

Public Document Pack

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To: Cllr Clive Carver (Chairman)

Councillors: Haydn Bateman, Sean Bibby, Geoff Collett, Mared Eastwood,
Patrick Heesom, Richard Jones, Richard Lloyd, Kevin Rush, Paul Shotton,
Andy Williams and Arnold Woolley

4 February 2022

Dear Sir/Madam

NOTICE OF REMOTE MEETING
CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 10TH FEBRUARY, 2022 at 10.00 AM

Yours faithfully

Gareth Owens
Chief Officer (Governance)

Please note: This will be a remote meeting and 'attendance' will be restricted to Committee Members and those Members of Council who have asked the Head of Democratic Services for an invitation. Such attendees may only speak at the Chair's discretion.

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**

Purpose: To receive any apologies.

2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

Purpose: To receive any Declarations and advise Members accordingly.

3 **MINUTES** (Pages 5 - 12)

Purpose: To confirm as a correct record the minutes of the meeting held on 13 January 2022.

4 **ACTION TRACKING** (Pages 13 - 16)

Report of Community and Education Overview & Scrutiny Facilitator -

Purpose: To inform the Committee of progress against actions from previous meetings.

5 **FORWARD WORK PROGRAMME** (Pages 17 - 22)

Report of Community and Education Overview & Scrutiny Facilitator -

Purpose: To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.

6 **SOCIAL VALUE** (Pages 23 - 30)

Report of Chief Officer (Social Services) - Cabinet Member for Finance, Social Value and Procurement

Purpose: To consider the risks, challenges and opportunities for the Council's Social Value Programme and to agree actions and next steps.

7 **PUBLIC SERVICES OMBUDSMAN FOR WALES (PSOW) ANNUAL LETTER 2020-21 AND COMPLAINTS AGAINST FLINTSHIRE COUNTY COUNCIL DURING THE FIRST HALF OF 2021-22** (Pages 31 - 52)

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

Purpose: To share the Public Services Ombudsman for Wales Annual Letter 2020-21 and Complaints made against Flintshire County Council Services in the first half of 2021-22 (April-September 2021).

8 **ANNUAL AUDIT SUMMARY FOR FLINTSHIRE COUNTY COUNCIL
2020/21** (Pages 53 - 64)

Report of Chief Executive - Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

Purpose: To receive the Annual Audit Summary from the Auditor General for Wales.

9 **REVENUE BUDGET MONITORING 2021/22 (MONTH 9) AND CAPITAL
PROGRAMME (MONTH 9)** (Pages 65 - 116)

Report of Corporate Finance Manager - Cabinet Member for Finance, Social Value and Procurement

Purpose: The purpose of this report is to provide Members with the Revenue Budget Monitoring 2020/21 (Month 9) Report and the Capital Programme 2020/21 (Month 9) Report and Significant Variances.

Please note that there may be a 10 minute adjournment of this meeting if it lasts longer than two hours

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>

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE **13 JANUARY 2022**

Minutes of the meeting of Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held remotely on Thursday, 13 January 2022

PRESENT: Councillor Clive Carver (Chairman)

Councillors: Haydn Bateman, Sean Bibby, Geoff Collett, Mared Eastwood, Patrick Heesom, Richard Jones, Richard Lloyd, Kevin Rush, Paul Shotton, Andy Williams and Arnold Woolley

APOLOGY: Councillor Billy Mullin - Deputy Leader (Governance) and Cabinet Member for Corporate Management and Assets

CONTRIBUTORS: Councillor Ian Roberts - Leader and Cabinet Member for Education, Councillor Paul Johnson - Cabinet Member for Finance, Social Value & Procurement, Chief Executive, Chief Officer (Governance), Corporate Finance Manager, Strategic Finance Managers, Corporate Manager (People and Organisational Development) and Strategic Performance Advisor

For minute number 70

Helen Kilgannon, Regional Manager for the Regional Emergency Planning Service

IN ATTENDANCE: Overview & Scrutiny Facilitator, Democratic Services Officer and Team Leader (Committees)

66. DECLARATIONS OF INTEREST

None.

67. MINUTES

The minutes of the meeting held on 9 December 2021 were approved, as moved and seconded by Councillors Paul Shotton and Haydn Bateman.

RESOLVED:

That the minutes be approved as a correct record.

68. ACTION TRACKING

The Overview & Scrutiny Facilitator presented the update on progress with actions arising from previous meetings. As requested, she would circulate to all Members a copy of the letter which had been sent to the Health Board.

RESOLVED:

That the Committee notes the progress which has been made.

69. FORWARD WORK PROGRAMME

In presenting the updated forward work programme for consideration, the Overview & Scrutiny Facilitator advised that the March meeting was likely to go ahead.

The recommendations were moved and seconded by Councillors Paul Shotton and Arnold Woolley.

RESOLVED:

- (a) That the Forward Work Programme be noted; and
- (b) That the Overview & Scrutiny Facilitators, in consultation with the Committee Chairman, be authorised to vary the Forward Work Programme between meetings, as the need arises.

70. NORTH WALES COUNCILS - REGIONAL EMERGENCY PLANNING SERVICE (NWC-REPS) - ANNUAL REPORT 2020/21

The Chief Executive introduced the Regional Emergency Planning Service annual report for 2020/21 which set out activities undertaken locally and regionally to meet legislative duties.

The Chief Executive and Regional Manager provided an overview of the main areas of work during the period which focussed on the multi-agency response to the Covid-19 pandemic. An update was also shared on local activities, including the effectiveness of the Emergency Management Response Team and review of Business Continuity Plans to support the continuation of critical services during the pandemic.

In response to a question from Councillor Haydn Bateman, the Regional Manager provided clarification on safety arrangements and responsibilities in respect of the local chemical manufacturer, Synthite.

Councillor Richard Jones referred to a site visit to a Police control room some years ago and asked about the potential for a future visit. The Chief Executive said that whilst this was not possible during the pandemic, a site visit could take place at a future stage when it was safe to do so and with a clear purpose. He asked that the Regional Manager note the request so that it could be considered at an appropriate time.

The recommendations in the report were moved and seconded by Councillors Paul Shotton and Arnold Woolley.

RESOLVED:

- (a) That the Committee is assured by the update; and

- (b) That the Committee receives future reports on the preparedness of the Council to plan for emergencies and specific follow-up reports to any major local or regional emergency events to which the Council has had to respond.

71. MEDIUM TERM FINANCIAL STRATEGY AND BUDGET 2022/23

The Corporate Finance Manager introduced a report to update the Committee on the key headlines and financial impacts of the Welsh Local Government Provisional Settlement announced in December, in advance of the Council's formal budget setting process in February.

The provisional aggregate external finance (AEF) for 2022/23 was a 9.2% increase on the adjusted AEF for 2021/22 - slightly below the all Wales average increase of 9.4%. This represented a cash uplift of £25.396m from 2021/22 but did not take account of the North Wales Regional Waste Treatment Project gate fees and Social Care Workforce Grant, both of which were previously received via specific grants. In addition, there was an expectation to meet in full the impacts of all pay awards and the Real Living Wage as well as ongoing risks such as Out of County Placements and continued extra costs and lost income arising from the pandemic following the cessation of the Welsh Government (WG) Hardship Fund at the end of this financial year.

These additional pressures would significantly increase the overall additional budget requirement previously reported, which had been based on the minimum level and below in-year demand levels. Once work was complete on reviewing all additional cost pressures, a legal and balanced budget for 2022/23 would need to be recommended by Cabinet to Council in February. Building resilience into reserves would be a key consideration of budget setting for 2022/23 and for the Medium Term Finance Strategy, particularly given the challenging indicative allocations for the next two years.

In thanking officers for the report, Councillor Paul Shotton welcomed the increased Settlement but recognised that indicative future allocations, rising living costs and Flintshire's funding position in Wales reinforced the importance of continued discussions with the Welsh Local Government Association (WLGA) to make the case for fairer funding.

In response, the Chief Executive said that Flintshire's allocation below the Welsh average and its ranking as 20th out of 22 Councils in Wales on funding per capita was an ongoing concern. On the removal of the additional funding floor, which aimed to protect Councils falling well below the Welsh average, the Corporate Finance Manager said that the decision by WG had possibly been influenced by the Settlement.

Councillor Ian Roberts also welcomed the increase in the Settlement but said that the Council's current budget projections would need to take account of a number of significant pressures that had not yet been concluded. He referred to the wider impact of outcomes on teachers' pay awards and the Real Living Wage and reiterated the need for national pay agreements to be fully funded.

When asked by Councillor Sean Bibby about comparison of allocations given to neighbouring authorities, officers explained that the report was based on the average across North Wales which was similar to the national average and that the inequality of funding in Wales was being raised at Ministerial level.

Councillor Paul Johnson spoke about the wider impacts of inflation and the need for careful consideration of the 2022/23 budget in the context of future years.

The Chief Executive spoke about the need for the Council to strengthen financial resilience particularly given the influence of inflationary pressures as an ongoing risk.

Councillor Richard Jones said that whilst the indicative settlements for the next two years were welcomed, they were lower than expected. In response to questions, the Corporate Finance Manager said that detailed work was being undertaken to review key cost pressures and changes to grants so that an updated position could be reported in February.

The Corporate Manager, People and Organisational Development provided clarification on the current financial impact of implementing the Real Living Wage on which the outcome for 2022/23 was awaited. She also said that challenges in recruitment and retention across all sectors - which had been widely acknowledged - would form part of the People Strategy later on the agenda.

Councillor Jones proposed that the Committee acknowledge the indicative allocations but express disappointment for WG not considering a supplementary allocation towards national pay awards and the Real Living Wage. He was seconded by Councillor Mared Eastwood.

RESOLVED:

That having considered the Medium Term Financial Strategy and Budget 2022/23 report, the Committee wishes to feedback to Cabinet its acknowledgement of the indicative allocations and disappointment for Welsh Government not considering a supplementary allocation towards national pay awards and the Real Living Wage.

72. COUNCIL PLAN 2022/23

The Chief Executive introduced the report to review the draft Council Plan for 2022/23 comprising the 'super structure' of six themes aligned to Well-being Objectives. The supporting priorities and actions remained the same as 2021/22, with some developments to sub-priorities on Poverty, Green Society & Environment, Economy and Education & Skills. The Plan would be reviewed by all Overview & Scrutiny Committees prior to sharing with Cabinet in advance of approval by Council in July.

The Strategic Performance Advisor said that the timetable allowed opportunities for contributions by newly elected Members.

Whilst acknowledging the improved format of the Plan, Councillor Richard Jones noted that many of the milestones were towards the end of the year and suggested a mechanism for measuring progress to ensure they were still relevant. He gave examples of a number of initiatives missing since last year and said that explanations should have been included.

In response, the Strategic Performance Advisor explained that many actions over the longer term were to be achieved by March 2023 and that progress would be reflected in quarterly performance reports. He said that some issues included in the Plan for last year had been removed as they were now part of normal business or had been completed. Explanation on such movements had been reported at the mid-year monitoring stage in December and would also be clarified in the end of year report to be approved in July.

Councillor Ian Roberts referred to the Poverty theme and provided clarification on proposed national changes to free school meals. He spoke in support of the Plan for 2022/23 which could be adapted to meet the priorities of the new administration following the Elections.

In welcoming the Plan, Councillor Paul Shotton praised the range of opportunities across the County.

Following comments by the Chairman, the Chief Executive provided further detail on the strategy to convert the Council's transport fleet to electric and alternative fuels such as hydrogen, whilst Councillor Ian Roberts spoke on the development of the County's electric car charging network.

Councillor Richard Lloyd welcomed the range of actions under the Affordable and Accessible Housing priority. In response to a query, the Chief Executive provided information on engaging with landlords to help bring properties back into use and would confirm with the Home Improvements team that the scheme was being actively promoted.

Following advice by the Chief Officer (Governance), Councillor Shotton - who had moved the recommendation - agreed an amendment by Councillor Richard Jones to insert the word 'Draft' before the Council Plan.

RESOLVED:

That feedback be noted on the refreshed content of the themes for the Draft Council Plan 2022-23 prior to sharing with Cabinet in June 2022.

73. PEOPLE AND ORGANISATIONAL DEVELOPMENT STRATEGY 2022-2025

The Corporate Manager, People and Organisational Development, presented a report on the strategic priorities for a new People and Organisational Development Strategy for 2022-25.

Whilst the response to the pandemic had interrupted the review of the current People Strategy, there were a number of positive outcomes from changes

in working practices that could be developed further. The new Strategy would set out increased ambitions for the workforce and organisation, reflecting on events over the past 18 months and building on areas of good practice. The report set out the key external factors and likely outcomes to be delivered under each theme which would remain flexible to adapt to any changes and respond to risks such as recruitment and retention.

Councillor Arnold Woolley commended the report but was concerned at the lack of information on annual appraisals. In response, the Corporate Manager gave assurance that this was covered by the introduction of a new values-based performance review programme.

The Chief Executive highlighted the importance of the Strategy in ensuring that employees at all levels clearly understood their roles and contributions within the organisation and that framing ambitions as an employer of choice would help to create a positive workforce culture.

The recommendation was moved and seconded by Councillors Arnold Woolley and Mared Eastwood.

RESOLVED:

That the Committee supports the strategic priorities as a basis for developing the next iteration of the People and Organisational Development Strategy 2022-2025 prior to it being issued out to employees and Trade Unions for consultation and feedback, prior to being submitted to Cabinet.

74. REVENUE BUDGET MONITORING 2021/22 (MONTH 8)

The Strategic Finance Manager presented a report on the revenue budget monitoring position for the Council Fund and Housing Revenue Account (HRA) at month 8, prior to consideration by Cabinet.

On the Council Fund, the projected year-end position - without new actions to reduce cost pressures and improve the yield on efficiencies - was an operating surplus of £0.716m (excluding the impact of the pay award to be met from reserves) which reflected a favourable movement of £0.061m from month 7. This would leave a year-end contingency reserve balance of £6.586m. The significant movements from month 7 were as set out in the report. An update was given on various risks including outcomes awaited on the NJC (Green Book) pay awards to be met from the Contingency Reserve, the continuation of Social Care grant funding into 2022/23 and increased demand for Out of County Placements. An update was also given on eligibility changes to the Local Government Hardship Fund affecting claims until the end of the financial year when it was due to end.

On the HRA, a projected overspend of £0.548m would leave a closing un-earmarked balance of £3.924m, which was well above the recommended guidelines on spend.

In response to a question by Councillor Richard Jones, clarification was given on the transfer of centralised property costs across all portfolios into the Central & Corporate Finance budget.

In thanking officers, Councillor Paul Johnson said that the level of detail within the report demonstrated good financial management.

The recommendation was moved and seconded by Councillors Paul Shotton and Richard Lloyd.

RESOLVED:

That having considered the Revenue Budget Monitoring 2021/22 (Month 8) report, the Committee confirms that there are no specific matters to be raised with Cabinet.

75. MEMBERS OF THE PRESS IN ATTENDANCE

None.

(The meeting started at 10am and ended at 11.45am)

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Chairman

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CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 10 th February 2022
Report Subject	Action Tracking
Report Author	Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

The report shows the action points from previous meetings of the Corporate Resources Overview & Scrutiny Committee and the progress made in completing them. The majority of the requested actions have been completed. Any outstanding will be reported back to the next monthly meeting.

RECOMMENDATIONS

1	That the committee notes the progress which has been made.
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REPORT DETAILS

1.00	EXPLAINING THE ACTION TRACKING REPORT
1.01	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following the meeting of the committee in July 2018, it was recognised that there was a need to formalise such reporting back, as 'Matters Arising' is not an item which can feature on an agenda.
1.02	This paper summarises those points and where appropriate provides an update on the actions resulting from them. The Action Tracking details are attached in appendix A.

2.00	RESOURCE IMPLICATIONS
2.01	The creation of the Action Tracking report increases work flow but should provide greater understanding and efficiency.

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

4.00	RISK MANAGEMENT
4.01	Not applicable.

5.00	APPENDICES
5.01	Appendix 1 – Corporate Resources Overview & Scrutiny Action Points.

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

7.00	GLOSSARY OF TERMS
7.01	None.

ACTION TRACKING FOR THE CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
13.01.2022	4. Action Tracking	Copy of letter sent to the Chief Executive of BCUHB be circulated to Members of the Committee.	Ceri Shotton	Copy of letter circulated to Members of the Committee via e-mail from Janet Kelly on 19.01.2022.	Completed.
13.01.2022	6. North Wales Councils Regional Emergency Planning Service Annual Report.	Visit to Control Room be arranged when public health conditions allow by Regional Manager.	Helen Kilgannon	Visit to be arranged when appropriate.	On-going.
13.01.2022	7. Medium Term Financial Strategy and Budget 2022/23	Feedback to be provided to Cabinet by Chief Executive.	Neal Cockerton	Feedback given to Cabinet during the meeting held on 18.01.2022.	Completed.
13.01.2022	8. Council Plan 2022-23	Jay Davies to include the word 'draft' in the title of the document.	Jay Davies	Document amended to include the word 'draft' in the title.	Completed.

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CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 10 th February 2022
Report Subject	Forward Work Programme
Report Author	Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

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

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

RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Democratic Services Manager, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?6. Is the issue of public or Member concern?
2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.
3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Publication of this report constitutes consultation.
4.00	RISK MANAGEMENT
4.01	None as a result of this report.
5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>None.</p> <p>Contact Officer: Ceri Shotton, Overview & Scrutiny Facilitator Telephone: 01352 702305 E-mail: ceri.shotton@flintshire.gov.uk</p>

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

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Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2021- 2022

DATE OF MEETING	ISSUE	O&S FOCUS / PURPOSE	REPORT(S) FROM	SUBMISSION DEADLINE
Thursday 10th March 10.00 am	Special Meeting to consider the Flintshire Well-being Assessment	Consultation	Kelly Oldham-Jones	
Thurs 9th June 10.00 am				
Thurs 7th July 10.00 am	Asset Review Strategy	Update	Lisa McLellan	

To be added to the FWP as an annual item: Work of the Coroner.

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Corporate Resources Overview and Scrutiny Committee

Date of Meeting	Thursday 10 th February 2022
Report Subject	Social Value
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Chief Officer Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

Delivering social value from Council activity and expenditure is a corporate priority for the Council and the Council is recognised for its positive work on social value, with the Social Value Development Officer in high demand for their knowledge, skills and expertise.

The social value programme has since its implementation thrived, with around 90% of all procurement activity supported to include social value deliverables. Between January and September 2021 over £2.2m actual social value has been recorded as delivered in Flintshire.

To sustain the positive impact social value delivers for local communities, Flintshire County Council has already committed to an ongoing programme of social value work by making the position of the Social Value Development Officer permanent.

This report highlights some of the positive outcomes to date and looks to maintain the Council's priority of delivering social value with revised targets for 2022/23.

RECOMMENDATIONS

1	Overview and Scrutiny Committee note the performance of the social value programme to date.
2	Overview and Scrutiny Committee consider the proposal around performance reporting and to secure an achievable social value work programme for 2022/23, given available resource.

REPORT DETAILS

1.00	EXPLAINING THE PERFORMANCE OF SOCIAL VALUE WORK TO DATE AND THE PROPOSALS FOR FUTURE WORK
1.01	<p>Social value is a board term used to describe the social, economic, environmental and cultural impact of our collective decision making and business operations. Flintshire County Council defines social value as:</p> <p><i>A way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract when procuring and looking at what the collective benefit to community is when a public body chooses to award a contract. Every time we spend £1 on the delivery of services we will consider whether we can achieve additional collective well-being benefits from that £1 to the wider community.</i></p> <p>Social value is often referred to as Community Benefits, particularly by Welsh Government. The term Community Benefits has been referenced within the report to detail the Welsh Government reporting requirements that apply to the Council. For the purposes of providing clear and distinguishable definitions, Community Benefits are a sub-set of social value referring to conditions of contract, conditions of set within a grant or match funding in public sector expenditure (grant or match funding) designed to achieve social, environmental, economic and cultural added value outcomes when tendering for goods, works or services.</p> <p>Delivery of the Council's social value programme is currently supported by the Social Value Development Officer, with this post having recently been made permanent.</p>
1.02	<p>Delivering social value from Council activity and expenditure is a corporate priority of the Council. Since its implementation the social value programme has thrived, with approximately 90% of procurement activity supported to include social value. This has returned over £2.7m in committed contracted social value and over £2.2m recorded in actual social value delivery between January and September 2021.</p>
1.03	<p>The actual social value delivered has returned significant social, economic, environmental and cultural outcomes locally to Flintshire. Some of the key highlights recorded between January to September 2021 include:</p> <ul style="list-style-type: none"> • Over £1.6m spend in local supply chain supporting economic growth; • 37 employment opportunities for local residents (both new and sustained opportunities); • Over 226 volunteering hours invested to support local community initiatives; and • In excess of 190 apprenticeship training weeks delivered. <p>These are only some of the many benefits which have been secured through the programme during this reporting period.</p>

1.04	<p>A specific example of the returns supported by social value includes the recent donation of over 50 trees and 77 hours of staff volunteering time invested to plant these trees locally in Deeside. This was achieved through an investment to social value by the supplier who successfully tendered for a Council contract.</p>
1.05	<p>The Council is recognised as a high performer in terms of its implementation of social value and the returns this has generated.</p> <p>The Council's contributions to the development of the social value agenda have been acknowledged at UK, Wales and regional levels, with Welsh Government recently commending the Council for its work in this area.</p> <p>During the National Social Value Conference Wales 2021, the Council were highlighted by Hannah Blythyn, Deputy Minister for Social Partnerships, as an example of a local authority in Wales who is successfully applying social value through commissioning and procurement activities.</p> <p>Furthermore, the Future Generations Office have also recognised the progress Flintshire have made in this area, and the investment which has been made to meet the well-being goals through embedding social value across the Council's procurement processes. Procurement is one of the seven corporate areas for change in the Act's statutory guidance (Shared Purpose: Shared Future, SPSF 1: Core Guidance) and the Council were featured positively in this regard within the Commissioners Procuring Well-being in Wales Report in 2021.</p> <p>Whilst this highlights the positive work and demonstrable positive outcomes being achieved through our social value programme, with further opportunities possible, there are a number of challenges which need to be addressed to secure a realistic and achievable programme of work for 2022/23.</p>
1.06	<p>Performance Reporting</p> <p>Historically quarterly performance data relating to procurement and social value has been generated. This data provides a valuable insight into our public expenditure and procurement behaviours to ensure collective compliance with our Social Value Procurement Policy. However, given current systems and processes this performance reporting does require significant officer time to produce.</p>
1.07	<p>The only specific external reporting requirement is the need to report to Welsh Government on contracts over the value of £1m for Works (Construction or Infrastructure) Services or Supply of Goods in which Community Benefit objectives have been planned, to show how these outcomes support delivery of the Wellbeing of Future Generations (Wales) Act 2015, Wellbeing Goals. These must be recorded within the Welsh Government Community Benefits Measurement Tool and submitted annually.</p> <p>Furthermore all approved projects in the Welsh Government 21st Century Schools and Education Programme and which have received funding from this, are required to use the Welsh Government Value Wales Community</p>

	Benefits Toolkit on an annual basis, to report against the community benefits which have been achieved.
1.08	<p>The following measures relating to social value, as contained within the Council Plan, also require performance reporting:</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 the strategic well-being outcomes across the Council – by September 2021 <p>As such, it is proposed to only report on social value as required by Welsh Government and the Council Plan in 2022/23.</p>
1.09	<p>Resource, Capacity and Demand</p> <p>Whilst the strong focus on extracting social value through procurement has generated significant financial and non-financial returns, it is extremely demanding in terms of officer resource.</p> <p>It should also be noted that there is a lack of resilience for this area of work, with no cover available for any absence of the Social Value Development Officer.</p>
1.10	<p>The corporate target for contracts to include social value for 2021/22 was 69. As of December 2021, 120 contracts had been supported to include social value by the Social Value Development Officer. To achieve this the Officers time has almost solely been devoted to procurement activity to the detriment of other areas of the programme of work. This level of output is unsustainable in the longer-term without additional human resource.</p>
1.11	<p>Without further Officer resource the number of contracts and procurement activity supported to include social value needs to be reduced to a more manageable level that will also allow for broader work to be undertaken, including achievement of the measures for social value contained within the Council Plan.</p>
1.12	<p>It is therefore recommended that for 2022/23 the total target number of contracts the Council supports to include social value is 60 contracts, with a blend of both large and small contracts supported.</p> <p>Further work around prioritisation will be required to support this, which may include, for example, a schedule of contract/procurement activity to assist forward planning and targeting.</p>
1.13	<p>In addition, an advanced notice period for procurement activity is recommended for implementation to better manage workload and prevent short notice requests for support from the Social Value Development Officer. As an example the following criteria could be used;</p> <ul style="list-style-type: none"> • For procurements under £1m a minimum of 2 weeks' notice. • For contracts under £1m but procured through a framework agreement a minimum of 3-4 weeks' notice. • For procurement over £1m a minimum of 6 weeks' notice. • For Joint Procurements a minimum of 6 weeks' notice.

1.14	<p>Opportunities</p> <p>There are a number of opportunities to enhance the programme of work, subject to releasing or creating additional capacity, these are set out below. Noting that some of these may require further feasibility studies:</p> <ul style="list-style-type: none"> • Exploring the opportunity to create a fee based social value service. There is demand for an experienced and knowledgeable service to support a range of organisations to embed social value as part of their work. • Developing a local Community Needs Strategy to ensure social value is targeted where it is needed and support suppliers to easily identify where their contracted social value commitments should be delivered locally. • Development of self-help tools, i.e. producing a social value toolkit and robust guidance, for Commissioners which would also ease demand on the Social Value Development Officer. <p>Please note this list is not exhaustive.</p>
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2.00	RESOURCE IMPLICATIONS
2.01	In recognition of the benefits yielded by social value, in 2021 Cabinet made the decision to make the post of Social Value Development Officer permanent. Thus, resource was secured to maintain delivery against the corporate priority of delivering social value from Council activity and expenditure.
2.02	Some temporary support, in addition to the Social Value Development Officer, had been provided to the social value programme during 2021. This additional support assisted the over achievement in relation to the corporate target of the number of contracts/procurement to include social value. However, this temporary support has now ceased and thus proposals made to revise the targets for 2022/23 ensure workload is manageable and sustainable.
2.03	Additional human resource would enable the level of performance in 2021/22 to be maintained, including the social value return to communities as achieved through the number of contracts supported to include social value. Additional human resource would also enable the social value work programme to grow. However, there is no available budget to fund additional human resource for the social value function.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	An Integrated Impact Assessment has not been completed as this report provides an overview of operational matters. Any risks, along with options for mitigation, have already been identified under section 1 of the report.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	This report is schedule to be heard by Cabinet at their meeting on 15 th February 2022.

5.00	APPENDICES
5.01	Not applicable

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Not applicable

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Olivia Hughes – Social Value Development Officer Telephone: 07552 254532 E-mail: Olivia.hughes@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	<p>Commissioner An individual Officer responsible for procuring goods, works or services on behalf of the Council.</p> <p>Flintshire Social Value Model Flintshire County Council’s recognised model for applying social value through a whole life approach to the commissioning cycle. This model should be applied for procuring all goods, works and services over the value of £25k, where social value has been assessed as being relevant and proportionate to the contract.</p> <p>Social Value A board term used to describe, the social, economic, environmental and cultural impact of our collective decision making and business operations. Flintshire County Council define social value as; <i>A way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract when procuring and looking at what the collective benefit to community is when a public body chooses to award a contract. Every time we spend £1 on the delivery of services we will consider whether we can achieve additional collective well-being benefits from that £1 to the wider community.</i></p> <p>Community Benefits Community Benefits are a sub-set of social value referring to conditions of contract or conditions grant or match funding in public sector expenditure</p>

	(grant or match funding) designed to achieve social, environmental, economic and cultural added value outcomes when tendering for goods, works or services.
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CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 10 February 2022
Report Subject	Public Services Ombudsman for Wales Annual Letter 2020-21 and complaints made against Flintshire County Council during the first half of 2021-22
Cabinet Member	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Report Author	Chief Officer (Governance)

EXECUTIVE SUMMARY

The purpose of this report is to share the Public Services Ombudsman for Wales Annual Letter 2020-21 for Flintshire County Council.

The Ombudsman's Annual Letter provides an overview of the annual performance of the Council in relation to complaints investigated in 2020-21.

This report also provides an overview of complaints received by each portfolio of the Council between the period 1 April – 30 September 2021.

RECOMMENDATIONS

1	That the Committee notes the annual performance of the Council in respect of complaints made to the Public Services Ombudsman for Wales during 2020-21.
2	That the Committee notes the 2021-22 half year performance of the Council in respect of complaints made to services in line with its complaints procedure.
3	That the Committee supports the actions outlined in paragraph 1.28 to improve complaints handling across the Council.

REPORT DETAILS

1.00	EXPLAINING THE PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER 2020-21
1.01	The Public Services Ombudsman for Wales (“Ombudsman”) published his Annual Letter on performance as part of his Annual Report and Accounts in September 2021. The letter shares information from an extremely challenging year for local authorities and it provides an insight on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.
1.02	The number of new complaints received by the Ombudsman about local authorities across Wales decreased by 12.5% in 2020-21. This reflects the reduction in complaints being reported by local authorities during the Covid-19 pandemic.
1.03	The Ombudsman intervened (upheld, settled or resolved at an early stage) the same proportion of complaints about public bodies, 20%, compared with 2019-20.
1.04	Appended to this report is a full copy of the Annual Letter detailing Flintshire’s performance and comparative data. The following paragraphs provide a summary of performance and additional context in response to the findings.
1.05	Section A - 59 complaints were made against Flintshire in 2020-21 which is a small reduction on the previous year (61) and higher than the Welsh average of 35. Whilst a higher than average figure, this should not be viewed unfavourably because 85% of complaints were closed because they were out of jurisdiction, premature or closed after initial consideration.
1.06	When comparing data across neighbouring Councils in North Wales, Flintshire has a lower than average number of complaints out of jurisdiction (4 v 7 on average) and it is average for the number of complaints closed after initial consideration (11). However, it is important to highlight that Flintshire has the highest number of premature complaints across all of Wales.
1.07	35 of Flintshire’s complaints were premature and this accounts for 59% of our complaints. Across North Wales the average number of premature complaints is 11 – and across Wales the percentage of premature complaints is 31% on average (59% in Flintshire). This analysis helps explain that whilst the overall number of complaints made against Flintshire is high, this is attributed to a higher than average number of premature complaints.
1.08	It is difficult to control how and when complainants access the Ombudsman but it is reassuring that 59% of all Flintshire’s complaints are rejected at the start because they are premature. If the number of premature complaints were disregarded, the overall number of complaints against Flintshire would reduce to 24 which is below the all Wales average

	of 34 (disregarding premature complaints). The removal of premature complaints also brings Flintshire broadly in line with North Wales - the highest being Wrexham (32) and Conwy (25).
1.09	This analysis does however prompt the need to review how Flintshire promotes its own complaints procedure and the importance of keeping complainants informed about the progress of their complaint to reduce the number of premature referrals to the Ombudsman.
1.10	Flintshire takes a proactive approach to referring complainants to the Ombudsman when they are dissatisfied. Flintshire actively promotes the role of the Ombudsman because it recognises the important role that the Ombudsman provides in giving independent scrutiny when people believe they have been treated unfairly or received a bad service.
1.11	Section B - Planning received the highest volume of complaints, 15, in 2020-21 accounting for 25% of all cases against Flintshire. This figure is up by 1 compared to the previous year and is not unexpected given a year unlike any other when frontline services such as Planning reacted in the face of unprecedented demand and the most difficult of circumstances.
1.12	Flintshire's performance reflects the trend across Wales with Planning being the most common complaint to the Ombudsman in relation to local authorities (10.46%).
1.13	Section C - of the complaints that were received against Flintshire: <ul style="list-style-type: none"> • 66% of complaints were premature or out of jurisdiction; • 18% of complaints were closed after initial consideration; • 15% of complaints were resolved through early resolution; • 1 report was issued which was not upheld; • 1 public interest report was issued.
1.14	Section D - 18% of Flintshire's complaints required intervention by the Ombudsman which means they were dealt with through early resolution or a voluntary settlement. Additionally, one complaint was upheld and one public interest report was issued. Across North Wales the percentage of complaints requiring intervention varies e.g. 19% (Gwynedd), 16% (Conwy), 13% (Wrexham).
1.15	Section E - this part of the Annual Letter is the remit of the Standards Committee.
1.16	Section F - this part of the Annual Letter is the remit of the Standards Committee.
1.17	During 2020-21 and despite challenges caused by the pandemic, Flintshire achieved: <ul style="list-style-type: none"> • New Concerns and Complaints Policy based on a model for local authorities in Wales; • New Managing Customer Behaviour Policy;

	<ul style="list-style-type: none"> • Virtual training events delivered by the Customer Standards Authority to support and enhance complaint handling – over 60 attendees; • Collective work with Councils across Wales and the Ombudsman to record complaints performance data to drive improvement in public services for citizens in Wales; • Training for Town and Community Councils to promote awareness and the importance of the Code of Conduct where there is evidence of conflict between its members to help reset the boundaries of behaviour for its Members.
1.18	<p>The following actions will be taken forward in 2021-22 to improve complaints handling:</p> <ul style="list-style-type: none"> • Review public information about Flintshire’s complaints procedure to reduce the number of premature complaints to the Ombudsman including definition of a complaint verses service request; • Continue a programme of complaints training to support and enhance complaint handling by considering best practice from multiple sectors from around the world – training will be mandatory for all roles at Team Leader level and above; • Refresh the Managing Customer Behaviour Policy to take in to consideration unacceptable behaviour on social media; • New toolkit for employees and elected Members on how to manage unacceptable behaviour on social media; • A review of the electronic system used to record complaints to ensure it is fit for purpose.
1.19	Flintshire County Council Complaints 2021-22
1.20	<p>The Council received 399 complaints in the first half of 2021, of which, 57% were considered within 10 working days which is a reduction of 17% compared to 2020. However, it is noted that there has been an increase of 24% in complaints and consequently the percentage of complaints considered within 10 working days has fallen which shows the challenges facing Council services to respond to complainants within target. Encouragingly 80% of all complaints were considered within 20 working days which is higher than the Welsh average of 75%.</p>
1.21	<p>The charts below illustrate the overall number of complaints received in the first half of 2021 and the distribution of complaints by portfolio:</p>

Chart 1 – Half Year Statistics 2021

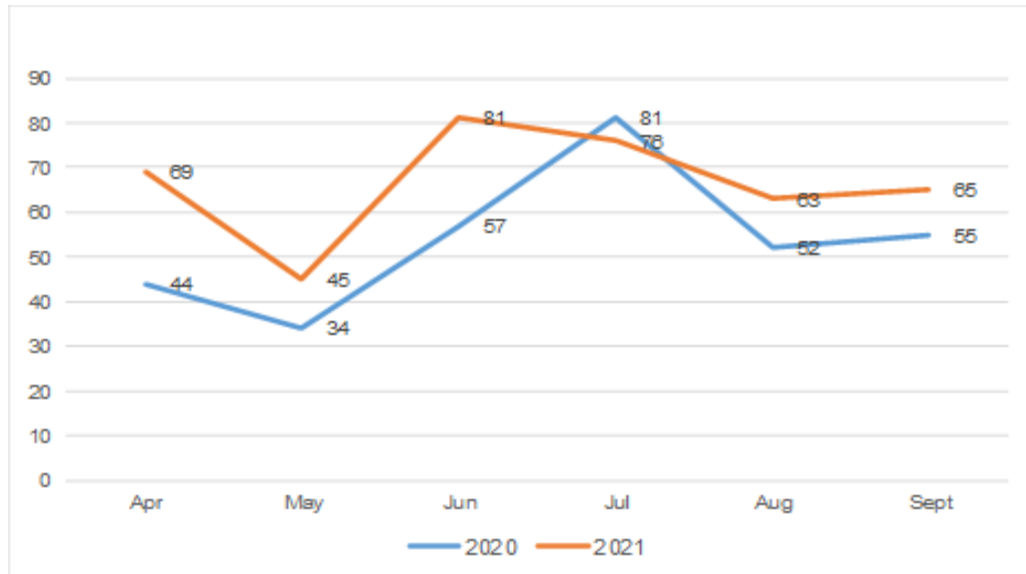
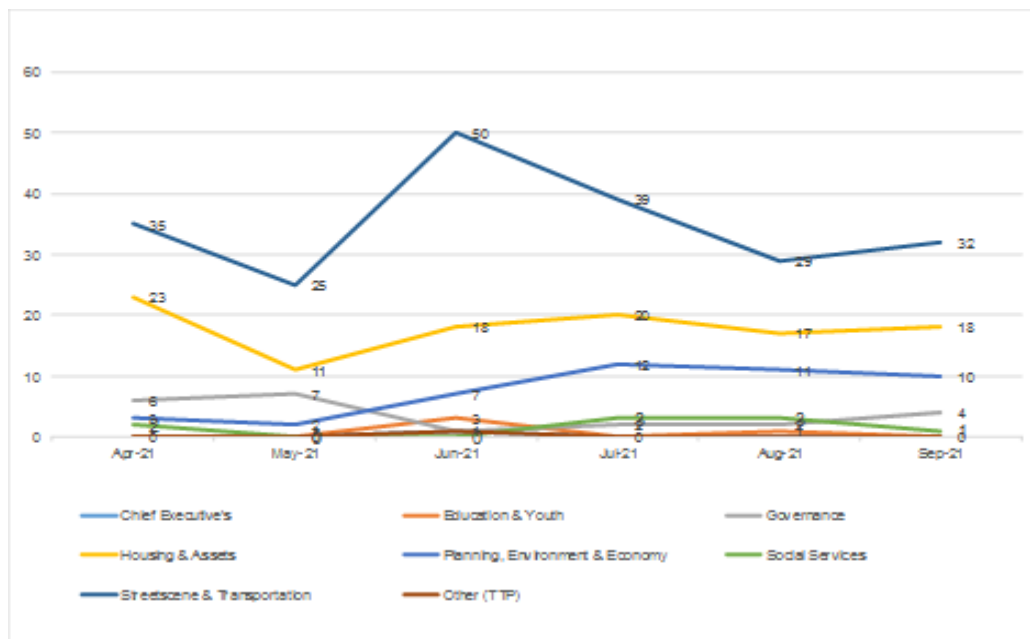


Chart 2 – Complaints by Portfolio 2021



1.22 The highest volume of complaints were made in June, those areas providing frontline services such as Streetscene and Housing received the most complaints which is the trend across Wales.

1.23 The Council aims to respond to complaints within 10 working days. The table below provides data on the number of complaints received between 1 April – 30 September 2021 and the timeliness of responses:

Chart 3

Portfolio	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Chief Executive's	0	0	1	0	0	0
Education & Youth	0	0	3	0	1	0
Governance	6	7	1	2	2	4
Housing & Assets	23	11	18	20	17	18
Planning, Environment & Economy	3	2	7	12	11	10
Social Services	2	0	0	3	3	1
Streetscene & Transportation	35	25	50	39	29	32
Other (TTP)	0	0	1	0	0	0
Total Number of Complaints	69	45	81	76	63	65
% Closed Within 10 Working Days	68%	71%	62%	53%	48%	40%
% Closed Within 20 Working Days	84%	89%	85%	82%	67%	72%

Chart 4

Portfolio	Number of Complaints	% of Complaints	% Within Target
Chief Executive's	1	0.25%	0%
Education & Youth	4	1.00%	75%
Governance	22	5.51%	55%
Housing & Assets	107	26.82%	57%
Planning, Environment & Economy	45	11.28%	36%
Social Services	9	2.26%	78%
Streetscene & Transportation	210	52.63%	60%
Other (TTP)	1	0.25%	100%

The timeliness of complaint responses vary across portfolios with frontline services most impacted by the 10 working day target given the pressures these services have faced during the coronavirus pandemic. Performance reports are now routinely shared with Chief Officers on a monthly basis to drive improvements in the timeliness of complaint responses. Whilst at times complaints are not dealt with within 10 working days, customers will be kept informed and a high percentage are resolved shortly after the 10 day timescale unless they are complex cases.

1.24 The chart below illustrates the average time taken to respond to complaints in the first half year of 2021:

Chart 5 – Timeliness of complaint responses

	<table border="1"> <caption>Complaint Status Data</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Within Target</td> <td>56%</td> </tr> <tr> <td>Open</td> <td>10%</td> </tr> <tr> <td>Over 20 days</td> <td>11%</td> </tr> <tr> <td>Up to 20 days over</td> <td>3%</td> </tr> <tr> <td>Up to 15 days over</td> <td>4%</td> </tr> <tr> <td>Up to 10 days over</td> <td>8%</td> </tr> <tr> <td>Up to 5 days over</td> <td>8%</td> </tr> </tbody> </table>	Category	Percentage	Within Target	56%	Open	10%	Over 20 days	11%	Up to 20 days over	3%	Up to 15 days over	4%	Up to 10 days over	8%	Up to 5 days over	8%
Category	Percentage																
Within Target	56%																
Open	10%																
Over 20 days	11%																
Up to 20 days over	3%																
Up to 15 days over	4%																
Up to 10 days over	8%																
Up to 5 days over	8%																
1.25	<p>Appendix 2 provides an illustration of what people complained about, and the outcome reached by portfolio. Additionally, the Chief Executive’s office received one complaint about none response; Education & Youth received four complaints that were not upheld.</p>																
1.26	<p>The Social Services and Wellbeing Act (Wales) 2014 and Social Services Complaints Procedure Regulations 2014, requires Local Authorities to maintain a representations and complaints procedure for social services functions. Social Services’ complaints report for 2020-21 to the Social and Health Care Overview and Scrutiny Committee shows good performance with 89% of their 45 complaints dealt with within 10 working days.</p>																
1.27	<p>Performance across portfolios remains under regular review:</p> <ul style="list-style-type: none"> • Designated points of contact across portfolios for escalating issues; • Sharing monthly performance data with Chief Officers and business leads; • High volume portfolio management teams regularly reviewing their performance; • Staff guidance defining requests for service and complaints; • Guide to Good Complaints Handling available on InfoNet. 																
1.28	<p>Conclusion and priorities</p> <p>The Council will continue to engage positively with the Ombudsman and the new Complaints Standards Authority to learn more about the complaints landscape in Wales to help us drive improvement in services. For the year ahead we are committed to:</p> <ul style="list-style-type: none"> • Review public information about Flintshire’s complaints procedure to reduce the number of premature complaints to the Ombudsman; • Continue a programme of complaints training to support and enhance complaint handling by considering best practice from 																

	<p>multiple sectors from around the world – this will be mandatory for roles at Team Leader level and above;</p> <ul style="list-style-type: none"> • Refreshed Managing Customer Behaviour Policy to take in to consideration unacceptable behaviour on social media; • New toolkit for employees and elected Members on how to manage unacceptable behaviour on social media; • A review of the electronic system used to record complaints to ensure it is fit for purpose; • Ongoing support to all services through regular sharing of performance data to help manage casework and keep complainants informed where targets are not achievable.
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2.00	RESOURCE IMPLICATIONS
2.01	None.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	This report provides details of the annual performance of the Council in relation to complaints. At this point there are no proposed change or actions and as such no impact or risks have been identified.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None.

5.00	APPENDICES
5.01	Appendix 1 - PSOW Annual Letter Appendix 2 - Flintshire County Council complaint categories by portfolio.


6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	A copy of the Annual Letter is published on the Ombudsman's website - https://www.ombudsman.wales/wp-content/uploads/2021/10/Flintshire.pdf

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Rebecca Jones, Customer Contact Service Manager Telephone: 01352 702413 E-mail: rebecca.jones@flintshire.gov.uk


8.00	GLOSSARY OF TERMS
8.01	Public Services Ombudsman for Wales – investigates complaints against public service providers in Wales where people believe they have suffered an injustice through maladministration on the part of the public service provider e.g. a local authority.
8.02	Complaints Standards Authority – a team within the Public Services Ombudsman for Wales’ office focused on ensuring the procedures to complain to public service providers in Wales are complainant focused, simple, fair and objective, timely and effective, accountable and committed to continuous improvement.

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Ask for: Communications

 01656 641150

Date: September 2021

 communications@ombudsman.wales

Cllr. Ian Roberts
Flintshire County Council

By Email only: ian.b.roberts@flintshire.gov.uk

Annual Letter 2020/21

Dear Councillor Roberts

I am pleased to provide you with the Annual letter (2020/21) for Flintshire County Council.

This letter discusses information from a year unlike any other in recent memory, and as such may not be useful for establishing trends or patterns. Information received during this remarkable year will, however, bring insights on how public services reacted in the face of unprecedented demand and the most difficult of circumstances.

During the past financial year, we have intervened in (upheld, settled or resolved at an early stage) the same proportion of complaints about public bodies, 20%, compared with 2019/20.

Regarding new complaints received relating to Local Authorities, the overall number decreased by 12.5% compared with last year. This reflects the reduction in complaints being reported by Local Authorities during the Covid-19 pandemic. My office intervened in a similar proportion of the cases closed as in the previous year (13%).

However, we referred a higher proportion of Code of Conduct complaints to a Standards Committee or the Adjudication Panel for Wales: 3.4% compared to 2% in the previous year. This higher referral rate was also accompanied by a sharp increase in the number of Code of Conduct complaints received.

During 2020/21, despite challenges caused by the pandemic, my office made great strides in progressing work related to Complaints Standards and Own Initiative Investigations. The theme and consultation period of the first wider Own

Page 1 of 9

Initiative Investigation – into Local Authority Homelessness Assessments - was launched in September 2020 and the report is due in the coming months. We also commenced 4 extended Own Initiative Investigations, where we extended the scope of our work on a complaint already under investigation.

Last year, my office also pushed ahead with two new publications – ‘Our Findings’ and our first Equality Report.

‘Our Findings’ will be accessed via the PSOW website and replaces the quarterly casebooks. Our Findings will be updated more frequently and will be a more useful tool in sharing the outcomes of investigations. Our first Equality Report highlights the work done to improve equality and diversity, and to ensure that our service is available to people from all parts of society.

Local Authorities in Wales continued to submit data about the complaints they handled to the Complaints Standards Authority (CSA) during 2020/21, as well as receiving a model complaints procedure and accessing 76 virtual training sessions.

The data submitted for 2020/2021 shows:

- Nearly 12,000 complaints were recorded by Local Authorities
- This equates to 3.77 for every 1000 residents.
- Nearly half (44%) of those complaints were upheld.
- About 75% were investigated within 20 working days.
- About 9% of all complaints closed were referred to PSOW.

The CSA will publish data to the PSOW website for the first time in the coming year, marking a key achievement in the progress of this work. Training sessions have been delivered to almost all Local Authorities in Wales, and our offer of training remains open ended and will be delivered free of charge.

A summary of the complaints of maladministration/service failure received relating to your Council is attached.

Also attached is a summary of the Code of Conduct complaints relating to members of the Council and to the Town & Community Councils in your area.

I ask that the Council takes the following actions:

- Present my Annual Letter to the Cabinet to assist members in their scrutiny of the Council’s complaints performance and any actions to be taken as a result.
- Engage with my Complaints Standards work, accessing training for your staff and providing complaints data.
- Inform me of the outcome of the Council’s considerations and proposed actions on the above matters by 15 November.

This correspondence is copied to the Chief Executive of your Council and to your Contact Officer. Finally, a copy of all Annual Letters will be published on my website.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Nick Bennett', with a stylized flourish at the end.

Nick Bennett
Ombudsman

cc. Colin Everett, Chief Executive, Flintshire County Council
By Email only: chief.executive@flintshire.gov.uk

Factsheet

Appendix A - Complaints Received

Local Authority	Complaints Received	Received per 1000 residents
Blaenau Gwent County Borough Council	15	0.21
Bridgend County Borough Council	31	0.21
Caerphilly County Borough Council	46	0.25
Cardiff Council*	96	0.26
Carmarthenshire County Council	27	0.14
Ceredigion County Council	32	0.44
Conwy County Borough Council	32	0.27
Denbighshire County Council	32	0.33
Flintshire County Council	59	0.38
Gwynedd Council	30	0.24
Isle of Anglesey County Council	18	0.26
Merthyr Tydfil County Borough Council	15	0.25
Monmouthshire County Council	20	0.21
Neath Port Talbot Council	19	0.13
Newport City Council	31	0.20
Pembrokeshire County Council	28	0.22
Powys County Council	38	0.29
Rhondda Cynon Taf County Borough Council	40	0.17
Swansea Council	73	0.30
Torfaen County Borough Council	12	0.13
Vale of Glamorgan Council	39	0.29
Wrexham County Borough Council	43	0.32
Total	776	0.25

* inc 2 Rent Smart Wales

Appendix B - Received by Subject

Flintshire County Council	Complaints Received	% Share
Adult Social Services	0	0%
Benefits Administration	0	0%
Children's Social Services	10	17%
Community Facilities, Recreation and Leisure	0	0%
Complaints Handling	8	14%
Covid19	4	7%
Education	1	2%
Environment and Environmental Health	7	12%
Finance and Taxation	2	3%
Housing	7	12%
Licensing	0	0%
Planning and Building Control	15	25%
Roads and Transport	1	2%
Various Other	4	7%
Total	59	

Appendix C - Complaint Outcomes
 (* denotes intervention)

County/County Borough Councils	Out of Jurisdiction	Premature	Other cases closed after initial consideration	Early Resolution/voluntary settlement*	Discontinued	Other Reports-Not Upheld	Other Reports Upheld*	Public Interest Report*	Total
Flintshire County Council	4	35	11	9	0	1	1	1	62
% Share	6%	56%	18%	15%	0%	2%	2%	2%	

Appendix D - Cases with PSOW Intervention

	No. of interventions	No. of closures	% of interventions
Blaenau Gwent County Borough Council	1	17	6%
Bridgend County Borough Council	2	30	7%
Caerphilly County Borough Council	3	45	7%
Cardiff Council	26	100	26%
Cardiff Council - Rent Smart Wales	0	2	0%
Carmarthenshire County Council	6	29	21%
Ceredigion County Council	4	31	13%
Conwy County Borough Council	5	31	16%
Denbighshire County Council	2	31	6%
Flintshire County Council	11	62	18%
Gwynedd Council	5	27	19%
Isle of Anglesey County Council	1	17	6%
Merthyr Tydfil County Borough Council	0	14	0%
Monmouthshire County Council	1	19	5%
Neath Port Talbot Council	1	17	6%
Newport City Council	5	29	17%
Pembrokeshire County Council	3	26	12%
Powys County Council	4	47	9%
Rhondda Cynon Taf County Borough Council	2	43	5%
Swansea Council	9	67	13%
Torfaen County Borough Council	0	11	0%
Vale of Glamorgan Council	5	38	13%
Wrexham County Borough Council	6	48	13%
Total	102	781	13%

Appendix E - Code of Conduct Complaints

County/County Borough Councils	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Flintshire County Council	0	1	0	0	0	0	1

Appendix F - Town/Community Council Code of Complaints

Town/Community Council	Discontinued	No evidence of breach	No action necessary	Refer to Adjudication Panel	Refer to Standards Committee	Withdrawn	Total
Broughton & Bretton Community Council	0	1	0	0	0	0	1
Gwaenysgor & Trelawnyd Community Council	0	1	0	0	0	0	1
Gwernaffield and Pantymwyn Community Council	1	1	0	0	0	0	2
Llanfynydd Community Council [Flintshire]	0	0	0	0	0	1	1
Saltney Town Council	0	6	0	0	0	0	6

Information Sheet

Appendix A shows the number of complaints received by PSOW for all Local Authorities in 2020/2021. These complaints are contextualised by the number of people each health board reportedly serves.

Appendix B shows the categorisation of each complaint received, and what proportion of received complaints represents for the Local Authority.

Appendix C shows outcomes of the complaints which PSOW closed for the Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

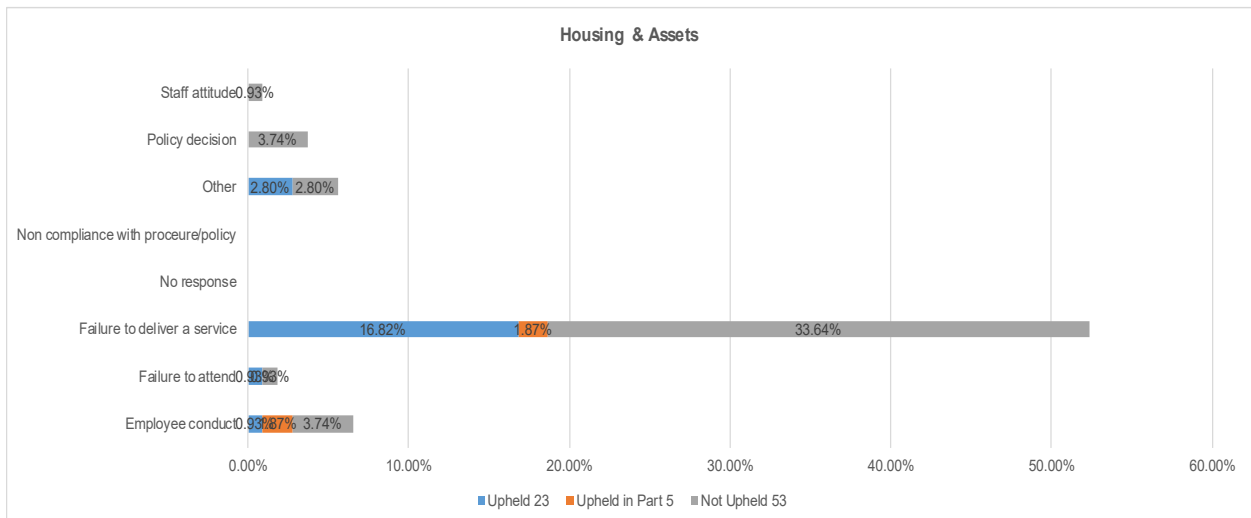
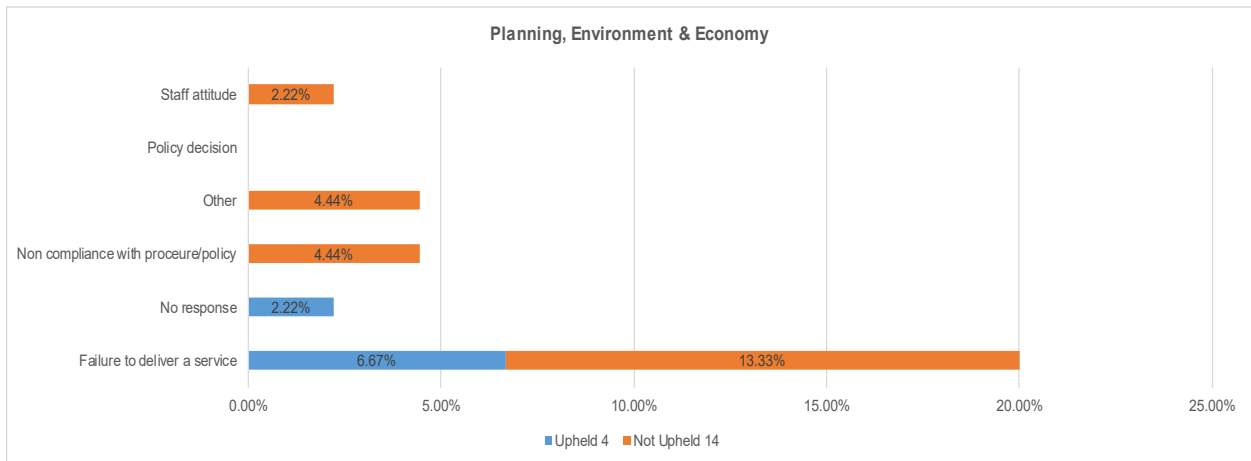
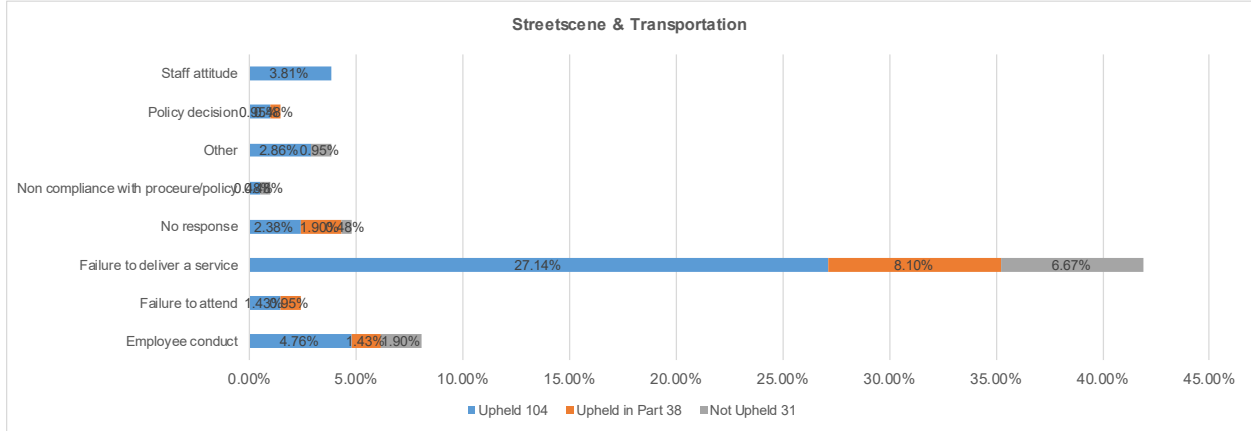
Appendix D shows Intervention Rates for all Local Authorities in 2020/2021. An intervention is categorised by either an upheld complaint (either public interest or non-public interest), an early resolution, or a voluntary settlement.

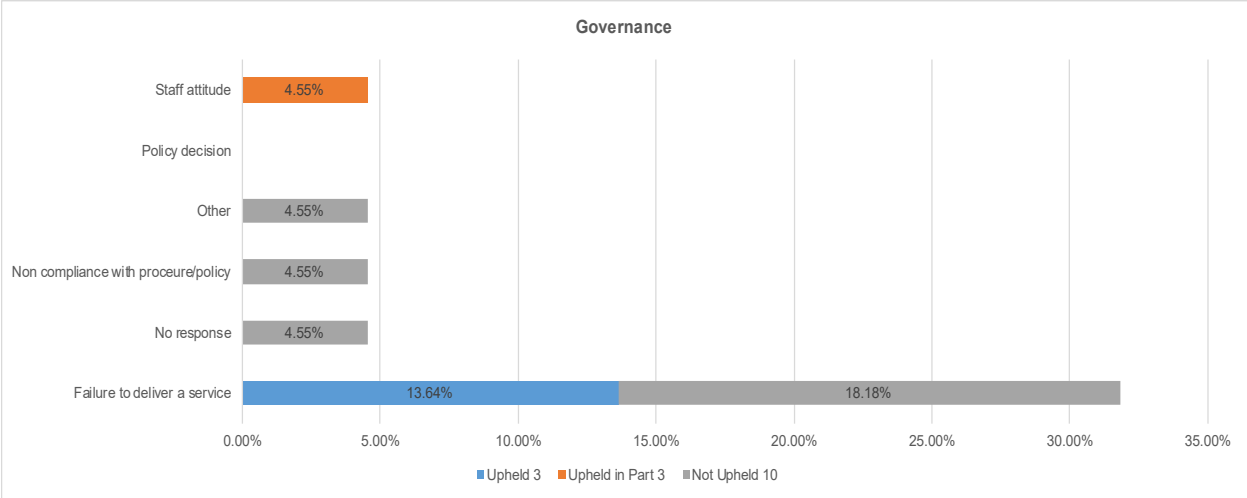
Appendix E shows the outcomes of Code Of Conduct complaints closed by PSOW related to Local Authority in 2020/2021. This table shows both the volume, and the proportion that each outcome represents for the Local Authority.

Appendix F shows the outcomes of Code of Conduct complaints closed by PSOW related to Town and Community Councils in the Local Authority's area. This table shows both the volume, and the proportion that each outcome represents for each Town or Community Council.

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Flintshire County Council Complaint Categories by Portfolio







CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 10 February 2022
Report Subject	Annual Audit Summary for Flintshire County Council 2020/21
Cabinet Member	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Strategic

EXECUTIVE SUMMARY

This Annual Audit Summary sets out the the audit and regulatory work undertaken by Audit Wales of Flintshire County Council. It provided an update on the previous report which was published in was published in January 2021.

Overall the Auditor General for Wales has reached a positive conclusion. *“The Auditor General certified that the Council had met its remaining Local Government (Wales) Measure 2009 duties for the financial year 2020-21, as saved by an order made under the Local Government and Elections (Wales) Act 2021.”*

No formal recommendations have been made during the year.

There are a number of new proposals for improvement and proposals of development arising from the reviews undertaken by Audit Wales.

The Auditor General has provided an unqualified true and fair opinion on the Council’s financial statements on 29 September 2021, two months ahead of the statutory deadline.

RECOMMENDATIONS

1	To be assured by the content and observations of the Auditor General for Wales’ Annual Audit Summary Report for 2020/21.
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REPORT DETAILS

1.00	EXPLAINING THE ANNUAL AUDIT SUMMARY REPORT
1.01	The Auditor General under the Local Government (Wales) Measure 2009 (Measure) undertakes and publishes an annual summary report for all Welsh Councils, Fire and Rescue Authorities and National Park Authorities.
1.02	This is the second Annual Audit Summary Report for Flintshire County Council, combining the Annual Improvement Report and Annual Audit letter. This year's report is a summary of the audit, regulatory and inspection work carried out in 2020/21.
1.03	Overall the Auditor General has concluded that: <i>"The Auditor General certified that the Council had met its remaining Local Government (Wales) Measure 2009 duties for the financial year 2020-21, as saved by an order made under the Local Government and Elections (Wales) Act 2021."</i>
1.04	The Auditor General has not made any statutory recommendations with which the Council must comply.
1.05	There are two proposals for improvement from one of the reviews undertaken, namely; "Rental Income." Cabinet adopted the proposals for improvement at a meeting in October 2021. As part of our established protocol, all proposals for improvement and development from regulatory reports (both local and national) are assessed to establish if further improvements or developments need to be undertaken. The Council's response to these proposals for improvement is to be shared at the meeting in March detailing the reports and responses.
1.06	The outcomes of the financial sustainability study have been taken into account in the planning of the Medium Term Financial Strategy.
1.07	The summary outlines the key findings from the audit of the Council's financial statements for 2020/21, reported in detail to Audit Committee in September 2021, and other audit work undertaken in 2020/21. The Auditor General gave an unqualified true and fair opinion on the Council's financial statements on 29 September 2020, two months ahead of the statutory deadline.
2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications as part of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	<p>Cabinet will receive this report for endorsement. They will continue to receive future reports relating to external regulatory work as part of their Forward Work programme.</p> <p>Corporate Resources Overview and Scrutiny Committee will receive this report as part of their scrutiny role in February.</p> <p>Governance and Audit Committee will receive this report as part of their role of assurance in March.</p>

4.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
4.01	<p>Ways of Working (Sustainable Development) Principles Impact Audit Wales assess if Public bodies are complying with sustainable development principles and taking steps to meet their well-being objectives. The principles are:</p> <ul style="list-style-type: none"> • Long-term • Prevention • Integration • Collaboration • Involvement <p>Well-being Goals Impact Audit Wales assess if Public bodies are complying with Well-being Goals and taking steps to meet their well-being objectives. The Well-being Goals are:</p> <ul style="list-style-type: none"> • Prosperous Wales • Resilient Wales • Healthier Wales • More equal Wales • Cohesive Wales • Vibrant Wales • Globally responsible Wales <p>Council's Well-being Objectives Audit Wales assess if Public bodies are taking steps to meet their well-being objectives. These were reviewed as part of a refresh of Council Plan for 2021/22.</p> <p>Risk Management Findings from the Audit Wales are risk managed as part of regular monitoring.</p>

5.00	APPENDICES
5.01	Appendix 1: Annual Audit Summary 2020/21

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None

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

8.00	GLOSSARY OF TERMS
8.01	<p>Annual Audit Summary: The Annual Audit Summary is publicised by Audit Wales (AW) on behalf of the Auditor General for Wales. It brings together, with the input of other inspectorates such as Estyn and the Care and Care Inspectorate Wales (CIW), a summary of the regulatory work of the past year.</p> <p>Audit Wales: works to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.</p>

Flintshire County Council

Annual Audit Summary 2021

This is our audit summary for Flintshire County Council. It shows the work completed since the last Annual Audit Summary, which was issued in January 2021. Our audit summary forms part of the Auditor General for Wales' duties.



More information about these duties can be found on our [website](#).

About the Council

Some of the services the Council provides



Key facts

The Council is made up of 70 councillors who represent the following political parties/groups:

- Welsh Labour 35
- Welsh Conservative 6
- Welsh Liberal Democrats 6
- Independent Alliance 16
- New Independents 3
- Independents 3
- Not a member of any political group within Flintshire County Council 1

The Council spent £271.8 million on providing services¹ during 2020-21, the sixth-highest spending of the 22 unitary councils in Wales.

¹ We define spending on services as the cost of services charged to the general fund from the Expenditure Funding Analysis, less any Housing Revenue Account cost of services, plus precepts, levies and debt interest.

Key facts

As at 31 March 2021, the Council had £38.5 million of useable financial reserves². This is equivalent to 14.2% of the Council's annual spending on services, the fourth-lowest percentage of the 22 unitary councils in Wales³.

Flintshire County has three of its 92 areas deemed the most deprived 10% of areas in Wales, this is the fifth lowest of the 22 unitary councils in Wales⁴.

The population of Flintshire is projected to increase by 3.1% between 2020 and 2040 from 156,444 to 161,258, including a 5.1% decrease in the number of children, a 2.9% decrease in the number of the working-age population and a 27% increase in the number of people aged 65 and over⁵.

The Auditor General's duties

We completed work during 2020-21 to meet the following duties

- **Continuous improvement**
The Council had to put in place arrangements to make continuous improvements, including related plans and reports, and the Auditor General also had to assess whether the Council met these requirements during 2020-21.
- **Audit of Accounts**
Each year the Auditor General audits the Council's financial statements to make sure that public money is being properly accounted for.
- **Value for money**
The Auditor General examines whether the Council has put in place arrangements to get value for money for the resources it uses, and he has to be satisfied that it has done this.
- **Sustainable development principle**
Public bodies need to comply with the sustainable development principle when setting and taking steps to meet their well-being objectives. The Auditor General must assess the extent to which they are doing this.

² We define useable financial reserves as reserves usable for revenue costs, where the purpose is not protected by law. This is the total of the general fund, earmarked reserves and schools' balances. It excludes Housing Revenue Account reserves, capital receipts and capital grants unapplied.

³ Source: 2020-21 Statement of Accounts

⁴ An area in this context is defined as a 'Lower Super Output Area'. Source: Stats Wales

⁵ Source: Stats Wales



We continue to recognise the huge strain on public services and to work in a way that seeks to reduce the impact on public bodies' response to COVID-19, while still meeting our statutory duties.



To meet the Auditor General's duties we complete specific projects, but we also rely on other audit work, and the work of regulators such as Care Inspectorate Wales and Estyn (the education inspectorate). We take the findings of our audit work into account when assessing whether the Council has put in place arrangements to secure value for money. Our findings and conclusions are summarised below.

What we found

Audit of Flintshire County Council Council's 2020-21 Accounts

Each year we audit the Council's financial statements.

For 2020-21:

- the Auditor General gave an unqualified true and fair opinion on the Council's financial statements on 29 September 2021, two months ahead of the statutory deadline.
- the Council's Annual Governance Statement and Narrative Report were prepared in line with the CIPFA Code and relevant guidance. They were also consistent with the financial statements prepared by the Council and with our knowledge of the Council.
- the quality of the draft statements presented for audit on 15 June 2021 was prepared to a good standard. This was a significant achievement given the ongoing challenges posed by the COVID-19 pandemic.
- a number of changes were made to the Council's financial statements arising from our audit work, which were reported to the Governance and Audit Committee on 27 September 2021.
- the Auditor General issued the certificate confirming that the audit of accounts for 2020-21 has been completed on 30 September 2021.
- In addition to the Auditor General's responsibilities for auditing the Council's financial statements, he also has responsibility for the certification of a number of grant claims and returns. Our work to date has not identified any significant issues.

Our work in response to the COVID-19 pandemic

In response to the COVID-19 pandemic, we changed the approach and focus of our performance audit work in local government and other bodies. Below is a summary of some of the work we have undertaken in response to the pandemic across a number of sectors, much of which is of relevance to local government.

We undertook a project to support public sector efforts by sharing learning through the pandemic. The project aims to help prompt some thinking, and practise exchange. [Further information is available on our website.](#)

In March 2021, we published a [national report](#) setting out an overview of progress to date on Test, Trace, Protect in Wales. In December 2020, we also published some [observations](#) of the Auditor General on the procurement and supply of PPE during the COVID-19 pandemic, followed by a [report](#) in April 2021. In June 2021, we also published our [report](#) on the rollout of the COVID-19 vaccination programme in Wales.

Continuous improvement

The Auditor General certified that the Council had met its remaining Local Government (Wales) Measure 2009 duties for the financial year 2020-21, as saved by an order made under the Local Government and Elections (Wales) Act 2021. As part of our examination of councils' performance assessments covering the 2020-21 financial year, we noted a reduced reference to comparative performance information although we recognise that the pandemic led to the suspension of some national data collection. The ability to compare data and performance with other organisations will continue to be an important element of arrangements to secure value for money and will be a challenge for councils to consider particularly as they continue to implement the requirements relating to self-assessment set out in the Local Government and Elections Act (Wales) 2021.

Financial sustainability

During 2020-21, we examined the financial sustainability of each council in Wales. In our [local report](#) published in July 2021 we concluded that the Council's focus is on improving its financial resilience by addressing budgetary pressures in key demand-led service areas.

We also published two national summary reports: the [first report](#) in October 2020 and the [second report](#) in September 2021.

Recovery planning

During 2020-21, we reviewed the arrangements that each council in Wales was putting in place to support recovery planning. We undertook this work on an ongoing basis, providing real-time and ongoing feedback where appropriate. Our key findings were the Council's communications with the public and residents during the pandemic have been consistent, clear, and innovative. The Council has now carefully 'unlocked' many of its key services in line with Welsh Government guidance and identified what will be different as staff return to work to keep them safe. The reopening of services has progressed well, once again helped by a clear communications strategy.

Flintshire County Council's recovery from the impact of the pandemic has benefited from strong and consistent leadership, particularly in planning and decision making. There has been a drive to engage and lead regional groups which is positive. Internal and external communication has been very strong and is to the Council's credit.

We consider that the Council's approach to recovery is well structured and well thought through. The Council has taken the time to reflect on its response actions and learn from them. As a result, should it be necessary to revert to response mode to manage any resurgence of the virus, the Council will be better placed to deal with the crisis than it was before.

We encourage the Council to look for opportunities for doing things differently as a result of what has been learned through the COVID-19 crisis, and not to automatically return services to how they were before.

There are opportunities to maintain the momentum and learn from 'digital democracy'. Most councillors have shown their ability to embrace the use of technology for online meetings. There may be further opportunities to gain insights from council members on any development and training that may help them to participate more effectively in online meetings.

There are some challenges in holding formal meetings exclusively online and at this stage there may be opportunities to gain insights about the effectiveness of these arrangements. Further engagement with the public to gather views about their experiences of observing meetings during this period could also help to provide timely feedback on the effectiveness of these arrangements from their perspective.

Rental Income

During 2020-21, we did a review to consider the effectiveness of the Council's rental income strategy. In March 2021, we concluded that the Council has stopped the increase in Council tenant rent arrears but has further opportunities for improving performance and engaging with tenants.

Commissioning Older People's Care Home Placements

During 2020-21, we examined whether North Wales councils and Betsi Cadwaladr University Health Board (the Health Board) as partners in the Regional Partnership Board were collaborating effectively in the strategic commissioning of older people's care home placements. We concluded that partners are working individually and collectively to provide care home placements for vulnerable service users, this is made more difficult by complex national processes, resulting in a significant focus on costs, which causes division amongst partners and has the potential to impact adversely on service users and their families. Strengthening accountability and developing a regional strategy and delivery plan have the potential to drive positive change and better partnership working, especially in relation to complex and more specialist care.

In concluding this work, we recognised that responsibility for the current challenges in the commissioning arrangements was widespread. The Welsh Government sets the national framework which is complex and local partners have responsibility for the way that national policy and guidance are implemented. We have therefore reported locally to councils and the Health Board, and nationally to the Welsh Government recommending actions that these bodies should take.

North Wales Economic Ambition Board – Progress Review of the North Wales Growth Deal

During 2020-21 we sought to answer the question: ‘In delivering its overall goals, is the North Wales Economic Ambition Board (NWEAB) ready and able to adjust to meet the changing economic circumstances?’ We concluded in our [report](#) that the NWEAB has clear and established governance arrangements and is supported by a developing Portfolio Management Office; external factors may impact on the planned ambitions and NWEAB is adapting to accommodate these.

Other inspectorates

We also took into account the reports of Care Inspectorate Wales (CIW) and Estyn as well as any subsequent actions taken by the Council in response. CIW and Healthcare Inspectorate Wales published their joint National review of the use of Deprivation of Liberty Safeguards (DoLS) in Wales. They identified a number of key findings and recommendations in their report. In November 2021, CIW also published ‘Let me flourish’, a national review of early help, care and support and transition for disabled children in Wales. In November 2021 CIW published its [assurance check letter](#) for the Council which summarises the findings of the CIW assurance check carried out in April 2021. The purpose of this assurance check is to review how well the Council’s social services continue to help and support adults and children with a focus on safety and well-being. CIW have identified strengths and areas for priority improvement and they will review the progress of these areas through their performance evaluation review meetings with the Council’s heads of service and director. CIW expect the areas of improvement they have identified to be included in the Council’s improvement plans. There were no other Flintshire County Council inspections in this period, but Estyn has resumed its inspection of local schools in Flintshire, and services that are registered with CIW in Flintshire are subject to regular review.

Local government studies

As well as local work at each council, each year we also carry out studies across the local government sector to make recommendations for improving value for money. Since the last annual improvement report, we have published the following reports:

Discretionary services (April 2021)

Financial pressures have led to councils reducing spending and cutting services, but the pandemic has shown local government services are essential to keeping people safe and healthy. We focussed on how councils define services, the systems and processes they have used to review services and how robust these are. Demand for some essential services is continuing to increase and councils are not confident that they can continue to deliver these services in the face of this rising and complex demand. Councils need to take the opportunity to refresh, reevaluate and reset what they do and to learn from the pandemic to build a better future. Our [report](#) was published in April 2021.

Regenerating town centres in Wales (September 2021)

Between 1950 and 1980, local authorities prioritised regeneration of town centres creating new and greater retail space. However, past policy choices, changing consumer expectations and technological advances are now adversely affecting many Welsh town centres. And the pandemic has created challenges for local government and central government, with one in seven shops on Welsh high streets now empty, despite the Welsh Government investing and leveraging in £892.6 million in the last seven years. Local authorities do not have the capacity to respond to this situation and are not always using the powers they have to help regenerate towns. To deliver the best local outcomes, policies and joint working need to be aligned and integrated, and resources prioritised on town centres. Our [report](#) was published in September 2021.

Planned work for 2021-22

We also looked at the key challenges and opportunities facing the Council. These could have an effect on the Council's ability to meet its legal obligations in relation to the sustainable development principle and the use of its resources.

The most significant risk and issue facing councils and the wider public sector during 2021-22 continues to be the COVID-19 pandemic. We have shaped our work to provide assurance and challenge in a way which helps to support the Council through this period. Our planned work for 2021-22 includes:

- Assurance and risk assessment including a focus on:
 - The Local Government and Elections Act (Wales) 2021
 - Recovery planning
 - Carbon reduction plans
 - Self-assessment arrangements
 - Financial position
- Springing Forward – as the world moves forward, learning from the pandemic, this review looks at how effectively councils are strengthening their ability to transform, adapt and maintain the delivery of services, including those delivered in partnership with key stakeholders and communities.
- Improvement reporting audit.

The Auditor General is independent of government, and is appointed by Her Majesty the Queen. The Auditor General undertakes his work using staff and other resources provided by the Wales Audit Office, which is a statutory board established for that purpose and to monitor and advise the Auditor General. The Wales Audit Office is held to account by the Senedd.

The Auditor General audits local government bodies in Wales, including unitary authorities, police, fire and rescue authorities, national parks, and community councils. He also conducts local government value for money studies, assesses compliance with the remaining requirements of the Local Government (Wales) Measure 2009 and may undertake special inspections under the Local Government and Elections (Wales) Act 2021.

Beyond local government, the Auditor General is the external auditor of the Welsh Government and its sponsored and related public bodies, the Senedd Commission, and National Health Service bodies in Wales.

Audit Wales is the non-statutory collective name for the Auditor General for Wales and the Wales Audit Office, which are separate legal entities with their own legal functions, as described above. Audit Wales is not a legal entity.

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

This document is also available in Welsh.



CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 10th February, 2022
Report Subject	Revenue Budget Monitoring 2021/22 Month 9 and Capital Programme 2021/22 Month 9
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to provide Members with the Revenue Budget Monitoring 2021/22 (Month 9) Report and the Capital Programme 2021/22 (Month 9).

RECOMMENDATIONS

1	That the Committee considers and comments on the Revenue Budget Monitoring 2021/22 (Month 9) report. Any specific matters for attention will be noted and reported back to the Cabinet when it considers the report.
2	That the Committee considers and comments on the Capital Programme 2021/22 (Month 9) report. Any specific matters for attention will be noted and reported back to the Cabinet when it considers the report.

REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING POSITION 2021/22 (MONTH 9)
1.01	The Revenue Budget Monitoring 2021/22 (Month 9) report will be presented to Cabinet on Tuesday 15 th February, 2022. A copy of the report is attached as Appendix A to this report.
1.02	The Capital Programme 2021/22 (Month 9) report will be presented to Cabinet on Tuesday 15 th February, 2022. A copy of the report is attached as Appendix B to this report.

2.00	RESOURCE IMPLICATIONS
2.01	As set out in Appendix A; Revenue Budget Monitoring 2021/22 (Month 9), Appendix B; Capital Programme 2021/22 (Month 9).

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	As set out in Appendix A; Revenue Budget Monitoring 2021/22 (Month 9), Appendix B; Capital Programme 2021/22 (Month 9).

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	None required.

5.00	APPENDICES
5.01	Appendix A; Revenue Budget Monitoring 2021/22 (Month 9) Appendix B; Capital Programme 2021/22 (Month 9)

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None required.

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Dave Ledsham, Finance Manager Telephone: 01352 704503 E-mail: dave.ledsham@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>Revenue: a term used to describe the day to day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.</p> <p>Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Capital Programme: The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.</p>

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CABINET

Date of Meeting	Tuesday, 15 th February, 2022
Report Subject	Revenue Budget Monitoring 2021/22 (Month 9)
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

This monthly report provides the latest detailed revenue budget monitoring position in 2021/22 for the Council Fund and Housing Revenue Account for the financial year and presents the position, based on actual income and expenditure, as at Month 9.

This report projects how the budget would stand at the close of the financial year without new actions to reduce cost pressures and/or improve the financial return on efficiency planning, and is as follows:

Council Fund

- An operating surplus of (£1.537m) (excluding the impact of the NJC pay award which will be met by reserves), which is a favourable movement of (£0.821m) from the surplus figure of (£0.716m) reported at Month 8.
- A projected contingency reserve balance as at 31st March, 2022 of £7.407m

Housing Revenue Account

- Net in-year revenue expenditure forecast to be £0.437m higher than budget
- A projected closing balance as at 31st March, 2022 of £4.035m

To assist with managing risks and maximising available resources, the review of non-essential spend and a vacancy management process continues.

RECOMMENDATIONS

1	To consider the report and the estimated financial impact on the 2021/22 budget.
2	To approve the carry forward requests included in paragraph 1.24.

REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING 2021/22																																		
1.01	<p>Council Fund Projected Position</p> <p>The projected year end position, without mitigation to reduce cost pressures and improve the yield on efficiency planning, is as follows:</p> <ul style="list-style-type: none"> • An operating surplus of (£1.537m) (excluding the impact of the NJC pay award which will be met by reserves) • A projected contingency reserve available balance as at 31 March 2022 of £7.407m. <p>To assist with managing risks and maximising available resources, the review of non-essential spend and a vacancy management process continues.</p> <p>Our ability to mitigate financial risks arising from the pandemic largely depends on the continuation of funds for hardship and income loss by Welsh Government which has previously been confirmed to March 2022, although does include some changes to eligibility criteria.</p>																																		
1.02	<p>Table 1. Projected Position by Portfolio</p> <p>The table below shows the projected position by portfolio:</p> <table border="1"> <thead> <tr> <th rowspan="2">Portfolio/Service Area</th> <th>Approved Budget</th> <th>Projected Outturn</th> <th>In-Year Over / (Under) spend</th> </tr> <tr> <th>£m</th> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>Social Services</td> <td>70.640</td> <td>70.746</td> <td>0.107</td> </tr> <tr> <td>Out of County Placements</td> <td>12.921</td> <td>13.781</td> <td>0.860</td> </tr> <tr> <td>Education & Youth</td> <td>9.045</td> <td>8.575</td> <td>(0.469)</td> </tr> <tr> <td>Schools</td> <td>101.937</td> <td>101.937</td> <td>0.000</td> </tr> <tr> <td>Streetscene & Transportation</td> <td>31.517</td> <td>32.268</td> <td>0.751</td> </tr> <tr> <td>Planning Env & Economy</td> <td>6.160</td> <td>5.735</td> <td>(0.426)</td> </tr> </tbody> </table>				Portfolio/Service Area	Approved Budget	Projected Outturn	In-Year Over / (Under) spend	£m	£m	£m	Social Services	70.640	70.746	0.107	Out of County Placements	12.921	13.781	0.860	Education & Youth	9.045	8.575	(0.469)	Schools	101.937	101.937	0.000	Streetscene & Transportation	31.517	32.268	0.751	Planning Env & Economy	6.160	5.735	(0.426)
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People & Resources	4.571	4.347	(0.224)
Governance	10.223	9.530	(0.693)
Strategic Programmes	4.648	4.607	(0.041)
Housing & Assets	14.410	13.793	(0.617)
Chief Executive	2.353	2.189	(0.164)
Central & Corporate Finance	29.033	28.413	(0.620)
Total	297.457	295.920	(1.537)

1.03	The reasons for the favourable net movement of (£0.821m) from the previous month are shown in Appendix 1. The reasons for the overall projected variances are summarised within Appendix 2 showing the detail of all variances over £0.050m and a summary of minor variances for each portfolio.
	Significant Movements from Month 8
1.04	<p>Social Services (£0.083m)</p> <p>The favourable movement in the projected overspend relates to :</p> <ul style="list-style-type: none"> • Reduced current demand for services in Older People Services (£0.048m) • Grant funding used to offset expenditure within Children’s Services (£0.073m) • Lower than anticipated reductions in travel costs £0.033m. <p>Minor variances across the Portfolio account for the remainder (£0.005m).</p>
1.05	<p>Out of County Placements (£0.053m)</p> <p>The favourable movement in the projected overspend relates to:</p> <p>Children’s Services (£0.033m); Education & Youth (£0.020m) – net impact of rate changes and alterations to placement start and end dates.</p>
1.06	<p>Streetscene & Transportation (£0.053m)</p> <p>The favourable movement relates to Welsh Government approval to fund 50% of cost for waste receptacles following increased levels of recycling (£0.045m), for which no projected funding was previously anticipated.</p> <p>Minor variances across the Portfolio account for the remainder (£0.008m)</p>

1.07	<p>Housing & Assets (£0.401m)</p> <p>The significant favourable movement follows the reduction of projected annual costs of Council Tax Reduction Scheme (£0.327m) para 1.13 refers, together with an increase in Housing Support Grant internal allocations (£0.066m).</p> <p>Minor variances across the Portfolio account for the remaining (£0.008m).</p>
1.08	<p>Planning Economy & Environment (£0.128m)</p> <p>The favourable movement follows higher than anticipated Planning fees received at Month 9 and projected forward to financial year end (£0.080m), together with further staff savings from a vacant post (£0.029m).</p> <p>Minor variances across the Portfolio account for the remainder (£0.019m).</p>
1.09	<p>Central & Corporate Finance (£0.069m)</p> <p>The favourable movement relates to one-off income from Matrix rebates (£0.033m), and a further projected utilities usage reduction (£0.036m).</p>
1.10	<p>Tracking of In-Year Risks and Emerging Issues</p> <p>Members were made aware when setting the budget that there were a number of open risks that would need to be kept under close review. An update on these is provided below.</p>
1.11	<p>Council Tax Income</p> <p>84.61% of Council Tax has been collected up to Month 9, these collections show an improvement of 0.59% compared to 2020/21 but are still 0.54% below pre-pandemic 2019/20 levels.</p> <p>It is expected that in-year collection rate outturn for 2021/22 will be around 79.6% by 31st March 2022.</p>
1.12	<p>Pay Award (Teacher and Non Teacher)</p> <p>Based on the UK Government position on public sector pay no general provision was included in the 2021/22 budget other than funding to reflect the intention to provide for those staff earning less than £0.024m.</p> <p><u>NJC (Green Book)</u> National negotiations are ongoing and the current offer by Employers of a 1.75% uplift would add a minimum further £0.261m to the pay bill for schools and £0.990m for non-schools. In the absence of any further funding being made available this will need to be met from the Contingency Reserve and built into the base budget from 2022/23.</p> <p><u>Teachers</u> The September 2021 national pay award for Teachers has previously been confirmed at 1.75% which adds a further £0.737m to the pay bill for schools in 2021/22, with the full year impact in 2022/23 being</p>

	<p>£1.282m. The Minister for Education in announcing the pay award, also confirmed additional funding of £6.4m across Wales to support the cost of the pay award in schools. The Council's share of the allocation was £0.304m for schools and £0.019m for Post 16. This additional funding will fund the pay award in part and as in previous years the Council will share the shortfall in costs in 2021/22 of £0.414m equally with schools. In addition, centrally funded Teachers Pay totals £0.018m and the overall Council Fund commitment is now reflected in Appendix 4.</p>
1.13	<p>Council Tax Reduction Scheme</p> <p>Based on current demand, costs are currently projected to be significantly below budget although the position continues to be monitored closely following recent changes to Universal Credit and the UK Government furlough scheme ending. The expected increase in caseload/uptake of the schemes hasn't materialised up to the end of December, resulting in the positive movement of (£0.327m) at Month 9. However, it remains under close scrutiny in the event of possible future rapid growth.</p>
1.14	<p>Social Care Grant Funding</p> <p>In November, Welsh Government announced additional funding for Social Care and Health totalling £42.72m across Wales. The grant will support Children's Services, Integrated Health and Social Care, unpaid carer direct payments, early intervention and prevention, along with improved advertising and recruitment for social care. This has subsequently increased the Social Care Recovery Fund 2021-22 allocation for the Council from £1.733m to £2.772m.</p> <p>Furthermore, Welsh Government have recently confirmed that £50m across Wales has been approved for Social Care winter pressures, although the actual allocation for the Council is not yet known. The impact of this additional grant will be included in future monitoring reports but is expected to have a significant positive effect.</p>
1.15	<p>Storm Christoph residual costs</p> <p>Delays have been encountered from seeking necessary site access permissions from Network Rail and Natural Resources Wales, to carry out essential drainage works as a result of Storm Christoph totalling in the region of £0.200m. The majority of the initial response costs relating to Storm Christoph were covered by WG Hardship Funding which have been claimed. However, the eligible period for that has now ended. Following subsequent discussion with WG, we have been advised to add these costs to the December 2021 Additional Costs Hardship Claim, which is now awaiting review by the Grants Panel. If the claim is not approved for these additional costs, they will be required to be met from the drainage works budget.</p>

1.16	<p>Other Tracked Risks</p> <p>In addition, there are a number of risks being tracked that may be subject to change and these are summarised below:</p>
1.17	<p>Medium Term Financial Strategy (MTFS) Impact</p> <p>Stage 1 of the Budget Process 2022/23 was concluded in July and an additional budget requirement of £16.750m was reported to Cabinet and Corporate Resources Overview and Scrutiny Committee.</p> <p>Stage 2 of the budget process was undertaken through September and October with feedback from all Overview and Scrutiny Committees reported to Cabinet and this Committee in October. The additional budget requirement had risen to £18m at this time partly due to the announcement of increases to National Insurance employer contributions.</p> <p>Cabinet received a further update in December that the additional budget requirement had risen to £20.696m due to increased pressures mainly on pay, social care and the North Wales Fire and Rescue levy.</p> <p>The Provisional Local Government Settlement was received on 21 December 2021 and a separate report on this agenda recommends a balanced budget position for 2022/23 together with an initial forecast for 2023/24 and 2024/25.</p> <p>All Portfolios will continue to consider their financial position, the risks within their service and the impacts over the Medium Term on a monthly basis as part of their Portfolio Management Team meetings.</p>
1.18	<p>Out of County Placements</p> <p>There continues to be significant pressure on this volatile budget arising from the full year impacts of new placements made during 2020/21, including several new high cost placements which were agreed in March after the budget for 2021/22 had been set.</p> <p>A total contribution of £0.650m has now been made from the Social Care Recovery Fund which leaves a projected overspend of £0.860m for the remainder of the year. However, this is likely to increase with another 3 months of the year remaining.</p>
1.19	<p>Homelessness</p> <p>There is a risk that demands on the service will continue to increase with the impacts of removal of restrictions on landlords to seek repossessions.</p> <p>In addition, the economic impacts on residents in the rented sector and owner occupiers following the end of the furlough scheme continue to cause concern.</p> <p>There is additional support in place with strategic use of the increased Housing Support Grant funding, but this may still not be sufficient.</p>

1.20	<p>Achievement of Planned In-Year Efficiencies</p> <p>The 2021/22 budget contains £2.363m of specific efficiencies which are tracked and monitored throughout the year. In 2020/21 the level of efficiency achievement was 100% which was an improvement on the 90% achieved during the previous year. The Council aims to achieve a 95% rate in 2021/22 as reflected in the MTFS KPI's.</p> <p>The current assessment of the efficiencies to be achieved in 2021/22 shows that 100% of the efficiencies will be achieved. The risk remains that any under-achievement of efficiencies will have a negative impact on the 2021/22 budget. Further details on the current status of efficiencies can be seen in Appendix 3.</p>
1.21	<p>Emergency Funding</p> <p>The Local Government Hardship fund was initially allocated £206.6m to support local government for the first six months of 2021-22 in the Welsh Government Final Budget 2021-22. In addition £23.3m was allocated to support free school meals during the school holidays.</p> <p>A further £97.5m has subsequently been allocated until the end of the financial year based on spend patterns to date, any changes to policy approaches (for example tapering of social care uplifts and void payments) and the current alert level. In addition three new allocations to the fund have recently been confirmed - £38m for winter fuel support, £0.600m for Community hubs and £2m for homelessness support (Homelessness Prevention Fund). The £2m has been added to specifically provide a top up to the discretionary homelessness prevention funds currently utilised by the Council.</p> <p>The Principles and Guidance for the Hardship Fund were revised by WG from 1st October with changes impacting on eligibility for various service areas including schools costs and additional waste tonnages (reduced to 50%). Costs for additional cover where staff are off sick due to COVID or self-isolating and vehicle costs due to social distancing are all now eligible until the end of 2021/22. Any potential significant impacts of the changes will be reflected in future reports, although where able mitigating actions will be put in place.</p> <p>During 2021/22 to date, additional cost claims for April to December have totalled £8.182m and Quarters 1 to 3 Income Loss claims were £2.071m (which include claims for Aura, Newydd and Cambrian Aquatics).</p>

1.22

Unearmarked Reserves

The final level of Council Fund Contingency Reserve brought forward into 2021/22 was £5.973m as detailed in the 2020/21 outturn report. However, this increased to £6.444m when taking account of the budgeted contribution to Reserves in the 2021/22 budget. This is the amount available for general purposes following the set-aside of £3.0m for a COVID-19 Emergency Funding.

However, there will be a requirement to meet the unfunded impacts of the pay awards from the Contingency Reserve as detailed in para 1.12 following the outcome of the national pay award negotiations.

Taking into account the projected in-year position and previously agreed allocations the amount remaining within the Contingency Reserve is £7.407m (prior to the impact of NJC pay award) (Appendix 4).

The £3m emergency ring-fenced fund would have an amount of £1.840m remaining after allowing for currently known ineligible items. However, there are still a number of holding items and income loss claims still being considered by the Grants Panel.

1.23

Council Fund Earmarked Reserves

The table below gives a summary of earmarked reserves as at 1 April 2021 and an estimate of projected balances as at the end of the current financial year.

Reserve Type	Balance as at 01/04/21	Balance as at Month 9	Estimated Balance as at 31/03/22
Service Balances	3,698,164	2,573,627	1,436,872
Specific Theatr Clwyd Balances	426,972	0	0
Single Status/Equal Pay	1,042,570	1,042,570	989,350
Investment in Organisational Change	1,464,329	1,785,816	1,048,072
County Elections	235,913	235,913	235,913
Local Development Plan (LDP)	242,360	242,360	242,360
Minerals and Waste	15,032	15,032	0
Warm Homes Admin Fee	322,068	322,068	202,068
Waste Disposal	23,360	23,360	0
Design Fees	170,000	170,000	0
Winter Maintenance	250,000	250,000	250,000
Severe Weather	0	229,550	119,550
Car Parking	45,403	45,403	0
Insurance Reserves	2,224,462	2,224,462	2,350,000
Cash Receipting Review	3,595	3,595	0
Flintshire Trainees	612,843	612,843	612,843
Rent Income Shortfall	30,979	30,979	0
Customer Service Strategy	22,468	22,468	0
Capita One	18,827	18,827	0

Supervision Fees	48,798	48,798	48,798
LMS Curriculum	427,268	318,721	231,540
Organisational Change/ADM	33,500	33,500	0
Utilities	0	0	250,000
NWEAB	92,319	92,319	0
Employment Claims	124,846	124,846	124,846
Community Benefit Fund NWRWTP	229,792	229,792	229,792
Total B823 Balances	8,107,703	8,123,222	6,685,132
Schools Balances	6,902,451	6,902,451	6,400,004
Grants & Contributions	5,730,074	3,544,309	2,047,318
TOTAL	24,438,392	21,143,608	16,569,326

1.24

Request for Carry Forward of Funding

Governance

Records Management Service – carry forward of an in year underspend of £0.058m to meet specific contract exit costs resulting from the Deepstore Records Management contract due to cease in 2022/23.

Customer Services – carry forward of an in year underspend of £0.020m to assist in financing the following from April, 2022:

- Council Plan (Digital Poverty) and Digital Strategy – devices in all Connects Centres to support customers to get online;
- Council Plan (Digital Poverty) and Digital Strategy – introduction of Chat Bot to support people to use digital services;
- Annual Governance Statement and Code of Corporate Governance – using consultations and engagement – purchase of IT system. There is no internal capacity to develop an online portal for consultation and engagement including outcomes and stakeholders. This system will benefit all services of the Council.
- Alterations and maintenance at Connects Centres and the Register Office.

Internal Audit & Performance – carry forward of an underspend of £0.050m to resource :

- £0.035m shortfall for the Annual Contract Fee and additional Consultancy Fees for InPhase software replacement for CAMMS
- £0.015m the additional cost of an external IT Audit.

Democratic Services – carry forward of an in year underspend of £0.015m to be utilised to deliver the induction training for new Councillors post the elections in May. Whilst the Service retains a modest internal budget and much of the training will be delivered in house, some will need to be externally delivered, the cost of which outweighs the existing budget.

1.25	<p>Housing Revenue Account</p> <p>The 2020/21 Outturn Report to Cabinet on 13 July 2021 showed an un-earmarked closing balance at the end of 2020/21 of £5.039m and a closing balance of earmarked reserves of £1.869m.</p>
1.26	The 2021/22 budget for the HRA is £37.825m which includes a movement of £0.566m to reserves.
1.27	The monitoring for the HRA is projecting in year expenditure to be £0.437m higher than budget and a closing un-earmarked balance as at 31 March 2022 of £4.035m, which at 10.57% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%. Appendix 5 provides further detail.
1.28	<p>The favourable movement (£0.111m) at Month 9 is as a result of :</p> <ul style="list-style-type: none"> • Reduction in losses in respect of void properties (£0.052m) • Adjustment to the Bad Debt Provision (£0.025m) • Vacancy savings due to recruitment delays (£0.042m) <p>Minor movements of £0.008m account for the remainder.</p>
1.29	The budget contribution towards capital expenditure (CERA) is £13.442m.

2.00	RESOURCE IMPLICATIONS
2.01	As set out within the report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The Revenue Budget Monitoring Report reflects the three categories of risks covered in the main section of the report. These are in-year risks and emerging issues, achievement of planned in-year efficiencies and other tracked risks. These risks are included from paragraph 1.04 to 1.17.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None specific.

5.00	APPENDICES
5.01	<p>Appendix 1: Council Fund – Movement in Variances from Month 8</p> <p>Appendix 2: Council Fund – Budget Variances</p> <p>Appendix 3: Council Fund – Programme of Efficiencies</p> <p>Appendix 4: Council Fund – Movement on Un-earmarked Reserves</p> <p>Appendix 5: Housing Revenue Account Variances</p>

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Various budget records.

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

8.00	GLOSSARY OF TERMS
	<p>Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Council Fund: the fund to which all the Council's revenue expenditure is charged.</p> <p>Financial Year: the period of twelve months commencing on 1 April.</p> <p>Housing Revenue Account: the Housing Revenue Account (HRA) is a local authority account showing current income and expenditure on housing services related to its own housing stock. The account is separate from the Council Fund and trading accounts and is funded primarily from rents and government subsidy.</p> <p>Intermediate Care Fund: Funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.</p> <p>Projected Outturn: projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.</p> <p>Reserves: these are balances in hand that have accumulated over previous years and are held for defined (earmarked reserves) and general (general reserves) purposes. Councils are required to regularly review the level and purpose of their reserves and to take account of the advice of the Chief Finance Officer.</p> <p>Revenue: a term used to describe the day-to-day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.</p>

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

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

Budget Monitoring Report
Council Fund Variances

MONTH 9 - SUMMARY

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
Social Services		
Older People		
Resources & Regulated Services	-0.048	There have been a number of favourable variances across the Councils in-house service provision, due current demands. The variances are; day care £(0.008m), Homecare £(0.016m), Residential Care £(0.008) and Extra Care £(0.012m).
Impact of Covid-19	0.004	
Minor Variances	-0.013	
Adults of Working Age		
Minor Variances	0.008	
Children's Services		
Family Placement	-0.036	Slippage from ICF funding has been transferred to offset costs. In subsequent months there may be potential for further funding from slippage to offset more costs.
Legal & Third Party	-0.037	Young People and Childrens Transformation Grant funding has been used against costs with this service. There is potential for the grant allocation to increase.
Minor Variances	0.001	
Safeguarding & Commissioning		
Vacancy Management	0.033	Collective portfolio travel cost reductions due to working from home are not as high as anticipated.
Impact of Covid-19	-0.000	
Minor Variances	0.006	
Total Social Services (excl Out of County)	-0.083	
Out of County		
Children's Services	-0.033	Net impact of rate changes and changes to placement start and end dates
Education & Youth	-0.020	
Total Out of County	-0.053	
Education & Youth		
Minor Variances	-0.046	
Total Education & Youth	-0.046	
Schools	0.000	
Streetscene & Transportation		
Service Delivery	0.096	Workforce costs increased due to high sickness levels and subsequent agency and overtime costs
Highways Network	-0.067	Over estimate at Month 8 in relation to Storm Arwen and Storm Barra costs
Impact of Covid-19	-0.045	WG approval to fund 50% of costs for waste receptacles due to increased levels of recycling.
Other Minor Variances	-0.037	Cumulative minor variances across the portfolio
Total Streetscene & Transportation	-0.053	
Planning, Environment & Economy		
Development	-0.080	Higher than anticipated planning fee and land charges income at Month 9
Management & Strategy	-0.029	Minor movements across the Service, staff savings due to vacant post
Minor Variances	-0.019	
Total Planning & Environment	-0.128	
People & Resources		
HR & OD	0.026	Recruitment to vacant post within Payroll, staff costs projected to March, 2022
Corporate Finance	0.004	
Total People & Resources	0.029	
Governance		
Minor Variances	-0.018	
Total Governance	-0.018	
Strategic Programmes		
Minor Variances	-0.005	
Total Strategic Programmes	-0.005	
Housing & Assets		
Benefits	-0.327	Reduction of projected annual costs of Council Tax Reduction Scheme
Housing Solutions	-0.066	Increased Housing Support Grant internal allocations
Minor Variances	-0.008	
Total Housing & Assets	-0.401	
Chief Executive's	0.006	
Central & Corporate Finance	-0.033	Favourable movement at Month 9 due to one off income from Matrix Rebates
Centralised Costs	-0.036	Favourable variance due to the fixed electricity rate being set lower than current market levels and an overall reduction in consumption levels
Grand Total	-0.821	

Budget Monitoring Report
Council Fund Variances

MONTH 9 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Social Services							
Older People							
Localities	19.310	19.171	-0.139		-0.125	The net cost of residential care is reporting an overspend of £0.361m. This includes the cost of residential care placements net of the income received for this service, such as property charges and contributions from Health. Day care is £0.29m under budget and will not resume until safe to do so. Domiciliary and Direct Payments are reporting an underspend of £0.297m. The Localities workforce budget is underspent by £0.136m, significant recruitment and retention challenges mean that there are several vacancies which currently unable to be recruited to. The Minor Adaptation budget is £0.013m underspent based on current demand.	
Resources & Regulated Services	8.627	8.190	-0.437		-0.389	The Councils in-house care provision is projected to underspend by £0.433m. Day care is underspent by £0.018m, day centres are closed and will reopen once safe to do so, but it is unlikely to be this financial year. Homecare is £0.069m overspent, demand for the service is high but there are also considerable challenges recruiting staff. Residential care is expected to underspend by £0.429m. Extra care is underspent by £0.056m.	
Impact of Covid-19	0.000	0.004	0.004	0.004	0.000		
Minor Variances	1.235	1.204	-0.030		-0.032		
Adults of Working Age							
Resources & Regulated Services	26.894	27.247	0.353		0.329	The overspend is the cost of social care packages for people with learning or physical impairments. These costs include nursing and residential care, domiciliary care and Direct Payments, which are required to meet their assessed care needs.	
Professional and Administrative Support	0.329	0.237	-0.093		-0.080	Not all staff are paid top of grade and there are also some staff seconded from this service	
Residential Placements	1.791	2.170	0.379		0.358	The overspend is due to the cost of social care for people supported by the Mental Health service. These costs include nursing and residential care, domiciliary and Direct Payments.	
Minor Variances	3.974	3.834	-0.140		-0.117		
Children's Services							
Grants	0.268	0.209	-0.060		-0.063	In-year grant awards have allowed for some costs usually funded from revenue budget to be funded by grant instead.	
Legal & Third Party	0.210	0.509	0.299		0.336	Legal costs are overspent due to the number of cases going through the courts and use of some external legal professionals. Direct Payments have also increased in demand	
Residential Placements	0.549	0.375	-0.175		-0.174	This is an in-year underspend associated with the opening of a registered Childrens Home within Flintshire, in-year grant funding from the Young People and Childrens Services Transformation Fund is being used to offset start-up costs.	

Budget Monitoring Report
Council Fund Variances

MONTH 9 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Professional Support	5.387	5.793	0.406		0.386	To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies try to be minimised however current recruitment and retention challenges have meant vacancies are required to be covered in alternative ways. Welsh Government have allowed for more flexible use of grants this year and use of these grants has helped to minimise this overspend. Further opportunities for the use of Welsh Government Grants continue to be explored to further minimise the overspend.	
Minor Variances	3.543	3.559	0.016		0.074		
Safeguarding & Commissioning							
Impact of Covid-19	0.000	-0.300	-0.300	-0.300	-0.300	Welsh Government is providing financial assistance, through the hardship fund, for the Councils in-house care services. Most additional costs incurred due to Covid are staff costs which are reported within their respective service areas.	
Minor Variances	-1.478	-1.456	0.022		-0.012		
Total Social Services (excl Out of County)	70.640	70.746	0.107	-0.295	0.190		
Out of County							
Children's Services	8.417	9.319	0.902		0.935	The projected overspend reflects the costs of the current cohort of placements with the budget pressure being influenced by the full year impacts in 2021/22 of a number of new placements made in the second half of 2020/21. This has continued in 2021/22 with a further influx of new placements. The true pressure level has also been partly mitigated by an allocation of £0.650m of one-off grant income from the Welsh Government Social Care recovery fund.	
Education & Youth	4.504	4.461	-0.042		-0.023		
Total Out of County	12.921	13.781	0.860	0.000	0.913		
Education & Youth							
Inclusion & Progression	4.462	4.391	-0.071		-0.068	Underspend due to in year savings identified within the MEAG service and Education Psychology service. The MEAG grant for 2021-22 was double the amount in the previous year. This additional grant has been used to recruit temporary posts, resulting in core budget being underspent. The Ed Psych service underspend has arisen from in year salary savings as 3 posts have been recruited to part year. Due to the demand within the EHE service, there is significant financial pressure within the service. This overspend is currently being offset by utilising grants within the service. This area is being monitored closely and if costs increase, will need to use in year efficiencies to offset against the expenditure within this service.	
Integrated Youth Provision	1.018	1.018	0.000		-0.101	Due to savings on building cleaning charges at Youth Centres which have been closed due to the COVID-19 pandemic	

Budget Monitoring Report
Council Fund Variances

MONTH 9 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
School Improvement Systems	1.823	1.628	-0.195		-0.179	The underspend of £35k within the School Improvement service is as a result of maximising the Post 16 grant. The underspend in the Early Entitlement service includes the maximisation of the EYPDG by badging already existing staff against the grant £18,500. An efficiency of £100k has been identified in relation to the WG top-up funding for non-maintained settings, releasing core budget £95k and setting resources mitigated by using EYPDG/RRRS £5k. £50k contingency left within the budget to cover any increased Spring Term 22 costs.	
Business Change & Support	0.442	0.392	-0.050		-0.043	Savings on salaries and software costs	
Minor Variances	1.299	1.146	-0.153		-0.032		
Total Education & Youth	9.045	8.575	-0.469	0.000	-0.423		
Schools	101.937	101.937	0.000		-0.000		
Streetscene & Transportation							
Service Delivery	8.696	8.941	0.245		0.149	The service has a recurring revenue pressure of £0.050m for security costs following vandalism at the Household Recycling Centres. Plant hire and repairs incurring additional costs of £0.050m, which is attributable to ageing plant and equipment. Street lighting is also incurring a £0.095m revenue pressure on the Community Council Income Budget. Remaining £0.050m is attributable to high sickness levels.	
Highways Network	7.899	8.099	0.200		0.267	There has been significant costs in the region of £0.115m following Storm Arwen and Barra for the clean-up and making the highways network safe. Highways service area also incurred overspend in excess of £0.050m in staff costs relating to flooding and drainage costs. There are also cumulative minor variances totalling £0.037m across the service, including some additional staff recharges.	
Transportation	9.750	9.780	0.030		0.052	Local bus services incurred a revenue pressure of: £0.100m as a result of the Service 5 reprocurement and £0.100m implementation of the Deeside Shuttle Bus Service at the new DIP Park and Ride. Also, additional costs incurred of £0.100m in School Transport due to 5 emergency routes at Maes Hyfryd and 4 new PRU routes. Overspend also contributed by the increased number of school days, 7 days as opposed to budgeted 5 additional school days. The total additional costs have been largely offset by projected underspend in Social Services Transport as not all services have returned to full operation following the pandemic. However, this underspend could significantly reduce once services start to resume.	
Regulatory Services	5.173	5.167	-0.006		0.007	Car parking income currently reflects a loss of £0.229m, through maximising eligible funding from the WG Income Loss fund. The service has also incurred savings in recruitment and maintenance costs of parking machines. The overall overspend has been largely offset by favourable market rates for the sale of recyclable materials, but the markets remain volatile.	

Budget Monitoring Report
Council Fund Variances

MONTH 9 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Impact of Covid-19	0.000	0.281	0.281	0.281	0.326	Service Delivery has a recurring revenue pressure of £0.050m for additional cleaning and maintenance costs in Alltami depot as a result of the pandemic. Waste operations are showing additional costs of £0.045m in receptacles due to higher demand in waste collections as an effect of people working from home. This service area is also experiencing additional an revenue pressure of £0.090m in plant hire, maintenance and repairs. Additional costs of £0.090m incurred in contractors spend and Traffic Management, as the service was unable to provide the required training and has also faced recruitment delays during the Covid-19 Pandemic.	
Other Minor Variances	0.000	0.000	0.000		0.004		
Total Streetscene & Transportation	31.517	32.268	0.751	0.281	0.804		
Planning, Environment & Economy							
Community	0.878	0.977	0.099		0.091	Adverse variance due to the shortfall in Fee Income in both Licensing and Pest Control Services	
Development	0.019	-0.280	-0.299		-0.219	Favourable variance due to higher than anticipated fee income in Planning and Land Charges.	
Regeneration	0.721	0.659	-0.062		-0.056	Minor favourable variances across the service, however at Month 9 received £0.015m contribution to We Mind the Gap from Housing and Assets agreed	
Management & Strategy	1.311	1.143	-0.168		-0.139	Staff savings due to vacant posts	
Minor Variances	3.232	3.236	0.004		0.025		
Total Planning & Environment	6.160	5.735	-0.426	0.000	-0.298		
People & Resources							
HR & OD	2.465	2.326	-0.139		-0.164	Favourable variance is due to the projected income from the agreed recharge for overheads claimed for the Test, Trace, Protect Project for hosting the service on behalf of the region to March, 2022.	
Corporate Finance	2.106	2.021	-0.085		-0.089	Staff savings due to vacant posts	
Total People & Resources	4.571	4.347	-0.224	-0.000	-0.253		
Governance							
Democratic Services	2.125	2.050	-0.075		-0.079	The majority of the variance relates to the reduced take up of Members Allowances and savings from travel expenses due to remote meetings, together with commitment challenge across the service.	
Internal Audit	1.002	0.947	-0.055		-0.049	The majority of the favourable variance relates to staff savings from Vacant Post in Internal Audit together with reduced postage and printing costs within Central Despatch Service	
Customer Services	1.020	0.925	-0.095		-0.090	Favourable variance is due to higher than anticipated fee income levels resulting from the resumption of Ceremonies following the relaxation of COVID restrictions.	
Revenues	0.475	0.053	-0.422		-0.409	Favourable variance is in the main, due to the projected potential surplus on the Council Tax Collection Fund (£0.0270m), Welsh Government Lockdown Admin Grant and minor variances across the service.	
Minor Variances	5.601	5.555	-0.045		-0.049		

Budget Monitoring Report
Council Fund Variances

MONTH 9 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Total Governance	10.223	9.530	-0.693	0.000	-0.675		
Strategic Programmes							
Minor Variances	4.648	4.607	-0.041		-0.035		
Total Strategic Programmes	4.648	4.607	-0.041	0.000	-0.035		
Housing & Assets							
Caretaking & Security	0.262	0.191	-0.072		-0.062	Savings on staffing due to vacancies	
Industrial Units	-1.237	-1.467	-0.230		-0.230	Due to unbudgeted income from new lease at power generation site	
Benefits	12.850	12.582	-0.268		0.058	Due to an underspend on the Council Tax Reduction Scheme with expected ncrease in uptake following ending of UK Government furlough scheme not yet materialising	
Housing Solutions	1.049	0.897	-0.152		-0.086	Mostly due to underspends on staffing due to vacancy savings and increase Housing Support grant internal allocations	
Impact of Covid-19	0.000	0.001	0.001	0.001	0.001		
Minor Variances	1.485	1.590	0.105		0.102		
Total Housing & Assets	14.410	13.793	-0.617	0.001	-0.216		
Chief Executive's	2.353	2.189	-0.164		-0.170	Staff savings due to vacant posts	
Central & Corporate Finance	26.251	25.983	-0.268		-0.235	Over recovery of planned pension contributions recoupement against actuarial projections based on the current level of contributions received during the year. Projected outturn on Matrix Rebates and inflation pressures anticipated but not required to date.	
Centralised Costs	2.783	2.430	-0.352		-0.317	Favourable variance due to the fixed electricity rate being set lower than current market levels and an overall reduction in consumption levels	
Grand Total	297.457	295.920	-1.537	-0.013	-0.716		

2021/22 Efficiencies Outturn Tracker - M9

Efficiency Description	Accountable Officer	Efficiency Target	Projected Efficiency	(Under)/Over Achievement	Efficiency Open/Closed (O/C)	Confidence in Achievement of Efficiency Based on (see below) R = High Assumption A = Medium Assumption G = Figures Confirmed
		2021/22 £m	2021/22 £m	2021/22 £m		
Portfolio						
Corporate						
Employer Pension Contributions	Reduced requirement due to recovery	Rachel Parry Jones	0.300	0.300	0.000	C G
Workforce - Vacant Post	Reduction of Post	Rachel Parry Jones	0.030	0.030	0.000	C G
Remote Working Impacts	Reduced Operating Costs	Rachel Parry Jones	0.070	0.070	0.000	C G
Remote Working Impacts	Reduced Travel	All	0.200	0.200	0.000	C G
Price Inflation	Removal of Price Inflation	Rachel Parry Jones	0.113	0.113	0.000	C G
Total Corporate Services			0.713	0.713	0.000	
Housing & Assets						
Property Savings (inc Demolition of Phases 3&4; utility savings)		Neal Cockerton	0.450	0.450	0.000	C G
NDR Inflationary Savings		Neal Cockerton	0.120	0.120	0.000	C G
Climate Change Levy		Neal Cockerton	0.295	0.295	0.000	C G
Total Housing & Assets			0.865	0.865	0.000	
Social Services						
Vacancy Management Saving	Appropriate Vacancy Management	Neil Ayling	0.030	0.030	0.000	O G
Strategic Use of Grant Funding	Core Funding Replacement Solution	Neil Ayling	0.060	0.060	0.000	O G
Social Care Workforce Grant		Neil Ayling	0.430	0.430	0.000	O G
Total Social Services			0.520	0.520	0.000	
Education & Youth						
Integrated Youth Provision	Youth Centres - Premises	Claire Homard	0.020	0.020	0.000	O G
Total Education & Youth			0.020	0.020	0.000	
Streetscene & Transportation						
Discretionary Transport Review - Post 16 Transport	Joint with Education	Katie Wilby	0.200	0.200	0.000	O A
Total Streetscene & Transportation			0.200	0.200	0.000	
Planning, Environment & Economy						
Planning Policy	Reduction of Post	Andy Roberts	0.045	0.045	0.000	C G
Total Planning, Environment & Economy			0.045	0.045	0.000	
Total 2021/22 Budget Efficiencies			2.363	2.363	0.000	

Page 87

	%	£
Total 2021/22 Budget Efficiencies	100	2.363
Total Projected 2021/22 Budget Efficiencies Underachieved	0	0.000
Total Projected 2021/22 Budget Efficiencies Achieved	100	2.363
Total 2021/22 Budget Efficiencies (Less Previously agreed Decisions)		
Total Projected 2021/22 Budget Efficiencies Underachieved	0	0.000
Total Projected 2021/22 Budget Efficiencies Achieved	0	0.000

Corporate Efficiencies Remaining from Previous Years

Income Target Remaining	£m
Income Target Efficiency remaining from Previous Years	All Portfolios 0.041
Total Income Efficiency Remaining	0.041 (0.041)

Movements on Council Fund U earmarked Reserves

	£m	£m
Total Reserves as at 1 April 2021	14.061	
Less - Base Level	(5.769)	
Total Reserves above base level available for delegation to Cabinet		8.292
Add - Transfer to Reserve Budget 2021/22		0.471
Add - Transfer from Earmarked Reserves (approved Month 5)		0.585
Less - COVID-19 Emergency Funding Allocation*		(2.317)
Less - Investment in Change (approved Month 2)		0.400
Less - Severe Weather (approved Month 2)		0.250
Less - Organisational Capacity Estimate (approved month 5)		0.103
Less - Childrens Services Social Work Costs (approved Month 5)		0.183
Less - Teachers Pay Award (after additional funding)		0.225
Add - Month 9 projected outturn		(1.537)
Less - projected national pay award increase		
Total Contingency Reserve available for use		7.407

Budget Monitoring Report
Housing Revenue Account Variances

MONTH 9 - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
Housing Revenue Account						
Income	(37.259)	(37.007)	0.252	0.331	We are currently projecting a pressure of £0.252m due to loss of income in relation to vacant properties. Of this, £0.284m relates to void properties, £0.015m relates to the utilities charges on void properties and £0.075m relates to void garages. There is also a pressure of £0.083m relating to an assumed reduction in rental income on new build properties which were included in the Business Plan. We are forecasting a reduction in the requirement to top up the Bad Debt Provision of £0.178m. Additional Affordable Housing Grant allocation of £0.053m. There are other minor variances of £0.026m	
Capital Financing - Loan Charges	8.047	8.047	0.000	0.000		Continue to monitor against Capital expenditure and revise projected outturn position when borrowing levels are confirmed.
Estate Management	1.931	1.886	(0.045)	(0.004)	Minor variances.	
Landlord Service Costs	1.469	1.546	0.077	0.062	Additional cost in relation to agency staff £0.035m. Spend on Subcontractors due to increased EPC's £0.022m. Other minor variances £0.020m.	
Repairs & Maintenance	10.431	10.395	(0.035)	(0.026)		
Management & Support Services	2.658	2.845	0.187	0.183	Efficiency in respect of salary costs of (£0.053m). Additional cost of the IT project work £0.050m. Pressure in relation to insurance costs of £0.218m. Minor Variances (£0.028m).	
Capital Expenditure From Revenue (CERA)	13.442	13.442	0.000	0.000		
HRA Projects	(0.153)	(0.150)	0.003	0.003		
Contribution To / (From) Reserves	(0.566)	(0.566)	0.000	0.000		
Total Housing Revenue Account	(0.000)	0.437	0.437	0.548		

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CABINET

Date of Meeting	Tuesday, 15 th February 2022
Report Subject	Capital Programme Monitoring 2021/22 (Month 9)
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The report summarises changes made to the Capital Programme 2021/22 since it was set in December 2020 to the end of Month 9 (December 2021), along with expenditure to date and projected outturn.

The Capital Programme has seen a net increase in budget of £6.626m during the period which comprises of:-

- Net budget increase in the programme of £10.337m (See Table 2 - Council Fund (CF) £9.222m, Housing Revenue Account (HRA) £1.115m);
- Net Carry Forward to 2022/23, approved at Month 6, of (£0.687m) and additional School Maintenance Grant (£2.638m) (all CF);
- Identified savings at Month 9 of (£0.386m) (CF)

Actual expenditure was £52.871m (See Table 3).

Capital receipts received in the third quarter of 2021/22, along with savings identified, total £0.757m. This gives a revised projected surplus in the Capital Programme at Month 9 of £4.904m (from a Month 6 funding position surplus of £4.147m) for the 2021/22 – 2023/24 Capital Programme, prior to the realisation of additional capital receipts and/or other funding sources.

RECOMMENDATIONS

	Cabinet are requested to:
1	Approve the overall report.
2	Approve the carry forward adjustments, as set out in 1.14.

REPORT DETAILS

1.00	EXPLAINING THE CAPITAL PROGRAMME MONITORING POSITION – MONTH 9 2021/22																																																																																																				
1.01	<p>Background</p> <p>The Council approved a Council Fund (CF) Capital Programme of £12.706m for 2021/22 at its meeting on 8th December 2020 and a Housing Revenue Account (HRA) Capital Programme of £34.835m for 2021/22 at its meeting on 16 February 2021.</p>																																																																																																				
1.02	For presentational purposes the Capital Programme is shown as a whole, with sub-totals for the CF and HRA. In reality the HRA programme is ‘ring fenced’ and can only be used for HRA purposes.																																																																																																				
1.03	<p>Changes since Budget approval</p> <p>Table 1 below sets out how the programme has changed during 2021/22. More detailed cumulative information relating to each Portfolio is provided in Appendix A:-</p> <p>Table 1</p> <table border="1"> <thead> <tr> <th rowspan="2">REVISED PROGRAMME</th> <th>Original Budget 2021/22</th> <th>Carry Forward from 2020/21</th> <th colspan="2">2021/22 Previously Reported</th> <th rowspan="2">Savings - This Period</th> <th rowspan="2">Changes - This Period</th> <th rowspan="2">Revised Budget 2021/22</th> </tr> <tr> <th>£m</th> <th>£m</th> <th>Changes</th> <th>Carry Forward to 2022/23</th> </tr> </thead> <tbody> <tr> <td>People & Resources</td> <td>0.350</td> <td>0.260</td> <td>(0.070)</td> <td>0.000</td> <td>0.000</td> <td>(0.385)</td> <td>0.155</td> </tr> <tr> <td>Governance</td> <td>0.422</td> <td>0.505</td> <td>0.004</td> <td>(0.103)</td> <td>0.000</td> <td>0.048</td> <td>0.876</td> </tr> <tr> <td>Education & Youth</td> <td>5.877</td> <td>7.570</td> <td>7.257</td> <td>(2.531)</td> <td>0.000</td> <td>4.867</td> <td>23.040</td> </tr> <tr> <td>Social Services</td> <td>1.020</td> <td>0.598</td> <td>1.866</td> <td>0.000</td> <td>(0.450)</td> <td>3.535</td> <td>6.569</td> </tr> <tr> <td>Planning, Environment & Economy</td> <td>0.168</td> <td>0.850</td> <td>1.300</td> <td>(0.597)</td> <td>(0.060)</td> <td>0.837</td> <td>2.498</td> </tr> <tr> <td>Streetscene & Transportation</td> <td>2.015</td> <td>2.527</td> <td>15.709</td> <td>(1.976)</td> <td>(0.400)</td> <td>0.275</td> <td>18.150</td> </tr> <tr> <td>Strategic Programmes</td> <td>0.550</td> <td>1.425</td> <td>1.218</td> <td>(1.176)</td> <td>0.000</td> <td>0.005</td> <td>2.022</td> </tr> <tr> <td>Housing & Assets</td> <td>2.304</td> <td>1.900</td> <td>0.891</td> <td>(1.041)</td> <td>0.000</td> <td>(0.386)</td> <td>3.708</td> </tr> <tr> <td>Council Fund Total</td> <td>12.706</td> <td>15.635</td> <td>28.175</td> <td>(7.424)</td> <td>(0.910)</td> <td>9.222</td> <td>57.018</td> </tr> <tr> <td>HRA Total</td> <td>34.835</td> <td>0.000</td> <td>(11.380)</td> <td>0.000</td> <td>0.000</td> <td>1.115</td> <td>24.570</td> </tr> <tr> <td>Programme Total</td> <td>47.541</td> <td>15.635</td> <td>16.795</td> <td>(7.424)</td> <td>(0.910)</td> <td>10.337</td> <td>81.588</td> </tr> </tbody> </table>	REVISED PROGRAMME	Original Budget 2021/22	Carry Forward from 2020/21	2021/22 Previously Reported		Savings - This Period	Changes - This Period	Revised Budget 2021/22	£m	£m	Changes	Carry Forward to 2022/23	People & Resources	0.350	0.260	(0.070)	0.000	0.000	(0.385)	0.155	Governance	0.422	0.505	0.004	(0.103)	0.000	0.048	0.876	Education & Youth	5.877	7.570	7.257	(2.531)	0.000	4.867	23.040	Social Services	1.020	0.598	1.866	0.000	(0.450)	3.535	6.569	Planning, Environment & Economy	0.168	0.850	1.300	(0.597)	(0.060)	0.837	2.498	Streetscene & Transportation	2.015	2.527	15.709	(1.976)	(0.400)	0.275	18.150	Strategic Programmes	0.550	1.425	1.218	(1.176)	0.000	0.005	2.022	Housing & Assets	2.304	1.900	0.891	(1.041)	0.000	(0.386)	3.708	Council Fund Total	12.706	15.635	28.175	(7.424)	(0.910)	9.222	57.018	HRA Total	34.835	0.000	(11.380)	0.000	0.000	1.115	24.570	Programme Total	47.541	15.635	16.795	(7.424)	(0.910)	10.337	81.588
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1.04	<p>Carry Forward from 2020/21</p> <p>Carry forward sums from 2020/21 to 2021/22, totalling £15.635m (CF £15.635m, HRA £0.000m), were approved as a result of the quarterly monitoring reports presented to Cabinet during 2020/21.</p>																																																																					
1.05	<p>Changes during this period</p> <p>Funding changes during this period have resulted in a net increase in the programme total of £10.337m (CF £9.222m, HRA £1.115m). A summary of the changes, detailing major items, is shown in Table 2 below:-</p> <p>Table 2</p> <table border="1" data-bbox="344 595 1375 1727"> <thead> <tr> <th colspan="3" style="text-align: center;">CHANGES DURING THIS PERIOD</th> </tr> <tr> <th></th> <th style="text-align: center;">Para</th> <th style="text-align: center;">£m</th> </tr> </thead> <tbody> <tr> <td colspan="3"><u>COUNCIL FUND</u></td> </tr> <tr> <td colspan="3">Increases</td> </tr> <tr> <td>Children's Services</td> <td style="text-align: center;">1.06</td> <td style="text-align: right;">4.663</td> </tr> <tr> <td>Education - General</td> <td style="text-align: center;">1.07</td> <td style="text-align: right;">2.638</td> </tr> <tr> <td>Townscape Heritage Initiatives</td> <td style="text-align: center;">1.08</td> <td style="text-align: right;">0.685</td> </tr> <tr> <td>Other Aggregate Increases</td> <td></td> <td style="text-align: right;">1.627</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">9.613</td> </tr> <tr> <td colspan="3">Decreases</td> </tr> <tr> <td>Other Aggregate Decreases</td> <td></td> <td style="text-align: right;">(0.391)</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">(0.391)</td> </tr> <tr> <td>Total</td> <td></td> <td style="text-align: right;">9.222</td> </tr> <tr> <td colspan="3"><u>HRA</u></td> </tr> <tr> <td colspan="3">Increases</td> </tr> <tr> <td>Additional works for WHQS</td> <td style="text-align: center;">1.09</td> <td style="text-align: right;">1.426</td> </tr> <tr> <td>Other Aggregate Increases</td> <td></td> <td style="text-align: right;">1.031</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">2.457</td> </tr> <tr> <td colspan="3">Decreases</td> </tr> <tr> <td>SHARP</td> <td style="text-align: center;">1.10</td> <td style="text-align: right;">(1.342)</td> </tr> <tr> <td>Other Aggregate Decreases</td> <td></td> <td style="text-align: right;">0.000</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">(1.342)</td> </tr> <tr> <td>Total</td> <td></td> <td style="text-align: right;">1.115</td> </tr> </tbody> </table>	CHANGES DURING THIS PERIOD				Para	£m	<u>COUNCIL FUND</u>			Increases			Children's Services	1.06	4.663	Education - General	1.07	2.638	Townscape Heritage Initiatives	1.08	0.685	Other Aggregate Increases		1.627			9.613	Decreases			Other Aggregate Decreases		(0.391)			(0.391)	Total		9.222	<u>HRA</u>			Increases			Additional works for WHQS	1.09	1.426	Other Aggregate Increases		1.031			2.457	Decreases			SHARP	1.10	(1.342)	Other Aggregate Decreases		0.000			(1.342)	Total		1.115
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1.06	<p>There has been an introduction of childcare offer grant funding from Welsh Government (WG) for schemes across a number of primary schools.</p>																																																																					
1.07	<p>The Council was allocated additional WG grant funding to address maintenance backlog and improving ventilation in schools amounting to £2.638m.</p>																																																																					

	This funding was used for existing expenditure on schools and a corresponding sum carried forward into 2022/23 (See Table 4) to be used in accordance with grant conditions.
1.08	Introduction of Transforming Town Place Making and Targeted Regeneration Investment grants for improvement in a properties in the County.
1.09	Introduction of additional budget into the WHQS programme to match anticipated expenditure in this financial year.
1.10	Re-profiling of prudential borrowing for the Strategic Housing and Regeneration Programme (SHARP), due to delays in the number of schemes programmed in for this financial year.
1.11	<p>Capital Expenditure compared to Budget</p> <p>Expenditure as at Month 9, across the whole of the Capital Programme, was £52.871m. The breakdown of expenditure is analysed in Table 3, along with the percentage spend against budget.</p> <p>This shows that 64.80% of the budget has been spent (CF 64.88%, HRA 64.62%). Corresponding figures for Month 9 2020/21 were 46.59% (CF 42.33%, HRA 61.65%).</p>
1.12	The table also shows a projected underspend (pending carry forward and other adjustments) of £1.206m on the Council Fund and a break even position on the HRA.

Table 3

EXPENDITURE	Revised Budget	Cumulative Expenditure Month 9	Percentage Spend v Budget	Projected Outturn	Variance Budget v Outturn (Under)/Over
	£m	£m	%	£m	£m
People & Resources	0.155	0.000	0.00	0.155	0.000
Governance	0.876	0.536	61.19	0.876	0.000
Education & Youth	23.040	16.974	73.67	22.722	(0.318)
Social Services	6.569	4.008	61.01	6.476	(0.093)
Planning, Environment & Economy	2.498	1.660	66.45	2.418	(0.080)
Streetscene & Transportation	18.150	10.161	55.98	17.885	(0.265)
Strategic Programmes	2.022	1.519	75.12	1.702	(0.320)
Housing & Assets	3.708	2.137	57.63	3.578	(0.130)
Council Fund Total	57.018	36.995	64.88	55.812	(1.206)
Buy Back / Strategic Acquisition	0.419	0.419	100.00	0.419	0.000
Disabled Adaptations	0.870	0.576	66.21	0.870	0.000
Energy Schemes	1.657	1.603	96.74	1.657	0.000
Major Works	0.979	0.318	32.48	0.979	0.000
Accelerated Programmes	0.595	0.385	64.71	0.595	0.000
WHQS Improvements	17.384	12.496	71.88	17.392	0.008
SHARP Programme	2.658	0.079	2.97	2.658	0.000
Housing Revenue Account Total	24.570	15.876	64.62	24.570	(0.000)
Programme Total	81.588	52.871	64.80	80.382	(1.206)

1.13 Details of the variances for individual programme areas are listed in Appendix B, which includes the reasons, and remedial actions which may be required, where those variances exceed +/- 10% of the revised budget. In addition, where carry forward into 2022/23 has been identified, this is also included in the narrative.

1.14 **Carry Forward into 2022/23**
During the quarter, carry forward of £1.206m (all CF) has been identified which reflects reviewed spending plans across all programme areas; these amounts can be split into 2 areas, those required to meet the cost of programme works and/or retention payments in 2022/23.

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

Table 4

CARRY FORWARD INTO 2022/23	Month 4	Month 6	Reversed	WG Grant	Subtotal	Month 9	Total
	£m	£m	£m	£m	£m	£m	£m
Governance	0.095	0.008	0.000	0.000	0.103	0.000	0.103
Education & Youth	(0.200)	0.093	0.000	2.638	2.531	0.318	2.849
Social Services	0.000	0.000	0.000	0.000	0.000	0.093	0.093
Planning, Environment & Economy	0.572	0.025	0.000	0.000	0.597	0.080	0.677
Streetscene & Transportation	1.976	0.000	0.000	0.000	1.976	0.265	2.241
Strategic Programmes	0.959	0.427	(0.210)	0.000	1.176	0.320	1.496
Housing & Assets	0.697	0.386	(0.042)	0.000	1.041	0.130	1.171
Council Fund	4.099	0.939	(0.252)	2.638	7.424	1.206	8.630
TOTAL	4.099	0.939	(0.252)	2.638	7.424	1.206	8.630

1.16 Additional Allocations

There have been no additional allocations identified in this quarter.

1.17 Savings

The following saving has been identified in the programme in this quarter:

- Disabled Facilities Grants - £0.386m. Delays in service delivery were experienced as a result of COVID-19 restrictions in conjunction with a service re-design. New intelligence around service demand has been acquired and has allowed for a saving to be identified.

1.18 Funding of 2021/22 Approved Schemes

The position at Month 9 is summarised in Table 5 below for the three year Capital Programme between 2021/22 – 2023/24:-

Table 5

FUNDING OF APPROVED SCHEMES 2021/22 - 2023/24		
	£m	£m
Balance carried forward from 2020/21		(1.968)
Increases		
Shortfall in 2021/22 to 2023/24 Budget	1.317	
		<u>1.317</u>
Decreases		
Additional GCG - 2021/22 Confirmed	(1.461)	
Actual In year receipts	(1.496)	
Savings	(1.296)	<u>(4.253)</u>
Funding - (Available)/Shortfall		(4.904)

1.19

The final outturn funding surplus from the 2020/21 – 2022/23 Capital Programme was £1.968m.

The 2021/22 – 2023/24 Capital Programme was approved on the 8th December 2020, with a funding deficit of £1.317m. Following the final local government settlement, the Council received additional funding and this resulted in the programme being in a surplus position of £0.144m over the three year period. This surplus carry forward led to an opening funding position surplus of £2.112m.

Capital receipts received in the third quarter of 2021/22, along with savings identified, total £0.757m. This gives a revised projected surplus in the Capital Programme at Month 9 of £4.904m (from a Month 6 funding position surplus of £4.147m) for the 2021/22 – 2023/24 Capital Programme, prior to the realisation of additional capital receipts and/or other funding sources.

1.20

Update on Capital Programme 2022/23 – 2024/25

The 2022/23 – 2024/25 Capital Programme was approved by Council on the 7th December 2021, with a funding deficit of £0.867m. On the 21st December 2021, WG announced its provisional local government settlement for 2022-23.

This provides a net increase in 2022/23 of £0.262m compared with the estimated funding assumed in December's Capital Programme budget report. The Un-hypothecated Supported Borrowing (USB) has reduced by £0.018m and the General Capital Grant (GCG) has increased by £0.280m.

Using the Provisional Settlement figures over the three year Capital Programme 2022/23 – 2024/25, this gives an estimated funding increase of £0.786m over the approved three year period when compared with the December Capital Programme budget report.

	<p>This results in the programme being in a slight deficit of £0.081m.</p> <p>WG have confirmed there will be no continuation of the Public Highways Refurbishment Grant for 2022/23.</p>																																																								
1.21	<p>Investment in County Towns</p> <p>At its meeting on 12th December 2017, the Council approved a Notice of Motion relating to the reporting of investment in county towns. The extent and format of the reporting was agreed at the Corporate Resources Overview and Scrutiny Committee on 14th June 2018.</p>																																																								
1.22	<p>Table 6 below shows a summary of the 2020/21 actual expenditure, the 2021/22 revised budget and budgets for future years as approved by Council at its meeting of 8th December, 2020. Further detail can be found in Appendix C, including details of the 2021/22 spend to Month 9.</p> <p><u>Table 6</u></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="4" style="text-align: center;">INVESTMENT IN COUNTY TOWNS</th> </tr> <tr> <th></th> <th style="text-align: center;">2020/21</th> <th style="text-align: center;">2021/22</th> <th style="text-align: center;">2022 -</th> </tr> <tr> <th></th> <th style="text-align: center;">Actual</th> <th style="text-align: center;">Revised</th> <th style="text-align: center;">2024</th> </tr> <tr> <th></th> <th style="text-align: center;">£m</th> <th style="text-align: center;">Budget</th> <th style="text-align: center;">Budget</th> </tr> <tr> <th></th> <th></th> <th style="text-align: center;">£m</th> <th style="text-align: center;">£m</th> </tr> </thead> <tbody> <tr> <td>Buckley / Penyffordd</td> <td style="text-align: right;">10.157</td> <td style="text-align: right;">2.899</td> <td style="text-align: right;">15.423</td> </tr> <tr> <td>Connah's Quay / Shotton</td> <td style="text-align: right;">1.412</td> <td style="text-align: right;">2.187</td> <td style="text-align: right;">3.067</td> </tr> <tr> <td>Flint / Bagillt</td> <td style="text-align: right;">2.181</td> <td style="text-align: right;">0.755</td> <td style="text-align: right;">8.794</td> </tr> <tr> <td>Holywell / Caerwys / Mostyn</td> <td style="text-align: right;">1.457</td> <td style="text-align: right;">4.925</td> <td style="text-align: right;">4.060</td> </tr> <tr> <td>Mold / Treuddyn / Cilcain</td> <td style="text-align: right;">5.655</td> <td style="text-align: right;">7.661</td> <td style="text-align: right;">47.331</td> </tr> <tr> <td>Queensferry / Hawarden / Sealand</td> <td style="text-align: right;">5.825</td> <td style="text-align: right;">10.882</td> <td style="text-align: right;">3.878</td> </tr> <tr> <td>Saltney / Broughton / Hope</td> <td style="text-align: right;">4.841</td> <td style="text-align: right;">5.045</td> <td style="text-align: right;">25.000</td> </tr> <tr> <td>Unallocated / To Be Confirmed</td> <td style="text-align: right;">1.256</td> <td style="text-align: right;">3.114</td> <td style="text-align: right;">19.476</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">32.784</td> <td style="text-align: right;">37.468</td> <td style="text-align: right;">127.029</td> </tr> </tbody> </table>	INVESTMENT IN COUNTY TOWNS					2020/21	2021/22	2022 -		Actual	Revised	2024		£m	Budget	Budget			£m	£m	Buckley / Penyffordd	10.157	2.899	15.423	Connah's Quay / Shotton	1.412	2.187	3.067	Flint / Bagillt	2.181	0.755	8.794	Holywell / Caerwys / Mostyn	1.457	4.925	4.060	Mold / Treuddyn / Cilcain	5.655	7.661	47.331	Queensferry / Hawarden / Sealand	5.825	10.882	3.878	Saltney / Broughton / Hope	4.841	5.045	25.000	Unallocated / To Be Confirmed	1.256	3.114	19.476	Total	32.784	37.468	127.029
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1.25	<p>Some expenditure cannot yet be allocated to specific towns as schemes are not yet fully developed or are generic in nature and not easily identifiable to one of the seven areas. As such schemes are identified the expenditure will be allocated to the relevant area.</p>																																																								

1.26	Information on the split between internal and external funding can be found in Appendix C.																											
1.27	<p>In addition to the information contained in Appendix C, there is also considerable capital expenditure on the HRA Welsh Housing Quality Standard (WHQS), which was originally outside the scope of this analysis. A summary is provided in Table 7 below, albeit using a slightly different catchment area basis.</p> <p>Table 7</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="3" style="text-align: left;">WHQS Programme</th> </tr> <tr> <th></th> <th style="text-align: center;">2020/21 Actual £m</th> <th style="text-align: center;">2021/22 Budget £m</th> </tr> </thead> <tbody> <tr> <td>Holywell</td> <td style="text-align: center;">0.136</td> <td style="text-align: center;">4.930</td> </tr> <tr> <td>Flint</td> <td style="text-align: center;">0.189</td> <td style="text-align: center;">3.130</td> </tr> <tr> <td>Deeside & Saltney</td> <td style="text-align: center;">2.151</td> <td style="text-align: center;">2.730</td> </tr> <tr> <td>Buckley</td> <td style="text-align: center;">3.568</td> <td style="text-align: center;">3.630</td> </tr> <tr> <td>Mold</td> <td style="text-align: center;">1.160</td> <td style="text-align: center;">3.030</td> </tr> <tr> <td>Connah's Quay & Shotton</td> <td style="text-align: center;">0.632</td> <td style="text-align: center;">0.877</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">7.836</td> <td style="text-align: center;">18.327</td> </tr> </tbody> </table>	WHQS Programme				2020/21 Actual £m	2021/22 Budget £m	Holywell	0.136	4.930	Flint	0.189	3.130	Deeside & Saltney	2.151	2.730	Buckley	3.568	3.630	Mold	1.160	3.030	Connah's Quay & Shotton	0.632	0.877	Total	7.836	18.327
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2.00	RESOURCE IMPLICATIONS
2.01	Financial implications - As set out in the body of the report.
2.02	Personnel implications - None directly as a result of this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The impact of the pandemic will continue to be monitored closely during this financial year. Due to the re-profiling of schemes from the 2020/21 and resources available to manage and deliver schemes, the levels of planned expenditure in 2021/22 may be affected, resulting in a high level of carry forward requests to re-phase budgets into the 2022/23 programme.</p> <p>In addition to the above, there are currently indications that material supplies, and demand, are being impacted by overseas supply market disruption leading to potential cost increases, higher tender prices and project delays.</p> <p>Grants received will also to be closely monitored to ensure that expenditure is incurred within the terms and conditions of the grant. The capital team will work with project leads to report potential risks of</p>

	<p>achieving spend within timescales and assist in liaising with the grant provider.</p> <p>The Council has a prudent policy of allocating its own capital receipts to fund capital projects only when receipts are actually received rather than when it is anticipated the receipt will be received, and this position continues to be the case. Due to the pandemic, there may be a delay in obtaining capital receipts as the timing of these receipts are also subject to market forces outside of the Council's control. In line with current policy, no allowance has been made for these receipts in reporting the Council's capital funding position.</p>
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	No consultation is required as a direct result of this report.

5.00	APPENDICES
5.01	Appendix A: Capital Programme - Changes during 2021/22
5.02	Appendix B: Variances
5.03	Appendix C: Investment in Towns

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Capital Programme monitoring papers 2021/22.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Chris Taylor, Strategic Finance Manager Telephone: 01352 703309 E-mail: christopher.taylor@flintshire.gov.uk</p>

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

Capital Programme: The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.

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

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

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

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

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

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

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

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

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

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

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

CAPITAL PROGRAMME - CHANGES DURING 2021/22

	Original Budget 2021/22	Carry Forward from 2020/21	2021/22 Previously Reported			Savings (Current)	Changes (Current)	Revised Budget 2021/22
			Changes	Carry Forward to 2022/23	Savings			
	£m	£m	£m	£m		£m	£m	£m
Council Fund :								
People & Resources								
'Headroom'	0.350	0.210	(0.070)	0.000	0.000	0.000	(0.350)	0.140
Corporate Finance - H & S	0.000	0.050	0.000	0.000	0.000	0.000	(0.035)	0.015
	0.350	0.260	(0.070)	0.000	0.000	0.000	(0.385)	0.155
Governance								
Information Technology	0.422	0.505	0.004	(0.103)	0.000	0.000	0.048	0.876
	0.422	0.505	0.004	(0.103)	0.000	0.000	0.048	0.876
Education & Youth								
Education - General	0.445	3.454	(0.866)	(2.650)	0.000	0.000	2.890	3.273
Primary Schools	1.400	0.400	2.662	(0.066)	0.000	0.000	1.128	5.524
Schools Modernisation	3.525	0.217	3.753	0.000	0.000	0.000	0.427	7.922
Secondary Schools	0.207	3.400	1.468	(0.015)	0.000	0.000	0.422	5.482
Special Education	0.300	0.099	0.240	0.200	0.000	0.000	0.000	0.839
	5.877	7.570	7.257	(2.531)	0.000	0.000	4.867	23.040
Social Services								
Services to Older People	0.656	0.506	0.158	0.000	(0.450)	0.000	0.000	0.870
Children's Services	0.364	0.092	1.708	0.000	0.000	0.000	3.535	5.699
	1.020	0.598	1.866	0.000	(0.450)	0.000	3.535	6.569
Planning, Environment & Economy								
Closed Landfill Sites	0.000	0.250	0.000	(0.250)	0.000	0.000	0.000	0.000
Engineering	0.038	0.372	0.075	(0.262)	0.000	0.000	0.000	0.223
Energy Services	0.000	0.000	0.711	0.000	0.000	0.000	(0.006)	0.705
Ranger Services	0.040	(0.022)	0.000	0.000	0.000	0.000	0.000	0.018
Townscape Heritage Initiatives	0.050	0.180	0.174	(0.085)	0.000	0.000	0.685	1.004
Private Sector Renewal/Improv't	0.040	0.070	0.340	0.000	(0.060)	0.000	0.158	0.548
	0.168	0.850	1.300	(0.597)	(0.060)	0.000	0.837	2.498
Streetscene & Transportation								
Waste	1.150	1.230	2.338	(1.930)	(0.400)	0.000	0.000	2.388
Cemeteries	0.265	0.000	0.000	0.000	0.000	0.000	0.000	0.265
Highways	0.600	1.234	2.044	0.000	0.000	0.000	0.274	4.152
Local Transport Grant	0.000	0.017	11.327	0.000	0.000	0.000	0.001	11.345
Solar Farms	0.000	0.046	0.000	(0.046)	0.000	0.000	0.000	0.000
	2.015	2.527	15.709	(1.976)	(0.400)	0.000	0.275	18.150

	Original Budget 2021/22	Carry Forward from 2020/21	2021/22 Previously Reported			Savings (Current)	Changes (Current)	Revised Budget 2021/22
			Changes	Carry Forward to 2022/23	Savings			
	£m	£m	£m	£m	£m	£m	£m	£m
Strategic Programmes								
Leisure Centres	0.250	0.107	0.000	(0.150)	0.000	0.000	0.000	0.207
Play Areas	0.200	0.350	0.018	(0.277)	0.000	0.000	0.005	0.296
Libraries	0.000	0.009	0.000	0.000	0.000	0.000	0.000	0.009
Theatr Clwyd	0.100	0.959	1.200	(0.749)	0.000	0.000	0.000	1.510
	0.550	1.425	1.218	(1.176)	0.000	0.000	0.005	2.022
Housing & Assets								
Administrative Buildings	0.644	0.424	0.070	0.000	0.000	0.000	0.035	1.173
Community Asset Transfers	0.000	0.697	0.000	(0.655)	0.000	0.000	0.000	0.042
Affordable Housing	0.000	0.000	0.582	0.000	0.000	0.000	0.000	0.582
Disabled Facilities Grants	1.660	0.779	0.239	(0.386)	0.000	(0.386)	0.005	1.911
	2.304	1.900	0.891	(1.041)	0.000	(0.386)	0.040	3.708
Housing Revenue Account :								
Buy Back / Strategic Acquisition	0.000	0.000	0.400	0.000	0.000	0.000	0.019	0.419
Disabled Adaptations	1.114	0.000	-0.264	0.000	0.000	0.000	0.020	0.870
Energy Schemes	0.510	0.000	0.450	0.000	0.000	0.000	0.697	1.657
Major Works	0.726	0.000	0.000	0.000	0.000	0.000	0.253	0.979
Accelerated Programmes	0.561	0.000	0.000	0.000	0.000	0.000	0.034	0.595
WHQS Improvements	16.530	0.000	-0.572	0.000	0.000	0.000	1.426	17.384
Modernisation / Improvements	1.342	0.000	-1.342	0.000	0.000	0.000	0.008	0.008
SHARP Programme	14.052	0.000	(10.052)	0.000	0.000	0.000	(1.342)	2.658
	34.835	0.000	(11.380)	0.000	0.000	0.000	1.115	24.570
Totals :								
Council Fund	12.706	15.635	28.175	(7.424)	(0.910)	(0.386)	9.222	57.018
Housing Revenue Account	34.835	0.000	(11.380)	0.000	0.000	0.000	1.115	24.570
Grand Total	47.541	15.635	16.795	(7.424)	(0.910)	(0.386)	10.337	81.588

PEOPLE & RESOURCES

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
'Headroom'	0.140	0.000	0.140	0.000	0	0.000		Corporate provision - to be allocated as requested and approved.	Any unspent allocation will be the subject of a carry forward request at outturn.
Corporate Finance - Health & Safety	0.015	0.000	0.015	0.000	0	0.000		Corporate provision - to be allocated as requested and approved.	Any unspent allocation will be the subject of a carry forward request at outturn.
Total	0.155	0.000	0.155	0.000	0	0.000			

GOVERNANCE

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Information Technology	0.876	0.536	0.876	0.000	0	(0.008)			
Total	0.876	0.536	0.876	0.000	0	(0.008)			

Variance = Budget v Projected Outturn

EDUCATION & YOUTH

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Education - General	3.273	1.142	3.152	(0.121)	-4	(0.012)	Ongoing repairs and maintenance retentions will fall into 2022/23, £0.006m. School Kitchens and Alarm Upgrades £0.115m to continue into 2022/23.	Carry Forward - Request approval to move funding of £0.121m to 2022/23.	
Primary Schools	5.524	2.972	5.517	(0.007)	-0	(0.066)	Repairs and maintenance programme completion in 2022/23 £0.007m	Carry Forward - Request approval to move funding of £0.007m to 2022/23.	
Schools Modernisation	7.922	7.520	7.922	0.000	0	0.000			
Secondary Schools	5.482	5.147	5.292	(0.190)	-3	(0.015)	Buckley Elfed Car Parking £0.107m - Completion of the remaining works will fall into 2022/23. Repairs and maintenance programme completion in 2022/23, £0.083m	Carry Forward - Request approval to move funding of £0.190m to 2022/23.	
Special Education	0.839	0.193	0.839	0.000	0	0.000			
Total	23.040	16.974	22.722	(0.318)	-1	(0.093)			

Variance = Budget v Projected Outturn

SOCIAL SERVICES

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Services to Older People	0.870	0.570	0.870	0.000	0	0.000			
Children's Services	5.699	3.438	5.606	(0.093)	-2	0.000	Refurbishment of foster carers home expected to commence late February/ March 2022 with conclusion by later part of Spring 2022.	Carry Forward - Request approval to move funding of £0.093m to 2022/23.	
Total	6.569	4.008	6.476	(0.093)	-1	0.000			

Variance = Budget v Projected Outturn

PLANNING, ENVIRONMENT & ECONOMY

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget	Actual Exp.	Projected Outturn	Variance (Under)/ Over	Variance %age	Variance Prev Qtr	Cause of Variance	Action Required	Comments
	£m	£m	£m	£m	%	£m			
Engineering	0.223	0.052	0.223	0.000	0	0.000			
Energy Services	0.705	0.719	0.705	0.000	0	0.000			
Ranger Services	0.018	0.018	0.018	0.000	0	0.000			
Townscape Heritage Initiatives	1.004	0.323	0.924	(0.080)	-8	(0.025)	£0.030m in relation to the Shotton Green Infrastructure project. Works will progress into 2022/23 due to delays around the project start state as a result of the pandemic. Awaiting permissions from Cadw before an element of the works can progress at Bailey Hill, resulting in £0.050m being required in 2022/23.	Carry Forward - Request approval to move funding of £0.080m in to 2022/23	
Private Sector Renewal/Improvement	0.548	0.548	0.548	0.000	0	0.000			
Total	2.498	1.660	2.418	(0.080)	-3	(0.025)			

Variance = Budget v Projected Outturn

STREETSCENE & TRANSPORTATION

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Waste Services	2.388	1.057	2.388	0.000	0	0.000			
Cemeteries	0.265	0.001	0.000	(0.265)	-100	0.000	Works to progress into 2022/23	Carry Forward - Request approval to move funding of £0.265m in to 2022/23.	
Highways	4.152	1.935	4.152	0.000	0	0.000			
Local Transport Grant	11.345	7.168	11.345	0.000	0	0.000			
Total	18.150	10.161	17.885	(0.265)	-1	0.000			

Variance = Budget v Projected Outturn

STRATEGIC PROGRAMMES

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Leisure Centres	0.207	0.061	0.075	(0.132)	-64	(0.150)	£0.050m for resurfacing the Multi Use Games Area at Holywell Leisure Centre in 2022/23. Urgent property work on leisure and libraries to continue into 2022/23, £0.091m.	Carry Forward - Request approval to move funding of £0.141m to 2022/23.	
Play Areas	0.296	0.147	0.145	(0.151)	-51	(0.277)	Funding £0.151m to be spent in 2022/23 for ongoing work related to the findings from the independent play survey.	Carry Forward - Request approval to move funding of £0.151m to 2022/23.	
Libraries	0.009	0.000	0.000	(0.009)	-100	0.000			
Theatr Clwyd	1.510	1.311	1.482	(0.028)	-2	0.000	Works relating to the Telephony/Box Office to progress into 2022/23 in line with the wider re-development project at the Theatre.	Carry Forward - Request approval to move funding of £0.028m to 2022/23.	
Total	2.022	1.519	1.702	(0.320)	-16	(0.427)			

Variance = Budget v Projected Outturn

HOUSING & ASSETS

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Administrative Buildings	1.173	0.258	1.043	(0.130)	-11	0.000	Works relating to Flint County Offices have been postponed due to COVID-19 restrictions. The planned works will now progress into 2022/23	Carry Forward - Request approval to move funding of £0.130m in to 2022/23.	
Community Asset Transfers	0.042	0.042	0.042	0.000	0	0.000			The funding for Capital Asset Transfers is allocated for specific purposes and is drawn down as and when required.
Affordable Housing	0.582	0.582	0.582	0.000	0	0.000			
Disabled Facilities Grants	1.911	1.255	1.911	0.000	0	(0.386)	Delays in service delivery were experienced as a result of COVID-19 restrictions in conjunction with a service re-design. New intelligence around service demand has been acquired and has allowed for a saving to be identified.		DFG spend is customer driven and volatile. Saving of £0.386m identified.
Total	3.708	2.137	3.578	(0.130)	-4	(0.386)			

Variance = Budget v Projected Outturn

HOUSING REVENUE ACCOUNT

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Buy Back / Strategic Acquisition	0.419	0.419	0.419	0.000	0	0.000			£0.009m overspend to be funded by WG Social Housing Grant and Reserves
Disabled Adaptations	0.870	0.576	0.870	0.000	0	0.000	This is demand lead and volatile.		Projected overspend of £0.009m to be met from CERA
Energy Services	1.657	1.603	1.657	0.000	0	0.412			Budget increase of £0.697m to be met by Energy project Income streams.
Major Works	0.979	0.318	0.979	0.000	0	0.000			
Accelerated Programmes	0.595	0.385	0.595	0.000	0	0.000			
WHQS Improvements	17.384	12.488	17.384	0.000	0	(0.412)	£1.426m projected overspend as a result of additional works identified and added to the WHQS Envelope programme in year. It is cost effective to carry out these works in year whilst contractors are currently on site as opposed to revisiting.		Projected overspend to be met from HRA reserves.
Modernisation / Improvements	0.008	0.008	0.008	0.000	0	0.000			£0.008m overspend to be funded by CERA
SHARP	2.658	0.079	2.658	0.000	0	0.000			
Total	24.570	15.876	24.570	0.000	0	0.000			

Variance = Budget v Projected Outturn

SUMMARY

Capital Budget Monitoring 2021/22 - Month 9

Programme Area	Total Budget	Actual Exp.	Projected Outturn	Variance (Under)/ Over	Variance %age	Variance Prev Qtr	Cause of Variance	Action Required	Comments
	£m	£m	£m	£m	%	£m			
People & Resources	0.155	0.000	0.155	0.000	0	0.000			
Governance	0.876	0.536	0.876	0.000	0	(0.008)			
Education & Youth	23.040	16.974	22.722	(0.318)	-1	(0.093)			
Social Services	6.569	4.008	6.476	(0.093)	-1	0.000			
Planning, Environment & Economy	2.498	1.660	2.418	(0.080)	-3	(0.025)			
Streetscene & Transportation	18.150	10.161	17.885	(0.265)	-1	0.000			
Strategic Programmes	2.022	1.519	1.702	(0.320)	-16	(0.427)			
Housing & Assets	3.708	2.137	3.578	(0.130)	-4	(0.386)			
Sub Total - Council Fund	57.018	36.995	55.812	(1.206)	-2	(0.939)			
Housing Revenue Account	24.570	15.876	24.570	0.000	0	0.000			
Total	81.588	52.871	80.382	(1.206)	-1	(0.939)			

Variance = Budget v Projected Outturn

INVESTMENT IN COUNTY TOWNS - 2020/21 ACTUAL SPEND

APPENDIX C

TOWN FUNDING	20/21 ACTUAL £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	1,152	122		20		51		187		227		366					179		1,152	0	1,152
EDUCATION & YOUTH																					
Connah's Quay High School	264			69	195														69	195	264
Queensferry Campus	3,303												3,303						0	3,303	3,303
Ysgol Glanrafon	770										770								0	770	770
Castell Alun High School	3,511													3,511					3,511	0	3,511
SOCIAL CARE																					
Marleyfield EPH	8,005	4,225	3,780																4,225	3,780	8,005
PLANNING, ENVIRONMENT & ECONOMY																					
Solar PV Farms	2,058			433		1,625													2,058	0	2,058
STREETSCENE & TRANSPORTION																					
Highways Maintenance	1,259		131		54				398		156		53		243		140	84	140	1,119	1,259
Transport Grant	6,136		45		641		505	164	708		30		2,103		1,087			853	164	5,972	6,136
Improvements to Standard Yard Waste Transfer Station	447		447																0	447	447
STRATEGIC PROGRAMMES																					
Theatr Clwyd - Redevelopment	1,808										1,808								0	1,808	1,808
HOUSING & ASSETS																					
County Hall Demolition	1,042										1,042								1,042	0	1,042
Affordable Housing	3,029	1,407									1,622								3,029	0	3,029
	32,784	5,754	4,403	522	890	1,676	505	351	1,106	2,891	2,764	366	5,459	3,511	1,330	319	937	15,390	17,394	32,784	
AREA TOTAL			10,157	1,412	2,181	1,457	5,655	5,825	4,841	1,256											

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INVESTMENT IN COUNTY TOWNS - 2021/22 REVISED BUDGET

APPENDIX C (Cont)

TOWN FUNDING	REVISED BUDGET £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	2,658					262		2,396											2,658	0	2,658
EDUCATION & YOUTH																					
Queensferry Campus	7,359											2,166	5,193						2,166	5,193	7,359
Ysgol Glanrafon	3,392									245	3,147								245	3,147	3,392
Castell Alun High School	3,913													3,121	792				3,121	792	3,913
SOCIAL CARE																					
Marleyfield EPH	712		712																712	0	712
Ty Nyth, Children's Residential Care	1,100										1,100								0	1,100	1,100
PLANNING, ENVIRONMENT & ECONOMY																					
Solar PV Farms	600				600														600	0	600
STREETSCENE & TRANSPORTION																					
Improvements to Standard Yard Waste Transfer Station	853		853																0	853	853
Improvements to Greenfield Waste Transfer Station	768							50	718										50	718	768
Highways Maintenance	2,677		28			17		229	421	19	433	231		5	68	1,226	0	1,727	950	2,677	
Transport Grant	11,344		1,306		1,587		476	17	1,094		625		3,292		1,059		1,888	17	11,327	11,344	
STRATEGIC PROGRAMMES																					
Tystr Clwyd - Redevelopment	1,510									187	1,323								187	1,323	1,510
HOUSING & ASSETS																					
Affordable Housing	582									582									582	0	582
	37,468	712	2,187	600	1,587	279	476	2,692	2,233	1,033	6,628	2,397	8,485	3,126	1,919	1,226	1,888	12,065	25,403	37,468	
AREA TOTAL			2,899	2,187	755	4,925	7,661	10,882	5,045	3,114											

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TOWN FUNDING	ACTUAL TO DATE £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS				
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000		
EXPENDITURE																						
HOUSING - HRA																						
SHARP	79					20		59												79	0	79
EDUCATION & YOUTH																						
Queensferry Campus	6,657											1,464	5,193							1,464	5,193	6,657
Ysgol Glanrafon	2,409									2,409										0	2,409	2,409
Castell Alun High School	4,213													3,121	1,092					3,121	1,092	4,213
SOCIAL CARE																						
Marleyfield EPH	570	570																		570	0	570
Ty Nyth, Children's Residential Care	83									83										0	83	83
PLANNING, ENVIRONMENT & ECONOMY																						
Solar PV Farms	600			600																600	0	600
STREETSCENE & TRANSPORTION																						
Improvements to Standard Yard Waste Transfer Station	315		315																	0	315	315
Improvements to Greenfield Waste Transfer Station	699							699												0	699	699
Highways Maintenance	1,780		28			17		229	421	19	433	231		5	68	329	0		830	950	1,780	
Transport Grant	7,168		967		1,439		257		519		452		2,406		593		535		0	7,168	7,168	
STRATEGIC PROGRAMMES																						
Theatr Clwyd - Redevelopment	1,311										1,311									0	1,311	1,311
HOUSING & ASSETS																						
Affordable Housing	582									582										582	0	582
	26,466	570	1,310	600	1,439	37	257	288	1,639	601	4,688	1,695	7,599	3,126	1,753	329	535		7,246	19,220	26,466	

AREA TOTAL

1,880 2,039 294 1,927 5,289 9,294 4,879 864

INVESTMENT IN COUNTY TOWNS - 2022- 2024 BUDGET

APPENDIX C (Cont)

TOWN FUNDING	FUTURE BUDGET £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	10,052	968		817		44		4,060		3,285		878							10,052	0	10,052
EDUCATION & YOUTH																					
Ysgol Croes Atti, Shotton	750			262	488														262	488	750
Ysgol Croes Atti, Flint	5,500					1,925	3,575												1,925	3,575	5,500
Drury County Primary	3,650	1,278	2,372																1,278	2,372	3,650
Penyffordd CP	600	257	343																257	343	600
Elfed HS	4,488	1,571	2,917																1,571	2,917	4,488
Mynydd Isa Area	2,312	1,503	809																1,503	809	2,312
Saltney/Broughton Area	25,000												16,250	8,750					16,250	8,750	25,000
Joint Archive Facility, FCC and DCC	3,028									3,028									3,028	0	3,028
SOCIAL CARE																					
Mockingbird	384																384		384	0	384
Croes Atti residential care	650					650													650		650
Relocation of Tri-Ffordd Day Service provision	2,700									2,700									2,700		2,700
STREETSCENE & TRANSPORTION																					
Improvements to Standard Yard Waste Transfer Station	3,405	3,405																	3,405	0	3,405
Highways Asset Management Plan	3,000																3,000		3,000	0	3,000
STRATEGIC PROGRAMMES																					
Central Clwyd - Redevelopment	38,000									7,000	31,000								7,000	31,000	38,000
HOUSING & ASSETS																					
Affordable Housing	23,510			1,500		2,600				318		3,000				16,092			23,510	0	23,510
	127,029	8,982	6,441	2,579	488	5,219	3,575	4,060	0	16,331	31,000	3,878	0	16,250	8,750	19,476	0	76,775	50,254	127,029	

AREA TOTAL 15,423 3,067 8,794 4,060 47,331 3,878 25,000 19,476

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