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To: Cllr Ian Roberts (Leader)

Councillors: Glyn Banks, Chris Bithell, Derek Butler, Dave Hughes, Christine Jones, Billy Mullin and Carolyn Thomas

10 June 2020

Dear Councillor

You are invited to attend a virtual meeting of the Cabinet which will be held at 1pm on Tuesday, 16th June, 2020 to consider the following items

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 MINUTES (Pages 5 - 30)

Purpose: To approve the minutes of the meetings held on 18th February 2020 and 17th March 2020.

3 DECLARATIONS OF INTEREST

Purpose: To receive any declarations and advise Members accordingly.

TO CONSIDER THE FOLLOWING REPORTS

STRATEGIC REPORTS

4 FLINTSHIRE LOCAL DEVELOPMENT PLAN - UPDATE ON PROGRESS AND POSITION WITH THE PLAN'S TIMETABLE (Pages 31 - 40)

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

Purpose: To provide an overview of the main issues raised by respondents to the recent public consultation exercise relating to the Flintshire Deposit LDP, and to agree the Councils' response.

OPERATIONAL REPORTS

5 REVENUE BUDGET MONITORING – FINAL OUTTURN 2019/20 (Pages 41 - 76)

Report of Corporate Finance Manager - Cabinet Member for Finance

Purpose: To advise of the Revenue Final Outturn position for the financial year 2019/20.

6 CAPITAL PROGRAMME – FINAL OUTTURN 2019/20 (Pages 77 - 104)

Report of Corporate Finance Manager - Cabinet Member for Finance

Purpose: To advise of the Capital Final Outturn position for the financial year 2019/20.

7 PRUDENTIAL INDICATORS - ACTUALS 2019/20 (Pages 105 - 110)

Report of Corporate Finance Manager - Cabinet Member for Finance

Purpose: To provide details of the Council's actual Prudential Indicators for 2019/20 compared with the estimates set for Prudence and Affordability.

8 WELSH LANGUAGE ANNUAL MONITORING REPORT 2019/20 (Pages 111 - 134)

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

Purpose: To receive the Welsh Language Annual Monitoring Report 2019/20.

9 **SOCIAL SERVICES ANNUAL REPORT** (Pages 135 - 228)

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

Purpose: To receive the Social Services Annual Report 2019/2020.

10 **EXERCISE OF DELEGATED POWERS** (Pages 229 - 232)

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

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

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Robins', with a horizontal line extending to the right.

Robert Robins
Democratic Services Manager

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CABINET
18TH FEBRUARY 2020

Minutes of the meeting of the Cabinet of Flintshire County Council held in the Clwyd Committee Room, County Hall, Mold on Tuesday, 18th February 2020.

PRESENT: Councillor Ian Roberts (Chair)

Councillors: Glyn Banks, Chris Bithell, Derek Butler, Dave Hughes, Christine Jones, Billy Mullin and Carolyn Thomas.

IN ATTENDANCE:

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

OTHER MEMBERS IN ATTENDANCE:

Councillor Patrick Heesom.

138. DECLARATIONS OF INTEREST

Councillor Bithell declared a personal interest in agenda item number 12 – Public Convenience in Mold Town Centre.

139. MINUTES

The minutes of the meeting held on 21st January were submitted and approved as a correct record.

RESOLVED:

That the minutes be approved as a correct record.

140. COUNCIL FUND REVENUE BUDGET 2020/21 STAGE THREE POST SETTLEMENT

The Chief Executive introduced the Council Fund Revenue Budget 2020/21 Stage Three Post Settlement report which set out how the Council could achieve a legal and balanced budget for 2020/21 for stage three of the budget setting process. The calculations were based on a maximum annual Council Tax rise of 5%.

The forecast for 2020/21 had been revised to take into account those 'open risks' for which financial provision needed to be made for the budget to be prudent. The work in hand on the remaining corporate financing options had since been completed and the outcomes were set out within the report. The report also explained the remaining 'open risks' for 2020/21. Copies of slides that would be presented to all Members at the meeting of County Council later that day were provided.

The Corporate Finance Manager explained that the teacher pay awards were to be paid from the overall uplift in funding announced in the Provisional Settlement.

Therefore, provision for a 2% uplift had been included in the budget at an additional cost of £0.726M. Additional pressures for Out of County Placements, the Coroner Service, and for the reduction in the Welsh Government Sustainable Waste Grant had been included together with an adjustment to the pressure for both the North Wales Fire and Rescue Levy. The cost pressure for SEN of £0.400M was removed from the forecast pending further information on the specific Welsh Government Grant and would be considered as an open risk in 2020/21. The adjustment to those pressures reduced the forecast gap from £15.629M which was reported to Council in December to £16.315M and he provided details of the budget solutions, as set out in the report, to close the gap. These included employer pension contributions, social care commissioning, and single person discount – review of entitlement. Having taken all of them into account, a gap of £0.246M remained.

Councillor Roberts read out a statement on behalf of himself, the Cabinet Member for Finance, the Chief Executive and the Corporate Finance Manager:

“Cabinet is both pleased and relieved to be able to recommend to Council a legal and balanced Council Fund Revenue Budget for 2020/21. Faced with having to bridge another large budget gap, this year in the region of £16m, the budget-setting process has once again been a monumental task.

As our report sets out, we have a remaining budget gap of £0.246m to close against the revised budget forecast of £16.315m.

To close this remaining gap at Stage Three of budget-setting, and based on officer advice (as set out in 1.42 of the report), we are prepared to bring into play the expected uplift in the social services specific grant. We estimate that the uplift in this grant for Flintshire will be £0.426m. Based on the latest national advice we are confident that we should be able to allocate this grant against pre-planned expenditure for social care for 2020/21. We will use £0.246m of this grant to close the reported gap.

We gave a commitment to cap any annual rise in Council Tax to 5.0%. Given that we should have £0.180M of additional social services specific grant uplift still remaining, having balanced the budget, we plan to reduce the planned increase in Council Tax to 4.75%.

The real increase in Council Tax for actual Council expenditure will be 4.5%. Once the increase in the levy of the North Wales Fire and Rescue Authority of 0.25% is added to our figure - we have a total of 4.75%. On our Council Tax bills the Fire and Rescue Authority levy is not shown separately. It is important that the public understand that the increase they will see on their bill covers both.

For the Council Tax payer the ‘bottom line’ average increase for a Band D household – once the Police precept and the precept for the Town and Community Councils have been included – comes out at 4.68%. The Council’s share of this charge comes out at £60.83 for the whole year, and £5.07 per month.

We do not set our Council Tax levels lightly. We would rather be setting a Council Tax nearer to CPI. However, the annual rise we are proposing is around the expected Welsh average, with some neighbours in North Wales having no choice but to set their Council Tax at a higher rate. Council Tax is becoming unsustainable and should not be relied upon by Governments to compensate for inadequate national funding settlements. Welsh Government itself has set a guideline figure for annual Council Tax rises across Wales of 7.1%. This is an admission by Welsh Government that its own funding is inadequate to meet need. By coming 2.35% under this guideline figure, Flintshire can demonstrate that it is shielding the Council Tax payer from unreasonable demands.

Although we are now in a position to balance our annual budget, something that seemed an improbability only four months ago, we are not in any way complacent. We will face a number of open risks in-year and, once again, will need to be prudent in managing our budgets tightly. Our reserves and balances are at their lowest ever level. It will be essential that we stabilise and then grow our reserves over the year to come.

Flintshire and all other councils in Wales now need certainty over future budgets from governments. We cannot go through this annual cycle of planning for the unknown – with all the worry and anxiety that this brings to so many people who depend on us.

We now call on the new UK Government to set out a three year forecast for public expenditure plans, to work with the devolved nations to mutually agree realistic growth plans for their devolved budgets, to prioritise finding a national solution to funding social care, and to set out a national strategy for funding public sector annual pay awards. We now expect annual uplifts in government funding from Welsh Government of a minimum 4%.

We support recommendations (1) to (8) in readiness for Council this afternoon, with the following amendments:-

Recommendation 5: 'That Cabinet recommends to Council a legal and balanced budget based on the calculations within this report and taking into full account (1) the contribution the additional national government funding will make (2) the Stage Three proposals for corporate financing solutions and (3) the expected uplift in the specific grant for social services of £0.426M'.

Recommendation 6: 'That Cabinet recommends an annual increase in Council Tax of 4.5% for Council needs. Once the levy of the North Wales Fire and Rescue Authority is added the full Council Tax increase will be 4.75%.'

Councillor Thomas commented on the need for a three year funding programme as Council's could not continue to operate and plan on a year by year basis.

The Chief Executive said if a funding floor was introduced, this would equate to approximately £0.500M for Flintshire County Council and that would be put into

reserves and balances to cover the risks identified. He expressed his thanks to officers in Streetscene and Transportation and Housing for the work undertaken during the recent storms.

RESOLVED:

- (a) That the revised budget forecast for 2020/21 (the forecast sets out the budget requirement for the financial year and the remaining budget gap to be closed at stage three) be noted and accepted;
- (b) That it be noted that (1) the revised forecast is based on a risk management strategy and (2) the 'open risks' which remain to be managed in the course of 2020/21;
- (c) That the analysis of the Provisional Local Government Budget Settlement, and the contribution the additional national funding will make to closing the remaining budget gap, be noted;
- (d) That the proposals from the completed work on corporate financing options to contribute to closing the remaining budget gap be approved;
- (e) That Cabinet recommends to Council a legal and balanced budget based on the calculations within the report and taking into full account (1) the contribution the additional national government funding will make; (2) the Stage Three proposals for corporate financing solutions and (3) the expected uplift in the specific grant for Social Services of £0.426M;
- (f) That Cabinet recommends an annual increase in Council Tax of 4.5% for Council needs. Once the levy of the North Wales Fire and Rescue Authority is added the full Council Tax increase will be 4.75%;
- (g) That the medium-term forecast as a basis for the next revision of the Medium Term Financial Strategy (MTFS) be noted; and
- (h) That the Council calls upon both Governments to commit to three-year medium-term.

141. TREASURY MANAGEMENT STRATEGY 2020/21

Councillor Banks introduced the Treasury Management Strategy 2020/21 report for approval and recommendation to County Council.

The report had been considered and supported by Audit Committee on 29th January 2020. Information in the report was supplemented by training provided to Members of the Council on 11th December 2019.

RESOLVED:

That the Treasury Management Strategy 2020/21 be approved for recommendation to County Council.

142. MINIMUM REVENUE PROVISION – 2020/21 POLICY

Councillor Banks introduced the Minimum Revenue Provision – 2020/21 Policy report which provided details of the requirement of local authorities each year to set aside some of their revenue resources as provision for the repayment of debt.

Approval of the report was sought for recommendation to County Council.

RESOLVED:

(a) That the following be recommended to County Council for Council Fund outstanding debt, that:

- Option 3 (Asset Life Method) be used for the calculation of the MRP in financial year 2020/21 for the balance of outstanding capital expenditure funded from supported borrowing fixed as at 31st March 2017. The calculation will be the ‘annuity’ method over 49 years.
- Option 3 (Asset Life Method) be used for the calculation of the MRP in 2020/21 for all capital expenditure funded from supported borrowing from 1st April 2016 onwards. The calculation will be the ‘annuity’ method over an appropriate number of years, dependent on the period of time that the capital expenditure is likely to generate benefits.
- Option 3 (Asset Life Method) be used for the calculation of the MRP in 2020/21 for all capital expenditure funded from unsupported (prudential) borrowing or credit arrangements. The calculation will be the ‘annuity’ method over an appropriate number of years, dependent on the period of time that the capital expenditure is likely to generate benefits

(b) That the following be approved and recommended to County Council for Housing Revenue Account (HRA) outstanding debt:

- Option 2 (Capital Financing Requirement Method) be used for the calculation of the HRA’s MRP in 2020/21 for all capital expenditure funded by debt

(c) That it be approved and recommended to County Council that MRP on loans from the Council to NEW Homes to build affordable homes through the Strategic Housing and Regeneration Programme (SHARP) (which qualify as capital expenditure in accounting terms) be as follows:

- No MRP is made during the construction period (of short duration) as the asset has not been brought into use and no benefit is being derived from its use

- Once the assets are brought into use, capital repayments will be made by NEW Homes. The Council's MRP will be equal to the repayments made by NEW Homes. The repayments made by NEW Homes will be classed, in accounting terms, as capital receipts, which can only be used to fund capital expenditure or repay debt. The capital repayment/capital receipt will be set aside to repay debt, and is the Council's MRP policy for repaying the loan.

143. QUARTER 3 COUNCIL PLAN 2019/20 MONITORING REPORT

Councillor Mullin introduced the Quarter 3 Council Plan 2019/20 Monitoring Report which presented a summary of the monitoring of progress for the third quarter (October – December 2019).

The Chief Executive explained that it was a positive report, with 89% of activities being assessed as making good progress, and 89% likely to achieve the desired outcome. In addition, 81% of the performance indicators met or exceeded target. Risks were being successfully managed with the majority being assessed as moderate (71%) or minor/insignificant (18%).

RESOLVED:

- (a) That the levels of progress, performance and risk levels in the quarter three Council Plan 2019/20 monitoring report be noted and endorsed; and
- (b) Cabinet is assured by plans and actions to manage the delivery of the 2019/20 Council Plan.

144. REVENUE BUDGET MONITORING 2019/20 (MONTH 9)

Councillor Banks introduced the Revenue Budget Monitoring 2019/20 (Month 9) report which provided that latest detailed revenue budget monitoring position for 2019/20 for the Council Fund and the Housing Revenue Account for the financial year and presented the position, based on actual income and expenditure, as at Month 9. The report projected how the budget out stand at the close of the financial year if all things remained unchanged.

The Corporate Finance Manager explained that the projected year end position, without new actions to reduce cost pressures and/or improve the financial return on efficiency planning and cost control was:

Council Fund

- An operating deficit of £1.666M which was a favourable movement of £0.226M from the deficit figure of £1.892M reported at Month 8; and
- A projected contingency reserve balance as at 31st March 2020 of £3.203M.

Housing Revenue Account

- Net in-year revenue expenditure forecast to be £0.103M higher than budget which was a positive movement of £0.028M from the deficit figure of £0.131M reported at Month 8; and
- A projected closing balance as at 31st March 2020 of £1.220M.

The Corporate Finance Manager also provided details on the projected position by portfolio; tracking of in-year risks and emerging issues; achievement of planned in-year efficiencies; other in-year issues; MTFS impact and risks; and reserves and balances.

The report had been presented to Corporate Resources Overview and Scrutiny Committee where Members had expressed concern on school deficit budgets.

RESOLVED:

- (a) That the overall report and the projected Council Fund contingency sum as at 31st March 2020 be noted; and
- (b) That the projected final level of balances on the Housing Revenue Account (HRA) be noted.

145. CAPITAL PROGRAMME MONITORING 2019/20 (MONTH 9)

Councillor Banks introduced the Capital Programme Monitoring 2019/20 (Month 9) report which summarised changes made to the Capital Programme since it was set in February 2019, to the end of Month 9 (December 2019), along with expenditure to date and projected outturn.

The Capital Programme saw a net decrease of £19.009M during the period which comprised of:

- Net decreases of £13.544M (Council Fund £8.141M, Housing Revenue Account £5.403M);
- Carry Forward to 2020/21, approved at Month 6 of £5.115M; and
- Identified saving at Month 6 of £0.350M.

Actual expenditure was £43.367M.

The Corporate Finance Manager explained that the reported Month 6 funding position for the three year period ending in 2021/22 was a shortfall of £0.723M. In year receipts received had increased by £0.030M from Month 6 to give a revised projected shortfall in the Capital Programme at Month 9 of £0.693M for the 2019/20 - 2021/22 Capital Programme, prior to the realisation of additional capital receipts and/or other funding sources.

RESOLVED:

- (a) That the overall report be approved;
- (b) That the carry forward adjustments outlined in the report be approved;
- (c) That the funding of schemes from the current 'headroom' as outlined in the report, and the use of savings identified in the report, be approved; and
- (d) That the use of the Economic Stimulus funding be approved.

146. MARLEYFIELD HOUSE EXPANSION

Councillor Jones introduced the Marleyfield House Expansion report which outlined the current cost envelope for the project and the estimated cost for construction.

The design of the expansion demonstrated an innovative approach to supporting individuals in residential settings. The design was sympathetic to the topography of the site and allowed for increased usable outdoor space and accessibility to support the well-being of residents. It allowed increased operational functionality, a link with the existing facilities, and supported improved facilities for permanent residents who may be living with memory loss and dementia.

An initial cost analysis of the design, furniture and facilities in the building was estimated to be approximately £8.62M, with full details being outlined in the report. This was an increase since being reported to Cabinet in April 2019, when the estimated cost was reported as £7.6M. Reasons for the increase were also detailed in the report.

The Chief Officer (Social Services) said this was an innovative and exciting project which would have a positive impact and benefit for both existing and new residents. There would be extensive landscaping works to the external spaces that would facilitate movement across the home and an integration of the existing and new buildings. He also provided details of the timescales.

Councillor Roberts thanked everybody involved in the project which was a good example of the Council's vision for taking care of vulnerable members of the public. All other Members also welcomed the scheme which was a flagship programme for Flintshire.

RESOLVED:

- (a) That the current design for the extension including its affordability with the current estimated costs and funding envelope available be noted; and
- (b) That approval is given for the Council to enter into contract with the construction firm during March 2020, with delegated authority to the Chief Executive, Chief Officer (Social Services) and Chief Officer (Housing and

Assets) to negotiate the final cost plan, within a 5% variation of current estimates detailed in the report.

147. CARE INSPECTORATE WALES ACTIVITY UPDATE

Councillor Jones introduced the Care Inspectorate Wales (CIW) Activity Update report which summarised the findings of CIW following six days of focussed activity / engagement activity with Social Services.

CIW regulated social care and early year's services using the regulations and national minimum standards made by the National Assembly for Wales and Welsh Government (WG).

The Chief Officer (Social Services) explained that formal feedback from CIW on the activities undertaken in February, June and October 2019 had been positive and had highlighted a number of areas where the Council performed very well and where there was evidence of good outcomes being achieved for people in the community. A summary of the findings was outlined in the report, with areas for improvement being noted.

The next focussed activity would be in relation to progression for adults with a learning disability. CIW would be visiting individuals and employees involved with the progression service in February 2020, looking at processes, outcomes and aspirations for the service.

Councillor Roberts welcomed the report and commented on recent visits he had made to the departments where all employees were passionate about the services they provided.

RESOLVED:

- (a) That the positive feedback received from Care Inspectorate Wales following their recent focussed activity / engagement with Social Services be noted;
- (b) That the response to any areas of improvement identified by Care Inspectorate Wales during the year be noted; and
- (c) That Cabinet are informed about forthcoming focussed activity to be carried out by Care Inspectorate Wales in Flintshire.

148. PUBLIC CONVENIENCE IN MOLD TOWN CENTRE

Councillor Thomas introduced the Public Convenience in Mold Town Centre report which provided details of the proposals for the scheme for Mold.

The review that had been undertaken confirmed that a single high quality and well maintained facility should be provided in Mold Town Centre and that the facility should be located in the Bus Station in King Street which would support the Council's aspirations for the Transport Hub which was being developed at the site. Mold Town

Council had been given the opportunity to take on the management of the New Street facility and was currently being considered.

Given that there would be significant costs in bringing the New Street facility up to a suitable standards, the Town Council had agreed to work with the County Council to improve the facilities in King Street and utilise the land currently occupied by the New Street facility to the benefit of the residents in the town by increasing the car parking availability in New Street car park.

The wider project would consist of the following:

- Upgrade the existing King Street toilet facility to provide a high standard facility which could be sign posted from the town centre and provide facilities for bus users, visiting Mold or using the Transport Hub on their way to other locations;
- Complete the bus station improvement works, including the introduction of a one way system over the station and providing a holding point for coach parties visiting the town;
- Upgrade the Kiosk adjacent to the public convenience and actively seek to market the building for a small café or coffee vending business;
- Demolish the New Street toilet facility;
- Realign and redesign the car park to increase the capacity by 15 spaces;
- Provide two Electric Car charging points; and
- Resurfacing of New Street car park.

The scheme would be subject to a public consultation exercise and further discussions would be held with the bus operators operating from Mold bus station. The consultation process would also include feedback on the option to charge users of the facility, both to ensure funds were available to maintain the facility in future years and to provide a barrier to anti-social behaviour at the facility.

RESOLVED:

- (a) That Cabinet approve the upgrade to the existing public convenience facility at King Street Bus Station and that the toilet in New Street Car Park is demolished to increase parking availability, following the Town Council's decision not to take up the option to take on maintenance liability for the facility; and
- (b) That the completion of the Bus Station improvements be approved.

149. HOUSING RENT INCOME

Councillor Hughes introduced the Housing Rent Income report which provided details on the latest position for rent collection.

As reported previously to Cabinet, there had been a significant amount of work undertaken over the last six months to stabilise the rent arrears position, with the work involving:

- Increasing resources;
- Introducing early intervention;
- Adopting a more robust stance around the importance of paying non time; and
- Investing in new technology

All of that work had come together and for the first time since 2016/17 rent collections were improving and rent arrears were reducing. As detailed in the report, rent arrears in 2019/20, up to week 42, were £2.04M compared to £2.18M at the same point in 2018/19, showing a reduction of £143K.

The Chief Officer (Housing and Assets) said steady progress was being made to reduce rent arrears and that was being achieved as a direct result of:

- Increasing resources;
- Introducing an early intervention hub to assist those tenants at most risk of losing their homes;
- Adopting a more robust stance around the importance of paying rent on time; and
- Investing in Mobyssoft 'Rent Sense' software.

The Revenues service continued to take legal action as a last resort against those tenants who failed to engage and failed to pay rent on time. With approximately 7,100 tenancies, just 20 evictions had taken place so far in 2019/20 for serious rent arrears after all recovery remedies had been undertaken by the Council and only after the judicial system was satisfied that everything could be done and had been done to support the tenant.

The Revenues Manager said the impact of Universal Credit was evident on the graph in the report and despite the ongoing challenges of increasing numbers of tenants migrating away from Housing Benefit to the Universal Credit system, the housing service had worked hard to challenge the inevitable impacts that most social landlords experiences of rising rent arrears.

Members welcomed the report, particularly the early interventions to assist tenants.

RESOLVED:

That the latest financial position for rent arrears in 2019/20 be noted.

150. WELFARE REFORM UPDATE

Councillor Mullin introduced the Welfare Reform Update report which provided an update on the impacts that Universal Credit 'Full Service' and other welfare reforms were having on Flintshire residents and the work that was ongoing to mitigate it and support households.

The report covered the following, and details of the impact each one had in Flintshire:

- Removal of the Spare Room Subsidy;
- Benefit Cap;
- Universal Credit;
- Help to Claim Service;
- Universal Credit “Managed Migration”;
- Council Tax Reduction Scheme;
- Welfare Reform Team; and
- Discretionary Housing Payments.

Councillor Bithell welcomed the work being undertaken by the service to mitigate the full impacts of the reforms from falling upon vulnerable Flintshire residents. Councillor Thomas concurred and said that Flintshire County Council did not put itself forward for the pilot, it was imposed on the Council by Central Government, and she commented on the vast number of issues being experienced with Universal Credit.

On data not being available to the Council from Cheshire West Citizens Advice, the Chief Executive this was being escalated to ensure that information was available.

Councillor Thomas asked if a previous Cabinet resolution to write to Central Government outlining concerns had been carried out. The Benefits Manager explained that Torfaen County Borough Council had prepared a draft letter and she would share the content of that letter with Cabinet Members.

RESOLVED:

That the report and ongoing work to manage the impacts that Welfare Reforms has and will continue to have upon Flintshire’s most vulnerable households be supported.

151. REVIEW OF SIDEWAY-FORCE COEFFICIENT ROUTINE INVESTIGATION MACHINE (SCRIM) POLICY

Councillor Thomas introduced the Review of Sideway-Force Coefficient Routine Investigation Machine (SCRIM) Policy report which sought to align the Council’s own policy with the new Highway Maintenance Good Practice guidance.

RESOLVED:

- (a) That the reviewed Sideway-force Coefficient Routine Investigation Machine Policy and Operational Manual for managing Skid Resistance on the Adopted Highway Network be approved; and
- (b) That the review of the network to reclassify sites following changes to infrastructure and local speed limits be supported.

152. EXERCISE OF DELEGATED POWERS

An information item on the actions taken under delegated powers was submitted. The actions were as set out below:-

Housing and Assets

- **Council Housing Rent – Write off of Former Tenancy Arrears Following Eviction**

Financial Procedure Rules (section 5.2) stipulates that individual and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member.

The decision to write off is in respect of 5 cases of unpaid rent in circumstances where the Council has already taken action to evict the tenants as a result of non-payment of rent. Following the steps taken to evict, the former tenancy arrears in each case are considered to be irrecoverable and there is no prospect of securing payment. The total amount of unpaid rent associated with the 5 cases is £35,046.55.

Streetscene and Transportation

- **Construction of Sinudoial Humps and Flat Top Raised Tables at Leaches Lane, Mancot Lane and Hawarden Way, Mancot**

To advise Members of the objections received following the advertisement of the proposed construction of sinudoial humps and flat top raised tables at Leaches Lane, Mancot Lane and Hawarden Way, Mancot.

- **Street Works Fees and Charges for 2020/21**

The fees and charges levied for various licenses and applications issued within Street Works have been reviewed and the proposed charges for 2020/21 are set out in the table.

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(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

153. INSURANCE SERVICES TENDER 2020

The Corporate Finance Manager introduced the Insurance Services Tender 2020 report which provided details of a full OJEU tender exercise being undertaken which would be project managed by the Council's Brokers alongside procurement and insurance staff.

Contract Procedure Rules stated that any contract in excess of £2.000M required a report to Cabinet.

RESOLVED:

- (a) That the arrangements for the procurement of Insurance Services be noted; and
- (b) That, following a full and robust evaluation of submitted bids, authority be delegated to the Corporate Finance Manager to authorise the award of the Long Term Agreements to the successful bidders.

154. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There was one member of the press in attendance and no members of the public.

(The meeting commenced at 9.30 a.m. and ended at 11.21 a.m.).

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Chair

CABINET
17 MARCH 2020

Minutes of the meeting of the Cabinet of Flintshire County Council held in the Clwyd Committee Room, County Hall, Mold on Tuesday, 17 March 2020

PRESENT: Councillor Ian Roberts (Chair)

Councillors: Glyn Banks, Dave Hughes, Christine Jones and Carolyn Thomas

APOLOGIES:

Councillors: Chris Bithell, Derek Butler and Billy Mullin

IN ATTENDANCE:

Chief Executive, Chief Officer (Governance), Corporate Finance Manager, Chief Officer (Housing and Assets), Chief Officer (Streetscene and Transportation), Chief Officer (Planning, Environment and Economy), Chief Officer (Education and Youth), Strategic Policy Advisor and Democratic Services Officer

OTHER MEMBERS IN ATTENDANCE:

Councillors: Mared Eastwood and Patrick Heesom were present as observers

155. DECLARATIONS OF INTEREST

None.

156. URGENT ITEM OF BUSINESS

As Leader of the Council, Councillor Roberts read out a joint statement on behalf of himself and the Chief Executive:

“We fully empathise and share in the heightened sense of anxiety across communities in the current national situation - one which has no precedent in recent times.

This is a fast-developing and changing national and international situation. Be assured that we have full business continuity planning in place across our services in readiness.

There is a national, regional and local command and decision-making structure in place – from the national COBRA meeting led by the Prime Minister downwards - and we are playing our full part as your County Council. This is now in full operation.

The regional planning and response for North Wales is led by the Strategic Coordination Group (SCG), a group made up of senior professionals from health, emergency and public service partners. This is meeting frequently and both follows the direction of national decision-makers and advisors and contributes to their work with feedback and escalated requests for support. We are a very active member of SCG through the Chief Executive and other lead officers.

A number of members of the public have asked about our role as a council. The response to the national situation is being led by the UK Government and the devolved national Governments, and is heavily reliant on the advice of the Public Health national agencies and the appointed medical and public health experts. We follow their lead and make regional and local decisions accordingly. Although we play a very important role, we are not the lead in the public eye and must work to national and regional advice and direction. This is why we refer people to the authoritative sources of advice on personal health and well-being, and medical support, such as Public Health Wales.

We will issue local public statements on local responses and service arrangements as and when necessary. We welcome and will be fully supporting community self-support action through our voluntary and charitable partners, Flintshire Local Voluntary Council (FLVC), community organisations and Town and Community Councils. The situation will develop quickly and we will make decisions on prioritising our resources for the most critical services as necessary.

We will make our first announcements on the temporary closure of local facilities and services from today. We have already restricted visits to the residential care homes we operate, and have encouraged our independent care home providers to do the same. We have advised head teachers to restrict access to schools for all but pupils and their teaching and support staff and to cancel all non-essential communal events. We are issuing daily advice to social care partners and to schools.

All essential Council services are running as normal at this stage. This might be subject to change. As an employer we have been taking steps to protect our workforce over the past two weeks. We are now introducing further steps to extend home and remote working to keep our workforce safe so that they can support continuity of services to the public.

All non-essential Council meetings are stood down until further notice including all public Council meetings and events. We appeal for all to help us maintain a sense of calm, to show personal responsibility in following national advice, and to contribute to community and family actions to support the most vulnerable wherever you can.

Colin Everett, Chief Executive and Councillor Ian Roberts, Leader

This was accompanied by a statement by the Welsh Local Government Association dated 16 March 2020:

We want to reassure residents that, in collaboration with our partners, all necessary steps will be taken to ensure the wellbeing of our communities. At the moment council services remain open. Following the government announcement today, we will be assessing the position and making further detailed announcements tomorrow.

Government guidance is that schools should remain open for the time being. The message to parents is that, as in other areas of Wales, schools will open tomorrow as normal and the position will be kept under continuous review. Residents and parents are urged to follow the Government's revised social distancing guidelines and anyone who is experiencing symptoms should continue to follow Public Health Wales advice which can be found here:

<https://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/>

Chris Llewellyn, Chief Executive and Councillor Andrew Morgan, Leader

RESOLVED:

That the verbal report be received.

157. STRATEGIC EQUALITY PLAN 2020/2024

The Chief Executive introduced a report to agree the Council's revised equality objectives and Strategic Equality Plan (SEP) for 2020/2024 prior to statutory publication.

The Strategic Policy Advisor provided an overview of the key considerations and research used to develop the SEP. Six of the seven equality objectives were consistent with those set in 2016, with the addition of a new objective on poverty which reflected the new socio-economic duty placed on public bodies. Actions in the SEP would be reviewed annually and incorporated within the CAMMS system to provide more robust reporting.

Councillor Banks welcomed the move to review the Plan on an annual basis which provided more flexibility.

The recommendation was moved and seconded by Councillors Roberts and Thomas.

RESOLVED:

That the Council's equality objectives and Strategic Equality Plan (SEP) 2020/2024 be endorsed.

158. TOWN CENTRE REGENERATION UPDATE

The Chief Officer (Planning, Environment and Economy) presented an update report on the strategic approach to regenerating town centres as identified in the refreshed Council Plan for 2020 onwards.

In addition to updating on actions taken by the Council since February 2019, the report detailed the expectation by Welsh Government (WG) for councils to adopt a more ambitious approach to town centre regeneration. The report also identified the need for additional resources to supplement the team to carry out the additional work. The report and recommendations had been well received by the Environment Overview & Scrutiny Committee.

In moving the recommendations, Councillor Thomas said that the discussion at that meeting had been positive. She spoke about the changing context of town centres in exploring options such as transport hubs, quality accommodation and projects under the Townscape Heritage Initiative investment programme.

Councillor Banks congratulated the team on successful bids for WG funding.

RESOLVED:

- (a) That progress in delivering the priorities for town centre regeneration agreed at the May 2019 Cabinet meeting be noted;
- (b) That the future strategic direction set out in the report to deliver those priorities in the future be supported;
- (c) That delegated authority be given to the Chief Officer (Planning, Environment and Economy) in consultation with the Cabinet Member for Economic Development to bid for external funding as it becomes available to support the approaches to town centre regeneration set out in the report; and
- (d) That the allocation of resources as identified in the report to increase the impact of the Council's approach to town centre regeneration be supported.

159. SCHOOL MODERNISATION - 21ST CENTURY SCHOOLS CAPITAL PROGRAMME

Councillor Roberts introduced an update report on projects within Band B of the 21st Century Schools Capital Programme as part of the Council's commitment to invest in schools to improve the learning environment for pupils in Flintshire.

In moving the recommendations, Councillor Roberts explained that the projects were for the development of a new building for Ysgol Croes Atti in Flint and a consultation strategy for a revised model of primary and secondary education in the Saltney/Broughton area. Approval was also sought to engage with the Welsh Government's (WG) strategic partner for the Council's nominated Mutual Investment Model (MIM) project to co-locate primary and secondary provision in Mynydd Isa. This project had been identified as the best fit for a WG pathfinder project which would benefit from MIM improved intervention rates.

Councillor Roberts emphasised that any consultation would not take place during the current period due to the restrictions in place.

Councillor Thomas seconded the recommendations and welcomed the steps taken by the Council to improve school buildings which would also have a positive impact on carbon emissions.

Councillor Banks welcomed the proposal for Flintshire's first new build Welsh Medium primary school and took the opportunity to pay tribute to WG for working with the Council on school modernisation.

RESOLVED:

- (a) To proceed with statutory consultation through the School Organisation Code, for relocating Ysgol Croes Atti, Flint to a new site on the Croes Atti housing development;
- (b) That the Council's nominated MIM project to the proposed project for the Mynydd Isa area be amended and by doing so allow officers to engage with WG's Strategic Partner for MIM, when they become available in Autumn 2020;
- (c) To consult through the School Organisation code on the proposal to amalgamate local authority maintained primary school provision in the Saltney area – Saltney Ferry Primary School and Saltney Wood Memorial Primary School; and
- (d) To consult informally with key stakeholders in Saltney and Broughton with regard to developing a new offer of secondary education that is modern, high quality and attracts local pupils from across the local area, and is sustainable.

160. SCHOOL MODERNISATION - THE SCHOOL STANDARDS AND ORGANISATION (WALES) ACT 2013 - LIXWM SCHOOL RE-DESIGNATION

Councillor Roberts introduced a report to share details of responses received during the objection period to re-designate Lixwm Community Primary School to a Voluntary Aided (VA) School and to seek support for the re-designation to proceed. He confirmed that no objections had been received.

The Chief Officer (Education & Youth) said that the report was the culmination of a significant amount of work undertaken with communities.

RESOLVED:

That Cabinet proceed with the proposal to re-designate Lixwm Community Primary School as a Voluntary Aided (VA) school.

161. SCHOOL ADMISSION ARRANGEMENTS 2021/22

The Chief Officer (Education & Youth) introduced a report to provide details on the outcome of the statutory consultation exercise on admission arrangements for September 2021. During the consultation process, no schools had requested a review of their admission numbers for 2021/22. The current admission arrangements set out in the report indicated that the majority of parental preferences continued to be met.

RESOLVED:

That the proposed admission arrangements for 2021/22 be approved.

162. REVENUE BUDGET MONITORING 2019/20 (MONTH 10)

Councillor Banks introduced the report on the revenue budget monitoring position for the Council Fund and Housing Revenue Account (HRA) as at Month 10. This reflected the budget position at the close of the financial year if all things remained unchanged. No issues had been raised on the report by the Corporate Resources Overview & Scrutiny Committee.

The projected year end position, without new actions to reduce cost pressures and/or improve the financial return on efficiency planning and cost control was:

Council Fund

- An operating deficit of £1.625m which is a favourable movement of £0.041m from the deficit figure of £1.666m reported at Month 9; and
- A projected contingency reserve balance as at 31 March 2020 of £3.244m.

Housing Revenue Account

- Net in-year revenue expenditure forecast to be £0.062m lower than budget which was a positive movement of £0.165m from the deficit figure of £0.103m reported at Month 9; and
- A projected closing balance as at 31 March 2020 of £1.385m.

The measures introduced to mitigate the overall projected overspend position had made a positive impact and this work would continue with specific areas under tactical review as detailed in the report. The potential for late grant awards from Welsh Government (WG) could also improve the year-end outturn.

On the significant variances, confirmation was awaited on the Council's allocation of Additional Winter Pressures grant funding to be distributed through the Regional Partnership Board.

On Reserves and Balances, the projected year-end balance on Contingency Reserves was £3.244m.

There was one request for carry-forward of funding on the Hwb In-Schools Infrastructure grant scheme which needed to be claimed before the end of the financial year. The allocation of this funding to support school ICT networks would be allocated against existing spend in-year, and approval sought for the resulting underspend to be carried forward to the next financial year to fund the implementation stage.

The Chief Executive said that no significant change was expected to the end of year position and that delayed expenditure arising from addressing flooding issues was a possibility. No additional emergency spend was expected in

response to the Coronavirus outbreak, however officers were working on contingency budgets for 2020/21. Any information on national funding to support services and lost income would be shared when available.

RESOLVED:

- (a) That the overall report and the projected Council Fund contingency sum as at 31st March 2020 be noted;
- (b) That the projected final level of balances on the Housing Revenue Account (HRA) be noted; and
- (c) That the carry forward request included in paragraph 1.22 be approved.

163. INDEPENDENT AFFORDABLE HOUSING SUPPLY REVIEW

Councillor Hughes introduced an update on progress with the recommendations of the independent review of Affordable Housing Supply in Wales which had been commissioned by Welsh Government (WG). The WG responses and timescales to the recommendations were appended to the report alongside actions being taken by the Council on a local and regional basis with strategic partners to improve delivery arrangements for the supply of affordable housing.

The Chief Officer (Housing and Assets) said that the independent panel had agreed the definition of affordable housing in the context of Technical Advice Note (TAN) 2 which included a range of housing models such as equity share schemes, Help to Buy and Rent to Own.

Councillor Thomas referred to the grant funding received by Registered Social Landlords which did not apply to councils. The Chief Officer said that this resulted in the Council taking a more innovative approach to its house building programme. In response to further questions, he provided an update on progress at Garden City where the first modular build scheme in Flintshire was being developed. In acknowledging the financial impact of installing solar panels on houses, he paid tribute to the work of the Energy team.

Following a query by Councillor Banks, the Chief Officer provided clarification on work being undertaken by WG on Public Sector Land recommendations in the report.

The recommendation was moved by Councillor Hughes and seconded by Councillor Thomas.

RESOLVED:

That the attached recommendations from the review and the Minister's comments be noted, and that further updates be received as the implications of the recommended actions are further developed.

164. NORTH EAST WALES HOMES LIMITED

Councillor Hughes introduced a report on North East Wales (NEW) Homes to seek a change to the company's rules (Articles of Association) to allow more independent Directors on the board and remove the provision for a Council officer director. In moving the recommendations, he said that the changes to increase skills and experience on the board would contribute towards the company's commitment to provide affordable housing.

In response to a question from Councillor Banks, the Chief Officer (Governance) said that whilst the house building programme had so far focussed on Flintshire, it was the aspiration of NEW Homes to expand its asset base across the region.

RESOLVED:

- (a) That an amendment to the NEW Homes Articles of Association be approved, to remove the provision for up to 1 Council Officer on the board and amend to allow up to 4 independent directors on the board as detailed in Appendix A; and
- (b) That authority be given to the Cabinet Member for Housing and Assets to sign the Written Resolution authorising the changes.

165. FLY TIPPING AND HOUSEHOLD DUTY OF CARE ENFORCEMENT

Councillor Thomas introduced a report on the twelve month review of the process for issuing Fixed Penalty Notices (FPNs) for small-scale fly tipping offences and sought approval for the introduction of education and enforcement for householder Duty of Care requirements.

It had been identified that around two thirds of fly tipping originated from domestic properties where residents had transferred their waste to unregistered traders. The proposed education campaign was to highlight householder responsibilities on domestic waste disposal and to issue an FPN where it could be demonstrated that residents had failed in their legal duty, with a reduction applied for early payment.

The Chief Officer (Streetscene and Transportation) explained that the number of fly tipping cases in Flintshire may be due to the Council's proactive approach to encourage reporting of incidents which were then recorded to monitor hotspot areas. He reported good performance on the removal of fly tipping within 24 hours and said that investigations were carried out to identify the source where possible.

Councillor Banks took the opportunity to pay tribute to Streetscene operatives and spoke in support of a further increase in the FPN charge as a deterrent. This view was shared by Councillor Jones who referred to the impact of fly tipping on flooding issues.

Councillor Thomas clarified that fly tipping of large-scale items incurred an FPN charge of £1,000.

The recommendations were moved and seconded by Councillors Thomas and Jones.

RESOLVED:

- (a) That progress on the issuing of Fixed Penalty Notices for small scale fly tip events be noted;
- (b) That the Countywide education campaign and subsequent enforcement of Householder Duty of Care arrangements through Fixed Penalty Notice be approved;
- (c) That the Fixed Penalty Notice charge for breach of Householder Duty of Care at £300 be approved, with a reduction to £150 if the FPN is paid within 10 days; and
- (d) That the Fixed Penalty Notice charge for small scale fly tipping offences at £300 be approved, with a reduction to £150 if the FPN is paid within 10 days.

166. DOMESTIC ENERGY PROGRAMMES

The Chief Officer (Planning, Environment and Economy) introduced a report to provide an update on the approaches being taken by the Council's Domestic Energy Efficiency Programme team to tackle fuel poverty in Flintshire.

The report, which included anonymised examples of assistance given to residents to improve their quality of life, had been well received by the Environment Overview & Scrutiny Committee.

During the debate, Members paid tribute to the important work undertaken by the team and their positive engagement with residents to provide reassurance and assist with other issues. The Chief Officer agreed to pass on the positive feedback to the team.

RESOLVED:

That the excellent progress made in delivering domestic energy efficiency programmes to support fuel-poor households in Flintshire be noted and that this work area continue to be supported as a Council priority in the future.

167. EXERCISE OF DELEGATED POWERS

An information item on the actions taken under delegated powers was submitted. The actions were as set out below:

Streetscene and Transportation

- **20mph Speed Limit and 20mph Speed Limit Zone in Mancot**

To advise Members of the objections received following the advertisement of the proposed 20mph Speed Limit and 20mph Speed Limit Zone on Leaches Lane, Hawarden Way, Foxes Close, Earle's Crescent, Field View, Cottage Lane, The Paddock, Colliery Lane, Wilton Road, Willow Lane, Hampton Avenue, Clos Coed, Marnel Drive, Mancot Royal Close, Crossways, Mancot Way, Ashfield Crescent, Maxwell Avenue, Wenlock Crescent, Sunnyside, Deiniol's Road, Oakley Road, Leaches Close, Oak Court, Orchard Close, Westway and Mancot Lane, Mancot.

- **Proposed prohibition of waiting at any time and limited waiting in Mancot**

To advise Members of the objections received following the advertisement of the proposed waiting restrictions on Mancot Lane, Willow Lane, Field View, Mancot Way, Crossways, Hawarden Way, Leaches Lane, Foxes Close, Cottage Lane, Colliery Lane, The Paddock, Wilton Road, Clos Coed, Mancot Royal Close and Earle's Crescent, Mancot.

- **Section 23 of the Road Traffic Regulation Act 1984 - Proposed pedestrian crossing on B5129 Chester Road and Leaches Lane, Mancot**

To advise Members of the objections received following the advertisement of the proposed pedestrian crossing (Zebra) on Leaches Lane, Mancot.

Housing and Assets

- **Council Rent - Applications to write off tenancy arrears**

Financial Procedure Rules (section 5.2) stipulates that individual bad and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member.

The decision to write off is in respect of two tenants who are subject to Debt Relief Orders (DRO). Rent arrears totalling £13,848.08 for the two cases are included in the DROs which are now irrecoverable as a result of the award of the DROs.

Corporate Debt Section

- **Corporate Debt Write Offs**

Financial Procedure Rules (section 9.6 - Income and Expenditure) stipulates that any individual debt between the values of £5,000 and £25,000 shall be reported to the Corporate Finance Manager/Section 151

Officer for consideration to write off, in conjunction with the Cabinet Member for Corporate Resources.

The decision to write off is in respect of two accounts totalling £25,724.38. All recovery remedies have now been exhausted including the use of debt collection agents and county court action. There is no further action that can be taken to recover this outstanding balance.

168. CLOSING COMMENTS - CORONAVIRUS

Councillor Roberts took the opportunity to express his gratitude to officers who were putting in place preparations to plan for services continuing over the coming weeks.

Other Members paid tribute to teams within their respective portfolios, particularly those in front-line services for their dedication in helping residents. Councillor Banks took the opportunity to commend the Leader and Chief Executive along with individuals volunteering across communities.

The Chief Executive gave assurance that services were currently continuing as normal during this difficult period and that guidance was being updated and issued regularly.

169. ATTENDANCE BY MEMBERS OF THE PRESS AND PUBLIC

There was one member of the press in attendance.

(The meeting commenced at 9.35am and finished at 10.30am)

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Chair

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CABINET

Date of Meeting	Tuesday, 16 th June 2020
Report Subject	Flintshire Local Development Plan – Update on Progress and Position with the Plan’s timetable
Cabinet Member	Cabinet Member for Planning and Public Protection
Report Author	Chief Officer (Planning, Environment and Economy)
Type of Report	Strategic

EXECUTIVE SUMMARY

Work on the Council’s Local Development Plan (LDP) is guided by a Delivery Agreement which has to be approved by the relevant Welsh Minister. Part of this agreement is a timetable that commits the Council to reach key milestones in plan preparation by prescribed dates. The Plan must progress in line with these dates otherwise, the timetable has to be formally revised and agreed by the Minister.

Following the public consultation on the Deposit LDP that ended in November 2019, the Plan has remained ‘on track’ in line with the agreed timetable and specifically in terms of the process of preparing responses to the representations made. That said, the present emergency situation and the lack of public access to key public buildings such as Council offices, Connects centres and libraries prevents a full list of all of the representations received from being made available for public inspection, as required by the LDP regulations. In addition the inability of the Council to meet to agree the responses and to the submission of the Plan for Examination, has meant that the Plan’s timetable has had to be reviewed and amendments proposed.

This report highlights the good progress made with the Plan; the reasons for the need to review the timetable; how this has been discussed with Welsh Government and the Planning Inspectorate, and the implications in terms of a revised timeline for the plan, including the consideration of and decisions the Council’s needs to take, and when.

RECOMMENDATIONS

1	That Cabinet note the continuing positive progress being made by the LDP.
2	That Cabinet agree to the amended timetable shown within appendix 1 of this report for the key remaining stages in plan preparation and to make a formal request to the Welsh Government to agree a revision to the LDP Delivery agreement timetable.

REPORT DETAILS

1.00	THE NEED TO AMEND THE LDP TIMETABLE
1.01	Members will be aware that since the deposit LDP consultation ended on 11 th November 2019 officers have been working to process, summarise and respond to the representations received as efficiently as possible. Members of the Planning Strategy Group (PSG) have already received two previous formal reports relating to responding to representations, and notwithstanding the present circumstances preventing further formal meetings, officers have prepared two draft response reports to date and shared these informally with Members of the PSG, with two further reports planned by the end of July.
1.02	Whilst officers have made very good progress in responding to representations and are on track' in relation to the current LDP Delivery Agreement (DA) timetable approved by the Welsh Government, there are issues arising from the present Covid 19 health emergency and the restrictions about movement, working from home where possible, accessibility to public buildings, and the ability of the Cabinet and Council to meet to formally consider and agree responses to representations, that has forced a re-consideration of the achievability of the current timetable
1.03	<p>The specific issues arising from the above situation that prompt a need to revise to the timetable are:</p> <ul style="list-style-type: none">• The inability of the Council to comply with LDP Regulation 19 and the Council's Delivery Agreement / Statement of Community Involvement in terms of physically publishing all representations received at the venues used to make the deposit plan available;• The ability of the PSG to meet to consider draft responses and formally recommend these on the Cabinet;• Notwithstanding the process put in place for Cabinet to consider significant matters such as the LDP virtually, the ability of the Full Council to meet and consider the proposed responses to representations, and to agree to submit the Plan for Examination.
1.04	These matters have already been discussed with both Welsh Government and the Planning Inspectorate (PINS), to get their input and advice on the

	<p>necessity of amending the timetable and the knock on implications of this. The key points from those discussions are summarised below:</p> <ul style="list-style-type: none"> • WG officers now have delegated authority to quickly agree LDP timetable amendments, rather than requiring Ministerial approval; • The Council to check the deposit venues used (Council Offices and libraries), their likelihood of being publicly accessible in the next 2-3 months to allow representations to be viewed, and consider alternative arrangements for making representations available; • WG will check how the requirements of the Delivery Agreement Statement of Community Involvement could be changed/relaxed to maintain compliance with Regulations and progress, in particular with less reliance on physical availability of documents and greater emphasis on the use of our website; • The Council to prepare a draft amended DA in readiness to submit; • An Inspector has been identified for Examination and is available in early 2021; • PINS have no issue with moving to an early 2021 Examination date; • In terms of publication of representations PINS advise the Council to be sensible/pragmatic in terms of making available and demonstrate that all reasonable measures taken; • PINS agreed to work with the Council to test a potential new process where Inspector's questions are issued prior to (and answered as part of) submission; • PINS will examine ways of accommodating Examination hearings if social distancing measures still in place – larger venues, live streaming of sessions, use of Council Chamber an option; • Keep PINs informed of timetable and progress.
1.05	<p>The conclusion from these discussions is that the LDP timetable will need to be amended but with a focus being on trying to minimise the delay or slippage. It will not be feasible to publish representations until July (at the earliest), allowing at least 6 weeks before the Council to formally consider the responses to them (either at Cabinet or Full Council). The earliest that a Full Council meeting could be convened is September, subject to Covid 19 restrictions and the need to still apply appropriate social distancing. A provisional date of 29th September has been identified for the Council's consideration of the Plan. Submission of the Plan for Examination would need to be organised and timed to follow this closely in October 2020. This would then trigger formal appointment of an Inspector and preparations for an Examination in late January 2021.</p>
1.06	<p>The overall implication for the LDP timetable is that it should be possible to keep the slippage to around a four month delay and the draft timeline in appendix 1 shows all of the remaining key stages in the LDP process and the effects of this four month change to the timings in the current DA. Clearly this is a best case scenario and subject to what may happen or still be in place in terms of limitations imposed by Covid 19.</p>

1.07	As has already been referenced, all efforts are being made to maintain progress with responding to representations, and an important part of this is to continue to bring draft response reports to the Planning Strategy Group so that they are aware of proposed responses and therefore in a position to formally endorse these and recommend on to Cabinet.. Appendix 2 illustrates a working timeline of informal reports being prepared and sent of Members of the PSG, including dates for WebEx briefings on the reports, and deadlines for Members to provide feedback to officers by.
1.08	A considerable amount of time and effort has already been put in by officers to maintaining the progress of the LDP and this commitment continues despite the new challenges posed by whole team based home working.

2.00	RESOURCE IMPLICATIONS
2.01	Revenue: there are no implications for the approved revenue budget for this service for either the current financial year or for future financial years.
2.02	Capital: there are no implications for the approved capital programme for either the current financial year or for future financial years
2.03	Human Resources: there are no implications for additional capacity or for any change to current workforce structures or roles.
2.04	Examination venue/Technology: The Council may need to consider a suitable venue for the LDP Examination if the need to continue with social distancing is in place by January 2021. This may include the need to live stream Examination sessions and allow people to participate remotely and interactively using WebEx type technology.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The LDP has already been the subject of a comprehensive Integrated Impact Assessment as a requirement of Planning Wales and the Development Plans Manual (Edn 3). This is part of the documentation that the Council was required to provide alongside the deposit LDP when it went out for public consultation in September 2019 and relates to the sustainability of the Plan and how this links to the Welsh Government Well Being Goals. The Plan's IIA can be accessed from the Council's website via the following link: LDP IIA.</p> <p>The key risk mitigation is to ensure that delays in the progress of the Plan are minimised. The need to have an adopted plan in place is a primary requirement of the Welsh Government and for the Council, and an adopted LDP ensures that decisions on planning applications are fully in the control of the Council as Local Planning Authority and made with referenced to the policies of the adopted Plan.</p>

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Officers at the Welsh Government now have delegated powers to approve amendments to DA LDP timetables, avoiding the need for formal Ministerial approval.

5.00	APPENDICES
5.01	Appendix 1 Proposed revision to milestone dates in the LDP DA timetable
5.02	Appendix 2 Council consideration/decision making timeline for responses to deposit LDP representations.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	See section 3 for LDP IIA.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Andy Roberts, Service Manager Strategy Telephone: 01352 703211/07920 701241 E-mail: andy.roberts@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	<p>Delivery Agreement: A formal document produced by the Council and approved by the Welsh Minister that defines how the Council will carry out the production of the LDP, how it will consult and engage on the Plan, and what the timetable is for the Plan's production.</p> <p>Deposit LDP: The formal version of the LDP that the Council is required to 'deposit' for public consultation. This consultation took place between September 30th 2019 and November 11th 2019.</p> <p>LDP Regulations: Regulations that support the relevant Planning Acts and define the key legislative requirements for how the Council produces the LDP, defining key stages and requirements that the Council must legally comply with.</p>

Examination: This is the formal examination in public of the LDP to test the soundness of the plan which will be presided over by an independently appointed Planning Inspector.

Planning Strategy Group: A sub group of the Council's Planning Committee that acts as a steering group guiding the progress of the production of the LDP. This is not a public committee and has no power to make direct decisions over the content of the LDP, but it makes recommendations to the Cabinet on the plan.

Submission: Once the Council has agreed the responses to the representations made to the deposit LDP consultation, it also needs to agree to submit the Plan to the Planning Inspectorate for formal examination.

Appendix 1 Proposed revision to milestone dates in the LDP DA timetable

Main/Sub stages	Current Date	New Date
1. Responding to Deposit Representations	May 2020	May/June 2020
1.1 Informal PSG consideration or responses		End Jun 2020
1.2 Formal PSG consideration of responses	By April 2020	End Jul 2020
1.3 Appointment of Programme Officer	ASAP	ASAP
2. Focused Changes	April 2020	Not Required
2.1 Revise Delivery Agreement Timetable with WG	N/A	End May 2020
2.2 Publish Deposit Representations	April 2020	Mid Jul 2020
2.3 FCC Cabinet decision on responses and submission	Jun/Jul 2020	tbc (Sep 2020)
2.4 FCC Full Council decision on responses and submission	Jun/Jul 2020	tbc (Sep 2020)
3. Submission	June 2020	Oct 2020
3.1 Ensure submission meets all regulations		
4. Examination	Sept 2020	Jan 2021
4.1 Examination start	tbc	tbc
4.2 Examination end	tbc	tbc
4.3 MACs consultation	tbc	tbc
5. Receive Inspectors Report	June 2021	Oct 2021
5.1 Officers consider report	tbc	tbc
5.2 FCC Cabinet approval	tbc	tbc
5.3 FCC Full Council approval	tbc	tbc
6. Adoption	July 2021	Nov 2021
6.1 Publish notice of Adoption	tbc	tbc
6.2 Print and publish Plan	tbc	tbc

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Timeline for decision making on LDP Responses to deposit Representations

LDP Report	Report Out	Meeting Date	Deadline for comments/feedback
1. Non site specific responses	09.04.2020 (resent 20.05.2020)	15.05.2020	29.05.2020
2. Site specific responses - allocations	22.05.2020	29.05.2020	11.06.2020
3. Site specific responses – new sites/resubmitted sites	18.06.2020	25.06.2020	09.07.2020
4. Other specific responses	09.07.2020	16.07.2020	23.07.2020
5. Formal PSG sign-off	23.07.2020	30.07.2020	N/A
6. Informal Cabinet	tbc	08.09.2020	N/A
7. Cabinet	tbc	22.09.2020	N/A
8. Full Council	tbc	29.09.2020	N/A

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CABINET

Date of Meeting	Tuesday, 16 th June 2020
Report Subject	Revenue Budget Monitoring – Final Outturn 2019/20
Cabinet Member	Cabinet Member for Finance
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides the outturn revenue budget monitoring position (subject to audit) for 2019/20 for the Council Fund and Housing Revenue Account.

Due to the COVID 19 Pandemic a monitoring report has not been prepared since March which updated the position at Month 10 (i.e. as at the end of January).

The financial accounts for 2019/20 are now effectively closed. We are on schedule to submit the formal Statement of Accounts and supporting notes to Audit Wales by the statutory deadline of 15 June.

The Accounts will then be subject to audit over the summer and the final audited accounts presented to Audit Committee in September for formal approval.

As reported in previous reports specific areas were under tactical review to further reduce the overspend position, with the outcome of these not being fully known until late in the accounts closedown programme. The main areas under review were the final outcome of the Single Person Discount Scheme and the ongoing review of the complex Central Loans and Investment Account.

As reported previously measures were introduced to review and challenge non-essential spend and recruitment to vacancies with the aim of reducing in-year expenditure to 'dampen' the projected overspend at that time. This work made a positive impact on the outturn position.

The response to the emergency situation with Covid-19 was immediate, and extremely challenging, with impacts on Council services. Reductions in projected expenditure no longer required in mid-late March, as some services were adjusted in response, also had a positive effect on the outturn position.

As in previous years there were late awards of grant from Welsh Government, the Health Board and other third parties.

The positive movements for items under review and additional grant funding totalled £1.108m.

The cumulative effect of other movements was a further positive impact of £0.855m on the outturn position.

The final year end position is as follows:

Council Fund

- an operating surplus of £0.439m (£1.524m deficit at Month 11)
- a Contingency Reserve balance as at 31 March 2020 of £2.370m

Housing Revenue Account (HRA)

- net in year expenditure was £0.686m lower than budget
- a closing un-earmarked balance as at 31 March 2020 of £2.008m

When considering the final year end position, it is acknowledged that this is a significant movement from Month 10 when the projected outturn was last reported formally. However, as a proportion, the positive movement of £1.963m from Month 10 to year end is only 0.72% of the Annual Budget of £271.350m.

There were a number of factors influencing this movement as set out in the report.

It is important to note that the majority of the positive budget movements give only a one-off benefit and would not have been material to the budget-setting process for 2020/21. Had these movements been known at the time of budget-setting then Council would have been advised to increase the Contingency Reserve to safeguard against the significant open risks that were reported at the time.

RECOMMENDATIONS

1	Note the overall report and the Council Fund contingency sum as at 31 March 2020.
2	Note the final level of balances on the Housing Revenue Account as at 31 March 2020.

REPORT DETAILS

1.00	REVENUE BUDGET MONITORING POSITION (OUTTURN 2019/20)																																																																
1.01	<p>Council Fund Overall Position</p> <p>The final outturn for 2019/20 is an operating surplus (subject to audit) of £0.439m which is a positive movement of £1.963m on the operating deficit of £1.524m as at Month 11. The Revenue Budget Monitoring position at Month 11 was not formally reported due to the COVID-19 pandemic, therefore a summary of the movements from Month 10 and 11 are appended for completeness and accuracy (Appendix 3 refers).</p>																																																																
1.02	<p>The table below shows the outturn position by portfolio:</p> <table border="1"> <thead> <tr> <th>TOTAL EXPENDITURE AND INCOME</th> <th>Annual Budget</th> <th>Projected Outturn</th> <th>In-Year Over / (Under) spend</th> </tr> <tr> <td></td> <th>£m</th> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>Social Services</td> <td>65.956</td> <td>65.241</td> <td>(0.716)</td> </tr> <tr> <td>Out of County</td> <td>9.033</td> <td>11.073</td> <td>2.040</td> </tr> <tr> <td>Education & Youth</td> <td>8.519</td> <td>8.080</td> <td>(0.439)</td> </tr> <tr> <td>Schools</td> <td>91.958</td> <td>91.958</td> <td>(0.000)</td> </tr> <tr> <td>Streetscene & Transportation</td> <td>30.441</td> <td>32.063</td> <td>1.623</td> </tr> <tr> <td>Planning & Environment</td> <td>5.897</td> <td>5.929</td> <td>0.032</td> </tr> <tr> <td>People & Resources</td> <td>4.439</td> <td>4.475</td> <td>0.036</td> </tr> <tr> <td>Governance</td> <td>9.171</td> <td>8.595</td> <td>(0.576)</td> </tr> <tr> <td>Strategic Programmes</td> <td>4.678</td> <td>4.678</td> <td>0.000</td> </tr> <tr> <td>Housing & Assets</td> <td>15.766</td> <td>15.217</td> <td>(0.549)</td> </tr> <tr> <td>Chief Executive's</td> <td>2.760</td> <td>2.529</td> <td>(0.231)</td> </tr> <tr> <td>Central & Corporate Finance</td> <td>22.732</td> <td>21.073</td> <td>(1.659)</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total</td> <td>271.350</td> <td>270.911</td> <td>(0.439)</td> </tr> </tbody> </table>	TOTAL EXPENDITURE AND INCOME	Annual Budget	Projected Outturn	In-Year Over / (Under) spend		£m	£m	£m	Social Services	65.956	65.241	(0.716)	Out of County	9.033	11.073	2.040	Education & Youth	8.519	8.080	(0.439)	Schools	91.958	91.958	(0.000)	Streetscene & Transportation	30.441	32.063	1.623	Planning & Environment	5.897	5.929	0.032	People & Resources	4.439	4.475	0.036	Governance	9.171	8.595	(0.576)	Strategic Programmes	4.678	4.678	0.000	Housing & Assets	15.766	15.217	(0.549)	Chief Executive's	2.760	2.529	(0.231)	Central & Corporate Finance	22.732	21.073	(1.659)					Total	271.350	270.911	(0.439)
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1.03	<p>The reasons for all changes since Month 11 are summarised in Appendix 1 and details of the reasons for the final position in all portfolio areas are summarised within Appendix 2.</p>																																																																
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	<p>The reasons for the changes are set out in the report and can be categorised as below:</p> <ul style="list-style-type: none"> - Specific Areas under Review / Conscious decisions - Belated benefit of the review of non-essential spend - Positive benefit of the emergency situation - Maximisation of grant funding - Areas of limited control over outcome - Additional Income not confirmed until March - Large variations/movements not known until March <p>As reported in previous reports, specific areas were under tactical review to further reduce the overspend position, with the outcome of these not being fully known until late in the accounts closedown programme. These areas included the final outcome of the Single Person Discount Scheme and the ongoing review of complex Central Loans and Investment Account.</p> <p>As reported previously measures were introduced to review and challenge non-essential spend and recruitment to vacancies with the aim of reducing in-year expenditure. This work made a positive impact on the outturn position.</p> <p>The response to the emergency situation with Covid-19 was immediate and extremely challenging with impacts on Council services. Reductions in projected expenditure no longer required in mid-late March, as some services were adjusted in response, also had a positive effect on the outturn position.</p> <p>As in previous years there were late awards of grant from Welsh Government, the Health Board and other third parties</p> <p>The positive movements for items under review and additional grant funding totalled £1.108m.</p> <p>The cumulative effect of other movements was a further positive impact of £0.855m on the outturn position</p> <p>There were a number of factors influencing this movement as set out in the report. However, it is important to note that the majority of the positive budget movements give only a one-off benefit and would not have been material to the budget-setting process for 2020/21. Had these movements been known at the time of budget-setting then Council would have been advised to increase the Contingency Reserve to safeguard against the significant open risks that were reported at the time.</p> <p>Appendix 1 provides full detail for all changes to the outturn under these categories and some of the more significant changes are set out below.</p>
1.05	<p>Significant Movements :</p> <p><u>Central Loans and Investment Account (positive movement of £0.572m)</u></p> <p>This has been highlighted in recent budget monitoring reports as an area under review that could affect the final outturn.</p>

	<p>The reason for the movement is a reduction in interest costs as the Council hasn't needed to borrow as much as initially forecast. This is due to factors such as large grants being made available from Welsh Government in the last quarter and capital expenditure being re-profiled to future financial years. It is important to note that the underspend is one-off and will not be recurring as the expenditure has simply been delayed.</p> <p>The underspend could also have been used to contribute to the capital programme for a longer term gain in interest costs but it was deemed more appropriate to assist with the revenue position in view of the short term need to build up reserves.</p>
1.06	<p><u>Social Care – Winter Pressures Grant (positive movement of £0.302m)</u></p> <p>This issue has also been highlighted in recent budget monitoring reports. This grant was dealt with regionally so it was previously unclear 1) how much grant we would receive and 2) how much could be used to meet the costs of existing cost pressures.</p> <p>In view of the financial position as at Month 11 and the current emergency situation it has been important to maximise the use of this grant.</p>
1.07	<p><u>Housing Benefits (negative movement of £0.564m)</u></p> <p>The main influences within the Benefits (Staffing & Food Poverty) area of £0.124m, include £0.115m due to a shortfall in the amount of Department of Works and Pensions income received for administration, and various minor variances totaling £0.009m.</p> <p>The more significant adverse movement of £0.434m relates to a reduction in the previously projected income subsidy due. This was in relation to the financial year in which payments were made and accounted for and did not result in a loss of income due. Moving forward, monthly reconciliation procedures have been put in place, providing assurance that any income variations on Housing Benefit Subsidy will be promptly identified.</p>
1.08	<p>Achievement of Planned In-Year Efficiencies</p> <p>The final assessment of efficiencies being achieved in 2019/20 shows that £6.197m (90%) of the efficiencies have been achieved. However when taking into account of the conscious decision of Cabinet to re-phase the efficiency target from the reduction in Aura Subsidy this improves the achievement rate to 91%.</p>
1.09	<p>Reserves and Balances</p> <p><u>Un-earmarked Reserves</u></p> <p>The 2018/19 outturn reported to Cabinet in July showed un-earmarked reserves at 31 March 2019 (above the base level of £5.769m) of £8.252m.</p> <p>As approved in the 2019/20 budget an amount of £2.221m was utilised as part of the strategy to balance the budget. In addition an amount of £0.062m was approved to operate a Sustainable Drainage System (SuDS)</p>

Approving Body (SAB), £1.000m for investment in change and an amount of £0.100m for the ongoing resourcing of the Victim Contact Team within Social Services.

An amount of £3m has been ringfenced to address the Pandemic Emergency under delegated powers. An amount of £0.113m was released to fund relevant expenditure and income loss in March with the remaining amount carried forward to assist with any areas of expenditure and losses of income that may not be claimable from national sources.

Taking into account final outturn and the £3m set aside above, the level of Contingency Reserve available as at 31 March 2020 is £2.370m.

1.10 Council Fund Earmarked Reserves 2019/20

Monitoring Summary Final Outturn

Reserve Type	Balance as at 01/04/19	Balance as at 31/03/20
Service Balances	776,994	1,548,651
Specific Service Balances	78,081	213,991
Schools Balances	1,335,087	111,957
Single Status/Equal Pay	1,184,187	1,120,944
Investment in Organisational Change	1,039,115	1,693,729
Budget Strategy	208	208
Benefits Equalisation	318,370	132,822
County Elections	204,561	211,990
Local Development Plan (LDP)	180,000	180,000
Waste Disposal	82,648	82,648
Enterprise Centres	52,554	6,993
Design Fees	200,000	200,000
Winter Maintenance	250,000	250,000
Car Parking	47,440	45,403
Insurance Reserves	2,113,852	2,203,010
Cash Receipting Review	568	3,181
Flintshire Trainees	540,766	524,106
Rent Income Shortfall	70,000	30,979
Customer Service Strategy	33,000	22,468
Capita One	18,827	18,827
Supervision Fees	48,798	48,798
Transportation Review	84,200	0
LMS Curriculum	383,440	420,896
Organisational Change/ADM	99,965	33,500
Solar Farms	42,440	25,221
Tribunal Costs	150,000	107,998
Property Claims	45,000	36,363
Grants & Contributions	3,933,806	3,506,032
Total	13,313,906	12,780,714

1.11	Housing Revenue Account (HRA) The 2018/19 Outturn Report to Cabinet on 16 July 2019 showed an un-earmarked closing balance at the end of 2018/19 of £1.165m and a closing balance of earmarked reserves of £1.056m.
1.12	The 2019/20 budget for the HRA is £36.239m which includes a movement of £0.158m to reserves.
1.13	The Final Outturn for the HRA reports expenditure to be £0.686m lower than budget and a closing un-earmarked balance as at 31 March 2020 of £2.008m, which at 5.60% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%.
1.14	The budget contribution towards capital expenditure (CERA) is £14.776m.

2.00	RESOURCE IMPLICATIONS
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.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	As we are reporting the final outturn position there are no further risks or impacts for 2019/20.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None required.

5.00	APPENDICES
5.01	Appendix 1: Council Fund – Movement in Variances from Month 11 Appendix 2: Council Fund – Budget Variances Appendix 3: Council Fund – Movement in Variances Month 10 to 11 Appendix 4: Council Fund – Programme of Efficiencies Appendix 5: Council Fund – Movement on Un-earmarked Reserves Appendix 6: Housing Revenue Account Variances

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Dave Ledsham (Strategic Finance Manager)</p> <p>Telephone: 01352 704503</p> <p>E-mail: dave.ledsham@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
	<p>Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Council Fund: the fund to which all the Council's revenue expenditure is charged.</p> <p>Financial Year: the period of twelve months commencing on 1 April.</p> <p>Housing Revenue Account: 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>Projected Outturn: projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.</p> <p>Reserves: 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>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>

SUMMARY OF FINAL OUTTURN MOVEMENTS

1. Specific areas under review and conscious decisions taken

Central Loans and Investment Account	-£0.572m
Revenues - Single Persons Discount Scheme additional income	-£0.058m
Pension Fund contributions over recovery	-£0.016m
Total areas under review and conscious decisions taken	-£0.646m

2. Belated benefit of the non-essential spend review

Social Services	-£0.068m
Education & Youth	-£0.038m
Governance	-£0.107m
Housing & Assets (Housing Solutions & Housing Programmes)	-£0.087m
Chief Executives	-£0.065m
Total belated benefit of the non-essential spend review	-£0.365m

3. Positive benefit of the emergency situation

<u>Social Services</u>	
Training which didn't take place due to Covid-19	-£0.012m
Reduced Social Care package costs (some due to coronavirus in March)	-£0.081m
<u>Education & Youth - Integrated Youth Provision</u>	
Inability to spend as planned in final month due to COVID-19 impacts	-£0.025m
Total positive benefit of the emergency situation	-£0.118m

4. Maximisation of Grant Funding

Winter Pressures additional grant funding	-£0.302m
Housing & Assets – additional Housing Support Grant	-£0.057m
Total Maximisation of Grant Funding	-£0.359m

5. Other late movements with limited control over outcome

Delays in Opening Holywell Extra Care Facility (March Projections)	-£0.036m
Reduction in bad debt provision (calculated at year end)	-£0.035m
Reduction in direct payment social care packages in March	-£0.023m
Support Service Trading Account Recharges	-£0.179m
Coroner Recharge reduced from 2018/19	-£0.058m
Total late movements with limited control over outcome	-£0.331m

6. Additional Income not confirmed until March

<u>Governance</u>	
Legal - Increased fee income on conveyancing and refund of court costs	-£0.021m
IT - Increased LA's recharge for their contribution to Capita One project	-£0.023m
Customer Services – Increased income and staff recharges	-£0.048m
Revenues - increase in fines and enforcement fees	-£0.011m
Total additional income not confirmed until March	-£0.103m

7. Large Variations/Movements not known until March

Catering NSI budget not utilised by Newydd	-£0.114m
Housing & Assets (Climate Change Levy Non-Standard Inflation)	-£0.319m
Housing & Assets (Utilities)	-£0.121m
Housing & Assets (Benefits Claim Adjustment)	+£0.564m
Total Variations/Movements not known until March	<u>+£0.010m</u>

8. Minor Variances – net movement **-£0.051m**

Total Movement at Final Outturn **-£1.963m**

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Social Services						
Older People						
Localities	18.753	17.109	-1.644	-1.238	Residential and Nursing Care is projecting a £0.592m underspend due to a fluctuation in demand for residential and nursing care placements and increases to capital limits. Staff budgets are underspent within Intake/First Contact and under Localities Teams, not all staff are top of grade and there are in-year savings due to short term vacancies. In-year Additional Winter Pressures Grant from Welsh Government totalling £0.573m. Additional Funded Nursing Care income £0.050m.	
Resources & Regulated Services	7.117	7.351	0.235	0.325	Council provided residential care is £0.331m overspent, due mostly to relief and agency cover. Relief and agency staff are required to maintain the mandatory level of staff within the residential homes, however the amount of budget to fund this is low and does not contain contingencies to cover sickness and holiday absences. There are also pressures from buildings expenditure such as repairs and maintenance. Council provided homecare is £0.100m overspent due to demand. Extra care is reporting an underspend of £0.176m as the extra care facility in Holywell did not open this financial year.	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Minor Variances	1.208	1.147	-0.061	-0.034		
Adults of Working Age						
Resources & Regulated Services	24.170	24.050	-0.120	0.001	The outturn position is the cost of current care packages.	
Disability Services	0.648	0.592	-0.057	-0.102	The outturn is the cost of current care packages offset by some Welsh Government contributions.	
Transition & Disability Services	0.697	0.645	-0.052	-0.038	Not all staff are paid at top of scale and there were in-year vacancy savings.	
Residential Placements	1.241	1.772	0.531	0.527	The overspend is due to the number of residential placements based on service demand	
Professional Support	0.817	0.741	-0.076	-0.073	There were a number of in-year vacancies and not all staff are top of scale.	
Minor Variances	2.275	2.164	-0.111	-0.116		
Children's Services						
Family Placement	2.564	2.828	0.264	0.309	The overspend is due to current demands on the service from the number of fostering placements, which in some instances avoid making Out of County placements which would be more expensive. The main pressure areas are payments for foster carers, foster agencies and special guardianship payments.	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Family Support	0.371	0.501	0.130	0.138	This is due to the number of court directed contact sessions which require support workers to attend. Sessional workers were historically used, however the need to use sessional workers increased to a level whereby, under employment regulations, sessional workers are required to be issued fixed term contracts.	
Legal & Third Party	0.178	0.470	0.292	0.292	Legal costs are overspent due to the number of cases going through the courts and the use of external legal professionals. Direct payments have also increased in demand.	
Professional Support	5.197	5.404	0.208	0.174	To support adequate levels of child protection, the established staffing structure needs to be maintained at the required standard as much as possible. Vacancies are therefore minimised and challenges to recruitment leads to the use of agency staff. This leads to an increase in agency costs as agency rates are higher than non-agency staff. The use of agency staff is monitored and kept to a minimum as much as possible, but it is not possible to avoid altogether.	
Minor Variances	1.132	1.142	0.010	0.017		
Safeguarding & Commissioning						

**Budget Monitoring Report
Council Fund Variances**

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Business Systems & Financial Assessments	0.784	0.732	-0.051	-0.052	There has been a number of in-year vacancies which have not been back-filled which have resulted in in-year savings.	
Business Support Service	1.202	1.110	-0.093	-0.074	The underspend is due to a number of short term vacancy savings and some posts are occupied by staff who are not paid at top of scale.	
Commissioning	0.590	0.523	-0.067	-0.068	One off external funding has been used to fund posts on a temporary basis.	
Management & Support	-1.929	-1.672	0.257	0.225	There is a shortfall from the assumed proportion of grant allocations announced by Welsh Government which were included within the 2019/20 budget. The total shortfall across the three grants is £0.283m, although some of this is partly mitigated by one off refunds from the Regional Collaboration Unit.	
Vacancy Management	0.224	0.000	-0.224	-0.224	Short term vacancy savings transferred from across the portfolio.	
Minor Variances	-1.285	-1.370	-0.085	-0.077		
Total Social Services (excl Out of County)	65.956	65.241	-0.716	-0.090		
Out of County						
Children's Services	5.288	6.881	1.594	1.584	The overspend is influenced by a significant increase in the number of placements and the full year impacts of new placements which first emerged during 2018/19.	A budget pressure sum was approved for the 2020/21 budget which should address the current pressure going forward.

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Education & Youth	3.745	4.191	0.446	0.441	The overspend is influenced by a significant increase in the number of placements and the full year impacts of new placements which first emerged during 2018/19.	A budget pressure sum was approved for the 2020/21 budget which should address the current pressure going forward.
Total Out of County	9.033	11.073	2.040	2.024		
Education & Youth						
Inclusion & Progression	4.105	3.953	-0.152	-0.114	Savings identified as part of the in year spend review due to delays in recruitment in the EWO service area.	
Integrated Youth Provision	1.290	1.180	-0.110	-0.085	Underspends across the whole of the service identified through the challenge of non-essential spend	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
School Improvement Systems	1.702	1.576	-0.126	-0.102	Variance in the Early Entitlement service area due to a reduction in maintained and non-maintained setting payments, as a result of demography and a reduction of the number of settings requiring funding. Variance also includes hourly reductions in established staff. A further influence is the full year impact of the cessation from January 2019 of minimum of 5 children payments for playgroup. The variance in the Primary Learning area is as a result of the in year spend review savings identified. In previous years the service have also paid a contribution to the music service, however, this charge was not applied for 19-20, resulting in a further undepend of £0.011m.	
Minor Variances	1.422	1.371	-0.050	-0.053		
Total Education & Youth	8.519	8.080	-0.439	-0.353		
Schools	91.958	91.958	-0.000	0.000		
Streetscene & Transportation						

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Service Delivery	8.514	9.035	0.521	0.487	The service has incurred additional revenue pressures from responding to and resolving flooding issues across the County, both during June and more recently in February when there were three significant events. The costs include the additional staffing costs towards responding to and repairing the highway along with costs of plant and materials. Costs up to £0.180m for June and over £0.250m during February. It should be noted that whilst this has caused considerable pressure to the financial position, the value has not met the baseline threshold to facilitate a Grant Claim from Welsh Government and therefore the Portfolio cannot recover these costs. The flooding has also impacted the capital programme creating an additional pressure of £0.350m for highway repairs. The costs for vandalism at Household Recycling Centres were in excess of £0.050m. Prior to the COVID-19 pandemic, Managers were actively working to support the staff operating	
Highways Network	8.490	8.458	-0.033	-0.013	Following an extensive piece of work, fleet recharges have been aligned to secure full cost recovery and this has resulted in a marginally improved position overall.	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Transportation	8.598	9.631	1.033	0.976	The pressure in school transport costs are as a result of several factors across the service which have been previously reported in detail. Unfortunately, the commencement of new solo routes during December and January have resulted in an increase in costs offsetting the benefit of retendering routes. Increased transport provision to Social Services of £0.048m.	
Regulatory Services	4.838	4.940	0.102	0.078	Car Parking Income caused a pressure as income did not reach budgeted levels. This has been exacerbated by the suspension of car parking charges during the COVID-19 pandemic. The waste strategy service is currently subject to review by managers in respect of the seamless operation of disposals to Parc Adfer. Additional costs have been incurred in relation to the movement to full operation of the site. A tariff change by a third party purchaser in respect of recycling income has resulted in an additional pressure of £0.043m which was only notified at very short notice in December and this is now fully reflected in the position.	It should also be noted that additional cost will be incurred going forward by the bereavement service in relation to remedial grounds work that will be necessary once Social Distancing Regulations are relaxed.
Holding Accounts	0.000	-0.000	-0.000	0.000		
Other Minor Variances	0.000	-0.000	-0.000	-0.000		
Total Streetscene & Transportation	30.441	32.063	1.623	1.528		

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Planning, Environment & Economy						
Management & Strategy	1.421	1.375	-0.045	-0.063	Vacant posts across the service: Land Drainage and Planning Policy	
Minor Variances	4.477	4.554	0.077	0.088		
Total Planning & Environment	5.897	5.929	0.032	0.025		
People & Resources						
HR & OD	2.367	2.440	0.074	0.031	The launch of the salary sacrifice scheme for AVSC was undertaken earlier this year and all existing employees paying AVSC have been written to encouraging them to take up the scheme together with information for all staff via the infonet workforce news. Only £0.009m has been achieved through this scheme. The Cycle to work income target was revised due to lower than expected take up of the scheme. Minor variances across the service.	
Corporate Finance	2.073	2.035	-0.038	0.019		
Holding Accounts	0.000	0.000	0.000	0.000		
Total People & Resources	4.439	4.475	0.036	0.050		
Governance						

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Legal Services	0.723	0.860	0.137	0.167	Overspend as a result of employing locums to March, 2020 covering absence to ensure continuing client service delivery in the area of child protection £0.146m; together with previous years efficiency target that was dependant on demand reduction in another service that has not occurred, thereby preventing the consequent achievement of the efficiency £0.091m. Total overspend is mitigated by higher than expected fee income and commitment challenge across the service £0.100m	
Internal Audit	0.744	0.671	-0.073	-0.061	Commitment challenge across the Services and reduced postage expenditure with Central Despatch	
Customer Services	0.726	0.583	-0.143	-0.078	Final outturn higher than anticipated due to over recovery of Certificate Registration fees. Increased staffing recharges to Housing Revenue Account and Sarth. Minor variances across the services each less than £0.025m.	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Revenues	0.256	-0.139	-0.395	-0.320	The final reported surplus on the Council Tax Fund stands at £0.408m, a £0.060m increase from the previous projected figure. This favourable variance is a direct result of the review of council tax single person discount entitlements and the removal of discounts where taxpayers are determined as not entitled to the 25% discount. Minor variances across the service.	
Minor Variances	6.722	6.620	-0.102	0.018		
Total Governance	9.171	8.595	-0.576	-0.274		
Strategic Programmes						
Public Libraries & Arts, Culture & Events	0.000	0.000	0.000	0.000	Minor variances.	
Leisure	4.678	4.678	0.000	0.000	Minor variances.	Request to carry forward £0.037m as a provision for future support towards Alternative Delivery Model programmes. Request to carry forward £0.256m in respect of utilities inflation to support future project work relating to reducing the Councils energy costs.
Minor Variances	0.000	0.000	0.000	-0.005		
Total Strategic Programmes	4.678	4.678	0.000	-0.005		
Housing & Assets						
Administrative Buildings	0.575	0.514	-0.061	-0.026	Additional rent income for Mold Town Hall (£0.020m), savings on Premises costs - mainly Energy and Cleaning (£0.030m) and other minor savings (£0.011m).	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Agricultural Estates	-0.213	-0.137	0.076	0.049	Reduced rent income due to disposal of assets to generate capital receipts and additional costs of professional services	
Property Holdings	-0.095	-0.038	0.058	0.032	Increased Premises costs of £0.035m and reduced income of £0.018m plus other minor pressures of £0.005m.	
Property Asset And Development	0.443	0.381	-0.062	-0.066	Savings on salaries which are partly offset by increased provision for professional services	
CPM & Design Services	0.495	0.434	-0.061	-0.064	Mainly due to a surplus of income recovered via Service Level Agreements (SLAs) and also £0.012m arising from the review and challenge of non-essential spend.	
Centralised Costs	3.247	2.736	-0.511	-0.070	Final outturn for combined utilities show a (£0.511m) underspend. The Climate Levy charge (CLC) is now reflected within the actual individual service area utility invoices and not as a one off payment at year end, therefore the budget of £0.318m for CLC was not required. Additional NDR efficiencies of (£0.064m). (£.020m) underspend on Gas and (£0.037m) underspend on Water.	
Benefits	11.597	11.852	0.254	-0.310	Pressure resulting from benefit subsidy claim shortfall offset by underspend on the Council Tax Reduction scheme (CTRS).	

Budget Monitoring Report
Council Fund Variances

APPENDIX 2

FINAL OUTTURN - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Housing Solutions	0.924	0.732	-0.192	-0.073	Management savings due to ongoing vacancies and savings on Bed and Breakfast accommodation charges due to the success and effectiveness of use of temporary accommodation.	
Minor Variances	-1.208	-1.256	-0.049	-0.053		
Total Housing & Assets	15.766	15.217	-0.549	-0.580		
Chief Executive's	2.760	2.529	-0.231	-0.163	Vacant posts across the Service, budget saving from Procurement Printing not required, but previously committed. Minor variances across the service each less than £0.025m.	
Central & Corporate Finance	22.732	21.073	-1.659	-0.638	Variance due to the final outturn on Corporate Loans and Investment Account £0.572m not fully realised, Pension Fund and Apprentice Tax Levy over recovery, Non Standard Inflation on Catering for Newydd not required, increased recharges to HRA and Pension Fund and minor variances across the Service.	
Grand Total	271.350	270.911	-0.439	1.524		

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Budget Monitoring Report
Council Fund Variances

APPENDIX 3

MONTH 11 - SUMMARY

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
Social Services		
Older People		
Localities	-0.079	Recent confirmation of a payment from Betsi Cadwaladr University Health Board for an adjustment to the 2018/19 Funded Nursing Care amount. This has resulted in a windfall of £0.050m. In addition, there has been some minor favourable variances such as a £0.010m decrease in domiciliary care projections and £0.010m reduction to the minor adaptations outturn.
Resources & Regulated Services	-0.051	There has been a reduction in the outturn for Council provided residential care of £0.026m and Council provided homecare for £0.019m. These favourable variances are as a result of the delay in opening Holywell Extra Care Scheme, staff have been appointed to the Extra Care scheme and are being utilised to cover any shortfalls in care provision due to sickness absence, this has avoided incurring agency costs and the cost of additional hours above contracted rates.
Minor Variances	-0.001	
Adults of Working Age		
Resources & Regulated Services	0.195	There has been a transfer of costs for £0.160m from Mental Health residential service. There are some service users who have complex needs and can be categorised within either Disability Services or Mental Health Services, upon review some of these service users have transferred across the service in line with their primary care need. There has also been a reduction in income from joint funded packages.
Residential Placements	-0.161	There has been a transfer of costs for £0.160m from Mental Health residential placements to Disability Services. There are some service users who have complex needs and can be categorised within either Disability Services or Mental Health Services, upon review some of these service users have transferred across the services in line with their primary care need.
Minor Variances	-0.048	

Children's Services		
Professional Support	0.037	This increase is due to maternity leave costs and increased agency costs projected to the end of the financial year.
Minor Variances	0.021	
Safeguarding & Commissioning		
Minor Variances	0.003	
Total Social Services (excl Out of County)	-0.085	
Out of County		
Children's Services	0.069	Net impacts of new and ended placements and other placement changes including additional support requirements
Education & Youth	-0.100	Net impacts of new and ended placements and other placement changes including additional support requirements
Total Out of County	-0.032	
Education & Youth		
Minor Variances	-0.008	
Total Education & Youth	-0.008	
Schools	-0.000	
Streetscene & Transportation		
Service Delivery	0.131	Increase in staffing costs due to new starters and increased overtime. This is in addition to adverse weather impacts and support required to stabilise services.
Highways Network	0.016	Minor variances across the service.
Transportation	0.001	Minor variances across the service.
Regulatory Services	-0.046	Reduced staffing costs in Business and Strategy and minor movements across the service.
Total Streetscene & Transportation	0.101	
Planning, Environment & Economy		
Minor Variances	-0.019	
Total Planning & Environment	-0.019	
People & Resources		
HR & OD	0.009	
Corporate Finance	0.010	
Total People & Resources	0.019	
Governance		

Customer Services	-0.024	Additional recharge more than expected from Housing Revenue Account and Sarth
Minor Variances	-0.042	
Total Governance	-0.066	
Strategic Programmes		
Minor Variances	-0.005	
Total Strategic Programmes	-0.005	
Housing & Assets		
Minor Variances	0.040	
Total Housing & Assets	0.040	
Chief Executive's	-0.037	Accumulation of minor variances
Central & Corporate Finance	-0.010	
Grand Total	-0.102	

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APPENDIX 4

2019/20 Efficiencies Outturn Tracker (Final Outturn)						Efficiency Open/Closed (O/C)	Confidence in Achievement of Efficiency - Based on (see below) R = High Assumption A = Medium Assumption G = Figures Confirmed	Reason for variation	Mitigating Action if Amber or Red
Efficiency Description	Accountable Officer	Efficiency Target	Projected Efficiency	(Under)/Over Achievement	2019/20 £m				
Portfolio									
Corporate									
Minimum Revenue Provision	Change in accounting Policy for MRP	Liz Thomas	1.400	1.400	0.000	C	G	N/A	N/A
New Income Targets* (See below for further breakdown)	Additional Income Target 19/20	All	0.100	0.000	(0.100)	O	A	See income analysis below	
Management of Workforce and Inflation cost pressures	Corporate Financing Efficiency for Pensions/Auto Enrolment & 17/18 Inflation	Gary Ferguson	1.144	1.144	0.000	C	G	N/A	N/A
Workforce Terms and Conditions	Essential Car User Allowance/Travel/AVC	Sara Dulson/Sharon Carney	0.250	0.029	(0.221)	O	A	To be confirmed	Full impact will need to be assessed during the financial year
ADM Subsidies		Rachael Corbelli	0.400	0.285	(0.115)	C	G	Agreed re-profiling of subsidy reduction	
Reduction in Corporate Management Costs		Joanne Pierce	0.250	0.256	0.006	C	G	£0.256m achieved to date though further efficiencies from CO post (Oct-March) may be achieved pending confirmation of resourcing	N/A
HRA/Council Fund Recharges		Rachael Corbelli	0.158	0.158	0.000	O	G		
Newsletter & Promotions		Karen Armstrong	0.029	0.029	0.000	O	G		
Workforce Reduction		Karen Armstrong	0.015	0.015	0.000	O	G		
IT Infrastructure		Gareth Owen	0.097	0.097	0.000	O	G		
Democratic Services		Gareth Owen	0.009	0.009	0.000	O	G		
Total Corporate Services			3.852	3.422	(0.430)				
Social Services									
Domiciliary Care Charging Cap		Neil Ayling	0.264	0.264	0.000	C	G		
Business Systems Mobiles and Hardware			0.005	0.005	0.000	C	G		
Older Peoples Day Services			0.020	0.020	0.000	C	G		
Reduction in Voids			0.025	0.025	0.000	C	G		
Regional Efficiency			0.020	0.020	0.000	C	G		
Strategic Use of Grants			0.170	0.170	0.000	C	G		
Telecare			0.010	0.010	0.000	C	G		
Deferral of Recruitment			0.050	0.050	0.000	C	G		
Social Care Additional Funding			1.410	1.303	(0.107)	C	G	Grant allocation of £1.303m advised by WLGA	
Children's Services Additional Funding			0.110	0.000	(0.110)	C	G	Grant allocated to National Adoption Service arrangement with WCBC as lead - funding being fully spent on new staff	
Regional Allocation Health and Social Care			0.705	0.639	(0.066)	C	G	ICF funding £0.639m for Children's Services Edge of Care and complex needs	
Total Social Services			2.789	2.506	(0.283)				
Education & Youth									
Integrated Youth Provision			0.014	0.014	0.000	O	G		
School Planning and Provision			0.005	0.005	0.000	O	G		
School Improvement Systems			0.058	0.058	0.000	O	G		
Gwe Efficiency			0.006	0.006	0.000	O	G		
Total Education & Youth			0.083	0.083	0.000				
Housing & Assets									
Housing Solutions; Reduction to temporary accommodation		Jenny Griffiths	0.030	0.030	0.000	O	G	Delay to reviewing processes	
Housing Programmes; Reductions in bond applications		Mel Evans	0.005	0.005	0.000	O	G		
Total Housing & Assets			0.035	0.035	0.000				
Streetscene & Transportation									
School Transport		Anthony Stanford	0.100	0.000	(0.100)	C	R	Decision not to review historic transport anomalies in year.	Impact of not achieving the efficiency included in the Additional School Transport Costs range in the Month 2 report.
Review Security Arrangements in depot		Katie Wilby	0.005	0.005	0.000	O	G		
Total Streetscene & Transportation			0.105	0.005	(0.100)				
Planning, Environment & Economy									
Service Review - Trading Standards		Sian Jones	0.035	0.035	0.000	O	G		
Supplies and Services review		Lynne Fensome	0.005	0.005	0.000	O	G		
Regeneration review of spending		Niall Waller	0.023	0.023	0.000	O	A		
Greenfield Valley Management Fee (10% £68k)		Tom Woodall	0.007	0.007	0.000	O	G		
Minerals & Waste shared service		Gary Nancarrow	0.005	0.005	0.000	O	A		
Total Planning, Environment & Economy			0.075	0.075	0.000				

Total 2019/20 Budget Efficiencies	6.939	6.126	(0.813)
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Less Previously agreed Decision	Agreed Re-profiling of Subsidy - AURA	(0.115)	0.115
Revised 2019/20 Budget Efficiencies		6.824	6.126 (0.698)

	%	£
Total 2019/20 Budget Efficiencies	100	6.939
Total Projected 2019/20 Budget Efficiencies Underachieved	-12	(0.813)
Total Projected 2019/20 Budget Efficiencies Achieved	88	6.126
Total 2019/20 Budget Efficiencies (Less Previously agreed Decisions)	100	6.824
Total Projected 2019/20 Budget Efficiencies Underachieved	-10	(0.698)
Total Projected 2019/20 Budget Efficiencies Achieved	90	6.126

* New Income Targets		£m
Income Target Efficiency from Previous Years		(0.207)
Income Efficiency 19/20		(0.100)
Total Income Efficiency		(0.307)

	Efficiency	Amount Achieved	(Under)/Over Achievement
	2019/20	2019/20	2019/20
	£m	£m	£m
19/20 New Income Efficiencies from Business Planning			
Corporate			
Graphics Income	(0.005)	(0.005)	0.000
Management Recharge	(0.016)	(0.016)	0.000
Social Services			
Integrated Services	(0.010)	(0.010)	0.000
Workforce Development Income	(0.005)	(0.005)	0.000
Streetscene			
Income from external works within fleet services	(0.010)	(0.010)	0.000
Garden Waste Charges	(0.050)	(0.050)	0.000
Bereavement Services (01.10.19 to 31.03.20)	0.000	0.000	0.000
Planning, Environment & Economy			
Planning Fee Income	(0.025)	(0.025)	0.000
Countryside & Conservation	(0.023)	(0.023)	0.000
Business & Community - Food Safety, Taxi Licences, Pest Control & Weights & Measures (01.10.19 to 31.03.20)	(0.010)	(0.010)	0.000
Total 19/20 Income Efficiency	(0.154)	(0.154)	0.000
Total Balance Remaining	(0.153)		

New against target due to increase in fees from 1/10/19
 Remaining amount is from from BP efficiencies in 19/20 budget

Movements on Council Fund Unearmarked Reserves

	£m	£m
Total Reserves as at 1 April 2019	14.021	
Less - Base Level	(5.769)	
Total Reserves above base level available for delegation to Cabinet		8.252
Less - amount committed as part of balancing 2019/20 budget		(2.221)
Less - amount approved to operate a Sustainable Drainage System (SuDS) Approving Body (SAB)		0.00
Less - amount approved for investment in change		(1.000)
Less - allocation for ongoing resourcing of the Victim Contact Team		(0.100)
Less - COVID-19 Emergency Funding Allocation		(3.000)
Less - projected outturn underspend		(0.439)
Total Contingency Reserve available for use		2.370

*Not required in 2019/20

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Budget Monitoring Report
Housing Revenue Account Variances

MONTH 12 - SUMMARY

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £25k
Housing Revenue Account		
Income	(0.014)	Minor variances.
Capital Financing - Loan Charges	(0.661)	Reduction in borrowing costs (£0.661m).
Estate Management	0.009	Minor variances.
Landlord Service Costs	0.015	Minor variances.
Repairs & Maintenance	(0.665)	Underspend on Subcontractors and Materials which have been transferred to CERA to reduce borrowing levels (£0.665m).
Management & Support Services	(0.038)	Reduction in insurance expenditure of (£0.029m). Other minor efficiencies (£0.009m).
Capital Expenditure From Revenue (CERA)	1.059	Increased revenue contribution to capital expenditure (£1.059m),
HRA Projects	(0.261)	Use of reserves to support Energy Efficiency capital schemes (£0.252m). Other minor variances (£0.009m).
Contribution To / (From) Reserves	0.557	Increased contribution to reserves due to the improvement in the projected outturn position £0.557m.
Total Housing Revenue Account	0.000	

Budget Monitoring Report
Housing Revenue Account Variances

APPENDIX 6

MONTH 12 - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
Housing Revenue Account						
Income	(36.239)	(36.314)	(0.075)	(0.061)	At final outturn there is an efficiency of £0.075m on income. Of this, £0.118m relates to loss of rental income on void properties, £0.050m relates to void water charges and £0.016m relates to loss of income on garages which were not tenanted throughout the year. Adjustment to Bad Debt Provision based on final levels of debt in 2019/20 of (£0.160m) and underspend of in year budget set aside for bad debts (£0.095m). The remaining (£0.004m) relates to other minor variances.	
Capital Financing - Loan Charges	8.380	7.719	(0.661)		Reduction in borrowing costs due to the improvement in Flintshire County Councils Central Loans and Investment Account and the rephasing of SHARP schemes to 2020/21 (£0.661m). This balance has been transferred to reserves to offset the cost of borrowing in future years.	
Estate Management	1.707	1.661	(0.047)	(0.056)	Additional expenditure of £0.051m in respect of the purchase of software. Salaries efficiency arising from vacancy savings and grant recharges of (£0.103m). Other minor variances of £0.005m.	
Landlord Service Costs	1.429	1.408	(0.022)	(0.037)	Net saving in respect of the gardening and hedge cutting contract and other subcontractor expenditure of (£0.019m). Other minor variances (£0.003m).	

Budget Monitoring Report
Housing Revenue Account Variances

APPENDIX 6

MONTH 12 - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
Repairs & Maintenance	8.560	7.850	(0.710)	(0.045)	The final outturn for Repairs and Maintenance is an underspend of (£0.801m) on subcontractors and materials. The Repairs and voids budget is interlinked with the HRA Capital Works Programme to support WHQS and this budget has been utilised in the capital programme and moved to CERA to offset additional Capital expenditure. Additionally, there has been a saving in respect of DLO salaries of (£0.034m). There has been an increase in Fleet costs recharged to the HRA at P12, resulting in a pressure of £0.109m. Other minor variances amount to £0.016m.	
Management & Support Services	2.442	2.471	0.029	0.067	Additional expenditure of £0.211m in respect of insurance excesses. This includes a provision of £0.040m which has been set aside for ongoing insurance claims. The overall pressure in Management and Support Services has been partially mitigated by salary savings of (£0.083m), insurance premium savings (£0.030), a reduction in IT expenditure of (£0.024m), reduced training costs of (£0.016m) and other minor variances of (£0.029m).	
Capital Expenditure From Revenue (CERA)	13.717	14.776	1.059		An additional contribution of £1.059m has been made to Capital from the overall underspend within revenue to reduce the levels of Prudential Borrowing required for the Capital Programme.	
HRA Projects	(0.155)	(0.414)	(0.259)	0.002	Use of Solar Feed In Tariff revenue reserves to the value of £0.252m. This has allowed us to increase the revenue contribution to Capital works to support Energy Efficiency Capital Schemes. Other minor variances of (£0.007m).	
Contribution To / (From) Reserves	0.158	0.844	0.686	0.129	Increased contribution to reserves of £0.686m arising from cumulative savings from across the HRA.	
Total Housing Revenue Account	(0.000)	0.000	0.000	(0.000)		

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CABINET

Date of Meeting	Tuesday, 16 th June 2020
Report Subject	Capital Programme Monitoring 2019/20 (Outturn)
Cabinet Member	Cabinet Member for Finance
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The report summarises the final outturn position for 2019/20 together with changes made to the Capital Programme during the last quarter.

The Capital Programme has seen a net reduction in budget of £6.348m during the last quarter which comprises of:-

- Net budget reduction in the programme of £0.494m (See Table 2 - Council Fund (CF) £0.948m, Housing Revenue Account (HRA) (£0.454m));
- Net Carry Forward to 2020/21 (See Table 5 - approved at Month 9 £4.034m, additional School Maintenance Grant £2.185m partially offset by Carry Forward reversal of £0.365m) (all CF).

Actual expenditure for the year was £63.014m (See Table 3).

The final outturn funding surplus from the 2019/20 – 2021/22 Capital Programme is £1.145m.

The 2020/21 – 2022/23 Capital Programme was approved on the 28th January 2020, with a funding deficit of £2.264m. The surplus carried forward will lead to an opening funding position deficit of £1.119m, prior to the realisation of additional capital receipts and/or other funding sources.

RECOMMENDATIONS

1	Cabinet are requested to approve the overall report.
2	Cabinet are requested to approve the carry forward adjustments set out at 1.15.
3	Cabinet are requested to approve the funding of schemes from the current 'headroom', as set out in 1.19.

REPORT DETAILS

1.00	EXPLAINING THE CAPITAL PROGRAMME MONITORING POSITION – OUTTURN 2019/20																																																																																																											
1.01	<p>Background</p> <p>The Council approved a Council Fund (CF) Capital Programme of £27.751m and a Housing Revenue Account (HRA) Capital Programme of £34.208m for 2019/20 at its meeting of 19th February, 2019.</p>																																																																																																											
1.02	For presentational purposes the Capital Programme is shown as a whole, with sub-totals for the Council Fund and HRA. In reality the HRA programme is 'ring fenced' and can only be used for HRA purposes.																																																																																																											
1.03	<p>Changes since Budget approval</p> <p>Table 1 below sets out how the programme has changed during 2019/20. More detailed cumulative information relating to each Portfolio is provided in Appendix A:-</p> <p>Table 1</p> <table border="1"> <thead> <tr> <th rowspan="2">REVISED PROGRAMME</th> <th rowspan="2">Original Budget 2019/20</th> <th rowspan="2">Carry Forward from 2018/19</th> <th colspan="3">2019/20 Previously Reported</th> <th rowspan="2">Changes - This Period</th> <th rowspan="2">Revised Budget 2019/20</th> </tr> <tr> <th>Changes</th> <th>Carry Forward to 2020/21</th> <th>Savings</th> </tr> <tr> <th></th> <th>£m</th> <th>£m</th> <th>£m</th> <th>£m</th> <th>£m</th> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>People & Resources</td> <td>0.250</td> <td>0.203</td> <td>0.087</td> <td>0.000</td> <td>0.120</td> <td>(0.490)</td> <td>0.170</td> </tr> <tr> <td>Governance</td> <td>1.057</td> <td>0.199</td> <td>0.001</td> <td>(0.875)</td> <td>(0.120)</td> <td>1.367</td> <td>1.629</td> </tr> <tr> <td>Education & Youth</td> <td>9.943</td> <td>4.336</td> <td>3.984</td> <td>(7.962)</td> <td>0.000</td> <td>2.713</td> <td>13.014</td> </tr> <tr> <td>Social Services</td> <td>1.001</td> <td>3.084</td> <td>1.214</td> <td>(0.140)</td> <td>0.000</td> <td>1.555</td> <td>6.714</td> </tr> <tr> <td>Planning, Environment & Economy</td> <td>0.000</td> <td>0.661</td> <td>1.121</td> <td>(0.591)</td> <td>0.000</td> <td>0.917</td> <td>2.108</td> </tr> <tr> <td>Streetscene & Transportation</td> <td>0.600</td> <td>1.403</td> <td>11.042</td> <td>(0.497)</td> <td>0.000</td> <td>(5.271)</td> <td>7.277</td> </tr> <tr> <td>Strategic Programmes</td> <td>0.700</td> <td>0.424</td> <td>1.220</td> <td>(0.176)</td> <td>0.000</td> <td>0.112</td> <td>2.280</td> </tr> <tr> <td>Housing & Assets</td> <td>14.200</td> <td>1.620</td> <td>(4.055)</td> <td>(1.145)</td> <td>(0.350)</td> <td>(1.851)</td> <td>8.419</td> </tr> <tr> <td>Council Fund Total</td> <td>27.751</td> <td>11.930</td> <td>14.614</td> <td>(11.386)</td> <td>(0.350)</td> <td>(0.948)</td> <td>41.611</td> </tr> <tr> <td>HRA Total</td> <td>34.208</td> <td>0.000</td> <td>(4.879)</td> <td>0.000</td> <td>0.000</td> <td>0.454</td> <td>29.783</td> </tr> <tr> <td>Programme Total</td> <td>61.959</td> <td>11.930</td> <td>9.735</td> <td>(11.386)</td> <td>(0.350)</td> <td>(0.494)</td> <td>71.394</td> </tr> </tbody> </table>	REVISED PROGRAMME	Original Budget 2019/20	Carry Forward from 2018/19	2019/20 Previously Reported			Changes - This Period	Revised Budget 2019/20	Changes	Carry Forward to 2020/21	Savings		£m	£m	£m	£m	£m	£m	£m	People & Resources	0.250	0.203	0.087	0.000	0.120	(0.490)	0.170	Governance	1.057	0.199	0.001	(0.875)	(0.120)	1.367	1.629	Education & Youth	9.943	4.336	3.984	(7.962)	0.000	2.713	13.014	Social Services	1.001	3.084	1.214	(0.140)	0.000	1.555	6.714	Planning, Environment & Economy	0.000	0.661	1.121	(0.591)	0.000	0.917	2.108	Streetscene & Transportation	0.600	1.403	11.042	(0.497)	0.000	(5.271)	7.277	Strategic Programmes	0.700	0.424	1.220	(0.176)	0.000	0.112	2.280	Housing & Assets	14.200	1.620	(4.055)	(1.145)	(0.350)	(1.851)	8.419	Council Fund Total	27.751	11.930	14.614	(11.386)	(0.350)	(0.948)	41.611	HRA Total	34.208	0.000	(4.879)	0.000	0.000	0.454	29.783	Programme Total	61.959	11.930	9.735	(11.386)	(0.350)	(0.494)	71.394
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1.04 **Carry Forward from 2018/19**
Carry forward sums from 2018/19 to 2019/20, totalling £11.930m (CF £11.930m, HRA £0.000m), were approved as a result of the quarterly monitoring reports presented to Cabinet during 2018/19.

1.05 **Changes during this period**
Funding changes during this period have resulted in a net decrease in the programme total of £0.494m (CF £0.948m, HRA (£0.454m)). A summary of the changes, detailing major items, is shown in Table 2 below:-

Table 2

CHANGES DURING THIS PERIOD		
	Para	£m
<u>COUNCIL FUND</u>		
Increases		
Education general	1.06	2.185
Intermediate Care Fund	1.07	1.903
Investment Grant for ICT in Schools	1.08	1.367
Private Sector Renewal/ImprovT	1.11	0.492
Other Aggregate Increases	1.11	1.417
		7.364
Decreases		
Transportation Grants	1.09	(5.452)
Affordable Housing	1.10	(1.730)
Childcare Offer Capital Grant	1.11	(0.353)
Gypsy and Traveller Capital Grant	1.11	(0.136)
Other Aggregate Decreases	1.11	(0.641)
		(8.312)
Total		(0.948)
<u>HRA</u>		
Increases		
Other Aggregate Increases	1.11	1.264
		1.264
Decreases		
SHARP	1.11	(0.810)
		(0.810)
Total		0.454

1.06 In the final quarter the Council was allocated additional Welsh Government (WG) grant funding to address maintenance backlog in schools amounting to £2.185m.

This funding was used towards expenditure on Schools and a corresponding sum carried forward into 2020/21 (See Table 5) is to be used in accordance with grant conditions.

1.07	In addition to the above, the Council also received monies from WG relating to Intermediate Care Fund (ICF) funding works at Marleyfield House Care Home, Buckley. This funding was also used to fund in year works, thereby releasing resources to be carried forward into 2020/21 to meet new year expenditure.
1.08	WG have awarded funding for equipment to be purchased to improve schools IT infrastructure, to meet the National Digital Standard for Schools.
1.09	WG have extended the grant deadlines to cover completing works that had to be undertaken later due to the impact of Covid-19. The budget has been re-profiled to match expenditure at Outturn.
1.10	As part of the Strategic Housing and Regeneration Programme (SHARP), the Council are building new social and affordable houses. The programme is currently developing the 3 rd batched sites which will be incurred over two financial years, re-profiling of prudential borrowing has been carried out to match actual expenditure at Outturn.
1.11	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 a number of the movements above.
1.12	<p>Capital Expenditure compared to Budget</p> <p>Outturn expenditure, across the whole of the Capital Programme was £63.014m. The breakdown of expenditure is analysed in Table 3, along with the percentage spend against budget.</p> <p>Late grant funding for works at Marleyfield House Care Home has resulted in an increased carry forward of core funding, reducing the percentage spend from 93.6% to 88.26% of the budget spent (CF 79.86%, HRA 100%). Corresponding figures for Outturn 2018/19 were 91.98% (CF 87.18%, HRA 100%).</p> <p>The Covid-19 pandemic has resulted in a number of schemes being affected, resulting in reduction in expenditure and in increase in carry forwards for rephrasing works in 2020/21.</p>
1.13	The table also shows a projected underspend (pending carry forward and other adjustments) of £8.380m on the Council Fund and a break even position on the HRA.

Table 3

EXPENDITURE	Revised Budget	Outturn Expenditure	Percentage Spend v Budget	Variance Budget v Outturn (Under)/Over
	£m	£m	%	£m
People & Resources	0.170	0.000	0.00	(0.170)
Governance	1.629	1.529	93.86	(0.100)
Education & Youth	13.014	12.457	95.72	(0.557)
Social Services	6.714	2.666	39.71	(4.048)
Planning, Environment & Economy	2.108	1.730	82.07	(0.378)
Streetscene & Transportation	7.277	6.472	88.94	(0.805)
Strategic Programmes	2.280	1.820	79.82	(0.460)
Housing & Assets	8.419	6.557	77.88	(1.862)
Council Fund Total	41.611	33.231	79.86	(8.380)
Disabled Adaptations	0.932	0.932	100.00	0.000
Energy Schemes	0.698	0.698	100.00	0.000
Major Works	2.750	2.750	100.00	0.000
Accelerated Programmes	0.502	0.502	100.00	0.000
WHQS Improvements	19.326	19.326	100.00	0.000
SHARP Programme	5.575	5.575	100.00	0.000
Housing Revenue Account Total	29.783	29.783	100.00	0.000
Programme Total	71.394	63.014	88.26	(8.380)

1.14 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 2020/21 has been identified, this is also included in the narrative.

1.15 **Carry Forward into 2020/21**
 During the quarter carry forward of £8.380m (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 programme works and/or retention payments in 2020/21 and Corporate provisions that are allocated as requested and approved.

1.16 The Corporate provisions are as follows:-

- '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.

1.17

Information relating to each programme area is contained in Appendix B and summarised in Table 4 below:

Table 4

OUTTURN CARRY FORWARD - ANALYSIS		
	£m	£m
Contractually Committed		
Governance	0.100	
Education - General	0.324	
Primary Schools	0.064	
Secondary Schools	0.039	
Special Education	0.130	
Services to Older People	4.048	
Engineering	0.009	
Energy Services	0.300	
Ranger Services	0.005	
Private Sector Renewal/Improvement	0.064	
Highways	0.704	
Transportation	0.055	
Solar Farms	0.046	
Leisure Centres	0.006	
Play Areas	0.118	
Libraries	0.012	
Theatr Clwyd	0.324	
Administrative Buildings	0.060	
Food Poverty	0.042	
Disabled Facilities Grants	0.924	7.374
		7.374
Corporate Allocations		
Headroom	0.170	
Community Asset Transfers	0.836	1.006
Total		8.380

1.18

In some circumstances amounts which have previously been identified as carry forward are reversed as it becomes clear that the expenditure is going to be incurred in the current financial year, this is shown below. Information relating to each programme area is contained in Appendix B and summarised in Table 5 below:-

Table 5

CARRY FORWARD INTO 2020/21								Total
	Month 4	Month 6	Month 9	Reversed	WG Grant	Sub Total	Outturn	
	£m	£m	£m	£m	£m	£m	£m	£m
People & Resources	0.000	0.000	0.000	0.000	0.000	0.000	0.170	0.170
Governance	0.000	0.100	0.775	0.000	0.000	0.875	0.100	0.975
Education & Youth	(0.200)	5.000	0.977	0.000	2.185	7.962	0.557	8.519
Social Services	0.000	0.000	0.150	(0.010)	0.000	0.140	4.048	4.188
Planning, Environment & Economy	0.000	0.000	0.591	0.000	0.000	0.591	0.378	0.969
Streetscene & Transportation	0.497	0.000	0.000	0.000	0.000	0.497	0.805	1.302
Strategic Programmes	0.120	0.015	0.041	0.000	0.000	0.176	0.460	0.636
Housing & Assets	0.000	0.000	1.500	(0.355)	0.000	1.145	1.862	3.007
Council Fund	0.417	5.115	4.034	(0.365)	2.185	11.386	8.380	19.766
TOTAL	0.417	5.115	4.034	(0.365)	2.185	11.386	8.380	19.766

1.19

Additional Allocations

Additional allocations have been identified in the programme in this quarter as follows:

- Cemetery Provision - £0.093m. To purchase land and extend a cemetery within Flintshire due to the site having 12 months capacity left.
- Bailey Hill Project - £0.100m. Sensitive archaeological findings have been made on site adding significantly to the cost of the project.

Both of these can be funded from within the current 'headroom' provision.

1.20

Savings

No savings have been identified in the programme in this quarter.

1.21

Funding of 2019/20 Approved Schemes

The position at Outturn is summarised in Table 6 below for the three year Capital Programme between 2019/20 – 2021/22:-

Table 6

FUNDING OF APPROVED SCHEMES 2019/20 - 2021/22		
	£m	£m
Balance carried forward from 2018/19		0.859
Increases		
Shortfall in 2019/20 to 2021/22 Budget	0.374	
		<u>0.374</u>
Decreases		
Actual In year receipts	(2.028)	
Savings from Disabled Facilities Grant	(0.350)	<u>(2.378)</u>
Funding - (Available)/Shortfall		(1.145)

- 1.22 The final outturn funding surplus from the 2019/20 – 2021/22 Capital Programme was £1.145m.
- The 2020/21 – 2022/23 Capital Programme was approved on the 28th January 2020, with a funding deficit of £2.264m. The surplus carried forward will lead to an opening funding position deficit of £1.119m, prior to the realisation of additional capital receipts and/or other funding sources.
- 1.23 **Investment in County Towns**
- At its meeting on 12th December 2017, the Council approved a Notice of Motion relating to the reporting of investment in county towns. The extent and format of the reporting was agreed at the Corporate Resources Overview and Scrutiny Committee on 14th June 2018.
- 1.24 Table 7 below shows a summary of the 2018/19 and 2019/20 actual expenditure, and budgets for future years as approved by Council at its meeting of 28th January, 2020. Further detail can be found in Appendix C, including details of the 2019/20 revised budget.

Table 7

INVESTMENT IN COUNTY TOWNS			
	2018/19	2019/20	2020 - 2022
	Actual	Actual	Budget
	£m	£m	£m
Buckley / Penyffordd	3.485	7.729	4.463
Connah's Quay / Shotton	10.903	3.844	2.694
Flint / Bagillt	2.209	3.048	1.623
Holywell / Caerwys / Mostyn	3.905	3.291	1.540
Mold / Treuddyn / Cilcain	1.897	3.406	9.622
Queensferry / Hawarden / Sealand	5.661	5.925	8.000
Saltney / Broughton / Hope	0.548	0.748	5.953
Unallocated / To Be Confirmed	3.202	0.728	55.524
Total	31.810	28.719	89.419

- 1.25 The inclusion of actuals for 2018/19 and approved schemes for future years allows a slightly fuller picture of investment plans. However, expenditure which has occurred in years' prior to 2018/19 has not be included, and the expenditure and budgets reported should be considered in that context.
- 1.26 There are two significant factors which increase allocations to particular areas, which are homes developed under SHARP, and new or remodelled schools. The impact of these can be seen in the detail shown in Appendix C.
- 1.27 Some expenditure cannot yet be allocated to specific towns as schemes are not yet fully developed or are generic in nature and not easily identifiable to one of the seven areas. As such schemes are identified the expenditure will be allocated to the relevant area.
- 1.28 Information on the split between internal and external funding can be found in Appendix C.
- 1.29 In addition to the information contained in Appendix C, there is also considerable capital expenditure on the HRA Welsh Housing Quality Standard (WHQS), which was originally outside the scope of this analysis. A summary is provided in Table 8 below, albeit using a slightly different catchment area basis.

Table 8

WHQS Programme			
	2018/19 Actual £m	2019/20 Budget £m	2019/20 Actual £m
Holywell	0.800	2.950	2.950
Flint	3.040	2.110	2.110
Deeside & Saltney	4.400	0.420	0.420
Buckley	2.400	0.600	0.600
Mold	1.230	7.130	7.130
Connah's Quay & Shotton	1.740	0.480	0.480
Total	13.610	13.690	13.690

2.00	RESOURCE IMPLICATIONS
2.01	Financial implications - As set out in the body of the report.
2.02	Personnel implications - None directly as a result of this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>There are no risks associated with the information contained herein relating to capital outturn.</p> <p>The Covid-19 pandemic is likely to have a significant impact on the levels of expenditure in the 2020/21 capital programme. This will result in a high level of carry forward requests to re-phased budget into the 2021/22 programme, following delays on scheduled works across the Council. This pandemic could also lead to inflationary costs to construction, where cost certainty may have already been established on approved schemes resulting in pressures to the programme. This will be closely monitored and considered throughout the year.</p> <p>Covid-19 could potentially impact the award of grant funding to the Council in 2020/21. If so, this may have an effect on the programme, where consideration may have to be given around alternative funding such as prudential borrowing or the re-phasing / withdrawal of schemes. This will be reviewed and monitored throughout the year.</p> <p>The Council has a prudent policy of allocating its own capital receipts to fund capital projects only when receipts are actually received rather than when it is anticipated the receipt will be received, and this position continues to be the case. Due to the pandemic there may be a delay in obtaining capital receipts as the timing of these receipts are also subject to market forces outside of the Council's control. In line with current policy no</p>

	allowance has been made for these receipts in reporting the Council's capital funding position.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	No consultation is required as a direct result of this report.

5.00	APPENDICES
5.01	Appendix A: Capital Programme - Changes during 2019/20
5.02	Appendix B: Variances
5.03	Appendix C: Investment in Towns

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Capital Programme monitoring papers 2019/20.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Chris Taylor, Principal Accountant Telephone: 01352 703309 E-mail: christopher.taylor@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	<p>Budget Re-profiling: 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>Capital Expenditure: Expenditure on the acquisition of non-current assets or expenditure which extends the useful life of an existing asset</p> <p>Capital Programme: The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.</p> <p>Capital Receipts: Receipts (in excess of £10,000) realised from the disposal of assets.</p> <p>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</p>

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.

CAPITAL PROGRAMME - CHANGES DURING 2019/20

	Original Budget 2019/20	Carry Forward from 2018/19	Previously Reported			Changes (Current)	Revised Budget 2019/20
			Changes	Carry Forward to 2020/21	Savings		
	£m	£m	£m	£m	£m	£m	£m
Council Fund :							
People & Resources							
'Headroom'	0.250	0.180	(0.365)	0.000	0.120	(0.015)	0.170
Economic Stimulus Grant	0.000	0.000	0.452	0.000	0.000	(0.452)	0.000
Corporate Finance - H & S	0.000	0.023	0.000	0.000	0.000	(0.023)	0.000
	0.250	0.203	0.087	0.000	0.120	(0.490)	0.170
Governance							
Information Technology	1.057	0.199	0.001	(0.875)	(0.120)	1.367	1.629
	1.057	0.199	0.001	(0.875)	(0.120)	1.367	1.629
Education & Youth							
Education - General	0.500	2.434	(0.830)	(2.185)	0.000	1.933	1.852
Primary Schools	1.241	0.944	0.904	(0.159)	0.000	0.364	3.294
Schools Modernisation	3.952	0.000	1.737	(0.072)	0.000	0.324	5.941
Secondary Schools	4.000	0.708	2.182	(5.746)	0.000	0.051	1.195
Special Education	0.250	0.250	-0.009	0.200	0.000	0.041	0.732
	9.943	4.336	3.984	(7.962)	0.000	2.713	13.014
Social Services							
Services to Older People	1.001	0.290	1.849	0.000	0.000	1.904	5.044
Learning Disability	0.000	2.729	(1.717)	0.000	0.000	0.004	1.016
Children's Services	0.000	0.065	1.082	(0.140)	0.000	(0.353)	0.654
	1.001	3.084	1.214	(0.140)	0.000	1.555	6.714
Planning, Environment & Economy							
Closed Landfill Sites	0.000	0.250	0.000	(0.250)	0.000	0.000	0.000
Engineering	0.000	0.361	0.062	(0.341)	0.000	(0.038)	0.044
Energy Services	0.000	0.000	0.157	0.000	0.000	0.312	0.469
Targeted Regeneration Investment	0.000	0.000	0.594	0.000	0.000	(0.120)	0.474
Ranger Services	0.000	0.050	0.000	0.000	0.000	0.000	0.050
Townscape Heritage Initiatives	0.000	0.000	0.041	0.000	0.000	0.271	0.312
Urban/Rural Regeneration	0.000	0.000	0.016	0.000	0.000	0.000	0.016
Private Sector Renewal/Improv't	0.000	0.000	0.251	0.000	0.000	0.492	0.743
	0.000	0.661	1.121	(0.591)	0.000	0.917	2.108
Streetscene & Transportation							
Waste - CCP Grant	0.000	0.000	0.462	0.000	0.000	(0.190)	0.272
Waste - Other	0.000	0.497	0.000	(0.497)	0.000	0.000	0.000
Cemeteries	0.000	0.000	0.000	0.000	0.000	0.023	0.023
Highways	0.600	0.560	1.304	0.000	0.000	0.648	3.112
Local Transport Grant	0.000	0.000	9.276	0.000	0.000	(5.452)	3.824
Solar Farms	0.000	0.346	0.000	0.000	0.000	(0.300)	0.046
	0.600	1.403	11.042	(0.497)	0.000	(5.271)	7.277

	Original Budget 2019/20	Carry Forward from 2018/19	Previously Reported			Changes (Current)	Revised Budget 2019/20
			Changes	Carry Forward to 2020/21	Savings		
	£m	£m	£m	£m	£m	£m	£m
Strategic Programmes							
Leisure Centres	0.000	0.020	0.051	(0.041)	0.000	0.049	0.079
Play Areas	0.200	0.140	0.127	(0.100)	0.000	0.272	0.639
Libraries	0.000	0.106	0.030	0.000	0.000	(0.049)	0.087
Theatr Clwyd	0.500	0.158	1.012	(0.035)	0.000	(0.160)	1.475
	0.700	0.424	1.220	(0.176)	0.000	0.112	2.280
Housing & Assets							
Administrative Buildings	2.500	0.034	0.300	(1.145)	0.000	(0.113)	1.576
Community Asset Transfers	0.000	0.734	0.110	0.000	0.000	0.030	0.874
Food Poverty	0.000	0.000	0.138	0.000	0.000	(0.038)	0.100
Affordable Housing	10.000	0.000	-4.647	0.000	0.000	(1.730)	3.623
Disabled Facilities Grants	1.700	0.852	0.044	0.000	(0.350)	0.000	2.246
	14.200	1.620	(4.055)	(1.145)	(0.350)	(1.851)	8.419
Housing Revenue Account :							
Disabled Adaptations	1.082	0.000	0.000	0.000	0.000	(0.150)	0.932
Energy Schemes	0.639	0.000	0.000	0.000	0.000	0.059	0.698
Major Works	1.871	0.000	0.000	0.000	0.000	0.879	2.750
Accelerated Programmes	0.728	0.000	0.000	0.000	0.000	(0.226)	0.502
WHQS Improvements	18.624	0.000	0.000	0.000	0.000	0.702	19.326
SHARP Programme	11.264	0.000	-4.879	0.000	0.000	(0.810)	5.575
	34.208	0.000	(4.879)	0.000	0.000	0.454	29.783
Totals :							
Council Fund	27.751	11.930	14.614	(11.386)	(0.350)	(0.948)	41.611
Housing Revenue Account	34.208	0.000	(4.879)	0.000	0.000	0.454	29.783
Grand Total	61.959	11.930	9.735	(11.386)	(0.350)	(0.494)	71.394

PEOPLE & RESOURCES

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
'Headroom'	0.170	0.000	0.000	(0.170)	(100)	0.000	Corporate provision - to be allocated as requested and approved.	Carry Forward - Request approval to move funding of £0.170m to 2020/21.	
Total	0.170	0.000	0.000	(0.170)	(100)	0.000			

GOVERNANCE

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Information Technology	1.629	1.529	1.529	(0.100)	(6)	(0.775)	Delay in progressing the scheme for ICT storage Technology, works to commence in 2020/21.	Carry Forward - Request approval to move funding of £0.100m to 2020/21.	
Total	1.629	1.529	1.529	(0.100)	(6)	(0.775)			

Variance = Budget v Projected Outturn

EDUCATION & YOUTH

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Education - General	1.852	1.528	1.528	(0.324)	(17)	(0.159)	£0.093m replacement of fan convectors at various school sites. £0.044m school kitchen upgrades. £0.110m relates to the ongoing programme of fire alarm upgrades. £0.013m for Health & Safety works. £0.064m VA/VC school urgent repairs.	Carry Forward - Request approval to move funding of £0.324m to 2020/21.	
Primary Schools	3.294	3.230	3.230	(0.064)	(2)	0.000	£0.065m relates to the ongoing R&M backlog programme, projects which commenced during 2019/20 but bridge the financial years.	Carry Forward - Request approval to move funding of £0.064m to 2020/21.	
Schools Modernisation	5.941	5.941	5.941	0.000	0	(0.072)			
Secondary Schools	1.195	1.156	1.156	(0.039)	(3)	(0.746)	£0.025m relates to the ongoing R&M backlog programme. £0.014m relates to ongoing works at Castell Alun HS.	Carry Forward - Request approval to move funding of £0.039m to 2020/21.	
Special Education	0.732	0.602	0.602	(0.130)	(18)	0.000	DDA/SEN programme for works at Ysgol Maes Glas CP School & Ysgol Trelogan CP.	Carry Forward - Request approval to move funding of £0.130m to 2020/21.	
Total	13.014	12.457	12.457	(0.557)	(4)	(0.977)			

Variance = Budget v Projected Outturn

SOCIAL SERVICES

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Services to Older People	5.044	0.998	0.998	(4.046)	(80)	0.000	ICF grant funding awarded in Quarter 4. Utilised in year releasing resources to be carried forward into 2020/21.	Carry Forward - Request approval to move funding of £4.006m to 2020/21 for the continuation of the Marleyfield House Care Home scheme. Carry Forward - Request approval to move funding of £0.040m for the delivery of Sensory Equipment in 2020/21.	
Learning Disability	1.016	1.016	1.016	0.000	0	0.000			
Children's Services	0.654	0.652	0.652	(0.002)	(0)	(0.150)			
Total	6.714	2.666	2.666	(4.048)	(60)	(0.150)			

Variance = Budget v Projected Outturn

250.000

PLANNING, ENVIRONMENT & ECONOMY

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Closed Landfill Sites	0.000	0.000	0.000	0.000		(0.250)			
Engineering	0.044	0.035	0.035	(0.009)	(20)	(0.341)	Funding required for future FCERM works programme.	Carry Forward - Request approval to move funding of £0.009m to 2020/21.	
Energy Services	0.469	0.169	0.169	(0.300)	(64)	0.000	Solar PV Farms - Contractually committed works approved in the Month 9 report at Flint Landfill site & Connahs Quay Crumps Yard. Scheme to commence in 2020/21.	Carry Forward - Request approval to move funding of £0.300m to 2020/21.	
Ranger Services	0.050	0.045	0.045	(0.005)	(9)	0.000	Contractually Committed - Orders raised for Fire Alarm Upgrade Works	Carry Forward - Request approval to move funding of £0.005m to 2020/21.	
Targeted Regeneration Investment	0.474	0.474	0.474	0.000	0	0.000			
Townscape Heritage Initiatives	0.312	0.312	0.312	0.000	0	0.000			
Urban/Rural Regeneration	0.016	0.016	0.016	0.000	0	0.000			
Private Sector Renewal/Improvement	0.743	0.679	0.679	(0.064)	(9)	0.000	Funding allocated for capitalised salaries to enable delivery of private sector renewal and improvement schemes in 2020/21.	Carry Forward - Request approval to move funding of £0.064m to 2020/21.	
Total	2.108	1.730	1.730	(0.378)	(18)	(0.591)			

Variance = Budget v Projected Outturn

STREETSCENE & TRANSPORTATION
Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Waste Services	0.272	0.272	0.272	0.000	0	0.000			
Cemeteries	0.023	0.023	0.023	0.000	0	0.000		Funding request - £0.093m funding to be requested from 'Headroom'.	For the purchase of land and development of Hope Cemetery.
Highways	3.112	2.408	2.408	(0.704)	(23)	0.000	Continuation of resurfacing programme due to delays as a result of Covid-19 (£0.252m) Highways improvement schemes were approved in the Month 9 report in February 2020, however, works have been delayed due to Covid-19. Works will commence in 2020/21 (£0.452m).	Carry Forward - Request approval to move funding of £0.704m to 2020/21.	
Local Transport Grant	3.824	3.769	3.769	(0.055)	(1)	0.000	Holywell town centre scheme to be completed in 2020/21.	Carry Forward - Request approval to move funding of £0.055m to 2020/21.	
Solar Farms	0.046	0.000	0.000	(0.046)	(100)	(0.300)	Installation of Solar PV at Standard Waste Transfer Station to ensure site is energy neutral. This is a requirement as part wider improvement scheme at the site, due to start in 2020/21.	Carry Forward - Request approval to move funding of £0.046m to 2020/21.	
Total	7.277	6.472	6.472	(0.805)	(11)	(0.300)			

Variance = Budget v Projected Outturn

STRATEGIC PROGRAMMES

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Leisure Centres	0.079	0.073	0.073	(0.006)	(8)	(0.041)	Continuing works on Leisure Centre Estates.	Carry Forward - Request approval to move funding of £0.006m to 2020/21.	
Play Areas	0.639	0.521	0.521	(0.118)	(18)	0.000	Continued programme of works to upgrade Play areas.	Carry Forward - Request approval to move funding of £0.118m to 2020/21.	Match funding oversubscription of £0.071m, £0.020m external surveys of Play Areas and £0.027m for Bailey Hill Play Area.
Libraries	0.087	0.075	0.075	(0.012)	(14)	0.000	Continuing works at various libraries as part of ongoing AURA Project.	Carry Forward - Request approval to move funding of £0.012m to 2020/21.	
Theatr Clwyd	1.475	1.151	1.151	(0.324)	(22)	0.000	Ongoing design works as part of theatre redevelopment.	Carry Forward - Request approval to move funding of £0.324m to 2020/21.	
Total	2.280	1.820	1.820	(0.460)	(20)	(0.041)			

Variance = Budget v Projected Outturn

HOUSING & ASSETS

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Administrative Buildings	1.576	1.516	1.516	(0.060)	(4)	(1.500)	Works delayed due to Covid-19. To be completed in 2020/21. Funding also required to meet the cost of retentions in 2020/21.	Carry Forward - Request approval to move funding of £0.060m to 2020/21	
Community Asset Transfers	0.874	0.038	0.038	(0.836)	(96)	0.000	Expenditure is incurred as and when schemes are signed off.	Carry Forward - Request approval to move funding of £0.836m to 2020/21	
Food Poverty	0.100	0.058	0.058	(0.042)	(42)	(0.038)	Expenditure is incurred as and when scheme is signed off.	Carry Forward - Request approval to move funding of £0.042m to 2020/21	
Affordable Housing	3.623	3.623	3.623	0.000	0	0.000			
Disabled Facilities Grants	2.246	1.322	1.322	(0.924)	(41)	0.000	DFG spend is customer driven and volatile.	Carry Forward - Request approval to move funding of £0.924m to 2020/21	
Total	8.419	6.557	6.557	(1.862)	(22)	(1.538)			

Variance = Budget v Projected Outturn

HOUSING REVENUE ACCOUNT

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Disabled Adaptations	0.932	0.932	0.932	0.000	0	0.000			
Energy Services	0.698	0.698	0.698	0.000	0	0.000			
Major Works	2.750	2.750	2.750	0.000	0	0.500			
Accelerated Programmes	0.502	0.502	0.502	0.000	0	0.000			
WHQS Improvements	19.326	19.326	19.326	0.000	0	(0.500)			
SHARPS	5.575	5.575	5.575	0.000	0	0.000			
Total	29.783	29.783	29.783	0.000	0	0.000			

Variance = Budget v Projected Outturn

SUMMARY

Capital Budget Monitoring 2019/20 - Outturn

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
People & Resources	0.170	0.000	0.000	(0.170)	(100)	0.000			
Governance	1.629	1.529	1.529	(0.100)	(6)	(0.775)			
Education & Youth	13.014	12.457	12.457	(0.557)	(4)	(0.977)			
Social Services	6.714	2.666	2.666	(4.048)	(60)	(0.150)			
Planning, Environment & Economy	2.108	1.730	1.730	(0.378)	(18)	(0.591)			
Streetscene & Transportation	7.277	6.472	6.472	(0.805)	(11)	(0.300)			
Strategic Programmes	2.280	1.820	1.820	(0.460)	(20)	(0.041)			
Housing & Assets	8.419	6.557	6.557	(1.862)	(22)	(1.538)			
Sub Total - Council Fund	41.611	33.231	33.231	(8.380)	(20)	(4.372)			
Housing Revenue Account	29.783	29.783	29.783	0.000	0	0.000			
Total	71.394	63.014	63.014	(8.380)	(12)	(4.372)			

Variance = Budget v Projected Outturn

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TOWN FUNDING	18/19 ACTUAL £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		Internal £000	TOTALS		
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000		Total £000		
EXPENDITURE																					
HOUSING - HRA																					
SHARP	4,233	11	94	1,360	320	69		2,083	24	272									3,795	438	4,233
EDUCATION & YOUTH																					
21C Schools:-																					
CQ High School	8,818			3,709	5,109														3,709	5,109	8,818
Holywell High School	399							399											399	0	399
Penyffordd CP	2,355		2,355																0	2,355	2,355
School Extension & Remodelling:-																					
Ysgol Glan Aber	196					28	168												28	168	196
Castell Alun	50													50					0	50	50
SOCIAL CARE																					
LD Day Care Facility	2,902												960	1,942					960	1,942	2,902
Marleyfield EPH	73	73																	73	0	73
STREETSCENE & TRANSPORTION																					
Highways Asset Management Plan:-																					
Bridges	20			20															20	0	20
Street Lighting	1,479																1,479		0	1,479	1,479
Highway Maintenance	2,966	462	221	127	60	440	210	461	221	259	124	158	75	100	48			2,007	959	2,966	
Transport Grant	5,789	61	205		198		115	20	697		75		2,345		350		1,723	81	5,708	5,789	
DEVELOPMENT / REGENERATION																					
Townscape Heritage Initiative	230						230												0	230	230
LEISURE & YOUTH																					
Leisure Centres	2,186	3				949				1,167		67							2,186	0	2,186
Synthetic Sports Pitches	113											113							113	0	113
	31,809	610	2,875	5,216	5,687	1,486	722	2,963	942	1,698	199	1,299	4,362	100	448	0	3,202	13,372	18,437	31,809	

AREA TOTAL 3,485 10,903 2,209 3,905 1,897 5,661 548 3,202

TOWN FUNDING	REVISED BUDGET £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		Internal £000	TOTALS External £000	Total £000	
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000						
EXPENDITURE																					
HOUSING - HRA																					
SHARP	5,575	1,705	236	7		10		1,385	1	466			1,765						3,573	2,002	5,575
EDUCATION & YOUTH																					
21C Schools:-																					
CQ High School	3,435			1,435	2,000														1,435	2,000	3,435
Queensferry Campus	368											368							368	0	368
Penyffordd CP	2,213	1,945	193																1,945	193	2,138
School Extension & Remodelling:-																					
Mynydd Isa Argoed High School	276	276																	276	0	276
St John the Baptist	232	188	44																188	44	232
Bagillt Ysgol Glan Aber	2,184					1,017	1,167												1,017	1,167	2,184
Flint Saint Richard Gwyn	570					39	531												39	531	570
Shotton St Ethelwolds	242			27	215														27	215	242
Hope Castell Alun	491												491						491	0	491
PLANNING, ENVIRONMENT & ECONOMY																					
Solar PV Farms	300			135		165													300	0	300
Bailey Hill	271										271								0	271	271
Targeted Regeneration Investment	474								474										0	474	474
SOCIAL CARE																					
LD Day Care Facility	1,016												1,016						0	1,016	1,016
Marley EPH	4,601	4,006	595																4,006	595	4,601
STREETSCAPE & TRANSPORTION																					
Highways Asset Management Plan:-																					
Bridges	59			50	9														50	9	59
Highways Maintenance	2,601	112	269	26	100	46	174	119	447	86	324	24	89	52	197	312	224	777	1,824	2,601	
Transport Grant	3,824						103	120	274		201		2,663		22		441	120	3,704	3,824	
STRATEGIC PROGRAMMES																					
Theatr Clwyd - Redevelopment	1,443									361	1,082								361	1,082	1,443
Affordable Housing	3,623	1,662	509					294	235	923									2,879	744	3,623
	33,798	9,894	1,846	1,680	2,324	1,277	1,975	1,918	1,431	1,836	1,878	392	5,533	543	219	312	665	17,852	15,871	33,723	
AREA TOTAL			11,740		4,004		3,252		3,349		3,714		5,925		762		977				

INVESTMENT IN COUNTY TOWNS - 2019/20 - OUTTURN

APPENDIX C (Cont)

TOWN FUNDING	ACTUAL TO DATE £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	5,576	1,706	236	7		10		1,385	1	466			1,765						3,574	2,002	5,576
EDUCATION & YOUTH																					
21C Schools:-																					
CQ High School	3,435			1,435	2,000														1,435	2,000	3,435
Queensferry CP	368											368							368	0	368
Penyffordd CP	2,138	1,945	193																1,945	193	2,138
School Extension & Remodelling:-																					
Mynydd Isa Argoed High School	270	270																	270	0	270
St John the Baptist	232	188	44																188	44	232
Bagllt Ysgol Glan Aber	2,184					1,017	1,167												1,017	1,167	2,184
Hope Castell Alun	477													477					477	0	477
Shotton St Ethelwolds	217			2	215														2	215	217
Flint Saint Richard Gwyn	531								531										0	531	531
PLANNING, ENVIRONMENT & ECONOMY																					
Bailey Hill	271										271								0	271	271
Targeted Regeneration Investment	474								474										0	474	474
SOCIAL CARE																					
LD Day Care Facility	1,016												1,016						0	1,016	1,016
Marleyfield EPH	595		595																0	595	595
STREETS, CANALS & TRANSPORTATION																					
Highways Asset Management Plan:-																					
Bridges	59			50	9														50	9	59
Highways maintenance	2,349	112	269	26	100	46	174	119	447	86	324	24	89	52	197	60	224	525	1,824	2,349	
Transport Grant	3,769						103	62	274		201		2,663		22		444	62	3,707	3,769	
STRATEGIC PROGRAMMES																					
Theatr Clwyd - Redevelopment	1,135									284	851								284	851	1,135
Affordable Housing	3,623	1,662	509					294	235	923									2,879	744	3,623
	28,719	5,883	1,846	1,520	2,324	1,073	1,975	1,860	1,431	1,759	1,647	392	5,533	529	219	60	668	13,076	15,643	28,719	
AREA TOTAL			7,729		3,844		3,048		3,291		3,406		5,925		748		728				



CABINET

Date of Meeting	Tuesday, 16 th June 2020
Report Subject	Prudential Indicators - Actuals 2019/20
Cabinet Member	Cabinet Member for Finance
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

Under the Prudential Code for Capital Finance in Local Authorities (the Prudential Code), as updated in 2017, Councils are required to set a range of Prudential Indicators. This report provides details of the Council's actual Prudential Indicators for 2019/20 compared with the estimates set:-

- Prudential Indicators for Prudence
- Prudential Indicators for Affordability

RECOMMENDATIONS

1	That members approve the report.
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REPORT DETAILS

1.00	EXPLAINING THE PRUDENTIAL INDICATORS
	Background
1.01	The background to this item is provided in the reports to Cabinet on 16th July 2019, Prudential Indicators Actuals 2018/19, to Council on 19 th February 2019, Prudential Indicators 2019/20 to 2021/22 and to Council on 28th January 2020, Capital Strategy including Prudential Indicators 2020/21 to 2022/23.
1.02	The Prudential Code has been developed by the Chartered Institute of Public Finance & 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.
1.03	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 affordable, prudent and sustainable , and that treasury management decisions are taken in accordance with good professional practice.
1.04	The Prudential Code sets out the indicators that must be used, and the factors that must be taken into account in preparing them.
	Changes to CIPFA's Codes of Practice 2017
1.05	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.
1.06	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.
1.07	Actual Prudential Indicators for 2019/20 have now been calculated in respect of the following:- <ul style="list-style-type: none"> • Estimates of Capital expenditure • Estimates of Capital Financing Requirement • Authorised Limit • Estimates of Financing Costs to Net Revenue Stream

	The Code does not specify how the Council should have regard to these factors, but instead concentrates on the means by which it demonstrates that the proposals are affordable, prudent and sustainable.																																			
	<p><u>Prudential Indicators for Prudence</u></p> <p>Estimates of Capital Expenditure</p>																																			
1.08	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.																																			
1.09	<p>Actual 2019/20 capital expenditure for the Council Fund and the Housing Revenue Account (HRA) is £63.013m as shown in Table 1 below. Actual expenditure for 2018/19, and the 2019/20 and 2020/21 estimates are included for information.</p> <p>Table 1</p> <table border="1"> <thead> <tr> <th colspan="5">ESTIMATES OF CAPITAL EXPENDITURE</th> </tr> <tr> <th></th> <th>2018/19</th> <th>2019/20</th> <th>2019/20</th> <th>2020/21</th> </tr> <tr> <th></th> <th>Actual</th> <th>Estimate</th> <th>Actual</th> <th>Estimate</th> </tr> <tr> <th></th> <th>£m</th> <th>£m</th> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>Council Fund</td> <td>39.390</td> <td>27.751</td> <td>33.231</td> <td>42.582</td> </tr> <tr> <td>Housing Revenue Account</td> <td>27.033</td> <td>34.208</td> <td>29.782</td> <td>30.464</td> </tr> <tr> <td>Total</td> <td>66.423</td> <td>61.959</td> <td>63.013</td> <td>73.046</td> </tr> </tbody> </table>	ESTIMATES OF CAPITAL EXPENDITURE						2018/19	2019/20	2019/20	2020/21		Actual	Estimate	Actual	Estimate		£m	£m	£m	£m	Council Fund	39.390	27.751	33.231	42.582	Housing Revenue Account	27.033	34.208	29.782	30.464	Total	66.423	61.959	63.013	73.046
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1.10	Detailed analysis and commentary regarding 2019/20 outturn is provided in the Capital Programme Monitoring 2019/20 (Outturn) report elsewhere on this agenda.																																			

Estimates of Capital Financing Requirement

1.11 The actual (average) capital financing requirement for 2019/20 is £345.195m 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.

Table 2

ESTIMATES OF CAPITAL FINANCING REQUIREMENT				
	2018/19	2019/20	2019/20	2020/21
	Actual	Estimate	Actual	Estimate
	£m	£m	£m	£m
Council Fund	207.285	219.666	213.557	222.699
Housing Revenue Account	126.540	134.276	131.638	139.196
Total	333.825	353.943	345.195	361.894

Authorised Limit

1.12 Actual external debt for 2019/20 was £348.320m, 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 was well within the limit.

Table 3

AUTHORISED LIMIT FOR EXTERNAL DEBT				
	2018/19	2019/20	2019/20	2020/21
	Actual	Estimate	Actual	Estimate
	£m	£m	£m	£m
All Borrowing	322.833	380.000	342.340	395.000
Other Long Term Liabilities	6.954	35.000	5.980	35.000
Total	329.787	415.000	348.320	430.000

<u>Prudential Indicators for Affordability</u>																																				
Ratio of Financing Costs to Net Revenue Stream																																				
1.13	The actual ratio of financing costs to net revenue stream for 2019/20 are as indicated in Table 4 below.																																			
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1.14	As can be seen in the above, the actual ratios are slightly lower than the estimated ratios for 2019/20.																																			

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

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

4.00	RISK MANAGEMENT
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.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Various Welsh Government papers.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Chris Taylor – Principal Accountant Telephone: (01352) 703309 E-mail: christopher.taylor@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
	<p>Capital Expenditure - Expenditure on the acquisition of Non-current Assets or expenditure that extends the life or value of an existing asset.</p> <p>Council Fund - The fund to which all the Council's revenue and capital expenditure is charged.</p> <p>Financing - 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>Housing Revenue Account - The fund to which all the Council's revenue and capital expenditure relating to its housing stock is charged.</p> <p>Minimum Revenue Provision (MRP) – A charge made to the Council Fund to repay borrowing taken out for capital expenditure. Councils must determine their own prudent MRP charge each year, taking into consideration statutory guidance issued by the Welsh Government.</p> <p>Prudential Code - 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>Prudential Indicators - Required by the Prudential Code, these take the form of limits, estimates or actual figures used to support the local decision making process for capital investment.</p> <p>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.</p>



CABINET

Date of Meeting	Tuesday, 16 th June 2020
Report Subject	Welsh Language Annual Monitoring Report 2019/20
Cabinet Member	Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to present the Welsh Language Annual Monitoring Report 2019/20 (Appendix 1).

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 Welsh Language Standards and identifies areas in which to progress and improve.

RECOMMENDATIONS

1	The areas in which to progress and improve are noted and a mid-year report on progress is to be built into the Forward Work Programme.
2	Approval of the publication of the report on the Council's website.
3	The Welsh Language Annual Report is included on the forward work programme of Corporate Resources and Overview Scrutiny Committee.

REPORT DETAILS

1.00	EXPLAINING THE WELSH LANGUAGE ANNUAL REPORT 2019/20
1.01	<p>The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify Standards for the Welsh language. The aim of the Standards is to continue and develop the work of the former Welsh Language Schemes:</p> <ul style="list-style-type: none">• improving the services Welsh speakers can expect to receive from organisations in Welsh• increasing the use people make of Welsh language services• making it clear to organisations what they need to do in terms of the Welsh language• ensuring that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
1.02	<p>The Welsh Language Commissioner (WLC) served Compliance Notices on each of the 22 local authorities in Wales in September 2015 identifying the Standards with which they must comply.</p> <p>The Welsh Standards Compliance Notice for Flintshire County Council lists 171 Standards, for service delivery, policy making, operational matters, promotion and record keeping. The Standards require the Council to publish an annual report setting out how the standards have been met.</p>
1.03	<p>The Welsh Language Annual Report provides an opportunity to set out what the Council has done to meet the Standards and showcase exemplars of good practice. There have been some outstanding areas of achievement promoting the Welsh language:</p> <ul style="list-style-type: none">• An increased number of shops participated in Saint David's Day window dressing competitions.• A grant to contribute to increase the number of St David's Day events was awarded to Menter Iaith Fflint a Wrecsam, which including supporting an event in Connah's Quay.• The Business Team also worked with businesses to encourage them to promote Welsh produce and participate in Welsh Language Music Day, where possible, as well as St David's Day.• Theatr Clwyd has continued to include Welsh medium and bilingual performances in their schedule, including the successful bilingual production of "Mold Riots", to commemorate the 150th anniversary of the riots. Weekly Welsh classes were held for members of the cast who wanted to learn Welsh to tell the story.• Theatr Clwyd has also developed a Parkinson's bilingual pilot project working with Parkinson's UK, using dance, music and drama for people who live with Parkinson's.• "Paned a Sgwrs" weekly conversations sessions to support our employees who are learning Welsh or who have lost confidence speaking Welsh have continued, providing opportunity to practise Welsh in a safe environment.

1.04	<p>Although there are positive areas of progress, some issues remain as areas in which to progress and improve:</p> <ul style="list-style-type: none"> • More employees need to complete the Welsh language awareness training. This shows the link between Welsh language, good customer care and high quality services. • The Welsh language skills audit shows that under 4% of employees are fluent Welsh speakers and approximately 38% employees have no Welsh skills. This remains consistent with previous years' audits, with limited movement or progression. This profile needs to improve by increasing the number of Welsh speaking employees and reducing 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. • Promotion of the use of Welsh in the Council (both as a business and as a place to socialise).
1.05	<p>Complaints</p> <p>There have been two complaints about Welsh language during 2019/20, compared to six complaints received during 2018/19. The two complaints were:</p> <ul style="list-style-type: none"> • Welsh not equal to English on information published on promotional material; and • Correspondence sent in English and not in Welsh. <p>The Welsh Language Commissioner decided not to investigate these two complaints as we had already identified and taken action to rectify the error on the promotional material and the correspondence in the second complaint was not sent out on behalf of the Council.</p>
1.06	<p>Next Steps</p> <ul style="list-style-type: none"> • A mid-year report on the areas in which to progress and improve will be considered by Cabinet. • Workforce communications will be published to increase the number of employees who complete the Welsh language awareness e-learning module. • Regular communications regarding compliance with and celebration of the Welsh Language Standards will be shared with the workforce. • Work with our Welsh Language Network to reduce the number of employees who report that they do not have any Welsh language skills.

2.00	RESOURCE IMPLICATIONS
2.01	<p>Human Resources: A training programme is required to ensure employees have the skills and knowledge to meet these statutory duties. A budget for Welsh language training is held by the Learning and Development Team.</p> <p>Revenue/Capital: There are no revenue / capital implications.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT										
3.01	A full integrated impact assessment is not required for this report, as it is a report on progress and compliance with the Welsh Language Standards.										
3.02	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td>Positive - safeguarding the Welsh language for future generations and increasing access to services through the medium of Welsh.</td> </tr> <tr> <td>Prevention</td> <td>Positive- increasing the number of people using and speaking Welsh.</td> </tr> <tr> <td>Integration</td> <td>No change</td> </tr> <tr> <td>Collaboration</td> <td>Positive – through supporting other plans and strategies such as the Welsh in Education Strategic Plan and “More than Words” Framework which aims to increase the use of Welsh in health and social care services.</td> </tr> <tr> <td>Involvement</td> <td>No change</td> </tr> </table>	Long-term	Positive - safeguarding the Welsh language for future generations and increasing access to services through the medium of Welsh.	Prevention	Positive- increasing the number of people using and speaking Welsh.	Integration	No change	Collaboration	Positive – through supporting other plans and strategies such as the Welsh in Education Strategic Plan and “More than Words” Framework which aims to increase the use of Welsh in health and social care services.	Involvement	No change
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3.03	<p>Well-being Goals Impact</p> <table border="1"> <tr> <td>Prosperous Wales</td> <td>No impact</td> </tr> <tr> <td>Resilient Wales</td> <td>No impact</td> </tr> <tr> <td>Healthier Wales</td> <td>No impact</td> </tr> <tr> <td>More equal Wales</td> <td>Positive – through increasing access to bilingual services and ensuring that the Welsh language is treated no less favourably than the English language.</td> </tr> <tr> <td>Cohesive Wales</td> <td>No impact</td> </tr> </table>	Prosperous Wales	No impact	Resilient Wales	No impact	Healthier Wales	No impact	More equal Wales	Positive – through increasing access to bilingual services and ensuring that the Welsh language is treated no less favourably than the English language.	Cohesive Wales	No impact
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Cohesive Wales	No impact										

	Vibrant Wales	Positive - through promoting the Welsh language
	Globally responsible Wales	No impact

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	No formal consultations were required for this report but key officers and services have made a contribution to the content of the report.

5.00	APPENDICES
5.01	Appendix 1 – Welsh Language Annual Report 2019/20.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Welsh Language Standards Compliance Notice

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Fiona Mocko, Strategic Policy Advisor Telephone: 01352 702122 E-mail: Fiona.mocko@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	<p>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.</p> <p>Menter Iaith Fflint a Wrecsam: an organisation funded by Welsh Government to support and promote the Welsh language in the county.</p> <p>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.</p> <p>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.</p>

	Welsh Language Standards: specific standards of conduct in relation to the Welsh language.
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Flintshire County Council Welsh Language Annual Report April 2019 - March 2020

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

Corporate Business and Communication Team

Corporate Services

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Mae'r cyhoeddiad hwn ar gael yn Gymraeg

Welsh Language Annual Report

2019/2020

Monitoring Report 2019 - 2020

Executive Summary

1.	Introduction	4
2.	Compliance with the Service Delivery Standards	5
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Appendices

Appendix 1 Welsh Language Skills Self-Assessment Tool

Appendix 2 Good Practice

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 our existing practice and commitments to Welsh language.

This is the fourth Welsh Language Annual Monitoring Report following the implementation of the Welsh Language Standards Compliance Notice and covers the period April 2019 to March 2020. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

An area of notable improvement is the increased number of employees who have completed the Welsh language skills assessment, nearly 100% of employees have now completed this audit. This information will help managers plan how they will be able to develop a workforce to support them to deliver bilingual services. We were pleased to be able to provide financial support to Menter Iaith Fflint a Wrecsam to increase the number of events to celebrate Gŵyl Dewi Sant, one was held in Flint and one event held in Connah's Quay. These events helped to raise the profile of Welsh language in our communities and reinforce Welsh identity.

We recognise that we are making progress but there are still improvements to be made. During the next 12 months we will increase the number of employees reduce the number of employees who report that they have some (leve1) Welsh language skills and continue to ensure our workforce complies with the Standards.

Colin Everett
Chief Executive

Councillor Billy Mullin
Cabinet Member for Corporate
Management

Welsh Language Standards Annual Monitoring Report 2019-20

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 2019 to 31st March 2020.
- 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
 - Website
- 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 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 An electronic Integrated Impact Assessment framework which includes Welsh language has been developed. 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 Menter Iaith Fflint a Wrecsam attend the Integrated Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to the impact assessments as they are being undertaken.
- 3.3 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.
- 3.4 A Directory of Groups, providing a list of organisations with whom managers should consult when they develop new and update existing policies is available on the intranet. This Directory includes a list of organisations representing Welsh speakers.

4. Compliance with Operational Standards

- 4.1 A Welsh in the Workplace Policy has been agreed and published on the intranet- this is the Council's policy for using Welsh and encouraging the use of Welsh internally.
- 4.2 New signage and updated signage is in Welsh and English - Welsh positioned above or to the left of English signage. All signage in the Council's new building "Tŷ Dewi Sant" is fully bilingual - Welsh positioned so that it is read before the English. A review of Council buildings is in progress to ensure all signage in Council buildings is fully bilingual.

- 4.3 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.
- 4.4 Employees and managers have been informed of the Operational Standards and the rights of employees.
- 4.5 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.
- 4.6 New employees are asked in which language they would like their contract to be issued.
- 4.7 Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh.
- 4.8 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.
- 4.9 Resources to support Welsh learners and Welsh speakers are available on the intranet on a dedicated page for Welsh learners. Activities to support learners which take place in the community are promoted to employees to encourage them to participate.
- 4.10 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. laith Gwaith lanyards and badges for Welsh speakers are available and Welsh learners have been provided with "Dysgwr" lanyards and badges.
- 4.11 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 Welsh language awareness e-learning 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.
- 4.12 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
- Welsh in the Workplace 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.

4.13 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 2019/2020 is set out below.

Category	Number			
	2016/17	2017/18	2018/19	2019/20
i) Welsh language essential	17	8	14	2
ii) Welsh needed to be learnt when appointed	0	0	0	0
iii) Welsh desirable	9	40	42	12
iv) Welsh language skills not essential	277	185	207	66
TOTAL	294	233	263	80

We are currently working on our process to assess the Welsh language skills of posts and setting minimum Welsh language skills requirements for specific posts.

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

4.15 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that 97.18% 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 as at March 31st 2020.

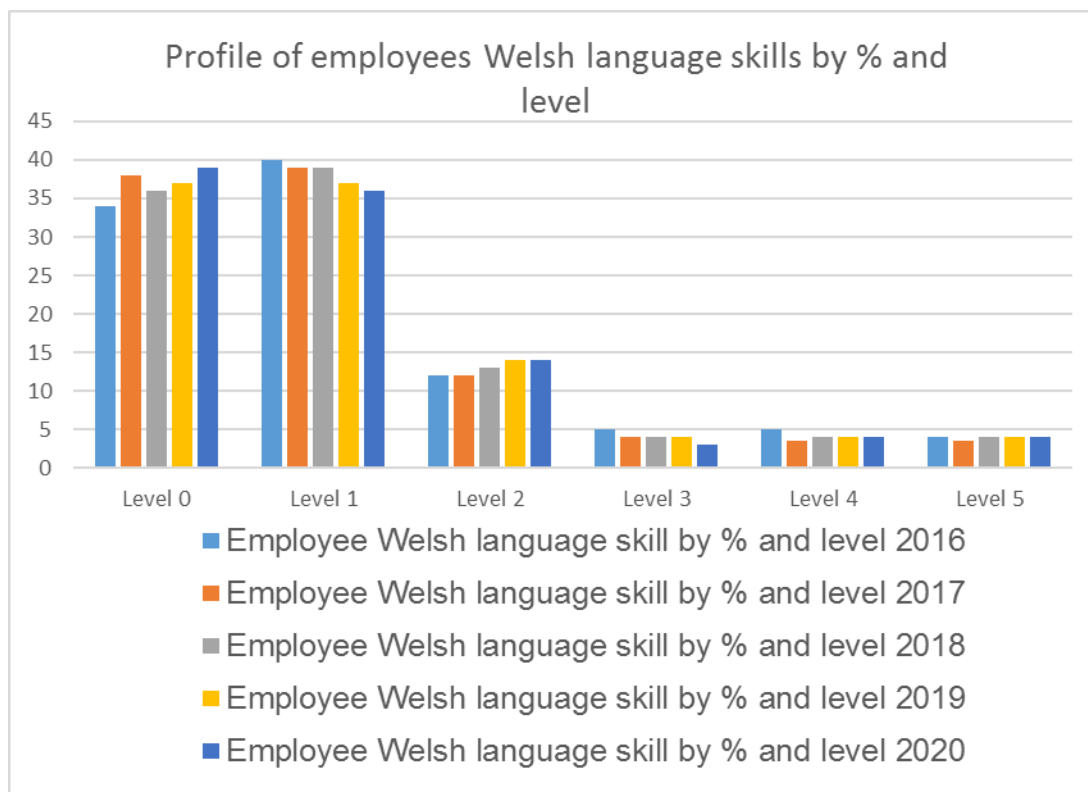
Portfolio	% Completion
Chief Executives	100.00%
Education and Youth	88.03%
Governance	98.48%
Housing and Assets	100.00%
People and Resources	100.00%
Planning, Environment and Economy	96.28%
Social Services	97.68%
Streetscene and Transportation	97.11%
Grand Total	97.18%

4.16 The results from Tables 2 and 3 set out the levels of employees' Welsh language skills. It shows that 38.18% of employees report that they do not have any Welsh language skills and only 3.47% of employees report that their skills are level 5. This is consistent with previous profiles of the skills of the workforce. To reduce the number and percentage of employees who report that they do not have any Welsh language skills, completing the National Centre for Learning Welsh e-learning modules will be part of induction for new employees who do not have any Welsh skills. The e-learning module will also be piloted within the Education and Youth and Social Services portfolios. We are exploring ways of how to develop the skills of employees who to ensure they progress to higher levels.

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2020.

Portfolio	Level 0		Level 1		Level 2		Level 3		Level 4		Level 5		Not Recorded	
	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Chief Executives	8	18.18%	14	31.82%	10	22.73%	4	9.09%	3	6.82%	5	11.36%	0	0.00%
Education and Youth	48	20.51%	86	36.75%	36	15.38%	11	4.70%	13	5.56%	12	5.13%	28	11.97%
Governance	58	29.29%	85	42.93%	29	14.65%	6	3.03%	9	4.55%	8	4.04%	3	1.52%
Housing and Assets	135	40.66%	130	39.16%	34	10.24%	12	3.61%	13	3.92%	8	2.41%	0	0.00%
People and Resources	43	23.63%	77	42.31%	35	19.23%	9	4.95%	13	7.14%	5	2.75%	0	0.00%
Planning, Environment and Economy	50	26.60%	71	37.77%	28	14.89%	8	4.26%	15	7.98%	9	4.79%	7	3.72%
Social Services	430	41.55%	326	31.50%	156	15.07%	34	3.29%	28	2.71%	37	3.57%	24	2.32%
Streetscene and Transportation	284	51.36%	174	31.46%	48	8.68%	10	1.81%	9	1.63%	12	2.17%	16	2.89%
Grand Total	1056	38.18%	963	34.82%	376	13.59%	94	3.40%	103	3.72%	96	3.47%	78	2.82%

Table 3: Trend of Welsh language skills of employees as at 31st March 2016, 2017, 2018, 2019 and 2020.



5. Training

5.1 The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2019/20, 151 employees completed this training compared to 283 employees in 2018/19. 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. No employees requested training through the medium of Welsh during 2019/20.

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 complete any of the courses in Welsh to contact the Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council which means that employees can attend their Welsh medium courses.

The number of employees who attended specific courses in Welsh is set out below:

Title of course	Number of employees who attended training in Welsh
Recruitment and interviewing	0
Performance Management	0
Grievance and Disciplinary Procedures	0
Induction	0
Dealing with the public	0
Health and Safety	0

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 decrease in the number of employees who attended Welsh language skills training during 2019/20; 57 employees are now attending training.

Table 4: Number of employees attending Welsh language skills training

Level	2016/17 Number	2017/18 Number	2018/19 Number	2019/20 Number
Basic Language Skills	62	48	1	15
Entry	34	50	34	22
Foundation	20	7	12	6
Intermediate	12	23	3	2
Advanced	2	1	9	7
Proficient	3	10	5	5
Total	133	139	64	57

5.4 In previous years apprentices have completed Welsh learning as part of their framework. However, the trainee weekly attendance at college has now been reduced to once fortnightly and therefore this has impacted on the total learning figures overall as the apprentices have been unable to complete any Welsh language learning.

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.

- Managers started and finished all meetings on 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 in different locations; these are facilitated and supported by Welsh speaking employees.

Some teams are supporting each other to develop and use their Welsh language skills, for example, Welsh speakers in the Contact Centre Team use Welsh with on Welsh speakers and encourage them to say a few words every day.

- 5.6 Moving forward the Council has now registered for the ["Work Welsh"](#) Welsh language e-learning modules "Taster" course and "Welcome Back". We are piloting this in different portfolios, 16 employees have registered for this course during 2019/20. We will report on completion rates from 2021 onwards.

6. Complaints

- 6.1 During 2019/20 we received two complaints, compared to six complaints during 2018/19. The breakdown of complaints is set out below

Class of Standard	Number of complaints
Operational	0
Service Delivery	2
Policy making	0
Promotion	0

The complaints for 2019/20 are set out below and relate to the Service Delivery Standards.

Complaints Service Delivery	Outcome
Welsh not equal to English on information published on promotional material	Information corrected and future planned promotional material updated. Clarification of process with Translation Service to ensure future amendments from translator are not missed. Welsh Language Commissioner decided not to proceed with an investigation as we had taken action to address the issue and prevent future recurrences
Correspondence sent in English and not in Welsh.	Welsh Language Commissioner did not investigate as the letter was sent on behalf of the Returning Officer, who is not subject to statutory language duties and therefore the Commissioner is unable to investigate

7. Welsh language Promotion

- 7.1 We have developed and published a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. We will support an **increase** of the current level of Welsh speakers from (13.2%/ 19,343) within the county to 21,891 (15%) during this period. This equates to an increase of approximately 2548 Welsh speakers (over the age of three years) over the next five years. This takes into account the increase in children attending Welsh medium education as identified in the Welsh in Education Strategic Plan as well as an increase in the number of adults learning Welsh. Our longer term vision, post 2024, is to increase the number of Welsh speakers to create a bilingual county where Welsh language is a natural part of everyday life.

The [Welsh in Education Strategic Plan](#) and the Welsh Government's [More than just Words Framework](#) are key strategies supporting our work to promote the Welsh language.

7.2 Promoting Welsh to local businesses and in the community

Menter Iaith has been provided with additional funding to support the development of Welsh Language Forums. We also provided financial support, including funding from the Business Development Team, and accessed a grant through the Regional Community Cohesion fund to celebrate St David's Day with local communities.

- 7.3 Two events were held one in Flint and one in Connah's Quay, both included performances by local school children. Council reception points were decorated and the local libraries decorated public facing areas with daffodils and bunting. Local shops participated by entering a St David's Day window dressing competition.

- 7.4 Within Connah's Quay and Shotton area of Flintshire, Menter Iaith were supported with funding through the Business Development Team and the Regional Community Cohesion grant to:
- hold a community centred celebration to promote and celebrate Welsh culture and language.
 - introduce Welsh culture and the Welsh language to members of the community who do not hear or see the language and culture day to day.
 - promote the benefits of the Welsh language to schools / businesses and other contacts.
 - create a sense of belonging and community.

Seven local schools attended this event which was held in the local Civic Hall, all of whom performed in front of families and members of the public. Approximately 80 members of the public came to the celebration.

- 7.5 The events in Flint and Connah's Quay raised awareness of the Welsh language and culture amongst the schools, parents, local businesses and the whole community. It shows that the Welsh language is not just a classroom language or a work language but a language that is accessible to all and visible in the community. Bringing the communities together in this way created

a sense of belonging and reinforces the saying that Welsh language and culture belongs to everyone whether they speak the language or not. We were pleased that the Regional Community Cohesion officer worked with Menter Iaith to encourage the Eastern European shops to participate in the window dressing competitions.

7.6 Additional outcomes from these event has been the connections made between Town Councils and Menter Iaith and local community groups and Menter Iaith. For example, Connah's Quay Town Council has asked Menter Iaith to work with them to introduce more Welsh to the Quay Festival in June i.e. to co-ordinate bilingual announcements and to work with Dee Radio to offer this service. The Town Council has invited Menter Iaith to attend events organised by them to promote Menter Iaith's work and to share information regarding the Welsh language for example at Christmas fairs. Shotton Town Council are also keen to continue working with Menter Iaith. In addition, a local community church in Flint, The River Dee community church, which hosts events for local people and Refugees is now working with Menter Iaith to start including Welsh activities within their programme.

7.7 On Su'mae day and Saint Dwynwen's 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. We also participated in Diwrnod Hawliau'r Gymraeg "Welsh language Rights Day" in December, promoting awareness of Welsh language services we offer and informing people of their rights to receive services through the medium of Welsh.

7.8 Theatr Clwyd commissioned a production of "Mold Riots" which was performed in the town of Mold with a community cast of 100 and professional actors, to commemorate the 150th anniversary of the riots which left four people dead. A mixture of English and Welsh were used in the production which told the story of Mold riots in 1869 in which the mine owner who refuses his workforce the right to speak Welsh in the mine and cutting wages resulted in riots. A number of community groups and workshops were also held including Welsh language visual arts workshops. Weekly Welsh classes were held for members of the cast who wanted to learn Welsh to tell the story.

7.9 In addition, Theatr Clwyd:

- co-produced Y Trol Nath Ddwyn 'Nadolig, their second Welsh language Christmas production with Pontio, Bangor University's Arts and Innovation Centre.
- hold Welsh lessons with Company 25 (drama group) for young people aged 17- 25, prior their weekly drama group.
- hold weekly Stori a Chan sessions in partnership with Cymraeg i Blant for parents and their babies
- has developed a Parkinson's bilingual pilot project working with Parkinson's UK, using dance, music and drama for people who live with Parkinson's.

- 7.10 The Theatr has continued to include Welsh and bilingual films, productions, concerts and activities within their schedule.
- 7.11 We provided funding to Menter Iaith to support a bilingual communities' project. Two projects have been established:

"Estyn Croeso" in Treuddyn - The aim of the group is to bring together the young and old to share the Welsh language. Their events included a Family fun Afternoon event at Treuddyn Village Hall to promote the Welsh language and bring the community together and Afternoon tea event to provide an opportunity for older people from the village and socialise with the parents and children.

Lixwm Community Action Group- who joined in with Estyn Croeso activities, other activities included attending Mold Food Festival where they asked attendees to guess the Welsh names of Flintshire places.

8. Future Actions

- 8.1 Moving forward during 2020/21 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 by March 2021;
 - increasing the number of employees who complete the Welsh language awareness e-learning module by March 2021;
 - reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants by March 2021 and ensure all applicants and new employees understand the Council's commitment to the Welsh language and providing bilingual services;
 - reducing the number of employees who report that they do not have any Welsh language skills to 25% by March 2021; and
 - 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

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

Good Practice

- Theatr Clwyd includes Welsh and bilingual films, productions, concerts and activities within their schedule. They have also created a bilingual environment ensuring all signage and labelling in their café is bilingual.
- Promoting Welsh culture language was included within the grant specification for the Regional Community Cohesion Fund.
- The Council's Business Team supported Menter Iaith Fflint a Wrecsam with activities to celebrate St David's Day. The Business Team also worked with businesses to encourage them to promote Welsh produce and participate in Welsh Language Music Day, where possible, as well as St David's Day.
- Paned a Sgwrs are the weekly Welsh conversation groups for Welsh learners and for Welsh speakers who have lost their confidence speaking Welsh or perhaps haven't used it since leaving school. These are facilitated by our Welsh speaking employees to support their colleagues to practise in a safe environment. These are currently being held via video conference to maintain social distancing.
- The Contact Centre Team support each other to practise and use their Welsh language skills, so everyone uses some Welsh during the day.

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CABINET

Date of Meeting	Tuesday, 16 th June, 2020
Report Subject	Social Services Annual Report
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

The Statutory Director of Social Services is required to produce an annual report summarising their view of their local authority's social care functions and priorities for improvement as legislated in the Social Services and Wellbeing (Wales) Act 2014 and the Regulations and Inspections Act (Wales) 2015.

The purpose of the Social Services Annual Report is to set out a self-evaluation with priorities for improvement.

RECOMMENDATIONS

1	To approve and adopt the annual report.
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REPORT DETAILS

1.00	BACKGROUND TO THE ANNUAL REPORT
1.01	This is the fourth year of a new format for the Social Services Annual Report prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014, and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes for local people.
1.03	<p>All improvement priorities set sit under one of the six National Quality Standards (NQS). They align to the personal wellbeing outcomes for the people for whom we care. They are:-</p> <ul style="list-style-type: none"> • NQS 1 Working with people to define & co-produce personal well-being outcomes that people wish to achieve • NQS 2 Working with people and partners to protect and promote people’s physical and mental health and emotional well-being • NQS 3 Taking steps to protect and safeguard people from abuse, neglect or harm • NQS 4 Encouraging and supporting people to learn, develop and participate in society • NQS 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships • NQS 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs
1.04	The draft Social Services Annual Report for 2019/2020 is attached as Appendix 1.
1.05	The report is intended to provide the public, the regulator and wider stakeholders with an accurate picture of local services, whilst demonstrating a clear understanding of local strengths, opportunities and challenges.
1.06	The report will form an integral part of Care Inspectorate Wales’ (CIW) performance evaluation of Social Services. The evaluation also informs the Wales Audit Office’s assessment of the Council as part of their annual improvement report.
1.07	The annual report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan and the Council Plan.

1.08	The style of previous reports will be followed this year, and the report will be produced in an electronic friendly-style by Double Click. The report will also be translated and be made available in bi-lingual format on the Council website following approval.
1.09	<p>The annual report outlines the improvement priorities identified for 2020/202. These include:-</p> <ul style="list-style-type: none"> • Implementing the national Young Carers ID card • Implementing Micro-care services to people’s homes at a community level • Implementing local actions arising from the Regional Transformation Programmes • Developing support options for parents and young people with low/moderate mental health needs. • Developing our next Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council ‘Working Towards Becoming Dementia Friendly’ • Establishing a multi-disciplinary Team to provide ‘rapid response’ assessment and support for children and families on the edge of care • Implementing the ‘Mockingbird Model’ of Fostering • Embedding the All Wales Safeguarding procedures • Implementing the Liberty Protection Safeguards • Working with young people and further education providers to create opportunities for young people with additional needs to access education • Continuing to ‘roll-out’ the progression model across Disability Services through the ICF funded Progression Team in to supported work placements and residential care placements to promote skills and independence. • Working to develop and implement a local model of ‘Team around the Individual’ to support those living with dementia. • Working to safely reduce the numbers of children entering care and improve outcomes for those in care. • Implementing the Flexible Funding Programme to provide a coordinated and targeted offer to support family resilience • Completing the Extra Care Programme • Progressing in-house residential care expansion schemes • Increasing early intervention and support to prevent youth homelessness for young people aged 16-24. • Launching a short term residential service to inform the most appropriate move-on placement and support package for young people.

2.00	RESOURCE IMPLICATIONS
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs within the context of achieving challenging financial efficiencies and value for money.

	The improvement priorities contained within the report have been identified for delivery within existing resources.
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3.00	CONSULTATIONS REQUIRED / CARRIED OUT
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3.01	Work began with Social Services Managers in September 2019 to identify the emerging priorities from their areas of work.
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3.02	<p>The draft Social Services Annual Report has previously been discussed Chief Officer's Team, and circulated for comment to the Chief Executive, Social Service Management Team and the Senior Management Team.</p> <p>The approval process is moving forward in line with the new process for Individual Cabinet Members Decisions, implemented in response to the Covid-19 emergency.</p>
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4.00	RISK MANAGEMENT
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4.01	The Social Services Annual Report is required to be published by the authority "as soon as practicable" after the year to which it relates.
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5.00	APPENDICES
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5.01	Social Services Annual Report.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	<p>Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk</p>
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7.00	GLOSSARY OF TERMS
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	<p>CIW - Care Inspectorate Wales ensure that services meet the standards the public expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales. The regulator was formally known as CSSIW (Care and Social Services Inspectorate Wales).</p> <p>Micro-care services – A pilot project to support the development of new Micro-care enterprises in Flintshire, which will support people with care and support needs in their local area, on a small scale.</p> <p>Regional Transformation Programmes - A transformation programme that will take forward the priority areas in the North Wales Population Needs Assessment and recommendations in 'A Healthier Wales'. The</p>
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North Wales programmes cover Community Services, Mental Health, Learning Disability Services and Intervention and intensive support for children and young people.

‘Mockingbird Model’ - This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family; providing peer support, regular joint planning and training, social activities.

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Flintshire County Council

Social Services

Annual Report

2019/20 and 2020/21 Priorities

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National Quality Standard 1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve.

National Quality Standard 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being.

National Quality Standard 3: Taking steps to protect and safeguard people from abuse, neglect or harm.

National Quality Standard 4: Encouraging and supporting people to learn, develop and participate in society.

National Quality Standard 5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships.

National Quality Standard 6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

Section 5 How We Do What We Do

a) Our Workforce and How We Support their Professional Roles

b) Our Financial Resources and How We Plan For the Future

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Appendix 1 Contextual data and national performance measures

1. Introduction

Welcome to the ninth annual report for Social Services in Flintshire and our fourth under both the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its social services functions. The purpose of the report is to reflect on how we have performed during 2019/20, and to highlight our priorities and intentions for 2020/21.

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year. Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do, and informs the development of our services and future plans.

In the report we evaluate our performance against last year's improvement priorities and set out our priorities for next year. These focus on well-being and are linked to the six National Outcomes Standards, which are:

- National Quality Standard 1 Working with people to define and co-produce personal well-being outcomes that people wish to achieve
- National Quality Standard 2 Working with people and partners to protect and promote people's physical and mental health and emotional well-being
- National Quality Standard 3 Taking steps to protect and safeguard people from abuse, neglect or harm
- National Quality Standard 4 Encouraging and supporting people to learn, develop and participate in society
- National Quality Standard 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships
- National Quality Standard 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

2. Director's Summary of Performance

This year has brought us some unprecedented challenges. From the adverse weather conditions in early 2020 to the continuing situation with Covid-19, our workforce continue to meet their duties with commitment, compassion and resilience, demonstrating that the values of Flintshire County Council Social Services hold dear are only strengthened at a time of additional need.

We in Social Care, across statutory and independent organisations, are very much at the sharp end of the response to the global pandemic and every member of staff has an

incredibly important part to play in ensuring that we continue to care for the most vulnerable in our society.

During this time, all essential Council services are running as normal at this stage, however, the situation has continued to develop quickly. We will make decisions on prioritising our resources for the most critical services as necessary.

Emergency planning across Social Services saw us develop a coordinated response across in-house and commissioned services in order to keep those to whom we provide care and support, as safe as possible during these uncertain times. Staff across services have been redeployed to areas of need, and we continue to work to the guidance issued by UK and Welsh Government.

We are heartened by the impressive response from the community also, with individuals, groups and businesses working together to support friends, neighbours and strangers. We hope that the networks built will remain after the outbreak has subsided, continuing to support those in need.

Alongside these unforeseen situations, we continue to work to set a budget which balances our resources with our spending needs.

Whilst the Council works all year on identifying ways it can best balance its budget for the year ahead, it is during late autumn and winter that councillors begin a round of serious debates about how best to legally balance and set the budget for the following April.

Everything the Council does is important to someone and even during a decade of financially challenging times Flintshire County Council has continued to perform well and with ambition, innovation and planning ahead has continued to protect and invest in local services.

The Council have made a commitment to protect budgets within Social Services to ensure that we are able to continue to deliver high quality services that put people at the centre of their care and support.

We have reason to celebrate. Alongside the workforce and partners, we have been able to deliver a number of successful projects, which we shall describe in more detail throughout this report. Some highlights include:

- The opening of Hwb Cyfle
- The development of our Extra Care facilities
- Becoming a Council 'Working Towards Becoming Dementia Friendly', the first in North Wales
- Our positive feedback from Care Inspectorate Wales (CIW) following their focused inspection
- The implementation of the Micro-care Enterprises Project
- Continued successes with Progress for Providers

The year ahead will, no doubt, bring further challenges as we fully realise the impact of Covid-19 on our population, businesses, services and communities. The UK and Welsh Government's introduction of strict new measures for essential travel, social distancing and public behaviour have brought major changes to what we have considered normal. Many may have thought to revalue the work of those in social care, once seeing them as low skilled roles, but now have a new understanding of the outstanding work they do everyday. This workforce should continue to be celebrated as heroes alongside the health workforce, those in the food production supply chain, delivery and postal workers, volunteers and the many, many others who build the foundations of our communities.

We are immensely proud of those who work with us to ensure that the most vulnerable children and adults in our county are supported to achieve the outcomes that matter to them. Without this calm and measured approach we wouldn't be able to continue to look after those in our community who are most in need.

We look forward to the time when we can return to our new 'normal', but we must learn from these times and seek to implement, on a larger scale, some of the innovations and partnerships we have seen to date. Ultimately, we must continue to work to our values of putting people first, resilience, adaptability, resourcefulness and compassion which will be at the heart of everything we do.

Neil Ayling

Cllr Christine Jones

3. How are People Shaping our Services?

Central to our work in Social Services are the people of Flintshire.

You will see reference throughout this document to **'What Matters'**. A What Matters conversation with individuals is the mechanism through which we are able to find out what will make a positive difference to the person's life, and defines the outcomes they would like to achieve. We can then work with the person, and those around them to identify the people who and other assets that can help them achieve their goal, with an emphasis on empowering the individual to take control of their own circumstances. Formal services will only then be put in place to meet needs and 'what matters' to them which the person can achieve without support.

What matters conversations are based on the following 5 points.

What Matter's Conversations

1. the person's circumstances
2. their personal outcomes
3. barriers to achieving those outcomes
4. risks to the person or to other persons if those outcomes are not achieved
5. the person's strengths and capabilities

If you come in to contact with Social Services, you can expect to be asked for some of this information.

The care and support someone may need to reach their outcomes differs greatly from person to person, and it is important to understand that one size does not fit all. The support someone needs may increase or reduce over time.

Alongside opportunities for people to be part of the development of their own care and support, we also work to ensure that we have opportunities for people to influence wider service design and to build solutions to issues raised. Below are some of the areas where residents and partner agencies have supported us in the design and delivery of services.

yvso LOGO Young Voices Speak Out are a group of young people that are looked after or leaving care. The group designed a logo for their new name incorporating an infinity sign as this means forever as there will be no end to the group, as even when the current members move on, there will be new members joining to carry on the work.



Some of the things the group has worked on in the last 12 months have included;

- Interviewing candidates for a Managers post in Children's Services. The group asked the candidates questions they had written, and provided feedback to Senior Managers.
- Members of the group also continue to attend the Children's Services Forum meetings which is made up of Elected Members, Senior Managers and representatives from Children's Services and Education. At these meetings they share their views on a range of topics that have recently included housing, education and sexual health advice for young people.
- Members attend the regional 'Voices From Care' events, which bring together care experienced young people from across Wales. At conferences, professionals and young people take part in workshops and activities. The group have attended workshops on Corporate Parenting and Education.
- The group also attended the Young Wales Annual Participation Conference in Wrexham. It gave them the opportunity to meet members of other Participation Groups and Youth Councils and find out about the work they are doing.
- The group have also fed in to work to develop of a number of different projects around mental health and wellbeing for young people. The group were asked what support they felt there was for children and young people around mental health and wellbeing and if they felt there was anything that is missing that could be good for children and

young people. Following this, members have met representative from Theatre Clwyd and are helping to plan community projects.

We have developed **new webpages for those living with Dementia** and their families and carers in Flintshire after a local resident living with Dementia, Jim, shared how difficult it had been to navigate and find the right information to support him following his diagnosis. It is hoped that these pages will bring together a range of information in to one place, acting as a directory of support services.

The [webpages](#) will continue to be updated as we learn more about local support. We are also in the process of mapping the Dementia Friendly Communities, locations, businesses and schools on our interactive map, which we will add to the page.

Jim Ibell, Ambassador for the Alzheimer's Society and a Flintshire resident living with dementia, said:

"I really cannot say thank you enough to Flintshire County Council for acting so quickly. It was only in July that I mentioned putting something together, where all related information to support someone living with dementia in one place and straight away Flintshire County Council is including it on their web page, which is great.

"I have been talking about trying to get this done for months at different meetings I have been to around North Wales and at last it has been acted on. This will be such a great help to people living with dementia, I think this is the only document that includes many things all together that we need to know. Also, it is really good to see Flintshire County Council moving towards becoming a dementia friendly organisation. This will help all the people in Flintshire that are living with dementia."

Jim continues to advise us as a member of the Council's Dementia Friendly Council Steering Group.

We are proud to have built positive working relationships with organisations who deliver care and support in care homes, domiciliary care services and supported living settings across Flintshire, and we regularly meet together to have open discussions and share information through quarterly **Provider Meetings**. Over the past year we have spoken with providers at length about, fees, training and social value amongst other things. We have also fed their views and comments back in to our consultation responses on the Regulation & Inspection of Social Care (Wales) Act and the development of a Health & Social Care Workforce Strategy. We are committed to ensuring that local provider's voices are heard alongside our own.

We continue to communicate with the providers between meetings via email and each care home is assigned an officer to support them to deliver person centred services through Progress for Providers, and with any challenges they encounter.

In 2019/ 20 the **Flintshire Carers Strategy Group**, a group of health, social care, third sector organisations and carers, completed a review of its provision and support for local carers. This review included understanding what is working well within the existing provision, what changes we could make and most importantly we listened to the views of carers to make sure any future provision is providing what matters to them.

Another great example of carers being involved in shaping services was the recent procurement exercise of the Flintshire Young Carers Service, whereby four local young carers, aged between 10 and 15, were involved in interviewing the bidding organisations and assisted in selecting the winning delivery organisation.

As a result of this collaborative working with partners and carers, we are able to continue to support carers in Flintshire in meaningful ways that will not only help them in their caring roles but also promote their well-being.

We are working to further develop the ways we engage with the public and partners so we can hear their voices and learn from them. We are developing a coordinated approach to participation, gathering information from across the services we provide, so we can feed their voices in to service development at a local and regional level.

4. Promoting and Improving the Well-being of Those We Help

Quality Standard 1 - Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Following a feasibility study we have established a **pilot Micro-care Enterprises Project** to improve the supply of care in communities through new and innovative ways of working. We have been successful in attracting funding from the Welsh Government Rural Communities – Rural Development Programme 2014-2020, is funded by the European Agricultural Fund and the Welsh Government via Cadwyn Clwyd and the Welsh Government’s Foundational Economy Challenge Fund.

We define Micro-care enterprises as small companies with up to 5 employees, who offer flexible and personalised care and support services to vulnerable people, tailored to their individual’s needs. The pilot will run until June 2021 and together with Social Firms Wales and other stakeholders, we will support the development of new Micro-care enterprises in Flintshire. The project will focus on how we can develop these enterprises in rural areas, so people can be better supported. This is one of the first pilots of its type in Wales and positive risk-taking and innovation are essential to enable the pilot to succeed.

Two Micro-care officers have been in post since early September and have made significant progress in scoping how the project will operate and addressing key barriers. They are actively working with individuals interested in becoming Micro-care businesses and will be promoting the pilot to support the development of a diverse range of Micro-care services across Flintshire



Initially, individuals will be able to purchase the services of Micro-providers via Direct Payments or private funds, but it is our intention that we will be able to commission their services in the future.

To support the provision of Direct Payments, **the Direct Payments Support Service** commenced on the 1st April 2019, replacing a commissioned service. The team of 5 including the Team Manager, supports over 500 Direct Payment recipients and rising.

Direct Payments are a great way of empowering clients, enabling them to make decisions on their support. This works by providing funding directly to individuals to provide them with the flexibility, choice and control in how they achieve agreed well-being outcomes. The team have been creating the space for people to formulate their own solutions wherever possible, rather than these being prescribed. The team provide information, guidance and reassurance until recipients feel confident to manage their Direct Payment independently.

The team aim to tailor their support to suit each individual's needs and circumstances. They understand that the process can feel daunting for some, but the team are happy to provide guidance and support throughout the whole process. Having other relevant agencies on board also helps recipients to manage the day to day running more easily; whether that's employing Personal Assistants (PAs), attending a service or activity, paying for equipment.

Our **Progress for Providers Programme** continues to go from strength to strength to achieve positive outcomes for individuals living in Care Homes. The [programme](#) uses person-centred tools and practices to help staff teams change the way they support people and engage with families. These tools, including one-page profiles, learning logs and decision-making agreements, enable people receiving care and support to have more of what matters to them in their lives. For providers, using them is not about doing more, but is about doing things differently.

The programme was awarded a Social Care Accolade in 2018 and has now been rolled out to domiciliary care services who are supporting older people who are living at home.

In residential services Progress for Providers has three levels of accreditation, bronze, silver and gold, and in domiciliary services there are two levels, silver and gold. Within each level, there are a number of standards for providers to achieve

13 Care Homes have now achieved the Bronze award, with a further 3 Homes achieving Silver. Within the new domiciliary care programme, the extra care services, our in-house locality home care services and independent sector providers have been working towards the silver accreditation of the programme.

Importantly, we are able to gather stories of how the programme has impacted the lives of older people in the county. One manager told us about a gentleman with a diagnosis of Alzheimer's who had occasionally left the residential home without informing staff and there were significant concerns for his safety. Using the one-page profile, communication chart and learning log, it soon became apparent that this gentleman had always been very practical. He was matched with the home's handyman and supported to assist with weekly maintenance checks.

The manager reported that staff are now working together to support this gentleman to make some sense of what is happening to him, seeing him as a person in need of purpose, and not someone they have to stop leaving the building unaccompanied. This has undoubtedly improved the gentleman's well-being.

We have now introduced further training to support **Outcome Focused Care Planning for Social Workers and Care Managers**. The purpose of this training programme is to support the delivery of Outcome Focused Care Planning for settings who have



achieved Bronze accreditation through Progress for Providers and are now moving towards Silver and Gold accreditation.

The training will enable managers to increase awareness and understanding of outcomes based approaches, identify the impact of an outcome based approach on wellbeing and outcomes for citizens and identify strategies that will be used to ensure outcome based practice is continually embedded.

Enabling people to achieve what matters to them is equally important in the community as it is in any social care setting. Flintshire Local Voluntary Council have been delivering **Social Prescribing Services** in Flintshire since April 2016, when a Third Sector Co-ordinator post, employed by [Flintshire Local Voluntary Council](#) (FLVC), was included as an integral part of [Flintshire's Single Point of Access](#) (SPOA).

In 2019, Flintshire Local Voluntary Council recruited a new [Social Prescribing Officer](#) (SPO)/Third Sector Coordinator to work from the Single Point of Access to develop closer links between GP surgeries and access to Community based support for patients. Based in the existing Single Point of Access offices, the officer can receive referrals from professionals or from individuals to help them to access help to improve their wellbeing. Their work builds on the work of the SPOA in helping to meet the health and well-being needs of individuals where their needs do not meet the threshold for statutory support, or where access to Third Sector support will complement/alleviate the need for statutory interventions.

The Social prescribing model run within SPOA has also been replicated within the Early Help Hub for families in Flintshire. The Third Sector Co-ordinator (Social Prescriber) sits as an equal partner within the multi-agency meetings at the Hub, and supports families who would benefit from community based support. This role is now linked closely to Flintshire's Family Information Service to strengthen the third sector offer through this service.

As well as supporting individuals with care and support needs, Flintshire Social Services also deliver a range of services for carers, both in-house and commissioned through external third sector providers. In order to ensure services are truly reflective of what is needed by our local population, we worked with [NEWCIS](#), (North East Wales Carers Information Service) to implement the recommendations contained within the **North Wales Carers Strategy**. We took a multi-stakeholder approach to designing future services where carers were able to feed in their views and ideas, telling us what's important to them and what would help their well-being.

The feedback was collated, along with the information gathered by the Carers Strategy Group to develop a new suite of provision which includes the following:

- From April 2020 introduction of a new single adult carers gateway – carers told us they wanted easy open access to information, advice and support

- Continuation of the Bridging the Gap and Carers Well-being services –carers told us that respite, grants and access to well-being support was the most important thing to them so we have committed to continuing these valued services
- Strengthening the access to Direct Payments for carers – carers wanted greater control and more choice to get the support that’s right for them
- Remodelling the support available to carers supporting someone with a mental health or substance misuse problem – all carers wanted access to the right information and support and by remodelling our services we are able to provide preventative support at the right time for carers
- Working together to provide more opportunities for carers – carers wanted greater access to activities, trips and information

Feedback from carers on the services available reinforces the why these services are so important and have been described as a ‘lifeline’ to many.

“The information and advice is so important in helping me care for my husband”

“It is really important to me that I have the opportunity to socialise with people who are in the same boat as me”

“I just couldn’t do it without the help of these services and staff”

The past year has been significant in the development and roll out of **4 regional transformation projects** across North Wales to bring health and social care services closer to people’s homes and the new ways of working could eventually be replicated across Wales.

Led by [the North Wales Regional Partnership Board](#), the projects are the latest to receive funding from the Welsh Government’s £100 million Transformation Fund. The fund has been created to support the scale up of new models of seamless health and social care as part of the Welsh Government’s long term plan for health and social care, A Healthier Wales.

We are proud to host one of the regional projects - [‘North Wales Together’](#). This project aims to develop a seamless model of learning disability services based on ‘what matters’ to the individual. This will be achieved through better integration across health and social care and the third sector services, ensuring people with learning disabilities are able to live more independently and get the care they need, closer to home.

The team supports the 6 Authorities and BCUHB to develop and remodel services to meet the changing needs of people with Learning Disabilities and their families where that support is needed. Each organisation is already creatively adapting to the aspirations of the [North Wales Learning Disability Strategy](#) and changing needs of the local population. The North Wales Together team will build on this practice.



The Team's focus is on meaningful engagement with people receiving services including children, young people, their parents and carers and the services that support them. Together, they have coproduced the 'North Wales Values and Behaviours Framework' and have developed an Active Support 'Community of Practice'

The team are also exploring new technology and assistive technology solutions to support improvements in services and promote independence for individuals with Learning Disabilities and their families. Initial consideration is being given to a range of apps which can support independent, but safe movement and the launch of an online portal to provide information, support and signposting.

[The Regional Transformation Programme for Mental Health](#), has developed '[Together for Mental Health North Wales](#)', an all-age plan to improve the mental health and wellbeing of people across the region, which has been co-produced with people who have lived experience of mental health issues.

The wide ranging and ambitious strategy aims to improve child and adult mental health, ensure parity of esteem with physical health and shift the focus of care to prevention and early intervention.

To help ensure that people can access the early support they need in the community, Betsi Cadwaladr University Health Board, local authorities and mental health charities are working together to introduce new services through the [I CAN campaign](#), which aims to:

- Give a voice to people with lived experience of mental health problems
- Shift the focus of care to prevention and early intervention; ensuring people receive the right support in the right place at the right time
- Empower people to take control of managing their mental health and wellbeing so they can flourish
- Encourage open and informed conversations about mental health in order to tackle the stigma which can prevent people seeking support

Significant progress has also been made in developing the blueprint for new I CAN community support which will shift the focus of care to prevention and early intervention; helping to prevent people from falling into crisis and supporting them if they do. The service has introduced I CAN mental health support, an I CAN Work employment programme, free I CAN Mental Health Awareness Training, and a range of I CAN volunteer opportunities.

The Community Services Transformation Programme supports delivery of the national health and social care plan for Wales, '[A Healthier Wales](#)'. It is based on the principle that it is preferable for individuals to have their health and social care needs met within the community wherever possible and that services need to be increasingly integrated in order to meet needs. Transforming the way that services in the community are resourced and delivered therefore is a key the focus within the programme in order to achieve the required 'shift' in focus.

The project aims to provide:

- Well co-ordinated services designed around 'what matters', ensuring equality of access and services provided in the language people choose
- Help to navigate the health and social care system, as well as accessing a range of other services that would improve their well-being.
- Access to a range of preventative services, community support, advice and information.
- Access to a range of community support, care and therapeutic interventions.
- Assistance in dealing with crisis, end of life and on-going health conditions.

A Programme Manager for Flintshire and Wrexham, plus a project manager for each county, were appointed in the Autumn/Winter of 19/20. Within Flintshire, the initial work was focussing on the work of the Single Point of Access to identify opportunities for how this could be further strengthened as a hub for integrated working in the community and the priority areas for action.

This work was progressing until March when the first impact of the Covid-19 pandemic began to be felt locally. At that point, the programme resources were re-directed to support the emergency response to the pandemic and all team members were deployed into alternative roles.

The Regional Children and Young People's Transformation Programme is a £3 million grant from the Welsh Government to trial new and innovative ways of delivering integrated early intervention and intensive support for children and young people at the edge of care.

Flintshire County Council, Wrexham County Borough Council and the Health Board have been working to develop a co-ordinated response to reduce the number of children who become looked after. Through a commitment by the partners to improve the way health and social care services are delivered to children and families, the

progress to achieving the aim has been consistent and continues during the current Covid 19 situation.

Families and carers of young people aged 11-17 to be offered Multi Systemic Therapy (MST) which enables 24/7 access to the service, a Therapist and Supervisor. Families receive the intervention over a 3 to 5 month period which looks at the whole 'eco system' around a child and their family, including community, peers and education.

The team have now been approved by [MST UK](#) to offer the model and will receive training remotely in April 2020 with service delivery to families commencing in May. This will be the first and only team in Wales and is a great achievement, attributable to the dedication and commitment of the partners to improve life chances for young people at the edge of care.

The Steering Group will continue to oversee the project and to pursue the development of a 12 week Residential Assessment Centre provision for the East. The aim of the centre will be to reduce family or placement breakdown, reduce the need for a child to become looked after and if already placed, work to return them to their home or a more suitable placement locally.

Our priorities for 2020/21 will be to:

Ensure that the voices of people are heard and that we learn from them
Implement the outcomes model across all services. In adult services this will include the scoring model to evidence how people are achieving what matters to them
Implementing Micro-care services to people's homes at a community level
Implement local actions arising from the Regional Transformation Programmes
Ensure that the Active Offer for Advocacy is implemented across all Service Areas.
Complete the roll-out of Progress for Providers in Learning Disability Services.

Quality Standard 2 - Working with people and partners to protect and promote people's physical and mental health and emotional well-being

Flintshire County Council has been recognised as 'Working towards becoming Dementia Friendly' by the Alzheimer's Society, the first Council in North Wales.

Yn gweithio i fod yn
**Dementia
Gyfeillgar**



Working to become
**Dementia
Friendly**

Alzheimer's Society's Dementia Friendly Communities and Organisations programme aims to encourage everyone to share responsibility for ensuring that people with

dementia feel understood, valued and able to contribute to their community. This focuses on improving inclusion and quality of life through training and awareness raising within communities and organisations so they are better able to respond to the needs of those living with Dementia and their Carers.

The Council is working to an action plan and has developed new [dementia focused webpages](#) acting as a directory of services and information and are rolling out Dementia Friends training across the workforce.

In order to retain the recognition, the Council will submit annual action plans to the Alzheimer's Society, which are driven by a Steering Group of Council representatives and members of the community living with Dementia.

In relation to support for children and young people, we have entered in to a **Strategic Partnership with Action for Children**, who are a well-respected National Charity who has been providing services in Flintshire for over 20 years.

The partnership will utilise Action For Children's specialist knowledge and experience in providing programmes and facilities for respite or breaks for children with disabilities and their families, expertise of Repatriation and Prevention Services and the work of Flintshire Family Project to identify strategic developments of the services provided.

Action for Children have been running a 'short breaks service' for 20 years in Flintshire and have been operating from Arosfa since 2012. Arosfa offers respite and short breaks for children with profound disabilities in a safe and secure environment to support them to remain within their own family setting. This service enables these young people to access new experiences and opportunities, to establish relationships and to develop their full potential.

The Family Project provides planned intervention to families with children who are most likely to be at risk of harm or who are considered to be on the edge of care by the local authority. The project works in a positive client-centered way to engage with the families to work towards improving their own situations.

The Repatriation and Prevention (RAP) project has two main aims - firstly to provide intensive support and therapeutic input for looked after children and the young people who were looked after up to the age of 25 who are suitable to be repatriated to their home community in Flintshire. Secondly, it works towards minimising the number of placements out of the Flintshire County where such a risk is deemed imminent.

The new partnership agreement details the roles and responsibilities of all parties working together towards a common goal, governance arrangements, finance and key performance indicators.

To further strengthen the support available, a new model for Foster Carer support in '**Mockingbird**' has also been introduced. [Mockingbird](#) is an 'extended family' model of

foster care developed by The Fostering Network. Flintshire County Council are the first Mockingbird partner in Wales. This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family (constellation); providing peer support, regular joint planning and training, social activities and sleepovers. The aim of the programme is to improve placement stability for the child and the fostering family and help them build stronger relationships. Following the introduction of the Mockingbird model, our first constellation was formed in February 2020.

We are working to utilise digital technology and work to take forward our **Digital Strategy** is progressing, with the launch of [‘My Account’](#) in recent months which enables the residents of Flintshire to access a range of council services online. While this does not currently contain direct Social Services related functionality, besides general enquiries and contacts, it is establishing the foundation for digital services and communications with residents for the future. In addition to this, we have also launched a simple financial checker on the website to enable individuals or families considering a need for care to establish whether they would have to contribute financially to those costs.

In 2018 we commissioned four organisations to deliver support to people with a disability in the community. These services include a Partnership Coordinator, Community Enrichment and Transport support, Technology and Equipment support and Assessment and Support for people with a sensory loss. These organisations continue to deliver services in the community and support residents of Flintshire living with a disability.

The Brokerage Team, who source care packages for people in the community, now utilise an **interactive mapping system** which enables them to search for the most appropriate service to meet the needs of each request. This aids domiciliary care agencies to plan a manageable rota for their care staff whilst complying with HMRC guidance on travel time. We have also used this system to plot care homes, extra care schemes and supported living houses.

Our priorities for 2020/21 will be to:

Develop support options for parents and young people with low/moderate mental health needs.
Developing our next Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council ‘Working Towards Becoming Dementia Friendly’
Establish a multi-disciplinary Team to provide assessment and support for children and families on the edge of care.
Implement the ‘Mockingbird Model’ of Fostering
Implement the Social Services actions in the Strategic Equality Plan

Quality Standard 3 - Protecting and safeguarding people from abuse, neglect or harm

Wales has become the first part of the UK to introduce a single set of safeguarding guidelines to help protect children and adults at risk. **The Wales Safeguarding Procedures** were launched during National Safeguarding Week (11 - 15 November 2019).

The Wales Safeguarding Procedures will standardise safeguarding practice across Wales and between agencies and sectors. The procedures will set out for anyone working with children or adults what to do if they suspect an individual is experiencing, or is at risk of abuse, neglect or other kinds of harm.

The Wales Safeguarding Procedures will be easily and readily available to as many people as possible across Wales. They will be available in two ways:

- Digitally, on a platform currently supported by Social Care Wales www.safeguarding.wales
- As a free App available for Android and iOS.



Those experiencing **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)** access a range of public services for many reasons. They may be in contact with police about the abuse they are receiving, but it is more likely that they are in contact with public services about housing issues, require medical attention or are part of the education system. Each of these services must provide a gateway to support for victims and opportunities for early intervention and prevention.

The Council's workforce have been completing e-learning to raise awareness of Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) and some frontline local authority staff within Social Services, Education and Workforce Development have also undertaken a Train the Trainer (TTT) course, to enable them to train other appropriate frontline staff to identify, support and signpost those affected by domestic abuse to appropriate services.

Last year, we established **Missing, Exploited and Trafficked (MET)** strategic and operational groups to bring together a number of agencies to share information and manage risks experienced by children and young people which may make them more vulnerable to going missing, being exploited or trafficked. This included creating a dedicated role to support children who are reported missing from home. This process and group has been reviewed this year to ensure that there is a timely response to

cases where exploitation is an identified risk and that staff are adequately trained to be able to properly support those children. We will continue to dedicate resources to addressing the concerns of exploitation and 'county lines' behaviours.

The Flintshire Early Help Hub (EHH) is a multi-agency approach to providing targeted early help and support to families. Working across agencies, staff are co-located to provide a co-ordinated approach to early help, focussing on what matters to the individual family.

EARLY HELP HUB
HWB CYMORTH CYNNAR



The Hub is a single point of contact for professionals, families & young people to access early help across Flintshire. The aim being to support families with the right help, at the right time from the right service.

The Early Help Hub which was established in 2017, is a partnership between Flintshire County Council, North Wales Police, the Health Board and Flintshire Local Voluntary Council. The Hub is a key initiative in our investment in preventative family services and aims to give families of children who exhibit Adverse Childhood Experiences (ACEs) access to the right information and advice at the right time. **From April to December 2019, 1007 families received information and support from the Hub.**

Over the past year the EHH has built relationships with a number of other key who are able to provide bespoke packages of support, including the Domestic Abuse Safety Unit, Clwyd Alyn Housing Association and the Welfare Reform Team. They join Social Services, Police, Health, Housing, Education, Action for Children, Disability Services, Family Information Service, Flying Start and Teuly Cyfan (parenting support).

Since the implementation of the EHH referrals are now being taken from families and young people that do not meet the threshold for a statutory service without the need of identifying ACE's. This means that all families that require support will be able to access EHH support.

In May 2019, the Mental Capacity (Amendment) Act was introduced. The Act replaces the Deprivation of Liberty Safeguards (DoLS) with a new scheme known as the Liberty Protection Safeguards (LPS). The new law seeks to protect the liberty of people who do not have the mental capacity to make decisions about their care, and to simplify the DoLS system. It was intended to be introduced in late 2020, but this introduction may be delayed.

The LPS scheme applies to community settings, as well as to care homes and hospitals. It also applies to anyone from 16 years old and above, rather than 18 as is the case with DoLS.

LPS will introduce a two-tier system of protection. This means that in most cases the 'responsible body' (the Local Authority for social care cases and the NHS for hospitals) would rely on a number of assessments to establish whether the planned care arrangements are 'necessary and proportionate' to meet the individual's needs. In most cases the responsible body will scrutinise the assessments and, if appropriate, authorise the deprivation of liberty. In complex cases an Approved Mental Capacity Practitioner will be appointed to carry out a more detailed assessment, which will include an interview with the person in question.

We continue to work to current DoLS guidance while preparing for the implementation of LPS.

Our priorities for 2020/21 will be to:

Embed the All Wales Safeguarding procedures
Implement the Liberty Protection Safeguards

[Quality Standard 4 - Encouraging and supporting people to learn, develop and participate in society](#)

The official opening of **Hwb Cyfle, the new Adult Day Centre**, to replace Glanrafon in Queensferry, was celebrated in October.



[Hwb Cyfle](#), which means 'Opportunity Hub', provides a fully accessible and vibrant setting for people with learning disabilities to receive respite care and support, develop skills, build friendships and increase their independence.

A successful partnership has been established between the Council and Hft. This has improved the quality of services for people with learning disabilities, by combining expertise and experience to inject the service with new ideas and market leading

methods and practices. The Hub provides respite care and support for people with profound and multiple disabilities.

Hwb Cyfle represents a £4 million capital investment by Flintshire County Council, which demonstrates the Council's commitment to delivering quality social care services to vulnerable adults. Supporting people to take control of their lives and engender greater independence and choice. The new building is state-of-the-art and has been enjoyed by service users, their family members and our staff since it opened its doors in June.

The opening event included an interactive demonstration of services available and a tour of the building as well as a ceremony where a time capsule was buried in the sensory garden.

Flintshire has led the way with all key partners in developing this centre which aims to better integrate health, social care and the third sector and to help empower people with learning disabilities to access more opportunities in their local community. The facility and the service are cutting edge in Wales.

Hwb Cyfle has now received official status as a 'Changing Places' venue. Changing Places is a national campaign, seeking to provide accessible community based toilets and changing facilities for people with disabilities. Over a quarter of a million people in the UK need 'Changing Places' toilets but there are only just over 1,000 across the UK. Hwb Cyfle now provides only the third registered 'Changing Places' toilet in Flintshire. Initially, this 'Changing Places' facility will be accessible to the general public during service hours, five days a week.



In the future there are plans for Hwb Cyfle to be open at evenings and weekends to support activities and events for Social Services and the wider community.

In the UK, approximately 6% of adults with a Learning Disability are in paid employment roles. In Wales, this is only 2%. To address this inequality, Flintshire County Council are working in partnership with Clwyd Alyn Housing, Coleg Cambria and Learning Disability Service Provider, Hft, to deliver a supported employment programme called **Project Search**.

The [Project Search](#) programme, started in September 2019, provided nine young adults with supported internships in a number of workplaces in Flint. The Interns thrived in their placements and their contribution had a very positive effect on each of the host businesses, including Aura, Clwyd Alyn and the Council offices. The Interns developed skills and practical experience to enable them to fulfil their potential, and they are now working to gain full-time employment.



The project will move in to its second year in the summer of 2020, when a new group will be welcomed in to the initiative.

To continue to support young people we are working with colleagues in Education and Youth to deliver the **Additional Learning Needs (ALN) reforms** and support individuals through Transition.

The [ALN Act](#) replaces the current Special Education Needs (SEN) framework with a reformed system based on Additional Learning Needs. The Act seeks to improve collaboration between the Local Authority and Local Health Board. To allow for sufficient lead in time for settings to prepare for the implementation of the new Code, the new system will be rolled out from September 2021.

We are continuing to support families through [the Childcare Offer](#), helping working parents access affordable, available and accessible childcare. The Welsh Government programme provides 30 hours of government funded early education and childcare for 3 and 4 year old children of eligible working parent for up to 48 weeks of the year.

The Offer also supports economic regeneration and reduces pressures on family income helping parents to participate in work and reducing a family's risk of poverty. It is also helping to sustain and remodel the childcare sector.

The number of children who have accessed the Offer since September 2017 is over 2300 with the funding going directly to childcare providers, with the positive impact on children, families and household and sector income.

In February 2019, we were also successful in our application to Welsh Government to Childcare Offer Capital Grants which has been awarded to 14 settings to enable them to increase the number of Childcare Offer places they are able to offer or to improve the quality of the facilities.

In addition to the large grants Flintshire has also been awarded a further £500,000 for small capital grants in which Childcare Offer settings can apply for up to 10k each year for two years, based upon eligibility criteria. Applications opened from September 2019, after three successful workshops with childcare providers, explaining the criteria and the application process. Within the first month applications exceeded £30,000. It is intended that the grants will support settings to create a positive experience for the child as they attend their early years setting, supporting their emotional, social and cognitive development.

This has already made a positive difference, to quote:

'Thank you so much for approving the grant, the difference is amazing. One very grateful childminder'.

'We have now got an amazing new log cabin to play in and have increased our numbers to 6 under 5's and have taken on two more children on the childcare offer! All thanks to you! We are going to have so much fun and the children are already asking to 'go to the cabin' even though it's a tad cold in there at the moment! We would love to put electricity to it to enable us to use it as much as possible but we will have to see what happens in April. I'm so proud of it!'

Our priorities for 2020/21 will be to:

Work with young people and further education providers to modernise and create opportunities for young people with additional needs to access education

Continue to roll out the progression model across Disability Services through the ICF funded Progression Team in to supported work placements and residential care placements to promote skills and independence.

Work to develop and implement a local model of 'Team around the Individual' to support those living with dementia.
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[Quality Standard 5 - Supporting people to develop safely and to maintain healthy domestic, family and personal relationships](#)

Children's Services received **feedback from Care Inspectorate Wales (CIW)** following their two day focussed work with Flintshire Social Services. CIW are responsible for registering, inspecting and taking action to improve the quality and safety of services for the well-being of the people of Wales. CIW were reviewing our approach to information, advice, assistance, Early Help, and the experience of children entering the looked after system.

We were delighted that the feedback for the whole service was very good indeed, with a strong reflection of the positive work staff achieve in supporting and protecting children and families. CIW indicated that they had confidence children were safeguarded, no child was put at risk and there was good evidence of compliance with

statutory regulations. In general they indicated that the level of recording and the detail was extremely good.

The positive work was further reinforced when we received an email from a foster family, in which they praised the work of the team to ensure a permanent placement for a child.

The Foster Carers described members of the team as “nurturing and seemed to just “get” him. It is of great comfort to us that she continues to support him in his new placement.” “Over the months that followed she never once lost sight of the importance that the right placement would be found and ensured that we would be sustained to continue to care for him until that day arrived”.

We are extremely proud of every single member of the workforce, who each day, play an integral part in delivering our commitment to safe, high quality, supportive placements that support children and young people to develop the skills and resilience to lead fulfilled lives.

The ‘**Early Years Pathfinder**’ is a new project initiated by Welsh Government. The aim of the Pathfinder is to make the Early Years services across Flintshire more accessible to all children aged 0-7 and to their families ensuring that all children receive a universal offer that is equitable across the county, providing an Early Years’ service that is timely, appropriate and preventative in the short and the longer term.

The ‘Pathfinder’ has four components to provide the best start in life for every child:

- Health; parenting; speech and language and childcare.
- Profiling and testing models of integration and transformation,
- Building informed services locally
- And return on investment.

In January 2019 local authorities were invited to become an ‘Early Years Pathfinder’ and Flintshire became the only Early Year’s Pathfinder in North Wales. The objective of the Pathfinder co-production project is to:

- Explore what it will take to create an Early Years system in Flintshire (from conception to age 7);
- Explore how Early Years services might be re-configured within existing budgets;
- Work together to deliver services in a co-ordinated, integrated and timely way, including effective transition between services;
- Focus on improving the co-ordination of services, planning, commissioning and identifying and addressing needs;
- Identify barriers and constructs to integration and transformation and overcome them.

To continue to support children and families, our **Support and Placement Strategy 2019 to 2022** was agreed by the Joint Education & Youth and Social & Health Care

Overview & Scrutiny Committee in July 2019. The strategy sets out our vision to ensure safe, high quality, support for children on the edge of care services and to the children we look after.

Our aim is to support this cohort of children and young people so they are able to develop the skills and resilience to lead fulfilled lives, with a focus on supporting families to care for their own children, and prevent them, if safe to do so, from becoming a Child Looked After. Where a placement is needed, we will work to meet their needs. Outcome focused practice is essential to providing appropriate placements for children and to make sure that they are supported in what matters to them. This will be bolstered by an efficient process to find the best placement at the best time.

The strategy, therefore is split in to three areas:

1. Safely reduce the number of children who need to be looked after. This means:
 - ✓ enhancing our offer of effective and timely intensive family support
 - ✓ working with families so they are able to develop their resilience and, where needed, develop their own support arrangements, particularly for children aged 16+
 - ✓ establishing a multi-disciplinary team to provide intensive assessment and support to prevent problems from escalating and to support effective community based placements
2. Support looked after children in local high quality placements. This means:
 - ✓ creating more local authority foster care placements
 - ✓ targeted growth in the availability of independent fostering placements
 - ✓ working with local and regional providers to reshape provision to meet local need
 - ✓ stimulate growth in specialist provision for children and young people who have complex mental and emotional health needs
 - ✓ developing our approach to commissioning with improved referrals enabling better placement matching
3. Improve outcomes for looked after children. This means:
 - ✓ delivering our Corporate Parenting Strategy
 - ✓ working with the independent sector to have a stronger focus on delivering positive outcomes

Our priorities for 2020/21 will be to:

Work to safely reduce the numbers of children entering care and improve outcomes for those in care.

Implement the Flexible Funding Programme to provide a coordinated and targeted offer to support family resilience

Quality Standard 6 - Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

The 10-million-pound development, **Llys Raddington Extra Care Scheme**, was officially opened in November by Hannah Blythyn, AM and Deputy Minister for Housing and Local Government. Marking a key element of the regeneration work in Flint town centre, the building is owned by Clwyd Alyn housing association and managed in partnership with Flintshire Social Services.

[Llys Raddington](#) features 73 self-contained one and two-bedroom apartments, a restaurant and a sky-lounge rooftop conservatory room overlooking the town, as well as a guest bedroom and assisted bathroom.



Tenants are supported by a team of on-site care professionals, with the added benefit of supporting people living with dementia in the purpose build memory floor.

Tenants described how they feel part of a community whilst having their own privacy and independence. "I like the feeling of security here and having help on hand when needed," said Jacqueline Jones, who moved into Llys Raddington on the day the scheme first opened in 2018. "The location is excellent as it's really handy to pop into town. I'm local to Flint and continuing to be part of the community is really important to me.'

This development was soon followed by the completion of **Plas Yr Ywen Extra Care Scheme**. The new £8.5m [Plas yr Ywen](#) Extra Care scheme in Holywell is Flintshire's fourth extra care scheme and will deliver services to tenants under a partnership between Wales and West Housing and Flintshire Social Services.



The new scheme, which is located on the former Ysgol Perth y Terfyn site on Halkyn Road Holywell, offers 55 one and two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need.

The scheme follows the successful 'housing with care' model, with an on-site care and support team and a range of facilities to promote and support independent living.

Replicating Llys Jasmine and Llys Raddington, Plas yr Ywen has seven apartments on its memory floor to support individuals living with dementia or memory loss.

2020 will see building work begin on an **expansion to Marleyfield House Care Home** in Buckley. The expansion, funded by the Innovative Housing Programme, Integrated Care Fund Capital and Flintshire County Council's Capital Programme will provide an additional 32 bedrooms at the home. This will increase capacity for residential placements alongside additional capacity for step-up step-down placements, supporting people who no longer need to remain in hospital but require additional support to remain independent at home. It will link directly to the existing Marleyfield House and create one large seamless site that all residents will be able to use and enjoy when complete.

Ensuring that we have an exceptional design that will meet the needs of residents both now and in future decades is vital to the success of this expansion. Gathering individuals' views on the design is a crucial part of that process.

In June 2019, a public consultation event was held in the Day Centre at Marleyfield House to allow current residents of the home, family members, local members of the community, and staff to see the designs and to give them an opportunity to comment and ask any questions they may have. Lots of positive comments were received as attendees were shown room layouts, external 'artist's impression' images of the building and the landscape designs, which will also have a significant positive impact on the existing building.

We will continue to involve residents and the local community as the build progresses, with regular newsletters and meetings with residents and staff to update them as to what is happening on site. Where appropriate and safe site visits will also be facilitated to involve residents further.

The building will be an innovative development that will work closely with our colleagues in Betsi Cadwaladr University Health Board to deliver excellent services for people in Flintshire and providing a template on how to ensure our services continue to delivery high quality outcomes, and are fit for the future demand.



Alongside housing for older people, we are working to address the **housing needs for people with a learning or physical disability**. We continue to manage individual needs for housing through our relationship with housing providers and a manager in Social Services has developed a specialism and good relationships with the housing sector.

We are also working to develop the provision of an intermediate house for step down for up to 4 people, to enable effective hospital discharge. The property, a former Warden's house, has been identified and adapted in partnership with the Housing Team and Social Services, with the Physical Disabilities Team leading on the service provision.

In addition, as part of the Welsh Government Social Housing Grant funding programme, Wales and West Housing Association is overseeing the development of 12 new apartments specifically to enable independent living for those with Learning Disabilities and Physical Disabilities in Flint. The properties are due to be completed late Summer 2020.

The Homelessness Officer is hosted by Social Services and works collaboratively with a Homelessness Accommodation Officer within the Housing Department. The Officers work closely with a number of young people between the ages of 16 to 18 who are at risk of homelessness. This project works to prevent youth homelessness and further exposure to risks, and has assisted young people to move to a secure independent living, supported living or to remain at home.

The six North Wales Authorities and Betsi Cadwaladr University Health Board have worked collaboratively to implement a Domiciliary Care Agreement which is currently being utilised to commission domiciliary care services successfully. The second phase of this work stream led onto the development of the **Supported Living Agreement**. By having these agreements in place will allow commissioners to tender services more effectively and efficiently.

The supported living service specification was developed to accommodate flexible services, supported living can look different for people and is not a prescribed service model. The service may include personal care, daily living activities and practical tasks and may comprise of a few hours of support or 24 hour support. The service promotes equitable access to local community provision to meet assessed needs and outcomes.

This resource was put into place in order to enable commissioning of services to be more efficient for both the commissioner and the provider, reducing tendering timescales dramatically. The agreement will consist of providers who have met a set criteria as part of the tendering process which in turn has a set standard. Providers opted to work in the areas of their choice described as Lots i.e. Lot 5: Flintshire, providers were given the opportunity to apply for all Lots or just specific individual Lots they preferred to work in.

Our priorities for 2020/21 will be to:

Complete of the Extra Care Programme
Progress in-house residential care expansion schemes
Increase early intervention and support to prevent youth homelessness for young people aged 16-24.

Launch a short term residential service to inform the most appropriate move-on placement and support package for young people.

6. How We Do What We Do

Our Workforce and How We Support their Professional Roles

The **registration of domiciliary care workers** under the Regulation & Inspection of Social Care (Wales) Act 2016 is an important part of the continuing development of the social care workforce. The [registration of the workforce](#) is mandatory from April 2020. Work has been ongoing throughout the year to support in-house staff to register and a number of events took place over the summer to begin the process of registration.

Registration of Care Home workers will begin in April 2020, with mandatory registration from April 2022. We will continue to support the workforce to meet these deadlines, and also to respond to consultations on new regulations under the Act, ensuring that the voice of independent sector social care providers are included in our responses.

The Act also sets out the specific role of the Responsible Individual and their designated duties in relation to regulated services. The Responsible Individual must ensure that the services provided meet the required standard laid out in the regulations. These standards are linked to the well-being outcomes statement issued under the Social Services and Wellbeing (Wales) Act 2014, which highlight the importance of the well-being of individuals receiving care and support. The Regulations set out the duties placed on the designated Responsible Individual in relation to a regulated service. These duties include:

- overseeing the management of the service, including the appointment of a suitable and fit manager
- ensuring effective oversight of the service including the adequacy of resources
- reviewing and improving the quality of the service
- promoting a culture of openness and accountability.

Mark Holt was appointed as Responsible Individual in Flintshire in 2018 and has 19 years' experience within Local Authorities and specifically older people's services. Mark has operated at a strategic commissioning level as well as being Service Manager for residential care, extra care and domiciliary care in Flintshire.

To further strengthen the sector, alongside registration a new suite of qualifications have been introduced by [Qualification Wales](#). Our Social Services Workforce Development Team are working to support the social care workforce training needs. The Assessment Centre in Ewloe has been approved by City & Guilds/WJEC to deliver the new Health & Social Care qualifications at level 2 Core and levels 2 & 3 Practice. The assessment centre will be working towards gaining approval for the new Level 4 & 5 qualifications towards the end of 2020.

The team have also been providing ongoing support for both social work qualifying training and post qualifying training in Wales. 38 Social Work students have been on placement in the county across teams in the statutory, independent and voluntary sectors this year. 15 Social Workers have completed their Consolidation award to enable them to re-register in their 1st period of practice after qualifying, which is now a requirement of Social Care Wales.

This period has also seen us go through a robust commissioning process in order to ensure we are providing high quality, good value core training. Contracts have recently been awarded and this will see the introduction of some new training Providers. The **Training Voucher Scheme** has also come under review, the outcome of this is a revised more equitable and effective system will commence in April 2020.

We have been embracing new technologies in training and have a Virtual Reality (VR) system available. **Digital Champions** have been trained to use the system and will promote the this and other equipment in care home settings. VR will also be used to deliver Dementia Awareness Sessions.

Social Services have celebrated their first year working in the new environment at **Tŷ Dewi Sant**.

In October 2019, Social Services Workforce Development Team moved from Greenfield Business Park to new facilities at Tŷ Dewi Sant. The move has brought the Workforce Development Team closer to Social Services, enabling closer working and access to training facilities.

The Integrated Autism Service have also set up at Tŷ Dewi Sant, providing a great link to the A55 for their work across North Wales.



Flintshire County Council have embarked on a journey to challenge and change our traditional recruitment processes, in particular for staff in social care. The WeCare campaign states that 'Wales needs around 20,000 more people to work in care by 2030', and in order to meet this demand, we recognise that we need to do more to showcase and promote working in care as a rich and fulfilling career.

We have engaged Helen Sanders Associates and Well-being Teams to deliver a programme of **Values Based Recruitment** sessions to internal and independent sector staff to enable us to develop new approaches, to not only attract people in to the sector, but the right people, with the right values.

The programme has since developed following the initial session to run in two parallel parts. Firstly, the development and implementation of Values Based Recruitment within Social Services. We have redesigned our recruitment processes for our new Extra Care Scheme, Plas Yr Ywen, with a focus on values. Recruitment workshops days are now being run where candidates take part in a variety of activities instead of a formal panel, including team, listening and communication exercises and 'what if' scenarios. For part of the day, the candidates will take afternoon tea with people they may be providing care and support for. The workshops are observed by staff and individuals receiving services, who will look out for the ways in which the candidates interact with individuals and demonstrate their personal values.

Alongside this, a small team of 4 have now been accredited as Values Based Recruitment Trainers through Well-being Teams, and are able to roll out training to providers. A 2 day Values Based Recruitment workshop was held in late January 2020 and delivered to 15 participants from 11 providers. The workshop included time for participants to be able to explore their own personal values and those of their organisation, how current processes can be changed and how people with lived experience can be involved in the process.

Feedback has been very positive, with comments including:

- Inspiration to Change! I cannot wait to evaluate and improve our recruitment process.
- I really loved the course but particularly enjoyed engagement with other providers/sharing ideas
- I've learned that I need to incorporate my organisation's values into everything we do
- Make recruitment process fun – Get residents involved.
- I have learned that recruitment shouldn't be all about what's 'required'. Who are you and what can you bring?

Communities For Work Flintshire in partnership with Flintshire Social Services has successfully delivered two innovative **"Pathway into Social Care" training programmes** to give local people an opportunity to gain the training and skills necessary to work in the Social Care sector.

Communities For Work is a voluntary programme to help those adults furthest away from the labour market into employment. The programme targets long term unemployed and economically inactive adults and 16-24 year olds not in employment education or training from across Flintshire. It seeks to increase their employability and to move into or closer to employment.

These enhanced Pathway into Social Care courses, which took place over five days, created opportunities for participants to gain mandatory training required for working in the social care sector. The training included: safeguarding, infection control, food safety and health and safety, all of which hold the Flintshire approved standard for working in care establishments across the county.



Alongside our local efforts, the **national WeCare Wales campaign** focusses on raising the positive profile and career opportunities of the social care and early years and childcare sectors to the public.

The campaign launched on 5 March 2019 and a key element is the [WeCare Wales website](#). This online resource offers the public an opportunity to discover the variety of roles available working with children and adults.

It also includes a growing list of potential employers to help people consider the right option for them. This website will grow and evolve over time and is the central hub for the campaign.



Social Services have been supporting the campaign on a local basis, and during WeCare week in September, we were able to talk about values with those who attended our recruitment drop –ins and Information day which took place across the county over the week. We spoke with a number of people who clearly demonstrated the kind of values we are looking for, some of which have gone on to contact our local social services

recruitment link. It was a great opportunity to be out and speak directly to people who were interested in social care, and to share the positive aspects of the roles.

We also worked with the WeCare Wales team and Health Education and Improvement Wales (HEIW) to deliver a workshop centred on values at the 'Advise the Advisors' event at Venue Cymru 12.02.20. Through this workshop, we explored values so those who have a role in directing potential candidates to social care providers understand the values needed for the roles, and how they may identify them in others.

We continue to develop [Care@Flintshire](#), our online hub which aims to raise the profile of working in care, to celebrate the good work taking place and to promote opportunities available. We have also launched a Facebook page this year, where we will be able to share news from across the sector.

The site hosts a number of 'day in the life of' interviews with those working in care setting from domiciliary care through to drug and alcohol rehabilitation. We are always looking for people in the workforce who can share their story and insight in to the positive difference working in social care makes to people in Flintshire.



There is great scope for further development of the site and we are continuing to work closely with providers and partners to gather feedback, update with useful information and add more tools to ensure that the site continues to be a useful resource to those in the sector.



[Care at Flintshire - Gofal yn Sir y Fflint](#)

5. How we do what we do

Our Financial Resources and How We Plan For the Future

Flintshire County Council, where applicable, have continued to increase rates to reflect the **impact of annual inflation and policy change**. Sustaining the care sector is vital and will continue to be a priority for social services and the council. In addition to financial increases the contracts, commissioning and workforce teams continue to offer a range of support, training and practice development opportunities for the sector. Examples of these include the value based recruitment, progress for providers programme and training vouchers.

We are continuing to look at other methods of delivering care for traditional high cost/low volume placements, focusing on local services that provide quality outcomes and value for money. Through close working with local Providers with a view securing local placements for the local population. We have developed positive relationships with the market which is positively enabling us to have a greater opportunity to make local placements where they are needed.

Flintshire County Council is committed to measuring and maximising **Social Value** through its organisation, services and expenditure. Social value is about understanding the social, economic, environmental and cultural impact of our activities, and securing additional outcomes through our work, that benefit the people, communities and businesses within Flintshire.

The council drafted and approved a Social Value Procurement Policy in March 2020, which sets an increased focus on the delivery of social, economic, environmental and cultural well-being benefits through its procurement and commissioning activities. The Social Value Procurement Policy will create an enabling framework to strengthen the approach to generating social value through the goods and services that the Council purchases.

In November 2019, the Council appointed a Social Value Development Officer to champion this work and drive this agenda forward. Since the start of their role there have been a number of procurement and commissioning activities that the Social Value Development Officer has and continues to support. An example of Social Value can be demonstrated through the development of Hwb Cyfle. The additional social value generated through the project included:

- 610 school or college students visiting the construction site as part of their studies;
 - 6 jobs created;
 - 15 work experience placements supported;
 - 6 apprenticeship opportunities created; and
 - 18 employed interviews provided to disadvantaged candidates.

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Who we are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council. They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has 70 elected members who represent their ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council. One Member is elected by their peers to

represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leader, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

How we make decisions

Each Cabinet Member is supported by Overview and Scrutiny Committees, and for Social Services this is the Health and Social Care Overview and Scrutiny Committee. Because of the close working relationship with the Education and Youth Portfolio, the Council also holds joint Health and Social Care and Education and Youth Scrutiny Committee meetings, to discuss services for children and young people that cut across both social services and education. The Council Leader, Deputy Leader and Cabinet Member for Social Services are also involved in the social services work programme through the Social Services Programme Board and the Cabinet Member also attends the Social Services Management Team meetings every month.

The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the statutory "Director of Social Services" role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to make sure that these decisions are efficient, transparent and accountable to local people. The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

Our partnership working

You can see throughout the report that we work with a wider variety of partners across Health, the Third Sector, businesses and North Wales local authorities.

At the heart of our collaborative culture is the **Flintshire Public Services Board**. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organizations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and these priorities are set out in the Well-being Plan for Flintshire 2017- 2023.

The **North Wales Regional Partnership Board** was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services. The Board works to enhance the integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales, and have been successful in its bid to bring funding to the region for the Transformation Programmes.

The Council and Health Board continue to work closely together, with strategic meetings between the chief executives and leaders taking place bi-annually. Many joint operational meetings happen throughout the year, including a six monthly special

scrutiny meeting where health colleagues are invited to attend and take questions from elected members.

An example of this partnership working is now coming to fruition with the development of new temporary hospitals to help manage the COVID-19 outbreak in North Wales. **Ysbyty Enfys Glannau Dyfrdwy (Rainbow Hospital Deeside)**, was one of those to reduce occupancy in BCUHB's main hospitals so that they can focus upon the care of the patients at greatest need. Patients receiving care in the temporary hospitals will not require intubation, so ventilators will not be required.

Deeside Leisure Centre (DLC) has been selected as the best available site for an Emergency Hospital to serve the Eastern area of North Wales because of its location and accessibility by road; its size and internal layout; the availability of utilities and facilities such as accessible toilet and washing facilities. DLC also has the advantage of being able to have extended bed capacity beyond the initial 250 target if needed.

DLC was chosen on Thursday 2 April by a team of partners including a multi-disciplinary professional team from the Health Board, the Council as the landlord, the Ambulance Service, the Fire Service and the Military, and in consultation with Aura Wales as the tenant.

The hospital will be managed by the Health Board, with the leisure centre returning to full use once the emergency situation is over.

Our relationship with the voluntary sector continues to be strengthened by our involvement with the Voluntary Sector Compact. This three-way partnership between the Council, Health Board and voluntary sector facilitates mutual understanding in respect of roles and responsibilities, and enables opportunities for partnership working to be fully utilised. Membership comprises the Chief Officer and Chair of Flintshire Local Voluntary Council, other voluntary sector members, the Chief Executive and Leader of the Council, and a senior manager from the Health Board.

7. Accessing Further Information and Key Documents

Social Care Legislation & Information Links:

[National Outcomes Framework for people who need care and support and carers who need support](#)

[Regulation and Inspection of Social Care \(Wales\) Act 2016](#)

[The Social Services and Well-being \(Wales\) Act 2014](#)

[Well-being of Future Generation \(Wales\) Act 2015](#)

[North Wales Population Needs Assessment](#)

Flintshire County Council's Key Strategic Documents Links:

[Council Plan 2018-23](#)

[Our Flintshire, Our Future 2019-20](#)

[Corporate Parenting Strategy 2018-2023](#)

[Digital Flintshire 2017 - 2022](#)

[Regional Learning Disability Strategy](#)

[North Wales Safeguarding Board](#)

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Glossary of Terms

Adverse Childhood Experiences (ACEs) - a term used to describe a wide range of stressful or traumatic experiences that children can be exposed to when growing up. ACEs range from experiences that directly harm a child to those that affect the environment in which a child grows up.

Advocacy - the act of speaking on the behalf of or in support of another person.

Deprivation of Liberty Safeguards - provide a legal framework that protects people living in care homes or hospitals who are vulnerable because of mental disorder and who lack the mental capacity to make decisions about their own accommodation and care needs.

Direct Payments - give users money directly to pay for their own care, rather than the traditional route of a Local Government Authority providing care for them.

Extra Care – housing designed with the needs of service users in mind that provides varying levels of support which is available on site and promotes independent living.

Flintshire Local Voluntary Council (FLVC) - the umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

Integrated Care Fund (ICF) - a Welsh Government fund that “aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors.

Looked After Children - a child is looked after by a local authority if a court has granted a care order to place a child in care, or a council’s children’s services department has cared for the child for more than 24 hours.

Outcomes-focused - the definition of outcomes is the impact or end results of services on a person’s life. Outcome-focused services and support therefore aim to achieve the aspirations, goals and priorities identified by service users (and carers) – in contrast to services whose content and/or form of delivery are standardised or determined solely by those who deliver them.

Person-centred Care - an approach that moves away from professionals deciding what is best for a patient or service user, and places the person at the centre, as an expert in their own experience. The person, and their family where appropriate, becomes an equal partner in the planning of their care and support, ensuring it meets their needs, goals and outcomes.

Respite – a short period of temporary care in order to provide rest or relief for carer’s who require a break in their role

Responsible Individual - someone in charge of providing the service at an organisation or local authority.

Safeguarding - a term used to denote measures to protect the health, well-being and human rights of individuals, which allow people to live free from abuse, harm and neglect

Social Enterprise - an organisation that applies commercial strategies to maximise improvements in human and environmental well-being - this may include maximising social impact alongside profits for external stakeholders.

Statutory Services – services provided by the Local Authority as a matter of course, examples of these types of services are domiciliary care and respite breaks.

Third Sector - the part of an economy or society comprising non-governmental and non-profit making organisations or associations, including charities, voluntary and community groups, co-operations etc.

Well-being - the state of being comfortable, healthy or happy.

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APPENDIX 1: CONTEXTUAL DATA AND NATIONAL PERFORMANCE MEASURES

Adults Services

Between 1st of April 2019 and the 31st of March 2020, we delivered services to 4324 adults and 580 people commissioned their own services through a Direct Payment, this makes up 40% of home based services.

75% of adults who have received support from the Information, Advice and Assistance services have not contacted the service again during the year. 451 individuals accessed social prescribing through the Single Point of Access Team.

53% of adults completed a period of reablement and required no package of care six months later, 12% had a reduced package of care and support six month later.

As of the 31st of March, we were assisting 421 people over the age of 65 in care homes. 1,300 adult carers were identified and referred to our carers' service providers.

Children's Services

Within Children's Services, there has been a further increase in the number of children referred to us which has been rising over the past 2 years. During 2019/2020 5299 referrals were received.

The percentage of assessments for children completed within statutory timescales (42 working days) was 94.4%; this measure includes those "What Matters?" conversations carried out at our front door.

There were 214 children on the Flintshire Child Protection Register on the 31st of March and the average time that children remained on the Register was 304 days. 5.3% of children of the Register were re-registrations. 13 children and families were reregistered within 12 months of deregistration. 86% of initial child protection conferences and 99.3% of review conferences were carried out within timescales.

We have supported 70% of children to remain living with their families, 9% of Looked After Children returned home from care during the year and 5 Special Guardianship Orders were granted.

The number of referrals for Family Group Meetings was 348

During the year, 1341 families accessed the Early Help Hub and 3385 families accessed the childcare offer. The total number of childcare providers was 535

56 young carers were identified and referred to young carers service providers.

NQS1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve

75% of adults who have received support from the information advice and assistance services (IAA) have not contact the service again during the year

75% of assessments completed for children were completed within statutory timescales.

NQS2: Working with people and partners to protect and promote peoples physical and mental and emotional well-being

The rate of delayed transfers of care for social care reasons per 1,000 of the population aged 75 or over was 3.29

The percentage of adults who completed a period of re-ablement and had a) a reduced package of care and support six months later was 12% and b) no package of care six months later was 53%

The average age of adults entering residential care homes was 86

73% of looked after children were seen by a registered dentist within three months of becoming looked after

82% of looked after children were registered with a GP

NQS3: Taking steps to protect and safeguard people from abuse, neglect or harm

98% of adult protection enquiries were completed within statutory timescales.

5.30% of children on the local authority child protection registers were re-registrations.

Children were on the child protection register during the year for an average of 304 days.

NQS4: Encouraging and support people to learn, develop and participate in society

72.73% of looked after children achieved the core subject indicator at key stage 2

3.6% of looked after children experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements.

NQS5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

70% of children were supported to remain living with their family

9% of looked after children returned home from care during the year.

7% of looked after children on 31st March had three or more placements during the year.

NQS6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meet their needs

60% of care leavers were in education, training or employment at 12 months and 45% of care leavers were in education, training or employment at 24 months after leaving care.

3% of care leavers experienced homelessness during the year

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FLINTSHIRE COUNTY COUNCIL

Social Services **ANNUAL REPORT** 2019/2020

And 2020/2021 Priorities

- Section 1 Introduction**
- Section 2 Director's Summary of Performance**
- Section 3 How Are People Shaping our Services?**
- Section 4 Promoting and Improving the Well-being of Those We Help**

NQS1: *Working with people to define and co-produce personal well-being outcomes that people wish to achieve.*

NQS2: *Working with people and partners to protect and promote people's physical and mental health and emotional well-being.*

NQS3: *Taking steps to protect and safeguard people from abuse, neglect or harm.*

NQS4: *Encouraging and supporting people to learn, develop and participate in society.*

NQS5: *Supporting people to safely develop and maintain healthy domestic, family and personal relationships.*

NQS6: *Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.*

Section 5 How We Do What We Do

- a) *Our Workforce and How We Support their Professional Roles*
- b) *Our Financial Resources and How We Plan For the Future*
- c) *Our Partnership Working, Political and Corporate Leadership, Governance and Accountability*

Section 6 Accessing Further Information and Key Documents

Glossary of Terms

Appendix 1 Contextual Data and National Performance Measures

If you are reading this report online there are links in the last section that give you further information about our services, initiatives and key documents. There is also a glossary at the back that may help explain unfamiliar words and terms.

The report sets out our improvement journey in 2019/20 and demonstrates how we have promoted well-being through our services.

If you receive a service from us please let us know if you think this report is a fair reflection of your experiences over the past 12 months. We welcome any comments you have and your views are crucial if we are to continue to improve services to achieve your outcomes.

You can contact us as follows:

Neil Ayling (Chief Officer)
Flintshire County Council,
Social Services Executive Suite, Phase 1 County Hall,
Mold, Flintshire, CH7 6NN

Email: neil.j.ayling@flintshire.gov.uk



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Supporting Mental Health
in the community

WELCOME to the ninth annual report for Social Services in Flintshire and our fourth under both the requirements of the Social Services and Well-being (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its social services functions.

The purpose of the report is to reflect on how we have performed during 2019/20, and to highlight our priorities and intentions for 2020/21.

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year. Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do, and informs the development of our services and future plans.

In the report we evaluate our performance against last year's improvement priorities and set out our priorities for next year.

These focus on well-being and are linked to the six National Outcomes Standards, which are:

National Quality Standard 1

Working with people to define and co-produce personal well-being outcomes that people wish to achieve

National Quality Standard 2

Working with people and partners to protect and promote people's physical and mental health and emotional well-being

National Quality Standard 3

Taking steps to protect and safeguard people from abuse, neglect or harm

National Quality Standard 4

Encouraging and supporting people to learn, develop and participate in society

National Quality Standard 5

Supporting people to safely develop and maintain healthy domestic, family and personal relationships

National Quality Standard 6

Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs



Director's Summary of Performance

This year has brought us some unprecedented challenges. From the adverse weather conditions in early 2020 to the continuing situation with Covid-19, our workforce continue to meet their duties with commitment, compassion and resilience, demonstrating that the values of Flintshire County Council Social Services hold dear are only strengthened at a time of additional need.

We in Social Care, across statutory and independent organisations, are very much at the sharp end of the response to the global pandemic and every member of staff has an incredibly important part to play in ensuring that we continue to care for the most vulnerable in our society.

During this time, all essential Council services are running as normal at this stage, however, the situation has continued to develop quickly. We will make decisions on prioritising our resources for the most critical services as necessary.

Emergency planning across Social Services saw us develop a coordinated response across in-house and commissioned services in order to keep those to whom we provide care and support, as safe as possible during these uncertain times. Staff across services have been redeployed to areas of need, and we continue to work to the guidance issued by UK and Welsh Government.

We are heartened by the impressive response from the community also, with individuals, groups and businesses working together to support friends, neighbours and strangers. We hope that the networks built will remain after the outbreak has subsided, continuing to support those in need.

Alongside these unforeseen situations, we continue to work to set a budget which balances our resources with our spending needs.

Whilst the Council works all year on identifying ways it can best balance its budget for the year ahead, it is during late autumn and winter that councillors begin a round of serious debates about how best to legally balance and set the budget for the following April.

Everything the Council does is important to someone and even during a decade of financially challenging times Flintshire County Council has continued to perform well and with ambition, innovation and planning ahead has continued to protect and invest in local services.

The Council have made a commitment to protect budgets within Social Services to ensure that we are able to continue to deliver high quality services that put people at the centre of their care and support.

We have reason to celebrate. Alongside the workforce and partners, we have been able to deliver a number of successful projects, which we shall describe in more detail throughout this report.

Some highlights include:

- The opening of Hwb Cyfle
- The development of our Extra Care facilities
- Becoming a Council ‘Working Towards Becoming Dementia Friendly’, the first in North Wales
- Our positive feedback from Care Inspectorate Wales (CIW) following their focused inspection
- The implementation of the Micro-care Enterprises Project
- Continued successes with Progress for Providers

We are immensely proud of those who work with us to ensure that the most vulnerable children and adults in our county are supported to achieve the outcomes that matter to them. Without this calm and measured approach we wouldn't be able to continue to look after those in our community who are most in need.

We look forward to the time when we can return to our new ‘normal’, but we must learn from these times and seek to implement, on a larger scale, some of the innovations and partnerships we have seen to date. Ultimately, we must continue to work to our values of putting people first, resilience, adaptability, resourcefulness and compassion which will be at the heart of everything we do.

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The year ahead will, no doubt, bring further challenges as we fully realise the impact of Covid-19 on our population, businesses, services and communities. The UK and Welsh Government’s introduction of strict new measures for essential travel, social distancing and public behaviour have brought major changes to what we have considered normal. Many may have thought to revalue the work of those in social care, once seeing them as low skilled roles, but now have a new understanding of the outstanding work they do everyday. **This workforce should continue to be celebrated as heroes** alongside the health workforce, those in the food production supply chain, delivery and postal workers, volunteers and the many, many others who build the foundations of our communities.



Neil Ayling
Chief Officer Social Services



Councillor Christine Jones
Cabinet Member for Social Services

How are People Shaping our Services?

Central to our work in Social Services are the people of Flintshire.

You will see reference throughout this document to **‘What Matters’**. A What Matters conversation with individuals is the mechanism through which we are able to find out what will make a positive difference to the person’s life, and defines the outcomes they would like to achieve. We can then work with the person, and those around them to identify the people who and other assets that can help them achieve their goal, with an emphasis on empowering the individual to take control of their own circumstances. Formal services will only then be put in place to meet needs and ‘what matters’ to them which the person can achieve without support.

If you come in to contact with Social Services, you can expect to be asked for some of this information.

The care and support someone may need to reach their outcomes differs greatly from person to person, and it is important to understand that one size does not fit all. The support someone needs may increase or reduce over time.

Alongside opportunities for people to be part of the development of their own care and support, we also work to ensure that we have opportunities for people to influence wider service design and to build solutions to issues raised.

On the next pages are some of the areas where residents and partner agencies have supported us in the design and delivery of services.

What Matters conversations are based on the following 5 points:

1. the person’s circumstances
2. their personal outcomes
3. barriers to achieving those outcomes
4. risks to the person or to other persons if those outcomes are not achieved
5. the person’s strengths and capabilities



Young Voices Speak Out are a group of young people that are looked after or leaving care.

The group designed a logo for their new name incorporating an infinity sign as this means forever as there will be no end to the group, as even when the current members move on, there will be new members joining to carry on the work.

Some of the things the group has worked on in the last 12 months have included;

- Interviewing candidates for a Managers post in Children's Services. The group asked the candidates questions they had written, and provided feedback to Senior Managers.
- Members of the group also continue to attend the Children's Services Forum meetings which is made up of Elected Members, Senior Managers and representatives from Children's Services and Education. At these meetings they share their views on a range of topics that have recently included housing, education and sexual health advice for young people.
- Members attend the regional 'Voices From Care' events, which bring together care experienced young people from across Wales. At conferences, professionals and young people take part in workshops and activities. The group have attended workshops on Corporate Parenting and Education.
- The group also attended the Young Wales Annual Participation Conference in Wrexham. It gave them the opportunity to meet members of other Participation Groups and Youth Councils and find out about the work they are doing.
- The group have also fed in to work to develop of a number of different projects around mental health and wellbeing for young people. The group were asked what support they felt there was for children and young people around mental health and wellbeing and if they felt there was anything that is missing that could be good for children and young people. Following this, members have met representative from Theatre Clwyd and are helping to plan community projects.

We have developed **new webpages for those living with Dementia** and their families and carers in Flintshire after a local resident living with Dementia, Jim, shared how difficult it had been to navigate and find the right information to support him following his diagnosis. It is hoped that these pages will bring together a range of information in to one place, acting as a directory of support services.

The webpages will continue to be updated as we learn more about local support. We are also in the process of mapping the Dementia Friendly Communities, locations, businesses and schools on our interactive map, which we will add to the page.

Jim continues to advise us as a member of the Council's Dementia Friendly Council Steering Group.

We are proud to have built positive working relationships with organisations who deliver care and support in care homes, domiciliary care services and supported living settings across Flintshire, and we regularly meet together to have open discussions and share information through quarterly **Provider Meetings**. Over the past year we have spoken with providers at length about, fees, training and social value amongst other things. We have also fed their views and comments back in to our consultation responses on the Regulation & Inspection of Social Care (Wales) Act and the development of a Health & Social Care Workforce Strategy. We are committed to ensuring that local provider's voices are heard alongside our own.

We continue to communicate with the providers between meetings via email and each care home is assigned an officer to support them to deliver person centred services

Jim Ibell, Ambassador for the Alzheimer's Society and a Flintshire resident living with dementia, said:

“

I really cannot say thank you enough to Flintshire County Council for acting so quickly. It was only in July that I mentioned putting something together, where all related information to support someone living with dementia in one place and straight away Flintshire County Council is including it on their web page, which is great.

”

“ I have been talking about trying to get this done for months at different meetings I have been to around North Wales and at last it has been acted on. This will be such a great help to people living with dementia, I think this is the only document that includes many things all together that we need to know. Also, it is really good to see Flintshire County Council moving towards becoming a dementia friendly organisation. This will help all the people in Flintshire that are living with dementia. ”

through Progress for Providers, and with any challenges they encounter.

In 2019/ 20 the **Flintshire Carers Strategy Group**, a group of health, social care, third sector organisations and carers, completed a review of its provision and support for local carers. This review included understanding what is working well within the existing provision, what changes we could make and most importantly we listened to the views of carers to make sure any future provision is providing what matters to them.

Another great example of carers being involved in shaping services was the recent procurement exercise of the **Flintshire Young Carers Service**, whereby four local young carers, aged between 10 and 15, were involved in interviewing the bidding organisations and assisted in selecting the winning delivery organisation.

As a result of this collaborative working with partners and carers, we are able to continue to support carers in Flintshire in meaningful ways that will not only help them in their caring roles but also promote their well-being.

We are working to further develop the ways we engage with the public and partners so we can hear their voices and learn from them. We are developing a coordinated approach to participation, gathering information from across the services we provide, so we can feed their voices in to service development at a local and regional level.

Promoting and Improving the Well-being of Those We Help

Quality Standard 1 Working with people to define and co-produce personal well-being outcomes that people wish to achieve

Following a feasibility study we have established a **pilot Micro-care Enterprises Project** to improve the supply of care in communities through new and innovative ways of working. We have been successful in attracting funding from the Welsh Government Rural Communities – Rural Development Programme 2014-2020, is funded by the European Agricultural Fund and the Welsh Government via Cadwyn Clwyd and the Welsh Government's Foundational Economy Challenge Fund.

We define Micro-care enterprises as small companies with up to 5 employees, who offer flexible and personalised care and support services to vulnerable people, tailored to their individual's needs. The pilot will run until June 2021 and



together with Social Firms Wales and other stakeholders, we will support the development of new Micro-care enterprises in Flintshire. The project will focus on how we can develop these enterprises

in rural areas, so people can be better supported. This is one of the first pilots of its type in Wales and positive risk-taking and innovation are essential to enable the pilot to succeed.

Two Micro-care officers have been in post since early September and have made significant progress in scoping how the project will operate and addressing key barriers. They are actively working with individuals interested in becoming Micro-care businesses and will be promoting the pilot to support the development of a diverse range of Micro-care services across Flintshire

Initially, individuals will be able to purchase the services of Micro-providers via Direct Payments or private funds, but it is our intention that we will be able to commission their services in the future.

To support the provision of Direct Payments, **the Direct Payments Support Service** commenced on the 1st April 2019, replacing a commissioned service. The team of 5 including the Team Manager, supports over 500 Direct Payment recipients and rising.

Direct Payments are a great way of empowering clients, enabling them to make decisions on their support. This works by providing funding directly to individuals to provide them with the flexibility, choice and control in how they achieve agreed well-being outcomes. The team have been creating the space for people to formulate their own solutions wherever possible, rather than these being prescribed. The team provide information, guidance and reassurance until recipients feel confident to manage their Direct Payment independently.

The team aim to tailor their support to suit each

individual's needs and circumstances. They understand that the process can feel daunting for some, but the team are happy to provide guidance and support throughout the whole process. Having other relevant agencies on board also helps recipients to manage

the day to day running more easily; whether that's employing Personal Assistants (PAs), attending a service or activity, paying for equipment.



Our **Progress for Providers Programme** continues to go from strength to strength to achieve positive outcomes for individuals living in Care Homes. The programme uses person-centred tools and practices to help staff teams change the way they support people and engage with families. These tools, including one-page profiles, learning logs and decision-making agreements, enable people receiving care and support to have more of what matters to them in their lives. For providers, using them is not about doing more, but is about doing things differently.

The programme was awarded a Social Care Accolade in 2018 and has now been rolled out to domiciliary care services who are supporting older people who are living at home.

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In residential services Progress for Providers has three levels of accreditation, bronze, silver and gold, and in domiciliary services there are two levels, silver and gold. Within each level, there are a number of standards for providers to achieve

13 Care Homes have now achieved the Bronze award, with a further 3 Homes achieving Silver. Within the new domiciliary care programme, the extra care services, our in-house locality home care services and independent sector providers have been working towards the silver accreditation of the programme.

Importantly, we are able to gather stories of how the programme has impacted the lives of older people in the county. One manager told us about a gentleman with a diagnosis of Alzheimer's who had occasionally left the residential home without informing staff and there were



significant concerns for his safety. Using the one-page profile, communication chart and learning log, it soon became apparent that this gentleman had always been very practical. He was matched with the home's handyman and supported to assist with weekly maintenance checks.

The manager reported that staff are now working together to support this gentleman to make some sense of what is happening to him, seeing him as a person in need of purpose, and not someone they have to stop leaving the building unaccompanied.

This has undoubtedly improved the gentleman's well-being.

We have now introduced further training to support **Outcome Focused Care Planning for Social Workers and Care Managers.**

The purpose of this training programme is to support the delivery of Outcome Focused Care Planning for settings who have achieved Bronze accreditation through Progress for Providers and are now moving towards Silver and Gold accreditation.

The training will enable managers to increase awareness and understanding of outcomes based approaches, identify the impact of an outcome based approach on wellbeing and outcomes for citizens and identify strategies that will be used to ensure

outcome based practice is continually embedded.

Enabling people to achieve what matters to them is equally important in the community as it is in any social care setting. Flintshire Local Voluntary Council have been delivering **Social Prescribing Services** in Flintshire since April 2016, when a Third Sector Co-ordinator post, employed by Flintshire Local Voluntary Council (FLVC), was included as an integral part of Flintshire's Single Point of Access (SPOA).

In 2019, Flintshire Local Voluntary Council recruited a new Social Prescribing Officer (SPO)/Third Sector Coordinator to work from the Single Point of Access to develop closer links between GP surgeries and access to Community based support for patients. Based in the existing Single Point of Access offices, the officer can receive referrals from professionals or from individuals to help them to access help to improve their wellbeing. Their work builds on the work of the SPOA in helping to meet the health and well-being needs of individuals where their needs do not meet the threshold for statutory support, or where access to Third Sector support will complement/alleviate the need for statutory interventions.

The Social prescribing model run within SPOA has also been replicated within the Early Help Hub for families in Flintshire. The Third Sector Co-ordinator (Social Prescriber) sits as an equal partner within the multi-agency meetings at the Hub, and supports families who would benefit from community based support. This role is now linked closely to Flintshire's Family Information Service to strengthen the third sector offer through this service.

As well as supporting individuals with care and support needs, Flintshire Social Services also deliver a range of services for carers, both in-house and commissioned through external third sector providers. In order to ensure services are truly reflective of what is needed by our local population, we worked with NEWCIS (North East Wales Carers Information Service) to implement the recommendations contained within the **North Wales Carers Strategy.**

We took a multi-stakeholder approach to designing future services where carers were able to feed in their views and ideas, telling us what's important to them and what would help their well-being.

The feedback was collated, along with the information gathered by the Carers Strategy Group to develop a new suite of provision which includes the following:

- From April 2020 introduction of a new single adult carers gateway - carers told us they wanted easy open access to information, advice and support
- Continuation of the Bridging the Gap and Carers Well-being services - carers told us that respite, grants and access to well-being support was the most important thing to them so we have committed to continuing these valued services
- Strengthening the access to Direct Payments for carers - carers wanted greater control and more choice to get the support that's right for them
- Remodelling the support available to carers supporting someone with a mental health or substance misuse problem - all carers wanted access to the right information and support and by remodelling our services we are able to provide preventative support at the right time for carers
- Working together to provide more opportunities for carers - carers wanted greater access to activities, trips and information different projects around mental health and wellbeing for young people. The group were asked what support they felt there was for children and young people around mental health and wellbeing and if they felt there was anything that is missing that could be good for children and young people. Following this, members have met representative from Theatre Clwyd and are helping to plan community projects.

Feedback from carers on the services available reinforces why these services are so important and have been described as a 'lifeline' to many.

“ The information and advice is so important in helping me care for my husband ”

“ It is really important to me that I have the opportunity to socialise with people who are in the same boat as me ”

“ I just couldn't do it without the help of these services and staff ”

The past year has been significant in the development and roll out of **4 regional transformation projects across North Wales** to bring health and social care services closer to people's homes and the new ways of working could eventually be replicated across Wales.

Led by the **North Wales Regional Partnership Board**, the projects are the latest to receive funding from the Welsh Government's £100 million Transformation Fund. The fund has been created to support the scale up of new models of seamless health and social care as part of the Welsh Government's long term plan for health and social care, A Healthier Wales.

We are proud to host one of the regional projects - '**North Wales Together**'. This project aims to develop a seamless model of learning disability services based on 'what matters' to the individual. This will be achieved through better integration across health and social care and the third sector services, ensuring people with learning disabilities are able to live more independently and get the care they need, closer to home.

The team supports the 6 Authorities and BCUHB to develop and remodel services to meet the changing needs of people with Learning Disabilities and their families where that support is needed. Each organisation is already creatively adapting to the aspirations of the **North Wales Learning Disability Strategy** and changing needs of the local population. The North Wales Together team will build on this practice.

The Team's focus is on meaningful engagement with people receiving services including children, young people, their parents and carers and the services that support them. Together, they have coproduced the 'North Wales Values and Behaviors



Framework' and have developed an Active Support 'Community of Practice'

The team are also exploring new technology and assistive technology solutions to support improvements in services and promote independence for individuals with Learning Disabilities and their families. Initial consideration is being given to a range of apps which can support independent, but safe movement and the launch of an online portal to provide information, support and signposting.

The Regional Transformation Programme for Mental Health, has developed '**Together for Mental Health North Wales**', an all-age plan to improve the mental health and wellbeing of people across the region, which has been co-produced with people who have lived experience of mental health issues.

The wide ranging and ambitious strategy aims to improve child and adult mental health, ensure parity of esteem with physical health and shift the focus of care to prevention and early intervention.

To help ensure that people can access the early support they need in the community, Betsi Cadwaladr University Health Board, local authorities and mental health charities are working together to introduce new services through the [I CAN campaign](#), which aims to:

- Give a voice to people with lived experience of mental health problems
- Shift the focus of care to prevention and early intervention; ensuring people receive the right support in the right place at the right time
- Empower people to take control of managing their mental health and wellbeing so they can flourish
- Encourage open and informed conversations about mental health in order to tackle the stigma which can prevent people seeking support

Significant progress has also been made in developing the blueprint for new I CAN community support which will shift the focus of care to prevention and early intervention; helping to prevent people from falling into crisis and supporting them if they do. The service has introduced I CAN mental health support, and I CAN Work employment programme, free I CAN Mental Health Awareness Training, and a range of I CAN volunteer opportunities.

[The Community Services](#)

[Transformation Programme](#) supports delivery of the national health and social care plan for Wales, '[A Healthier Wales](#)'. It is based on the principle that it is preferable for individuals to have their health and social care needs met within the community wherever possible and that services need to be increasingly integrated in order to meet needs. Transforming the way that services in the community are resourced and delivered therefore is a key the focus within the programme in order to achieve the required 'shift' in focus.

The project aims to provide:

- Well co-ordinated services designed around 'what matters', ensuring equality of access and services provided in the language people choose
- Help to navigate the health and social care system, as well as accessing a range of other services that would improve their well-being.
- Access to a range of preventative services, community support, advice and information.
- Access to a range of community support, care and therapeutic interventions.
- Assistance in dealing with crisis, end of life and on-going health conditions.

A Programme Manager for Flintshire and Wrexham, plus a project manager for each county, were appointed in the Autumn/ Winter of 19/20. Within Flintshire, the initial work was focussing on the work of the Single Point of Access to identify opportunities for how this could be further strengthened as a hub for integrated working in the community and the priority areas for action.

This work was progressing until March when the first impact of the Covid-19 pandemic began to be felt locally. At that point, the programme resources were re-directed to support the emergency response to the pandemic and all team members were deployed into alternative roles.

[The Regional Children and Young People's Transformation Programme](#)

is a £3 million grant from the Welsh Government to trial new and innovative ways of delivering integrated early intervention and intensive support for children and young people at the edge of care.

Flintshire County Council, Wrexham County Borough Council and the Health Board have been working to develop a co-ordinated response to reduce the number of children who become looked after.

Through a commitment by the partners to improve the way health and social care services are delivered to children and families, the progress to achieving the aim has been consistent and continues during the current Covid 19 situation.

Families and carers of young people aged 11-17 to be offered Multi Systemic Therapy (MST) which enables 24/7 access to the service, a Therapist and Supervisor. Families receive the intervention over a 3 to 5 month period which looks at the whole 'eco system' around a child and their family, including community, peers and education.

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The team have now been approved by [MST UK](#) to offer the model and will receive training remotely in April 2020 with service delivery to families commencing in May. This will be the first and only team in Wales and is a great achievement, attributable to the dedication and commitment of the partners to improve life chances for young people at the edge of care.

The Steering Group will continue to oversee the project and to pursue the development of a 12 week Residential Assessment Centre provision for the East. The aim of the centre will be to reduce family or placement breakdown, reduce the need for a child to become looked after and if already placed, work to return them to their home or a more suitable placement locally.

Our priorities for 2020/21 will be to:

Ensure that the voices of people are heard and that we learn from them

Implement the outcomes model across all services. In adult service this will include the scoring model to evidence how people are achieving what matters to them

Implementing Micro-care services to people's homes at a community level

Implement local actions arising from the Regional Transformation Programmes

Ensure that the Active Offer for Advocacy is implemented across all Service Areas.

Complete the roll-out of Progress for Providers in Learning Disability Services.



Quality Standard 2 Working with people and partners to protect and promote people’s physical and mental health and emotional well-being

Flintshire County Council has been recognised as ‘**Working towards becoming Dementia Friendly**’ by the **Alzheimer’s Society**, the first Council in North Wales.

Alzheimer’s Society’s Dementia Friendly Communities and Organisations programme aims to encourage everyone to share responsibility for ensuring that people with dementia feel understood, valued and able to contribute to their community. This focuses on improving inclusion and quality of life through training and awareness raising within communities and organisations so they are better able to respond to the needs of those living with Dementia and their Carers. The Council is working to an action plan and has developed new **dementia focused webpages** acting as a directory of services

and information and are rolling out Dementia Friends training across the workforce.

In order to retain the recognition, the Council will submit annual action plans to the Alzheimer’s Society, which are driven by a Steering Group of Council representatives and members of the community living with Dementia. In relation to support for children and young people, we have entered in to a **Strategic Partnership with Action for Children**, who are a well-respected National Charity who has been providing services in Flintshire for over 20 years.

The partnership will utilise Action For Children’s specialist knowledge and experience in providing programmes and facilities for respite or breaks for children with disabilities and their families, expertise of Repatriation and Prevention Services and the work of Flintshire Family Project to identify strategic developments of the services provided.

Action for Children have been running a ‘short breaks service’ for 20 years in Flintshire and have been operating from Arosfa since 2012. Arosfa offers respite and short breaks for children with profound disabilities in a safe and secure environment to support them to remain

within their own family setting. This service enables these young people to access new experiences and opportunities, to establish relationships and to develop their full potential.

The Family Project provides planned intervention to families with children who are most likely to be at risk of harm or who are considered to be on the edge of care by the local authority. The project works in a positive client-centered way to engage with the families to work towards improving their own situations.

The Repatriation and Prevention (RAP) project has two main aims - firstly to provide intensive support and therapeutic input for looked after children and the young people who were looked after up to the age of 25 who are suitable to be repatriated to their home community in Flintshire. Secondly, it works towards minimising the number of placements out of the Flintshire County where such a risk is deemed imminent.

The new partnership agreement details the roles and responsibilities of all parties working together towards a common goal, governance arrangements, finance and key performance indicators. To further strengthen the support available, a new model for Foster Carer support

in '**Mockingbird**' has also been introduced. Mockingbird is an 'extended family' model of foster care developed by The Fostering Network. Flintshire County Council are the first Mockingbird partner in Wales. This innovative model of foster care encourages a group of foster carers in the local community to think and act like a wide family (constellation); providing peer support, regular joint planning and training, social activities and sleepovers. The aim of the programme is to improve placement stability for the child and the fostering family and help them build stronger relationships. Following the introduction of the Mockingbird model, our first constellation was formed in February 2020.

We are working to utilise digital technology and work to take forward our **Digital Strategy** is progressing, with the launch of 'My Account' in recent months which enables the residents of Flintshire to access a range of council services online. While this does not currently contain direct Social Services related functionality, besides general enquiries and contacts, it is establishing the foundation for digital services and communications with residents for the future. In addition to this, we have also launched a simple financial checker on the website to enable individuals or families considering a need for care to establish whether they would have to contribute financially to those costs.



In 2018 we commissioned four organisations to deliver support to people with a disability in the community. These services include a Partnership Coordinator, Community Enrichment and Transport support, Technology and Equipment support and Assessment and Support for people with a sensory loss. These organisations continue to deliver services in the community and support residents of Flintshire living with a disability.

The Brokerage Team, who source care packages for people in the community, now utilise an **interactive mapping system** which enables them to search for the most appropriate service to meet the needs of each request. This aids domiciliary care agencies to plan a manageable rota for their care staff whilst complying with HMRC guidance on travel time. We have also used this system to plot care homes, extra care schemes and supported living houses.

Our priorities for 2020/21 will be to:

Develop support options for parents and young people with low/moderate mental health needs.

Developing our next Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council 'Working Towards Becoming Dementia Friendly'

Establish a multi-disciplinary Team to provide assessment and support for children and families on the edge of care.

Implement the 'Mockingbird Model' of Fostering

Implement the Social Services actions in the Strategic Equality Plan

Quality Standard 3 Protecting and safeguarding people from abuse, neglect or harm

Wales has become the first part of the UK to introduce a single set of safeguarding guidelines to help protect children and adults at risk. **The Wales Safeguarding Procedures** were launched during National Safeguarding Week (11 - 15 November 2019).

The Wales Safeguarding Procedures will standardise safeguarding practice across Wales and between agencies and sectors. The procedures will set out for anyone working with children or adults what to do if they suspect an individual is experiencing, or is at risk of abuse, neglect or other kinds of harm.

The Wales Safeguarding Procedures will be easily and readily available to as many people as possible across Wales.

They will be available in two ways:

- Digitally, on a platform currently supported by Social Care Wales www.safeguarding.wales
- As a free App available for Android and iOS.

Those experiencing **Violence Against Women, Domestic Abuse and Sexual Violence (VAWDASV)** access a range of public services for many reasons. They may be in contact with police about the abuse they are receiving, but it is more likely that they are in contact with public services about housing issues, require medical attention or are part of the education system. Each of these services must provide a gateway to support for victims and opportunities for early intervention and prevention. The Council's workforce have been completing e-learning to raise awareness of Violence Against Women Domestic Abuse and Sexual Violence (VAWDASV) and some frontline local authority staff within Social Services, Education and Workforce Development have also undertaken a Train the Trainer (TTT) course, to enable them to train other appropriate frontline staff to identify, support and signpost those affected by domestic abuse to appropriate services.



Gweithdrefnau Diogelu Cymru
Wales Safeguarding Procedures

Last year, we established **Missing, Exploited and Trafficked (MET)** strategic and operational groups to bring together a number of agencies to share information and manage risks experienced by children and young people which may make them more vulnerable to going missing, being exploited or trafficked. This included creating a dedicated role to support children who are reported missing from home. This process and group has been reviewed this year to ensure that there is a timely response to cases where exploitation is an identified risk and that staff are adequately trained to be able to properly support those children. We will continue to dedicate resources to addressing the concerns of exploitation and 'county lines' behaviours.

EARLY HELP HUB
HWB CYMORTH CYNNAR



The Flintshire Early Help Hub (EHH)

is a multi-agency approach to providing targeted early help and support to families. Working across agencies, staff are co-located to provide a co-ordinated approach to early help, focussing on what matters to the individual family.

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The Hub is a single point of contact for professionals, families & young people to access early help across Flintshire. The aim being to support families with the right help, at the right time from the right service.

The Early Help Hub which was established in 2017, is a partnership between Flintshire County Council, North Wales Police, the Health Board and Flintshire Local Voluntary Council. The Hub is a key initiative in our investment in preventative family services and aims to give families of children who exhibit Adverse Childhood Experiences (ACEs) access to the right information and advice at the right time. **From April to December 2019, 1007 families received information and support from the Hub.**

Over the past year the EHH has built relationships with a number of other key who are able to provide bespoke packages of support, including the Domestic Abuse Safety Unit, Clwyd Alyn Housing Association and the Welfare Reform Team. They join Social Services, Police, Health, Housing, Education, Action for Children, Disability Services, Family Information Service, Flying Start and Teuly Cyfan (parenting support).

Since the implementation of the EHH referrals are now being taken from families and young people that do not meet the threshold for a statutory service without the need of identifying ACE's. This means that all families that require support will be able to access EHH support.

In May 2019, the Mental Capacity (Amendment) Act was introduced. The Act replaces the Deprivation of Liberty Safeguards (DoLS) with a new scheme known as the Liberty Protection Safeguards (LPS). The new law seeks to protect the liberty of people who do not have the mental capacity to make decisions about their care, and to simplify the DoLS system. It was intended to be introduced in late 2020, but this introduction may be delayed.

The LPS scheme applies to community settings, as well as to care homes and

years old and above, rather than 18 as is the case with DoLS.

LPS will introduce a two-tier system of protection. This means that in most cases the 'responsible body' (the Local Authority for social care cases and the NHS for hospitals) would rely on a number of assessments to establish whether the planned care arrangements are 'necessary and proportionate' to meet the individual's needs. In most cases the responsible body will scrutinise the assessments and, if appropriate, authorise the deprivation of liberty. In complex cases an Approved Mental Capacity Practitioner will be appointed to carry out a more detailed assessment, which will include an interview with the person in question.

We continue to work to current DoLS guidance while preparing for the implementation of LPS.

Our priorities for 2020/21 will be to:

Embed the All Wales Safeguarding procedures

Implement the Liberty Protection Safeguards

Quality Standard 4 Encouraging and supporting people to learn, develop and participate in society

The official opening of **Hwb Cyfle, the new Adult Day Centre**, to replace Glanrafon in Queensferry, was celebrated in October.

Hwb Cyfle, which means 'Opportunity Hub', provides a fully accessible and vibrant setting for people with learning disabilities to receive respite care and support, develop skills, build friendships and increase their independence.

A successful partnership has been established between the Council and Hft. This has improved the quality of services for people with learning disabilities, by combining expertise and experience to inject the service with new ideas and market leading methods and practices. The Hub provides respite care and support for people with profound and multiple disabilities.

Hwb Cyfle represents a £4 million capital investment by Flintshire County Council, which demonstrates the Council's commitment to delivering quality social care services to vulnerable adults. Supporting people to take control of their lives and engender greater independence and choice. The new building is state-of-the-art and has been enjoyed by service users, their family members and our staff since it opened its doors in June.



The opening event included an interactive demonstration of services available and a tour of the building as well as a ceremony where a time capsule was buried in the sensory garden.

Flintshire has led the way with all key partners in developing this centre which aims to better integrate health, social care and the third sector and to help empower people with learning disabilities to access more opportunities in their local community. The facility and the service are cutting edge in Wales.

Hwb Cyfle has now received official status as a 'Changing Places' venue. Changing Places is a national campaign, seeking to provide accessible community based toilets and changing facilities for people with disabilities. Over a quarter of a million people in the UK need 'Changing Places' toilets but there are only just over 1,000 across the UK. Hwb Cyfle now provides only the third registered 'Changing Places' toilet in Flintshire. Initially, this 'Changing Places' facility will be accessible to the general public during service hours, five days a week.

In the future there are plans for Hwb Cyfle to be open at evenings and weekends to support activities and events for Social Services and the wider community.

In the UK, approximately 6% of adults with a Learning Disability are in paid employment roles. In Wales, this is only 2%. To address this inequality, Flintshire County Council are working in partnership with Clwyd Alyn Housing, Coleg Cambria and Learning Disability Service Provider, Hft, to deliver a supported employment programme called **Project Search**.



The Project Search programme, started in September 2019, provided nine young adults with supported internships in a number of workplaces in Flint. The Interns thrived in their placements and their contribution had a very positive effect on each of the host businesses, including Aura, Clwyd Alyn and the Council offices. The Interns developed skills and practical experience to enable them to fulfil their potential, and they are now working to gain full-time employment. The project will move in to its second year in the summer of 2020, when a

new group will be welcomed in to the initiative.

To continue to support young people we are working with colleagues in Education and Youth to deliver the **Additional Learning Needs (ALN)** reforms and support individuals through Transition.



The [ALN Act](#) replaces the current Special Education Needs (SEN) framework with a reformed system based on Additional Learning Needs. The Act seeks to improve collaboration between the Local Authority and Local Health Board. To allow for sufficient lead in time for settings to prepare for the implementation of the new Code, the new system will be rolled out from September 2021.

We are continuing to support families through [the Childcare Offer](#), helping working parents access affordable, available and accessible childcare. The Welsh Government programme provides 30 hours of government funded early education and childcare for 3 and 4 year old children of eligible working parent for up to 48 weeks of the year.

The Offer also supports economic regeneration and reduces pressures on family income helping parents to participate in work and reducing a family's risk of poverty. It is also helping to sustain and remodel the childcare sector.

The number of children who have accessed the Offer since September 2017 is over 2300 with the funding

going directly to childcare providers, with the positive impact on children, families and household and sector income.

In February 2019, we were also successful in our application to Welsh Government to Childcare Offer Capital Grants which has been awarded to 14 settings to enable them to increase the number of Childcare Offer places they are able to offer or to improve the quality of the facilities.

In addition to the large grants Flintshire has also been awarded a further £500,000 for small capital grants in which Childcare Offer settings can apply for up to 10k each year for two years, based upon eligibility criteria. Applications opened from September 2019, after three successful workshops with childcare providers, explaining the criteria and the application process. Within the first month applications exceeded £30,000. It is intended that the grants will support settings to create a positive experience for the child as they attend their early years setting, supporting their emotional, social and cognitive development.

This has already made a positive difference, to quote:

“ Thank you so much for approving the grant, the difference is amazing. One very grateful childminder. ”



“

We have now got an amazing new log cabin to play in and have increased our numbers to 6 under 5's and have taken on two more children on the childcare offer! All thanks to you! We are going to have so much fun and the children are already asking to 'go to the cabin' even though it's a tad cold in there at the moment! We would love to put electricity to it to enable us to use it as much as possible but we will have to see what happens in April. I'm so proud of it!

”

Our priorities for 2020/21 will be to:

Work with young people and further education providers to modernise and create opportunities for young people with additional needs to access education

Continue to roll out the progression model across Disability Services through the ICF funded Progression Team in supported work placements and residential care placements to promote skills and independence.

Work to develop and implement a local model of Team around the Individual' to support those living with dementia.

Quality Standard 5 Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

Children's Services received **feedback from Care Inspectorate Wales (CIW)** following their two day focused work with Flintshire Social Services. CIW are responsible for registering, inspecting and taking action to improve the quality and safety of services for the well-being of the people of Wales. CIW were reviewing our approach to information, advice, assistance, Early Help, and the experience of children entering the looked after system.

We were delighted that the feedback for the whole service was very good indeed, with a strong reflection of the positive work staff achieve in supporting and protecting children and families. CIW indicated that they had confidence children were safeguarded, no child was put at risk and there was good evidence of compliance with statutory regulations. In general they indicated that the level of recording and the detail was extremely good.

The positive work was further reinforced when we received an email from a foster family, in which they praised the work of the team to ensure a permanent placement for a child.

The Foster Carers described members of the team as...

“nurturing and seemed to just “get” him. It is of great comfort to us that she continues to support him in his new placement.”

“Over the months that followed she never once lost sight of the importance that the right placement would be found and ensured that we would be sustained to continue to care for him until that day arrived.”

We are extremely proud of every single member of the workforce, who each day, play an integral part in delivering our commitment to safe, high quality, supportive placements that support children and young people to develop the skills and resilience to lead fulfilled lives.

The **'Early Years Pathfinder'** is a new project initiated by Welsh Government. The aim of the Pathfinder is to make the Early Years services across Flintshire more accessible to all children aged 0-7 and to their families ensuring that all children receive a universal offer that is equitable across the county, providing an Early Years' service that is timely, appropriate and preventative in the short and the longer term.

The 'Pathfinder' has four components to provide the best start in life for every child:

- Health; parenting; speech and language and childcare.
- Profiling and testing models of integration and transformation,
- Building informed services locally
- And return on investment.

In January 2019 local authorities were invited to become an 'Early Years Pathfinder' and Flintshire became the only Early Year's Pathfinder in North Wales. The objective of the Pathfinder co-production project is to:

- Explore what it will take to create an Early Years system in Flintshire (from conception to age 7);
- Explore how Early Years services might be re-configured within existing budgets;
- Work together to deliver services in a co-ordinated, integrated and timely way, including effective transition between services;
- Focus on improving the co-ordination of services, planning, commissioning and identifying and addressing needs;
- Identify barriers and constructs to integration and transformation and overcome them.

To continue to support children and families, our **Support and Placement Strategy 2019 to 2022** was agreed by the Joint Education & Youth and Social & Health Care Overview & Scrutiny Committee in July 2019. The strategy sets out our vision to ensure safe, high quality, support for children on the edge of care services and to the children we look after.

Our aim is to support this cohort of children and young people so they are able to develop the skills and resilience to lead fulfilled lives, with a focus on supporting families to care for their own children, and prevent them, if safe to do so, from becoming a Child Looked After. Where a placement is needed, we will work to meet their needs. Outcome focused practice is essential to providing appropriate placements for children and to make sure that they are supported in what matters to them. This will be bolstered by an efficient process to find the best placement at the best time.

The strategy, therefore is split in to three areas:

1. **Safely reduce the number of children who need to be looked after. This means:**
 - ✓ **enhancing** our offer of effective and timely intensive family support
 - ✓ **working** with families so they are able to develop their resilience and, where needed, develop their own support arrangements, particularly for children aged 16+
 - ✓ **establishing** a multi-disciplinary team to provide intensive assessment and support to prevent problems from escalating and to support effective community based placements
2. **Support looked after children in local high quality placements. This means:**
 - ✓ **creating** more local authority foster care placements
 - ✓ **targeted** growth in the availability of independent fostering placements
 - ✓ **working** with local and regional providers to reshape provision to meet local need
 - ✓ **stimulate** growth in specialist provision for children and young people who have complex mental and emotional health needs
 - ✓ **developing** our approach to commissioning with improved referrals enabling better placement matching
3. **Improve outcomes for looked after children. This means:**
 - ✓ **delivering** our Corporate Parenting Strategy
 - ✓ **working** with the independent sector to have a stronger focus on delivering positive outcomes

Our priorities for 2020/21 will be to:

Work to safely reduce the numbers of children entering care and improve outcomes for those in care.

Implement the Flexible Funding Programme to provide a coordinated and targeted offer to support family resilience

Quality Standard 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs

The 10-million-pound development, **Llys Raddington Extra Care Scheme**, was officially opened in November by Hannah Blythyn, AM and Deputy Minister for Housing and Local Government. Marking a key element of the regeneration work in Flint town centre, the building is owned by Clwyd Alyn housing association and managed in partnership with Flintshire Social Services.

Llys Raddington features 73 self-contained one and two-bedroom apartments, a restaurant and a sky-lounge rooftop conservatory room overlooking the town, as well as a guest bedroom and assisted bathroom.

Tenants are supported by a team of on-site care professionals, with the added benefit of supporting people living with dementia in the purpose build memory floor.



Tenants described how they feel part of a community whilst having their own privacy and independence.

“ I like the feeling of security here and having help on hand when needed, ”

said Jacqueline Jones, who moved into Llys Raddington on the day the scheme first opened in 2018.

“ The location is excellent as it’s really handy to pop into town. I’m local to Flint and continuing to be part of the community is really important to me. ”

This development was soon followed by the completion of **Plas Yr Ywen Extra** Care Scheme. The new £8.5m Plas yr Ywen Extra Care scheme in Holywell is Flintshire's fourth extra care scheme and will deliver services to tenants under a partnership between Wales and West Housing and Flintshire Social Services.



The new scheme, which is located on the former Ysgol Perth y Terfyn site on Halkyn Road Holywell, offers 55 one and two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need. The scheme follows the successful 'housing with care' model, with an on-site care and support team and a range of facilities to promote and support independent living. Replicating Llys Jasmine and Llys Raddington, Plas yr Ywen has seven apartments on its memory floor to support individuals living with dementia or memory loss.

to the success of this expansion. Gathering individuals' views on the design is a crucial part of that process.

In June 2019, a public consultation event was held in the Day Centre at Marleyfield House to allow current residents of the home, family members, local members of the community, and staff to see the designs and to give them an opportunity to comment and ask any questions they may have. Lots of positive comments were received as attendees were shown room layouts, external 'artist's impression' images of the building and the landscape designs, which will also have a significant positive impact on the existing building.

We will continue to involve residents and the local community as the build progresses, with regular newsletters and meetings with residents and staff to update them as to what is happening on site. Where appropriate and safe site visits will also be facilitated to involve residents further.

The building will be an innovative development that will work closely with our colleagues in Betsi Cadwaladr University Health Board to deliver excellent services for people in Flintshire and providing a template on how to ensure our services continue to delivery high quality outcomes, and are fit for the future demand.

2020 will see building work begin on an **expansion to Marleyfield House Care Home in Buckley**. The expansion, funded by the Innovative Housing Programme, Integrated Care Fund Capital and Flintshire County Council's Capital Programme will provide an additional 32 bedrooms at the home. This will increase capacity for residential placements alongside additional capacity for step-up step-down placements, supporting people who no longer need to remain in hospital but require additional support to remain independent at home. It will link directly to the existing Marleyfield House and create one large seamless site that all residents will be able to use and enjoy when complete.

Ensuring that we have an exceptional design that will meet the needs of residents both now and in future decades is vital

Alongside housing for older people, we are working to address the **housing needs for people with a learning or physical disability**. We continue to manage individual needs for housing through our relationship with housing providers and a manager in Social Services has developed a specialism and good relationships with the housing sector.

We are also working to develop the provision of an intermediate house for step down for up to 4 people, to enable effective hospital discharge. The property, a former Warden's house, has been identified and adapted in partnership with the Housing Team and Social Services, with the Physical Disabilities Team leading on the service provision.

In addition, as part of the Welsh Government Social Housing Grant funding programme, Wales and West Housing Association is overseeing the development of 12 new apartments specifically to enable independent living for those with Learning Disabilities and Physical Disabilities in Flint. The properties are due to be completed late Summer 2020.

The Homelessness Officer is hosted by Social Services and works collaboratively with a Homelessness Accommodation Officer within the Housing Department. The Officers work closely with a number of young people between the ages of 16 to 18 who are at risk of homelessness. This project works to prevent youth homelessness and further exposure to risks, and has assisted young people to move to a secure independent living, supported living or to remain at home.

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The six North Wales Authorities and Betsi Cadwaladr University Health Board have worked collaboratively to implement a Domiciliary Care Agreement which is currently being utilised to commission domiciliary care services successfully. The second phase of this work stream led onto the development of the **Supported Living Agreement**. By having these agreements in place will allow commissioners to tender services more effectively and efficiently.

The supported living service specification was developed to

accommodate flexible services, supported living can look different for people and is not a prescribed service model. The service may include personal care, daily living activities and practical tasks and may comprise of a few hours of support or 24 hour support. The service promotes equitable access to local community provision to meet assessed needs and outcomes.

Page 214 This resource was put into place in order to enable commissioning of services to be more efficient for both the commissioner and the provider, reducing tendering timescales dramatically. The agreement will consist of providers who have met a set criteria as part of the tendering process which in turn has a set standard. Providers opted to work in the areas of their choice described as Lots i.e. Lot 5: Flintshire, providers were given the opportunity to apply for all Lots or just specific individual Lots they preferred to work in.

Our priorities for 2020/21 will be to:

Complete of the Extra Care Programme

Progress in-house residential care expansion schemes

Increase early intervention and support to prevent youth homelessness for young people aged 16-24.

Launch a short term residential service to inform the most appropriate move-on placement and support package for young people.



How we do what we do

Our Workforce and How We Support their Professional Roles

The **registration of domiciliary care workers** under the Regulation & Inspection of Social Care (Wales) Act 2016 is an important part of the continuing development of the social care workforce. The registration of the workforce is mandatory from April 2020. Work has been ongoing throughout the year to support in-house staff to register and a number of events took place over the summer to begin the process of registration.

Registration of Care Home workers will begin in April 2020, with mandatory registration from April 2022. We will continue to support the workforce to meet these deadlines, and also to respond to consultations on new regulations under the Act, ensuring that the voice of independent sector social care providers are included in our responses.

The Act also sets out the specific role of the Responsible Individual and their designated duties in relation to regulated services. The Responsible Individual must ensure that the services provided meet the required standard laid out in the regulations. These standards are linked to the well-being outcomes statement issued under the Social Services and Wellbeing (Wales) Act 2014, which highlight the importance of the well-being of individuals receiving care and support. The Regulations set out the duties placed on the designated Responsible Individual in relation to a regulated service. These duties include:

- overseeing the management of the service, including the appointment of a suitable and fit manager
- ensuring effective oversight of the service including the adequacy of resources
- reviewing and improving the quality of the service
- promoting a culture of openness and accountability.

Mark Holt was appointed as Responsible Individual in Flintshire in 2018 and has 19 years' experience within Local Authorities and specifically older people's services. Mark has operated at a

strategic commissioning level as well as being Service Manager for residential care, extra care and domiciliary care in Flintshire.

To further strengthen the sector, alongside registration a new suite of qualifications have been introduced by Qualification Wales. Our Social Services Workforce Development Team are working to support the social care workforce training needs. The Assessment Centre in Ewloe has been approved by City & Guilds/ WJEC to deliver the new Health & Social Care qualifications at level 2 Core and levels 2 & 3 Practice. The assessment centre will be working towards gaining approval for the new Level 4 & 5 qualifications towards the end of 2020.

The team have also been providing ongoing support for both social work qualifying training and post qualifying training in Wales. 38 Social Work students have been on placement in the county across teams in the statutory, independent and voluntary sectors this year. 15 Social Workers have completed their Consolidation award to enable them to re-register in their 1st period of practice after qualifying, which is now a requirement of Social Care Wales.

This period has also seen us go through a robust commissioning process in order to ensure we are providing high quality, good value core training. Contracts have recently been awarded and this will see the introduction of some new training Providers. The **Training Voucher Scheme** has also come under review, the outcome of this is a revised more equitable and effective system will commence in April 2020.

We have been embracing new technologies in training and have a Virtual Reality (VR) system available. **Digital Champions** have been trained to use the system and will promote the this and other equipment in care home settings. VR will also be used to deliver Dementia Awareness Sessions.

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Social Services have celebrated their first year working in the new environment at **Tŷ Dewi Sant**.

In October 2019, Social Services Workforce Development Team moved from Greenfield Business Park to new facilities at Tŷ Dewi Sant. The move has brought the Workforce Development Team closer to Social Services, enabling closer working and access to training facilities.

The Integrated Autism Service have also set up at Tŷ Dewi Sant, providing a great link to the A55 for their work across North Wales.

Flintshire County Council have embarked on a journey to challenge and change our traditional



recruitment processes, in particular for staff in social care. The WeCare campaign states that 'Wales needs around 20,000 more people to work in care by 2030', and in order to meet this demand, we recognise that we need to do more to showcase and promote working in care as a rich and fulfilling career.

We have engaged Helen Sanders Associates and Well-being Teams to deliver a programme of **Values Based Recruitment** sessions to internal and independent sector staff to enable us to develop new approaches, to not only attract people in to the sector, but the right people, with the right values.

The programme has since developed following the initial session to run in two parallel parts. Firstly, the development and implementation of Values Based Recruitment within Social Services. We have redesigned our recruitment processes for our new Extra Care Scheme, Plas Yr Ywen, with a focus on values. Recruitment workshops days are now being run where candidates take part in a variety of activities instead of a formal panel, including team, listening and communication exercises and 'what if' scenarios. For part of the day, the candidates will take afternoon tea with people they may be providing care and support for. The workshops are observed by staff and individuals

receiving services, who will look out for the ways in which the candidates interact with individuals and demonstrate their personal values.

Alongside this, a small team of 4 have now been accredited as Values Based Recruitment Trainers through Well-being Teams, and are able to roll out training to providers. A 2 day Values Based Recruitment workshop was held in late January 2020 and delivered to 15 participants from 11 providers. The workshop included time for participants to be able to explore their own personal values and those of their organisation, how current processes can be changed and how people with lived experience can be involved in the process.

Feedback has been very positive, with comments including:

- ☞ Inspiration to Change! I cannot wait to evaluate and improve our recruitment process.
- ☞ I really loved the course but particularly enjoyed engagement with other providers/sharing ideas
- ☞ I've learned that I need to incorporate my organisation's values into everything we do
- ☞ Make recruitment process fun – Get residents involved.
- ☞ I have learned that recruitment shouldn't be all about what's 'required'. Who are you and what can you bring?

Communities For Work Flintshire in partnership with Flintshire Social Services has successfully delivered two innovative **“Pathway into Social Care”** training programmes to give local people an opportunity to gain the training and skills necessary to work in the Social Care sector.



Communities For Work is a voluntary programme to help those adults furthest away from the labour market into employment. The programme targets long term unemployed and economically inactive adults and 16-24 year olds not in employment education or training from across Flintshire. It seeks to increase their employability and to move into or closer to employment.

These enhanced Pathway into Social Care courses, which took place over five days, created opportunities for participants to gain mandatory training required for working in the social care sector. The training included: safeguarding, infection control, food safety and health and safety, all of which hold the Flintshire approved standard for working in care establishments across the county.

Alongside our local efforts, the **national WeCare Wales campaign** focusses on raising the positive profile and career opportunities of the social care and early years and childcare sectors to the public.

The campaign launched on 5 March 2019 and a key element is the WeCare Wales website. This online resource offers the public an opportunity to discover the variety of roles available working with children and adults.

It also includes a growing list of potential employers to help people consider the right option for them. This website will grow and evolve over time and is the central hub for the campaign.



Page 218 Social Services have been supporting the campaign on a local basis, and during WeCare week in September, we were able to talk about values with those who attended our recruitment drop-ins and Information day which took place across the county over the week. We spoke with a number of people who clearly demonstrated the kind of values we are looking for, some

of which have gone on to contact our local social services recruitment link. It was a great opportunity to be out and speak directly to people who were interested in social care, and to share the positive aspects of the roles.

We also worked with the WeCare Wales team and Health Education and Improvement Wales (HEIW) to deliver a workshop centred on values at the 'Advise the Advisors' event at Venue Cymru 12.02.20. Through this workshop, we explored values so those who have

a role in directing potential candidates to social care providers understand the values needed for the roles, and how they may identify them in others.

We continue to develop Care@Flintshire, our online hub which aims to raise the profile of working in care, to celebrate the good work taking place and to promote opportunities available. We have also launched a Facebook page this year, where we will be able to share news from across the sector.



Care @ Flintshire Gofal @ Sir y Fflint

The site hosts a number of 'day in the life of' interviews with those working in care setting from domiciliary care through to drug and alcohol rehabilitation. We are always looking for people in the workforce who can share their story and insight in to the positive difference working in social care makes to people in Flintshire.

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There is great scope for further development of the site and we are continuing to work closely with providers and partners to gather feedback, update with useful information and add more tools to ensure that the site continues to be a useful resource to those in the sector.

[Care at Flintshire - Gofal yn Sir y Fflint](#)



How we do what we do

Our Financial Resources and How We Plan For the Future

Flintshire County Council, where applicable, have continued to increase rates to reflect the **impact of annual inflation and policy change**.

Sustaining the care sector is vital and will continue to be a priority for social services and the council. In addition to financial increases the contracts, commissioning and workforce teams continue to offer a range of support, training and practice development opportunities for the sector. Examples of these include the value based recruitment, progress for providers programme and training vouchers.

We are continuing to look at other methods of delivering care for traditional high cost/low volume placements, focusing on local services that provide quality outcomes and value for money. Through close working with local Providers with a view securing local placements for the local population. We have developed positive relationships with the market which is positively enabling us to have a greater opportunity to make local placements where they are needed.

Flintshire County Council is committed to measuring and maximising **Social Value** through its organisation, services and expenditure. Social value is about understanding the social, economic, environmental and cultural impact of our activities, and securing additional outcomes through our work, that benefit the people, communities and businesses within Flintshire.

The council drafted and approved a Social Value Procurement Policy in March 2020, which sets an increased focus on the delivery of social, economic, environmental and cultural well-being benefits through its procurement and commissioning activities. The Social Value Procurement Policy will create an enabling framework to strengthen the approach to generating social value through the goods and services that the Council purchases.

In November 2019, the Council appointed a Social Value Development Officer to champion this work and drive this agenda forward. Since the start of their role there have been a number of procurement and commissioning activities that the Social Value

Development Officer has and continues to support. An example of Social Value can be demonstrated through the development of Hwb Cyfle.

The additional social value generated through the project included:

- 610 school or college students visiting the construction site as part of their studies;
- 6 jobs created;
- 15 work experience placements supported;
- 6 apprenticeship opportunities created; and
- 18 employed interviews provided to disadvantaged candidates.

Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Who we are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council. They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has **70** elected members who represent their ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council. One Member is elected by their peers to represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leader, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

How we make decisions

Each Cabinet Member is supported by Overview and Scrutiny Committees, and for Social Services this is the Health and Social Care Overview and Scrutiny Committee. Because of the close working relationship with the Education and Youth Portfolio, the Council also holds joint Health and Social Care and Education and Youth Scrutiny Committee meetings, to discuss services for children and young people that cut across both social services and education. The Council Leader, Deputy Leader and Cabinet Member for Social Services are also involved in the social services work programme through the Social Services Programme Board and the Cabinet Member also attends the Social Services Management Team meetings every month.

The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the

statutory "Director of Social Services" role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to make sure that these decisions are efficient, transparent and accountable to local people. The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

Our partnership working

You can see throughout the report that we work with a wider variety of partners across Health, the Third Sector, businesses and North Wales local authorities.

At the heart of our collaborative culture is the **Flintshire Public Services Board**. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organizations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and these priorities are set out in the Well-being Plan for Flintshire 2017- 2023.

The **North Wales Regional Partnership Board** was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services. The Board works to enhance the integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales, and have been successful in its bid to bring funding to the region for the Transformation Programmes.

The Council and Health Board continue to work closely together, with strategic meetings between the chief executives and leaders taking place bi-annually. Many joint operational meetings happen

throughout the year, including a six monthly special scrutiny meeting where health colleagues are invited to attend and take questions from elected members.

An example of this partnership working is now coming to fruition with the development of new temporary hospitals to help manage the COVID-19 outbreak in North Wales. **Ysbyty Enfys Glannau Dyfrdwy (Rainbow Hospital Deeside)**, was one of those to reduce occupancy in BCUHB's main hospitals so that they can focus upon the care of the patients at greatest need. Patients receiving care in the temporary hospitals will not require intubation, so ventilators will not be required.

Deeside Leisure Centre (DLC) has been selected as the best available site for an Emergency Hospital to serve the Eastern area of North Wales because of its location and accessibility by road; its size and internal layout; the availability of utilities and facilities such as accessible toilet and washing facilities. DLC also has the advantage of being able to have extended bed capacity beyond the initial 250 target if needed.

DLC was chosen on Thursday 2 April by a team of partners including a multi-disciplinary professional team from the Health Board, the Council as the landlord, the Ambulance Service, the Fire Service and the Military, and in consultation with Aura Wales as the tenant.

The hospital will be managed by the Health Board, with the leisure centre returning to full use once the emergency situation is over.

Our relationship with the voluntary sector continues to be strengthened by our involvement with the Voluntary Sector Compact. This three-way partnership between the Council, Health Board and voluntary sector facilitates mutual understanding in respect of roles and responsibilities, and enables opportunities for partnership working to be fully utilised. Membership comprises the Chief Officer and Chair of Flintshire Local Voluntary Council, other voluntary sector members, the Chief Executive and Leader of the Council, and a senior manager from the Health Board.



Accessing Further Information and Key Documents

Social Care Legislation & Information Links:

[National Outcomes Framework for people who need care and support and carers who need support](#)

[Regulation and Inspection of Social Care \(Wales\) Act 2016](#)

[The Social Services and Well-being \(Wales\) Act 2014](#)

[Well-being of Future Generation \(Wales\) Act 2015](#)

[North Wales Population Needs Assessment](#)

Flintshire County Council's Key Strategic Documents Links:

[Council Plan 2018-23](#)

[Our Flintshire, Our Future 2019-20](#)

[Corporate Parenting Strategy 2018-2023](#)

[Digital Flintshire 2017 - 2022](#)

[Regional Learning Disability Strategy](#)

[North Wales Safeguarding Board](#)

Adverse Childhood Experiences (ACEs) - a term used to describe a wide range of stressful or traumatic experiences that children can be exposed to when growing up. ACEs range from experiences that directly harm a child to those that affect the environment in which a child grows up.

Advocacy - the act of speaking on the behalf of or in support of another person.

Deprivation of Liberty Safeguards - provide a legal framework that protects people living in care homes or hospitals who are vulnerable because of mental disorder and who lack the mental capacity to make decisions about their own accommodation and care needs.

Direct Payments - give users money directly to pay for their own care, rather than the traditional route of a Local Government Authority providing care for them.

Extra Care – housing designed with the needs of service users in mind that provides varying levels of support which is available on site and promotes independent living.

Flintshire Local Voluntary Council (FLVC) - the umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

Integrated Care Fund (ICF) - a Welsh Government fund that “aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors.

Looked After Children - a child is looked after by a local authority if a court has granted a care order to place a child in care, or a council’s children’s services department has cared for the child for more than 24 hours.

Outcomes-focused - the definition of outcomes is the impact or end results of services on a person’s life. Outcome-focused services and support therefore aim to achieve the aspirations, goals and priorities identified by service users (and carers) – in contrast to services whose content and/or form of delivery are standardised or determined solely by those who deliver them.

Person-centred Care - an approach that moves away from professionals deciding what is best for a patient or service user, and places the person at the centre, as an expert in their own experience. The person, and their family where appropriate, becomes an equal partner in the planning of their care and support, ensuring it meets their needs, goals and outcomes.

Respite – a short period of temporary care in order to provide rest or relief for carer’s who require a break in their role

Responsible Individual - someone in charge of providing the service at an organisation or local authority.

Safeguarding - a term used to denote measures to protect the health, well-being and human rights of individuals, which allow people to live free from abuse, harm and neglect

Social Enterprise - an organisation that applies commercial strategies to maximise improvements in human and environmental well-being - this may include maximising social impact alongside profits for external stakeholders.

Statutory Services – services provided by the Local Authority as a matter of course, examples of these types of services are domiciliary care and respite breaks.

Third Sector - the part of an economy or society comprising non-governmental and non-profit making organisations or associations, including charities, voluntary and community groups, co-operations etc.

Well-being - the state of being comfortable, healthy or happy.

Contextual Data and National Performance Measures

Adults Services

Between 1st of April 2019 and the 31st of March 2020, we delivered services to 4324 adults and 580 people commissioned their own services through a Direct Payment, this makes up 40% of home based services.

75% of adults who have received support from the Information, Advice and Assistance services have not contacted the service again during the year. 451 individuals accessed social prescribing through the Single Point of Access Team.

53% of adults completed a period of reablement and required no package of care six months later, 12% had a reduced package of care and support six month later.

As of the 31st of March, we were assisting 421 people over the age of 65 in care homes.

1,300 adult carers were identified and referred to our carers' service providers.

Children's Services

Within Children's Services, there has been a further increase in the number of children referred to us which has been rising over the past 2 years. During 2019/2020 5299 referrals were received.

The percentage of assessments for children completed within statutory timescales (42 working days) was 94.4%; this measure includes those "What Matters?" conversations carried out at our front door.

There were 214 children on the Flintshire Child Protection Register on the 31st of March and the average time that children remained on the Register was 304 days. 5.3% of children of the Register were re-registrations. 13 children and families were reregistered within 12 months of deregistration. 86% of initial child protection conferences and 99.3% of review conferences were carried out within timescales.

We have supported 70% of children to remain living with their families, 9% of Looked After Children returned home from care during the year and 5 Special Guardianship Orders were granted.

The number of referrals for Family Group Meetings was 348

During the year, 1341 families accessed the Early Help Hub and 3385 families accessed the childcare offer. The total number of childcare providers was 535

56 young carers were identified and referred to young carers service providers.

NQS1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve

75% of adults who have received support from the information advice and assistance services (IAA) have not contact the service again during the year

75% of assessments completed for children were completed within statutory timescales.

NQS2: Working with people and partners to protect and promote peoples physical and mental and emotional well-being

The rate of delayed transfers of care for social care reasons per 1,000 of the population aged 75 or over was 3.29

The percentage of adults who completed a period of re-ablement and had a) a reduced package of care and support six months later was 12% and b) no package of care six months later was 53%

The average age of adults entering residential care homes was 86

73% of looked after children were seen by a registered dentist within three months of becoming looked after

82% of looked after children were registered with a GP

NQS3: Taking steps to protect and safeguard people from abuse, neglect or harm

98% of adult protection enquiries were completed within statutory timescales.

5.30% of children on the local authority child protection registers were re-registrations.

Children were on the child protection register during the year for an average of 304 days.

NQS4: Encouraging and support people to learn, develop and participate in society

72.73% of looked after children achieved the core subject indicator at key stage 2

3.6% of looked after children experienced one or more changes in school during periods of being looked after that were not due to transitional arrangements.

NQS5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships

70% of children were supported to remain living with their family

9% of looked after children returned home from care during the year.

7% of looked after children on 31st March had three or more placements during the year.

NQS6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meet their needs

60% of care leavers were in education, training or employment at

12 months and 45% of care leavers were in education, training or employment at 24 months after leaving care.

3% of care leavers experienced homelessness during the year



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EXERCISE OF DELEGATED POWERS - DECISIONS TAKEN **REPORTED TO CABINET – 16.06.20**

Streetscene and Transportation

- **Flintshire County Council. Section 23 of the Road Traffic Regulation Act 1984. Proposed Pedestrian Crossing on B5129 Chester Road and Leaches Lane, Mancot**

To advise Members of the objections received following the advertisement of the proposed Pedestrian Crossing (Zebra) on Leaches Lane, Mancot.

- **Flintshire County Council. Mancot Lane, Willow Lane, Field View, Mancot Way, Crossways, Hawarden Way, Leaches Lane, Foxes Close, Cottage Lane, Colliery Lane, The Paddock, Wilton Road, Clos Coed, Mancot Royal Close and Earle's Crescent, Mancot. Proposed Prohibition of Waiting at any Time and Limited Waiting**

To advise Members of the objections received following the advertisement of the proposed Waiting Restrictions on Mancot Lane, Willow Lane, Field View, Mancot Way, Crossways, Hawarden Way, Leaches Lane, Foxes Close, Cottage Lane, Colliery Lane, The Paddock, Wilton Road, Clos Coed, Mancot Royal Close and Earle's Crescent, Mancot.

- **Flintshire County Council. Leaches Lane, Hawarden Way, Foxes Close, Earle's Crescent, Field View, Cottage Lane, The Paddock, Colliery Lane, Wilton Road, Willow Lane, Hampton Avenue, Clos Coed, Marnel Drive, Mancot Royal Close, Crossways, Mancot Way, Ashfield Crescent, Maxwell Avenue, Wenlock Crescent, Sunnyside, Deiniol's Road, Oakley Road, Leaches Close, Oak Court, Orchard Close, Westway and Mancot Lane, Mancot.**

To advise Members of the objections received following the advertisement of the proposed 20mph Speed Limit and 20mph Speed Limit Zone on Leaches Lane, Hawarden Way, Foxes Close, Earle's Crescent, Field View, Cottage Lane, The Paddock, Colliery Lane, Wilton Road, Willow Lane, Hampton Avenue, Clos Coed, Marnel Drive, Mancot Royal Close, Crossways, Mancot Way, Ashfield Crescent, Maxwell Avenue, Wenlock Crescent, Sunnyside, Deiniol's Road, Oakley Road, Leaches Close, Oak Court, Orchard Close, Westway and Mancot Lane, Mancot.

- **Flintshire County Council Highways Act 1980 Section 90C. Notice of Proposal to Construct Flat Top Raised Tables at Church Street, Flint, Flintshire**

To advise Members of an objection received following the advertisement of the proposal Flat Top Raised Tables at Church Street, Flint.

- **Flintshire County Council. A548 Chester Street, A548 Chester Road, A548 Holywell Street, A548 Trelawny Square, Evans Street, Duke Street, Park Avenue, Castle Dyke Street, Marsh Lane, St Mary's Walk, Barons Close Borough Grove, Trelawny Avenue, Lower Sydney Street, Church Street, Earl Street, Lower Mumforth Street, Corporation Street, Salusbury Street, Castle Street, Sydney Street, Feather Street, Queen Street and Market Square / Y Farchnad Flint. Proposed Prohibition of Waiting, Prohibition of Waiting at Any Time and Limited Waiting.**

To advise Members of the objections received following the advertisement of the proposed Prohibition of Waiting At Any Time and Limited Waiting on A548 Chester Street, A548 Chester Road, A548 Holywell Street, A548 Trelawny Square, Evans Street, Duke Street, Park Avenue, Castle Dyke Street, Marsh Lane, St Mary's Walk, Barons Close, Borough Grove, Trelawny Avenue, Lower Sydney Street, Church Street, Earl Street, Lower Mumforth Street, Corporation Street, Salusbusy Street, Castle Street, Sydney Street, Feather Street, Queen Street and Market Square / Y Farchnad Flint.

- **Surface Dressing Contract 2020-2024**

Flintshire County Council propose to undertake a programme of carriageway surface dressing works which will be undertaken annually in various locations throughout the County, up to the value of £350k per annum over a five year period subject to future funding being available. The cumulative value of the works over the full five year term will be up to £1.75M. The report sought a decision on the procurement of an external supplier to undertake the works on behalf of the Council.

- **A5026 Fron Park Road, Pen Y Ball Street, West Drive, Cae Mefus and A5026 Lloc, Holywell. Proposed Prohibition of Waiting At Any Time**

To advise Members of the objections received following the advertisement of the proposed Prohibition of Waiting At Any Time on the A5026 Fron Park Road, Pen Y Ball Street, West Drive, Cae Mefus and the A5026 Lloc, Holywell.

- **Flintshire County Council. B5121 Brynford Street, Holywell. One Way Traffic Order 20-**

To advise Members of the objections received following the advertisement of the proposed One Way on the B5121 Brynford Street, Holywell.

- **Flintshire County Council. Pen-Y-Ball Street, Holywell. One Way Traffic Order 20-**

To advise Members of the objections received following the advertisement of the proposed One Way on Pen-Y-Ball Street, Holywell.

Housing and Assets

- **Council Rent - Application to write off tenancy arrears**

Financial Procedure Rules (section 5.2) stipulates that individual bad and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member.

The decision to write off is in respect of one tenant who is subject to a Debt Relief Order (DRO). Rent arrears of £6,761.54 are included in the DRO which are now irrecoverable as a result of the award of the DRO.

- **Council Rent - Application to write off tenancy arrears**

Financial Procedure Rules (section 5.2) stipulates that individual bad and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member.

The decision to write off is in respect of one tenant who is subject to a Debt Relief Order (DRO). Rent arrears of £7,086 are included in the DRO which are now irrecoverable as a result of the award of the DRO.

- **Council Tax Write Offs**

Financial Procedure Rules (section 9.6) – Income and Expenditure stipulate that any individual debt between the values of £5,000 and £25,000 shall be reported to the Corporate Finance Manager/Section 151 Officer for consideration to write off, in conjunction with the Cabinet Member for Corporate Management and Assets.

Details of two Council Tax accounts were outlined, with the total being £17,427.90.

- **Business Rates Write Offs**

Financial Procedure Rules (section 9.6) – Income and Expenditure stipulate that any individual debt between the values of £5,000 and £25,000 shall be reported to the Corporate Finance Manager/Section 151 Officer for consideration to write off, in conjunction with the Cabinet Member for Corporate Management and Assets.

A schedule was attached which summarised by the category of write off involving 17 Business Rate accounts where the overall debt for each company is greater than £5,000.

- **Disposal of Land at Hope Hall Farm, Hope**

This land disposal relates to the disposal of seven acres of land which previously formed part of Hope Hall Farm. The Council holds the freehold interest in the land which is shown in edged red on the plan. The Council will receive a capital receipt from the disposal of the land.

Copies of the Delegated Powers reports are on deposit in the Team Leader's Room, Committee Services.

**FLINTSHIRE COUNTY COUNCIL FORWARD WORK PROGRAMME ITEMS
COUNCIL, CABINET, AUDIT AND GOVERNANCE & SCRUTINY
1 June 2020 TO 30 November 2020**

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
June					
Cabinet	16/06/20	Chief Executive's	Capital Programme – Final Outturn 2019/20 To advise of the Capital Final Outturn position for the financial year 2019/20.	Operational	Cabinet Member for Finance
Cabinet	16/06/20	Planning, Environment and Economy	Flintshire Local Development Plan - Update on progress and position with the Plan's timetable To provide an overview of the main issues raised by respondents to the recent public consultation exercise relating to the Flintshire Deposit LDP, and to agree the Councils' response.	Strategic	Cabinet Member for Planning and Public Protection
Cabinet	16/06/20	Chief Executive's	Revenue Budget Monitoring – Final Outturn 2019/20 To advise of the Revenue Final Outturn position for the financial year 2019/20.	Operational	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	16/06/20	Chief Executive's	Welsh Language Annual Monitoring Report 2019/20 To receive the Welsh Language Annual Monitoring Report 2019/20.	Operational	Cabinet Member for Corporate Management and Assets
Cabinet	16/06/20	Chief Executive's	Prudential Indicators - Actuals 2019/20 To provides details of the Council's actual Prudential Indicators for 2019/20 compared with the estimates set for Prudence and Affordability.	Operational	Cabinet Member for Finance
Cabinet	16/06/20	Social Services	Social Services Annual Report To receive the Social Services Annual Report 2019/2020.	Operational	Cabinet Member for Social Services
July					
Cabinet	14/07/20	Finance	Revenue Budget Monitoring 2020/21 (Interim) To provide details of known key risks and issues to the revenue budget outturn position for 2020/21 for the Council Fund and Housing Revenue Account.	Operational	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	14/07/20	Streetscene and Transportation	<p>Annual Review of Fees and Charges To report the 2020 annual review of fees and charges, which support the Medium Term Financial Strategy, and present the revised underpinning Income Generation Policy.</p>	Strategic	Cabinet Member for Corporate Management and Assets
Cabinet	14/07/20	Social Services	<p>Supporting Living Framework and commissioning of services Flintshire Social Services would like to re-commission a couple of its existing supported living properties under the new North Wales Supported Living Framework.</p>	Operational	Cabinet Member for Social Services
Cabinet	14/07/20	Housing and Assets	<p>Communal Heating Charges 2020/21 To seek agreement for the proposed heating charges in council properties with communal heating systems for 2020/21.</p>	Operational	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	14/07/20	Chief Executive's	Annual Improvement Report 2019/20 Auditor General for Wales To be assured by the Auditor General for Wales' Annual Improvement Report for 2019/20 and to approve the executive response to the proposals for improvement.	Strategic	Cabinet Member for Corporate Management and Assets
Social & Health Care Overview & Scrutiny Committee 1809 236	16/07/20	Overview and Scrutiny	Forward Work Programme and Action Tracking (S & H) To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Social Services
August					
September					
October					
November					