

Public Document Pack

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Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



Contact Officer:
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To: All Members of the Council

19 May 2021

Dear Sir/Madam

NOTICE OF REMOTE MEETING
FLINTSHIRE COUNTY COUNCIL
TUESDAY, 25TH MAY, 2021 at 10.00 AM

Yours faithfully

Robert Robins
Democratic Services Manager

Please note: This will be a remote meeting and 'attendance' will be restricted to Council Members.

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

A G E N D A

1 APOLOGIES FOR ABSENCE

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST

Purpose: To receive any Declarations and advise Members accordingly.

PRINCIPAL ITEMS OF BUSINESS

3 CHANGES TO COUNCIL MEMBERSHIP

4 CHAIR'S REVIEW OF THE YEAR 2019-21

5 ELECTION OF CHAIR OF THE COUNCIL FOR THE MUNICIPAL YEAR 2021/22, INVESTITURE OF CHAIN OF OFFICE AND SIGNING OF DECLARATION OF ACCEPTANCE OF OFFICE

6 APPOINTMENT OF VICE-CHAIR OF THE COUNCIL FOR THE MUNICIPAL YEAR 2021/22, INVESTITURE OF CHAIN OF OFFICE AND SIGNING OF DECLARATION OF ACCEPTANCE OF OFFICE

7 ELECTION OF THE LEADER OF THE COUNCIL

8 APPOINTMENT OF THE CABINET BY THE LEADER OF THE COUNCIL

Purpose: To note the appointment of the Cabinet by the Leader of the Council.

9 CONSTITUTIONAL ISSUES INCLUDING COMMITTEES (Pages 5 - 18)

Report of Chief Officer (Governance) -

Purpose: To approve the constitutional arrangements for the Council for the forthcoming year.

10 SCHEDULE OF MEETINGS 2021/22 (Pages 19 - 32)

Report of Chief Officer (Governance) -

Purpose: To approve the draft schedule of meetings for 2021/22.

There will be a short adjournment of 15 minutes before the items of ordinary business are presented and considered as outlined below:

ORDINARY ITEMS OF BUSINESS

11 COUNCIL PLAN 2021/22 (Pages 33 - 114)

Report of Chief Executive - Leader of the Council and Cabinet Member for Education

Purpose: To adopt the Council Plan 2021/22 Part 1 and to approve Part 2.

12 PUBLIC INTEREST REPORT ISSUED UNDER S.16 OF THE PUBLIC SERVICES OMBUDSMAN (WALES) ACT 2005 (Pages 115 - 148)

Report of Monitoring Officer -

Purpose: To agree whether or not to accept the findings and/or recommendations in a public interest report issued by the Public Services Ombudsman for Wales.

13 PETITIONS

Purpose: This is an opportunity for Members of Council to submit petitions on behalf of people in their ward. Once received, petitions are passed to the appropriate Chief Officer for action and response.

14 QUESTIONS

Purpose: To note the answers to any questions submitted in accordance with County Council Standing Order No. 9.4(A): one was received by the deadline:

Councillor Tudor Jones - Local Authority Pension Funds and investments in fossil fuels

FOR INFORMATION ONLY

15 PUBLIC QUESTION TIME

Purpose: This item is to receive any Public Questions: none were received by the deadline.

16 NOTICE OF MOTION

Purpose: This item is to receive any Notices of Motion: none were received by the deadline.

Procedural Note on the conduct of meetings

The Chair will open the meeting and introduce themselves.

The meeting will be attended by a number of Councillors. Officers will also be in attendance to present reports, with Democratic Services officers acting as hosts of the meeting.

All attendees are asked to ensure their mobile phones are switched off and that any background noise is kept to a minimum.

All microphones are to be kept muted during the meeting and should only be unmuted when invited to speak by the Chair. When invitees have finished speaking they should go back on mute.

To indicate to speak, Councillors will use the chat facility or use the electronic raise hand function. The chat function may also be used for questions, relevant comments and officer advice and updates.

The Chair will call the speakers, with elected Members addressed as 'Councillor' and officers addressed by their job title e.g. Chief Executive' or name. From time to time, the officer advising the Chair will explain procedural points or suggest alternative wording for proposals, to assist the Committee.

If and when a vote is taken, the Chair will explain that only those who oppose the proposal(s), or who wish to abstain will need to indicate, using the chat function. The officer advising the Chair will indicate whether the proposals are carried.

If a more formal vote is needed, this will be by roll call – where each Councillor will be asked in turn (alphabetically) how s/he wishes to vote.

At County Council and Planning Committee meetings speaker's times are limited. A bell will be sounded to alert that the speaker has one minute remaining.

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>



FLINTSHIRE COUNTY COUNCIL

Date of Meeting	Tuesday 25 th May 2021
Report Subject	Constitutional Issues including Committees
Report Author	Chief Officer (Governance)

EXECUTIVE SUMMARY

Each year, at our Annual Meeting, the Council must agree what arrangements it will make to carry out certain functions, such as its Committee structure and delegation to Officers. These matters are set out in Council Procedure Rule 1.1 (vii)-(xiv).

The report proposes the creation of a new Recovery Committee to oversee the vital work of helping the County to recover from the effects of the pandemic. The report also deals with the appointment of other Committees and chairs and other issues such as allocation of seats, under political balance.

The report is split into sections, each one dealing with one decision that needs to be made and the relevant issues to consider. Each section must be considered and voted on in turn at the meeting. Therefore, it is not possible to move these recommendations 'en bloc'.

RECOMMENDATIONS

1	<p>That Council appoints the following Committees:</p> <ul style="list-style-type: none"> • Appeals Committee • Clwyd Pension Fund Committee • Constitution and Democratic Services Committee • Governance & Audit Committee • Grievance Committee • Grievance Appeals Committee • Investigation and Disciplinary Committee • Joint Governance Committee (for pensions) • Licensing Committee • Overview and Scrutiny Committees as follows:
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	<ul style="list-style-type: none"> • Community, Housing & Assets • Corporate Resources • Education, Youth & Culture • Environment & Economy • Social & Healthcare • Planning Committee • Recovery Committee (terms of reference as set out in Appendix 1) • Standards Committee
2	That it is recommended that the size of each Committee should be as set out in paragraph 1.03 and 1.04 of this report.
3	That it is recommended that the Terms of Reference for each Committee in the Constitution and, for the Recovery Committee set out in Appendix 1, should be approved.
4	That seats be allocated in accordance with political balance as set out in Appendix 2 and the rules on membership of the Committees as set out in paragraphs 1.08 – 1.14, and that the seats on the Grievance, Grievance Appeals and Investigation and Disciplinary Committees be allocated to give a broad political spread of membership.
5	That Council appoints the Chair of the following Committees (noting any restrictions on eligibility): <ul style="list-style-type: none"> • Clwyd Pension Fund • Constitution & Democratic Services • Licensing • Planning • Recovery
6	That the Grievance Committee, the Grievance Appeal Committee and the Investigation & Disciplinary Committee should each appoint their own Chairs from amongst their Membership.
7	That Council decides which group will chair each of the five Overview & Scrutiny Committees.
8	That the rules, procedures, delegations and codes/protocols within the Constitution be approved, including the temporary changes to the rules of procedure to accommodate virtual meetings.
9	That the make-up of the Appointments Committee be approved.
10	That the composition and membership of the Standards Committee be noted.
11	That Council notes that nominees to Outside Bodies have been appointed for the whole Council term and the Chief Executive's power to vary those nominations (in consultation with Group Leaders).

REPORT DETAILS

1.00	EXPLAINING THE COMMITTEE STRUCTURE
1.01	<p>The Constitution presently provides for the appointment of the following:-</p> <ul style="list-style-type: none"> • Appeals Committee • Clwyd Pension Fund Committee • Constitution and Democratic Services Committee • Governance & Audit Committee • Grievance Committee • Grievance Appeals Committee • Investigation and Disciplinary Committee • Joint Governance Committee (for pensions) • Licensing Committee • Overview and Scrutiny Committees as follows: <ul style="list-style-type: none"> • Community, Housing & Assets • Corporate Resources • Education, Youth & Culture • Environment & Economy • Social & Healthcare • Planning Committee • Standards Committee
1.02	<p>During the last 12 months the County Council has been seeking to manage the impact of the pandemic. When the Council moved into the so called “recovery phase” oversight was initially provided by an informal group consisting largely of the political group leaders, and latterly by the Overview and Scrutiny Committees. However, there is no single Committee with oversight of the complete picture. It is therefore proposed to establish a Recovery Committee that will have oversight of all the recovery work. It will not duplicate the work of the Overview and Scrutiny Committees but will, where necessary, refer issues to them for consideration. Draft terms of reference for the Committee are set out in Appendix 1.</p>
1.03	<p>It is recommended that :That Council appoints the following Committees for 2020/21:</p> <ul style="list-style-type: none"> • Appeals Committee • Clwyd Pension Fund Committee • Constitution and Democratic Services Committee • Governance & Audit Committee • Grievance Committee • Grievance Appeals Committee • Investigation and Disciplinary Committee • Joint Governance Committee (for pensions) • Licensing Committee • Overview and Scrutiny Committees as follows:

	<ul style="list-style-type: none"> • Community, Housing & Assets • Corporate Resources • Education, Youth & Culture • Environment & Economy • Social & Healthcare • Planning Committee • Recovery Committee (terms of reference as set out in Appendix 1) • Standards Committee 		
DETERMINATION OF THE SIZE OF COMMITTEES			
1.04	The Annual Meeting must decide upon the size of each of the Committees it has appointed. Council has previously agreed that the major Committees should be large enough for all political groups to be represented. This is Planning Committee (see below) 17.		
	Committee	Councillors	Co-Optees
	Constitution and Democratic Services	16	None
	Governance & Audit Committee	7	2
	Grievance Committee	12	None
	Grievance Appeals	12	None
	Investigation and Disciplinary	12	None
	Joint Governance Committee (Pensions) – 1 representative	The Chair	None
	Licensing	12	None
	Each Overview & Scrutiny	12	
	Pension Committee	5	4
	Planning	17	None
	Recovery	3	None
	Standards	3	6
1.05	The size and composition of the Planning Committee is regulated by legislation. Under regulations made in 2017 the Planning Committee must be between 11 and 21 Members in size and no larger than 50% of the total Membership of the Council.		
1.06	It is recommended that : That the size of each Committee should be as set out in paragraph 1.03 and 1.04 of this report.		

TERMS OF REFERENCE OF COMMITTEES	
1.07	The Annual Meeting is required to decide the terms of reference of the Committees which it appoints. The terms of reference for the Recovery Committee are attached as Appendix 1. They will be incorporated within the Constitution.
1.08	It is recommended that: that the terms of reference for each Committee as set out in the Constitution (and in Appendix 1) should be approved.
POLITICAL BALANCE	
1.09	<p>The Council is required at, or as soon as practicable after the Annual Meeting, to decide the allocation of seats to political groups in accordance with the Political Balance Rules contained in the Local Government and Housing Act 1989 and the Local Government (Committees and Political Groups) Regulations 1990(as amended).</p> <p>Members are advised that these rules do not apply to the Cabinet nor to the Standards Committee. The rules of political balance will apply to the new Recovery Committee.</p>
1.10	<p>The basis of the statutory requirement is that Committee seats should be allocated to a political group (so far as is practicable) in the same proportion as that group has to the total membership of the County Council. The allocation of seats on Committees to the political groups must recognise that:-</p> <p>(i) There may be no Committee where only one group has all the seats;</p> <p>(ii) Where there is a majority group it is entitled to a majority upon every Committee. (This does not apply where the largest group does not have an overall majority);</p> <p>(iii) The total number of seats allocated to each political group should be (in so far as is practicable) in the same proportion as those groups' strengths upon the full Council;</p> <p>(iv) Each Committee should (so far as is practicable) have the same proportional division between political groups as is represented upon the full Council. Thus if a group holds 25% of the total number of Councillors they should have 25% of the overall number of seats on the Council and 25% seats on each Committee;</p> <p>(v) Where some Councillors are not in a political group then the Council must ensure that a proportion of seats are allocated to those Councillors.</p>
1.11	In order to achieve political balance, it has been necessary to separate out the 'employment' Committees which are the Grievance, Grievance Appeals and Investigation & Disciplinary Committees. Otherwise, the smaller groups would be disadvantaged by having to use part of their seat allocation on committees which seldom, if ever, meet. This separation requires a specific agreement from all Members of Council. If one Member objects to it, then it cannot be implemented.

1.12	<p>The Size and Composition of Local Planning Authority Committees (Wales) Regulations 2017 also require that a Planning Committee:</p> <ul style="list-style-type: none"> • Should not include any substitutes; and • May only include 1 Member from a multiple Member ward. <p>In making nominations to the Planning Committee, the groups will need to follow these rules. Where a multiple Member ward is represented by Councillors who are not in the same group (and both wish to be on the Planning Committee), then there will need to be a means of deciding which Councillor can take up the place. In the first instance the two respective Group Leaders should seek to reach agreement. If that is not possible then the first nomination received by the proper officer should be accepted</p>																																							
1.13	<p>For the Governance & Audit and the Constitution & Democratic Services Committees, the Local Government (Wales) Measure limits the number of Cabinet Members on each Committee to a maximum of one who cannot be the Leader. The Constitution has extended this so that no Cabinet Member may be a Member of the Governance & Audit Committee.</p>																																							
1.14	<p>Section 11 of the Constitution requires that the Investigation & Disciplinary Committee should include at least one Cabinet Member but no more than 50% of the Committee. So, it is proposed that in selecting who will serve on this Committee, the Leader should appoint only one Cabinet Member.</p>																																							
1.15	<p>There are a total of 131 seats for Councillors across all of the Council Committees based on the current group Membership. The entitlement of each group to seats is set out in the table below:</p>																																							
	<table border="1"> <thead> <tr> <th data-bbox="308 1249 644 1326">Group</th> <th data-bbox="644 1249 794 1326">Group size</th> <th data-bbox="794 1249 1007 1326">% of total Councillors</th> <th data-bbox="1007 1249 1394 1326">Entitlement to seats</th> </tr> </thead> <tbody> <tr> <td data-bbox="308 1335 644 1366">Labour</td> <td data-bbox="644 1335 794 1366">34</td> <td data-bbox="794 1335 1007 1366">48.57</td> <td data-bbox="1007 1335 1394 1366">63</td> </tr> <tr> <td data-bbox="308 1375 644 1406">Independent Alliance</td> <td data-bbox="644 1375 794 1406">16</td> <td data-bbox="794 1375 1007 1406">22.86</td> <td data-bbox="1007 1375 1394 1406">30</td> </tr> <tr> <td data-bbox="308 1415 644 1447">Conservative</td> <td data-bbox="644 1415 794 1447">6</td> <td data-bbox="794 1415 1007 1447">8.57</td> <td data-bbox="1007 1415 1394 1447">11</td> </tr> <tr> <td data-bbox="308 1456 644 1487">Liberal Democrats</td> <td data-bbox="644 1456 794 1487">6</td> <td data-bbox="794 1456 1007 1487">8.57</td> <td data-bbox="1007 1456 1394 1487">11</td> </tr> <tr> <td data-bbox="308 1496 644 1527">New Independents</td> <td data-bbox="644 1496 794 1527">4</td> <td data-bbox="794 1496 1007 1527">5.71</td> <td data-bbox="1007 1496 1394 1527">8</td> </tr> <tr> <td data-bbox="308 1536 644 1568">Independents</td> <td data-bbox="644 1536 794 1568">3</td> <td data-bbox="794 1536 1007 1568">4.29</td> <td data-bbox="1007 1536 1394 1568">6</td> </tr> <tr> <td data-bbox="308 1576 644 1608">Non-aligned member</td> <td data-bbox="644 1576 794 1608">1</td> <td data-bbox="794 1576 1007 1608">1.43</td> <td data-bbox="1007 1576 1394 1608">2</td> </tr> <tr> <td data-bbox="308 1617 644 1648">Total</td> <td data-bbox="644 1617 794 1648">70</td> <td data-bbox="794 1617 1007 1648">100%</td> <td data-bbox="1007 1617 1394 1648">131</td> </tr> </tbody> </table>	Group	Group size	% of total Councillors	Entitlement to seats	Labour	34	48.57	63	Independent Alliance	16	22.86	30	Conservative	6	8.57	11	Liberal Democrats	6	8.57	11	New Independents	4	5.71	8	Independents	3	4.29	6	Non-aligned member	1	1.43	2	Total	70	100%	131			
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1.16	<p>It is recommended that: That seats be allocated in accordance with political balance as set out in Appendix 2 and the rules on membership of the Committees as set out in paragraphs 1.08 – 1.14, and that the seats on the Grievance, Grievance Appeals and Investigation and Disciplinary Committees be allocated to give a broad political spread of membership.</p>																																							

APPOINTMENT OF CHAIRS OF STANDING COMMITTEES			
1.17	The Committee Chairs are appointed by different bodies and some are subject to restrictions. A table showing which body appoints which Chair and what restrictions (if any) apply is set out below.		
	Committee	Who appoints the Chair?	Any restrictions?
	Clwyd Pension Fund	Council	The chair and vice-chair must be Flintshire county Councillors
	Constitution & Democratic Services	Council	Cannot be a member of a group represented on the Cabinet - Local Government (Wales) Measure 2011
	Governance & Audit	The committee appoints its own	Cannot be a member of a group represented on the Cabinet - Local Government (Wales) Measure 2011
	Grievance	The committee appoints its own	None
	Grievance Appeals	The committee appoints its own	None
	Investigation & Disciplinary	The committee appoints its own	None
	Overview & Scrutiny Committees (5)	Council decides which group nominates the chair of each	Council must allocate chairs based on the size of each group - Local Government (Wales) Measure 2011
	Licensing	Council	None
	Planning	Council	None
	Recovery	Council	None
	Standards	The committee appoints its own	Must be a co-opted member - Standards Committees (Wales) Regulations 2001
1.18	<p>It is recommended that: Council appoints the Chair of the following Committees (noting any restrictions on eligibility):</p> <ul style="list-style-type: none"> • Clwyd Pension Fund • Constitution and Democratic Services • Licensing • Planning • Recovery 		
1.19	<p>It is recommended that: the Grievance Committee, the Grievance Appeals Committee and Investigation & Disciplinary Committee should each appoint their own Chairs from amongst their respective memberships.</p>		

1.20	Under the Local Government Measure 2011 the Chairs of Overview and Scrutiny are chosen by the political groups based on the strength of the various groups and which have seats on the Cabinet. Chairs are allocated to groups with a place on Cabinet first and any entitlement is rounded down. The remaining Chairs are then allocated to groups without a seat on Cabinet (rounding up to the nearest whole number).
1.21	Full Council appoints the Leader at the Annual Meeting and the Leader will then announce the Cabinet. When the membership of the Cabinet is known, it will be possible to formally allocate the correct number of Chair(s) to each group. The allocations of Chairs is set out in Appendix 2, immediately below the political balance calculations.
1.22	It is recommended that: Council decides which group will Chair each Overview and Scrutiny Committee.
APPROVAL OF THE CONSTITUTION	
1.23	<p>The Constitution sets out how the Council functions and contains within it:</p> <ul style="list-style-type: none"> • rules and procedures for managing meetings and council business; • delegations to the Cabinet (including the choice of what is to be and what is not to be an executive function); • delegations to committees and advisory groups in line with their terms of reference • delegations to officers • codes and protocols to support high standards of ethical behaviour and governance
1.24	<p>The Constitution is kept under rolling review during each term of the Council and every code/protocol will be reviewed at least once as part of a scheduled review. Changes are also made as and when required if a scheduled review has already taken place or is not due for some time. During the next 12 months the Council will review:</p> <ul style="list-style-type: none"> • procedure rules for meetings to facilitate hybrid meetings (see below) • the Code of Conduct in line with a review by Welsh Government • the Planning Code of Practice as agreed at April's meeting • the protocol on involvement in other wards
1.25	<p>At the last Annual Meeting, Council agreed temporary changes to the rules of procedure to accommodate the differences between a meeting in person and a virtual meeting. For example, members cannot readily stand to support a request for a recorded vote during a virtual meeting so we ask them to indicate support via the chat function. Those rules have been applied since then and work well so they should be kept for the time being. However, they need to be amended further to facilitate hybrid meetings where some members are physically present and some are remote. I will prepare a report for the Constitution and Democratic Services Committee in due course.</p>

1.26	It is recommended that: the rules, procedures, delegations and codes/protocols within the Constitution be approved, including the temporary changes to the rules of procedure to accommodate virtual meetings.
NOMINATIONS TO INTERNAL BODIES	
1.27	The existing Scheme of Delegation provides for an Appointments Committee for first and second tier officers comprising 7 Members. This is not a standing Committee and is convened when required by seeking nominations from Group Leaders. In the past it has been usual for Committee Members to be politically balanced including the relevant Cabinet Member. In April Council agreed to a slightly larger Appointments Panel for the recruitment of a new Chief Executive.
1.28	It is recommended that: The make-up of the Appointments Committee be approved.
STANDARDS COMMITTEE	
1.29	The Standards Committee includes five independent Members, a Town and Community Council representative and three Councillors (who cannot also be the Leader or Cabinet Members). The three Members (Cllrs Heesom, Paul Johnson and Woolley) have been appointed for the whole term of this Council.
1.30	It is recommended that: The composition and membership of the Standards Committee be noted.
APPOINTMENTS TO OUTSIDE BODIES	
1.31	At the Annual Meeting in 2017 Council appointed Members to outside bodies for the whole term of the Council. It also gave the Chief Executive, in consultation with Group Leaders, the power to make changes to those nominations as required.
1.32	It is recommended that: Council notes that nominees to Outside Bodies have been appointed for the whole Council term and the Chief Executive's power to vary those nominations (in consultation with Group Leaders).
2.00 RESOURCE IMPLICATIONS	
2.01	None as a result of this report.

3.00	RISK MANAGEMENT
3.01	None as a result of this report.
4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Group Leaders.
5.00	APPENDICES
5.01	Appendix 1 -Terms of Reference for the Recovery Committee. Appendix 2 - 2020 Political Balance calculation
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None
7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Gareth Owens, Chief Officer (Governance) Telephone: 01352 702344 E-mail: gareth.legal@flintshire.gov.uk
8.00	GLOSSARY OF TERMS
8.01	None.

Appendix One

Flintshire County Council

Recovery Committee – Terms of Reference

1. Role

1.1 To re-set the recovery objectives for the whole organisation and for each of the service portfolios.

1.2 To overview recovery against those objectives.

1.3 To refer issues to the Cabinet and the Overview and Scrutiny Committees for detailed review/planning.

1.4 To help give assurance to the public and partner organisations on our local planning.

1.5 To carry out its role, the Committee will be given access to the following Tools and Resources:

- Local objectives and targets
- Local recovery strategies and portfolio business plans
- Internal risk registers with mitigation actions
- Regional plans and strategies
- National plans and strategies

1.6 It is intended that the Recovery Committee will operate for the 2021/22 municipal year only.

2. Form & Composition

The Committee will be politically balanced and will consist of sufficient places to ensure that all political groups on the Council are represented.

3. Substitutes

Substitutes will be permitted where Members of the Committee are unable to attend. Notice must be given to the Committee officer in advance of the meeting.

4. Quorum

Rule of procedure 7 gives the quorum of Committees as being a quarter of the Membership.

5. Restrictions on Membership

The Leader of the Council has given an undertaking that the Chair of the Recovery Committee will not be nominated by the controlling group.

Political Balance Annual Meeting 2021 70 Councillors

TABLE 1

	Labour			Independent Alliance			Conservatives			Liberal Democrats			New Independents			Independents			Non-aligned			Total Councill	Cross check
No.of councillors	34			16			6			6			4			3			1			70	70
% of councillors	48.57%			22.86%			8.57%			8.57%			5.71%			4.29%			1.43%			Total	
Notional entitlement	63.63			29.94			11.23			11.23			7.49			5.61			1.87			Seats	
Allocation of seats	63			30			11			11			8			6			2			131.00	131.00
Community, Housing & Assets OSC	6	5.83	0.17	3	2.74	0.26	1	1.03	0.03	1	1.03	0.03	1	0.69	0.31	0	0.00	0.00	0	0.17	0.17	12	12.00
Corporate Resources OSC	6	5.83	0.17	2	2.74	-0.74	1	1.03	0.03	1	1.03	0.03	1	0.69	0.31	1	0.00	-1.00	0	0.17	0.17	12	12.00
Education, Youth & Culture OSC	6	5.83	0.17	3	2.74	0.26	1	1.03	0.03	1	1.03	0.03	1	0.69	0.31	0	0.00	0.00	0	0.17	0.17	12	12.00
Environment & Econo	6	5.83	0.17	3	2.74	0.26	1	1.03	0.03	1	1.03	0.03	1	0.69	0.31	0	0.00	0.00	0	0.17	0.17	12	12.00
Social & Healthcare OSC	6	5.83	0.17	3	2.74	0.26	1	1.03	0.03	1	1.03	0.03	0	0.69	-0.69	1	0.00	-1.00	0	0.17	0.17	12	12.00
Planning	8	8.26	-0.26	4	3.89	0.11	1	1.46	0.46	2	1.46	-0.54	1	0.97	0.03	0	0.04	0.04	1	0.24	-0.76	17	17.00
Licensing	6	5.83	0.17	3	2.74	0.26	1	1.03	0.03	1	1.03	0.03	0	0.69	-0.69	1	0.00	-1.00	0	0.17	0.17	12	12.00
Audit	3	3.40	-0.40	1	1.60	-0.60	1	0.60	-0.40	1	0.60	-0.40	1	0.40	0.60	0	0.00	0.00	0	0.10	0.10	7	7.00
Constitution and Democratic	7	7.77	-0.77	4	3.66	0.34	1	1.37	0.37	1	1.37	0.37	1	0.91	0.09	1	0.04	-0.96	1	0.23	-0.77	16	16.00
Pensions	2	2.43	-0.43	1	1.14	-0.14	1	0.43	-0.57	0	0.43	0.43	0	0.29	-0.29	1	0.00	-1.00	0	0.07	0.07	5	5.00
Joint Pensions	1	0.49	0.51	0	0.23	-0.23	0	0.09	0.09	0	0.09	0.09	0	0.06	-0.06	0	0.00	0.00	0	0.01	0.01	1	1.00
Recovery	6	6.31	-0.31	3	2.97	0.03	1	1.11	0.11	1	1.11	0.11	1	0.74	0.26	1	0.00	-1.00	0	0.19	0.19	13	13.00
Total to Group	63	57.31		30	26.97		11	10.11		11	10.11		8	6.74		6	5.06		2	1.69		131	131
Grievance	5	6.31	-1.31	3	2.97	0.03	1	1.11	0.11	1	13.00	12.00	1	0.74	0.26	1	0.04	-0.96	1	0.19	-0.81	13	13.00
Grievance Appeals	5	6.31	-1.31	3	2.97	0.03	1	1.11	0.11	1	13.00	12.00	1	13.00	-12.00	1	1.00	0.00	1	13.00	12.00	13	13.00
Invest + Disc	5	6.31	-1.31	3	2.97	0.03	1	13.00	12.00	1	13.00	12.00	1	13.00	-12.00	1	13.00	12.00	1	13.00	12.00	13	13.00

If the allocations come to a total that is too high/low then the numbers along the bottom/on the right change colour

TABLE 2

	Labour			Independent Alliance			Conservatives			Liberal Democrats			New Independents			Independents			Non Aligned		
Scrutiny chairs																					
Notional	2.43			1.14			0.43			0.43			0.29			0.21			0.07		
Actual	2			1			1			1			0			0			0		
	Round Down			Round Up																	

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FLINTSHIRE COUNTY COUNCIL

Date of Meeting	Tuesday, 25 th May 2021
Report Subject	Schedule of Meetings 2021/22
Report Author	Chief Officer (Governance)

EXECUTIVE SUMMARY

This report contains the proposed schedule of meetings for 2021/22.

It also explains how the schedule was prepared and details the consultation process which was undertaken with Members.

RECOMMENDATIONS

1	That the attached draft schedule of Meetings for 2021/22 be approved.
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REPORT DETAILS

1.00	EXPLAINING THE SCHEDULE OF MEETINGS FOR 2021/22
1.01	The Schedule of Meetings is produced on an annual basis and presented for approval to Members at the Annual Meeting.
1.02	Each year the Schedule of Meetings is designed based on regular meeting cycles, regular meeting days where possible and with wide consultation to ensure that reporting commitments and/or meetings do not clash.
1.03	It is the aim to avoid meetings being held in school holidays wherever possible. However, given the cycle of individual Committee meetings and when statutory reports are required to be approved by, this is not always possible.

2.00	RESOURCE IMPLICATIONS
2.01	None.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Officers from Finance, Audit, Planning, Policy and Performance, Pensions, Overview and Scrutiny.
3.02	Chief Officer Team.
3.03	Group Leaders, Chairs and Vice Chairs of Committees.

4.00	RISK MANAGEMENT
4.01	None.

5.00	APPENDICES
5.01	Draft Schedule of Meetings for 2021/22.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. Contact: Nicola Gittins Telephone: 01352 702345 Email: nicola.gittins@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
	None.

SCHEDULE OF MEETINGS 2021/22

DAY / DATE	10.00AM	2.00PM
Monday 30 August 2021	Bank Holiday	
Tuesday 31 August 2021		
Wednesday 1 September 2021	Clwyd Pension Fund Committee (9.30am)	Planning (1pm)
Thursday 2 September 2021		
Friday 3 September 2021		
Monday 6 September 2021		Standards (6pm)
Tuesday 7 September 2021	Informal Cabinet	
Wednesday 8 September 2021	Governance and Audit Committee	
Thursday 9 September 2021	Recovery Committee	Social & Health Care OSC
Friday 10 September 2021		
Monday 13 September 2021		
Tuesday 14 September 2021	Environment & Economy OSC	
Wednesday 15 September 2021	Community, Housing & Assets OSC	
Thursday 16 September 2021	Corporate Resources OSC	Education, Youth & Culture OSC
Friday 17 September 2021	Planning Strategy Group	
Monday 20 September 2021		
Tuesday 21 September 2021	Cabinet	
Wednesday 22 September 2021		
Thursday 23 September 2021	School Budget Forum (9.30am)	Children's Services Forum (4.30pm)
Friday 24 September 2021		
Monday 27 September 2021		
Tuesday 28 September 2021		FCC
Wednesday 29 September 2021		Planning (1pm)

Thursday 30 September 2021		Constitution and Democratic Services
Friday 1 October 2021		
Monday 4 October 2021		Standards (Provisional 6pm)
Tuesday 5 October 2021	Informal Cabinet	
Wednesday 6 October 2021	Licensing Committee	
Thursday 7 October 2021	Recovery Committee	SACRE (4pm)
Friday 8 October 2021		
Monday 11 October 2021		
Tuesday 12 October 2021	Environment & Economy OSC	
Wednesday 13 October 2021	Community, Housing & Assets OSC	
Thursday 14 October 2021	Corporate Resources OSC	
Friday 15 October 2021		
Monday 18 October 2021		
Tuesday 19 October 2021	Cabinet	FCC (Annual Performance Report)
Wednesday 20 October 2021		
Thursday 21 October 2021		Education, Youth & Culture OSC
Friday 22 October 2021		
Monday 25 October 2021	SCHOOL HOLIDAYS	
Tuesday 26 October 2021	SCHOOL HOLIDAYS	
Wednesday 27 October 2021	SCHOOL HOLIDAYS	Planning (1pm)
Thursday 28 October 2021	SCHOOL HOLIDAYS	
Friday 29 October 2021	SCHOOL HOLIDAYS	
Monday 1 November 2021		Standards (6pm)
Tuesday 2 November 2021	Informal Cabinet	

Wednesday 3 November 2021		
Thursday 4 November 2021	Social & Health Care OSC	Recovery Committee
Friday 5 November 2021		
Monday 8 November 2021		
Tuesday 9 November 2021	Environment & Economy OSC	
Wednesday 10 November 2021	Clwyd Pension Fund Committee (9.30am)	Community, Housing & Assets OSC
Thursday 11 November 2021	Corporate Resources OSC	Education Consultative Committee
Friday 12 November 2021	Planning Strategy Group	
Monday 15 November 2021		
Tuesday 16 November 2021	Cabinet	
Wednesday 17 November 2021	Governance and Audit Committee	Constitution & Democratic Services
Thursday 18 November 2021		Children's Services Forum (4.30pm)
Friday 19 November 2021		
Monday 22 November 2021		
Tuesday 23 November 2021		
Wednesday 24 November 2021		Planning (1pm)
Thursday 25 November 2021		SACRE (4pm)
Friday 26 November 2021		
Monday 29 November 2021		
Tuesday 30 November 2021	Informal Cabinet	
Wednesday 1 December 2021		
Thursday 2 December 2021	Recovery Committee	Education, Youth & Culture OSC
Friday 3 December 2021		

Monday 6 December 2021		Standards (Provisional 6pm)
Tuesday 7 December 2021	Environment & Economy OSC	FCC
Wednesday 8 December 2021	Community, Housing & Assets OSC	
Thursday 9 December 2021	Corporate Resources OSC	Social & Health Care OSC
Friday 10 December 2021		
Monday 13 December 2021		
Tuesday 14 December 2021	Cabinet	
Wednesday 15 December 2021		Planning (1pm)
Thursday 16 December 2021		
Friday 17 December 2021		
Monday 20 December 2021		
Tuesday 21 December 2021		
Wednesday 22 December 2021		
Thursday 23 December 2021	SCHOOL HOLIDAYS	
Friday 24 December 2021	SCHOOL HOLIDAYS	
Monday 27 December 2021	SCHOOL HOLIDAYS Bank Holiday	
Tuesday 28 December 2021	SCHOOL HOLIDAYS Bank Holiday	
Wednesday 29 December 2021	SCHOOL HOLIDAYS	
Thursday 30 December 2021	SCHOOL HOLIDAYS	
Friday 31 December 2021	SCHOOL HOLIDAYS	
Monday 3 January 2022	SCHOOL HOLIDAYS Bank Holiday	
Tuesday 4 January 2022	SCHOOL HOLIDAYS	
Wednesday 5 January 2022	SCHOOL HOLIDAYS Informal Cabinet	
Thursday 6 January 2022	Recovery Committee	

Friday 7 January 2022		
Monday 10 January 2022		Standards (6pm)
Tuesday 11 January 2022	Environment & Economy OSC	
Wednesday 12 January 2022	Community, Housing & Assets OSC	Planning (1pm)
Thursday 13 January 2022	Corporate Resources OSC	
Friday 14 January 2022		
Monday 17 January 2022		
Tuesday 18 January 2022	Cabinet	
Wednesday 19 January 2022		Children's Services Forum (4.30pm)
Thursday 20 January 2022	School Budget Forum (9.30am)	Social & Health Care OSC
Friday 21 January 2022		
Monday 24 January 2022		
Tuesday 25 January 2022		FCC
Wednesday 26 January 2022	Governance and Audit Committee	Constitution & Democratic Services
Thursday 27 January 2022		Planning Strategy Group
Friday 28 January 2022		
Monday 31 January 2022		
Tuesday 1 February 2022	Informal Cabinet	
Wednesday 2 February 2022		Planning (1pm)
Thursday 3 February 2022	Recovery Committee	Education, Youth & Culture OSC
Friday 4 February 2022		
Monday 7 February 2022		Standards (Provisional 6pm)
Tuesday 8 February 2022	Environment & Economy OSC	
Wednesday 9 February 2022	Clwyd Pension Fund Committee (9.30am)	SACRE (4pm)

	Community, Housing & Assets OSC	
Thursday 10 February 2022	Corporate Resources OSC	
Friday 11 February 2022		
Monday 14 February 2022		
Tuesday 15 February 2022	Cabinet	FCC (Budget & Council Tax Setting)
Wednesday 16 February 2022	Licensing Committee	Education Consultative Committee
Thursday 17 February 2022		
Friday 18 February 2022		
Monday 21 February 2022	SCHOOL HOLIDAYS	
Tuesday 22 February 2022	SCHOOL HOLIDAYS	
Wednesday 23 February 2022	SCHOOL HOLIDAYS	
Thursday 24 February 2022	SCHOOL HOLIDAYS	RESERVED (FCC)
Friday 25 February 2022	SCHOOL HOLIDAYS	
Monday 28 February 2022		
Tuesday 1 March 2022	Informal Cabinet	
Wednesday 2 March 2022		Planning (1pm)
Thursday 3 March 2022	Recovery Committee	Social & Health Care OSC
Friday 4 March 2022		
Monday 7 March 2022		Standards (6pm)
Tuesday 8 March 2022	Environment & Economy OSC	
Wednesday 9 March 2022	Community, Housing & Assets OSC	Children's Services Forum (4.30pm)
Thursday 10 March 2022	Corporate Resources OSC	
Friday 11 March 2022		

Monday 14 March 2022		
Tuesday 15 March 2022	Cabinet	
Wednesday 16 March 2022	Clwyd Pension Fund Committee (9.30am)	Constitution & Democratic Services
Thursday 17 March 2022		Planning Strategy Group
Friday 18 March 2022		
Monday 21 March 2022		
Tuesday 22 March 2022		
Wednesday 23 March 2022	Governance and Audit Committee	
Thursday 24 March 2022	School Budget Forum (9.30am)	Education, Youth & Culture OSC
Friday 25 March 2022		
Monday 28 March 2022		
Tuesday 29 March 2022		
Wednesday 30 March 2022		Planning (1pm)
Thursday 31 March 2022		FCC (Reserved)
Friday 1 April 2022		
Monday 4 April 2022		
Tuesday 5 April 2022		
Wednesday 6 April 2022		
Thursday 7 April 2022		
Friday 8 April 2022		
Monday 11 April 2022	SCHOOL HOLIDAYS	
Tuesday 12 April 2022	SCHOOL HOLIDAYS	
Wednesday 13 April 2022	SCHOOL HOLIDAYS	
Thursday 14 April 2022	SCHOOL HOLIDAYS	

Friday 15 April 2022	SCHOOL HOLIDAYS Bank Holiday	
Monday 18 April 2022	SCHOOL HOLIDAYS Bank Holiday	
Tuesday 19 April 2022	SCHOOL HOLIDAYS	
Wednesday 20 April 2022	SCHOOL HOLIDAYS	
Thursday 21 April 2022	SCHOOL HOLIDAYS	
Friday 22 April 2022	SCHOOL HOLIDAYS	
Monday 25 April 2022		
Tuesday 26 April 2022		
Wednesday 27 April 2022		
Thursday 28 April 2022		
Friday 29 April 2022		
Monday 2 May 2022	Bank Holiday	
Tuesday 3 May 2022		
Wednesday 4 May 2022		
Thursday 5 May 2022	Local Government Election	
Friday 6 May 2022		
Monday 9 May 2022		
Tuesday 10 May 2022		
Wednesday 11 May 2022		
Thursday 12 May 2022		
Friday 13 May 2022		
Monday 16 May 2022		
Tuesday 17 May 2022		
Wednesday 18 May 2022		

Thursday 19 May 2022		
Friday 20 May 2022		
Monday 23 May 2022		
Tuesday 24 May 2022	FCC (AGM)	
Wednesday 25 May 2022		
Thursday 26 May 2022		
Friday 27 May 2022		
Monday 30 May 2022	SCHOOL HOLIDAYS Bank Holiday	
Tuesday 31 May 2022	SCHOOL HOLIDAYS Informal Cabinet	
Wednesday 1 June 2022	SCHOOL HOLIDAYS	
Thursday 2 June 2022	SCHOOL HOLIDAYS Bank Holiday	
Friday 3 June 2022	SCHOOL HOLIDAYS Bank Holiday	
Monday 6 June 2022		Standards (6pm)
Tuesday 7 June 2022	Environment & Economy OSC	Community, Housing & Assets OSC
Wednesday 8 June 2022	Governance and Audit Committee	SACRE (4pm)
Thursday 9 June 2022	Corporate Resources OSC	Social & Health Care OSC
Friday 10 June 2022		
Monday 13 June 2022		
Tuesday 14 June 2022	Cabinet	FCC
Wednesday 15 June 2022	Clwyd Pension Fund Committee (9.30am)	Planning (1pm)
Thursday 16 June 2022		Education, Youth & Culture OSC
Friday 17 June 2022		
Monday 20 June 2022		
Tuesday 21 June 2022		Constitution & Democratic Services

Wednesday 22 June 2022		Children's Services Forum (4.30pm)
Thursday 23 June 2022	School Budget Forum (9.30am)	Planning Strategy Group
Friday 24 June 2022		
Monday 27 June 2022		
Tuesday 28 June 2022	Informal Cabinet	
Wednesday 29 June 2022		
Thursday 30 June 2022		Joint Education, Youth & Culture OSC and Social & Health Care OSC
Friday 1 July 2022		
Monday 4 July 2022		Standards (Provisional 6pm)
Tuesday 5 July 2022	Environment & Economy OSC	
Wednesday 6 July 2022	Community, Housing & Assets OSC	Planning (1pm)
Thursday 7 July 2022	Corporate Resources OSC	Environment & Economy OSC
Friday 8 July 2022		
Monday 11 July 2022		
Tuesday 12 July 2022	Cabinet	
Wednesday 13 July 2022	Licensing Committee	Education Consultative Committee
Thursday 14 July 2022		Education, Youth & Culture OSC
Friday 15 July 2022		
Monday 18 July 2022		
Tuesday 19 July 2022		
Wednesday 20 July 2022		Children's Services Forum (4.30pm)
Thursday 21 July 2022	SCHOOL HOLIDAYS Social & Health Care OSC	

Friday 22 July 2022	SCHOOL HOLIDAYS	
Monday 25 July 2022	SCHOOL HOLIDAYS	
Tuesday 26 July 2022	SCHOOL HOLIDAYS	
Wednesday 27 July 2022	SCHOOL HOLIDAYS Governance and Audit Committee (Statement of Accounts)	
Thursday 28 July 2022		
Friday 29 July 2022 – 1 September 2022	SCHOOL HOLIDAYS	

AUGUST RECESS

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COUNTY COUNCIL

Date of Meeting	Tuesday, 25 th May 2021
Report Subject	Council Plan 2021/22
Cabinet Member	Leader of the Council
Report Author	Chief Executive
Type of Report	Strategic

EXECUTIVE SUMMARY

The Council Plan for 2017-23 was adopted with the purpose of setting out the key priorities of the Council for this electoral term. The Plan is subject to annual review.

The Plan for 2021/22 has been reviewed and refreshed for structure and content and continues to take into account continued recovery in addition to our longer-term strategic objectives.

The Council Plan is published as two documents. Part 1 sets out our intent. Part 2 sets out the risks, performance measures, targets and milestones against which achievement will be measured and evaluated.

The framework for next year's Council Plan is built around six themes:

- Economy
- Education and Skills
- Green Society and Environment
- Affordable and Accessible Housing
- Personal and Community Well-being
- Poverty

Each of these six themes is accompanied by a strategic statement. The statements lend themselves to Well-being objectives.

The six themes have been mapped against the Overview and Scrutiny Committees for reporting and accountability. The delivery of the Plan is the responsibility of the Cabinet.

The Council Plan Part 1 has been shared with the Overview and Scrutiny Committees for review and comments. There has been no significant change to Council Plan Part 1 following the consultation as the Committees were supportive.

Part 2 has been finalised for recommendation in the confidence that members were supportive of Part 1 as the super-structure of the Plan.

The published Plan will be available on the Council’s website by the end of July.

RECOMMENDATIONS

1	To adopt the Council Plan 2021/22 on the recommendation of Cabinet.
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REPORT DETAILS

1.00	EXPLAINING THE COUNCIL PLAN 2021/22												
1.01	<p>It is a requirement of the Local Government and Elections (Wales) Act 2021 for councils to carry out the following duties as part of reviewing performance:</p> <ul style="list-style-type: none"> • To keep performance under review; • To consult on performance • To report on performance • To arrange a panel assessment of performance • To respond to a panel performance assessment report <p>The monitoring of the Council Plan 2021/22 in part fulfils these requirements.</p> <p>The Council continues to deliver high performance against ambitious Council Plan’s it has set out to achieve over these past years. 2019/20 the Council achieved 88% of the activities identified within the Council Plan; in 2018/19 we achieved 92%; in 2017/18 we achieved 83%. This demonstrates that the Council is performing at a high level consistently.</p> <p>The Council Plan continues the theme of recovery from the pandemic.</p> <p>The plan will have two reporting periods – at the mid-year point and at the end of the year. Mid-year will be reported during December and end of year will be reported during June 2022. The reporting arrangements for the Plan are set out below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">Stage 1</td> <td style="width: 35%;">Chief Officer Team</td> <td style="width: 50%;">Exceptions reporting</td> </tr> <tr> <td>Stage 2</td> <td>Informal Cabinet</td> <td>Full Council Plan overview</td> </tr> <tr> <td>Stage 3</td> <td>Overview & Scrutiny Committees</td> <td>Allocated themes performance review</td> </tr> <tr> <td>Stage 4</td> <td>Cabinet</td> <td>Full Council Plan overview</td> </tr> </table>	Stage 1	Chief Officer Team	Exceptions reporting	Stage 2	Informal Cabinet	Full Council Plan overview	Stage 3	Overview & Scrutiny Committees	Allocated themes performance review	Stage 4	Cabinet	Full Council Plan overview
Stage 1	Chief Officer Team	Exceptions reporting											
Stage 2	Informal Cabinet	Full Council Plan overview											
Stage 3	Overview & Scrutiny Committees	Allocated themes performance review											
Stage 4	Cabinet	Full Council Plan overview											
1.02	<p>To reflect the requirements of the Local Government and Elections (Wales) Act 2020 this year’s Plan has continued to move towards a more rounded corporate plan.</p> <p>Changes include:</p> <ul style="list-style-type: none"> - A refresh of six new themes 												

	<ul style="list-style-type: none"> - The introduction of clearly defined strategic statements which lend themselves to being Well-being objectives - Inclusion of ongoing recovery and longer term strategic objectives
1.03	<p>The Council Plan for 2021/22 has a refreshed super-structure of six new themes and supporting priorities. These themes and their priorities have been aligned to the most relevant Overview and Scrutiny Committee and are detailed in Appendix 3.</p> <p>The themes and respective priorities are as follows:</p> <p>Theme: Poverty Priorities:</p> <ul style="list-style-type: none"> - Income Poverty - Child Poverty - Food Poverty - Fuel Poverty - Digital Poverty <p>Theme: Affordable and Accessible housing Priorities:</p> <ul style="list-style-type: none"> - Housing support and Homeless prevention - Housing Needs and Housing Options - Social Housing - Private Rented Sector - Empty Properties <p>Theme: Green Society and Environment Priorities:</p> <ul style="list-style-type: none"> - Carbon Neutrality - Fleet Strategy - Green Environment - Renewable Energy - Active and Sustainable Travel Options - Circular Economy <p>Theme: Economy Priorities:</p> <ul style="list-style-type: none"> - Town Centre Regeneration - Business - Transport and digital infrastructure - Local Development Plan (LDP) Targets - Spending money for the benefit of Flintshire - Reducing Worklessness <p>Theme: Personal and Community Well-being Priorities:</p> <ul style="list-style-type: none"> - Independent Living - Safeguarding - Direct Provision to support people closer to home - Local Dementia Strategy - A well-connected, safe and clean local environment.

	<p>Theme: Education and Skills</p> <p>Priorities:</p> <ul style="list-style-type: none"> - Educational Engagement and Achievement - Digital Learning Opportunities - Learning Environments - Learning Community Networks - Specialist Educational Provision - Welsh Education Strategic Plan (WESP) <p>Each priority describes the outcome (Well-Being objectives) that we are aiming to achieve and the programme of work in-year to contribute towards the outcome (delivery objectives).</p> <p>The Council Plan Part 1 was shared with all Overview and Scrutiny Committees during January and February for consultation. Overview and Scrutiny Committees reviewed and commented on the themes, priorities and actions. All comments have been followed-up. There has been no significant change to Council Plan Part 1 following the consultation. Members were consulted on the final draft of Part 2 and have given valuable feedback on the detail of the Plan e.g. school learning recovery and future objectives e.g. on Green Council.</p>
1.04	<p>Part 2 sets out how these achievements can be monitored for progress and tracking.</p> <p>There are two types of measures used: qualitative milestones and quantitative, numerical measures which have specific targets attached.</p> <p>These numerical measures are classified under four headings:</p> <ul style="list-style-type: none"> • Improvement • Maintenance • Managed Reduction • New Measure <p>Improvement measures will include those where we have had a decline in trend and need to improve. Maintenance measures will include performance that has reached or exceeded national or local standards and where we need to hold our position. Managed reduction measures include performance where we have chosen to settle for a lower threshold.</p>
1.05	<p>Risks to be managed and mitigated throughout the year have been captured within Part 2. Some of these are existing risks from response and recovery and others are new as defined by our objectives.</p> <p>Risks are monitored through the regular reports to Overview and Scrutiny Committees. In addition they will be individually prioritised for inclusion into Overview and Scrutiny forward work programmes where needed.</p>
1.06	<p>The final Council Plan (both parts 1 and 2) will be available as a web-based document published on the website following adoption by County Council.</p>

2.00	RESOURCE IMPLICATIONS
2.01	The Council Plan ambitions are reflected in the Medium Term Financial Strategy, Capital and Assets Strategy and the annual budget setting process.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	<p>Consultation has been carried out with Chief Officers, Cabinet members and the wider internal senior management network on the framework of the Plan.</p> <p>All Scrutiny committees have had the opportunity to engage in the development of the Plan and all feedback has been considered.</p> <p>A member briefing took place in April which has contributed to the review of the range of performance indicators available for reporting.</p>

4.00	IMPACT ASSESSMENT AND RISK MANAGEMENT														
4.01	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">Throughout the 2021/22 Council Plan development we will ensure the five ways of working are embedded within our ambitions and easily reported on.</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p>Well-being Goals Impact</p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout the 2021/22 Council Plan development we will be ensuring we capture our contributions to the seven well-being goals within our ambitions.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table> <p>Council's Well-being Objectives</p> <p>The refreshed well-being objectives are as follows:</p> <ul style="list-style-type: none"> • Protecting people from poverty by supporting them to meet their basic needs • Housing in Flintshire meeting the needs of our residents and supporting safer communities • Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint • Enabling a sustainable economic recovery 	Long-term	Throughout the 2021/22 Council Plan development we will ensure the five ways of working are embedded within our ambitions and easily reported on.	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the 2021/22 Council Plan development we will be ensuring we capture our contributions to the seven well-being goals within our ambitions.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales
Long-term	Throughout the 2021/22 Council Plan development we will ensure the five ways of working are embedded within our ambitions and easily reported on.														
Prevention															
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Prosperous Wales	Throughout the 2021/22 Council Plan development we will be ensuring we capture our contributions to the seven well-being goals within our ambitions.														
Resilient Wales															
Healthier Wales															
More equal Wales															
Cohesive Wales															
Vibrant Wales															
Globally responsible Wales															

	<ul style="list-style-type: none"> • Supporting people in need to live as well as they can • Enabling and Supporting Learning Communities <p>Risk Management</p> <p>The risks to the statutory requirements of the Plan include: not publishing the plan within statutory timescales and, not adhering to the prerequisite content.</p> <p>Both these risks are managed through adherence to well established procedures for publishing the Plan and ensuring that the content of the Plan reflects the statutory requirements.</p> <p>An additional risk is that the Plan is not endorsed by Members; consultation with Members both individually and as part of the Scrutiny committees invites engagement.</p>
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5.00	APPENDICES
5.01	Appendix 1: Council Plan (Part 1) 2021-22 Appendix 2: Council Plan (Part 2) 2021-22 Appendix 3: Theme alignment to Overview and Scrutiny Committees

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<ol style="list-style-type: none"> 1. Report of the Chief Executive to the Community, Housing & Assets Overview & Scrutiny Committee, and resultant minute, 20th January 2021. 2. Report of the Chief Executive to the Corporate Resources Overview & Scrutiny committee, and resultant minute, 11th February 2021. 3. Report of the Chief Executive to the Education, Youth & Culture Overview & Scrutiny Committee, and resultant minute, 28th January 2021. 4. Report of the Chief Executive to the Environment & Economy Overview & Scrutiny Committee, and resultant minute, 9th February 2021. 5. Report of the Chief Executive to the Social & Healthcare Overview & Scrutiny Committee, and resultant minute, 21st January 2021.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Jay Davies, Strategic Performance Advisor Telephone: 01352 702744 E-mail: jay.davies@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Council Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Bill for councils to carry out a self-assessment to ensure it is:</p> <ul style="list-style-type: none"> • Conducting robust self-assessments and reporting on the extent to which the council is meeting the performance requirements. • Setting out any actions to increase the extent to which the council is meeting the performance requirements. <p>Medium Term Financial Strategy: a written strategy which gives a forecast of the financial resources which will be available to a Council for a given period, and sets out plans for how best to deploy those resources to meet its priorities, duties and obligations.</p>

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Council Plan 2021/22

Priority Name	Poverty
Description/ Well-being Objective	Protecting people from poverty by supporting them to meet their basic needs
<p>Income Poverty</p> <p>Definition: People on low income who are unable to meet day to day living costs</p>	<ul style="list-style-type: none"> • Families are supported to be financially resilient by: <ol style="list-style-type: none"> a) Maximising the number of people signposted for support to facilitate longer term behavioural change - by September 2021 b) Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently - by March 2022 c) Maximising take up of the Discretionary Housing Payments scheme and other financial support - by March 2022 d) Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place - by March 2022
<p>Child Poverty</p> <p>Definition: Children who do not have access to adequate food, clothing, shelter and education to lead a healthy and active life</p>	<ul style="list-style-type: none"> • The cost of sending children to school is reduced by: <ol style="list-style-type: none"> a) Making the processes for claiming free school meals as easy as possible to increase the percentage of take-up against entitlement - by December 2021 b) Encouraging take-up of the free school breakfast for year 7 pupils eligible for free school meals - by September 2021 c) Maximising the take-up of the school uniform grant by June 2021 • Free access to books, ICT networks, devices and library services are maintained by: <ol style="list-style-type: none"> a) Maintaining the network of seven libraries in partnership with Aura - by March 2022 b) Increasing usage of online resources for children and young people - by March 2022 • Children have access to play opportunities by: <ol style="list-style-type: none"> a) Ensuring children have access to staffed open-access playwork projects in local communities - by March 2022 b) Ensuring children have access to well-maintained outdoor play areas which offer a varied and rich play environment - by March 2022
<p>Food Poverty</p> <p>Definition: People who are not able to access food that meets their daily nutritional needs and requirements</p>	<ul style="list-style-type: none"> • Everyone in Flintshire has access to affordable, good fresh food by: <ol style="list-style-type: none"> a) Developing a “Well Fed at Home service” - by March 2022 b) Developing and delivering a “Hospital to Home” meals service - by March 2022 c) Introducing a transported and delivered food service “Mobile Meals” to those who are vulnerable - by March 2022

<p>Fuel Poverty</p> <p>Definition: Households that have higher than average fuel costs and meeting those costs will cause them to experience poverty</p> <p>Affordable and accessible housing</p> <p>Personal and Community Well-being</p>	<ul style="list-style-type: none"> Reducing the risk of fuel poverty for residents by increasing the energy efficiency of homes - by March 2022 Linked to Affordable and accessible housing Supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing - by March 2022 Linked to Personal and Community Well-being
<p>Digital Poverty</p> <p>Definition: Limitations on easy access to the digital world due to prohibitive costs, skills and confidence, or network coverage</p>	<ul style="list-style-type: none"> Supporting and enabling access to the internet and devices to ensure people are not excluded from a digital world by: <ul style="list-style-type: none"> a) Supporting people to use appropriate digital technology through the Digital Champions Scheme - by March 2022 b) Providing free of charge public access to the internet at Connects Centres and Aura library services - by March 2022 c) Increasing loans of devices through the Aura Digital Access Scheme - by March 2022 d) Increasing take-up of digital learning opportunities supported by Aura - by October 2021 Supporting people to access information digitally by: <ul style="list-style-type: none"> a) Providing access to council services on the internet in a responsive way (information can be accessed using different devices) - by December 2021 b) Promoting initiatives to help people to use digital technology - by December 2021 c) Increasing access to information online to support people to retain their digital skills - by December 2021 d) Promote the range of digital training and skill development provided by Coleg Cambria - by December 2021
<p>Priority Name</p>	<p>Affordable and Accessible Housing</p>
<p>Description/ Well-being Objective</p>	<p>Housing in Flintshire meeting the needs of our residents and supporting safer communities</p>
<p>Housing support and homeless prevention</p> <p>Definition: Offering support to people to retain their housing and live well and avoiding homelessness</p>	<ul style="list-style-type: none"> Commissioning a wide range of housing related support that meets the needs of the people of Flintshire - by March 2022 Promoting housing support and homeless prevention services with our residents and partners - by March 2022 Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone’s business” - by March 2022

	<ul style="list-style-type: none"> • Ensuring when homelessness does occur it is rare, brief and non-recurring - by March 2022 • Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness - by March 2022 • Remodelling the “emergency beds” Homeless Hub accommodation offer and service delivery - by March 2022 • Exploring opportunities to develop a young person’s homeless hub offering accommodation and support services - by March 2022
<p>Housing Needs and Housing Options</p> <p>Definition: Helping people to explore their housing options so they can access the right homes to meet their needs</p> <p>Poverty</p>	<ul style="list-style-type: none"> • Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals - by March 2022 • Developing self-service approaches that enable people to identify their own housing options through online support - by March 2022 • Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure - by March 2022 Linked to Poverty • Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants - by September 2021
<p>Social Housing</p> <p>Definition: Working with housing partners to develop and invest in affordable housing - with modern methods of construction, and a commitment towards carbon neutral</p> <p>Poverty</p> <p>Green and Environment</p>	<ul style="list-style-type: none"> • Working with housing association partners to build new social housing properties and additional affordable properties - by September 2021 • Increasing the Council’s housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes - by September 2021 • Ensuring that the Council’s housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65 - by December 2021 Linked to Green and Environment • Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised - by March 2022 Linked to Green and Environment, Linked to Poverty • Working with residents to ensure our communities are well managed, safe, and sustainable places to live - by March 2022 Linked to Green and Environment • Supporting our tenants to access technology and create sustainable digital communities - by December 2021 Linked to Poverty • Listening to our tenants and working with them to improve our services, homes and communities - by March 2022
<p>Private Rented Sector</p> <p>Definition: Supporting the private sector to raise standards</p>	<ul style="list-style-type: none"> • Engaging with private sector tenants, giving them a voice and responding to their needs - by March 2022 • Working in partnership with landlords and private sector agents to better understand their needs - by March 2022

<p>in the management and condition of housing and promote tenancy sustainment in our communities</p>	<ul style="list-style-type: none"> • Developing a “landlord offer” that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed - by March 2022 • Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need - by March 2022 • Mapping Houses of Multiple Occupation (HMO’s) across Flintshire to ensure legal minimum housing standards are met and to improve residents’ quality of life - by March 2022
<p>Empty Properties</p> <p>Definition: Bringing empty homes back into use to enhance the local housing market and improve our local communities</p> <p>Economy</p>	<ul style="list-style-type: none"> • Bringing empty homes back into use through the Empty Homes Loan - by March 2022 • Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme - by March 2022 • Targeting ‘problem’ empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply - by March 2022 • Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street - by March 2022 Linked to Economy
<p>Priority Name</p>	<p>Green Society and Environment</p>
<p>Description/ Well-being Objective</p>	<p>Limiting the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.</p>
<p>Carbon Neutrality</p> <p>Definition: A net carbon zero Council by 2030 and supporting wider decarbonisation actions across the County, making this central to Covid-19 recovery</p>	<ul style="list-style-type: none"> • Putting a Governance structure (Carbon Programme Board) in place - by September 2021 • Developing a net carbon zero action plan and be approved - by March 2022 • Gathering information on annual Council greenhouse gas emissions to submit to Welsh Government and the Carbon Programme Board - by June 2021 • Reviewing the procurement policy to reduce greenhouse gas emissions from suppliers - by March 2022 • Developing a policy for sustainable and long term energy usage in capital projects where this can be achieved - by December 2021
<p>Fleet Strategy</p> <p>Definition: Reducing the environmental impact of our fleet</p>	<ul style="list-style-type: none"> • Ensuring all business journeys are subject to proper planning and optimisation - by March 2022 • Reducing employee owned vehicle business mileage through continued use of virtual meeting attendance and reduction in unnecessary journeys - by March 2022 • Converting the authority’s fleet to electric and alternative fuels (hydrogen etc) - by March 2022
<p>Green Environment</p> <p>Definition:</p>	<ul style="list-style-type: none"> • Delivering an increase in canopy cover as part of the Urban Tree and Woodland Plan - by March 2022

<p>The promotion, good management and protection of our green spaces to deliver multiple benefits to the environment and our residents and visitors</p>	<ul style="list-style-type: none"> • Enhancing the natural environment through the delivery of the Section 6 Environment Act Wales biodiversity duty - by March 2022 • Developing a strategy to improve biodiversity and carbon sequestration on the agricultural estate - by December 2021
<p>Renewable Energy</p> <p>Definition: The promotion and support of renewable energy opportunities across the Council Estate and wider communities.</p> <p>Economy</p>	<ul style="list-style-type: none"> • Assessing the feasibility of renewable energy and land assets and link to wider carbon ambitions - by September 2021 • Agreeing appropriate investment strategy for future renewable energy developments - by March 2022 Linked to Economy
<p>Active and Sustainable Travel Options</p> <p>Definition: Provide opportunities for increasing levels of walking and cycling (active travel) and enable access to other alternative and sustainable methods of travel</p> <p>Economy</p> <p>Personal and Community Well-being</p>	<ul style="list-style-type: none"> • Promoting the use of public transport through the further development of the Council's core bus network - by March 2022 Linked to Economy • Promoting active travel and further develop the Council's cycleway network - by March 2022 Linked to Personal and Community Well-being • Promoting multi modal transport journeys and the development of strategic transport hubs - by March 2022 Linked to Economy • Developing the County's electric car charging network - by March 2022 • Developing the County's walking and cycling network - by March 2022 Linked to Personal and Community Well-being
<p>Circular Economy</p> <p>Definition: Support and promote the Welsh Government's strategy to create a sustainable, circular economy in Flintshire</p> <p>Poverty</p> <p>Personal and Community Well-being</p>	<ul style="list-style-type: none"> • Achieving Welsh Government recycling targets - by March 2022 • Developing and extending the Standard Yard Waste & Recycling Transfer Station - by March 2022 • Developing and extending the Greenfield Composting Facility and Waste Transfer Station - by December 2021 • Supporting and promoting the development of a Re-Use and Repair Café within the County - by June 2021 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills • Promoting the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities - by

<p>Education and Skills</p> <p>Economy</p>	<p>December 2021 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills</p> <ul style="list-style-type: none"> Working in partnership, actively support and engage with community led groups by developing environmental and recycling initiatives - by March 2022 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient - by March 2022 Linked to Economy Phasing out single-use plastic within the Council - by March 2022
<p>Priority Name</p>	<p>Economy</p>
<p>Description/ Well-being Objective</p>	<p>Enabling a sustainable economic recovery</p>
<p>Town Centre Regeneration</p> <p>Definition: Regenerate and re-invent our town centres</p> <p>Personal and Community Well-being</p> <p>Affordable and accessible housing</p>	<ul style="list-style-type: none"> Monitoring the health and vitality of town centres to support effective management and business investment decisions - by March 2022 Promoting town centre, hospitality and tourism businesses to help with their post-Covid recovery - by September 2021 Linked to Personal and Community Well-being Encouraging and support investment in town centre properties especially to facilitate more sustainable uses - by March 2022 Linked to Affordable and accessible housing Improving the environment in town centres - by March 2022 Supporting the growth of community enterprises in town centre locations - by March 2022
<p>Business</p> <p>Definition: Enable business continuity and encourage appropriate investment</p> <p>Green Society and Environment</p>	<ul style="list-style-type: none"> Engaging small businesses and improve support packages available to them - by March 2022 Supporting post-Covid recovery of the County's street and indoor markets - by September 2021 Supporting growth of the local and regional food and drink business sector through marketing and collaborative projects - by September 2021 Supporting recovery of the tourism and hospitality sectors and rebuild confidence in the industry - by September 2021 Increasing the scale and impact of the social business sector - by March 2022 Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient - by March 2022 Linked to Green Society and Environment
<p>Transport and digital infrastructure</p> <p>Definition: Ensure that the transport and digital networks</p>	<ul style="list-style-type: none"> Completing the connection of all eligible public buildings through the Local Full Fibre Network Project - by March 2022 Linked to Poverty Starting delivery of the local plans within the North Wales Growth Deal for digital infrastructure - by December 2021 Linked to Poverty Connecting further rural communities to improved digital infrastructure - by March 2022 Linked to Poverty

<p>facilitate and support recovery and growth</p> <p>Poverty</p> <p>Green Society and Environment</p>	<ul style="list-style-type: none"> Developing and delivering transport infrastructure improvements as part of North Wales Metro programme and the Council's Integrated Transport Strategy - by March 2022 Linked to Green Society and Environment Ensuring Flintshire strategic transport priorities are well-represented in the Regional Transport Plan from the forthcoming Corporate Joint Committee development - by March 2022 Linked to Green Society and Environment
<p>Local Development Plan (LDP) Targets</p> <p>Definition: Achieve LDP policy objectives for growth, protection and enhancement</p>	<ul style="list-style-type: none"> Ensuring timely adoption of the LDP once Inspector's Report received - by December 2021 Monitoring overall Plan performance via the Annual Monitoring Report (AMR) and submit to Welsh Government - by March 2022 Maintaining and update the LDP housing trajectory in line with planning decisions made - by March 2022 Making decisions at Planning Committee in line with the adopted LDP - by March 2022 Referencing the LDP growth strategy in early work on a North Wales Strategic Development Plan (SDP) - by March 2022
<p>Spending money for the benefit of Flintshire</p> <p>Definition: Grow our local economic vitality through social value commitments and procurement strategy</p>	<ul style="list-style-type: none"> Encouraging and supporting commissioners and suppliers to generate additional well-being outcomes - by March 2022 Increasing the ability and confidence of local businesses to supply the public sector - by March 2022 Reporting of the strategic well-being outcomes across the Council in place by September 2021
<p>Reducing worklessness</p> <p>Definition: Work with our partners to support individuals to gain employment</p> <p>Poverty</p>	<ul style="list-style-type: none"> Co-ordinating a multi-agency approach to support businesses to recruit people from disadvantaged groups - by September 2021 Linked to Poverty Delivering mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market - by March 2022 Linked to Poverty
<p>Priority Name</p>	<p>Personal and Community Well-being</p>
<p>Description/ Well-being Objective</p>	<p>Supporting people in need to live as well as they can</p>
<p>Independent Living</p> <p>Definition: People will be supported to live as independently as possible through the</p>	<ul style="list-style-type: none"> Providing additional placements at Marleyfield House Care Home to support older people - by June 2021 Developing and extend our approach to Micro Care supporting more people in their own homes - by March 2022 Increasing the number of people who are able to make their own care arrangements through a Direct Payment - by March 2022

<p>right type of support, when they need it.</p>	<ul style="list-style-type: none"> • Ensuring services for families with children aged 0-7 are better integrated through the 'Early Years Pathfinder' project - by March 2022
<p>Safeguarding</p> <p>Definition: Implement and promote the new safeguarding procedures so our employees understand how they can help safeguard people in the community</p>	<ul style="list-style-type: none"> • Developing and relaunching our corporate e-learning package to reflect the new safeguarding procedures. This will include extending access to the safeguarding e-learning module to key partners - by March 2022 • Promoting the 'duty to report' so our employees understand their responsibility to report safeguarding concerns - by March 2022 • Implementing an 'active offer' of advocacy support for people involved in the safeguarding process - by March 2022
<p>Direct Provision to support people closer to home</p> <p>Definition: The services we provide so people can access the support they need in their local community</p>	<ul style="list-style-type: none"> • Setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire - by March 2022 • Growing our in-house homecare service to support more people to live at home - by March 2022 • Growing our in-house fostering service to support more looked after children - by March 2022 • Extending Croes Atti Care Home for older people, with a focus on dementia care; complete the planning phase - by March 2022 • Developing the services we offer to provide respite for families with disabled children - by September 2021
<p>Local Dementia Strategy</p> <p>Definition: Continuing to improve the lives of people living with dementia in Flintshire</p>	<ul style="list-style-type: none"> • Working with registered Care homes providers and health partners to develop more long term nursing care placements for people who have dementia - by March 2022 • Developing a Flintshire Dementia strategy that sets a shared vision, and action, for the next phase of developing good dementia support for individuals, families, carers and communities - by March 2022
<p>A well-connected, safe and clean local environment.</p> <p>Definition: Resilient communities where people feel connected and safe</p> <p>Green Society and Environment</p>	<ul style="list-style-type: none"> • Protecting residents and our environment from pollution and other public health and safety hazards by achieving the Streetscene Standard - by March 2022 • Keeping our local communities clean and safe through engagement, education and environmental enforcement - by March 2022 Linked to Green Society and Environment • Working with local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people - by October 2021

Priority Name	Education and Skills
Description/ Well-being Objective	Enabling and Supporting Learning Communities
Educational Engagement and Achievement Definition: Providing diverse learning opportunities to support educational achievement in schools and communities	<ul style="list-style-type: none"> • Maintaining support for the rollout of the revised curriculum for pupils from 3-16 which better prepares them for their future lives and employment - by March 2022 • Continuing to support the raising of standards at all key stages to enable onward learner progression - by March 2022 • Continuing to improve attendance and reduce exclusions to maximise educational achievement - by March 2022 • Continuing to broaden the offer of alternative education opportunities to support learner engagement - by March 2022
Digital Learning Opportunities Definition: Supporting education engagement and achievement through proactive use of accessible digital media Poverty Personal and Community Well-being	<ul style="list-style-type: none"> • Supporting schools and wider education services to increase their digital offer for children and young people - by March 2022 • Developing a new delivery plan for Integrated Youth Services with a greater focus on digital engagement to increase participation - by March 2022 • Increasing the range of digital material hosted on the North East Wales Archive website and other digital services to encourage greater participation with the service - by March 2022 • Continuing to support learners who are 'digitally disadvantaged' to access IT devices to promote equity and engagement - by March 2022 Linked to Poverty • Increasing take-up of digital learning opportunities supported by Aura - by March 2022 Linked to Poverty • Providing community training for online learning platforms in a partnership with Aura and Adult Community Learning - by March 2022 • Providing digital art workshops based on collections at Gladstone Library, in an Arts Council Funded partnership with Gladstone Library and visual artist - by March 2022 Linked to Personal and Community Well-being
Learning Environments Definition: Creating aspirational and flexible learning environments	<ul style="list-style-type: none"> • Providing high quality learning environments through the Council's capital investment programme and Welsh Government grant funding streams - by March 2022 • Progressing the North East Wales Archive funding bid through the Stage 1 Heritage Horizons Award of the National Heritage Lottery Fund - by March 2022 • Increasing usage of community spaces in re-developed Flint Library and Wellbeing Hub - by March 2022
Learning Community Networks	<ul style="list-style-type: none"> • Completing the contractual arrangements for the North East Wales Archive between Flintshire County Council and Denbighshire

<p>Definition: Supporting our learning communities to engage and achieve through extensive partnership working unpinned by common safeguarding practices</p> <p>Personal and Community Well-being</p>	<p>County Council to provide a sustainable and resilient service - by March 2022</p> <ul style="list-style-type: none"> • Establishing a sub-regional partnership for the delivery of Adult Community Learning with Wrexham County Borough Council to maximise opportunities for participants and providers - by March 2022 • Developing a Delivery Plan for Adult Community Learning with new partners to increase engagement and improve skills within local communities - by March 2022 Linked to Personal and Community Well-being • Working with Adult Community Learning and Flintshire Learning Recovery & Wellbeing Network Partners to share best practice and maximise opportunities for learning within the community with opportunities to be available in all Aura libraries - by March 2022 • Working in partnership with Open University Wales to support and signpost library users to Open Learn courses and subsequent learning pathways with Open Learn Champions in each library - by March 2022
<p>Specialist Educational Provision</p> <p>Definition: Extending local capacity to support learners with additional learning needs (ALN)</p>	<ul style="list-style-type: none"> • Continuing to embed the implementation plan to deliver a new statutory approach for supporting children and young people with learning needs from 0-25 years - by March 2022 • Completing the build project for Plas Derwen (Pupil Referral Unit) to transform the delivery of this specialist service - by March 2022 • Increasing the capacity of Plas Derwen staff to delivery more outreach work to share their expertise across the schools workforce - by March 2022 • Developing a long term strategy to ensure sufficient and appropriate capacity to support learners with a range of additional educational needs that maximises local expertise and financial resources - by March 2022
<p><u>Welsh Education Strategic Plan (WESP)</u></p> <p>Definition: Working with schools and partners to support the Welsh Government's strategy to enable one million Welsh speakers by 2050</p>	<ul style="list-style-type: none"> • Increasing the capacity and take up of Welsh medium education to achieve Welsh Government targets - by March 2022 • Improving the Welsh language skills of staff in schools to more effectively support learners and the delivery of the curriculum - by March 2022 • Continuing to improve pupils' standards of Welsh in all schools to encourage greater bilingualism - by March 2022 • Extending the range of youth services which can be delivered bilingually to encourage young people to retain and use their Welsh language skills into early adulthood - by March 2022 • Maintaining Welsh Government Quality Indicator for Welsh Language resources in Aura libraries - by March 2022

FLINTSHIRE COUNTY COUNCIL

Council Plan 2017/2023

In-year priorities 2021/22

PART 2

**How achievements will be measured - Supporting
actions, tasks and measures**

Performance Measures Categorisation 2021/22

The following 3 categories have been used when considering and setting targets for all local and national measures:

- Improvement – a planned uplift in current performance which is not satisfactory
- Maintenance – a planned maintenance of current performance which is satisfactory
- Managed Reduction – a planned reduction in current performance to a level which is still satisfactory

The term 'New Measure' is used where data has not been collected before and/or the data is being collected in a different way to previous years

Performance Achievements 2021/22

Actions, tasks and measures have been set to monitor progress against an activity or plan. Actions are dated according to the target month for achievement. Performance will be monitored by percentage progress against the actions with supporting commentary.

No Target Set*

These measures are used to monitor activity and no target is set.

Theme: Poverty

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Income Poverty	People on low income who are unable to meet day to day living costs	Chief Officer Housing and Assets

Achievement Actions:

- Families are supported to be financially resilient by:
 - a) Maximising the number of people signposted for support to facilitate longer term behavioural change - by September 2021
 - Developing an approach to connect communities to services
 - b) Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently - by March 2022
 - c) Maximising take up of the Discretionary Housing Payments scheme and other financial support - by March 2022
- Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place - by March 2022

Associated Risks:

- HA04 - Increased financial risk due to unprecedented and unpredictable increased demand for Council Tax Reduction Scheme (CTRS) due to business closure, unemployment; reduced hours of work
- HA27 - Increasing service demands to respond to HA04

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Average number of calendar days to process new claims for housing benefit and council tax reduction	TBC at the end of March	20	Maintenance
Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	TBC at the end of March	8	Maintenance
Total spend of Discretionary Housing Payments (%)	TBC at the end of March	100%	Maintenance

Theme: Poverty

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Child Poverty	Children who do not have access to adequate food, clothing, shelter and education to lead a healthy and active life	Chief Executive, Chief Officer Housing and Assets, Chief Officer Education and Youth

Achievement Actions:

- The cost of sending children to school is reduced by:
 - a) Making the processes for claiming free school meals as easy as possible to increase the percentage of take-up against entitlement - by December 2021
 - b) Encouraging take-up of the free school breakfast for year 7 pupils eligible for free school meals - by September 2021
 - c) Maximising the take-up of the school uniform grant - by June 2021
- Free access to books, ICT networks and devices and library services are maintained by:
 - a) Maintaining the network of seven libraries in partnership with Aura - by March 2022
 - b) Increasing usage of online resources for children and young people - by March 2022
- Children have access to play opportunities by:
 - a) Ensuring children have access to staffed open-access playwork projects in local communities - by March 2022
 - b) Ensuring children have access to well-maintained outdoor play areas which offer a varied and rich play environment - by March 2022

Associated Risks: No risks identified

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Percentage of secondary school offering the free breakfast to those eligible year 7 pupils	N/a	100%	New Measure
Total spend of School Uniform Grant (%)	N/a	Baseline Year	New Measure
Number of libraries open	6	7	Maintenance

Usage statistics of online resources for children and young people	TBC at the end of March	TBC at the end of March	Improvement
Total number of children pre-registered for Summer Play Scheme	1865	1650	Maintenance
Total number of children pre-registered for community and school play sessions/support	150	180	Maintenance

Theme: Poverty

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Food Poverty	People who are not able to access food that meets their daily nutritional needs and requirements	Chief Officer Housing and Assets

Achievement Actions:

- Everyone in Flintshire has access to affordable, good fresh food by:
 - a) Developing a “Well Fed at Home service” - by March 2022
 - b) Developing and delivering a “Hospital to Home” meals service - by March 2022
 - c) Introducing a transported and delivered food service “Mobile Meals” to those who are vulnerable - by March 2022

Associated Risks:

- PA05 – Food poverty response continues for a longer period creating financial pressures, impacting on our ability to continue deliveries

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Numbers of residents enrolled in the “Mobile Meals” service	N/A	Baseline year	New Measure
Number of residents supported by the “Hospital to Home” meals service	N/A	Baseline year	New Measure

Theme: Poverty

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Fuel Poverty	Households that have higher than average fuel costs and meeting those costs will cause them to experience poverty	Chief Officer Housing and Assets, Chief Officer Planning, Environment and Economy	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> Reducing the risk of fuel poverty for residents by increasing the energy efficiency of homes - by March 2022 Linked to Affordable and accessible housing Supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing - by March 2022 Linked to Personal and Community Well-being 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> PE06 – Decreasing availability of funding to deliver fuel poverty projects due to re-prioritisation of funding streams 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Total number of households receiving energy efficiency support	946	1,200	Maintenance

Theme: Poverty

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Digital Poverty	Limitations on easy access to the digital world due to prohibitive costs, skills and confidence, or network coverage	Chief Officer Planning, Environment and Economy, Chief Officer Governance

Achievement Actions:

- Supporting and enabling access to the internet and devices to ensure people are not excluded from a digital world by:
 - a) Supporting people to use appropriate digital technology through the Digital Champions Scheme - by March 2022
 - Develop a volunteer programme working in partnership with third sector organisations
 - b) Providing free of charge public access to the internet at Connects Centres and Aura library services - by March 2022
 - c) Increasing loans of devices through the Aura Digital Access Scheme - by March 2022
 - d) Increasing take-up of digital learning opportunities supported by Aura - by October 2021
- Supporting people to access information digitally by:
 - a) Providing access to council services on the internet in a responsive way (information can be accessed using different devices) - by December 2021
 - Online services will be developed to ensure they can be accessed on a range of digital devices including PC, laptop, smartphones
 - b) Promoting initiatives to help people to use digital technology - by December 2021
 - Launch a Digital Hub on the Council's website to provide a range of tools to support people use digital technologies
 - Free public access to PCs at Flintshire Connects Centres
 - c) Increasing access to information online to support people to retain their digital skills - by December 2021
 - Provide advice on schemes to assist people with access to equipment and connectivity
 - d) Promote the range of digital training and skill development provided by Coleg Cambria - by December 2021
 - Through the Digital Hub provide access to free online resources and training opportunities

Associated Risks:

- CG04 – Diversion of resource to emergency management response and recovery work delays implementation of key digital and infrastructure projects.

- New Risk – Failure to deliver a Digital Hub will exclude people from digital access
- PE04 – Failure to prepare and deliver Growth Deal projects due to potential realigning of capital funding

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
The number of people registered on the Digital Champions Scheme to ensure people are not excluded from a digital world.	N/a	Baseline Data	New Measure
People can access information digitally to retain their digital skills – the number of online transactions across the Council.	TBC at the end of March	75,000	Improvement
The number of people subscribed to <i>My Account</i> .	16,978	21,000	Maintenance
Percentage of libraries providing free of charge internet access	100%	100%	Maintained
Number of devices available for loan	26	75	Improvement
Total loans of devices	N/a	Baseline Year	New Measure
Number of registered learners	N/a	Baseline year	New Measure
Number of sessions provided	N/a	Baseline year	New Measure

Theme: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Housing support and homeless prevention	Offering support to people to retain their housing and live well and avoiding homelessness	Chief Officer Housing and Assets

Achievement Actions:

- Commissioning a wide range of housing related support that meets the needs of the people of Flintshire - by March 2022
- Promoting housing support and homeless prevention services with our residents and partners - by March 2022
- Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone’s business” by March 2022
- Ensuring when homelessness does occur, it is rare, brief and non-recurring - by March 2022
- Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness - by March 2022
- Remodelling the “emergency beds” Homeless Hub accommodation offer and service delivery by - March 2022
- Exploring opportunities to develop a young person’s homeless hub offering accommodation and support services - by March 2022

Associated Risks:

- HA09 – Increases in Homelessness impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of presentations to the homeless service	TBC at the end of March	No target*	New Measure
Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	TBC at the end of March	Need to review at year end to establish appropriate target, with consideration to local and national performance (approx. 65%)	Maintenance
Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	TBC at the end of March	Need to review at year end to establish appropriate target, with consideration to	Maintenance

		local and national performance (approx. 40%)	
Number of households accommodated by the Council under Housing Wales act 2014 homeless duties	TBC at the end of March	No target*	New Measure
Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014	N/a	Baseline Year	New Measure
Number of referrals received through the Housing Support Gateway	TBC at the end of March	No target*	Improvement

*These measures are used to monitor activity and no target is set.

Theme: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Housing Needs and Housing Options	Helping people to explore their housing options so they can access the right homes to meet their needs	Chief Officer Housing and Assets

Achievement Actions:

- Promoting Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals - by March 2022
 - Developing self-service approaches that enable people to identify their own housing options through online support - by March 2022
 - Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure - by March 2022 [Linked to Poverty](#)
 - Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants - by September 2021
- the recommendations arising from the sheltered housing review.

Associated Risks:

- RA44 – SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of applicants on the Common Housing Register	TBC at the end of March	No target*	Maintenance
Customer satisfaction data for the Housing Register Service	No data	Baseline Year	New Measure
Number of applicants rehoused via SARTH by All Housing Partners	TBC at the end of March	No target*	New Measure
Number of applicants rehoused via SARTH by Flintshire County Council	TBC at the end of March	No target*	New Measure
Number of households rehoused with significant adaptations requirements	TBC at the end of March	No target*	New Measure

*These measures are used to monitor activity and no target is set.

Theme: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Social Housing	Working with housing partners to develop and invest in affordable housing - with modern methods of construction, and a commitment towards carbon neutrality	Chief Officer Housing and Assets, Chief Officer Planning, Environment and Economy

Achievement Actions:

- Working with housing association partners to build new social housing properties and additional affordable properties - by September 2021
- Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes - by March 2022
- Ensuring that the Council housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65 - by December 2021 [Linked to Green and Environment](#)
- Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised - by March 2022 [Linked to Green and Environment](#), [Linked to Poverty](#)
- Working with residents to ensure our communities are well managed, safe, and sustainable places to live - by March 2022 [Linked to Green and Environment](#)
- Supporting our tenants to access technology and create sustainable digital communities - by December 2021 [Linked to Poverty](#)
- Listening to our tenants and working with them to improve our services, homes and communities - by March 2022

Associated Risks:

- HA20 – Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource
- New Risk – Delays in the pre-construction process due to planning and Sustainable Drainage Approval Body (SABS) Applications
- New Risk - Delays to the construction phase caused by further Covid-19 outbreaks and/or BREXIT related supply chain issues.

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of Council Homes under construction	38	69	Improvement
Number of Council Homes completed	38	6	Managed Reduction
Number of Affordable Homes under construction via NEW Homes	47	47	Maintenance
Number of Affordable Homes completed via NEW Homes.	47	9	Managed Reduction
To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2021	80%	100%	Improvement
Achieving a SAP rating of 65 or above will be one of the key measures to determine whether or not the WHQS standard has been attained.	80%	100%	Improvement

Theme: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Private Rented Sector	Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities	Chief Officer Housing and Assets

Achievement Actions:

- Engaging with private sector tenants, giving them a voice and responding to their needs - by March 2022
- Working in partnership with landlords and private sector agents to better understand their needs - by March 2022
- Developing a “landlord offer” that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed - by March 2022
- Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need - by March 2022
- Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality of life - by March 2022

Associated Risks:

- HA45 – Private landlords face increasing financial pressures leading to instability within the Private Rented Sector, less affordable properties and increased demand and costs for social housing providers and homeless service

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of inspections of HMOs	N/a	40	New Measure
Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation	N/a	Baseline Year	New Measure

Further measures to be developed

Theme: Affordable and Accessible Housing

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Empty Properties	Bringing empty homes back into use to enhance the local housing market and improve our local communities	Chief Officer Planning, Environment and Economy	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> • Bringing empty homes back into use through the Empty Homes Loan - by March 2022 • Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme - by March 2022 • Targeting 'problem' empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply - by March 2022 • Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street - by March 2022 Linked to Economy 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> • PE03 - Unable to regenerate Town Centres through implementation of the Town Centre Strategy due to insufficient resources and the compound economic consequences of the emergency situation 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
PAM/013 - Percentage of empty private properties brought back into use	TBC at the end of March	Measure is used for benchmarking – no target set	Improvement

Theme: Green Society and Environment

Well-being Objective: Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Carbon Neutrality	A net carbon zero Council by 2030 and supporting wider decarbonisation actions across the County, making this central to Covid-19 recovery	Chief Officer Planning, Environment and Economy

Achievement Actions:

- Putting a Governance structure (Carbon Programme Board) in place - by 30 September 2021
- Developing a net carbon zero action plan and be approved - by 31 March 2022
- Gathering information on annual Council greenhouse gas emissions to submit to Welsh Government and the Carbon Programme Board by 30 June each year - by June 2021
- Reviewing the procurement policy to reduce greenhouse gas emissions from suppliers - by 31 March 2022
- Developing a policy for sustainable and long term energy usage in capital projects where this can be achieved - by December 2021

Associated Risks:

- PE11 – Non-compliance with Welsh Government Carbon Reduction Target due to external factors such as willingness of the wider public to support initiatives, access to funding to develop projects and the delayed appointment of project manager
- PE10 - Energy Saving initiatives not included in Capital Projects due to non-involvement of Energy Team with Property and Assets team on design of projects which may result in those projects accruing higher long term costs

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Council Greenhouse gas emissions	Awaiting feedback from Welsh Government	No target*	Improvement

*These measures are used to monitoring activity and no target is set.

Theme: Green Society and Environment

Well-being Objective: Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Fleet Strategy	Reducing the environmental impact of our fleet	Chief Officer Streetscene and Transportation	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> Ensuring all business journeys are subject to proper planning and optimisation - by March 2022 Reducing employee owned vehicle business mileage through continued use of virtual meeting attendance and reduction in unnecessary journeys - by March 2022 Converting the authority's fleet to electric and alternative fuels (hydrogen etc) - by March 2022 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> ST32 – Backlog in vehicle MOTs due to the closure of test centres ST40 - Interruption of available fuel to sufficiently operate fleet vehicles 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Introduce electric vehicles into the recycling fleet	N/a	3	New Measure
Reduced business travel mileage across all portfolios from 2019/20 figure. (subject to COT support and measured/reported corporately)	N/a	50%	New Measure

Theme: Green Society and Environment

Well-being Objective: Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Green Environment	The promotion, good management and protection of our green spaces to deliver multiple benefits to the environment and our residents and visitors	Chief Officer Planning, Environment and Economy	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> Delivering an increase in canopy cover as part of the Urban Tree and Woodland Plan - by March 2022 Enhancing the natural environment through the delivery of the Section 6 Environment Act Wales biodiversity duty - by March 2022 Developing a strategy to improve biodiversity and carbon sequestration on the agricultural estate - by 31 December 2021 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> RE11 – Non-compliance with Welsh Government Carbon Reduction Target due to external factors such as willingness of the wider public to support initiatives, access to funding to develop projects and the delayed appointment of project manager 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of Standard trees planted	N/a	150	New Measure
Number of Whips planted	N/a	4000	New Measure

Theme: Green Society and Environment

Well-being Objective: Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Renewable Energy	The promotion and support of renewable energy opportunities across the Council Estate and wider communities.	Chief Officer Planning, Environment and Economy

Achievement Actions:

- Assessing the feasibility of renewable energy and land assets and link to wider carbon ambitions - by 30 September 2021
- Agreeing an investment strategy for future renewable energy developments - by 31 March 2022 [Linked to Economy](#)

Associated Risks:

- PE10 – Energy Saving initiatives not included in Capital Projects due to non-involvement of Energy Team with Property and Assets team on design of projects which may result in those projects accruing higher long-term costs

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Measures will be developed			

Theme: Green Society and Environment

Well-being Objective: Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Active and Sustainable Travel Options	Provide opportunities for increasing levels of walking and cycling (active travel) and enable access to other alternative and sustainable methods of travel	Chief Officer Streetscene and Transportation	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> Promoting the use of public transport through the further development of the Council's core bus network - by March 2022 Linked to Economy Promoting active travel and further develop the Council's cycleway network - by March 2022 Linked to Personal and Community Well-being Promoting multi modal transport journeys and the development of strategic transport hubs - by March 2022 Linked to Economy Developing the County's electric car charging network - by March 2022 Developing the County's walking and cycling network - by March 2022 Linked to Personal and Community Well-being 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> ST05 – National targets not being met for Road Safety and Active Travel due to an inability to complete essential schemes ST24a - Unable to progress with key infrastructure improvement projects due to resilience in staff, contractors and supply chain ST38 - Unable to undertake pedestrian/cycle safety training due to schools not operating and reduced funding ST39 - Unable to undertake traffic surveys to support financial bids for transport schemes or justify implementing new safety measures 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of bus quality partnerships on the core network	1	1	Maintenance
Complete consultation of the amended Integrated Active Travel Network Map	1	1	New Measure
Introduce Electric Charging points at key locations across the County	0	17	New Measure
Develop multi- modal transport hub at Garden City	N/a	1	New Measure

Theme: Green Society and Environment

Well-being Objective: Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Circular Economy	Support and promote the Welsh Government's strategy to create a sustainable, circular economy in Flintshire	Chief Officer Streetscene and Transportation

Achievement Actions:

- Achieving Welsh Government recycling targets - by March 2022
- Developing and extending the Standard Yard Waste & Recycling Transfer Station - by March 2022
- Developing and extending of the Greenfield Composting Facility and Waste Transfer Station - by December 2021
- Supporting and promoting the development of a Re-Use and Repair Café within the County - by June 2021 [Linked to Poverty](#), [Linked to Personal and Community Well-being](#), [Linked to Education and Skills](#)
- Promoting the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities - by December 2021 [Linked to Poverty](#), [Linked to Personal and Community Well-being](#), [Linked to Education and Skills](#)
- Working in partnership, actively support and engage with community led groups by developing environmental and recycling initiatives - by March 2022 [Linked to Poverty](#), [Linked to Personal and Community Well-being](#), [Linked to Education and Skills](#)
- Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient - by March 2022 [Linked to Economy](#)
- Phasing out single-use plastic within the Council - by March 2022
 - Launch a campaign to ban single use plastics in all Council buildings

Associated Risks:

- ST28 - Unable to accept and process waste and recycling due to the loss of Environmental Permit
- ST28a - Unable to gain regulatory approval (planning; Drainage; environmental permitting) to progress key infrastructure projects in a timely manner due to delays in processing applications.
- ST36a - Loss of key suppliers or partner organisations to deliver key operational services due break in operations (fire, loss of permit, sickness)
- ST41- Unable to dispose of waste and recycling products due to end producer availability

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Percentage of waste reused, recycled or composted	TBC at the end of March	70%	Maintenance
Average Recycling rate across Household Recycling Centres (HRCs)	78%	80%	Maintenance
Number of Repair and Reuse Centres	N/a	1	New Measure
Percentage of remodelling work at Greenfield completed	N/a	100%	New Measure
Percentage of remodelling work at Standard Yard completed	N/a	TBC	New Measure

Theme: Economy

Well-being Objective: Enabling a sustainable economic recovery

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Town Centre Regeneration	Regenerate and re-invent our town centres	Chief Officer Planning, Environment and Economy	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> Monitoring the health and vitality of town centres to support effective management and business investment decisions - by March 2022 Promoting town centre, hospitality and tourism businesses to help with their post-Covid-19 recovery - by September 2021 Linked to Personal and Community Well-being Encouraging and supporting investment in town centre properties especially to facilitate more sustainable uses - by March 2022 Linked to Affordable and Accessible Housing Improving the environment in town centres - by March 2022 Supporting the growth of community enterprises in town centre locations - by March 2022 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> PE03 – Unable to regenerate Town Centres through implementation of the Town Centre Strategy due to insufficient resources and the compound economic consequences of the emergency situation 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Measures will be developed			

Theme: Economy

Well-being Objective: Enabling a sustainable economic recovery

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Business	Enable business continuity and encourage appropriate investment	Chief Officer Planning, Environment and Economy

Achievement Actions:

- Engaging small businesses and improve support packages available to them - by March 2022
- Supporting post-Covid-19 recovery of the County's street and indoor markets - by September 2021
- Supporting growth of the local and regional food and drink business sector through marketing and collaborative projects - by September 2021
- Supporting recovery of the tourism and hospitality sectors and rebuild confidence in the industry - by September 2021
- Increasing the scale and impact of the social business sector - by March 2022
- Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient - by March 2022 [Linked to Green Society and Environment](#)

Associated Risks: No risks identified

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of small or micro businesses receiving support	N/a	300	New Measure
Number of social enterprises receiving support	52	45	Managed Reduction
Number of local businesses supported to reduce their carbon footprint and become more resource efficient	N/a	30	New Measure

Theme: Economy

Well-being Objective: Enabling a sustainable economic recovery

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Transport and digital infrastructure	Ensure that the transport and digital networks facilitate and support recovery and growth	Chief Officer Planning, Environment and Economy, Chief Officer Streetscene and Transportation

Achievement Actions:

- Completing the connection of all eligible public buildings through the Local Full Fibre Network Project by March 2022 [Linked to Poverty](#)
- Starting delivery of the local plans within the North Wales Growth Deal for digital infrastructure - by December 2021 [Linked to Poverty](#)
- Connecting further rural communities to improved digital infrastructure - by March 2022 [Linked to Poverty](#)
- Developing and delivering transport infrastructure improvements as part of North Wales Metro programme and the Council's Integrated Transport Strategy - by March 2022 [Linked to Green Society and Environment](#)
- Ensuring Flintshire strategic transport priorities are well-represented in the Regional Transport Plan from the forthcoming Corporate Joint Committee Development - by March 2022 [Linked to Green Society and Environment](#)

Associated Risks:

- PE04 – Failure to prepare and deliver Growth Deal projects due to potential realigning of capital funding
- ST24a - Unable to progress with key infrastructure improvement projects due to resilience in staff, contractors and supply chain
- ST39 - Unable to undertake traffic surveys to support financial bids for transport schemes or justify implementing new safety measures

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of bus quality partnerships on the core network	1	1	Maintenance
Number of Local Travel Arrangements (LTAs) in geographical areas of the County	7	7	Maintenance
Number of schemes delivered through the Welsh Government Active Travel Fund	N/a	3	New Measure
Number of households supported to improve connectivity	N/a	Baseline Year	New Measure

Theme: Economy

Well-being Objective: Enabling a sustainable economic recovery

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Local Development Plan (LDP) Targets	Achieve LDP policy objectives for growth, protection and enhancement	Chief Officer Planning, Environment and Economy

Achievement Actions:

- Ensuring timely adoption of the LDP once Inspector's Report received - by December 2021
- Monitoring overall Plan performance via the Annual Monitoring Report (AMR) and submit to Welsh Government - by March 2022
- Maintaining and update the LDP housing trajectory in line with planning decisions made - by March 2022
- Making decisions at Planning Committee in line with the adopted LDP - by March 2022
- Referencing the LDP growth strategy in early work on a North Wales Strategic Development Plan (SDP) - by March 2022

Associated Risks:

- New Risk - Failure to adopt the LDP in line with the Delivery Agreement due to delays in completing the Examination in Public and/or from the Plan not being found sound

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of calendar weeks for the adoption of the Local Development Plan following receipt of the Inspector's report	8	8	Maintenance

Theme: Economy

Well-being Objective: Enabling a sustainable economic recovery

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Spending money for the benefit of Flintshire	Grow our local economic vitality through social value commitments and procurement strategy	Chief Officer Planning, Environment and Economy

Achievement Actions:

- Encouraging and supporting commissioners and suppliers to generate additional well-being outcomes - by March 2022
- Increasing the ability and confidence of local businesses to supply the public sector - by March 2022
- Reporting of the strategic well-being outcomes across the Council in place by September 2021

Associated Risks:

- E01 - Loss of Community Benefits by not maximising inclusion of social value in Contracts

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of contracts delivering community benefits	N/a	Baseline Year	New Measure
Monetary value of community benefits as measured against the Flintshire Themes Outcomes and Measures (TOMs) Framework	N/a	Baseline Year	New Measure

Theme: Economy

Well-being Objective: Enabling a sustainable economic recovery

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Reducing worklessness	Work with our partners to support individuals to gain employment	Chief Officer Planning, Environment and Economy

Achievement Actions:

- Co-ordinating a multi-agency approach to support businesses to recruit people from disadvantaged groups - by September 2021 [Linked to Poverty](#)
- Delivering mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market - by March 2022 [Linked to Poverty](#)

Associated Risks:

- PE19 - Unsustainable demand on the Employment Mentoring service due to the economic implications of lockdown and the increase in referrals from Job Centres of those seeking employment

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of individuals entering employment, learning or volunteering	160	247	Improvement
Number of individuals receiving support	363	600	Improvement

Theme: Personal and Community Well-being

Well-being Objective: Supporting people in need to live as well as they can

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Independent Living	People will be supported to live as independently as possible through the right type of support, when they need it	Chief Officer Social Services	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> • Providing additional placements at Marleyfield House Care Home to support older people - by June 2021 <ul style="list-style-type: none"> ○ Open Marleyfield extension with 32 beds • Developing and extending our approach to Micro Care supporting more people in their own homes - by March 2022 • Increasing the number of people who are able to make their own care arrangements through a Direct Payment - by March 2022 • Ensuring services for families with children aged 0-7 are better integrated through the 'Early Years Pathfinder' project - by March 2022 <p>Deliver the Early Years Pathfinder Business Plan and develop a multi-agency Early Years Strategy</p> <p>Progress the Wales Government Childcare Investment Programme through the current construction phase to project/programme completion Linked</p> <p>to Education and Skills</p>			
<p>Associated Risks:</p> <ul style="list-style-type: none"> • SS17 – The redevelopment of Marleyfield Care Home will not be achieved within budget and timescales because of delays in the construction supply chain and risk of infection for residents 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of Microcare providers	TBC at the end of March	TBC	Improvement
Direct Payments as a % of home-based services	TBC at the end of March	38%	Maintenance
Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	TBC at the end of March	98% (set nationally)	Maintenance
Percentage of requests for equipment that meet or exceed the national 7 Day standard	TBC at the end of March	80% (set nationally)	Maintenance
Percentage of equipment that is re-used	Update March 2021	70% (set nationally)	Maintenance

Theme: Personal and Community Well-being

Well-being Objective: Supporting people in need to live as well as they can

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Safeguarding	Implement and promote the new safeguarding procedures so our employees understand how they can help safeguard people in the community	Chief Officer Social Services

Achievement Actions:

- Developing and relaunching our corporate e-learning package to reflect the new safeguarding procedures extending access to the safeguarding e-learning module to key partners - by March 2022
- Promoting the 'duty to report' so our employees understand their responsibility to report safeguarding concerns - by March 2022
- Implementing an 'active offer' of advocacy support for people involved in the safeguarding process - by March 2022

Associated Risks:

- SS06 - Some individuals are illegally detained awaiting Liberty Protection assessments because there is insufficient capacity to absorb the introduction of Community assessments
- SS19 - More children and families experience ACE's (Adverse Childhood Experiences) as family relationships breakdown, or become strained, due to the pressures of lockdown and rising financial pressures
- SS22 - An insufficient supply of placements leads to young people being placed in unregulated settings

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
The percentage of adult safeguarding enquiries that met the 7 day timescale	TBC at the end of March	96%	Maintenance
The percentage of children who were reported as having run away or gone missing from home who were offered a return interview	TBC at the end of March	100%	Maintenance

Theme: Personal and Community Well-being

Well-being Objective: Supporting people in need to live as well as they can

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)	
Direct Provision to support people closer to home	The services we provide so people can access the support they need in their local community	Chief Officer Social Services	
<p>Achievement Actions:</p> <ul style="list-style-type: none"> • Setting up a registered Children’s Home to help avoid the need for residential placements outside Flintshire - by March 2022 • Growing our in-house homecare service to support more people to live at home - by March 2022 • Growing our in-house fostering service to support more looked after children - by March 2022 • Extending Croes Atti Care Home for older people, with a focus on dementia care; complete the planning phase - by March 2022 <ul style="list-style-type: none"> ○ Complete business case and feasibility stage for Croes Atti extension • Developing the services we offer to provide respite for families with disabled children - by September 2021 			
<p>Associated Risks:</p> <ul style="list-style-type: none"> • SS01 - Expenditure on out of county placements increases as placement costs increase in a demand led market. • SS10 - Insufficient capacity to provide the quantities and levels of care to clients at home and in the community because of challenges in recruitment of direct care workers and instability in the care market • SS21 - Targets for Mockingbird are missed due to a failure to recruit foster carers to the scheme given the constraints on completing assessments for carers and providing training • SS22 - An insufficient supply of placements leads to young people being placed in unregulated settings. 			
Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Rate of people over 65 helped to live at home per 1,000 population	TBC at the end of March	No target*	Maintenance
Number of new foster carer approvals in the year	TBC at the end of March	10	Improvement
People with a learning disability accessing Project Search to improve their employability skills	7	No target*	Maintenance

*These measures are used to monitor activity and no target is set.

Theme: Personal and Community Well-being

Well-being Objective: Supporting people in need to live as well as they can

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Local Dementia Strategy	Continuing to improve the lives of people living with dementia in Flintshire	Chief Officer Social Services

Achievement Actions:

- Working with registered Care homes providers and health partners to develop more long term nursing care placements for people who have dementia - by March 2022
- Developing a Flintshire Dementia strategy that sets a shared vision, and action, for the next phase of developing good dementia support for individuals, families, carers and communities - by March 2022
 - Flintshire Dementia Strategy developed and aligned to the Regional Strategy

Associated Risks:

- SS09 Insufficient numbers of residential and nursing beds to meet demand because of the long term fragility and instability of the care home sector

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of people supported through the Dementia Strategy	N/a	Baseline Year	New Measure

Theme: Personal and Community Well-being

Well-being Objective: Supporting people in need to live as well as they can

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
A well-connected, safe and clean local environment.	Resilient communities where people feel connected and safe	Chief Officer Streetscene and Transportation, Chief Officer Planning, Environment and Economy
<p>Achievement Actions:</p> <ul style="list-style-type: none"> • Protecting residents and our environment from pollution and other public health and safety hazards by achieving the Streetscene Standard - by March 2022 • Keeping our local communities clean and safe through engagement, education and environmental enforcement - by March 2022 Linked to Green Society and Environment • Working with local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people - by October 2021 <ul style="list-style-type: none"> ○ Consultation activities with local communities to inform key themes for development into a co-produced action plan for their area (Holway and Shotton) ○ Through alignment with internal departments and our partners enable a programme of activities to support community wellbeing and resilience in 1 area (Holway) 		
<p>Associated Risks:</p> <ul style="list-style-type: none"> • ST10 - Increased expenditure on contract, labour, plant, vehicles and materials due to changing work patterns in response to pandemic • ST12 - Reduced numbers of frontline workers and contractors to deliver services safely due to increased sickness levels • ST42 – An increase in dangerous and obstructive parking due to the suspension of parking enforcement • ST42a - An increase in dangerous and obstructive parking in residential areas preventing operational service delivery (waste and recycling) • ST43 - An increase in environmental crime (littering, dog fouling, side waste) due to the suspension of monitoring patrols • ST44 - Increase in large scale fly tipping due to the closure of Household Recycling Centres and illegal waste collection companies operating • New Risk - Local communities do not get appropriate support due to a failure to deliver the action plan. 		

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Achieve minimum level of agreed Streetscene standards	85%	85%	Maintenance
Number of targeted environmental educational campaigns	5	10	Improvement
Progress actions to avoid non-payment of all FPN / PCN	N/a	90% of payments received	Maintenance
Deliver Local Masterplan - Shotton	N/a	1	New Measure
Number of communities consulted to inform a co-produced area action plan	TBC at the end of March	2	Improvement
Number of communities supported through wellbeing and resilience activities	TBC at the end of March	1	Improvement

Theme: Education and Skills

Well-being Objective: Enabling and supporting learning communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Educational Engagement and Achievement	Providing diverse learning opportunities to support educational achievement in schools and communities	Chief Officer Education and Youth

Achievement Actions:

- Maintaining support for the rollout of the revised curriculum for pupils from 3-16 which better prepares them for their future lives and employment - by March 2022
 - School staff accessing the GwE professional learning offer
- Continuing to support the raising of standards at all key stages to enable onward learner progression - by March 2022
 - Individually tailored support provided by GwE Supporting Improvement Advisers for each Flintshire school
- Continuing to improve attendance and reduce exclusions to maximise educational achievement - by March 2022
- Continuing to broaden the offer of alternative education opportunities to support learner engagement - by March 2022

Associated Risks:

- EY25 – Schools insufficiently prepared to implement new curriculum which impacts adversely on learners;
- EY12 – Deteriorating school buildings adversely impacts on curriculum delivery.
- EY26 – Ineffective school leadership results in poor pupil outcomes which increases risk of schools being placed in statutory Estyn categories?
- EY30 – Increased numbers of young people not in Education, Training & Employment due to lack of pupil engagement
- EY29 - Reduced performance in Science, Technology, Engineering & math's subjects at post 16 could impact on access to local apprenticeships and progression into higher education

Achievement Measures	Baseline Data (2019/20)	2020/21 Target	Measure Category
Percentage of schools maintaining progress against key milestones in implementation of the new curriculum	100%	100%	Maintenance
Reduction in the number of permanent exclusions	Data not collected/verified due to school closures during the	Awaiting revised Wales Government guidance	Improvement

	academic year 2019/20		
Reduction in the number of fixed term exclusions	Data not collected/verified due to school closures during the academic year 2019/20	Awaiting revised Wales Government guidance	Improvement
PAM/008 Percentage of pupil attendance in secondary schools	Data not collected/verified due to school closures during the academic year 2019/20	Awaiting revised Wales Government guidance	Improvement
PAM/007 Percentage of pupil attendance in primary schools	Data not collected/verified due to school closures during the academic year 2019/20	Awaiting revised Wales Government guidance	Improvement
Percentage of students taking a Level 3 qualification in STEM subjects	TBC at the end of March	23%	Maintenance

Theme: Education and Skills

Well-being Objective: Enabling and supporting learning communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Digital Learning Opportunities	Supporting education engagement and achievement through proactive use of accessible digital media	Chief Officer Education and Youth

Achievement Actions:

- Supporting schools and wider education services to increase their digital offer for children and young people - by March 2022
 - Upskilling of staff within the Education & Youth Portfolio through access to the GwE professional learning offer and other appropriate training opportunities
- Developing a new delivery plan for Integrated Youth Services with a greater focus on digital engagement to increase participation - by March 2022
- Increasing the range of digital material hosted on the North East Wales Archive website and other digital services to encourage greater participation with the service - by March 2022
- Continuing to support learners who are 'digitally disadvantaged' to access IT devices to promote equity and engagement - by March 2022 [Linked to Poverty](#)
 - Supporting schools to maximise their available hardware via the national Hwb programme.
- Increasing take-up of digital learning opportunities supported by Aura - by March 2022 [Linked to Poverty](#)
- Providing community training for online learning platforms in a partnership with Aura and Adult Community Learning - by March 2022
- Providing digital art workshops based on collections at Gladstone Library, in an Arts Council Funded partnership with Gladstone Library and visual artist - by March 2022 [Linked to Personal and Community Well-being](#)

Associated Risks: No risks identified

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of learners registered for digital learning opportunities	N/a	Baseline Year	New Measure

Number of digital learning sessions provided in English	N/a	Baseline Year	New Measure
Number of digital learning sessions provided in Welsh	N/a	Baseline Year	New Measure
Number of Adult Community Learning sessions provided in English	N/a	Baseline Year	New Measure
Number of Adult Community Learning sessions provided in Welsh	N/a	Baseline Year	New Measure
Number of Adult Community Learning attendees	N/a	Baseline Year	New Measure
Number of digital art workshops delivered in English	N/a	Baseline Year	New Measure
Number of digital art workshops delivered in Welsh	N/a	Baseline Year	New Measure

Theme: Education and Skills

Well-being Objective: Enabling and supporting learning communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Learning Environments	Creating aspirational and flexible learning environments	Chief Officer Education and Youth

Achievement Actions:

- Providing high quality learning environments through the Council's capital investment programme and Welsh Government grant funding streams - by March 2022
 - Complete construction projects started at Ysgol Glanrafon, Mold, Ysgol Castell Alun, Hope & the Queensferry Campus project.
 - Progress the Council's investment project 3-16 campus at Mynydd Isa through the design process leading to cost certainty
 - Progress the Wales Government Childcare Investment Programme through the current construction phase to project/programme completion [Linked to Personal and Community Well-being](#)
- Progressing the North East Wales Archive funding bid through the Stage 1 Heritage Horizons Award of the National Heritage Lottery Fund
- Increasing usage of community spaces in re-developed Flint Library and Wellbeing Hub - by March 2022

Associated Risks:

- EY23 – Inability to meet national archive accreditation standards due to poor quality of the accommodation
- EY06 - Insufficient funding to deliver new archive premise

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Percentage of community space used in re-developed Flint Library and Wellbeing Hub	46.7%	61.7%	Improvement

Theme: Education and Skills

Well-being Objective: Enabling and supporting learning communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Learning Community Networks	Supporting our learning communities to engage and achieve through extensive partnership working unpinned by common safeguarding practices	Chief Officer Education and Youth, Chief Executive

Achievement Actions:

- Completing the contractual arrangements for the North East Wales Archive between Flintshire County Council and Denbighshire County Council to provide a sustainable and resilient service - by March 2022
- Establishing a sub-regional partnership for the delivery of Adult Community Learning (ACL) with Wrexham County Borough Council to maximise opportunities for participants and providers - by March 2022
- Developing a Delivery Plan for Adult Community Learning with new partners to increase engagement and improve skills within local communities - by March 2022 [Linked to Personal and Community Well-being](#)
- Working with Adult Community Learning and Flintshire Learning Recovery & Wellbeing Network Partners to share best practice and maximise opportunities for learning within the community with opportunities to be available in all Aura libraries - by March 2022
- Working in partnership with Open University Wales to support and signpost library users to Open Learn courses and subsequent learning pathways with Open Learn Champions in each library - by March 2022

Associated Risks:

- EY24 – Inability to meet national archive accreditation standards due to poor quality of the accommodation;
- EY06- Insufficient funding to deliver new archive premise
- New Risk - ACL Partnership with Wrexham County Borough Council is not effective in procuring suitable providers to deliver quality learning opportunities for participants
- New risk - ACL Delivery Plan is ineffective in ensuring engagement and achievement of adult learners

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Number of Adult Community Learning sessions provided	N/a	7	Improvement

Number of libraries offering learning and development opportunities	N/a	7	Improvement
Number of courses accessed through Open Learn	N/a	Baseline year	New Measure
Percentage of Aura libraries offering an Open Learn Champion	100%	100%	Maintenance

Theme: Education and Skills

Well-being Objective: Enabling and supporting learning communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Specialist Educational Provision	Extending local capacity to support learners with Additional Learning Needs (ALN)	Chief Officer Education and Youth

Achievement Actions:

- Continuing to embed the ALN implementation plan to deliver a new statutory approach for supporting children and young people with learning needs from 0-25 years of age - by March 2022
- Completing the build project for Plas Derwen (Pupil Referral Unit) to transform the delivery of this specialist service - by March 2022
- Increasing the capacity of Plas Derwen staff to delivery more outreach work to share their expertise across the schools workforce - by March 2022
- Developing a long term strategy to ensure sufficient and appropriate capacity to support learners with a range of additional educational needs that maximises local expertise and financial resources - by March 2022

Associated Risks:

- EY 15 - Non-compliance with the Additional Learning Needs Education Tribunal (ALNET) Act 2018
- EY04 – Increased financial costs to the Inclusion Service due to legal challenges
- EY05 – Insufficient financial resources to support children and young people’s emotional health
- EY07 – Capacity on service delivery in impacted by portfolio workforce absence
- EY13- Inability to fully deliver on Welsh government 21 Century school building programme due to financial, workforce and contractor implications
- EY16 – Failure to make statutory provision for learners with special educational needs due to resource availability;
- EY20 – Increased number of Special Educational Needs Tribunals due to inability to meet the statutory assessment process and accurately identify individual needs

Achievement Measures	Baseline Data (2020/21)	2021/22 Target	Measure Category
Percentage of schools maintaining progress against key milestones in the ALN reforms	100%	100%	Maintenance
Percentage of schools who have enrolled with the National Nurturing Schools Programme and completed the training	N/a	100%	New measure

Theme: Education and Skills

Well-being Objective: Enabling and supporting learning communities

What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Welsh Education Strategic Plan (WESP)	Working with schools and partners to support the Welsh Government's strategy to enable one million Welsh speakers by 2050	Chief Officer Education and Youth

Achievement Actions:

- Increasing the capacity and take up of Welsh medium education to achieve Welsh Government targets - by March 2022
- Improving the Welsh language skills of staff in schools to more effectively support learners and the delivery of the curriculum - by March 2022
 - GWE and Local Authority Welsh Team to work in partnership to deliver a professional learning offer
- Continuing to improve pupils' standards of Welsh in all schools to encourage greater bilingualism - by March 2022
 - The Local Authority Welsh Team will offer targeted support and intervention
- Extending the range of youth services which can be delivered bilingually to encourage young people to retain and use their Welsh language skills into early adulthood - by March 2022
 - Appointment of an Integrated Youth Provision Welsh language coordinator to ensure that all digital and face to face youth and play provision has a bilingual offer
- Maintaining Welsh Government Quality Indicator for Welsh Language resources in Aura libraries - by March 2022

Associated Risks:

- EY28 - Ineffective school leadership results in standards of Welsh in schools falling below the national average
- EY33 – Inability of schools to operate safely and deliver statutory education due to reduction in staffing levels

Achievement Measures	Baseline Data (2020/21) 19/20?	2021/22 20/21?Target	Measure Category
WPLS - QI 10 Welsh resources (4% of material budget on Welsh language resources or minimum £750/1,000 Welsh speaking resident)	4% of total spend	4% of total spend	Maintenance
PAM/033 - Percentage of Pupils assessed in Welsh at the end of the Foundation Phase	Data not collected due to school closures during the	Indicator is used for benchmarking – No target set	Improvement

	academic year 2019/20		
PAM/034 - Percentage of Year 11 pupils studying Welsh (first language)	Data not collected due to school closures during the academic year 2019/20	Indicator is used for benchmarking – No target set	Improvement

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Council Plan 2021/22

Theme Name	Poverty	Allocated Chief Officer	Allocated Overview & Scrutiny Committee
Description/ Well-being Objective	Protecting people from poverty by supporting them to meet their basic needs		
Income Poverty Definition: People on low income who are unable to meet day to day living costs	<ul style="list-style-type: none"> • Families are supported to be financially resilient by: <ol style="list-style-type: none"> a) Maximising the number of people signposted for support to facilitate longer term behavioural change - by September 2021 b) Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently - by March 2022 c) Maximising take up of the Discretionary Housing Payments scheme and other financial support - by March 2022 d) Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place - by March 2022 	<ul style="list-style-type: none"> • Housing & Assets 	<ul style="list-style-type: none"> • Lead - Corporate Resources • Sub Lead - Community Housing and Assets
Child Poverty Definition: Children who do not have access to adequate food, clothing, shelter and education to lead a healthy and active life	<ul style="list-style-type: none"> • The cost of sending children to school is reduced by: <ol style="list-style-type: none"> a) Making the processes for claiming free school meals as easy as possible to increase the percentage of take-up against entitlement - by December 2021 b) Encouraging take-up of the free school breakfast for year 7 pupils eligible for free school meals - by September 2021 c) Maximising the take-up of the school uniform grant by June 2021 • Free access to books, ICT networks, devices and library services are maintained by: 	<ul style="list-style-type: none"> • Education & Youth • Aura Leisure & Libraries MD / Chief Executive 	<ul style="list-style-type: none"> • Lead - Corporate Resources • Sub Lead - Education, Youth and Culture

	<ul style="list-style-type: none"> a) Maintaining the network of seven libraries in partnership with Aura - by March 2022 b) Increasing usage of online resources for children and young people - by March 2022 • Children have access to play opportunities by: <ul style="list-style-type: none"> a) Ensuring children have access to staffed open-access playwork projects in local communities - by March 2022 b) Ensuring children have access to well-maintained outdoor play areas which offer a varied and rich play environment - by March 2022 		
<p>Food Poverty</p> <p>Definition: People who are not able to access food that meets their daily nutritional needs and requirements</p>	<ul style="list-style-type: none"> • Everyone in Flintshire has access to affordable, good fresh food by: <ul style="list-style-type: none"> a) Developing a “Well Fed at Home service” - by March 2022 b) Developing and delivering a “Hospital to Home” meals service - by March 2022 c) Introducing a transported and delivered food service “Mobile Meals” to those who are vulnerable - by March 2022 	<ul style="list-style-type: none"> • Housing & Assets 	<ul style="list-style-type: none"> • Lead - Corporate Resources • Sub Lead - Community Housing and Assets
<p>Fuel Poverty</p> <p>Definition: Households that have higher than average fuel costs and meeting those costs will cause them to experience poverty</p> <p>Affordable and accessible housing</p>	<ul style="list-style-type: none"> • Reducing the risk of fuel poverty for residents by increasing the energy efficiency of homes - by March 2022 Linked to Affordable and accessible housing • Supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing - by March 2022 Linked to Personal and Community Well-being 	<ul style="list-style-type: none"> • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Lead - Corporate Resources • Sub Lead - Environment & Economy

Personal and Community Well- being			
Digital Poverty Definition: Limitations on easy access to the digital world due to prohibitive costs, skills and confidence, or network coverage	<ul style="list-style-type: none"> • Supporting and enabling access to the internet and devices to ensure people are not excluded from a digital world by: <ul style="list-style-type: none"> a) Supporting people to use appropriate digital technology through the Digital Champions Scheme - by March 2022 b) Providing free of charge public access to the internet at Connects Centres and Aura library services - by March 2022 c) Increasing loans of devices through the Aura Digital Access Scheme - by March 2022 d) Increasing take-up of digital learning opportunities supported by Aura - by October 2021 • Supporting people to access information digitally by: <ul style="list-style-type: none"> a) Providing access to council services on the internet in a responsive way (information can be accessed using different devices) - by December 2021 b) Promoting initiatives to help people to use digital technology - by December 2021 c) Increasing access to information online to support people to retain their digital skills - by December 2021 d) Promote the range of digital training and skill development provided by Coleg Cambria - by December 2021 	<ul style="list-style-type: none"> • Governance • Aura Leisure & Libraries MD / Chief Executive 	<ul style="list-style-type: none"> • Lead - Corporate Resources

Theme Name	Affordable and Accessible Housing	Allocated Chief Officer	Allocated Overview & Scrutiny Committee
Description/ Well-being Objective	Housing in Flintshire meeting the needs of our residents and supporting safer communities		
Housing support and homeless prevention Definition: Offering support to people to retain their housing and live well and avoiding homelessness	<ul style="list-style-type: none"> • Commissioning a wide range of housing related support that meets the needs of the people of Flintshire - by March 2022 • Promoting housing support and homeless prevention services with our residents and partners - by March 2022 • Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone’s business” - by March 2022 • Ensuring when homelessness does occur it is rare, brief and non-recurring - by March 2022 • Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness - by March 2022 • Remodelling the “emergency beds” Homeless Hub accommodation offer and service delivery - by March 2022 • Exploring opportunities to develop a young person’s homeless hub offering accommodation and support services - by March 2022 	<ul style="list-style-type: none"> • Housing & Assets 	<ul style="list-style-type: none"> • Community Housing & Assets
Housing Needs and Housing Options Definition: Helping people to explore their housing options so they can access the right	<ul style="list-style-type: none"> • Promoting the Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals - by March 2022 • Developing self-service approaches that enable people to identify their own housing options through online support - by March 2022 	<ul style="list-style-type: none"> • Housing & Assets 	<ul style="list-style-type: none"> • Community Housing & Assets

<p>homes to meet their needs</p> <p>Poverty</p>	<ul style="list-style-type: none"> • Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure - by March 2022 Linked to Poverty • Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants - by September 2021 		
<p>Social Housing</p> <p>Definition: Working with housing partners to develop and invest in affordable housing - with modern methods of construction, and a commitment towards carbon neutral</p> <p>Poverty</p> <p>Green and Environment</p>	<ul style="list-style-type: none"> • Working with housing association partners to build new social housing properties and additional affordable properties - by September 2021 • Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes - by September 2021 • Ensuring that the Council's housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65 - by December 2021 Linked to Green and Environment • Developing plans for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised - by March 2022 Linked to Green and Environment, Linked to Poverty • Working with residents to ensure our communities are well managed, safe, and sustainable places to live - by March 2022 Linked to Green and Environment • Supporting our tenants to access technology and create sustainable digital communities - by December 2021 Linked to Poverty • Listening to our tenants and working with them to improve our services, homes and communities - by March 2022 	<ul style="list-style-type: none"> • Housing & Assets 	<ul style="list-style-type: none"> • Community Housing & Assets

<p>Private Rented Sector</p> <p>Definition: Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities</p>	<ul style="list-style-type: none"> • Engaging with private sector tenants, giving them a voice and responding to their needs - by March 2022 • Working in partnership with landlords and private sector agents to better understand their needs - by March 2022 • Developing a “landlord offer” that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed - by March 2022 • Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need - by March 2022 • Mapping Houses of Multiple Occupation (HMO’s) across Flintshire to ensure legal minimum housing standards are met and to improve residents’ quality of life - by March 2022 	<ul style="list-style-type: none"> • Housing & Assets 	<ul style="list-style-type: none"> • Community Housing & Assets
<p>Empty Properties</p> <p>Definition: Bringing empty homes back into use to enhance the local housing market and improve our local communities</p> <p>Economy</p>	<ul style="list-style-type: none"> • Bringing empty homes back into use through the Empty Homes Loan - by March 2022 • Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme - by March 2022 • Targeting ‘problem’ empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply - by March 2022 • Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street - by March 2022 Linked to Economy 	<ul style="list-style-type: none"> • Housing & Assets • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Community Housing & Assets • Environment & Economy

Theme Name	Green Society and Environment	Allocated Chief Officer	Allocated Overview & Scrutiny Committee
Description/ Well-being Objective	Limiting the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.		
Carbon Neutrality Definition: A net carbon zero Council by 2030 and supporting wider decarbonisation actions across the County, making this central to Covid-19 recovery	<ul style="list-style-type: none"> Putting a Governance structure (Carbon Programme Board) in place - by September 2021 Developing a net carbon zero action plan and be approved - by March 2022 Gathering information on annual Council greenhouse gas emissions to submit to Welsh Government and the Carbon Programme Board - by June 2021 Reviewing the procurement policy to reduce greenhouse gas emissions from suppliers - by March 2022 Developing a policy for sustainable and long term energy usage in capital projects where this can be achieved - by December 2021 	<ul style="list-style-type: none"> Planning, Environment & Economy 	<ul style="list-style-type: none"> Environment & Economy
Fleet Strategy Definition: Reducing the environmental impact of our fleet	<ul style="list-style-type: none"> Ensuring all business journeys are subject to proper planning and optimisation - by March 2022 Reducing employee owned vehicle business mileage through continued use of virtual meeting attendance and reduction in unnecessary journeys - by March 2022 Converting the authority's fleet to electric and alternative fuels (hydrogen etc) - by March 2022 	<ul style="list-style-type: none"> Streetscene & Transportation 	<ul style="list-style-type: none"> Environment & Economy
Green Environment Definition: The promotion, good management and protection of our green spaces to	<ul style="list-style-type: none"> Delivering an increase in canopy cover as part of the Urban Tree and Woodland Plan - by March 2022 Enhancing the natural environment through the delivery of the Section 6 Environment Act Wales biodiversity duty - by March 2022 	<ul style="list-style-type: none"> Planning, Environment & Economy 	<ul style="list-style-type: none"> Environment & Economy

<p>deliver multiple benefits to the environment and our residents and visitors</p>	<ul style="list-style-type: none"> • Developing a strategy to improve biodiversity and carbon sequestration on the agricultural estate - by December 2021 		
<p>Renewable Energy</p> <p>Definition: The promotion and support of renewable energy opportunities across the Council Estate and wider communities.</p> <p>Economy</p>	<ul style="list-style-type: none"> • Assessing the feasibility of renewable energy and land assets and link to wider carbon ambitions - by September 2021 • Agreeing appropriate investment strategy for future renewable energy developments - by March 2022 Linked to Economy 	<ul style="list-style-type: none"> • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Environment & Economy
<p>Active and Sustainable Travel Options</p> <p>Definition: Provide opportunities for increasing levels of walking and cycling (active travel) and enable access to other alternative and sustainable methods of travel</p> <p>Economy</p> <p>Personal and Community Well-being</p>	<ul style="list-style-type: none"> • Promoting the use of public transport through the further development of the Council's core bus network - by March 2022 Linked to Economy • Promoting active travel and further develop the Council's cycleway network - by March 2022 Linked to Personal and Community Well-being • Promoting multi modal transport journeys and the development of strategic transport hubs - by March 2022 Linked to Economy • Developing the County's electric car charging network - by March 2022 • Developing the County's walking and cycling network - by March 2022 Linked to Personal and Community Well-being 	<ul style="list-style-type: none"> • Streetscene & Transportation 	<ul style="list-style-type: none"> • Environment & Economy

<p>Circular Economy</p> <p>Definition: Support and promote the Welsh Government's strategy to create a sustainable, circular economy in Flintshire</p> <p>Poverty</p> <p>Personal and Community Well-being</p> <p>Education and Skills</p> <p>Economy</p>	<ul style="list-style-type: none"> • Achieving Welsh Government recycling targets - by March 2022 • Developing and extending the Standard Yard Waste & Recycling Transfer Station - by March 2022 • Developing and extending the Greenfield Composting Facility and Waste Transfer Station - by December 2021 • Supporting and promoting the development of a Re-Use and Repair Café within the County - by June 2021 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills • Promoting the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities - by December 2021 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills • Working in partnership, actively support and engage with community led groups by developing environmental and recycling initiatives - by March 2022 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills • Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient - by March 2022 Linked to Economy • Phasing out single-use plastic within the Council - by March 2022 	<ul style="list-style-type: none"> • Streetscene & Transportation 	<ul style="list-style-type: none"> • Environment & Economy
<p>Theme Name</p>	<p>Economy</p>	<p>Allocated Chief Officer</p>	<p>Allocated Overview & Scrutiny Committee</p>
<p>Description/ Well-being Objective</p>	<p>Enabling a sustainable economic recovery</p>		
<p>Town Centre Regeneration</p>	<ul style="list-style-type: none"> • Monitoring the health and vitality of town centres to support effective management and business investment decisions - by March 2022 	<ul style="list-style-type: none"> • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Environment & Economy

<p>Definition: Regenerate and re-invent our town centres</p> <p>Personal and Community Well-being</p> <p>Affordable and accessible housing</p>	<ul style="list-style-type: none"> • Promoting town centre, hospitality and tourism businesses to help with their post-Covid recovery - by September 2021 Linked to Personal and Community Well-being • Encouraging and support investment in town centre properties especially to facilitate more sustainable uses - by March 2022 Linked to Affordable and accessible housing • Improving the environment in town centres - by March 2022 • Supporting the growth of community enterprises in town centre locations - by March 2022 		
<p>Business</p> <p>Definition: Enable business continuity and encourage appropriate investment</p> <p>Green Society and Environment</p>	<ul style="list-style-type: none"> • Engaging small businesses and improve support packages available to them - by March 2022 • Supporting post-Covid recovery of the County's street and indoor markets - by September 2021 • Supporting growth of the local and regional food and drink business sector through marketing and collaborative projects - by September 2021 • Supporting recovery of the tourism and hospitality sectors and rebuild confidence in the industry - by September 2021 • Increasing the scale and impact of the social business sector - by March 2022 • Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient - by March 2022 Linked to Green Society and Environment 	<ul style="list-style-type: none"> • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Environment & Economy

<p>Transport and digital infrastructure</p> <p>Definition: Ensure that the transport and digital networks facilitate and support recovery and growth</p> <p>Poverty</p> <p>Green Society and Environment</p>	<ul style="list-style-type: none"> • Completing the connection of all eligible public buildings through the Local Full Fibre Network Project - by March 2022 Linked to Poverty • Starting delivery of the local plans within the North Wales Growth Deal for digital infrastructure - by December 2021 Linked to Poverty • Connecting further rural communities to improved digital infrastructure - by March 2022 Linked to Poverty • Developing and delivering transport infrastructure improvements as part of North Wales Metro programme and the Council's Integrated Transport Strategy - by March 2022 Linked to Green Society and Environment • Ensuring Flintshire strategic transport priorities are well-represented in the Regional Transport Plan from the forthcoming Corporate Joint Committee development - by March 2022 Linked to Green Society and Environment 	<ul style="list-style-type: none"> • Planning, Environment & Economy • Streetscene & Transportation 	<ul style="list-style-type: none"> • Environment & Economy
<p>Local Development Plan (LDP) Targets</p> <p>Definition: Achieve LDP policy objectives for growth, protection and enhancement</p>	<ul style="list-style-type: none"> • Ensuring timely adoption of the LDP once Inspector's Report received - by December 2021 • Monitoring overall Plan performance via the Annual Monitoring Report (AMR) and submit to Welsh Government - by March 2022 • Maintaining and update the LDP housing trajectory in line with planning decisions made - by March 2022 • Making decisions at Planning Committee in line with the adopted LDP - by March 2022 • Referencing the LDP growth strategy in early work on a North Wales Strategic Development Plan (SDP) - by March 2022 	<ul style="list-style-type: none"> • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Environment & Economy
<p>Spending money for the benefit of Flintshire</p>	<ul style="list-style-type: none"> • Encouraging and supporting commissioners and suppliers to generate additional well-being outcomes - by March 2022 	<ul style="list-style-type: none"> • Planning, Environment & Economy 	<ul style="list-style-type: none"> • Environment & Economy

<p>Definition: Grow our local economic vitality through social value commitments and procurement strategy</p>	<ul style="list-style-type: none"> Increasing the ability and confidence of local businesses to supply the public sector - by March 2022 Reporting of the strategic well-being outcomes across the Council in place by September 2021 		
<p>Reducing worklessness</p> <p>Definition: Work with our partners to support individuals to gain employment</p> <p>Poverty</p>	<ul style="list-style-type: none"> Co-ordinating a multi-agency approach to support businesses to recruit people from disadvantaged groups - by September 2021 Linked to Poverty Delivering mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market - by March 2022 Linked to Poverty 	<ul style="list-style-type: none"> Planning, Environment & Economy 	<ul style="list-style-type: none"> Environment & Economy
<p>Theme Name</p>	<p>Personal and Community Well-being</p>	<p>Allocated Chief Officer</p>	<p>Allocated Overview & Scrutiny Committee</p>
<p>Description/ Well-being Objective</p>	<p>Supporting people in need to live as well as they can</p>		
<p>Independent Living</p> <p>Definition: People will be supported to live as independently as possible through the right type of support, when they need it.</p>	<ul style="list-style-type: none"> Providing additional placements at Marleyfield House Care Home to support older people - by June 2021 Developing and extend our approach to Micro Care supporting more people in their own homes - by March 2022 Increasing the number of people who are able to make their own care arrangements through a Direct Payment - by March 2022 Ensuring services for families with children aged 0-7 are better integrated through the 'Early Years Pathfinder' project - by March 2022 	<ul style="list-style-type: none"> Social Services 	<ul style="list-style-type: none"> Social & Health Care

<p>Safeguarding</p> <p>Definition: Implement and promote the new safeguarding procedures so our employees understand how they can help safeguard people in the community</p>	<ul style="list-style-type: none"> • Developing and relaunching our corporate e-learning package to reflect the new safeguarding procedures. This will include extending access to the safeguarding e-learning module to key partners - by March 2022 • Promoting the 'duty to report' so our employees understand their responsibility to report safeguarding concerns - by March 2022 • Implementing an 'active offer' of advocacy support for people involved in the safeguarding process - by March 2022 	<ul style="list-style-type: none"> • Social Services • Chief Executive 	<ul style="list-style-type: none"> • Lead - Corporate Resources • Sub Lead - Social & Health Care
<p>Direct Provision to support people closer to home</p> <p>Definition: The services we provide so people can access the support they need in their local community</p>	<ul style="list-style-type: none"> • Setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire - by March 2022 • Growing our in-house homecare service to support more people to live at home - by March 2022 • Growing our in-house fostering service to support more looked after children - by March 2022 • Extending Croes Atti Care Home for older people, with a focus on dementia care; complete the planning phase - by March 2022 • Developing the services we offer to provide respite for families with disabled children - by September 2021 	<ul style="list-style-type: none"> • Social Services 	<ul style="list-style-type: none"> • Social & Health Care
<p>Local Dementia Strategy</p> <p>Definition: Continuing to improve the lives of people living with dementia in Flintshire</p>	<ul style="list-style-type: none"> • Working with registered Care homes providers and health partners to develop more long term nursing care placements for people who have dementia - by March 2022 • Developing a Flintshire Dementia strategy that sets a shared vision, and action, for the next phase of developing good dementia support for individuals, families, carers and communities - by March 2022 	<ul style="list-style-type: none"> • Social Services 	<ul style="list-style-type: none"> • Social & Health Care

<p>A well-connected, safe and clean local environment.</p> <p>Definition: Resilient communities where people feel connected and safe</p> <p>Green Society and Environment</p>	<ul style="list-style-type: none"> Protecting residents and our environment from pollution and other public health and safety hazards by achieving the Streetscene Standard - by March 2022 Keeping our local communities clean and safe through engagement, education and environmental enforcement - by March 2022 Linked to Green Society and Environment Working with local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people - by October 2021 	<ul style="list-style-type: none"> Lead - Planning, Environment & Economy Supported by other Chief Officers 	<ul style="list-style-type: none"> Lead - Environment & Economy Other committees to pick up other priorities
<p>Theme Name</p>	<p>Education and Skills</p>	<p>Allocated Chief Officer</p>	<p>Allocated Overview & Scrutiny Committee</p>
<p>Description/ Well-Being Objective</p>	<p>Enabling and Supporting Learning Communities</p>		
<p>Educational Engagement and Achievement</p> <p>Definition: Providing diverse learning opportunities to support educational achievement in schools and communities</p>	<ul style="list-style-type: none"> Maintaining support for the rollout of the revised curriculum for pupils from 3-16 which better prepares them for their future lives and employment - by March 2022 Continuing to support the raising of standards at all key stages to enable onward learner progression - by March 2022 Continuing to improve attendance and reduce exclusions to maximise educational achievement - by March 2022 Continuing to broaden the offer of alternative education opportunities to support learner engagement - by March 2022 	<ul style="list-style-type: none"> Education & Youth 	<ul style="list-style-type: none"> Education, Youth & Culture
<p>Digital Learning Opportunities</p> <p>Definition:</p>	<ul style="list-style-type: none"> Supporting schools and wider education services to increase their digital offer for children and young people - by March 2022 	<ul style="list-style-type: none"> Education & Youth Aura Leisure & Libraries MD 	<ul style="list-style-type: none"> Education, Youth & Culture

<p>Supporting education engagement and achievement through proactive use of accessible digital media</p> <p>Poverty</p> <p>Personal and Community Well-being</p> <p>Page 111</p>	<ul style="list-style-type: none"> • Developing a new delivery plan for Integrated Youth Services with a greater focus on digital engagement to increase participation - by March 2022 • Increasing the range of digital material hosted on the North East Wales Archive website and other digital services to encourage greater participation with the service - by March 2022 • Continuing to support learners who are 'digitally disadvantaged' to access IT devices to promote equity and engagement - by March 2022 Linked to Poverty • Increasing take-up of digital learning opportunities supported by Aura - by March 2022 Linked to Poverty • Providing community training for online learning platforms in a partnership with Aura and Adult Community Learning - by March 2022 • Providing digital art workshops based on collections at Gladstone Library, in an Arts Council Funded partnership with Gladstone Library and visual artist - by March 2022 Linked to Personal and Community Well-being 		
<p>Learning Environments</p> <p>Definition: Creating aspirational and flexible learning environments</p>	<ul style="list-style-type: none"> • Providing high quality learning environments through the Council's capital investment programme and Welsh Government grant funding streams - by March 2022 • Progressing the North East Wales Archive funding bid through the Stage 1 Heritage Horizons Award of the National Heritage Lottery Fund - by March 2022 • Increasing usage of community spaces in re-developed Flint Library and Wellbeing Hub - by March 2022 	<ul style="list-style-type: none"> • Education & Youth 	<ul style="list-style-type: none"> • Education, Youth & Culture

<p>Learning Community Networks</p> <p>Definition: Supporting our learning communities to engage and achieve through extensive partnership working unpinned by common safeguarding practices</p> <p>Personal and Community Well-being</p> <p>Page 112</p>	<ul style="list-style-type: none"> • Completing the contractual arrangements for the North East Wales Archive between Flintshire County Council and Denbighshire County Council to provide a sustainable and resilient service - by March 2022 • Establishing a sub-regional partnership for the delivery of Adult Community Learning with Wrexham County Borough Council to maximise opportunities for participants and providers - by March 2022 • Developing a Delivery Plan for Adult Community Learning with new partners to increase engagement and improve skills within local communities - by March 2022 Linked to Personal and Community Well-being • Working with Adult Community Learning and Flintshire Learning Recovery & Wellbeing Network Partners to share best practice and maximise opportunities for learning within the community with opportunities to be available in all Aura libraries - by March 2022 • Working in partnership with Open University Wales to support and signpost library users to Open Learn courses and subsequent learning pathways with Open Learn Champions in each library - by March 2022 	<ul style="list-style-type: none"> • Education & Youth 	<ul style="list-style-type: none"> • Education, Youth & Culture
<p>Specialist Educational Provision</p> <p>Definition: Extending local capacity to support learners with additional learning needs (ALN)</p>	<ul style="list-style-type: none"> • Continuing to embed the implementation plan to deliver a new statutory approach for supporting children and young people with learning needs from 0-25 years - by March 2022 • Completing the build project for Plas Derwen (Pupil Referral Unit) to transform the delivery of this specialist service - by March 2022 • Increasing the capacity of Plas Derwen staff to delivery more outreach work to share their expertise across the schools workforce - by March 2022 • Developing a long term strategy to ensure sufficient and appropriate capacity to support learners with a 	<ul style="list-style-type: none"> • Education & Youth 	<ul style="list-style-type: none"> • Education, Youth & Culture

	range of additional educational needs that maximises local expertise and financial resources - by March 2022		
<p><u>Welsh Education Strategic Plan (WESP)</u></p> <p>Definition: Working with schools and partners to support the Welsh Government's strategy to enable one million Welsh speakers by 2050</p>	<ul style="list-style-type: none"> • Increasing the capacity and take up of Welsh medium education to achieve Welsh Government targets - by March 2022 • Improving the Welsh language skills of staff in schools to more effectively support learners and the delivery of the curriculum - by March 2022 • Continuing to improve pupils' standards of Welsh in all schools to encourage greater bilingualism - by March 2022 • Extending the range of youth services which can be delivered bilingually to encourage young people to retain and use their Welsh language skills into early adulthood - by March 2022 • Maintaining Welsh Government Quality Indicator for Welsh Language resources in Aura libraries - by March 2022 	<ul style="list-style-type: none"> • Education & Youth 	<ul style="list-style-type: none"> • Education, Youth & Culture

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Council

Date of Meeting	Tuesday, 25 May 2021
Report Subject	Public Interest Report Issued Under s.16 of the Public Services Ombudsman (Wales) Act 2005
Report Author	Monitoring Officer

EXECUTIVE SUMMARY

During 2016 and 2017 the Council, as local planning authority, considered a number of applications for an annexe in the rear garden of a residential property (“the annexe”). The Council ultimately granted planning permission for the annexe. The next door neighbour complained to the Public Services Ombudsman for Wales (“PSOW”).

On the 11 March 2021 the PSOW issued a public interest report under s.16 of the Public Services Ombudsman (Wales) Act 2005 (the Public Interest Report) over the Council’s handling of those applications. The PSOW upheld the complaint by the next door neighbour. He has made findings that the way the applications were dealt with amounted to maladministration leading to injustice to that complainant. He has also made recommendations for remedying the maladministration.

When a council receives a public interest report then it must:

- 1) advertise the fact that the report has been issued; and
- 2) consider a report from its Monitoring Officer at the full Council on whether to accept the findings and whether to accept the recommended remedies.

Your officers believe that the annexe is substantially in accordance with policy and that, although there is a minor departure, it is not significant enough to justify refusal of planning permission. Therefore, they consider that, had the Council refused permission, then the applicant would very likely to have been successful on appeal. Furthermore, permitted development rights allow for the construction of a visually similar, and larger, building in any event.

Having taken legal advice, officers believe that the Council would have reasonable prospects of success if it were to challenge the findings. Actually challenging the findings would, however, be a costly legal process, consuming time and resource for both the Council and the PSOW. It would also delay resolution for the complainant.

By contrast, the Council has discretion whether to accept the PSOW's recommendations on remedy. It would be a rare step to depart from the PSOW's recommendations and the Council needs good grounds to do so. Given the officers' beliefs on policy and permitted development rights, they feel strongly that there are indeed good grounds to recommend different remedies to those put forward by the PSOW.

The Public Interest Report has been anonymised. Insofar as is possible, any details which might identify individuals have been amended or omitted. This report is likewise anonymised in a similar way.

RECOMMENDATIONS

1	To accept the findings set out in the Public Interest Report for the reasons set out at paragraph 3.03 to 3.06 of this report.
2	<p>To accept the recommendations contained at paragraphs 50, 51 and 53 of the Public Interest Report namely that the Council:</p> <ul style="list-style-type: none"> i. issue an apology to the complainant; ii. reviews whether the conditions attached to the retrospective permission have been complied with. If it concludes that they have not, the Council should consider what action may be expedient to ensure such compliance; and iii. confirms to the PSOW what action it has taken in response to the Public Interest Report. <p>These recommendations to be implemented as soon as possible and no later than 25th June 2021.</p>
3	To reject the recommendation contained at paragraph 52 of the Public Interest Report, namely, that the Council instructs the District Valuer to assess the impact of the development on the complainant's property, and within one month pays her an amount which equates to the difference in value of her property before and after the development.
4	Instead, to make a compensation payment in the sum of £5,000 to Ms N, for the reasons set out at paragraphs 3.10 and 3.11 of this report. The payment to be made no later than 25 th June 2021.

REPORT DETAILS

1.00	<u>Background</u>
1.01	In April 2016 the Council received an application for a Certificate of Lawful Proposed Use or Development ("CLOPUD") for an annexe to be constructed in the garden of Number 55 ("the first CLOPUD application"). Such an

	<p>application is made when an applicant is seeking confirmation that a proposed development does not require planning permission. The first CLOPUD application was refused because the proposed annexe was too high and too close to the neighbour's boundary and thus did not meet the criteria for permitted development. The planning officer did note that the annexe was also not going to be ancillary to the main dwelling and therefore did not qualify as Class E permitted development. This reason was never stated in the refusal.</p>
1.02	<p>A further application for a CLOPUD was received in May 2016 ("the second CLOPUD application"). The planning officer noted the changes in the position and size of the proposed building, that its use was to "remain incidental to the use of the main dwelling" and concluded that the proposed development would be lawful as it was now Class E permitted development and that it complied with the relevant criteria.</p>
1.03	<p>In January 2017, the Council received a complaint that the annexe as built was a self-contained dwelling rather than that permitted by the CLOPUD. The Council inspected the annexe, agreed that the annexe was no longer ancillary to the main dwelling and was thus was not Class E permitted development. The owner was advised to submit a retrospective planning application for the unauthorised development.</p>
1.04	<p>In February 2017 the Council received a retrospective planning application ("the planning application") to retain the "annexe to rear of [Number 55]". The planning officer's report concluded that, whilst the annexe had the facilities to allow independent living by the occupant, it would not be used as a separate dwelling. The report noted that "the fact that the proposed building would not be physically attached to the main house is a minor conflict with policy HSG13 which is outweighed by overall consistency with that policy's main objective". The planning officer also noted that this approach had been "given significant weight" in a recent decision by the Planning Inspectorate in respect of another development in Flintshire. That is to say the planning officer concluded that the annexe was in line with policy and that, if the application were to be refused, a planning inspector would be likely to grant permission.</p> <p>The application was granted under the Council's scheme of delegation, subject to a series of conditions including a condition that the building should be used by the current occupant only and that it should be removed when that occupant stopped using it.</p>
1.05	<p>In May 2017 the LPA received an application to vary the occupancy restriction condition. The planning officer's report indicated that he agreed with the rationale behind the imposition of the original condition but concluded that its wording was needlessly restrictive and did not appear to be reasonable. The application was therefore granted subject to the following conditions:</p> <p>1. Vary condition no 5 to read "The occupancy of the annexe hereby permitted shall be used for purposes incidental to the enjoyment of the dwelling house known as [Number 55] and shall at no time be used as a separate independent dwelling"; and</p>

	2. This permission does not invalidate all the other conditions of [the previous permission]”.
2	<u>The PSOW’s findings</u>
2.01	The Public Interest Report summarises the PSOW’s investigation and the evidence considered and is summarised below.
	<u>The First CLOPUD Application</u>
2.02	The PSOW considers that the failure to include both reasons for refusal of the application was maladministration. Although this did not amount in itself to an injustice to Ms N, he considers it is likely to have had a bearing on the LPA’s subsequent decisions on the second CLOPUD application, the planning application and the application to vary the condition.
2.03	The PSOW considers that the planning officer was wrong to conclude that the application was not for primary residential use. Further, the PSOW thought that she had not applied a relevant High Court case (referred to in the Public Interest Report as the Rambridge case). As such the PSOW considers that the application should have been refused because the proposed development was not permitted development.
	<u>The Second CLOPUD Application</u>
2.04	The PSOW believes that if the first CLOPUD application had been refused because it was for primary residential use, then the Council would have been more likely to have refused the second CLOPUD application. He found that granting the second CLOPUD application amounted to maladministration which caused Ms N the serious injustice of having what was in effect a new house built in the next door garden. The PSOW therefore upheld the complaint about the first and second CLOPUD applications.
	<u>The Planning Application</u>
2.05	The PSOW concluded that consideration of the planning application was influenced by the existence of the CLOPUD and by a desire to “achieve the best situation for both parties”. He found, on the balance of probabilities that, had the CLOPUD not been granted, then it is unlikely that planning permission would have been granted either. He therefore believes that the grant of retrospective permission for the development was flawed.
2.06	The PSOW further found that the planning officer was too heavily influenced by the recent Planning Inspectorate decision in her conclusion that the application represented only a minor conflict with planning policy. The PSOW concluded that the Planning Inspectorate’s decision was different to the planning application and therefore did not set a precedent which had to be followed.
2.07	The PSOW also considered that, had the local member, Councillor X, correctly understood what the planning officer was advising him, then Councillor X would have asked for the planning application to be considered

	by the Planning Committee. The PSOW acknowledges that there is no way of knowing whether the Planning Committee would have made the same decision as that made by officers. However, he nevertheless found that it is more likely than not that the Planning Committee would have refused the planning application.
	<u>PSOW's Conclusion</u>
2.08	The PSOW considers that the failings which he has identified mean that the complainant has suffered a loss of privacy which has affected the enjoyment of her home and garden, and that this is a significant injustice to her. In addition, he believes the existence of the building in the garden of the house next door to her property is likely to have diminished the value of her home.
3.00	<u>Advice to Council on the Findings</u>
3.01	The Council discussed with the PSOW his proposed findings and recommendations. Officers raised concerns with the PSOW about both the findings and the recommendations and have taken legal advice from external Counsel in respect of both. Having spoken to Counsel, officers believe that there are reasonable prospects for challenging the findings if the Council wished to do so. Notwithstanding this the PSOW has largely maintained his position in respect of the findings and the recommendations.
3.02	<p>Should the Council wish to challenge the findings then it would have to do so by way of judicial review, which is a special type of action in the High Court. The Council's main grounds of challenge would be that the PSOW erred in law in concluding that:</p> <p>(1) The annexe could not, as a matter of law, be regarded as 'incidental' to the enjoyment of the main dwelling because it included 'primary' living accommodation. Rather, this was a question of fact and degree for the Council and the decision that the annexe was 'incidental' was not irrational in the particular circumstances of this case;</p> <p>(2) It was likely that if the decision on the retrospective application had been made without reference to the existence of the certificate of lawfulness, permission would have been refused. The key part of the officer's analysis was that there was only a minor degree of conflict with planning policy (insofar as the annexe is not physically attached to the main dwelling) and the existence of the certificate of lawfulness was irrelevant to this part of the analysis;</p> <p>(3) The PSOW was wrong to conclude that the Council should not have drawn support for its conclusion from the previous appeal decision because of factual differences between the two cases. The Council was entitled to regard the material parts of the decision relating to the interpretation of policy as being relevant notwithstanding those differences; and</p> <p>(4) The PSOW was wrong to recommend that compensation should be paid on the basis of the difference in value in the complainant's property before/after the construction of the annexe without considering (a) whether, if permission had been refused, there could have been a successful appeal and (b) the existence of permitted development rights to construct a similar building (or an extensively larger building) in terms of its external appearance.</p>

	<u>Whether to Accept or Challenge the PSOW's findings</u>
3.03	Having taken advice from counsel, officers believe that the Council would have reasonable prospects of success if it challenged the PSOW's findings on the matters referred to above. However, there is always the risk that the Council might not be successful. Even if the Council were to be successful such a challenge would be the first of its kind in Wales, and would harm the important working relationship with the Ombudsman's office.
3.04	Bringing a case in the High Court is expensive. If the Council were to be successful then it would recover most of its own costs. However, there is also a risk, as there is in all litigation, that the Council will be unsuccessful in such proceedings and in these circumstances it is highly likely that the Council would have to pay a proportion of the PSOW's legal costs as well. Win or lose, a case in the High Court would also be very time consuming for the Council and the PSOW, and would draw resource away from delivering Council priorities.
3.05	There is also a degree of reputational risk in bringing a challenge to the PSOW's findings. Even if the Council were to be successful, it might be difficult to justify the use of public funds and time on such an issue. It might also give rise to the perception that we have lost sight of the impact on the complainant who has made a complaint in good faith.
3.06	For the reasons given above the recommendation to Council is that the findings in the Public Interest Report should not be challenged by way of Judicial Review. The consequence of this is that the findings are binding on the Council.
	<u>Whether to Accept the PSOWs Recommendations on Remedy</u>
3.07	Unlike the findings within the Public Interest Report, the Council has discretion not to follow the recommendations on remedy. That is to say, that the Council does not need to challenge the recommendations in the High Court if it does not wish to be bound by them.
3.08	If the findings are not challenged, then the Council must consider the recommendations as though the findings are actually accepted and that maladministration has occurred. However, it does not follow that the maladministration has caused a serious injustice to the complainant (which is the basis for the PSOW ordering compensation).
3.09	If the findings are accepted then it reasonable that the first two recommendations should be implemented as soon as possible because: <ul style="list-style-type: none"> i. the complainant does now have a building in the adjacent garden and so will perceive a loss of privacy; ii. the complaint has taken a long time to resolve due to the discussions with the PSOW, which will have prolonged the period of upset for the complainant; and iii. the Council does need to ensure that conditions imposed on the planning permission are being followed in order to minimise the inevitable disruption to the complainant.

3.10	<p>However, Council is advised that the third recommendation should not be implemented. Officers do not consider that the Council's actions caused serious injustice for the following reasons:</p> <ul style="list-style-type: none"> i. It does not follow that, but for the maladministration, the building would have been removed, nor that it would not been built in the first place. The applicant would have been entitled to appeal to the Planning Inspectorate against refusal of planning permission. Planning permission is very likely to have been granted on appeal leaving the complainant in exactly the same position. As noted above, the PSOW's decision does not address what would have happened in that event. Hence, there is no finding which binds the Council in relation to it; ii. Even if the building (as it is now) was removed the applicant would still be entitled to construct a building of similar size and appearance (or larger, subject to satisfying certain conditions) under permitted development rights. It is the external appearance of the building (as opposed to what use the rooms are put to within it) that has an impact on the value of the neighbouring property. Therefore payment of compensation based on the diminution in value of the complainant's property, assessed on the basis of no building being present next door at all, is not considered to be justified; and iii. In order to properly consider the implications of the third recommendation above the DV has been engaged to carry out a valuation, as without this Council would not be in a position to properly consider all of the implications of this recommendation and in particular the financial impact on the Council of implementing this recommendation. The DV has valued the difference in the value of Ms N's property before and after the development as £20,000. This is a significant sum given the comments in paragraphs i and ii above.
3.11	<p>This case has been ongoing for some time (see the chronology in Appendix 2). As well as the time and effort required to complain, the uncertainty will no doubt have caused the complainant distress. Officers recommend that she is paid £5000 for the time, trouble and distress associated with her complaint. It should be noted than the delay in resolving the case is attributable to both the PSOW and the Council.</p>

2.00	RESOURCE IMPLICATIONS
2.01	<p>An actions for judicial review proceeds in stages, the first of which is to seek permission from the High Court to bring a case at all. The Council would need to employ counsel and its own costs in seeking permission would be in the region of £10,000 – 20,000. If the Council were to be granted permission then the costs of the following hearing would be in the region of (an additional) £50,000.</p> <p>These costs would be recovered from the PSOW if the Council were to be successful. If the Council were to lose it would have to pay equivalent costs for the PSOW in addition to its own costs.</p>

2.02	Litigating a case by way of judicial review is time consuming even when using external counsel. The Council's own lawyers would need to prepare papers, correspond with the other party and, perhaps most significantly, help planning officers to prepare witness statements. The case would likewise draw internal resource away from the primary functions of the PSOW's officers.
2.03	If approved by Council the payment to the complainant of £5,000 would be an additional budget requirement and would need to be allocated from unearmarked reserves.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Planning Strategy Group considered the Public Interest Report at its meeting on 13th May and noted the officers' comments on the case, the planning issues and timelines involved.

4.00	RISK MANAGEMENT
4.01	The PSOW has taken his own external legal advice and so is confident that his decision is correct. The Council's legal advice clearly differs. There is always a risk in litigation that the Court will find against the Council with the consequences set out in the body of the report.
4.02	Should the Council not accept the PSOW's recommendations then he has the power to issue a special report to the Senedd highlighting our actions. Whilst it is a rare step for officers to suggest rejection of the recommendations, they believe that there are sufficient grounds to recommend this exceptional course of action.

5.00	APPENDICES
5.01	Appendix 1 - The Public Interest Report Appendix 2 - Chronology

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
8.01	Contact Officer: Gareth Owens, Monitoring Officer Telephone: 01352 702330 E-mail : gareth.legal@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	<p>PSOW - the Public Services Ombudsman for Wales whose duty it is to investigate complaints made by members of the public in relation to the actions and decision making of public bodies in Wales.</p> <p>Primary residential use – use of a building as a separate dwelling in its own right, rather than as additional or overflow accommodation for another dwelling.</p>

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The investigation of a complaint against
Flintshire County Council

A report by the
Public Services Ombudsman for Wales
Case: 201802418

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Introduction

This report is issued under s.16 of the Public Services Ombudsman (Wales) Act 2005.

In accordance with the provisions of the Act, the report has been anonymised so that, as far as possible, any details which might cause individuals to be identified have been amended or omitted. The report therefore refers to the complainant as Ms N.

Summary

Ms N complained about the refusal and subsequent grant of a Certificate of Lawfulness of Proposed Use or Development (s192 certificate) by the Council in respect of her next-door neighbour's property. She also complained about the grant of retrospective planning consent for the development which had been built other than in accordance with the s192 certificate, and the subsequent application to vary a condition attached to the consent, restricting its occupation to the current occupant.

The Ombudsman found that the development proposed by the s192 certificate application (an "annexe" containing primary living accommodation to be built in the garden of the next-door property) was not within a class for which planning permission was not required. It was thus not lawful development and the application should therefore not have been granted. When the retrospective application was made to retain the development which had not been built in accordance with the s192 certificate, the planning officer had been influenced by the existence of the s192 certificate; the Ombudsman concluded that, on the balance of probabilities, it was unlikely that permission would have been granted in the absence of the s192 certificate. He concluded there was maladministration, both in the grant of the s192 certificate and in the grant of the retrospective application, and upheld the complaint. Ms N had suffered a loss of privacy which had affected her enjoyment of her home and garden, and diminished the value of her property.

The Ombudsman made the following recommendations:

- That the Council apologise to Ms N for the failings he identified.
- That the Council review whether the conditions attached to the retrospective permission had been complied with.
- That the Council instruct the District Valuer to assess the impact of the development on Ms N's property, and pay her the difference between the value of her property before and after the development.

The Complaint

1. Ms N lives at a property which I shall refer to as 53 Blue Street. Ms N complained about the actions of the planning department of Flintshire County Council (“the Council”) as local planning authority (“LPA”) in respect of planning applications relating to 55 Blue Street (“Number 55”), the house next door to hers. In particular, she complained about:

- a) The refusal and subsequent grant of a s192 certificate (see paragraph 4 below) in respect of development at Number 55.
- b) The grant of retrospective planning consent for the development, and the subsequent variation of conditions attached to the consent.

Investigation

2. I obtained comments and copies of relevant documents from the Council and considered those in conjunction with the evidence provided by Ms N. The investigating officer visited Ms N at her home and interviewed relevant officers in the Council’s Planning department as well as one of the Council members for the area (“Councillor X”). I have obtained advice from one of the Ombudsman’s professional advisers, Allan Archer, a chartered town planner with extensive operational and senior management experience within local government planning departments, who accompanied the investigating officer on her visit to Ms N. I have not included every detail investigated in this report, but I am satisfied that nothing of significance has been overlooked.

3. Both Ms N and the Council were given the opportunity to see and comment on a draft of this report before the final version was issued.

Relevant legislation

4. s192 of the Town and Country Planning Act 1990 provides that an LPA can grant a Certificate of Lawfulness of Proposed Use or Development (“s192 certificate”) where it is satisfied that the use or operations described in an application for such a certificate would be lawful if carried out (i.e. they either do not need planning permission or would be within the

limitations of an existing planning permission). If the LPA is satisfied, it must grant the certificate; if it is not satisfied, it must refuse it.

5. Schedule 2 to the Town and Country Planning (General Permitted Development) Order 1995 (“the GDPO”) includes a list of classes of development for which planning permission is not required. Class E relates to “the provision within the curtilage of a dwellinghouse of any building or enclosure ... required for a purpose incidental to the enjoyment of the dwellinghouse as such ...”. There is no definition of “incidental to the enjoyment” but legal judgments¹ have clarified that the proposal must be for a purpose incidental to the enjoyment of the dwellinghouse and not a primary residential use such as living accommodation; additions to the normal, basic, domestic living accommodation of a dwellinghouse, such as bedrooms, which are normally to be expected as part and parcel of any dwelling’s normal facilities, are not regarded as being “incidental” to the enjoyment of the dwellinghouse as such for the purposes of Class E, but are an integral part of the ordinary residential use as a dwellinghouse. Criteria apply certain restrictions relating to the size and position of the development in relation to the boundary.

6. In a Planning Inspectorate appeal decision involving the Council² permission was granted for a triple garage with living accommodation above it, within the curtilage of a property in the countryside, but some 32m away from the main house. The Council had refused the application as it considered it did not meet the requirements of its policy HSG13 Annex A Accommodation. The Inspector recognised that, as the proposed building would not be attached to the existing building, it would not be “fully compliant” with the policy. She considered, nevertheless, that the policy’s foremost purpose (which she said, was that of preventing separate dwellings outside of settlement boundaries) would be achieved by the imposition of a condition tying its use to that of the main house and granted permission.

7. S73 of the Town and Country Planning Act 1990 provides for an application to be made for permission to develop land without complying with any conditions which have previously been imposed.

¹ In particular *Rambridge v Secretary of State for the Environment and East Hertfordshire District Council* (1997) 74 P&CR 126

² APP/A6835/D/16/3144068

8. The Welsh Government's Development Management Manual advises (in paragraph 13.3.18) that when issuing a decision notice after a condition has been removed or amended, the LPA should "copy across all the relevant conditions ... from the original decision notice".

9. The Council's Constitution makes provision for Council members to request that a planning application affecting their ward be determined by the Planning Committee rather than by officers under delegated powers. This is often referred to as "calling in" an application.

10. My role is to investigate complaints from individuals who claim to have suffered injustice as a consequence of maladministration or service failure. I cannot question the merits of a decision a public body is entitled to make unless there were shortcomings in the administrative process by which the decision was made, or the decision itself was plainly irrational.

The background events

11. In April **2016** the LPA received an application for a s192 certificate in respect of Number 55 ("the first s192 application"). The application described the proposed development as providing "supplementary incidental accommodation to the enjoyment of the dwellinghouse". The Design and Access Statement accompanying the application described the proposal as a "new single storey dwelling" to be constructed in the garden of Number 55. It said that the "new Annex [sic] building" would be "for the specific purpose of ancillary accommodation to the main dwelling". It submitted that the proposed development would not require planning permission. The plans showed the proposed building as comprising 2 bedrooms, a lounge, a shower room and a store. However, the proposed floor plan showed a bed in the "store" and a kitchen and dining table in "bedroom 2". The Planning Officer ("the First Planning Officer") concluded that the proposed unit was a separate self-contained unit, which did not fall within the provisions of Class E. She also concluded that the proposal was not lawful as it did not comply with criterion (f) of Class E of the GDPO as it would be within 2m of the boundary and exceed 2.5m in height. The application was refused on the basis that it did not comply with criterion (f) (not on the basis that it was not Class E development).

12. A further application for a s192 certificate was received in May 2016 (“the second s192 application”). The Design and Access Statement submitted with this application still described the proposed development as a “new single storey dwelling”, but also elsewhere as “proposed ancillary accommodation” and an “Annex [sic] building”. The location of the new building was shown as 2.1m from the boundary; the proposed floor plan on this occasion showed the “store” as empty, and a bed in “bedroom 2”. The First Planning Officer’s brief report noted the position and size of the proposed building, that its use was to “remain incidental to the use of the main dwelling” and concluded that the proposed development would be lawful as it complied with “criteria E.1(a) – (i) of the GDPO”; she did not express any reservations about the development being a separate self-contained unit, and the application was granted.

13. In January **2017** the LPA received a complaint that the annexe which had been built was self-contained and a kitchen had been installed. Inspection by the LPA showed that the storeroom shown on the plans was being used as a bedroom, and one of the bedrooms shown was a kitchen. The LPA concluded that the annexe was no longer an annexe ancillary to the main property and was thus not permitted development. The owner was advised to submit a retrospective planning application for the unauthorised development. In February the LPA received a retrospective application (“the retrospective application”) to retain the “annexe to rear of [Number 55]”. In accordance with the Council’s usual procedure, the local member (Councillor X) was informed of the application. The First Planning Officer’s report concluded that, whilst the annexe had the facilities to allow independent living by the occupant, it would not be used as a separate dwelling. The report noted that “the fact that the proposed building would not be physically attached to the main house is a minor conflict with policy HSG13 which is outweighed by overall consistency with that policy’s main objective”, and that this approach had been “given significant weight” in the Planning Inspectorate decision. In email correspondence with Councillor X, who had been approached by Ms N and who had asked for further information regarding the application, the First Planning Officer explained that if planning permission were to be refused “the applicant could remove the kitchen element from the building and it would revert to being permitted development whereby the Council has no control over planning matters such as privacy”. Councillor X subsequently confirmed

that he was content for the application to be determined “under item 1. Officers Delegated Power”. The application was granted by the Chief Planning Officer under the Council’s scheme of delegation, subject to a series of conditions including the following:

“5. The occupancy of the annexe hereby permitted shall be restricted to [the current occupant] and upon cessation of the use, the building shall be removed from the site unless a further grant of planning permission is obtained.”

The permission indicated that this condition was imposed “in the interest of clarity”.

14. Other conditions attached to the permission required obscure glazing of some windows, a scheme of proposed boundary treatments and landscaping.

15. The First Planning Officer dealt with both s192 applications and the retrospective application.

16. In May 2017 the LPA received an application (“the variation application”) to vary the occupancy restriction condition to read “The occupancy of the annexe hereby permitted shall be used for purposes incidental to the enjoyment of the dwelling house known as [Number 55] and shall at no time be used as a separate independent dwelling”. A letter from planning consultants submitted that the condition did not meet the tests of being necessary, relevant to the development or reasonable. The (Second) Planning Officer’s report indicated that the Officer agreed with the rationale behind the imposition of the original condition but concluded that its wording was needlessly restrictive and did not appear to be reasonable. He recommended varying the condition to that requested by the applicant. The application was granted subject to the following conditions:

“1. Vary condition no 5 [of the previous permission] to read as follows: [the wording which was requested].

2. This permission does not invalidate all the other conditions of [the previous permission]”.

Ms N's evidence

17. Ms N said that the LPA had allowed her neighbours to knowingly use s192 to avoid proper planning regulation. She said that the LPA failed to monitor building work, allowing the illegal building work to continue and failed to take adequate action subsequently. She said that at the time of making her complaint, the inadequate conditions regarding fencing and opaque glass had still not been complied with.

18. Ms N said that she had suffered significant loss of privacy in both her home and garden, and that the large bungalow in the garden next door had affected the character and value of her home. She said that noise is now reflected from the building. She said that her neighbours remained "hostile and abusive" and that the situation had caused her immense stress.

19. Ms N said that the LPA's response to her complaint had failed to address many of the points she had made. She said that she believed her neighbours' intention (to build a self-contained bungalow) was always clear and that the LPA had ignored the concerns she expressed. She said that if officers had visited her property, they would have appreciated the impact of such a large building built so close to her home. Ms N sought the rescinding of the planning permission or, at least, the reinstatement of the original condition.

20. In response to a draft of this report, Ms N disputed that any landscaping or boundary treatment had been carried out, as required by the conditions attached to the retrospective permission.

The Council's (LPA's) evidence

21. In its response to the Ombudsman, the LPA explained that the first s192 application did not comply with criterion (f) of Class E given the height and location of the proposed building; in addition, the plans indicated it would be self-contained, and thus would not be permitted development. It said that any determination had to be based on the information submitted rather than any assumptions. The LPA said that the information submitted with the second s192 application showed the proposed building as being incidental to the use of the main dwelling and not as a separate dwelling.

22. The LPA emphasised that the permission issued following the application to vary the condition (see paragraph 16) imposed a second condition indicating that it did not invalidate the other conditions imposed on the original consent. It said that although it had received an application to discharge the conditions relating to boundary treatments and landscaping, it considered the information it had received to be inadequate to discharge the conditions and, if the information was not submitted “in due course” it would be a question “if it is expedient to take formal action”.

Interviews with officers/Councillor X

23. The First Planning Officer said that what the applicant was trying to achieve had been clear from the first s192 application; the development required planning permission as the proposed building would be self-contained. She was not sure why she had not included this as a reason for the refusal of the application in her recommendation. She said that when considering the second s192 application she had to deal with what was presented – there was no kitchen, meaning the building would be reliant on the main dwelling and therefore was an ancillary building incidental to the use of the dwellinghouse. She said she had always understood that if there was a reliance on the use of the main dwellinghouse it could be considered to be incidental. She was not aware of the Rambridge case (see paragraph 5).

24. The First Planning Officer said that, in determining the application for retrospective consent, she had been aware that, if the kitchen was removed the development would revert to the development for which the s192 certificate was issued. She said that if an application were to be submitted, she would be able to have more control over things like windows, boundary treatments and landscaping; she had assessed the application against the LPA’s development plan and planning policies. She said it was an entirely different type of application from the earlier ones, which she had assessed against planning policies. She said she considered condition 5 to be appropriate because she wanted to ensure the new building was not sold on as a separate dwelling; she understood that that was the type of condition the LPA attached to all permissions for annexes (although the Second Planning Officer said that the LPA would

not usually issue what amounted to a personal permission – it would only do so if the building would not be acceptable in any circumstances other than the occupation of that particular person). She said she had tried to achieve the best situation for both parties.

25. The Second Planning Officer said that, although he had not copied across the remaining conditions from the retrospective permission, he believed they were still valid and enforceable. He said that the LPA had amended its procedure so that all remaining conditions are now reproduced in these circumstances. He said that the condition requiring obscure glazing had been complied with, and some landscaping and boundary treatment had been carried out, although there remained a gap in the hedge between the properties. He understood there was some dispute between the owners of number 55 and number 53.

26. The Chief Planning Officer said that although the LPA had made improvements since the time of these events (e.g. the increased use of standard conditions, and an improved enforcement culture), he believed the LPA would have “ended up in the same position”; he did not think the LPA could have done things differently, with “an applicant who was going to do what they were going to do”. He said that, apart from the first s192 application, there had been no reason to refuse the applications. He said that the Officers could see what the applicant was doing, and that they had attempted to gain some control over the development where they could.

27. Councillor X provided a large number of emails between himself, Ms N and a number of officers in the planning department. He said that he was notified of the retrospective application as the local member, and that, following enquiries he made with planning officers, he was content for officers to determine the application under delegated authority as long as the kitchen was removed and suitable conditions were attached to the permission. He was adamant that he had understood the kitchen was to be removed; he said that he believed he would have “called in” the application if he had understood the kitchen was to remain.

Professional Advice

The first s192 application

28. The Adviser said that the LPA should have considered whether the proposal comprised “the provision within the curtilage of a dwellinghouse of any building or enclosure ... required for a purpose incidental to the enjoyment of the dwellinghouse as such” (the Class E wording). He referred to the Rambridge judgment which held that “required for a purpose incidental to the enjoyment of the dwellinghouse” did not include primary residential use. The Adviser said it was clear that the building was to be erected to provide accommodation which was largely primary living accommodation, and would therefore not be permitted development under Class E. He noted that the First Planning Officer, in her report had reached this conclusion; the Adviser said that this conclusion alone was a sufficient basis for refusing a s192 certificate, and the application should have been refused on this basis. Any further consideration of whether the proposal met the criteria set out in Class E was irrelevant.

29. The Adviser said that the s192 certificate was refused on the basis that the proposed development did not comply with criteria relating to size and position, and that this was an error as it should have been refused on the basis that it did not fall within Class E at all.

The second s192 application

30. The Adviser noted that the position of the proposed building was slightly different from that shown in the first s192 application, the proposed floor plan had been amended and the LPA concluded that the proposal complied with the criteria of Class E. He also noted that the First Planning Officer’s report stated that the use of the proposed building was to remain incidental to the use of the main dwelling.

31. The Adviser said that the LPA’s response to the Ombudsman appeared to show that it considered the second application to be materially different from the first. However, he considered the differences in the floor plans to be “relatively minor” and that both proposals comprised substantially what was described in the Rambridge case as “primary living accommodation”. The

Adviser said that neither application should have been considered to fall within Class E as they both proposed accommodation, including bedrooms, lounge and shower room, which would be regarded as primary living accommodation. He did not see how any reasonable decision maker could conclude otherwise than that the s192 proposals were not permitted development and should not have been granted. He concluded that the LPA was wrong to have issued the s192 certificate.

The retrospective application

32. The Adviser said that the First Planning Officer's report mentioned the grant of the s192 certificate and noted that the size of the building fell within the limits of Class E; he said that the implication was that a building of that size in that position could lawfully be built as Class E permitted development. He said it seemed that the existence of the building constructed with the benefit of the LPA's decision as to its lawfulness was regarded as an important factor in the determination of the application. He said this seemed clear from correspondence which showed the LPA believed that if the applicant removed the kitchen from the building it would revert to being permitted development and the Council would not be able to impose conditions. He said that since he did not believe that the building as proposed in the s192 application was lawful development within Class E, he considered that the LPA's decision on the retrospective application was wrongly influenced and could be "questionable".

33. The Adviser said that this was not the only consideration, and the report also indicated that the Council had considered its policy on annex accommodation (HSG13). He noted that it considered the proposed development to be only a minor conflict with the policy, that was considered to be outweighed by overall consistency with that policy's overall objective, and that the report referred to the appeal decision (see paragraph 6). The Adviser referred to a series of legal cases³ which established that it would be wrong to suggest like cases must be decided alike, and that a decision maker must exercise his own judgement; to state that like cases must be decided alike presupposes that the earlier case is alike and is not distinguishable in some relevant respect. He said that in the appeal case

³ Including *North Wiltshire DC v Secretary of State for the Environment* [1992] 65 P&CR 137 and *R v Secretary of State for the Environment ex p David Baber* [1996] JPL 1032

the Planning Inspector seemed to have been influenced by the existence of a fall-back position (a recent permission for a similar-sized building in the same location); such a fall-back position did not exist in this case, and the 2 cases were therefore not alike to such a degree that the Council had to determine the application in the same way. The Adviser did not believe that it was likely that, without the backstop position of the s192 certificate, the application would be determined in the same way.

34. The Adviser said that the First Planning Officer's report considered Ms N's objections to the application and recognised the adverse impacts on her amenity. He said that controls (in the form of conditions attached to the permission) to reduce the impacts were identified, but noted that this was in the mistaken belief that by removing the kitchen the building would revert to permitted development to which such controls could not be applied.

35. The Adviser said that the condition restricting occupancy to the current occupant was in effect a personal permission, which is advised in only exceptional circumstances. He noted that the clause requiring removal of the building effectively created a temporary permission without specifying its duration, which he considered to be "somewhat unsatisfactory".

The variation application

36. The Adviser noted that in addition to varying the condition restricting occupancy, the permission imposed an additional condition indicating that it did not invalidate the other conditions of the previous permission. The Adviser referred to an Appeal Court judgment⁴ which indicated that when issuing a fresh planning permission it was "highly desirable" that all the conditions to which the fresh permission would be subject should be restated in the new permission. He said that a permission granted on an application to vary a condition is a separate permission, and if the LPA wanted to impose the other conditions on the new permission it would have been good practice to have included them. He concluded that the LPA might find that enforcement of conditions could be more complicated if it became necessary.

⁴ Reid v Secretary of State for Transport [2002] EWHC 2174. This case was later referred to by the Supreme Court in London Borough of Lambeth v Secretary of State for Housing, Communities and Local Government and others [2019] UKSC 33

The Council's response to the draft report

37. The Council disagreed with my interpretation of the Rambridge case (see paragraph 5). It maintained that whether the proposal in the second s192 application was “incidental” to the main dwellinghouse was one of fact and degree for the Case Officer exercising her own judgement, and that it should only be supplanted where it was clearly flawed which, it submitted, was not the case.

38. The Council said that it would only have been proper to refuse the retrospective application if it was either not in accordance with the development plan or there were other material considerations which outweighed compliance with the development plan. It said that its policy HSG13 made clear that “annex [sic] accommodation” was, in principle, acceptable provided it was ancillary to an existing dwellinghouse rather than being self-contained. It emphasised that the Planning Officer had concluded that, despite the fact that the proposed development did not fully comply with the policy, it was still acceptable overall in planning policy terms and in accordance with the Planning Inspectorate appeal decision. It submitted that the maladministration identified made no material difference to the decision to grant permission.

39. The Council said there was no duty, or need, to expressly incorporate all the conditions from the original permission when granting the retrospective application, and that a failure to follow “best practice” was not necessarily maladministration.

Analysis and conclusions

40. In reaching my conclusions I have taken account of the advice which I have received, which I accept in its entirety. The conclusions, however, are mine alone.

41. On the face of it, any errors in the way in which the LPA handled the first s192 application did not cause Ms N an injustice, as the application was refused. The reason given for the refusal was that the proposal did not comply with the criteria in Class E in relation to the size and location of the building. However, the nature of the proposed development (its use as

primary living accommodation) meant that it would not be permitted development under Class E, irrespective of its location and size, and the application should have been refused on this basis. I do not understand why the First Planning Officer, having reached this conclusion, nevertheless only recommended refusal of the application because it did not comply with criteria, without also recommending refusal because it would not be permitted development in any event. The First Planning Officer herself could not explain the reason for this. The failure to include both reasons for refusal was maladministration which, although not amounting in itself to an injustice to Ms N, is likely to have had a bearing on the LPA's subsequent decisions. I will say more about this in the following paragraph.

42. The second s192 application was similar to the first, with the location of the building being adjusted slightly and the proposed floor plan amended. On this occasion, the First Planning Officer considered that the amendments to the proposed floor plan meant that the building would be reliant on the main dwelling and therefore was an ancillary building incidental to the use of the dwellinghouse. The Adviser considered, and I agree with his advice, that this is not a correct interpretation of the decision in the Rambridge case, in that the development was still for primary residential use. I was concerned that the First Planning Officer was not aware of the principles established by this case. The application should have been refused because the proposed development would not be permitted development. I believe that if this had been given as an additional reason for refusing the first application, the First Planning Officer would have been more likely to have addressed her mind to both reasons for refusing the first application and, thus, been likely to have refused the second application. The fact that it was granted amounted to maladministration which caused Ms N serious injustice - of having what was in effect a new house built in the garden of the house next door. I therefore **uphold** the complaint about the s192 applications.

43. I turn now to the way in which the LPA handled the retrospective application and the variation application. The LPA identified that the development had not been carried out in accordance with the plans approved by the s192 certificate it had issued and was thus not permitted development, and encouraged the applicant to submit a retrospective application. The First Planning Officer said at interview that it had been

clear what the applicant was trying to achieve from the first s192 application, and the Chief Planning Officer said that the Officers could see what the applicant was doing. The retrospective application was considered on the basis that the kitchen which had been installed could be removed and the development would revert to being permitted development, to which the LPA would not be able to attach conditions. Although the First Planning Officer said that this retrospective application was an entirely different type of application which meant it was considered against different criteria, I have no doubt, from what she said both at interview and in email correspondence with Councillor X, that her consideration of the application was influenced by the existence of the s192 certificate and by her (understandable) desire to “achieve the best situation for both parties” by the imposition of conditions which could only be attached to a planning permission. Nevertheless, the retrospective application should have been determined in isolation, that is, on the basis that the s192 certificate did not exist. I can only conclude that, on the balance of probabilities, it is unlikely that permission would have been granted in the absence of the s192 certificate. Since I have already concluded that the s192 certificate should not have been issued, it follows that the grant of retrospective permission for the development was flawed.

44. It is also clear that the First Planning Officer was influenced by the recent Planning Inspectorate decision in her conclusion that the application represented only a minor conflict with the Council’s policy HSG13. I agree with the Adviser’s interpretation of this decision – that it seemed to have been influenced by the existence of a fall-back position; such a fall-back position did not exist in this case, and meant that the Planning Inspectorate decision should not have been considered to set a precedent which had to be followed in this case.

45. I also have to consider the involvement of Councillor X in the application. Councillor X expressed his concerns about the application and was considering calling in the application for determination by the Planning Committee, but, following email correspondence with the First Planning Officer, decided to allow it to be determined by officers. At interview, he explained that this was because he understood the kitchen was to be removed. I have carefully considered the emails provided by Councillor X, and it is clear that this was not what the First Planning Officer advised him. The only reason for the retrospective application was to

retain the kitchen, and I do not understand how Councillor X could have believed that the application could be granted and yet the kitchen be removed. Councillor X's misunderstanding of this is another example of maladministration on the part of the Council, as acts of Members of a Council, acting in such capacity, are acts of the Council itself. If Councillor X had correctly understood what the First Planning Officer was telling him, relying on the information he provided at interview, it is likely that he would have called in the application. There is no way of knowing whether the Planning Committee would have made the same decision as that subsequently made by officers.

46. The instances of maladministration throughout the life of the permitted development and retrospective application permissions outlined above mean that I must determine, on the balance of probabilities, what is likely to have happened in any case had the maladministration not occurred. Had the officers and/or the Planning Committee considered the matter properly without any of the decisions taken maladministratively influencing those decisions, for the reasons outlined above, I consider that, on balance, it is more likely than not that the retrospective permission would not have been granted.

47. For all these reasons, I consider that there was maladministration in the grant of the retrospective application, and I therefore **uphold** the complaint about the way in which this application was handled.

48. The LPA had the power to consider/grant an application to amend the conditions which had been attached to the retrospective consent. In doing so, it concluded that the condition it was being asked to amend was needlessly restrictive and did not meet the test for reasonableness. It imposed an alternative condition, which meant that the building could remain permanently, as long as it continued to be used for purposes incidental to the enjoyment of the dwellinghouse. Whilst the amendment of the condition may, in itself, have been reasonable, it would have been good practice to repeat the remainder of the conditions attached to the retrospective permission. I note, however, that no issue has been made about their enforceability, that on the whole they have been complied with (although this is disputed by Ms N), and that the LPA has acknowledged the error and amended its process. However, I would urge the LPA to be

mindful in future about the desirability of repeating the conditions from a previous permission on any fresh permission.

49. Taken as a whole, the failings which I have identified mean that Ms N has suffered a loss of privacy which has affected the enjoyment of her home and garden. This is a significant injustice to Ms N; in addition, the existence of what is in effect a new house built in the garden of the house next door to her property is likely to have diminished the value of her home.

Recommendations

50. I **recommend** that, within **1 month**, the Council apologises to Ms N for the failings I have identified.

51. I further **recommend** that, within **2 months**, the Council reviews whether the conditions attached to the retrospective permission, particularly in respect of the landscaping/boundary treatment have been complied with. If it concludes that they have not, the Council should consider what action may be expedient to ensure such compliance.

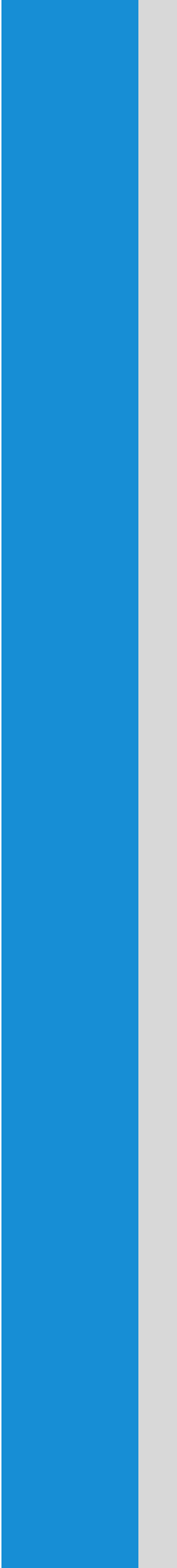
52. I further **recommend** that, within **3 months**, the Council instructs the District Valuer to assess the impact of the development on Ms N's property and, within **a month** of receiving the District Valuer's report, pays her an amount which equates to the difference in value of her property before and after the development.

53. I direct that, within **2 months**, the Council confirms to me what action it has taken or proposes to take in response to the report.



Nick Bennett
Ombudsmon/Ombudsman

11 March 2021



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PUBLIC INTEREST REPORT
CHRONOLOGY

Date	Comments
April 2016	1 st Application for Certificate of Lawful Proposed Use or Development t (CLOPUD). Refused because proposed development was too tall and too close to boundary.
May 2016	2 nd Application for Certificate of Lawful Proposed Use or Development (CLOPUD). Granted.
January 2017	Complaint received that annex was in fact a self-contained dwelling. Property inspected and retrospective planning application invited for a separate dwelling.
February 2017	Planning application submitted. Permission granted with conditions to restrict occupancy and require removal when the current occupant leaves.
May 2017	Application to remove occupancy restriction condition. Granted subject to fresh condition limiting use to be incidental to enjoyment of principle dwelling.
October 2017	Stage 1 complaint.
November 2017	Response to Stage 1 complaint.
January 2018	Stage 2 complaint.
March 2018	Response to Stage 2 complaint.
October 2018	First contact from the PSOW. Council provided written response.
May 2019	PSOW requested interview with planning officers.
June 2019	Planning officers interviewed.
September 2019	Draft report received from PSOW. Council took legal advice.
October 2019	Council response sent to PSOW.
December 2019	2 nd Draft report from PSOW. Further legal advice sought.
January 2020	Council response sent to PSOW.
March 2020	PSOW interviewed local Member.
December 2020	3 rd draft report from PSOW.
January 2021	Council response sent to PSOW.

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