulted?

Yes

No

If No, state why not:

### Grant Funding

Is grant funding being used in whole or in part to fund the procurement?

Copy and paste:

Yes  No

If yes please give details and please state whether there is a grant agreement:

### Procurement Checklist

Copy and paste:

Has a Sustainability / Wellbeing Impact Assessment been completed?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Have you identified and mitigated any potential conflicts of interest?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Have you conducted market dialogue, research, analysis?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
Have you consulted stakeholders, partners and/or end users?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Have you consulted the Insurance and Risk Manager on potential insurance issues?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Have you instructed the legal team to develop contract terms?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Have you sought advice on safeguarding issues?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Have you sought advice on any TUPE, IPR or other legal issues?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	N/A <input checked="" type="checkbox"/>
Have you determined contract management & information requirements?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
Have you determined whether to use lots (e.g. to encourage SMEs)?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
Could you reserve the contract for public mutuals or social enterprises?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
Have you drafted the tender specification?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
Have you developed evaluation criteria & scoring methodology?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>
Have you identified the scorers/evaluators?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	N/A <input type="checkbox"/>

Will you need to arrange interviews, presentations, site visits etc.?

Yes  No  N/A

Is this proposal funded wholly or in part by EU grant?

Yes  No  N/A

If you wish to expand on any of your responses to these questions please give details in the box below:

### Finance

Grant Funding Source	Amount
	£
	£
<b>Total Grant Funding:</b>	£

Capital Funding Source	Amount
	£
	£
<b>Total Capital Funding:</b>	£

Revenue Funding Source	Amount
	£3,000,000
	£
<b>Total Revenue Funding:</b>	£3,000,000

<b>Estimated Total Value:</b>	£3,000,000
<b>Estimated Annual Value</b>	£1,000,000

<b>Cost Code</b>	
------------------	--

If the contract is a collaboration with external partners the figures quoted should include the total contract value not just the Local Authority element.



## Contract

Provide basic details of any contract to be awarded

Type of Contract:	
Form of Contract for Works (eg JCT or NEC)	JCT Minor Works
Proposed Start date:	01/07/2018
Proposed End date:	30/06/2021
Proposed options for extension (if any):	None
Maximum duration (including extensions):	3 Years

## Community Benefits

Copy and paste:

Are you including community benefits?

Yes

No

If Yes, provide details below: If No, state why community benefits have not been included  
Note that it is mandatory to include community benefits for all contracts for the value of £1,000,000 and over.

Value Wales Toolkit and FCC Community Benefits Policy

## The Local Economy

Copy and paste:

Have you considered ways in which this proposal might benefit the local economy and increase opportunities for local businesses?

Yes

No

If Yes, provide details below: If No, please state why not.

Value Wales Toolkit and FCC Community Benefits Policy

### Risk Assessment

What is the total estimated value of the proposal?	Over £2m
If things go wrong, what is the operational risk to the Local Authority?	Medium
If things go wrong, what is the reputational risk to the Local Authority?	Low
If things go wrong, what is the financial risk to the Local Authority?	Medium

### Risk Mitigation

For risks which have a medium or high risk, state steps to be taken to minimise the risk:

Voids team will closely manage all contractors performance and cost control
---

### Consultation with Members

Please confirm that relevant members have been informed where the decision has implications for a particular locality.

Copy and paste:

Yes  No

If Yes, please list member's names below and details of any feedback incorporated.

--

## AUTHORISATION

The undersigned authorise the commissioning proposal described

**TEAM MANAGER:** (if within spend authorisation limit)

Signature




Date

29<sup>th</sup> May 2018

**HEAD OF SERVICE/CHIEF OFFICER:** (Mandatory)

(or Service Manager if within their spend authorisation limit)

Signature



Date

29/05/2018

**MANAGER OF BUSINESS TRANSFORMATION & ICT** (Mandatory or all ICT Contracts)

Signature

Date

**SECTION 151 OFFICER (Finance):** (Mandatory for all contracts above £250,000)

Signature



Date

30/5/18

**MONITORING OFFICER (Legal):** (Mandatory for all contracts above £250,000)

Signature



Date

30/5/18

**LEAD CABINET MEMBER:** (Mandatory for all contracts above £1,000,000)

Signature



Date

05/06/18.

**N.B:** Contracts over £2,000,000 also require Cabinet approval and the completion of a Cabinet report.

### PROCUREMENT TEAM ASSESSMENT

*This section to be completed by the Procurement Team following receipt of an appropriately completed commissioning form.*

**PROPOSED START DATE**

**TARGET END DATE**

**RECOMMENDATIONS:**

**PROCUREMENT  
OFFICER**

**DATE**



## CABINET

<b>Date of Meeting</b>	Tuesday, 17 <sup>th</sup> July 2018
<b>Report Subject</b>	Crumps Yard and Flint Landfill Solar Farms
<b>Cabinet Member</b>	Cabinet Member for Planning and Public Protection
<b>Report Author</b>	Chief Officer (Planning, Environment and Economy)
<b>Type of Report</b>	Operational

### **EXECUTIVE SUMMARY**

Outline business cases for the installation of ground mounted solar PV at Crumps Yard and Flint Landfill have been developed (Appendix 1 and 2) using HM Treasury's five case model for public sector business cases. The strategic case has provided evidence that the solar developments align with key Council, regional and national carbon reduction/economic growth policies and strategies and facilitate and contribute to the achievement of key goals and targets. The financial modelling has shown that the projects are viable.

The commercial case for developing these two sites is also feasible and practical. It is suggested that the Council explores the use of Crown Commercial Service's Heat Networks and Electricity Generation Assets framework before seeking to undertake a single tender. This would reduce the additional legal costs of developing a bespoke contract. The management case details the governance arrangements required for projects of this scale and sets out the project board and contract management arrangements. Taking all five cases together suggests that the projects are viable and approval to move the next stages (planning application submission and procurement) is sought.

### **RECOMMENDATIONS**

1	That both Crumps Yard and Flint Landfill Solar Farm Outline Business Cases (OBC) be approved and authority be delegated to the Chief Officer for Planning, Environment and Economy to lead the delivery of the projects.
---	--

2	That the Chief Officer for Planning, Environment and Economy be authorised to establish a dedicated Project Board to monitor delivery of both projects.
3	That the Chief Officer for Planning, Environment and Economy be authorised to submit the requisite planning applications relevant to the delivery of each project and to procure a contractor.
4	That authority be delegated to the Chief Officer for Planning, Environment and Economy in consultation with the Council's Section 151 and Monitoring Officers, to engage external legal/technical/planning support, as required and that budget is allocated for this purpose.

## **REPORT DETAILS**

<b>1.00</b>	<b>SOLAR PV AT CRUMPS YARD AND FLINT LANDFILL - OUTLINE BUSINESS CASES</b>
1.01	The purpose of this report is to present the outline business case for ground mounted solar PV at Crumps Yard (1.5MW generation capacity) and Flint Landfill (2MW generation capacity) to Members following a report to Cabinet in January 2018.
1.02	An in depth outline business case has been completed for each site (Appendix 1&2). This report highlights key information contained within these business cases. These have been developed in collaboration with Local Partnerships as part of the Welsh Government's Green Growth Wales Programme.
1.03	The business cases follow HM Treasury Green Book 5 Case Model for public sector business cases. The 5 cases are: <ul style="list-style-type: none"> <li>• Strategic</li> <li>• Economic</li> <li>• Commercial</li> <li>• Financial</li> <li>• Management</li> <li>•</li> </ul>
1.04	<p><b><u>Strategic Case</u></b></p> <p>Developing solar PV at Crumps Yard and Flint Landfill aligns with a number of national, regional and Council plans and strategies.</p> <p><b>Council</b></p> <ul style="list-style-type: none"> <li>• Council Plan 2017-2023: Directly contributes to the core priority 'A Green Council' and could also support actions under 'An Ambitious Council', 'A Supportive Council' and 'A Connected Council'</li> <li>• Renewable Energy 10 year Action Plan seeks to ensure that the social, economic and environmental benefits of renewable and low carbon energy generation are maximised by the Council.</li> <li>• Carbon Reduction Strategy: Electricity generated via the solar PV</li> </ul>

could be used to meet the 60% reduction in energy related carbon emissions by 2021 through carbon offsetting or “sleeving”.

### **Regional**

- Public Service Board Wellbeing Plan: Solar PV will support the reduction in carbon emissions emitted through standard energy generation which cause climate change and therefore contribute to a key action under the Environment priority; reducing the impacts of climate change.
- North Wales Growth Vision and Bid: Supports the Smart Access to Energy project

### **National**

- Welsh Government ‘Environment (Wales) Act’ 2016 - aims to enable Wales’ resources to be managed in a more proactive, sustainable and joined-up way and embodies a statutory climate change emissions reduction target of 80% reduction in emissions by 2050 with carbon budgeting to support delivery.
- The Wellbeing of Future Generations (2015): The projects will contribute to the achievement of at least 4 Wellbeing priorities; a globally responsible Wales, a prosperous Wales, a resilient Wales and a healthier Wales
- Welsh Government consultation on ‘Decarbonisation of the Public Sector’ (2017) - Supported by the National Assembly for Wales the Welsh Government Cabinet Secretary for Environment and Rural Affairs has set the ambition for the Welsh Public Sector to be carbon neutral by 2030.
- Welsh Government Cabinet Secretary Targets for Renewable Energy (announced 2017):
  - Wales generating 70 per cent of its electricity consumption from renewable energy by 2030
  - One Gigawatt of renewable electricity capacity in Wales to be locally owned by 2030.
  - By 2020 new renewable energy projects to have at least an element of local ownership.

Currently Flintshire County Council produces circa 3 MW of renewable and low carbon electricity/heat per annum from non-domestic assets which generate an income of approximately £200k per annum (funded through Council capital budgets). The Council therefore has experience and knowledge of developing renewable energy infrastructure. To support and further the existing generation capacity; the projects have 2 key spending objectives;

1. To increase the amount of renewable energy generated by FCC by at least 1.5 MW and
2. To invest in a project with a minimum Internal Rate of Return of 4%.

Table 1 details the key critical success factors for the project which are essential for the successful delivery of the project. These will be used when assessing the various renewable energy options for Crumps Yard

and Flint Landfill (see economic case).

Table 1: Critical Success Factors

<b>Key Critical Success Factors</b>	<b>Description</b>
<i>Strategic fit</i>	Developing solar PV on Crumps Yard and Flint Landfill meets the spending objectives and align with strategic aspirations detailed above.
<i>Potential Value for Money</i>	The development has been sized to account for a reasonable grid connection offer cost. This enables sufficient electricity generation to occur and to generate sufficient long term income taking account of capital investment and ongoing operational costs.
<i>Supplier capacity/capability</i>	Indications are that there are sufficient development taking place across the UK and that the solar PV market is mature.
<i>Potential affordability</i>	Indications are that borrowing via Public Works Loan Board will be necessary and these borrowing costs can be borne by the project whilst still providing positive project cash flows.
<i>Potential achievability</i>	The Council has a range of in house expertise for this type of project. Where necessary, external expertise will be secured as detailed below. Appropriate project management good practice will be applied.

Financial appraisals will assess whether solar PV at Flint Landfill and Crumps Yard meet these spending objectives and critical success factors.

1.05

**Economic Case**

Workshops with key Officers, internal consultations, high level financial analysis and constraint mapping has led to Crumps Yard and Flint Landfill being prioritised for investment (see appendix 1 and 2 for full details). An options appraisal of development opportunities was completed for Crumps Yard and Flint Landfill. The following options were assessed against the project spending objectives and critical success factors (table 2):

- Do nothing: Land left vacant
- Land lease: Site is leased to a developer who builds and manages the solar installation and Council receives a rent
- Self-develop solar PV: The Council build and manage the solar installation and receive income through energy sales.
- Sell or lease the land for industrial or commercial purposes.

Table 2: Options appraisal for development opportunities at Crumps Yard and Flint Landfill

Description of	Status Quo	Land Lease	Develop	Sale/lease
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Option	/ Do Nothing	Arrangement	Solar PV by self-development and operation	of Land for commercial purposes
Option Number	Option 1	Option 2	Option 3	Option 4
<b>Spending objectives</b>				
<i>1 Deliver renewable energy generation</i>		✓	✓	
<i>2 Generate a long-term source of revenue</i>			✓	
<b>Critical success factors</b>				
Strategic fit		✓	✓	
Potential Value for Money			✓	
Supplier capacity/capability	✓		✓	✓
Potential affordability	✓		✓	✓
Potential achievability	✓	✓	✓	✓
Summary	Discounted	Discounted	Preferred	Discounted

Having regard to the above spending objectives, options 1, 2 and 4 were discounted as it was determined that only option 3 would enable both spending objectives to be realised.

Although a land lease agreement is a possible route to market; it would provide much reduced scope for both financial and non-financial benefits. Since the demise of the subsidy regime there is only a very limited market for new solar development, and this is almost entirely through direct wire

PPA agreements.

Solar developers and investors prefer larger development sites (5MW or more) to achieve economies of scale. Soft market testing indicates that there is currently little or no market appetite for development of new grid connected leasehold solar farms. To attract investment a scheme (with planning consent) would need to be producing an IRR in excess of 7%. Our current assessment of the Crumps Yard and Flint Landfill schemes are that they are more likely to produce an IRR in the region of 4% when rental and finance costs have been taken into account. The soft market testing proposed for the Summer, will test these assumptions as well as provide further clarification of expected capital costs specific to both sites.

Even if a land lease agreement is possible it would not produce the same financial returns, which could be expected from owning the scheme. As an illustration if a rent of £ 400/ acre could be achieved for the 7.5 acres at Crumps Yard and circa 10 acres at Flint Landfill required for the scheme this would represent an annual income of £ 7,000. With indexation this could generate up to £ 338k of cashable savings over 35 years. The indicative income for option 3 (self-develop solar PV) is over twice this.

Crumps Yard and parts of Flint Landfill have been marketed for industrial and commercial uses but with limited interest to date. Hence option 4 has been discounted

The main method of generating income will be through the sale of the electricity produced to an energy supplier such as EDF, Npower, Good Energy etc. This is known as a power purchase agreement (PPA). Electricity produced from the solar farms and landfill gas engines at Brookhill and Standard is sold in the same way. A long term PPA (15-20 years) will be sought which will guarantee long term income. This is to be agreed in principle with an energy supplier before the installation begins. To assess the likely long term income from a PPA the above financial analysis has used the Business, Energy and Industrial Strategy (BEIS) reference scenario forecast to determine the PPA price and has assumed that price changes are in line with this forecast. The forecast runs until the year 2035, from this point onwards the price has been set. Consumer Price Indexation (CPI) is applied from the model's base date. The starting PPA price used in the modelling is 4.19p/kWh. Welsh Government are exploring the implications of underwriting public sector led PPAs however no commercial terms have been agreed yet. Further soft market testing will be carried out to ensure up to date prices and financial modelling updated accordingly.

Further adjustments can be made as more reliable estimates of relevant costs etc. are built up. This will also allow of additional income streams and capital costs to be modelled; e.g. determining the impact of the co-location of battery storage in terms of capital expenditure and income generation through providing balancing and flexibility services to National Grid. It will also allow non-financial benefits such as carbon reduction and community benefits to be accounted for.

A soft market testing or pre-market engagement with potential contractors and suppliers is proposed for summer 2018 which will be carried out via Sell2Wales. This exercise will seek to inform the procurement strategy. This soft market testing will assess expected capital costs for the development and installation of the site as well as ongoing operation and maintenance costs. It will also seek to establish market appetite for a land lease agreement and the potential rental income this could generate. A land lease arrangement is where the Council arranges the grid connection and planning permission before leasing the site to a developer.

The procurement strategy will seek to provide a turnkey solution for design, build and operation; ensuring value for money whilst facilitating innovation such as co-locating battery storage as well as ensuring deliverable community benefits. Confirmed grid connections and planning permission will significantly de-risk the development to potential bidders. The Council has accepted grid connection offers for both sites and will seek planning permission approval before awarding any contract. There are 3 main procurement options:

- Establish a OJEU compliant [DBO/EPC] framework or
- Undertake an OJEU compliant single tender or
- Use an existing OJEU compliant procurement framework.

Following consultation with Procurement and Legal Services the current intention is to use an existing framework. There are a number of frameworks which may be applicable; however the framework deemed the most suitable at this stage is Crown Commercial Service's Heat Networks and Electricity Generation Assets framework (due to be awarded in September 2018). This would provide a complete turnkey process and service, including power purchase agreements as well as reducing the need to use external legal consultants to draw up a bespoke contract which can be costly. It will also be fully OJEU-compliant and should reduce officer time required for tender and contract development. Once the framework is awarded by CCS; the contract and the terms of procurement (mini tender/direct call off) will be assessed by Procurement and Legal Services to ensure that they do not conflict with any of the Council's Contract Procedure Rules.

Should the framework be deemed unsuitable; the Council will need to undertake an OJEU compliant single tender for both Crumps Yard and Flint Landfill. Both sites will be tendered together to maximise economies of scale. A final decision on the procurement route will be taken by the project board. In preparation for this potential eventuality; the Project Manager will develop a draft specification for tender during summer 2018. A draft contract will also be developed; based on previous renewable energy development contracts. Should it be decided to undertake an OJEU compliant single tender; this draft contract will be sent to an external legal advisor for review and comment to ensure it reflects the most up to date regulations and contract standards for renewable energy development and is Construction Act compliant. This is also cost efficient.

Soft market testing will be carried out over summer 2018 to help demonstrate that the project is viable and key assumptions in the business

case are reasonable. This will be done via Sell2Wales and hosting a buyers event.

The main form of contract will be an Engineering, Procurement and Construction (EPC) Contract. This is industry standard for renewable energy developments and associated frameworks and has been used by the Council previously. Under EPC contracts, the contractor is responsible for the design, construction and completion of the facility for a fixed contract price and by a fixed time for completion. A properly drafted EPC contract will ensure that the contractor will have limited ability to bring claims for any extension of time or cost overruns. An EPC Contract also contains performance guarantees and bonds which are backed by performance liquidated damages and a guarantor. This provides assurance that the system will operate to contracted performance (and therefore provides assurance that a level of income will be generated as the design and performance risk is allocated to the Contractor.

Planning and technical consultancy is also required. This will be procured through an open single tender process using the Council's standard services contract during summer 2018.

1.07

**Management Case**

The Council will establish a dedicated project board to monitor progress of the project. The Project Board will report to Cabinet at key milestones/decision gateways. The project will be project managed in accordance with the Council's framework for programme and project management. The following project board is suggested:

- Chief Officer for Planning, Environment and Economy (Project Executive)
- Chief Officer for Housing and Assets or delegated
- Lead Member for Planning and Public Protection
- Corporate Finance Manager or delegated
- Procurement Operations Manager or delegated
- Legal Services Manager or delegated
- Project Manager
- Client Engineer/Clerk of Works
- Contractor Representative once procured

A detailed project plan with indicative timescales is appended to Appendix 1 and 2. Key milestones are as follows:

1. Assess the contaminated land to ensure remediation costs (if any) are acceptable
2. Engage technical/development support to prepare an outline design for the solar farm (sufficient for planning purposes)
3. Concurrently with 2 above, commence preparation of the planning application and relevant surveys (especially any time-sensitive studies deemed necessary). Also, initial work to develop the procurement strategy can take place
4. Secure planning permission. Procurement process can then proceed (as per strategy adopted)

	<p>5. Once procurement complete, FBC will be finalised and final cabinet approval sought to award contract and commence construction.</p> <p>Approval of Contract Award and Final Business Case will be taken by Cabinet. The project board will manage the following key milestones; planning application and submission, legal and procurement, design and construction and post project evaluation. There will be bi weekly progress reports to project board members with monthly meetings suggested.</p> <p>Several advisors are likely to be needed as previously detailed in the Financial Case. It is expected that the technical and legal advisors (dependent on whether a procurement framework is used) will be required for the complete project (pre build, construction and completion) and therefore required for at least 18 months. Technical advisors should be brought in early; during development of the indicative design for planning purposes.</p> <p>A dedicated project manager will also be required to ensure project success.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The information presented here is commercially and financially sensitive and is therefore confidential and has been appended as a confidential appendix.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	<p>Internal consultations with Officers in Finance, Planning, Contaminated Land, Legal, Procurement Valuation and Estates and Ecology have been completed as part of the business case development.</p> <p>Previous Cabinet reports in July 2017 and January 2018 detailing progress made on identifying and prioritising sites for renewable energy.</p> <p>On the 28 November 2017 initial business cases were presented to; the Chief Officer for Planning, Environment and Economy, the Chief Officer for Housing and Assets, and the Chief Officer for Streetscene and Transportation; where it was decided to progress with Crumps Yard and Flint Landfill only.</p> <p>Consultation with local Councillors and the local community will be required. Please see the attached communications plan for details in Appendix 1 and 2.</p>

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	A detailed project risk log has been completed; see appendix 1 and 2. It is expected that there will be no equality, anti-poverty or environmental risks caused by the project or that will affect the project.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Outline Business Case for Crumps Yard (Please refer to the confidential appendix)
	Appendix 2: Outline Business Case for Flint Landfill (Please refer to the confidential appendix)

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<b>Contact Officer:</b> Sadie Smith; Energy Conservation Engineer <b>Telephone:</b> 01352 703767 <b>E-mail:</b> <a href="mailto:sadie.smith@flintshire.gov.uk">sadie.smith@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	<p><b>Business, Energy and Industrial Strategy (BEIS); Department of:</b> UK Government Department which has a remit for energy and climate change.</p> <p><b>CAPEX:</b> Capital expenditure inclusive of all development costs; comprising of planning consultancy and application fees, legal and procurement support, project management, technical support and construction costs.</p> <p><b>Carbon offsetting:</b> the counteracting of carbon dioxide emissions with an equivalent reduction of carbon dioxide in the atmosphere.</p> <p><b>Contract for difference:</b> In the UK energy market a Contract for Difference (CFD) is a private law contract between a low carbon electricity generator and the Low Carbon Contracts Company (LCCC), a UK government-owned company. A generator party to a CFD is paid the difference between the 'strike price' – a price for electricity reflecting the cost of investing in a particular low carbon technology – and the 'reference price' – a measure of the average market price for electricity in the GB market.</p> <p><b>CPI;</b> Consumer Price Index; measures changes in the price level of market baskets of consumer goods and services purchased by households. The annual percentage change in CPI is used as a measure of inflation.</p> <p><b>District Network Operator (DNO):</b> The private company who owns and operates the local level electricity network. In Flintshire this is Scottish Power Energy Networks.</p>

**Engineering Procurement and Construction (EPC) Contract:** Under EPC contracts, the contractor is responsible for the design, construction and completion of the facility for a fixed contract price and by a fixed time for completion. There also performance guarantees and liquidated damages for under performance of the solar PV

**Export price:** The price per kWh received for exporting and selling electricity to the grid

**Green Growth Wales:** Department within the Welsh Government who support energy efficiency and renewable energy projects.

**Installed capacity:** the total generation output of the solar PV

**Internal Rate of Return (IRR):** A metric used to estimate the profitability of potential investments

**Locally owned:** Renewable energy installations that are owned and operated by the public sector, the community or in partnership with each other.

**Local Partnerships:** A company owned by HM Treasury and funded by the Welsh Government to provide renewable energy and energy efficiency project development support to the public sector in Wales.

**MW:** Mega Watt or 1000 kW (kilo watt)

**National Procurement Service (NPS):** The Welsh Procurement Service

**Off taker:** An electricity user local to a renewable energy development who would purchase and use the energy generated via a private wire or equivalent.

**OPEX:** Operational expenditure inclusive of annual operation and maintenance costs, equipment replacement and borrowing repayments.

**P50:** a statistical level of confidence suggesting that we expect to exceed the predicted solar resource/energy yield 50% of the time.

**P90:** a statistical level of confidence suggesting that we expect to exceed the predicted solar resource/energy yield 90% of the time (therefore more conservative).

**Power Purchase Agreements (PPA):** A contract between the generator of the electricity/heat and the purchaser of electricity/heat.

**RPI:** Retail Price Index: measures changes in the price level of market baskets of consumer goods and services purchased by households. It is different to the CPI as the RPI basket of goods contains items that are excluded in the CPI.

**Sleeving:** Sleeving or third party netting is a variant of a standard Power Purchase Agreement (PPA) between a licensed supplier and generator and serves the purpose of linking the generation to the customer. This allows the customer to purchase energy directly from the generating plant via a licensed supplier, which manages the imbalance risk.

**Strike Price:** The fixed price at which the owner of the commodity can buy or sell the underlying security or commodity. It may be set by reference to the spot price (market price). In the UK energy market it is the price that the UK Government guarantee energy generators per unit of energy produced.

**Virtual Private Network (VPN):** A project which seeks to reduce the costs of sleeving electricity. This is being run in collaboration with Flintshire County Council, Scottish Power Energy Networks, Npower and the Welsh Government.



## EXERCISE OF DELEGATED POWERS – DECISIONS TAKEN

### Strategic Programmes

- **County Hall Demolition, Relocation and Master Planning**

The report recommends the sign off for the procurement of H Jenkinson and Company Limited to undertake the design of the décor of the interior office surroundings and layout and design of the workspace and work stations at Unity House. Their bid was within the published budget for the scheme of £0.280m. Cabinet previously agreed in March the business case for the move to Unity House.

### Streetscene and Transportation

- **The Flintshire County Council (Off Street Parking Places – Buckley) (Revocation) Order 201-**

To advise Members of objections received following the advertisement of the Flintshire County Council (Off Street Parking Places – Buckley) (Revocation) Order 201.

- **The Flintshire County Council (Off Street Parking Places – Connah’s Quay) (Revocation) Order 201-**

To advise Members of an objection received following the advertisement of the Flintshire County Council (Off Street Parking Places – Connah’s Quay) (Revocation) Order 201.

- **The Flintshire County Council (Off Street Parking Places – Holywell) (Revocation) Order 201-**

To advise Members of objections received following the advertisement of the Flintshire County Council (Off Street Parking Places – Holywell) (Revocation) Order 201.

- **The Flintshire County Council (Off Street Parking Places – Mold) (Revocation) Order 201-**

To advise Members of an objection received following the advertisement of the Flintshire County Council (Off Street Parking Places – Mold) (Revocation) Order 201.

- **The Flintshire County Council (Off Street Parking Places – Queensferry) (Revocation) Order 201-**

To advise Members of an objection received following the advertisement of the Flintshire County Council (Off Street Parking Places – Queensferry) (Revocation) Order 201.

- **The Flintshire County Council (Off Street Parking Places – Shotton) (Revocation) Order 201-**  
To advise Members of an objection received following the advertisement of the Flintshire County Council (Off Street Parking Places – Shotton) (Revocation) Order 201.
- **The Flintshire County Council Fourth Avenue and Second Avenue, Deeside Industrial Park. Proposed Prohibition of Waiting At Any Time**  
To advise Members of an objection received following the advertisement of proposed No Waiting At Any Time restrictions on Second and Fourth Avenue, Deeside Industrial Park.
- **The Flintshire County Council (Cefyn y Ddol, Maes Llwyfen and Maes Pinwybb, Ewloe) (Prohibition and Restriction of Waiting and Loading and Parking Places) (Civil Enforcement and Consolidation) (Amendment No. 11) Order 201-**  
To advise Members of an objection received following the advertisement of the proposed Prohibition and Restriction of Waiting and Loading and Parking Places Amendment No. 11 Order, which removes No Waiting At Any Time restrictions on Cefn Y Ddol, Maes Llwyfen and Maes Pinwybb, Ewloe.

#### **Housing and Assets**

- **Wood Farm, Sandy Lane, Kinnerton CH4 9BS – Deed of Variation**  
A Deed of Variation is to be made on the current Restrictive Covenant in order to allow for an additional agriculturally tied dwelling at the property.
- **Public Auction of Lot A, Bridge Farm, Green Lane, Sealand CH5 2LH**  
Sale of vacant agricultural holding in a single lot to be offered by Bruton Knowles by way of a Public Auction at a date to be arranged.

Copies of the Delegated Powers reports are on deposit in the Team Leader's Room, Committee Services.

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**FLINTSHIRE COUNTY COUNCIL FORWARD WORK PROGRAMME ITEMS  
COUNCIL, CABINET, AUDIT AND GOVERNANCE & SCRUTINY  
1 July 2018 TO 31 December 2018**

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
July					
Audit Committee	11/07/18	Chief Executive's	<b>Treasury Management Annual Report 2017/18 and Treasury Management Quarter 1 Update 2018/19</b> To provide Members with the Treasury Management annual report 2017/18 and the first quarterly update for 2018/19.	Strategic	Leader of the Council and Cabinet Member for Finance
Audit Committee	11/07/18	Chief Executive's	<b>Draft Statement of Accounts 2017/18</b> To present the draft Statement of Accounts 2017/18 for Members' information only at this stage.	Strategic	Leader of the Council and Cabinet Member for Finance

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Audit Committee	11/07/18	Chief Executive's	<p><b>Supplementary Financial Information to Draft Statement of Accounts 2017/18</b></p> <p>To provide Members with supplementary financial information to accompany the draft accounts as per previously agreed Notice of Motion.</p>	Strategic	Leader of the Council and Cabinet Member for Finance
Corporate Resources Overview & Scrutiny Committee	12/07/18	Chief Executive's	<p><b>Welsh Language Annual Monitoring Report and Strategic Equality Plan annual report.</b></p> <p>Approve the Council's final Welsh Language Standards Annual Report 2017/18 and Strategic Equality Plan Annual Report 16/18 prior to publication.</p>	Strategic	Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	12/07/18	Finance	<p><b>Income Strategy update</b></p> <p>To provide an update following the All Member workshop in April</p>	Operational	Leader of the Council and Cabinet Member for Finance

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	12/07/18	Finance	<b>Revenue budget monitoring 2018/19 (Interim)</b> This report provides known key risks and issues to the revenue budget outturn position for 2018/19 for the Council Fund and Housing Revenue Account.'	Operational	Leader of the Council and Cabinet Member for Finance
Corporate Resources Overview & Scrutiny Committee	12/07/18	Finance	<b>Revenue Budget Monitoring - 2017/18 (out-turn)</b> This report provides the revenue budget outturn position for 2017/18 for the Council Fund and Housing Revenue Account.'	Operational	Leader of the Council and Cabinet Member for Finance
Corporate Resources Overview & Scrutiny Committee	12/07/18	Chief Executive's	<b>Integrated Impact Assessment (IIA)</b> To enable the Committee's understanding and application of the Integrated Impact Assessment (IIA)	Operational	Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	12/07/18	Overview and Scrutiny	<b>Forward Work Programme (Corporate Resources)</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee	Operational	Not Applicable

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment Overview & Scrutiny Committee	12/07/18	Planning, Environment and Economy	<p><b>Tourism Promotion and Destination Management</b> To provide an update to Members on the current and emerging approaches to visitor promotion between the Countryside and Tourism Services and to discuss future approaches to destination management and the role of each service.</p>	Strategic	Cabinet Member for Economic Development
Cabinet	17/07/18	Planning, Environment and Economy	<p><b>Crumps Yard and Flint Landfill Solar Farms</b> To seek approval to establish a project board, submit the planning applications, procure and appoint a contractor and to agree funding for the project.</p>	Operational	Cabinet Member for Planning and Public Protection
Cabinet	17/07/18	Streetscene and Transportation	<p><b>Environmental Enforcement</b> To seek approval to formally end the arrangement with Kingdom Services Group to provide low level environmental enforcement activities in the County ahead of new arrangements for the service which will come into effect on 1 January 2019.</p>	Operational	Cabinet Member for Streetscene and Countryside



COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	17/07/18	Streetscene and Transportation	<p><b>Outcome of Public Consultation on Public Transport and School Transport Anomalies</b>            To provide details of the outcome of the consultation on local transport arrangements and next steps to deliver a sustainable public transport service. The report also details the timetable for dealing with the anomalies within school transport arrangements which came to attention following the service review in September 2017.</p>	Operational	Cabinet Member for Streetscene and Countryside
Cabinet	17/07/18	Housing and Assets	<p><b>Housing Asset Management - Procurement for Voids and Repairs Support Service</b>            To procure services to deliver maintenance and upgrade works to our Council owned properties.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	17/07/18	Strategic Programmes	<p><b>Care Leavers Discount Scheme</b> To approve the adoption of the Care Leavers Discount Scheme following the recommendation of Council on 19<sup>th</sup> June.</p>	Operational	Cabinet Member for Social Services
Cabinet	17/07/18	Chief Executive's	<p><b>Strategic Equality Plan Annual Report 2016/18 and Welsh Language Annual Monitoring Report 2017/18</b> To seek approval of the Council's final Welsh Language Standards Annual Report 2017/18 and Strategic Equality Plan Annual Report 2016/18 prior to publication.</p>	Strategic	Cabinet Member for Corporate Management and Assets
Cabinet	17/07/18	Finance	<p><b>Revenue Budget Monitoring 2017/18 (OUTTURN)</b> This regular monthly report provides the latest revenue budget monitoring position for 2017/18 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 12, and projects forward to year-end.</p>	Operational	Leader of the Council and Cabinet Member for Finance

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	17/07/18	Chief Executive's	<b>Capital Programme 2017/18 (Outturn)</b> To receive the outturn capital programme information for 2017/18.	Operational	Leader of the Council and Cabinet Member for Finance
Cabinet	17/07/18	Housing and Assets	<b>Update on the Management of the Homeless Legislation Within the Housing (Wales) Act 2014</b> To provide an update on the management of the homeless legislation, progress on the development of a regional homeless strategy, the challenges facing the Council and the approaches to alleviating homelessness in the county.	Strategic	Deputy Leader of the Council and Cabinet Member for Housing
Cabinet	17/07/18	Chief Executive's	<b>Prudential Indicators - Actual 2017/18</b> To provide the 2017/18 (actual) Prudential Indicator figures as required under the Prudential Code for Capital Finance in Local Authorities (the Prudential Code).	Operational	Leader of the Council and Cabinet Member for Finance

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	17/07/18	Planning, Environment and Economy	<b>Food Service Plan 2018/19 for Flintshire County Council</b> To seek approval of the Food Service Plan 2018/19.	Strategic	Cabinet Member for Planning and Public Protection
Cabinet	17/07/18	Chief Executive's	<b>Revenue Budget Monitoring 2018/19 (Interim)</b> To provide details of known key risks and issues to the revenue budget outturn position for 2018/19 for the Council Fund and Housing Revenue Account.	Operational	Leader of the Council and Cabinet Member for Finance
Cabinet	17/07/18	Planning, Environment and Economy	<b>Tourism Promotion and Destination Management</b> To raise awareness of the Council's approach to tourism and the visitor economy.	Operational	Cabinet Member for Economic Development, Cabinet Member for Streetscene and Countryside

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	17/07/18	Housing and Assets	<p><b>Collection of Water Rates as part of Council Rents</b> To set out the ongoing legal issues, at a national level, around collection on water rates as part of Council/Housing Association Rents, together with an assessment of the Council's own legal advice in relation to the nature of the Flintshire contract with Welsh Water.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Housing
Community and Enterprise Overview & Scrutiny Committee	17/07/18	Housing and Assets	<p><b>Food Poverty Strategy</b> To share the Food Poverty Strategy and provide an update on some of the Food Poverty work currently ongoing</p>	Operational	Deputy Leader of the Council and Cabinet Member for Housing
August					
September					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment Overview & Scrutiny Committee	4/09/18	Overview and Scrutiny	<b>Forward Work Programme (Environment)</b> To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee	Operational	Not Applicable
Audit Committee	12/09/18	Chief Executive's	<b>Annual Improvement Report of the Auditor General for Wales</b> To receive the Annual Improvement Report from the Auditor General for Wales and note the Council's response.	Strategic	
Audit Committee	12/09/18	Governance	<b>Audit Committee Self-Assessment</b> To inform Members of the results of the Audit Committee self-assessment which will feed into the preparation of the Annual Governance Statement 2017/18. It will also form the basis for the provision of any further training required by the committee.	Operational	Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	12/09/18	Governance	<b>Call In During the Budget Process</b> To consider whether to impose any limitations on the use of call in during the budget setting process.		
Organisational Change Overview & Scrutiny Committee	17/09/18	Overview and Scrutiny	<b>Forward Work Programme (Organisational Change)</b> To consider the Forward Work Programme of the Organisational Change Overview & Scrutiny Committee	Operational	Not Applicable
Community and Enterprise Overview & Scrutiny Committee	19/09/18	Housing and Assets	<b>Welfare Reform Update – Universal Credit Roll Out</b> To provide an update on the impact of Welfare Reform on Flintshire residents	Operational	Cabinet Member for Corporate Management and Assets
Community and Enterprise Overview & Scrutiny Committee	19/09/18	Overview and Scrutiny	<b>Forward Work Programme (Community &amp; Enterprise)</b> To consider the Forward Work Programme of the Community & Enterprise Overview & Scrutiny Committee	Operational	Not Applicable

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	20/09/18	Chief Executive's	<b>Diversity and Equality Policy</b> To approve the Council's updated Diversity and Equality Policy.	Strategic	
Corporate Resources Overview & Scrutiny Committee	20/09/18	Overview and Scrutiny	<b>Forward Work Programme (Corporate Resources)</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee	Operational	Not Applicable
Corporate Resources Overview & Scrutiny Committee	20/09/18	Chief Executive's	<b>Wellbeing Plan (six monthly update)</b> To consider the Wellbeing Plan (six monthly update)	Operational	Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	20/09/18	Chief Executive's	<b>Community Endowment Fund Annual Report</b> To consider the Community Endowment Fund Annual Report	Operational	Cabinet Member for Corporate Management and Assets



COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	20/09/18	Finance	<b>Revenue Budget Monitoring 2018/19 Month 4 and Capital Programme Monitoring 2018/19 Quarter 1</b> The purpose of these reports is to provide Members with the Revenue Budget Monitoring 2017/18 (Month 4) and Quarter 1 of the Capital Programme Monitoring 2018/19	Operational	Leader of the Council and Cabinet Member for Finance
Corporate Resources Overview & Scrutiny Committee	20/09/18	People and Resources	<b>Workforce Information Report Quarter 1</b> To consider the Workforce Information Report for Quarter 1 of 2018/19.	Operational	Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	20/09/18	Planning, Environment and Economy	<b>Community Safety Partnership Annual Report</b> To provide Members with assurance and an overview of the Community Safety Partnership's activities and progress in 2018/19.	Strategic	Cabinet Member for Planning and Public Protection
Corporate Resources Overview & Scrutiny Committee	20/09/18	Chief Executive's	<b>Welsh language Strategy</b> To note and support the final draft of the Welsh Language Strategy incorporating feedback from consultation	Strategic	Cabinet Member for Corporate Management and Assets

Page 397

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	25/09/18	Chief Executive's	<b>Diversity and Equality Policy</b> To seek approval of the Council's updated Diversity and Equality Policy.	Strategic	Cabinet Member for Corporate Management and Assets
Cabinet	25/09/18	Education and Youth	<b>Self-Evaluation of Education Services</b> To receive an update on overall service performance and the new Estyn framework for the inspection of Local Government and Education Services.	Strategic	Cabinet Member for Education
Cabinet	25/09/18	Housing and Assets	<b>Welfare Rights</b> To provide an update on collaboration service delivery and performance.	Operational	Cabinet Member for Corporate Management and Assets
Education and Youth Overview & Scrutiny Committee	27/09/18	Overview and Scrutiny	<b>Forward Work Programme (Education &amp; Youth)</b> To consider the Forward Work Programme of the Education & Youth Overview & Scrutiny Committee	Operational	Not Applicable
October					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	4/10/18	Overview and Scrutiny	<b>Forward Work Programme (Social &amp; Health Care)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee	Operational	Not Applicable
Environment Overview & Scrutiny Committee	16/10/18	Overview and Scrutiny	<b>Forward Work Programme (Environment)</b> To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee	Operational	Not Applicable
Corporate Resources Overview & Scrutiny Committee	18/10/18	Overview and Scrutiny	<b>Forward Work Programme (Corporate Resources)</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee	Operational	Not Applicable
Corporate Resources Overview & Scrutiny Committee	18/10/18	Chief Executive's	<b>Public Services Board and the Wellbeing Plan – mid year review</b> To note and support the work of the Public Services Board and the progress made within the Wellbeing Plan	Operational	Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	18/10/18	Chief Executive's	<b>Annual Report of the funds supported by the Community Foundation for Wales</b> To support the work of the Community Foundation in the presentation of their Annual Report	Operational	Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	18/10/18	Finance	<b>Revenue Budget Monitoring 2018/19 Month 5</b> The purpose of this report is to provide Members with the Revenue Budget Monitoring 2018/19 (Month 5).	Operational	Leader of the Council and Cabinet Member for Finance
November					
Education and Youth Overview & Scrutiny Committee	1/11/18	Overview and Scrutiny	<b>Forward Work Programme (Education &amp; Youth)</b> To consider the Forward Work Programme of the Education & Youth Overview & Scrutiny Committee	Operational	Not Applicable

Page 400

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community and Enterprise Overview & Scrutiny Committee	7/11/18	Overview and Scrutiny	<b>Forward Work Programme (Community &amp; Enterprise)</b> To consider the Forward Work Programme of the Community & Enterprise Overview & Scrutiny Committee	Operational	Not Applicable
Organisational Change Overview & Scrutiny Committee	12/11/18	Overview and Scrutiny	<b>Forward Work Programme (Organisational Change)</b> To consider the Forward Work Programme of the Organisational Change Overview & Scrutiny Committee	Operational	Not Applicable
Social & Health Care Overview & Scrutiny Committee	15/11/18	Overview and Scrutiny	<b>Forward Work Programme (Social &amp; Health Care)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee	Operational	Not Applicable
Corporate Resources Overview & Scrutiny Committee	15/11/18	Overview and Scrutiny	<b>Forward Work Programme (Corporate Resources)</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee	Operational	Not Applicable

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	15/11/18	Finance	<b>Revenue Budget Monitoring 2018/19 Month 6 and Capital Programme Month 6</b> The purpose of these reports is to provide Members with the Revenue Budget Monitoring 2017/18 (Month 6) and Capital Programme Monitoring 2018/19 (Month 6)	Operational	Leader of the Council and Cabinet Member for Finance
Corporate Resources Overview & Scrutiny Committee	15/11/18	Chief Executive's	<b>Council Plan 2018/19 – mid year monitoring report</b> To review the mid year progress of the Council Plan 2018/19 priorities and objectives	Operational	Cabinet Member for Corporate Management and Assets
Environment Overview & Scrutiny Committee	27/11/18	Overview and Scrutiny	<b>Forward Work Programme (Environment)</b> To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee	Operational	Not Applicable
December					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	13/12/18	Overview and Scrutiny	<b>Forward Work Programme (Corporate Resources)</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee	Operational	Not Applicable
Corporate Resources Overview & Scrutiny Committee	13/12/18	Finance	<b>Revenue Budget Monitoring 2018/19 Month 7</b> The purpose of this report is to provide Members with the Revenue Budget Monitoring 2017/18 (Month 7).	Strategic	Leader of the Council and Cabinet Member for Finance
Corporate Resources Overview & Scrutiny Committee	13/12/18	People and Resources	<b>Workforce Information Report Quarter 2</b> To consider the Workforce Information Report for Quarter 2 of 2018/19.	Operational	Cabinet Member for Corporate Management and Assets
Social & Health Care Overview & Scrutiny Committee	13/12/18	Overview and Scrutiny	<b>Forward Work Programme (Social &amp; Health Care)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee	Operational	Not Applicable

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Organisational Change Overview & Scrutiny Committee	17/12/18	Overview and Scrutiny	<b>Forward Work Programme (Organisational Change)</b> To consider the Forward Work Programme of the Organisational Change Overview & Scrutiny Committee	Operational	Not Applicable
Community and Enterprise Overview & Scrutiny Committee	19/12/18	Overview and Scrutiny	<b>Forward Work Programme (Community &amp; Enterprise)</b> To consider the Forward Work Programme of the Community & Enterprise Overview & Scrutiny Committee	Operational	Not Applicable
Education and Youth Overview & Scrutiny Committee	20/12/18	Overview and Scrutiny	<b>Forward Work Programme (Education &amp; Youth)</b> To consider the Forward Work Programme of the Education & Youth Overview & Scrutiny Committee	Operational	Not Applicable



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