

# Public Document Pack

**Gareth Owens LL.B Barrister/Bargyfreithiwr**  
Chief Officer (Governance)  
Prif Swyddog (Llywodraethu)



Contact Officer:  
Nicola Gittins 01352 702345  
nicola.gittins@flintshire.gov.uk

To: Cllr Ian Roberts (Leader)

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

13 October 2021

Dear Sir/Madam

**NOTICE OF REMOTE MEETING**  
**CABINET**  
**TUESDAY, 19 OCTOBER, 2021 at 10.00 AM**

Yours faithfully

A handwritten signature in black ink, appearing to read 'Robert Robins'.

Robert Robins  
Democratic Services Manager

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**

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

### 3 **MINUTES** (Pages 7 - 18)

**Purpose:** To approve as a correct record the minutes of the meeting held on 21<sup>st</sup> September 2021.

TO CONSIDER THE FOLLOWING REPORTS

### **STRATEGIC REPORTS**

### 4 **MEDIUM TERM FINANCIAL STRATEGY / BUDGET 2022/23 - STAGE 2 - OVERVIEW & SCRUTINY RESPONSES** (Pages 19 - 22)

Report of Corporate Finance Manager, Chief Executive

**Purpose:** To receive the feedback from the Overview and Scrutiny Committees on Stage 2 of the 2022/23 budget setting process.

### 5 **ANNUAL PERFORMANCE REPORT 2020/21** (Pages 23 - 118)

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

**Purpose:** To recommend adoption of the annual plan by Council.

### **OPERATIONAL REPORTS**

### 6 **REVENUE BUDGET MONITORING 2021/22 (MONTH 5)** (Pages 119 - 148)

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

**Purpose:** This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 5, and projects forward to year-end.

**7 CONSULTATION ON THE REMOVAL OF ELIGIBLE CARE LEAVERS' LIABILITY FOR PAYMENT OF COUNCIL TAX (Pages 149 - 152)**

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

**Purpose:** To provide an update on the proposal to remove the risk to care leavers of being held liable for the payment of Council Tax where another person (who is not exempt) in the household fails to pay their Council Tax.

**8 ENDING OF THE UNIVERSAL CREDIT UPLIFT (Pages 153 - 158)**

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

**Purpose:** To provide an update on the predicted effect on Flintshire residents when the Universal Credit uplift ends.

**9 HOUSING RENT INCOME - AUDIT WALES (Pages 159 - 174)**

Report of Chief Officer (Housing and Assets) - Cabinet Member for Housing

**Purpose:** To acknowledge the Audit Wales Report and note the recommendations on the collection of additional data and performance reporting.

**10 EXERCISE OF DELEGATED POWERS (Pages 175 - 176)**

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

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

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

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

The report contains details of the business affairs of another organisation and the public interest in withholding those outweighs the interest in disclosing them.

11 **NEWYDD CATERING & CLEANING LIMITED: SERVICES CONCESSION AGREEMENT EXTENSION** (Pages 211 - 214)

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

**Purpose:** To seek approval for an extension of the Services Concession Agreement with NEWydd Catering & Cleaning Ltd.

The following item is considered to be exempt by virtue of Paragraph(s) 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

The report relates to decisions on employee relations and the public interest in withholding the information outweighs the interest in publishing it until such time as the decisions have been made.

12 **SOCIAL SERVICES WORKFORCE - CHILD CARE SOCIAL WORKERS** (Pages 215 - 228)

Report of Chief Officer (Social Services), Senior Manager, Human Resources & Organisational Development - Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets, Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

**Purpose:** To discuss options to support the recruitment and retention of experienced level 3 child care social workers in Social Services

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

The report relates to the letting of a contract and the interest in withholding the information outweighs the public interest in publishing the information until the contracts have been awarded.

13 **PROCUREMENT OF VOIDS CONTRACTOR FRAMEWORK** (Pages 229 - 246)

Report of Chief Officer (Housing and Assets) - Cabinet Member for Housing

**Purpose:** To approve the procurement of contractors through a framework agreement in order to complete major voids to its housing properties.

***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>

This page is intentionally left blank

**CABINET**  
**21<sup>ST</sup> SEPTEMBER 2021**

Minutes of the meeting of the Cabinet of Flintshire County Council held virtually via Zoom on Tuesday 21<sup>st</sup> September 2021.

**PRESENT: Councillor Ian Roberts (Chair)**

Councillors: Glyn Banks, Chris Bithell, Dave Hughes, Paul Johnson, Christine Jones, and Billy Mullin.

**IN ATTENDANCE:**

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

**APOLOGY:**

Councillor Derek Butler.

**OTHER MEMBERS IN ATTENDANCE:**

Councillor Patrick Heesom.

**31. DECLARATIONS OF INTEREST**

None.

**32. MINUTES**

The minutes of the meeting held on 13<sup>th</sup> July 2021 were submitted and confirmed as a correct.

It was noted that minute number 27 should read Councillor Hughes, and not Councillor Johnson.

**RESOLVED:**

That subject to the amendment the minutes of the meeting be approved as a correct record.

**33. ORGANISATIONAL CAPACITY**

Councillor Mullin introduced the report which made urgent proposals to enhance organisational capacity in six areas of the workforce, and to consolidate capacity in one further area due to a combination of (1) pressing service demands (2) the ongoing demands of managing the pandemic/endemic situation and (3) the expectations of meeting the aims and objectives of the newly adopted Council Plan.

The proposals did not require any structural changes and did not place any current employees at risk.

The Chief Executive said each proposal outlined in the report was supported by a business case which were summarised in the report, and were for the following areas of the workforce/functions:

1. Environmental Health
2. Enforcement
3. Regeneration and Town Centres
4. Flood Prevention and Response
5. Occupational Health
6. Legal
7. Social Value (this was a current post with time-limited funding for three years which was recommended to be made permanent)

Other proposals for organisational capacity with less urgency would be considered as part of the draft annual budget for 2022/23.

In response to a comment from Councillor Hughes, the Chief Executive said the Council was looking to extend the number of apprentices and would look at creative ways to recruit.

**RESOLVED:**

- (a) That the proposals for organisational capacity as set out in the report be approved; and
- (b) That the Chief Executive and Senior Manager, Human Resources and Organisational Development, be given delegated authority to proceed with job design and recruitment/retention in those specified areas of capacity.

**34. TARGET 70 – A REVIEW OF FLINTSHIRE COUNTY COUNCIL’S WASTE STRATEGY**

Councillor Banks introduced the report and explained that the current recycling performance statutory target was 64%. The Council continued to perform well with the recycling performance for 2019/20 being 65.58%. However, the impact of the pandemic had resulted in significant changes in the volumes of waste and recycling collected from residential properties and deposited at the Household Recycling Centres (HRCs) which had resulted in a downturn in performance to 64.4% for 2020/21. That change was as a result of increased working from home, restrictions on movement and the closure of hospitality venues, along with the periodic closures of the HRCs.

Whilst the current waste strategy did not come to an end until 2025, the next national target to be achieved was 70% by 2024/25 so it was important that the Council started to plan for the future, assess the ongoing impact on waste volumes post the pandemic, and consider what more could be done to increase recycling rates to ensure that the national targets were met.

The Chief Officer (Streetscene and Transportation) said in July 2021, following a report to the Environment and Economy Overview and Scrutiny Committee, two all



Member workshops were held to provide an update on the current position and discuss what changes the Council could implement to achieve the national recycling target of 70%.

The report provided full details of the feedback from the seminars and recommendations on future recycling and waste service provisions.

Councillor Jones and Mullin welcomed the introduction of the AHP collection service which would be well received by many residents.

**RESOLVED:**

- (a) That the feedback from the Member seminars be welcomed and the work undertaken to date to increase recycling rates be supported; and
- (b) That the recommendations on future recycling and waste service provisions be approved.

**35. FLINTSHIRE FINANCIAL SUSTAINABILITY ASSESSMENT FINAL REPORT**

Councillor Johnson introduced the report and explained that a Financial Sustainability Assessment across all Welsh Councils had been undertaken by Audit Wales and the report for Flintshire was appended to the report.

The summary and findings in the report outlined a fair reflection of the Council's financial position and there were no new issues to report. Therefore, a formal response had not been prepared as per usual practice.

The Chief Executive added that the report was submitted to Corporate Resources Overview and Scrutiny Committee the previous week where it was well received. The report was highly reassuring and complimentary.

The Corporate Finance Manager said the tables within the report evidenced the Council spending within budget. In addition, there were no proposals from Audit Wales in North Wales.

Councillor Roberts commented on Flintshire being 21<sup>st</sup> out of 23 on the reserves table which demonstrated the reliance on Welsh Government funding.

Members welcomed the report and that there was no action plan needed due to no proposals being made. The report was a good capture of the situation in Flintshire.

**RESOLVED:**

That the report from Audit Wales be noted.

### **36. REVENUE BUDGET MONITORING 2021/22 (MONTH 4)**

Councillor Johnson introduced the report and explained that this was the first detailed update and took into account grant funding being claimed through the Welsh Government Hardship Fund.

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

#### **Council Fund**

- An operating deficit of £0.739m (excluding the impact of the pay award which would be met by reserves)
- A projected contingency reserve balance as at 31<sup>st</sup> March 2022 of £5.057m

#### **Housing Revenue Account**

- Net in-year revenue expenditure forecast to be £0.495m higher than budget
- A projected closing balance as at 31<sup>st</sup> March 2022 of £3.978m

The Corporate Finance Manager explained that the report also detailed the position by portfolio; significant variances that month; achievement of planned in-year efficiencies; unearmarked reserves and earmarked reserves. Claims were continuing to be made to the Welsh Government Hardship Fund.

The Chief Executive added that specific in year grants might be received and the Council would look to boost reserves wherever possible. On pay, the NJC negotiations were ongoing so could increase. On Teachers pay, national negotiations were also ongoing and representations would continue to be made for further funding to meet additional costs, although if unsuccessful and based on a 1.7% uplift, 0.7% would be funded via a grant with the remaining 1% being split equally between the Council and schools.

In response to a question from Councillor Bithell, the Chief Officer (Social Services) explained that the facility in Mold to help with Out of County placements would be available by summer 2022.

Members requested that a report be brought to the next meeting of Cabinet on the impact to residents due to the upcoming removal of the additional £20 Universal Credit payment.

#### **RESOLVED:**

- (a) That the report and the estimated financial impact on the 2021/22 budget be noted and
- (b) That a report be brought to the next meeting of Cabinet on the impact to residents due to the upcoming removal of the additional £20 Universal Credit payment.

### **37. CAPITAL PROGRAMME MONITORING 2021/22 (MONTH 4)**

Councillor Johnson introduced the report which summarised changes made to the Capital Programme 2021/22 since it was set in December 2020 to the end of Month 4 (July 2021), along with expenditure to date and projected outturn.

The Capital Programme had seen a net increase in budget of £29.595m during the period which comprised of:

- Net budget increase in the programme of £14.360m (Council Fund £21.975m, Housing Revenue Account £7.615m)
- Introduction of Carry Forward from 2020/21 of £15.635m (Council Fund £15.635m, Housing Revenue Account £0.000m)
- Identified savings at Month 4 (Council Fund) (£0.400m)

Actual expenditure was £25.355m.

Capital receipts received in the first quarter of 2021/22, along with savings identified, totalled £0.683m. That gave a revised projected surplus in the Capital Programme at Month 4 of £2.795m (from an opening funding position surplus of £2.112m) for the 2021/22 – 2023/24 Capital Programme, prior to the realisation of additional capital receipts and/or other funding sources.

#### **RESOLVED:**

- (a) That the report be approved;
- (b) That the carry forward adjustments be approved; and
- (c) That the additional allocations be approved.

### **38. TREASURY MANAGEMENT ANNUAL REPORT 2020/21**

Councillor Johnson introduced the report which presented the draft Treasury Management Annual Report 2020/21 which was appended to the report.

As required by the Council's Financial Procedure Rules, the Annual Report was reviewed by the Governance and Audit Committee on 28<sup>th</sup> July 2021 where officers responded to questions to the satisfaction of the Committee and there were no specific issues to bring to the attention of Cabinet.

In a change to the printed recommendation, it was recommended that the report be presented to Council on 7<sup>th</sup> December 2021 for final approval.

#### **RESOLVED:**

That the draft Treasury Management Annual Report 2020/21 be recommended to Council on 7<sup>th</sup> December 2021 for final approval.

**39. BUSINESS RATES – WRITE OFFS**

Councillor Mullin introduced the report and explained that Financial Procedure Rules (section 5.2) required Cabinet to approve any recommendation to write off debts in excess of £25,000.

A £103,150 Business Rates debt was considered to be irrecoverable for the Arcadia Group Plc. The company was placed into Administration in December 2020 with debts in excess of £800m owed to creditors and with a £510m deficit in the company pension fund.

The company entered into Liquidation from July 2021. Consequently, there would be few or no assets available for non-preferential creditors. Successful recovery of the business rate debt was no longer possible and a write off was necessary.

The Chief Officer (Governance) explained that there were no direct financial implications for the Council or local taxpayers by writing off this debt as business rates losses were borne by the National Collection Pool for Wales. As the Collection Pool was supported by Welsh Government, non-payment of rates did though have a wider impact on the Welsh taxpayer.

**RESOLVED:**

That the write off of the £103,150 business rate debt for the Arcadia Group Plc be approved.

**40. MUTUAL INVESTMENT MODEL (MIM) 21<sup>ST</sup> CENTURY SCHOOLS WELSH EDUCATION PARTNERSHIP – DEED OF ADHERENCE**

Councillor Roberts introduced the report which provided details on the background and process of a proposed change, a “Deed of Adherence” to the existing agreed Strategic Partnering Agreement (SPA). The SPA facilitated the delivery of education and community facilities through the Welsh Government’s Mutual Investment Model (MIM) and to seek approval to enter into the Deed of Adherence.

Subject to appropriate agreement from Continuing Participants (Welsh Councils and Further Education Institutes) the Deed of Adherence would be completed by Welsh Government later in 2021.

**RESOLVED:**

*In noting the recommendation below it is worded quite specifically by Bevan Brittain the legal advisors to Welsh Government and WEPCo to ensure that all partners to that agreement have a regularised and formally agreed set of wording. This is to ensure consistency across the partnership, who will be submitting broadly similar reports to their respective organisations at or around the same time period:*

That the execution, delivery and performance of a supplemental agreement to the Welsh Education Partnership (WEP) Strategic Partnering Agreement (SPA) dated

30<sup>th</sup> September 2020 (the “Deed of Adherence”) be approved, in order that from the date of execution of the Deed of Adherence the Joining Partnerships are able to give effect to and be bound by the terms of the WEP Strategic Partnering Agreement dated 30<sup>th</sup> September 2020 as a party to it, to facilitate the delivery of a range of infrastructure services and the delivery of education and community facilities.

#### **41. ESTYN THEMATIC REVIEW UPDATE**

Councillor Roberts introduced the report and explained that during the autumn term of 2020, Welsh Government (WG) asked Estyn to undertake a thematic review of the work undertaken by the education departments of each council in Wales to support their learning communities in schools and pupil referral units during the period from March to October 2020. Estyn made five key recommendations for the WG and councils to address.

Flintshire’s first review letter was very positive and was included as part of the documentation relating to the Education Portfolio’s annual self-evaluation process. During the summer term of 2021, Estyn conducted follow up reviews to consider the progress being made against their initial recommendations in the national thematic review. That review had culminated in a second letter to the Chief Executive which provided a high degree of assurance that the Portfolio had continued to work effectively through its own resources, and through its support for schools in partnership with GwE, to ensure quality educational provision for learners, particularly those who were considered to be the most vulnerable.

The feedback from Estyn did not need an official response from the Council as the work undertaken was a thematic review, not an inspection under the normal regulatory frameworks.

The Senior Manager, School Improvement, commented on the positive letter which provided a high degree of assurance that the Portfolio had continued to work effectively in providing support for schools and vulnerable learners, to ensure quality educational provision was delivered through the second stage of the pandemic. She also commented on the work undertaken to improve digital provision in schools which was welcomed.

#### **RESOLVED:**

- (a) That the effective work of the Education Portfolio, in conjunction with the regional school improvement service GwE, in ensuring Flintshire learners continued to receive effective educational provision through the Covid-19 pandemic, be acknowledged;
- (b) That the positive progress made against each of the five Estyn recommendations in the national thematic review by the Education Portfolio and schools be noted; and
- (c) That the assurance letter be considered by the Education, Youth and Culture Overview and Scrutiny Committee.

**42. COUNCIL TAX PREMIUM SCHEME FOR SECOND HOMES AND LONG-TERM EMPTY PROPERTIES**

Councillor Mullin introduced the report and explained that Section 12 of the Local Government Finance Act 1992 provided Local Authorities in Wales with discretionary powers to charge, or vary, a Council Tax premium of up to 100% above the standard rate of Council Tax on certain classes of second homes and long-term empty properties. Council made a determination in March 2016 to introduce a scheme in April 2017 and to raise a Premium of 50% on both second homes and long-term empty properties.

Since then Council had resolved each year to continue with the scheme but with no change to the Premium levels. The report set out the key considerations if Cabinet considered it appropriate to vary the levels of the premium from 2022/23.

The Chief Officer (Governance) drew Members attention to the tables in the report which showed the number of long term and empty properties and second homes by Band, and the analysis of the premium levels that had been charged across Wales for second homes and/or long term empty properties.

He added that by using the Council Tax system to incentivise owners to bring properties back into permanent use did continue to offer limited capability to address local demand for housing.

A full public consultation exercise would be undertaken to gain feedback, including feedback from taxpayers directly impacted by the changes. Feedback would then be considered by Cabinet and by Corporate Resources Overview and Scrutiny Committee prior to any final recommendation and adoption at Cabinet and County Council.

Councillor Bithell supported the premium on the basis of it helping to bring homes back into use for local people which would assist with the housing waiting list.

In response to a question from Councillor Banks, the Chief Officer explained that details of the consultation would be made available on the Council's website and the owners of the properties in question would be contacted directly to inform them of the consultation.

Councillor Hughes suggested that a progressive increase could be used, which the Chief Officer said could be taken into consideration.

**RESOLVED:**

- (a) That a further review be undertaken to determine whether the Council Tax premium level for second homes and long-term empty properties should be amended, and if so, at what level; and
- (b) That a full public consultation exercise be carried out prior to recommending any changes to full Council.

#### **43. ADOPTION OF DEFINITIONS OF ANTI-SEMITISM AND ISLAMOPHOBIA**

Councillor Roberts introduced the report and explained that many governments and UK local authorities had adopted the International Holocaust Remembrance Alliance (IHRA) working definition of anti-Semitism.

The All-Party Parliamentary Group on British Muslims' definition of Islamophobia was being formally adopted by a number of councils and other public institutions, such as universities.

It was recommended that Cabinet, on behalf of the Council adopts the definition of anti-Semitism and Islamophobia, to be used as part of the working culture and in fostering greater Diversity in Democracy – recognising the importance of a tolerant and inclusive society within Flintshire.

Councillor Johnson welcomed the report and expressed the importance of supporting the definitions.

#### **RESOLVED:**

That on behalf of the Council the following be adopted:

- (i) the International Holocaust Remembrance Alliance (IHRA) working definition of anti-Semitism and;
- (ii) the All-Party Parliamentary Group on British Muslims' definition of Islamophobia.

#### **44. EXERCISE OF DELEGATED POWERS**

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

##### **Housing and Assets**

- **Council Housing Rent – Write Off Of Former Tenancy Arrears Following Eviction**  
Financial Procedure Rules (section 5.2) stipulates that individual bad and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member. The decision to write off is in respect of two cases of unpaid rent in circumstances where the tenant abandoned the property during legal proceedings. Following the steps taken, the former tenancy arrears in each case are considered to be irrecoverable and there is no prospect of securing payment. The total amount of unpaid rent associated with the two cases is £15,586.85.
- **Emergency Bed Provision**  
The extension of homeless support services contract at the homeless hub. The homeless hub has been a vital service during the COVID pandemic, housing some very challenging people who come through the homeless route and required accommodation and support. During the pandemic the Welsh

Government removed priority need and all people had to be accommodated. Due to the extended nature of the pandemic and no immediate alternative location or service delivery model being available, a continuation of the current provision is necessary to ensure sustainability of housing and support services for our most vulnerable residents.

- **Council Rent – Application to Write Off Tenancy Arrears**  
Financial Procedure Rules (section 5.2) stipulates that individual bad and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member. The decision to write off is in respect of one tenant who is subject to a Debt Relief Order (DRO). Rent arrears on £5,758.79 are included in the order which are now irrecoverable as a result of the award of the order.
- **Housing Benefit**  
Request to write off Housing Benefit Overpayment of £11,222.41.
- **Housing Benefit**  
Request to write off Housing Benefit Overpayment of £16,484.59 for the period 11.11.13 – 11.07.21.
- **Housing Benefit**  
Request to write off Housing Benefit Overpayment of £6,394.69 and a DHP Overpayment of £987.85.

### **Corporate Finance**

- **Council Tax Write Offs**  
Financial Procedure Rules (section 9.6 – Income and Expenditure) stipulate that any individual debt between the values of £5,000 and £25,000 shall be reported to the Corporate Finance Manager/Section 151 Officer for consideration to write off, in conjunction with the Cabinet Member for Corporate Management and Assets. The schedule, which is summarised by the category of write off involve 3 Council Tax accounts totalling £18,607.97 where the overall debt for each individual is greater than £5,000 and all recovery options available to us have been taken. The debts are deemed irrecoverable and therefore the write off of these debts is recommended.
- **Business Rates Write Offs**  
Financial Procedure Rules (section 9.6 – Income and Expenditure) stipulate that any individual debt between the values of £5,000 and £25,000 shall be reported to the Corporate Finance Manager/Section 151 Officer for consideration to write off, in conjunction with the Cabinet Member for Corporate Management and Assets. The schedule, which is summarised by the category of write off involve 2 Business Rates accounts totalling £24,597.62 where the overall debt for each individual or company is greater than £5,000 and all recovery options available to us have been taken. The debts are deemed irrecoverable and therefore the write off of these debts is recommended.



- **Business Rates Write Offs**

Financial Procedure Rules requires the Corporate Finance Manager and the Cabinet Member for Corporate Management and Assets to write off debts between £5k and £25k. The outstanding debt for 2010/11 and 2011/12 relates to historical Business Rates owed by J White and Sons Ltd, totalling £19,622.33. The debt is now deemed irrecoverable and the 'statue barred' and a write off is considered necessary.

## **Social Services**

- **Deed of Variation**

The Council has entered into a contract with Hft to deliver Learning Disability Services on behalf of the Council. A variation to this contract is required to:

- Update the sites which the service operates from
- Make provision for any future changes in service locations
- Amend the provision for leases to permit, as an alternative 'Tenancy at Will' (in addition to standard Fixed Term Tenancies)

## **Streetscene and Transportation**

- **The Flintshire County Council – Plymouth Street, Kingsway, Woodland Street, Queensway, Taliesin Avenue, Pippins Close, Griffiths Court, Garden Way, Mostyn Street, Gladstone Street, Llewellyn Street, Mill View Road, King George Street, Rowleys Drive, Health Street, Bridge Street, Henrietta Street, Rowden Street, Shotton Lane, Shotton. Proposed Prohibition of Waiting, Prohibition of Waiting at any Time, No Stopping, Limited Waiting and Removal of Waiting at any Time.**

To advise Members of the objections received following the advertisement of the proposed Prohibition of Waiting, Prohibition of Waiting At Any Time and Limited Waiting. No stopping and removal of Waiting At Any Time on the roads as listed above.

- **The Flintshire County Council – (Various Roads) (20MPH, 30MPH, 40MPH, 50MPH Speed Limits and Derestricted Roads) Order 201-**

To advise Members of the objections received following the advertisement of the proposed various roads (20MPH, 30MPH, 40MPH, 50MPH Speed Limits and Derestricted Roads) Order 201-

## **Education and Youth**

- **Former Caretakers House, Ysgol Bryn Coch, Mold**

To request that the former Caretaker's house at Ysgol Bryn Coch, Mold be declared surplus to the requirements of the Education and Youth Service.

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

**RESOLVED:**

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

**45. PROCUREMENT OF DOMESTIC ENERGY GOODS AND SERVICES**

Councillor Roberts introduced the report which sought approval to procure a new Families First funded prevention and support services for up to two years, with an option to extend for one year, subject to Welsh Government (WG) approving further funding.

**RESOLVED:**

That a re-procurement of the Families First Programme (funded by the Welsh Government) for a period of two years (April 2022 – March 2024) with an option to extend for a further year should it be required.

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

There were no members of the press or public in attendance.

(The meeting commenced at 10.00 a.m. and ended at 11.20 a.m.)

.....  
**Chair**



## CABINET

<b>Date of Meeting</b>	Tuesday, 19 <sup>th</sup> October 2021
<b>Report Subject</b>	Medium Term Financial Strategy / Budget 2022/23 – Stage 2 - Overview & Scrutiny Responses
<b>Cabinet Member</b>	Not applicable
<b>Report Author</b>	Corporate Finance Manager and Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

At the Cabinet meeting on 13<sup>th</sup> July, a report on the Medium Term Financial Strategy and Budget 2022/23 was considered. This was the first stage of developing our budget for 2022/23. It explained that during September and October, the Overview and Scrutiny Committees would be reviewing the costs pressures, and the opportunities for cost control and efficiency under their respective terms of reference.

As shown in the report below, this sequence of consultation commenced with Corporate Resources, to consider corporate services on 16<sup>th</sup> September and concluded with a further Corporate Resources meeting on 14<sup>th</sup> October.

By carrying out this budget consultation, the Cabinet is fulfilling its constitutional requirements.

### RECOMMENDATIONS

1	That the Cabinet receives the result of consultation on the 2022/2023 budget proposals from the Overview & Scrutiny function.
---	---

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE OVERVIEW &amp; SCRUTINY RESPONSES TO BUDGET CONSULTATION</b>											
1.01	At the Cabinet meeting on 13 <sup>th</sup> July, a report on the Medium Term Financial Strategy and Budget 2022/23 was considered. This was the first stage of developing our budget for 2022/23. It explained that during September and October, the Overview and Scrutiny Committees would be reviewing the costs pressures, and the opportunities for cost control and efficiency under their respective terms of reference.											
1.02	<p>During each of the consultation items, Members were reminded of the announcement on 7<sup>th</sup> September 2021 that, from April 2022, a new health and social care tax would be introduced across the UK to fund reforms to the care sector and NHS funding in England. The tax would begin as a 1.25% increase in National Insurance paid by employees, the self-employed and by employers. The Chief Executive commented on the direct and indirect impacts for the council: Direct impacts on the Council; indirect would be on our partners/contractors which will fuel fee and contract inflation.</p> <p>It was emphasised that there would be ‘consequential’ payments to the Welsh Government as a result of this decision. However, as a major employer, it would also have a significant impact on the council’s budget.</p>											
1.03	<table border="1"> <thead> <tr> <th data-bbox="379 1218 683 1330"><b>Overview &amp; Scrutiny Committee</b></th> <th data-bbox="683 1218 847 1330"><b>Meeting date</b></th> <th data-bbox="847 1218 1398 1330"><b>Resolutions</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="379 1330 683 1901">Corporate Resources – Corporate Services review</td> <td data-bbox="683 1330 847 1901">16/09/21</td> <td data-bbox="847 1330 1398 1901">           That the Committee:            (a) Notes the report and supports the approach for the individual Overview &amp; Scrutiny Committees;             b) Accepts the Corporate Services and Corporate Financing cost pressures; and             (c) Advises that there are no areas of cost efficiencies which it believes should be explored further.         </td> </tr> <tr> <td data-bbox="379 1901 683 2054">Education, Youth &amp; Culture</td> <td data-bbox="683 1901 847 2054">16/09/21</td> <td data-bbox="847 1901 1398 2054">(a) That the Committee supports the Education and Youth Portfolio cost pressures;</td> </tr> </tbody> </table>	<b>Overview &amp; Scrutiny Committee</b>	<b>Meeting date</b>	<b>Resolutions</b>	Corporate Resources – Corporate Services review	16/09/21	That the Committee: (a) Notes the report and supports the approach for the individual Overview & Scrutiny Committees;  b) Accepts the Corporate Services and Corporate Financing cost pressures; and  (c) Advises that there are no areas of cost efficiencies which it believes should be explored further.	Education, Youth & Culture	16/09/21	(a) That the Committee supports the Education and Youth Portfolio cost pressures;		
<b>Overview &amp; Scrutiny Committee</b>	<b>Meeting date</b>	<b>Resolutions</b>										
Corporate Resources – Corporate Services review	16/09/21	That the Committee: (a) Notes the report and supports the approach for the individual Overview & Scrutiny Committees;  b) Accepts the Corporate Services and Corporate Financing cost pressures; and  (c) Advises that there are no areas of cost efficiencies which it believes should be explored further.										
Education, Youth & Culture	16/09/21	(a) That the Committee supports the Education and Youth Portfolio cost pressures;										

			<p>(b) That no further cost efficiency areas be proposed by the Committee to be explored further; and</p> <p>(c) That further information on how the proposed £1M Investment in Delegated School Budgets is disseminated to Schools be provided to the Committee.</p>
	Social & Health	30/09/21	<p>(a) That the Committee supports the Social Services portfolio cost pressures</p> <p>(b) That there are no further cost efficiency areas identified by the Committee to be explored further</p> <p>(c) That the Committee's significant concerns around the scale of the changing and not fully quantifiable impacts going forward for services currently supported by the Integrated Care Fund and increases in National Insurance contributions be fed back to the Corporate Resources Overview &amp; Scrutiny Committee.</p>
	Environment & Economy	12/10/21	<p>(a) That the Committee supports the Planning, Environment and Economy Portfolio cost pressures</p> <p>(b) That the Committee supports the Streetscene and Transportation cost pressures</p> <p>(c) That no further cost efficiency areas be proposed by the Committee to be explored further</p>
	Community, Housing & Assets	13/10/21	<p>(a) That the Committee supports the Housing &amp; Assets Portfolio cost pressures.</p> <p>(b) that Committee advises that there are no areas of cost efficiencies which it believes should be explored further.</p>

	Corporate Resources- Collective view	14/10/21	The response of this committee will be reported verbally: it met after the Cabinet agenda was published.
--	--------------------------------------	----------	--

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None anticipated.

<b>3.00</b>	<b>RISK MANAGEMENT</b>
3.01	Not applicable

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/ CARRIED OUT</b>
4.01	None

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

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Robert Robins, Head of Democratic Services <b>Telephone:</b> 01352 702320 <b>E-mail:</b> robert.robins@flintshire.gov.uk

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
	None



## CABINET

<b>Date of Meeting</b>	Tuesday 19 <sup>th</sup> October 2021
<b>Report Subject</b>	Annual Performance Report 2020-21
<b>Cabinet Member</b>	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Annual Performance Report for 2020/21 reviews our progress against the Council Priorities as detailed in the Flintshire County Council Reporting Measures 2020/21.

2020/21 has been an exceptional year for all organisations as we have had to cope with the threats and challenges of a global pandemic. Performance against the Council Plan measures was positive overall with 67% of the performance indicators meeting or exceeding target for the year, whilst 48% showed improvement or remained stable.

### RECOMMENDATIONS

1	To approve the 2020/2021 Annual Performance Report for recommendation to Council for adoption.
---	--

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE COUNCIL PLAN PERFORMANCE 2020/21</b>
1.01	The Annual Performance Report (the Report) meets the statutory requirement to publish a Corporate Plan as required by the Local Government (Wales) Measure (2009) (the Measure). The report must be published by 31st October each year. The purpose of the report is to account for the organisation's previous year's performance against its Council Priorities.
1.02	The requirements of the Measure are met through the "forward looking" document; the Council Plan 2020/21. This sets out the vision and priorities for the Council. The second statutory requirement of the Measure is met by this Annual Performance Report, which reviews progress on commitments made in the previous year.
1.03	The Annual Performance Report must be approved by the full Council prior to publication.
1.04	The Annual Performance Report for 2020/21 reviews our progress against the Priorities as detailed in the Flintshire County Council Reporting Measures 2020/21. This assessment takes into consideration assessments of our performance: <ul style="list-style-type: none"> <li>• Performance indicator outturns (target and trend analysis)</li> <li>• Regulatory, audit and inspection activity</li> <li>• Progress against the Well-being of Future Generations sustainable development principles and goals.</li> <li>• Progress against the Council's Well-being Objectives</li> </ul>
1.05	<p><b><u>Performance Indicator Outturns</u></b></p> <p>The Report summaries our performance against the 2020/21 reporting measures and also nationally using the Public Accountability Measures (PAMs). Welsh Government have decided not to collect the PAMs for 2019/20 and 2020/21 and therefore benchmarking information is unavailable. We have continued to use the collected data to measure performance against trend and our own targets.</p> <p><b>Reporting Measures</b></p> <p>Assessment of actual performance against target:</p> <ul style="list-style-type: none"> <li>• 67.21% (41) of performance measures achieved target or better.</li> <li>• 19.67% (12) of performance measures missed target within an acceptable margin.</li> <li>• 13.11% (8) of performance measures significantly missed target.</li> </ul> <p>Analysis of trend was also undertaken. This is a comparison of current year performance with that of the previous year.</p> <p>Where trend analysis could be undertaken: -</p> <ul style="list-style-type: none"> <li>• 43% (26) of performance measures showed improved performance;</li> </ul>



	<ul style="list-style-type: none"> <li>• 52% (31) showed performance which had downturned when compared with the previous year; and</li> <li>• 5% (3) had maintained the same level of performance.</li> </ul> <p><b>Public Accountability Measures</b></p> <p>Assessment of performance against our own set targets:</p> <ul style="list-style-type: none"> <li>• 53% (8) of national measures achieved target or better.</li> <li>• 7% (1) of national measures missed target within an acceptable margin.</li> <li>• 40% (6) of national measures significantly missed target.</li> </ul> <p>Analysis of trend was also undertaken. This is a comparison of current year performance with that of the previous year. Where trend analysis could be undertaken: -</p> <ul style="list-style-type: none"> <li>• 40% (6) of national measures showed improved performance.</li> <li>• 13% (2) were maintained; and</li> <li>• 47% (7) showed performance which had downturned when compared with the previous year</li> </ul>
1.06	<p><b><u>Regulation, Audit and Inspection Activity</u></b></p> <p>The Audit Wales publishes an Annual Audit Summary Report each year on behalf of the Auditor General for Wales. This report is currently being produced for Flintshire which will summarise its findings and give recommendations from the various reports that have been produced.</p>
1.07	The Auditor General has not made any statutory recommendations with which the Council must comply thus far.
1.08	The Report will be made available via the Council's website once published. Paper copies will also be available with supporting documents which provide the more detailed information will be available as 'hyperlinked' documents.
1.09	Both Cabinet and Corporate Resources Overview and Scrutiny Committee have continued to consider performance areas which under-performed (downward trend and/or low quartile benchmark position) throughout 2020/21.
1.10	Progress against these action plans with mid-year performance will be monitored and reported in December as part of the mid-year performance reports.

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

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>														
3.01	<p><b>Ways of Working (Sustainable Development) Principles Impact</b></p> <table border="1"> <tr> <td>Long-term</td> <td rowspan="5">The Annual Performance Report covers all Five Ways of Working. Throughout the report you will be able to see the impact and the way we apply Five Ways of Working across the Council Priorities. We have included one case study which demonstrates impact through each of the areas</td> </tr> <tr> <td>Prevention</td> </tr> <tr> <td>Integration</td> </tr> <tr> <td>Collaboration</td> </tr> <tr> <td>Involvement</td> </tr> </table> <p><b>Well-being Goals Impact</b></p> <table border="1"> <tr> <td>Prosperous Wales</td> <td rowspan="7">Throughout the Annual Performance Report we refer to the Well-Being Goals and their impact.</td> </tr> <tr> <td>Resilient Wales</td> </tr> <tr> <td>Healthier Wales</td> </tr> <tr> <td>More equal Wales</td> </tr> <tr> <td>Cohesive Wales</td> </tr> <tr> <td>Vibrant Wales</td> </tr> <tr> <td>Globally responsible Wales</td> </tr> </table> <p><b>Council's Well-being Objectives</b> The Council's wellbeing objectives have been measured against and evidence has been provided for each of the sub priorities. The evidence demonstrates the progress which have been made against the Well-being Objectives.</p>	Long-term	The Annual Performance Report covers all Five Ways of Working. Throughout the report you will be able to see the impact and the way we apply Five Ways of Working across the Council Priorities. We have included one case study which demonstrates impact through each of the areas	Prevention	Integration	Collaboration	Involvement	Prosperous Wales	Throughout the Annual Performance Report we refer to the Well-Being Goals and their impact.	Resilient Wales	Healthier Wales	More equal Wales	Cohesive Wales	Vibrant Wales	Globally responsible Wales
Long-term	The Annual Performance Report covers all Five Ways of Working. Throughout the report you will be able to see the impact and the way we apply Five Ways of Working across the Council Priorities. We have included one case study which demonstrates impact through each of the areas														
Prevention															
Integration															
Collaboration															
Involvement															
Prosperous Wales	Throughout the Annual Performance Report we refer to the Well-Being Goals and their impact.														
Resilient Wales															
Healthier Wales															
More equal Wales															
Cohesive Wales															
Vibrant Wales															
Globally responsible Wales															
<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>														
4.01	Member workshops have been unable to take place. The consultation with Senior Managers, Chief Officers and Members has been supported online. Consultation is undertaken throughout the year by Cabinet and Overview and Scrutiny Committees regularly reviewing performance reports.														
<b>5.00</b>	<b>APPENDICES</b>														
5.01	Appendix A - Draft Annual Performance Report 2020/21 Appendix B – End of Year Performance Monitoring Report 2020-21														
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>														
6.01	Flintshire County Council Reporting Measures 2020/21 Council's Well-being Objectives														

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

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set objectives and publish a Plan.</p> <p><b>Public Accountability Measures:</b> nationally agreed measures to be collected and monitored by all councils for benchmarking purposes.</p>

This page is intentionally left blank

# Annual Performance Report

2020-21





## Table of Contents

<b>Introduction</b> .....	3
<b>The COVID -19 Pandemic</b> .....	3
<b>Priority Setting</b> .....	4
<b>Alignment of Council Plan Priorities and Well-Being Objectives</b> .....	5
<b>Your Local Services</b> .....	7
<b>Assessment of our Wellbeing Objectives</b> .....	8
<b>Highlights of performance and what has been achieved</b> .....	10
<b>Portfolio: Education and Youth</b> .....	10
<b>Portfolio: Housing and Assets</b> .....	11
<b>Portfolio: Governance</b> .....	12
<b>Portfolio: Planning, Environment and Economy</b> .....	13
<b>Portfolio: Chief Executives</b> .....	16
<b>Council Plan Progress – Infographic of RAGs</b> .....	17
<b>Assessment of our Performance</b> .....	17
<b>Performance Data Summary</b> .....	17
<b>National Performance Summary (All Wales Position)</b> .....	17
<b>Council Plan Performance Summary</b> .....	20
<b>Council Plan Performance Data Summary</b> .....	22
<b>Risk Management and Business Planning</b> .....	23
<b>Future Generations – Five Ways of Working – Case Study: Marleyfield Residential Home</b> .....	24
<b>Future Generations – Five Ways of Working – Case Study: Buckley Repair and Reuse Centre with Café</b> .....	26
<b>Long Term:</b> .....	27
<b>Prevention:</b> .....	27
<b>Integration:</b> .....	27
<b>Collaboration:</b> .....	27
<b>Involvement:</b> .....	27
<b>Social Value - Case Studies</b> .....	28
<b>Equality</b> .....	31
<b>Welsh Language Standards (WLS)</b> .....	31
<b>Partnership and Collaboration Activity</b> .....	31
<b>Regulation, Audit and Inspection</b> .....	33
<b>Corporate Health and Safety</b> .....	33
<b>Appendices</b> .....	33
<b>Feedback and How to Obtain Further Information</b> .....	34

## Introduction

Welcome to Flintshire's Annual Performance Report (APR). This document gives an overview of the performance of the Council during 2020/21 against the priorities we set. It also covers progress against our Well-being Objectives.

The report covers:

- Actual and comparative performance information against local and nationally set performance indicators;
- Our performance against the Future Generations Ways of Working and our Own Well-being objectives.

## The COVID -19 Pandemic

2020/21 has been an exceptional year for all organisations as we have had to cope with the threats and challenges of a global pandemic.

The Council was able to maintain all critical services throughout the pandemic and the enforced 'lockdowns' through effective contingency planning, innovation, and the commitment of its management and workforce.

The Council has played a major part in the local, regional and national response to the pandemic and, more latterly, recovery and forward planning. We expanded our role to protect the vulnerable for example in providing support services to those who had to shield at home, contributed to the rainbow hospital and vaccination programmes, and took the lead for the six local authorities in the region in developing a comprehensive Test, Trace, Protect programme. We also adjusted our services to enable the continuity of services on digital platforms.

The intended Council Plan for 2020/21 was not published in its normal format on time due to the interruption of the pandemic. Performance objectives and targets for the year were reviewed and published at the mid-point. All portfolios produced business recovery plans supported by recovery risk registers which have been actively maintained and managed.

The performance of services was inevitably affected by the disruption of the pandemic and the temporary restrictions on service provision which were set at a national level. All critical services have been maintained throughout and performance against the revised performance standards and targets has been strong.

Our own assessment of our response to the pandemic can be seen within reports and publications on our website. Our continued recovery is guided by the Recovery Committee. Our response and now recovery is overseen by the Chief Executive and Chief Officer Team.

We continue to play a leading role in regional recovery planning.

Audit Wales commented that "from the work that Audit Wales has undertaken to date, I am assured that Flintshire County Council's (the council) recovery from the impact of the pandemic



has benefitted 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 it is to the Council's credit.

I consider that the Council's approach to reporting is well structured and well thought through. The Council has taken the right response to corporate planning. As a result, it has enabled the Council to focus on clear, concise reporting and achieving key projects and ensuring that essential service demands are met."

### Priority Setting

Flexibility in planning has been necessary during 2020/21. Corporate and portfolio strategic and operational risks are monitored as part of the ongoing recovery process and not directly linked to the Council Plan for 2020/21.

## Alignment of Council Plan Priorities and Well-Being Objectives

For 2020/21, the Well-being Objectives have been allocated to the respective portfolios as detailed below:

Portfolio	Well-Being Objectives
<b>Education and Youth</b>	<ul style="list-style-type: none"> <li>• Supporting children and younger people to achieve their potential</li> <li>• Supporting learners from 3 to 18 years of age to aspire to high levels of educational attainment and achievement</li> <li>• Providing high quality learning opportunities and learning environments for learners of all ages</li> </ul>
<b>Housing and Assets</b>	<ul style="list-style-type: none"> <li>• Ensuring a supply of affordable and quality housing of all tenures</li> <li>• Protecting people from poverty by maximising their income and maximising their employability</li> </ul>
<b>Governance</b>	<ul style="list-style-type: none"> <li>• Widening digital access to public services</li> </ul>
<b>Planning, Environment and Economy</b>	<ul style="list-style-type: none"> <li>• Sustaining economic growth through local and regional business development, employment and skills strategies</li> <li>• Making communities safe places by working with partners to prevent crime, repeat crime and anti-social behaviour</li> <li>• Protecting people from the risk of any form of abuse</li> <li>• Ensuring the supply of affordable and quality housing of all tenures</li> <li>• Creating a supply of diverse and quality training and employment opportunities</li> <li>• Continuing to be a high performing and innovative public sector organisation with social values</li> <li>• Protecting people from poverty by maximising their income and maximising their employability</li> <li>• Committing to resilient service models to sustain local public services</li> <li>• Supporting local communities to be resilient and self-supporting</li> <li>• Creating a supply of diverse and quality training and employment opportunities</li> <li>• Sustaining economic growth through local and regional business development, employment and training sites</li> </ul>
<b>Social Services</b>	<ul style="list-style-type: none"> <li>• Making early interventions to support healthy and independent living</li> <li>• Sustaining a local market of high quality and affordable service provision for those who are highly dependent on care support</li> <li>• Protecting people from the risk of any form of abuse</li> </ul>

Portfolio	Well-Being Objectives
Streetscene and Transportation	<ul style="list-style-type: none"> <li>• Developing the transport infrastructure and employment sites, and transport services, widening access to employment and training sites</li> <li>• Maximising the recovery and recycling of waste</li> </ul>
Chief Executives	<ul style="list-style-type: none"> <li>• Providing high quality, accessible, responsive and cost effective public services</li> <li>• Providing joined-up services with public and third sector partners which support quality of life in communities and for individuals and families</li> <li>• Committing to resilient service models to sustain local public services</li> <li>• Supporting local communities to be resilient and self-supporting</li> </ul>

Note: The colour scheme used in this table is used throughout the document for ease of recognition.

## Your Local Services

Services for you – a compilation of the range of services we offer the communities of Flintshire and some figures against how well we have performed last year 2020/21

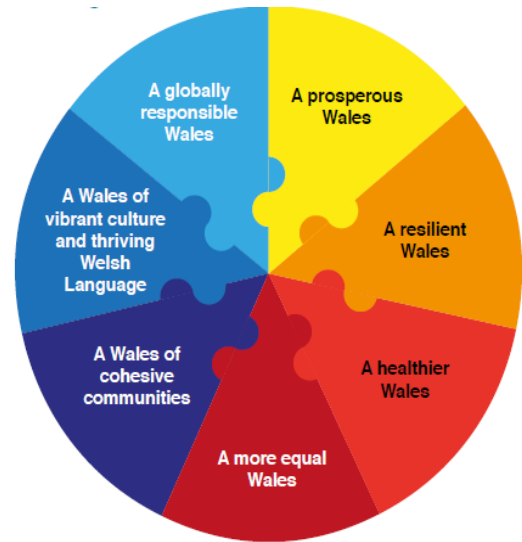
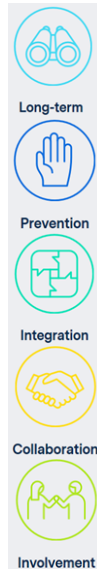
- 1,865 children participated in the summer play-scheme including 30 disabled children supported by volunteer buddies
- 65% of young people aged 16 – 18 years in the youth justice system offered education, training or employment were accessing more than 16 hours per week
- 100% compliance achieved relating to gas safety
- 500+ residents were supported per week during the 18 week shielding providing over 46,000 meals
- The number of affordable homes owned and managed by NEW Homes exceeded target by 17 homes
- 2,173 energy efficiency measures delivered to reduce fuel poverty which exceeded the target of 600
- 1,500 home workers supported per day compared to 800 per day the previous year
- £50.9m was paid out to businesses during the pandemic in addition to the 1,265 businesses being awarded £16.3m of enhanced retail, leisure and hospitality rate relief
- The Contact Centre has seen an overall improvement in performance over the last year. Call answering rates have increased to 93.64% and the abandonment rate has decreased to 6.36%, an improvement on the previous year of 13%
- 17,405 new subscriptions to 'My Account' which exceed target
- Over 79,000 digital self-service enquiries were received. This is a significant increase compared to the previous year and exceeds the target set for the year by 32%
- 7 new foster carers were recruited
- 4 children were prevented from entering the care system through the award of Special Guardianship Orders to family members
- 133 children received the active offer of advocacy
- 1,257 families received information and support through the Early Help Hub
- 378 adults commissioned their own services through a direct payment
- 100% of urgent requests for equipment met or exceeded the national 1 day response standards
- 100% of requests for equipment met or exceeded the national 7 day standard
- 96.75% of adult safeguarding enquiries were met within the 7 day timescales
- 12 Micro-carers delivering services in the county
- 55 Extra care units (43 one bedroom apartments and 12 two bedroom apartments) opened in Holywell (Plas Yr Ywen)
- 1,136 people over the age of 65 were being supported to live at home and a further 501 older people were being supported in care homes

## Assessment of our Wellbeing Objectives

The Council set its Well-being Objectives in June 2017 to meet the requirements of the Well-being of Future Generations (Wales) Act 2015.

Designated public bodies are required to work individually and collectively to improve well-being in Wales. The seven well-being goals and the five ways of working set a general purpose for public bodies. They also aim to ensure better decisions by:

- considering the long-term
- prevention
- integrated working
- working collaboratively
- being inclusive of people of all ages.



Further details on the Future Generations Act (FGA) and the seven wellbeing goals can be found by using this [link](#).

The section 'Future Generations – Five Ways of Working Case Studies' provides examples of how we have met the Future Generations ways of working in some specific area of work.

Our Well-being Objectives reflect the 'Impacts' we intend to make through the actions and activities within each priority. An assessment of the progress against each Objective is made as part of the overall performance for each priority.

## Evidence of Well-Being Outcomes against Council Plan Priorities

Portfolio	Progress	Well-Being Objectives Outcome/Evidence
Education and Youth	G	<ul style="list-style-type: none"> <li>65% of young people aged 16 – 18 years in the youth justice system offered education, training or employment were accessing more than 16 hours per week</li> </ul>
Housing and Assets	G	<ul style="list-style-type: none"> <li>Over 500 residents per week were supported during the 18 week shielding period (14<sup>th</sup> April 2020 to 16<sup>th</sup> August 2020), providing over 46,000 meals</li> <li>27 volunteers from the Housing and Revenue department as well as Clwyd Alyn, Mountain Rescue and local volunteers delivered food parcels direct to the residents homes on a weekly basis for those who were shielding during the pandemic</li> <li>The number of affordable homes owned and managed by NEW Homes exceeded target by 17 homes</li> </ul>
Governance	G	<ul style="list-style-type: none"> <li>The number of new subscriptions to 'My Account' continues to increase (17,405 subscriptions) and exceeded the target of 13,131 for the year</li> <li>Over 79,000 digital self-service enquiries were received which is a significant increase compared to the previous year and exceeds the target set</li> </ul>
Planning, Environment and Economy	G	<ul style="list-style-type: none"> <li>62% of major planning applications were determined in time</li> <li>Only 7.31% of planning decisions were made contrary to officer recommendations</li> </ul>
Social Services	G	<ul style="list-style-type: none"> <li>96.75% of adult safeguarding enquiries were met within the 7day timescales which exceeded target set for the year</li> <li>12 Micro-carers delivering services in the county as a result of the implementation of Micro-care</li> <li>55 Extra care units consisting of 43 one bedroom apartments and 12 two bedroom apartments opened in Holywell (Plas Yr Ywen) which exceeded the target of 50 units</li> <li>1,136 people over the age of 65 were being supported to live at home and a further 501 older people were being supported in care homes</li> </ul>
Streetscene and Transportation	G	<ul style="list-style-type: none"> <li>The Welsh Government statutory target for the percentage of waste reused, recycled or composted was achieved</li> <li>Over 700 tonnes of 'waste' items have been sent for reuse from Flintshire's Household Recycling Centres and residential properties</li> </ul>
Chief Executives	G	<ul style="list-style-type: none"> <li>Percentage of planned efficiencies achieved exceeded target</li> <li>Percentage variance between the revenue budget outturn and the budget set exceeded target</li> </ul>

## Highlights of performance and what has been achieved

### Portfolio: Education and Youth

#### Strong Performance

- During August 2020, 1,865 children participated in the summer playscheme. This included 30 disabled children supported by volunteer buddies
- The number of First time entrants into the criminal justice system has fallen during the year
- 65% of young people aged 16 – 18 years in the youth justice system offered education, training or employment were accessing more than 16 hours per week

#### Strong Stories

- Schools in Flintshire have continued to access professional development and plan for the new curriculum and imminent changes to legislative requirements for children with Additional Learning Needs
- During the suspension of statutory education, schools settings were successfully repurposed into Hubs for vulnerable children and children of key workers during March to July 2020
- Schools were well prepared for the safe reopening of statutory education from September 2020 and effectively managed subsequent national lockdown periods
- Secondary schools successfully delivered the revised arrangements for the provision of GCSE and A level grades for 2021
- The delivery of remote working and adaptation to home schooling via digital platforms has been successful
- A summer play scheme for children aged 5-12 years at 55 sites was delivered including two Welsh Medium play schemes. For further information please see: <https://www.leaderlive.co.uk/news/18757183.flintshire-play-schemes-adapt-another-successful-summer/> (*Flintshire play schemes adapt for another successful summer* article, The Leader, 29 September 2020) and <http://www.deeside.com/flintshire-county-councils-summer-playscheme-deemed-a-success-even-with-added-setback-of-covid-19/> (*Flintshire County Council's 'Summer Play-scheme' deemed a success, even with added setback of COVID-19* article, Deeside.Com, 30 September 2020)
- Estyn (Her Majesty's Inspectorate for Education & Training) reviewed the portfolio's performance twice as part of a national thematic review of the provision for learning and vulnerable children during the pandemic and given very positive feedback on both occasions
- Youth Services have developed a comprehensive digital service to ensure young people continue to access support despite the closure of youth clubs in line with national regulations

#### Improvement Areas

- Improving the levels of attendance and reducing exclusions. It has been challenging to measure any impact of changes implemented given the emergency restrictions and changes to Welsh Government legislation and recording over the past year

## Portfolio: Housing and Assets

### Strong Performance

- The Responsive Repairs Service continued to provide an urgent and emergency repairs service during the pandemic and achieved 100% compliance relating to gas safety
- Over 500 residents per week were supported during the 18 week shielding period (14<sup>th</sup> April 2020 to 16<sup>th</sup> August 2020), providing over 46,000 meals
- The number of affordable homes owned and managed by NEW Homes exceeded target by 17 homes
- Tenant satisfaction results for Welsh Housing Quality Standards (WHQS) refurbishment programmes were positive with an overall average rating of 96%
- 2,173 energy efficiency measures were delivered to reduce fuel poverty which exceeded the target of 600
- Regularly reporting zero rough sleepers demonstrates the services ongoing commitment and enhanced response to rough sleeping

### Strong Stories

- Trade apprentices have been successful in gaining full time employment within the Housing Repairs Service in the trade that they qualified in
- A number of projects have been delivered in partnership around Poverty during the pandemic and have been successful:
  - **Emergency Food Support – Shielding Programme** covering the period of 14<sup>th</sup> April to 16<sup>th</sup> August 2020 (Well-Fed Flintshire County Council's Enterprise in partnership with Clwyd Alyn and Can Cook)
  - **Meals on Wheels Service** – Service created and is now well established, delivering fresh food parcels direct to residents doors on a weekly basis since September 2020
  - **Christmas Food Boxes** – Partnership approach to deliver Christmas dinner to families and individuals in need. 150 gifts and 120 shoe boxes were donated. Housing staff delivered the Christmas dinner boxes as well as selection boxes and the gifts for the children to 126 Flintshire households on Christmas Eve. In addition, 96 Meals as well as gifts were delivered to 32 care leavers in Flintshire
  - **Well-Fed Food Store – Emergency Food Support**
  - **Well-Fed - Mobile Shop**
  - **Holiday Hunger Programme 2021** - Working in collaboration with Flintshire Social Services, families that would benefit from receiving a fresh meal over the summer holidays received one direct to their door each week via Well-Fed
- 27 volunteers from the Housing and Revenue department as well as Clwyd Alyn, Mountain Rescue and local volunteers delivered food parcels direct to the residents homes on a weekly basis for those who were shielding during the pandemic
- The average number of days target to process new claims for housing benefit and council tax reductions were met despite increased work volumes as a result of the pandemic
- Bunkabins were sourced to provide self-contained space for homeless people in need of emergency bed provision. These have been and continue to be well received

### Improvement Areas

- Average number of calendar days taken to deliver a Disabled Facilities Grant (Large Adaptations) did not meet expected targets
- The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP) was below target
- The percentage of Council houses that meet the Welsh Housing Quality Standards within the annual programme were not progressed as much as expected in comparison to previous years.



## Portfolio: Governance

### Strong Performance

- Able to increase number of home workers from 800 per day to over 1,500 in order to enable them to continue working safely during the pandemic
- Additional resources were deployed from across the organisation to handle an 85% increase in calls to the Revenues Contact Centre from local businesses struggling to survive the impacts of the pandemic
- In total, £50.9m was paid out to businesses during the pandemic in addition to the 1,265 businesses being awarded £16.3m of enhanced retail, leisure and hospitality rate relief
- The Contact Centre has seen an overall improvement in performance over the last year. Call answering rates have increased to 93.64% and the abandonment rate has decreased to 6.36%
- 17,405 new subscriptions to 'My Account' which exceeded the target of 13,131 for the year with over 79,000 digital self-service enquiries received, a significant increase compared to the previous year and exceeds the target set for the year by 32%

### Strong Stories

- The Contact Centre was available remotely via the pandemic ensuring that the disruption to frontline services were minimised
- Provision of technology and business solutions to support the Council's Services to respond to the Covid-19 pandemic, these included:
  - Supporting the increase of home workers from 800 per day to over 1500
  - Provision of devices and mifi broadband devices to support digitally disadvantaged learners and service users at Hwb Cyfle
  - Support for Test, Trace and Protect
  - Infrastructure provision to support the opening of the Rainbow Hospital Deeside and Ty Treffynnon Care Home
  - Digital support for vulnerable and shielding residents
  - Rapid development of digital applications for various COVID related grants and additional support for individuals and businesses to help alleviate hardship
- Delivery of the Hwb infrastructure project to support delivery of a digital curriculum
- Development of high quality data standards for our corporate address data allowing the integration of data from various systems to support improved service and information for customers e.g. supporting people with dementia and improved information to support the provision of home care. This has resulted in recognition at the Geoplace Annual Exemplar Awards in 2021, the only Welsh council to be recognised
- Registration Services have been modernised removing the need for manual registers for marriage and civil partnerships in line with new legislation introduced on 4<sup>th</sup> May. The first major changes since records began in 1837
- Businesses have been supported through the pandemic by the provision of Business Support Grants and Retail Relief. In the first 3 days of the first grant scheme going live, 1,113 grants totaling £14m were paid. A total of 2,620 grants were paid totaling £31.4m during phase one of the scheme. Businesses across all sectors recognised the work undertaken by the Council during this critical time and there have been many positive comments and words thanks for the work undertaken by the Council
- In total £50.9m was paid out to business during the pandemic in addition to the 1,265 businesses being awarded £16.3m of enhanced retail, leisure and hospitality rate relief

### Improvement Areas

- Council Tax 'in-year' collection levels have decreased in comparison to the previous year
- Non Domestic Rate (NDR) 'in-year' collection levels did not meet expected targets

## Portfolio: Planning, Environment and Economy

### Strong Performance

- 2,173 energy efficiency measures delivered to reduce fuel poverty against a target of 600
- 62% of 'major' applications determined within time periods required against a target of 60% for the year
- 54.17% of enforcement cases were investigated with 84 days
- Decisions made contrary to officer recommendation was 7.31% compared to a target of 20%

### Strong Stories

- Pro-active work undertaken by the Enforcement Team during lockdown resulted in a reduction in the average time taken to pursue positive enforcement action once a breach had been identified
- Flintshire Trading Standards undertook a successful prosecution of a roofer who conned a widow out of over £40,000. They were sentenced to 18 months custody to be served consecutively with 9 months in prison immediately and 9 months on licence after that. They also received a ban from being a company director for 5 years
- Flintshire County Council's Environmental Health Officers have successfully prosecuted the joint landlords of a Flintshire property for several offences under housing legislation designed to protect tenants living in rented accommodation
- Highlights of the Social Value Programme for the year include:
  - The Young Carers Service contract renewal was shared as an exemplar of best practice delivered by the Council in embedding social value into the procurement of social care contracts at the National Social Value Awards 2021
  - The development of a Flintshire Themes, Outcomes and Measures (TOM's) Framework
  - The procurement of Impact Reporting Ltd, a system that the Flintshire TOM's Framework is currently embedded within
  - Substantial progress has been made in the application of its Social Value Procurement Policy and social value has been applied to a significant number of contracts in all service areas
  - The development of a social value
  - The production of a social value film which will be used as a key resource to promote the social value programme and promote best practice
  - Welsh Government highly commended the progress and social value model that Flintshire have adopted
- Construction of two solar farms on brownfield sites in Flint and Connah's Quay
- Delivery of Ash Die Back survey work of our road network and initial phase of diseased trees removed

### Improvement Areas

- Average time taken to determine planning applications did not meet the set target for the year

## Portfolio: Social Services

### Strong Performance

- 7 new foster carers were recruited
- 4 children were prevented from entering the care system through the award of Special Guardianship Orders to family members
- 133 children received the active offer of advocacy
- 1,257 families received information and support through the Early Help Hub
- 378 adults commissioned their own services through a direct payment
- 100% of urgent requests for equipment met or exceeded the national one day response standards, this exceeded the target for the year
- 100% of requests for equipment met or exceeded the national seven day standard, this also exceeded the target for the year
- 96.75% of adult safeguarding enquiries were met within the 7day timescales which exceeded target set for the year
- 55 Extra care units consisting of 43 one bedroom apartments and 12 two bedroom apartments opened in Holywell (Plas Yr Ywen)
- 1,136 people over the age of 65 were being supported to live at home and a further 501 older people were being supported in care homes

### Strong Stories

- The implementation of Micro-care resulting in 12 Micro-carers delivering services in the County
- Taking a stand to end all male violence against women by becoming White Ribbon Accredited
- Recognition of our Learning Disability Services in the Social Care Wales Accolades and shortlisted for the APSE Awards.
- The employment of two graduates, young people with Learning Disabilities from the Project SEARCH programme, in our own services, with others entering in paid employment
- The implementation of Foster Carer support Model – ‘Mockingbird’
- The progress made with the extensions at Marleyfield House
- Completion and opening of Plas Yr Ywen Extra Care

### Improvement Areas

- Ensure the evidence/analysis which informs decision making in the Early Help Hub is consistently recorded to for clients to be assured of getting the right support and assistance at the right time
- Ensure that assessments and core group meetings for children named on the child protection register are consistently conducted in line with statutory requirements

## Portfolio: Streetscene and Transportation

### Strong Performance

- Over 3,500 packed lunches were delivered to pupils in their own home during the initial lockdown period
- Implementation of social distancing measures at over 80 schools across the County, as well as in all town Centres, to ensure a safe and compliant environment for those returning to public spaces
- Over 700 tonnes of 'waste' items have been sent for reuse from Flintshire's Household Recycling Centres and residential properties
- National data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition – Condition of both B and C roads exceeded their targets
- Successful in obtaining over £6.8m of funding for the delivery of key transport infrastructure projects
- £1.3m of Transforming Towns funding was secured for improvements to both Mold and Buckley Town Centre's to assist with recovery from the pandemic through provision of sustainable access to employment and retail establishments

### Strong Stories

- Only North Wales Authority selected for the implementation of a 20mph pilot scheme, scheduled for implementation in the Buckley and Mynydd Isa area
- Operational Trainee has been named Flintshire Trainee of The Year
- Bereavement Services named APSE Award Winners
- Successful in obtaining successive year Welsh Government Resilient Roads Funding to improve highway resilience on the A548 due to ongoing issues of carriageway flooding.
- Operational services such as waste and recycling collections, emergency response to adverse weather events (gritting, flooding), burials/bereavement services, transport services, delivery of transport schemes (resurfacing schemes, integrated transport, active travel) were maintained throughout the pandemic
- Green Recovery Circular Economy Funding successfully awarded to open a community repair and reuse centre, with Café, in the town of Buckley to promote waste and recycling behavioural change initiatives, community cohesion and town centre regeneration
- Successfully awarded Welsh Government funding to introduce electric recycling vehicle, including associated charging infrastructure, into its vehicle fleet with the aim to promote cleaner and more efficient transport solutions
- Welsh Government funding was secured for the purchase of two electric bus service vehicles for use on the Councils Local Travel services and support the purchase of associated charging infrastructure as well as undertaking essential training provision
- Successful in obtaining ORCS (On-street Residential Charge point Scheme) funding for the implementation of thirty four electric vehicle charging points within Council owned car parks
- Redevelopment work began on the Greenfield Composting Facility, following the award of Welsh Government Funding, to improve on site traffic management and to develop the site into a regional green waste treatment facility
- Successful launch of the North Wales Regional Waste Treatment Partnership community benefit fund. This has supported local community groups, in and around Connah's Quay, with the financial pressures they have encountered due to the pandemic
- The Public Space Protection order for dog control and dog fouling was renewed for a further three years to allow for the effective enforcement of this antisocial behaviour and environmental crime
- The Integrated Transport Unit facilitated the:
  - delivery of over 3,500 packed lunches to pupils in their own home during initial lockdown period
  - transport of Key Worker Children to designated education hubs across the County

- Implemented physical distancing measures at over 80 schools across the County, as well as in all town Centres, to ensure a safe and compliant environment for those returning to public spaces

#### Improvement Areas

- Downturn in the Councils recycling performance due to an increase in the amount of black sack residual waste being collected from residential properties
- The amount of reported littering, dog fouling and fly tipping events has increased over the last twelve month
- The Council need to explore opportunities to reduce carbon emissions which include, but are not limited to, the development of sustainable transport opportunities and home or hub working

## Portfolio: Chief Executives

#### Strong Performance

- 131 managers and employees completed Stress Management training. This exceeded the target set for the year
- The target for percentage of planned efficiencies achieved was exceeded for the year
- The number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence has improved since the previous year
- 76,383 payments processed during 2020/21 Payroll with 99.60% accuracy

#### Strong Stories

- Flintshire County Council took on the role of lead employer for the Test, Trace, Protect programme on behalf of the six North Wales Local Authorities including recruitment, payroll and advice/guidance to North Wales Local Authorities. Over 3,300 applications were processed, Over 450 new starters and over 100 leavers
- Test, Trace, Protect Service contact traced 8,904 Flintshire residents who Covid positive and asked 19,660 contacts of positive cases to self-isolate.
- Human Resources and Organisational Development continued to support the organisation through the pandemic with limited impact on the services provided
- Occupational Health provided specialist support to a number of front line services during the early part of the pandemic who needed additional support to cope with their demands
- Occupational Health supported the vaccination at Deeside Rainbow Hospital, four clinical staff attended one day per week
- Mental Health Awareness courses have been made available across the authority which has had excellent take up by employees
- Increased attendance on the 'Coaching Skills for Managers' course over the year
- Increase in the attendance of managers and employees at a range of awareness training sessions including stress awareness and mindfulness

#### Improvement Areas







- The percentage of budgeted income target achieved due to overall performance reducing and not meeting targets
- The number of apprentices that complete the programme with a positive outcome decreased in overall performance and missed target

## Council Plan Progress – Infographic of RAGs

### Assessment of our Performance

The table below provides an overview of progress against Council Plan Key Performance Indicators. For more detailed information please refer to the End of Year Monitoring Report.

The key below defines the Red / Amber / Green (RAG) for measures contained in the End of Year Monitoring Report.

<u>Performance Status Key</u>		<u>Trend Status Key</u>	
	<b>Limited Progress</b> - delay in scheduled activity; not on track		<b>Downturned</b> – In comparison to the previous year’s data, the performance outturn has reduced
	<b>Satisfactory Progress</b> - some delay in scheduled activity, but broadly on track		<b>Maintained</b> – In comparison to the previous year’s data, performance is the same as last year
	<b>Good Progress</b> - activities completed on schedule, on track		<b>Improved</b> - In comparison to the previous year’s data, performance has increased

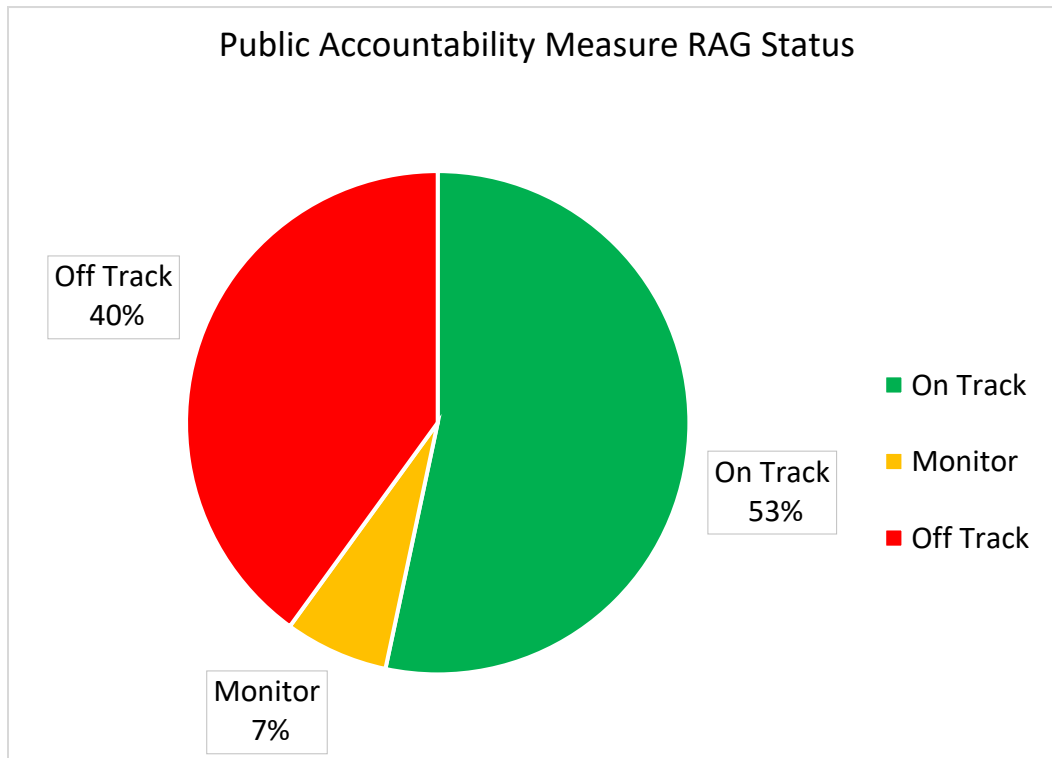
### Performance Data Summary

#### National Performance Summary (All Wales Position)

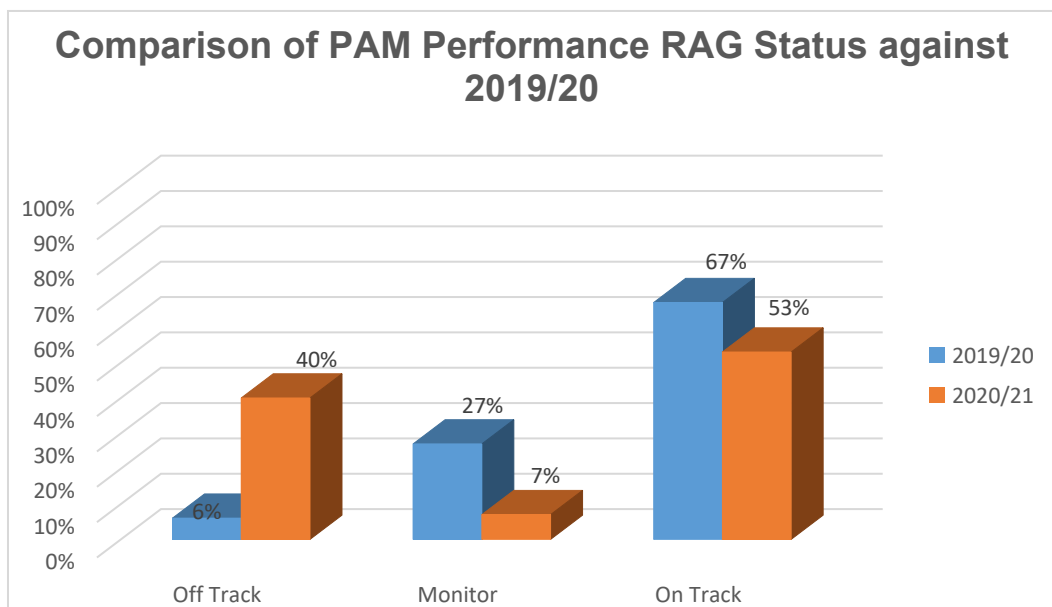
The Welsh Government and the Local Government Data Unit have not requested submission of the Public Accountability Measures at the date of publication of this document. The analysis below is based on the Council’s performance against its own set targets and trend on previous year 2019/20.

## How we performed against Public Accountability Measures 2020/21

The performance output has decreased during 2020/21. This is down to factors such as limited data for education with schools being closed and reduced opportunities for members of the public to access leisure facilities.

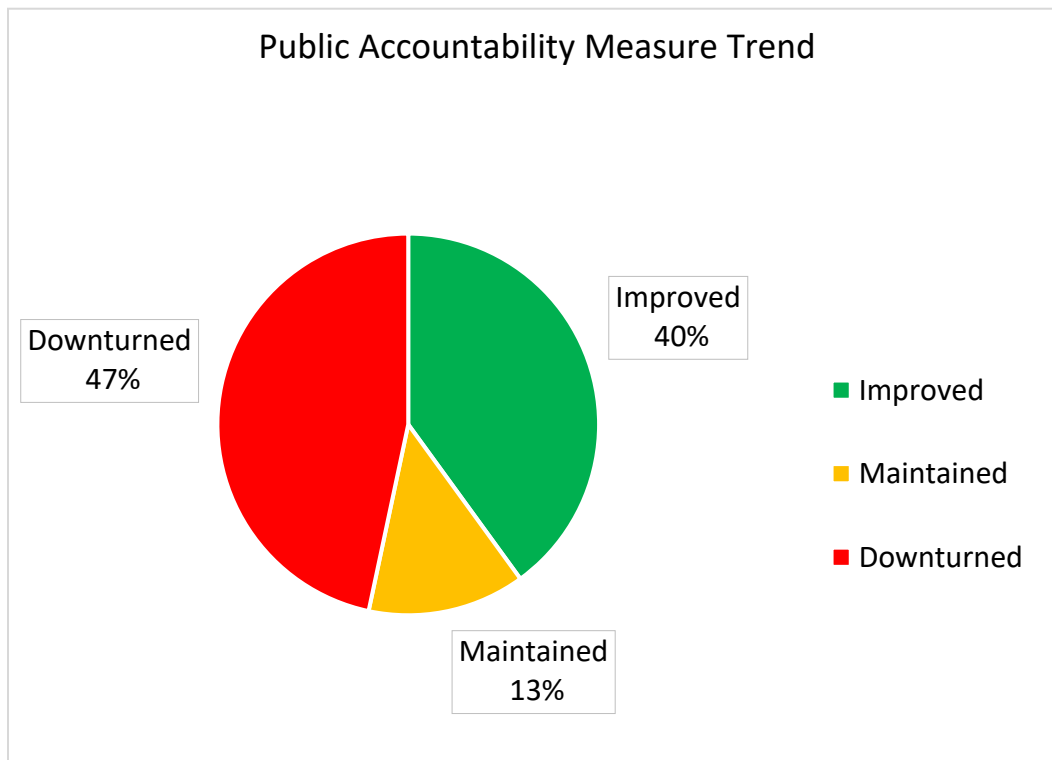


## Comparison of Performance RAG Status against 2019/20

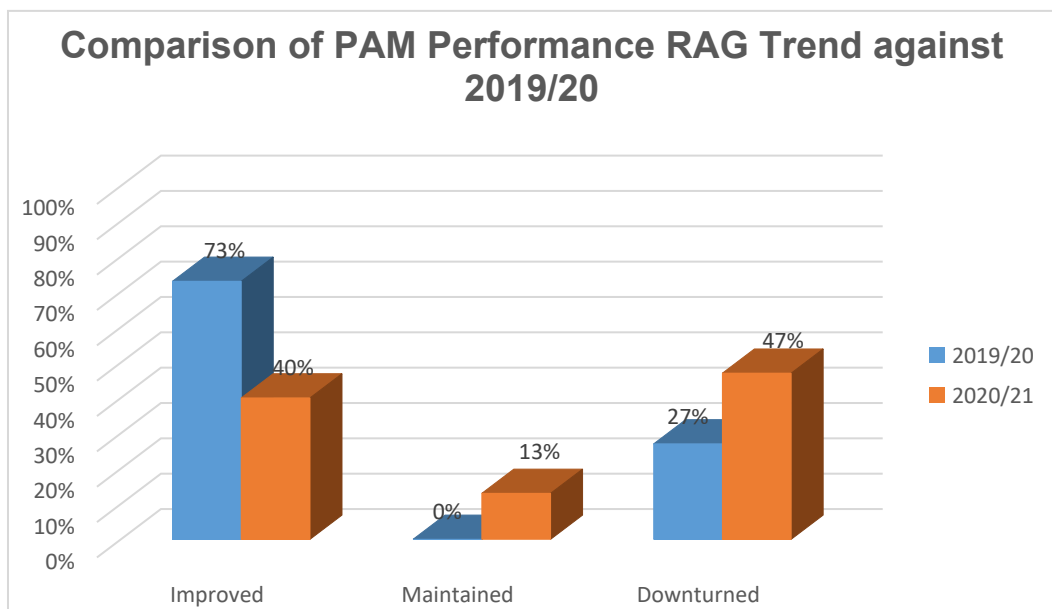


## Performance trend for Public Accountability Measures 2020/21

Through 2020/21 we have seen an overall downturn in performance trend. The downturn trend has increased from 27% in 2019/20 to 47% in 2020/21. The number of measures with an improved trend decreased from 73% in 2019/20 to 40% in 2020/21.



## Comparison of Performance RAG Trend against 2019/20

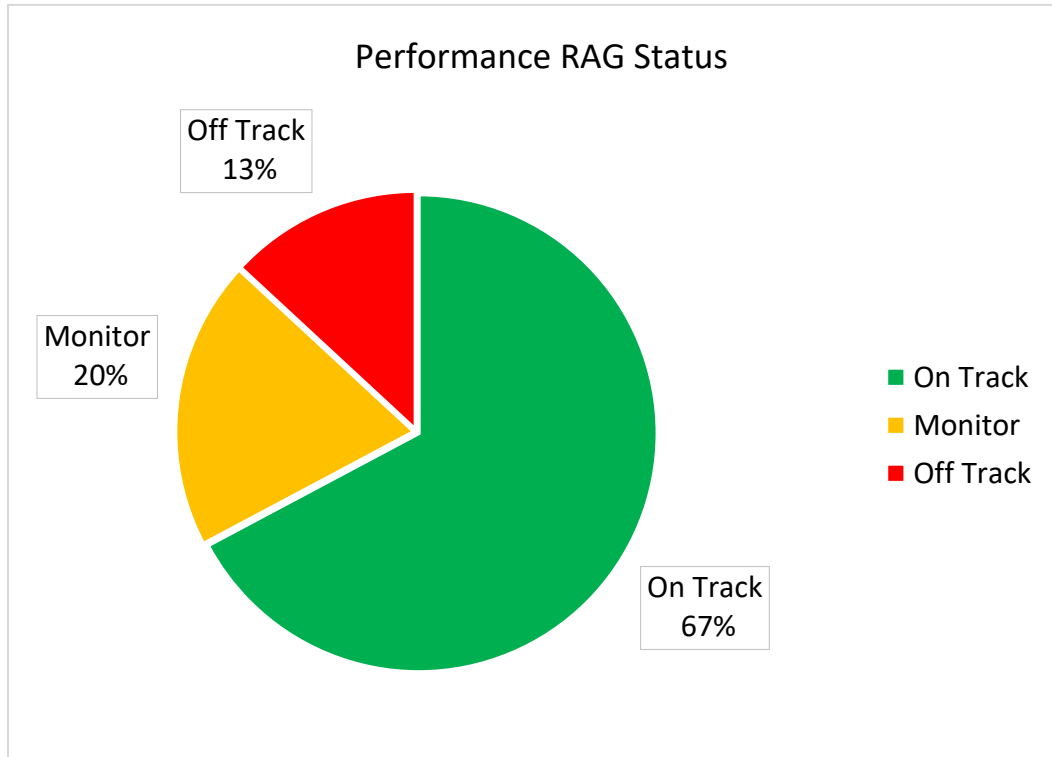




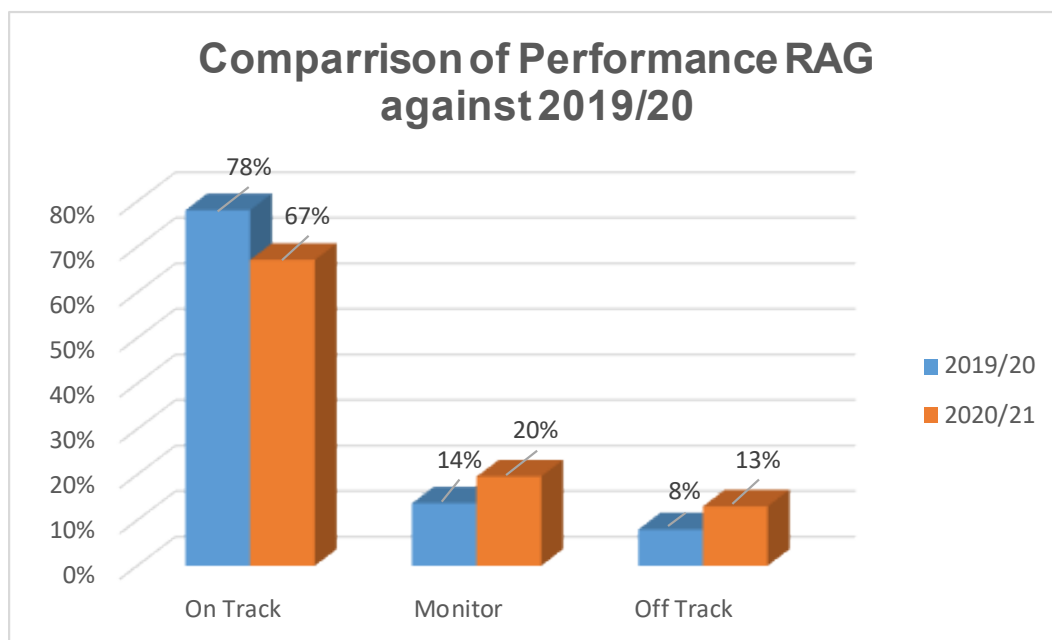
## Council Plan Performance Summary

Performance for 2020/21 against our Council Plan Measures is summarised in the performance indicator chart below. 67% of indicators achieved target or better compared to 78% in 2019/20. 13% of indicators missed target compared to 8% during 2019/20. 20% of indicators are being monitored compared to 14% in 2019/20.

**Chart 2a: Performance RAG status for Council Plan Measures 2020/21**

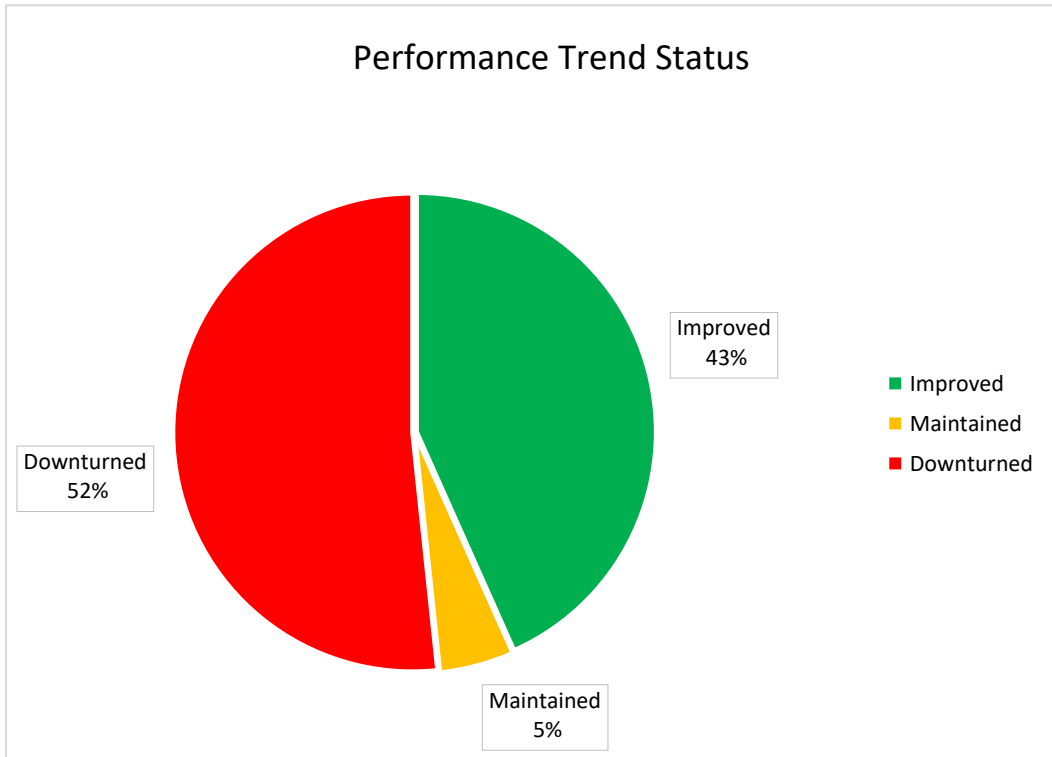


**Comparison of Performance RAG Status against 2019/20**

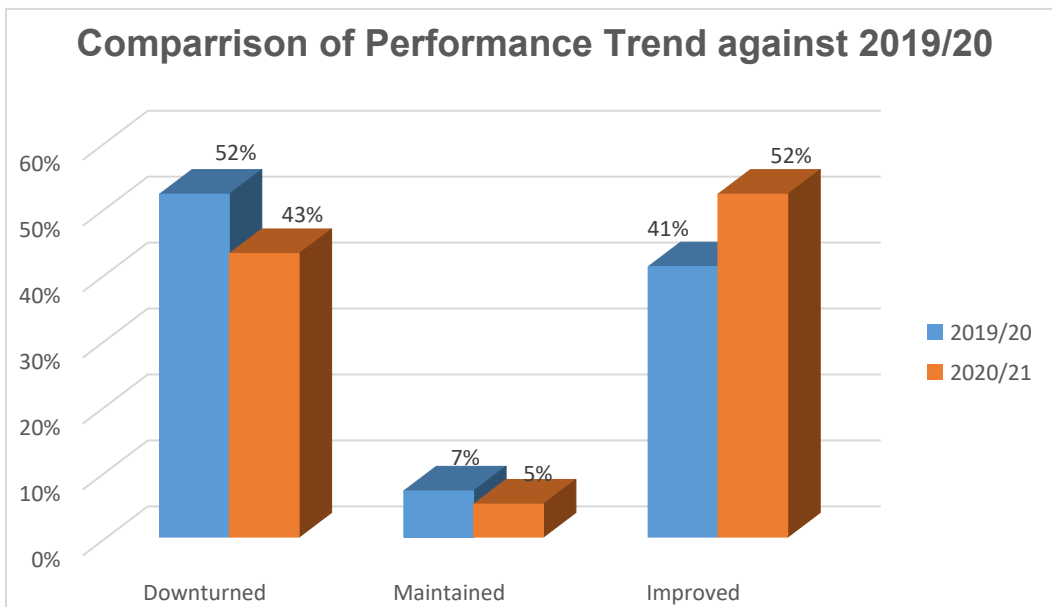


The performance trend for 2020/21 against our Council Plan Measures is summarised in the performance indicator chart below. 43% of indicators improved compared to 52% in 2019/20. 52% of performance indicators downturned compared to 41% in 2019/20. 5% maintained their performance compared to 7% in 2019/20.

**Chart 2b: Performance Trend for Council Plan Measures 2020/21**



**Comparison of Performance Trend Status against 2019/20**

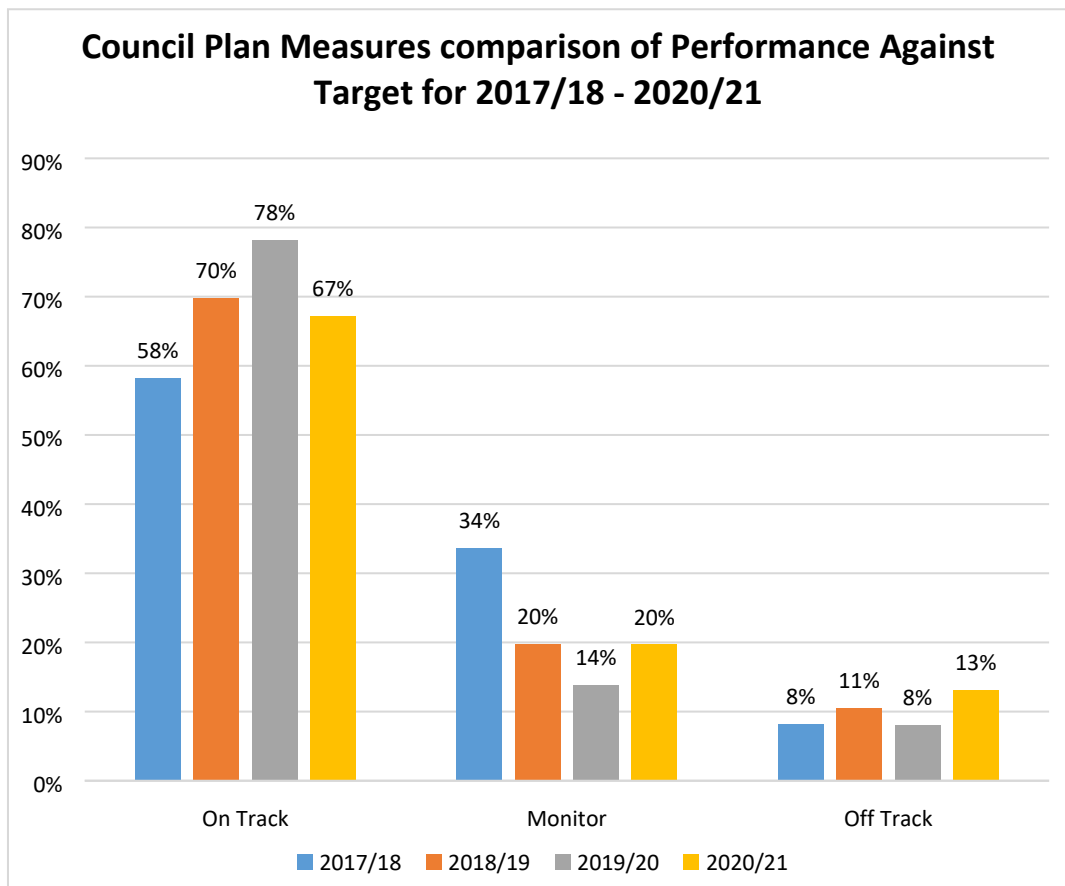


## Council Plan Performance Data Summary

The table below demonstrates a comparison of performance data from 2017/18 through to 2020/21. Each column shows positive or maintained progress being made in comparison to the previous year.

The table below shows that we had a downturn in overall performance this year compared to previous years. Performance measures for this year cannot be directly compared to previous years due to the restrictions placed on services during lockdown and the ongoing recovery. It is also important to highlight that the downturn in performance is much less than expected.

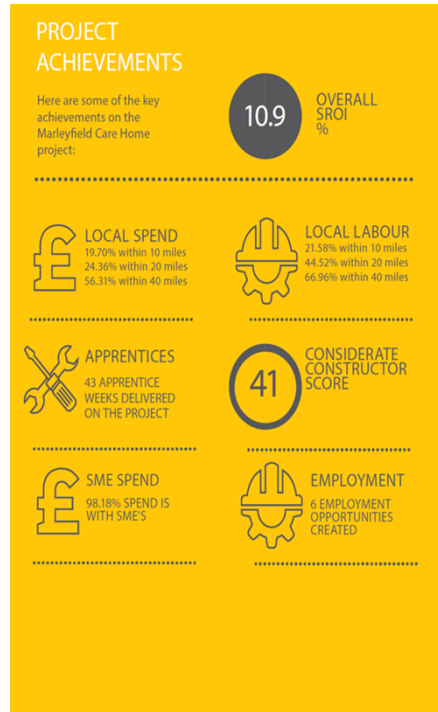
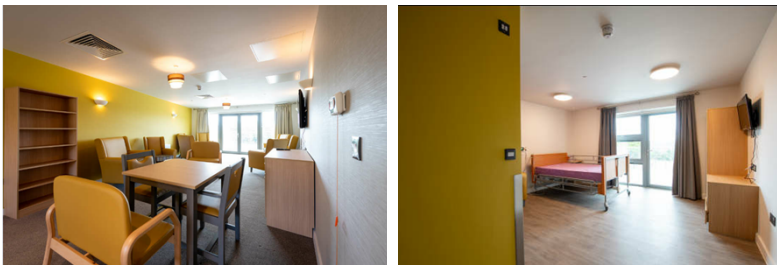
**Chart 3a: Percentage of Council Plan measures against target for 2017/18, 2018/19, 2019/20 and 2020/21**



## Risk Management and Business Planning

Strategic and Council Plan Risks have regularly been reported as part of our Council Plan Performance, during the mid-year and end of year performance reviews in previous years. In response to the pandemic, we invoked Flintshire Business Continuity Plans. These plans were designed to enable services to continue to function in the short-term. With response to the pandemic going on longer than the short-term and changing to a medium-term/longer-term, a new approach to business planning and recovery was developed. We developed business recovery plans based on an effective risk management approach which underpinned these plans. This approach embedded risk management into everyday activity and regular reporting of risk to Overview and Scrutiny Committee's from June 2020. Corporate updates on recovery were shared at Overview and Scrutiny Committee's as the response and recovery phase's continued.

## Future Generations – Five Ways of Working – Case Study: Marleyfield Residential Home



The new two-storey, 32-bedroom development to expand Marleyfield residential care home is the first of its kind in Wales. The design and construction have been entirely shaped by its core purpose of optimising well-being and it facilitates a highly innovative operating model for supporting and caring for older people.

### Long Term:

The building and its surrounds are anything but standard, with every aspect carefully considered to ensure the best possible environment inside and out for enhancing health, comfort, dignity and well-being.

The building design has numerous design measures to reduce not only the energy consumption and operating costs, but also the operational carbon requirements of the building and is fully on track to achieve a BREEAM Very Good and EPC A ratings and reduce operational Carbon.

The project represents a step change in the quality of its care home provision. Equally, it acts as a unique and inspiring exemplar that can be readily adopted throughout Wales and beyond.

### Prevention:

The internal environment is designed to support the health needs and the well-being of residents. The purpose of the building is to support individuals discharged from hospital as part of the recovery process with access to appropriate support to ensure that they are able to remain independent in their own homes for as long as possible. The building will support in reducing the delayed transfer of care and demand on local hospital services and beds. The home and revitalised outdoor space will promote improved health and well-being.

Dedicated therapy rooms facilitate rehabilitation for those staying short-term post hospitalisation and for long-term residents if required. The scheme also supports people living with dementia, with factors such as room layout, colours and textures optimised to encourage independence, confidence and a sense of security.

**Integration:**

Marleyfield House and its operation will serve as the benchmark for future developments to support older people both within and outside of Flintshire.

Its innovative concept and modern and efficient facilities break the mould for traditional residential care homes and provide a template for integrating health and social care. With a relaxing, attractive environment that fosters independence and social interaction, it will stand as an exemplar for Wales for how high quality places to live in older age can be delivered in tandem with excellent services.

**Collaboration:**

The innovative approach to partnership working has provided an exemplary approach to ensuring that excellent care is delivered to the population of Flintshire, in a building that we hope will be used as a foundation and template for future schemes.

Along with offering a long-term home, it provides a ground-breaking centralised short-term care, support and re-ablement service. Delivered in partnership between Flintshire Social Services and Betsi Cadwaladr University Health Board, the therapy-led model (known as D2RA) is designed to help those coming out of hospital regain their independence and return to their own home.

**Involvement:**

The project has also delivered considerable social value, including spending locally and using local Small and medium-sized enterprises (SMEs), and labour. In addition, 43 apprentice weeks were completed and six new employment opportunities were created.

## Future Generations – Five Ways of Working – Case Study: Buckley Repair and Reuse Centre with Café



Flintshire County Council, working in partnership with Refurbs Flintshire and Groundworks North Wales were successful in their application to the 'Green Recovery Circular Economy Fund 2020-21' to bring a Repair and Reuse Centre with café, into the former HSBC bank within the heart of Buckley town centre, that would promote community cohesion through repair and re-use initiatives while providing an opportunity to support the regeneration of the town centre.

The aim of the project is to promote education and behavioural change on waste and recycling initiatives, providing volunteering opportunities and employment for local people, the creation of an attractive and interesting venue in the heart of the town centre, while supporting the strategic regeneration plan of the town and most importantly creating a place for the community to come together.

Centred on the hospitality of a relaxed café environment, the initial services to be offered include:

- Bringing small household items to be repaired
- Demonstrations on basic repairs/upcycling techniques which can be replicated at home
- Providing Information on how to donate unwanted household items that can be refurbished for sale or recycled
- Workshops and volunteering activities to create saleable pieces for the café from recycled materials or unwanted items
- Displaying purchasable items produced from recycled materials

### **Long Term:**

The facility will promote long term behavioural change initiatives for waste minimisation to support the Welsh Governments vision of a Circular Economy.

The facility will support the vision of town centre recovery by encouraging people back to the high street who will then utilise the local amenities following attendance at the centre.

When it can be demonstrated that this model is successful, the intention will be to introduce similar facilities in other Town Centres.

### **Prevention:**

The aim of the project is to promote waste minimisation and the reliance on single use products. Promoting repair and reuse initiatives will ensure valuable items are kept in use reducing waste and the impact on climate change.

Offering an interesting facility will attract people to the town centres which will prevent the further decline of our local amenities as increasing footfall will offer opportunities for other local businesses to benefit.

### **Integration:**

The centre, cafe and associated workshops will be available for persons of any age. A clear vision of the project is to promote community cohesion and bring members of the community, who may not already be doing so, together.

The workshops will be developed and directed specifically to the group with which they are aimed towards.

### **Collaboration:**

The project has been jointly developed with Refurbs Flintshire and Groundworks North Wales who both have a positive history of supporting people in the local community and delivering on waste minimisation projects.

### **Involvement:**

The centre will look to engage further with local community groups to ensure that the workshops deliver on the interests and need of the community.

There will be opportunities for local people to volunteer at the centre and share their knowledge and skills.



## Social Value - Case Studies

A selection of case studies highlighting the benefits that have been achieved through the delivery of social value programmes through contracts are listed below:

### Marleyfield Care Home Extension

The contract to complete a major expansion to the Marleyfield House care home in Buckley, has unlocked over £1.3m of social value through the following initiatives;

- 142 weeks of trade apprentices
- 13 weeks of traineeships delivered
- 4 full time employment opportunities create for local residents who were previously Not in Employment, Education or Training (NEET).
- £2,124,197 was spent during the project on goods, works and services with organisations within, and surrounding 20 mile radius of Flintshire.
- £10,840 invested to support local community causes, such as; building sheltered outhouses for residents in Marleyfield and other Council owned care homes, to provide shelter, for residents to meet friends and family safely during the pandemic. The supplier also invested to support many other local community causes, such as; donating shoe boxes filled with essentials for local families in poverty and donating to Flintshire Foodbank.
- 264 hours of staff volunteering time was delivered to support local community projects,



- businesses and engaging with local schools.
- 60 hours supporting local people into work through employability initiatives (over 24 years old.)

Minimising environmental damage, where 97% of waste diverted from landfill approximately 2.39 tons of waste, and other water and carbon reduction savings achieved.

### Young Carers Service

In 2020 the Young Carers Service was reproced and where a comprehensive 4-5 month period of consultations were delivered with the service users, their families, the local Youth Council, the current service provider and other care professionals. The consultations were delivered to ensure the new service met with the needs of the service users, giving them a voice in, and control over reaching the outcomes that help them achieve well-being. It also presented an opportunity where the service users were more involved in the design and delivery of service, putting their individual needs and the centre of their care.

During these consultations, it was evidenced that the young service users placed significant value on their need for additional; peer support, employment and training opportunities with respite care, the facilitation of sustainable natural networks outside of the service, and more meaningful activities that would provide them with additional well-being benefits such as improved; confidence, independence, happiness and sense of achievement.

As well as building, some of these values into the service delivery model, we also developed a set of core social value themes, outcomes and measures centred on these additional aspirations, and included them as part of a 10% weighted social value element within the procurement for prospective suppliers to respond to. The successful bidder committed to over **£13,099.43 of social value through the following initiatives;**

- 2 x 26 week paid work opportunity for 2 young carers.

- 12 paid work placement days for 12 young cares within one of their Charity shops.
- 12 days of paid respite care to enable 12 young carers access to the suppliers one day paid work experience opportunity within one of their Charity shops, as outlined in the above commitment.
- 26 work placements weeks unpaid
- An intergenerational mentor/buddy scheme with young carers, in collaboration with Celtic Business network with 117 business members to provide employment mentoring and link to work opportunities with local employers.
- A young carers awareness day providing support to young carers and raising awareness of the challenges faced by young carers and campaigns for greater support for them.
- Additional activities outside of the service including; First Aid, cooking, finance and budgeting, entrepreneurship, Dragon's Den pitch.

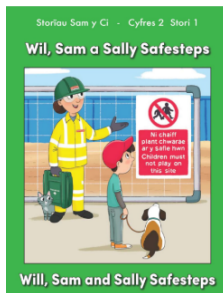


### Hollybush Junction/Abermorddu Signals

The project to upgrade a junction at Hollybush in Cefn y Bedd, consists of a new signalised junction, footway and cycleway improvements with associated civils works. The project also includes an upgrade the existing signals equipment at Abermorddu and resurfacing a section of the A541. The contract has unlocked £379,137.46 of social value, meaning that for every £1 invested there is a £0.90 social return on investment. This has been achieved through the following initiatives;

- £426,698.70 spent with local supply chain on the procurement of goods, works and specialist services required for the delivery of the contract.
- £525 spent through staff volunteering and donation of resources on initiatives to improve local road safety.

- The organisations partnered with Abermorddu CP School during the construction period to deliver road safety lessons for pupils following guidance by Road Safety Wales' Kerbcraft Programme.
- Support was provided by two North Wales-based Apprentices who are Construction/STEM Ambassadors and hold recent DBS certificate
- £1000 donated to support Holway Playscheme to provide essential food provision for the children attending the scheme over the 6 weeks school holidays.



## Equality

The Council takes seriously its duty to promote equality, eliminate discrimination and foster good relations through all its activities. During the past 12 months we have continued to make progress with meeting our equality objectives and our statutory duties. We continued to work with other public bodies to promote Hate Crime Awareness week to encourage reporting and reinforce the message that hate crime is wrong. We have refurbished our Traveller site to include new electrical supply, new showers and new fencing. We have also installed street furniture for games and a five a side pitch to increase opportunities for play. The Health Needs Assessment Report that we commissioned from Public Health Wales has been completed and this will inform our future priorities for working with Gypsies and Travellers.

## Welsh Language Standards (WLS)

We are committed to promoting, supporting and safeguarding the Welsh language for the benefit of present and future generations and ensuring that we can offer high quality services through the medium of English and Welsh. To increase the number and percentage of employees who have basic levels of Welsh skills, employees who report that they do not have any Welsh skills are being asked to complete a taster course. We participated in Diwrnod Hawliau (National Welsh Language Rights Day Campaign), promoting our services which are available in Welsh, encouraging Welsh speakers to contact us in Welsh. We continued to support Menter Iaith Sir y Fflint a Wrecsam (a community organisation working to increase and strengthen the use of Welsh locally) to celebrate Saint David's Day across the county and were able to secure funding to celebrate St David's Day virtually.

## Partnership and Collaboration Activity

Flintshire has a longstanding and proud track record of partnership working. The communities it serves rightly expect the statutory and third sector partners to work together to manage shared priorities through collaboration. The Flintshire Public Services Board is at the heart of promoting a positive culture of working together and concentrates energy, effort and resources on providing efficient and effective services to local communities.

The Flintshire Public Services Board is a strong and unified team and was formally established on 1st April 2016 as a result of the "Well-being of Future Generations (Wales) Act" coming into effect. The Board is made up of senior leaders from a number of public and voluntary organisations: Flintshire County Council, Betsi Cadwaladr University Health Board, Natural Resources Wales, North Wales Fire and Rescue Services (as statutory members); along with North Wales Police, Public Health Wales, Flintshire Local Voluntary Council, Coleg Cambria, Glyndwr University, National Probation Services Wales, Welsh Government and a representative on behalf of Flintshire Town and Community Councils (as invited PSB members). Together these organisations have worked positively in implementing the Well-being Plan for Flintshire and have worked together to deliver the in-year priorities to improve services and outcomes for local people. A copy of the Well-being Plan for Flintshire can be found [here](#).

Over the past 12 months, the Flintshire Public Services Board has focused their efforts in two main priority areas, priorities that were continued from the previous year. These being:

- Community Safety – People are Safe
- Healthy and Independent Living

The other previous priorities for the Flintshire Public Services Board (Economy, Environment and Community Resilience) were developed as follows:

- **Economy** – this priority is being led at a regional level by the Regional Economic Ambition Board with relevant projects and activities being delivered locally
- **Environment** – this priority is a blend of both joint work with Wrexham and locally delivered commitments
- **Community Resilience** – this priority is being led jointly with Wrexham Public Services Board as a result of a decision made by the regional Strategic Recovery Group (made up of key public service leaders)

The emergency situation over the past year has changed our home, work and social lifestyles. All public and third sector organisations have supported individuals and communities in ways which we could not have foreseen. We continue to support recovery from the pandemic by working in partnership and more recently in response to the challenges, the Flintshire Public Services Board, has joined with the Wrexham's Public Services Board to form a united body to action some of the more pressing and longer term societal challenges which affect both counties.

The joint Flintshire and Wrexham Public Services Board formed in June 2020 to tackle Community Resilience and identified four areas of focus with a clear collective purpose:

- Children and Young People
- Environment and Carbon Reduction
- Mental Health and Well-being
- Poverty and Inequality

These joint priorities together with the two continuing priorities for Flintshire Public Services Board will become the priorities for 2021/22 and will be captured within a blended Well-being Plan moving forward.

Working together to make an impact in these priority area is the collective aim of both the Flintshire Public Services Board and the Joint Public Services Board with Wrexham, realising that no single organisation can achieve this on their own; the partner organisations represented on these Boards can collectively make a positive difference for the people who live, visit and work in Flintshire and there are a number of positive examples as a result of this partnership approach such as the extension of Marleyfield Residential Home and the new Extra Care Scheme in Holywell (Plas Yr Ywen).

## Regulation, Audit and Inspection

The Council is regulated by a number of organisations throughout the year. These include, amongst others the Audit Wales (AW) Estyn for Education and the Care Inspectorate Wales (CIW).

The AW publish an annual report on behalf of the Auditor General for Wales called the Annual Improvement Report. This report summarises the outcomes of all work that AW have undertaken during the year.

Overall the Auditor General for Wales has reached a positive conclusion. “The Auditor General certified that the Council has met its legal duties for improvement planning and reporting and believes that it is likely to meet the requirements of the Local Government (Wales) Measure 2009 during 2020-21.”

## Corporate Health and Safety

The Council is committed to its duties and responsibilities as an employer for health and safety. The management of workplaces that are safe to the health of all Council employees, sub-contractors, stakeholders and members of the public is one of our main priorities. To meet this priority we plan to meet the requirements of the Health and Safety at Work Act 1974 and other associated legislation as far as is reasonably practicable.

## Appendices

Appendix A – Council Plan 2020/21 Measures [\(Link Required\)](#)

## Feedback and How to Obtain Further Information

There are a number of related documents which support this Annual Performance Report. These can be obtained through the following sources:

- Flintshire County Council Plan 2020/21 Measures
- Flintshire Council Plan Annual Monitoring Report 2020/21
- Flintshire Social Services Annual Performance Report 2020/21
- Annual Strategic Equality Plan Report 2020/21
- Welsh Language Monitoring Report 2020/21

Thank you for reading our Annual Performance Report for 2020/21.

Your views and suggestions about how we might improve the content and layout of the Annual Performance Report for future years are welcome.

### **Please contact us on:**

Tel: 01352 702744

Email: [corporatebusiness@flintshire.gov.uk](mailto:corporatebusiness@flintshire.gov.uk)







This page is intentionally left blank



# End of Year Report 2020/21



# Key for Report Performance

Performance	Shown as	Trend	Shown as
Off Track (Red)		Downturned (Red)	
Monitor (Amber)		Maintained (Amber)	
On Track (Green)		Improved (Green)	

Page 66

## What we mean by Performance RAG

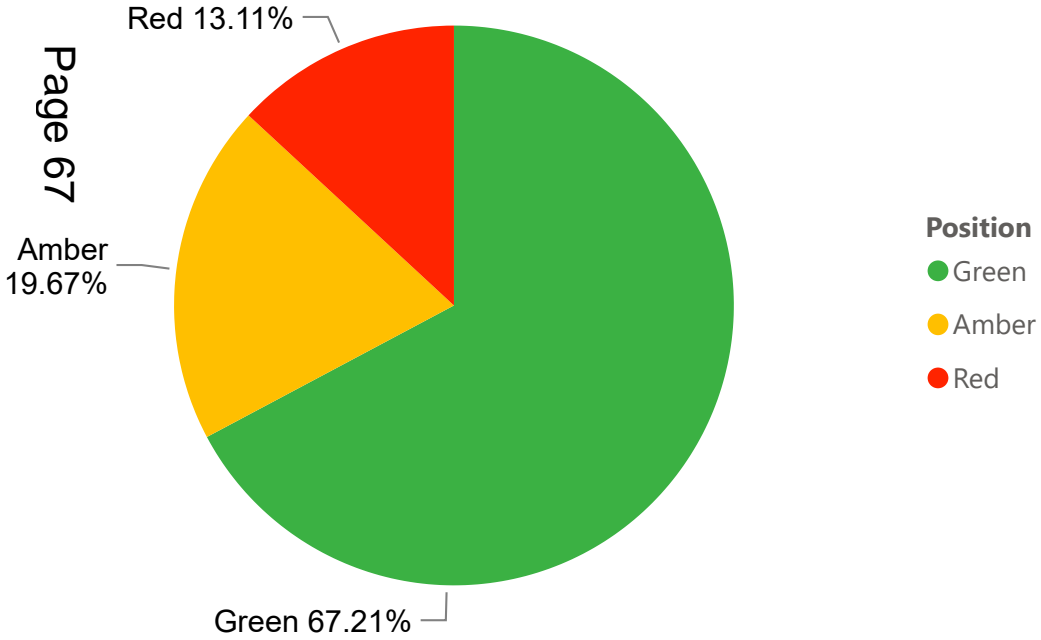
The Performance RAG is generated by assessing current performance against the target. This outcome is then illustrated in the report using the images above.

## What we mean by Trend

The Trend is generated by assessing current performance against last years performance. This outcome is then illustrated in the report using the images above.

# End of Year Reporting Analysis - Progress Against Target RAG

## Progress against Target RAG

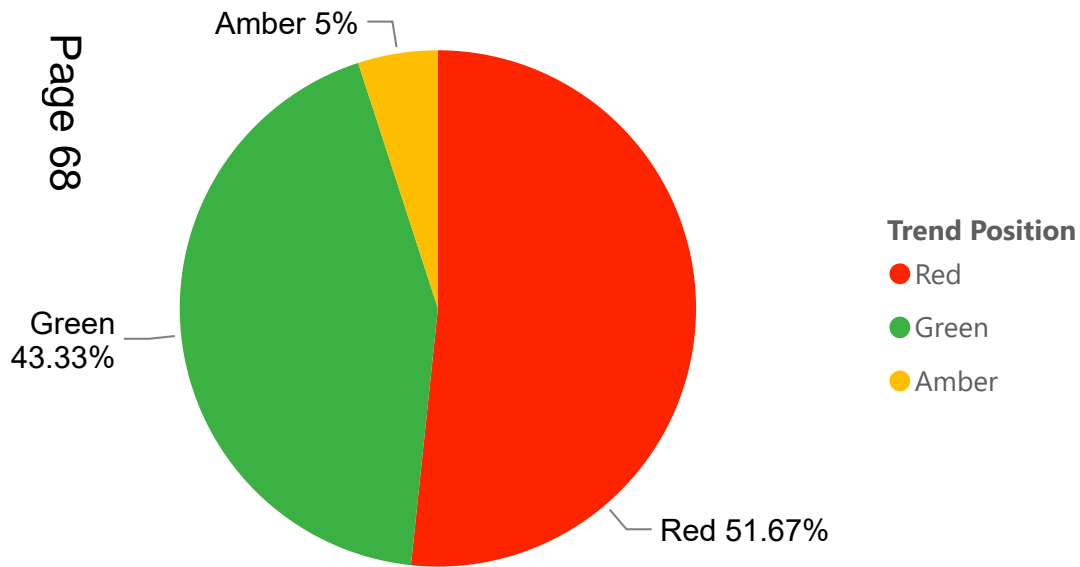


## Measures off track

Title	Current RAG Rating
Average time taken to determine "major" applications in days	Red
Average time taken to determine planning applications	Red
Developing the number of bus quality partnerships on the core network	Red
Percentage of Income target achieved	Red
The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)	Red
The percentage of council houses that meet the Welsh Housing Quality standards (WHQS) within our annual programme	Red
Total number of individuals supported to access learning and work opportunities	Red
Undertake post completion inspections of utility works	Red

# End of Year Reporting Analysis - Trend Status

## Trend Status



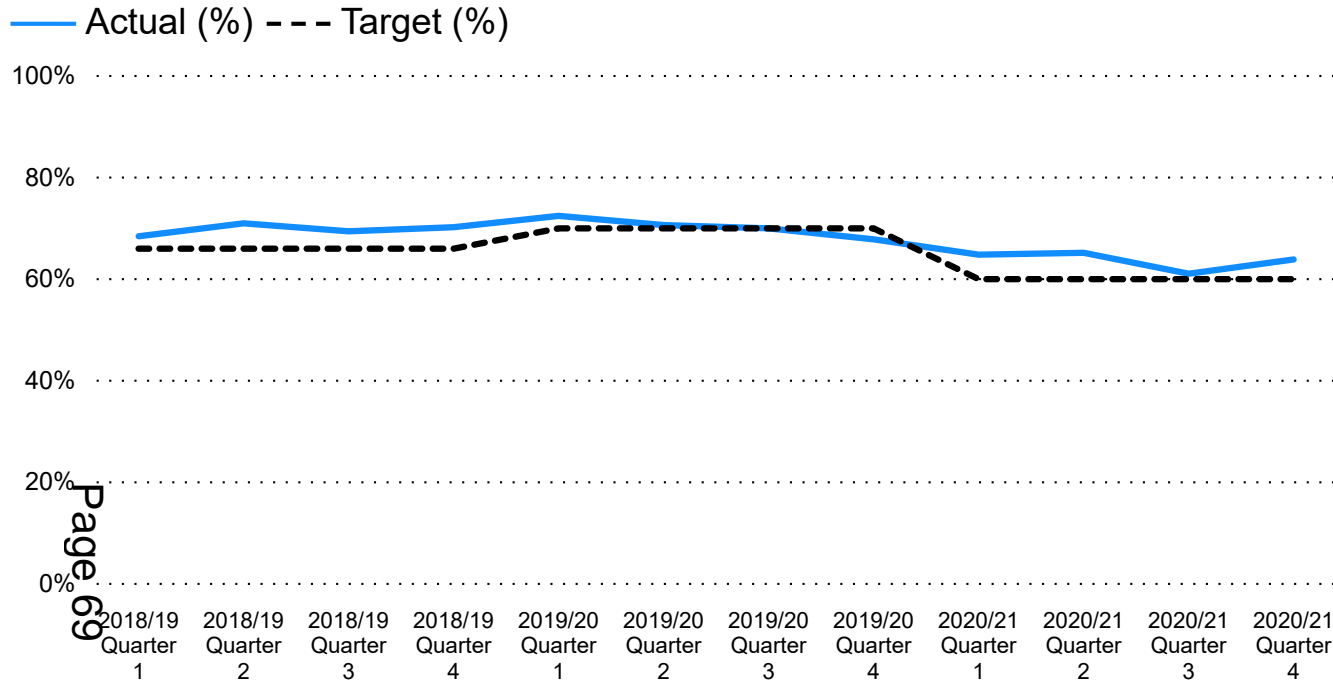
Page 68

## Measures with a downturn in performance

Title	Trend
Average number of calendar days taken to deliver a DFG (Large Adaptations)	↓
Average recycling rate across all HRC sites	↓
Average time taken to determine "major" applications in days	↓
Average time taken to determine planning applications	↓
Council Tax 'in-year' collection levels	↓
Increase in attendance of managers and employee Stress Management training	↓
Increase supply and variety of affordable homes	↓
Non-Domestic Rates (NDR) 'in-year' collection levels	↓
Number of new foster carer approvals in the year	↓
Number of referrals to the Family Group Meeting Service	↓
Number of Special Guardianship Orders made	↓
Number of targeted environmental educational campaigns	↓
People with a learning disability accessing Project Search to improve their employability skills	↓
Percentage of A roads in overall poor condition	↓
Percentage of all planning applications determined in time	↓
Percentage of B roads in overall poor condition	↓
Percentage of C roads in overall poor condition	↓
Percentage of Food Establishments that meet Food Hygiene standards	↓
Percentage of Income target achieved	↓
Percentage of waste reused, recycled or composted	↓
Provide Local Travel Arrangements (LTAs) in geographical areas of the County	↓
Rent Income/Arrears – Arrears as a % of Rent Yield	↓
The number of affordable homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)	↓
The number of apprentices that complete the programme with a positive outcome	↓
The percentage of children who were reported as having run away or gone missing from home who had a return interview	↓
The percentage of council houses that meet the Welsh Housing Quality standards (WHQS) within our annual programme	↓
The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	↓
The percentage pre-birth assessments completed within timescales.	↓
Total number of energy efficiency measures delivered to reduce fuel poverty	↓
Total number of individuals supported to access learning and work opportunities	↓
Undertake post completion inspections of utility works	↓

# Streetscene and Transportation - Recovery Measures

## Percentage of waste reused, recycled or composted

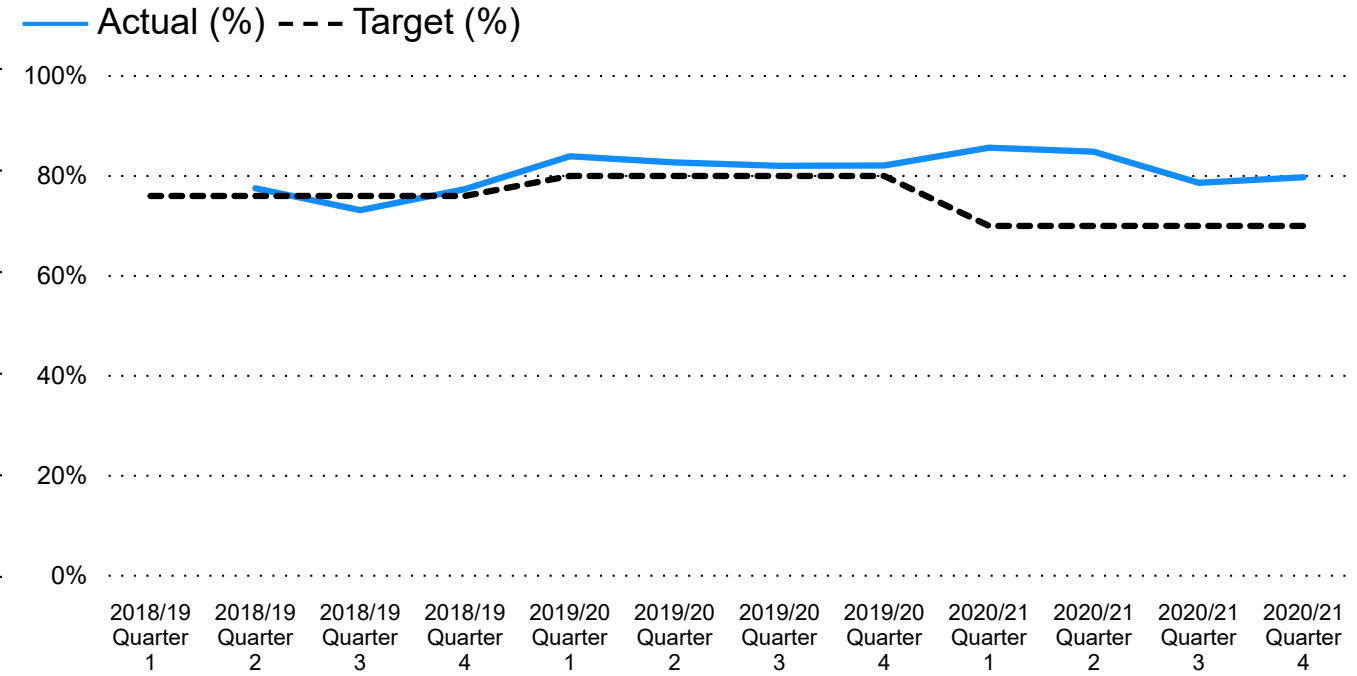


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
63.74%	60.00%	↓	●

### Comment

Welsh Government statutory target has been achieved. Due to COVID restrictions, and the increase in working from home, including home refurbishments, waste and recycling tonnages have increased overall. However the increase in residual waste has offset any benefit from increases in recycling. Also, the impact of the Household Recycling Centres being closed during lockdowns has adversely impacted performance.

## Average recycling rate across all HRC sites



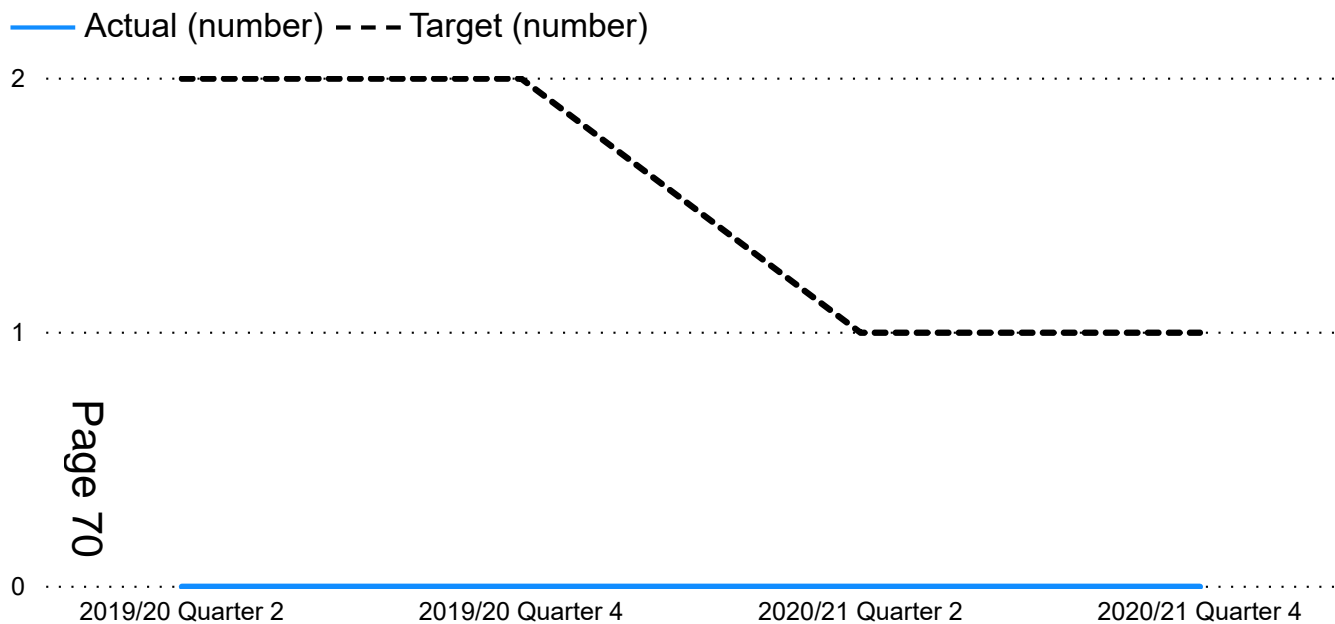
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
82.22%	70.00%	↓	●

### Comment

National lockdown measures meant non-essential journeys were discouraged. Household Recycling Centres remained open when possible with appropriate measures. A decrease in footfall in January and February meant less waste brought to site.

# Streetscene and Transportation - Recovery Measures

## Developing the number of bus quality partnerships on the core network

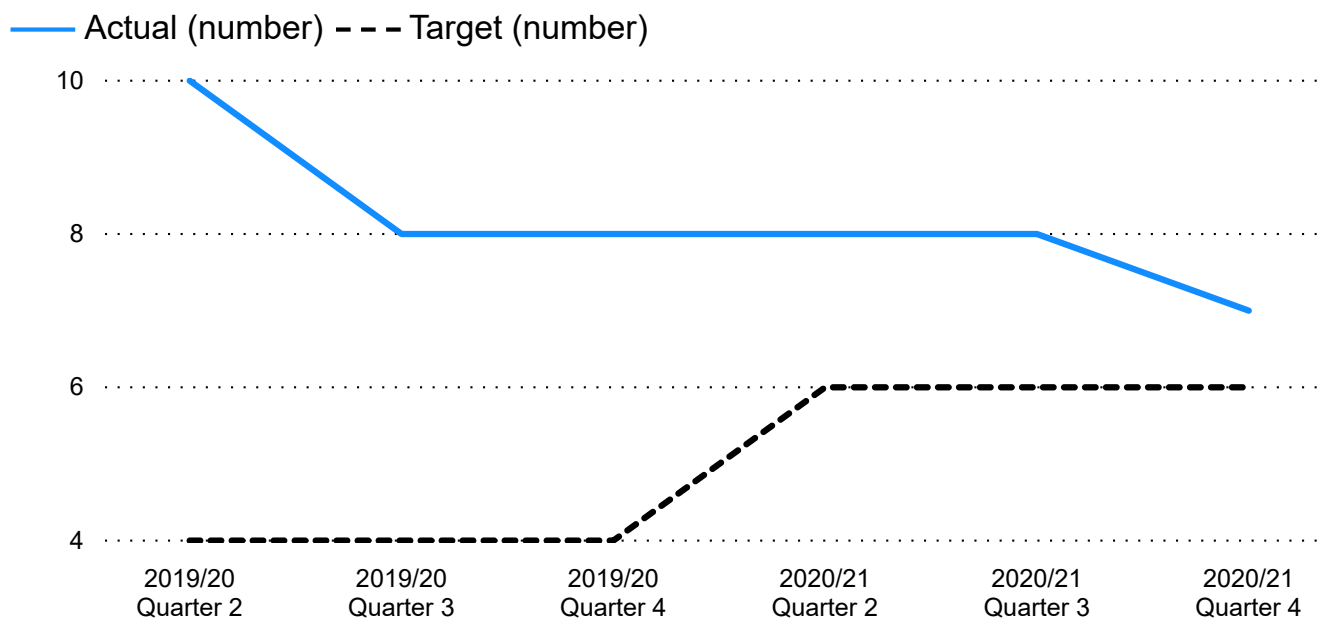


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
0	1.00	→	◊

### Comment

The ongoing development of the Quality Bus Partnership has been put on hold. Transport For Wales are undertaking a Network review across North Wales with a report due in May 2021.

## Provide Local Travel Arrangements (LTAs) in geographical areas of the County



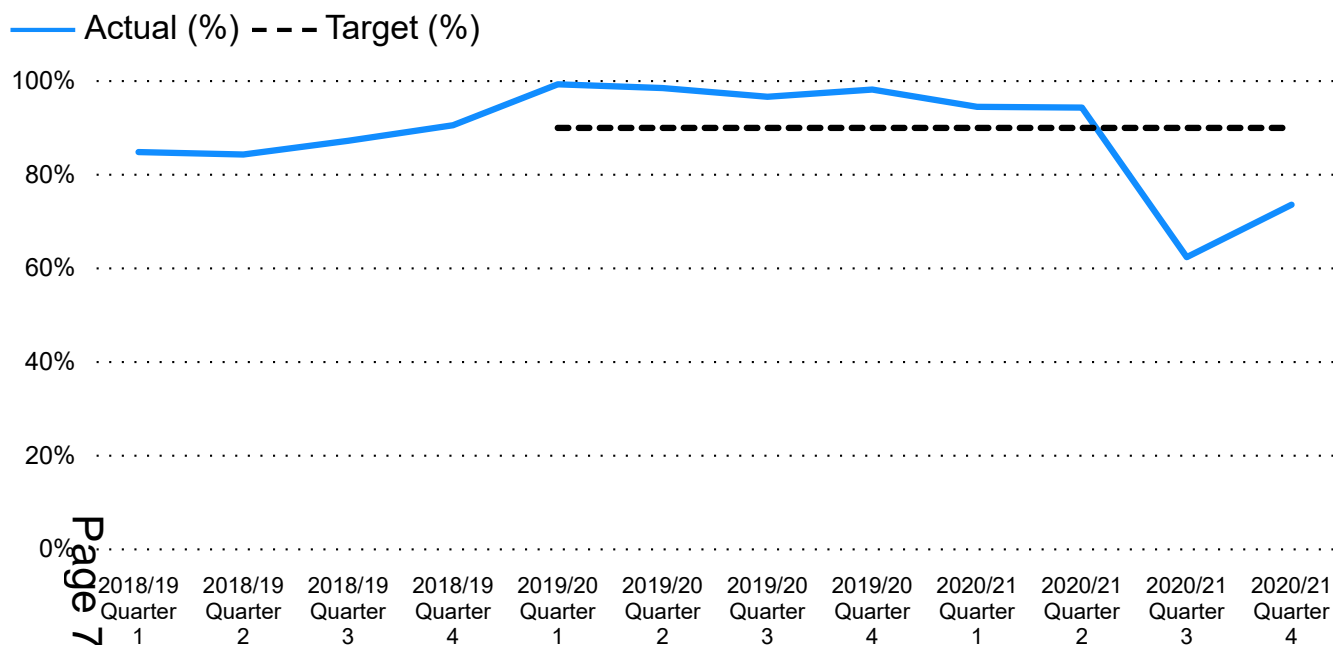
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7	6.00	↓	●

### Comment

The Councils progress on the revision of LTA's has unfortunately been hindered by the recent COVID-19 pandemic and therefore, it has not been possible to obtain representative patronage data. That said, following the easing of the initial travel restrictions work has recommenced to review the current LTA's in place. The current LTA arrangement in Holywell will be replaced with a Fflecsi service in May 2021.

# Streetscene and Transportation - Recovery Measures

## Undertake post completion inspections of utility works



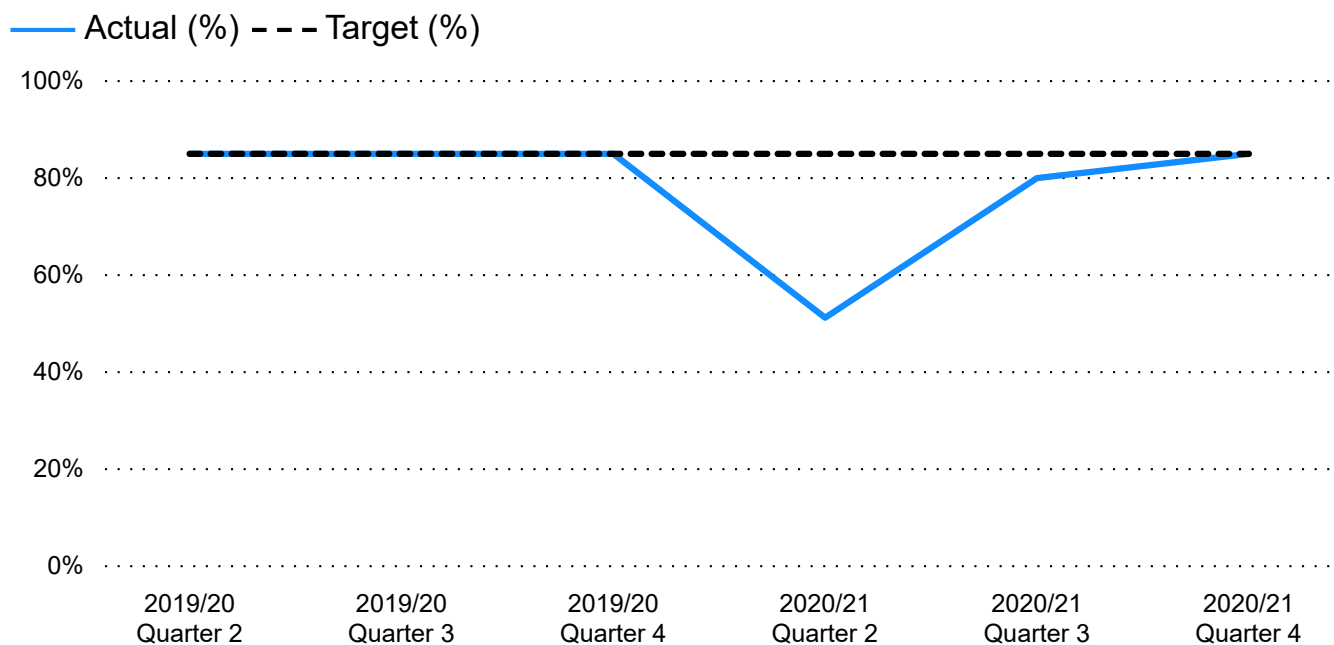
Page 71

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
81.21%	90.00%	↓	⬢

### Comment

Every Highway Authority is required to inspect 10% of all repairs before the end of this guarantee period, but the Council inspect more than required to promote best practice and avoid future costs. If any defects are identified during the inspection the Utility are required to carry out the required remedial works, preventing the Authority from being burdened with the future repair costs. During the pandemic Streetscene Officers have continued to deliver services throughout. The percentage of inspections has reduced during this period, however the number undertaken is still significantly higher than the statutory requirement and these inspections have been complemented with an appointed contactor carrying out additional technical inspections. Inspections are allocated on a weekly basis, and therefore in order to provide a meaningful and reflective report, the data provided for quarter four are inspections generated in quarter three.

## Achieve minimum level of agreed Streetscene standards



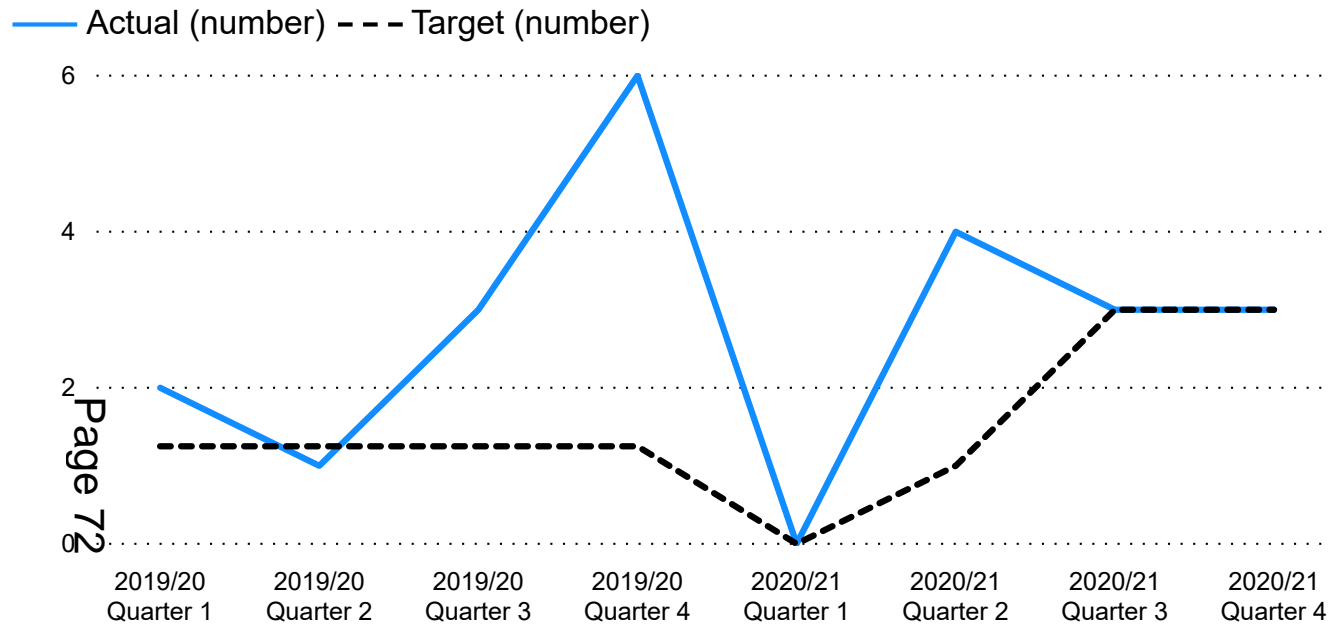
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
85.00%	85.00%	→	●

### Comment

Essential frontline services continued to be delivered throughout the pandemic, some services such as grass cutting, garden waste collections and household recycling centres were suspended in the early period of response. All services were resumed in early summer 2020 and have continued to operate throughout the rest of the year.

# Streetscene and Transportation - Recovery Measures

## Number of targeted environmental educational campaigns



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
10	3.00	↓	●

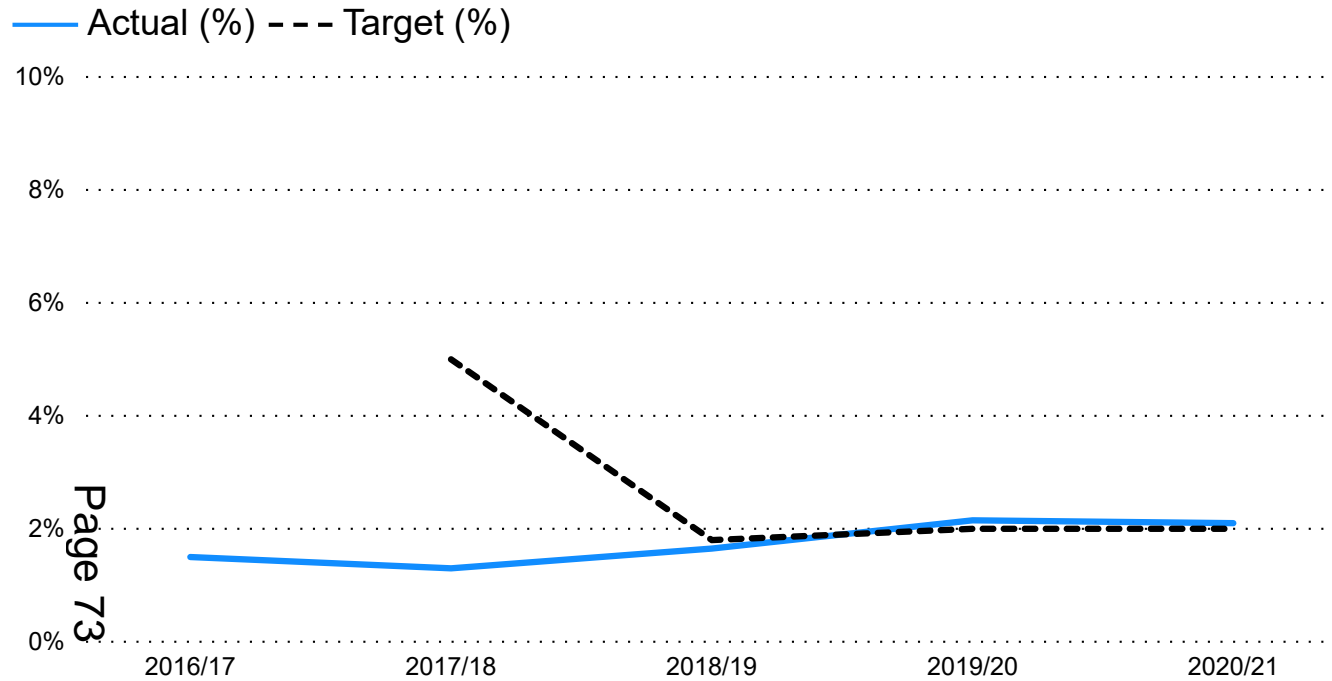
### Comment

Due to the increase in dog fouling a press release was issued in February to raise awareness of the issues and a reminder about the issuing of Fixed Penalty Notices. Campaigns were carried out in the following areas, Muirfield, Linderick Sunningdale and Aberllanch (Buckley), these were completed in January 2021. Since January 2021 foot patrols in all areas across Flintshire have been increased and officers are speaking with owners/residents on a daily basis and are carrying stickers and dog bags for distribution. Data is being collated and shared regarding hot spot areas, number of weekly visits and details of how many interactions with owners.



# Streetscene and Transportation - Portfolio Measures

## Percentage of A roads in overall poor condition



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
2.10%	2.00%	↓	▲

2.10%

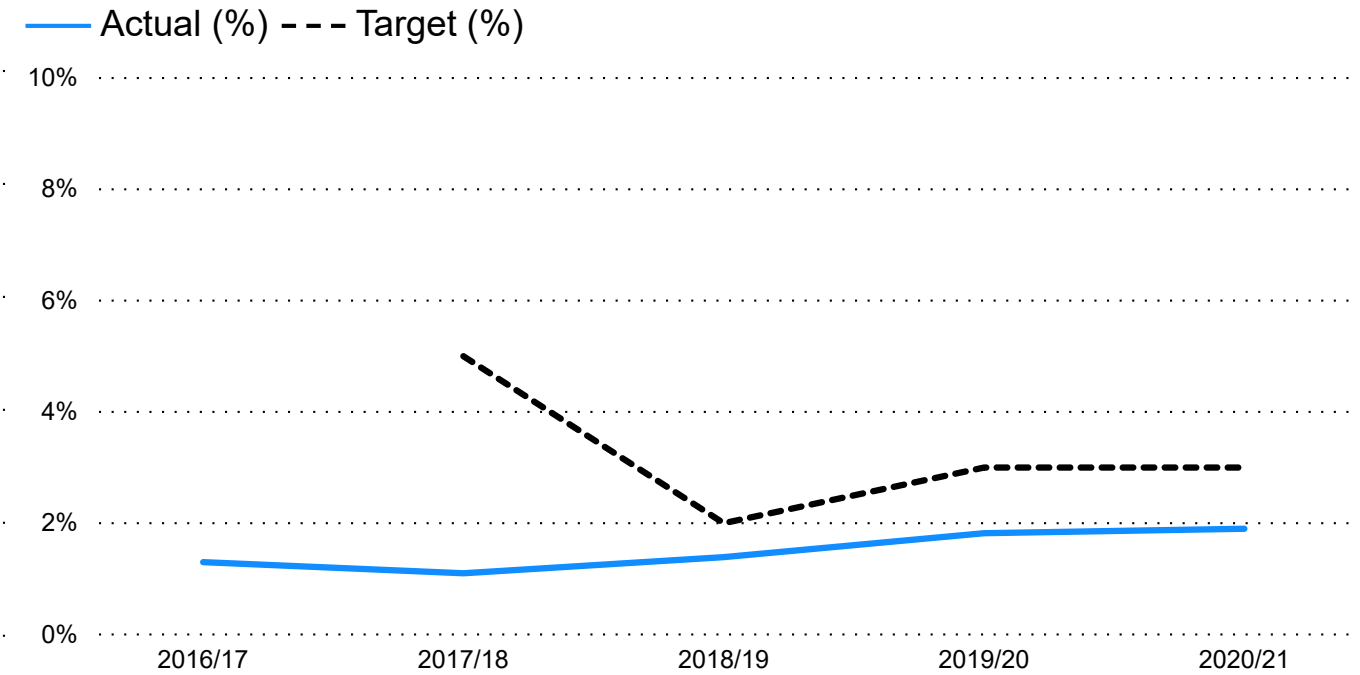
2.00%



### Comment

Welsh Government Scanner Data received in September 2020 shows a similar level of the length of 'A' roads deemed to be in a poor conditions to the previous year. This may be as a result of reduce usage during the initial period of the pandemic, and the annual level of investment in the highway network being below the level required to maintain a steady state. However, national data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition.

## Percentage of B roads in overall poor condition



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
1.90%	3.00%	↓	●

1.90%

3.00%

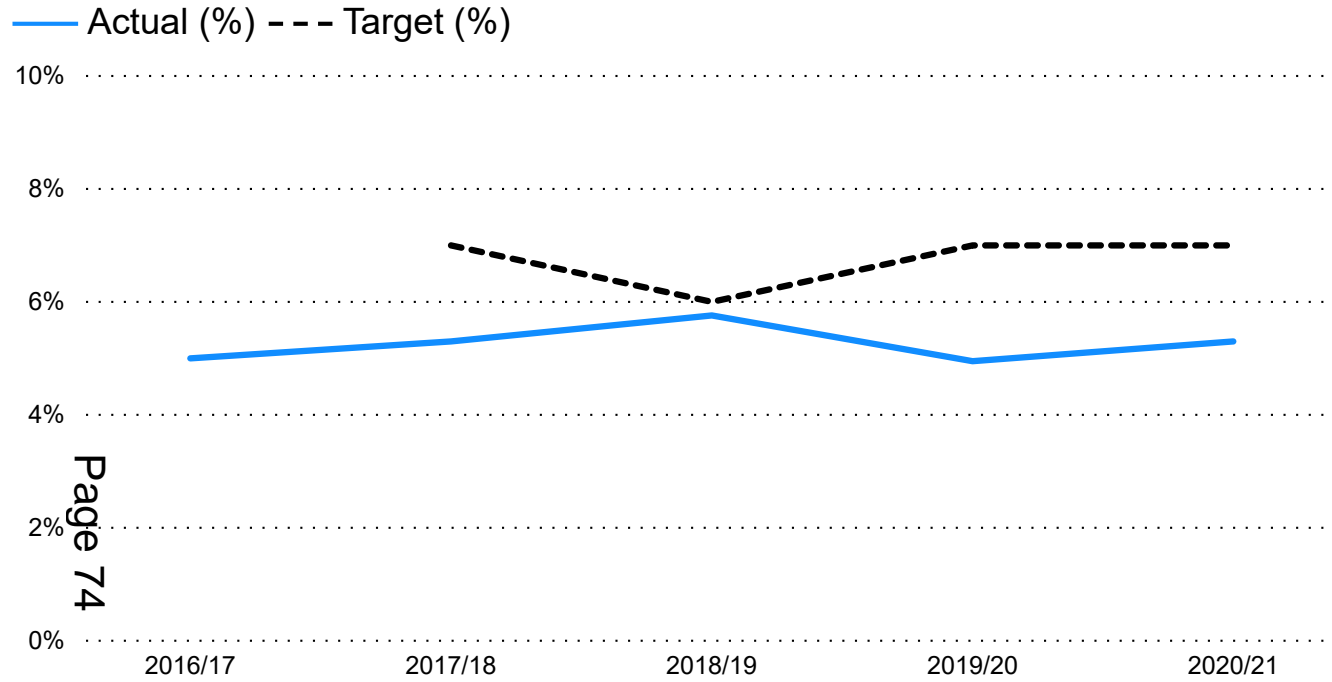


### Comment

Welsh Government Scanner Data received in September 2020 shows a similar level of the length of 'B' roads deemed to be in a poor conditions to the previous year. This may be as a result of reduce usage during the initial period of the pandemic, and the annual level of investment in the highway network being below the level required to maintain a steady state. However, national data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition.

# Streetscene and Transportation - Portfolio Measures

## Percentage of C roads in overall poor condition



Page 74

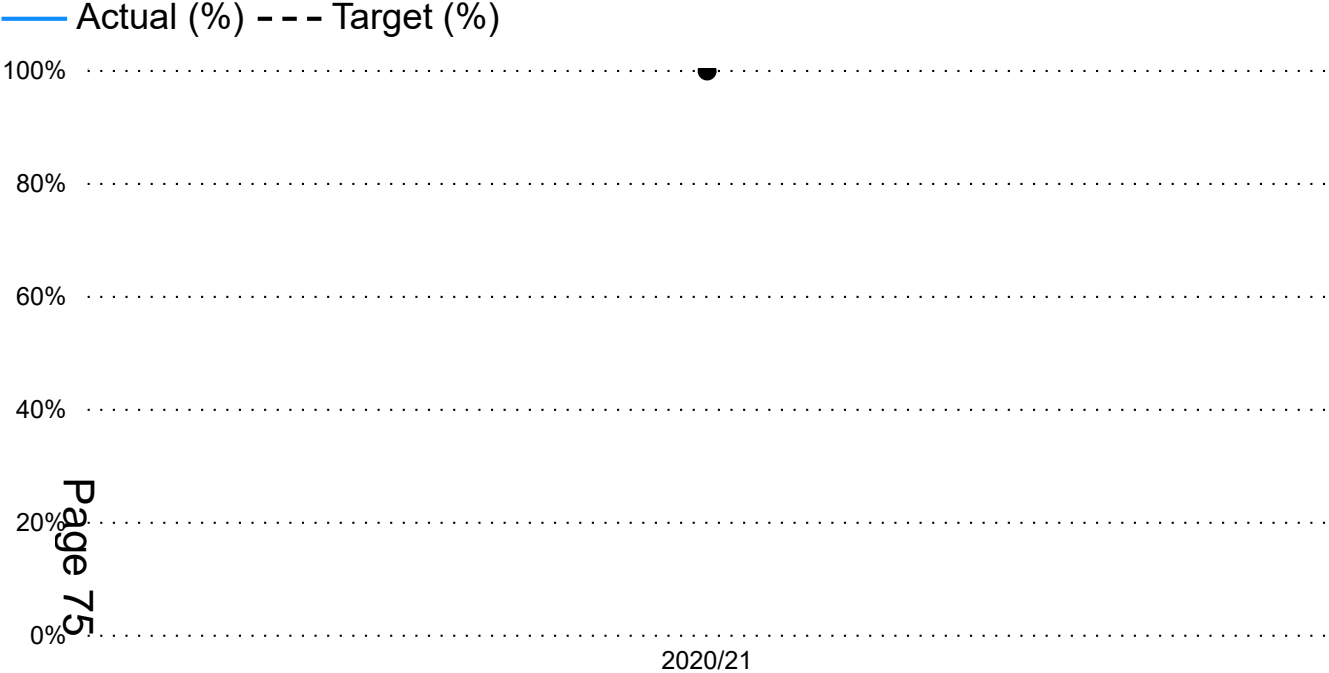
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
5.30%	7.00%	↓	●

### Comment

Welsh Government Scanner Data received in September 2020 shows an increase in the length of 'C' roads deemed to be in a poor conditions. This is a result of the annual level of investment in the highway network being below the level required to maintain a steady state, despite any reduction in the usage during the initial stages of the pandemic. However, national data continues to show the roads within Flintshire have the lowest proportion in poor condition.

# Education and Youth - Recovery Measures

## All schools adopt 'Ask Ceri' resource



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

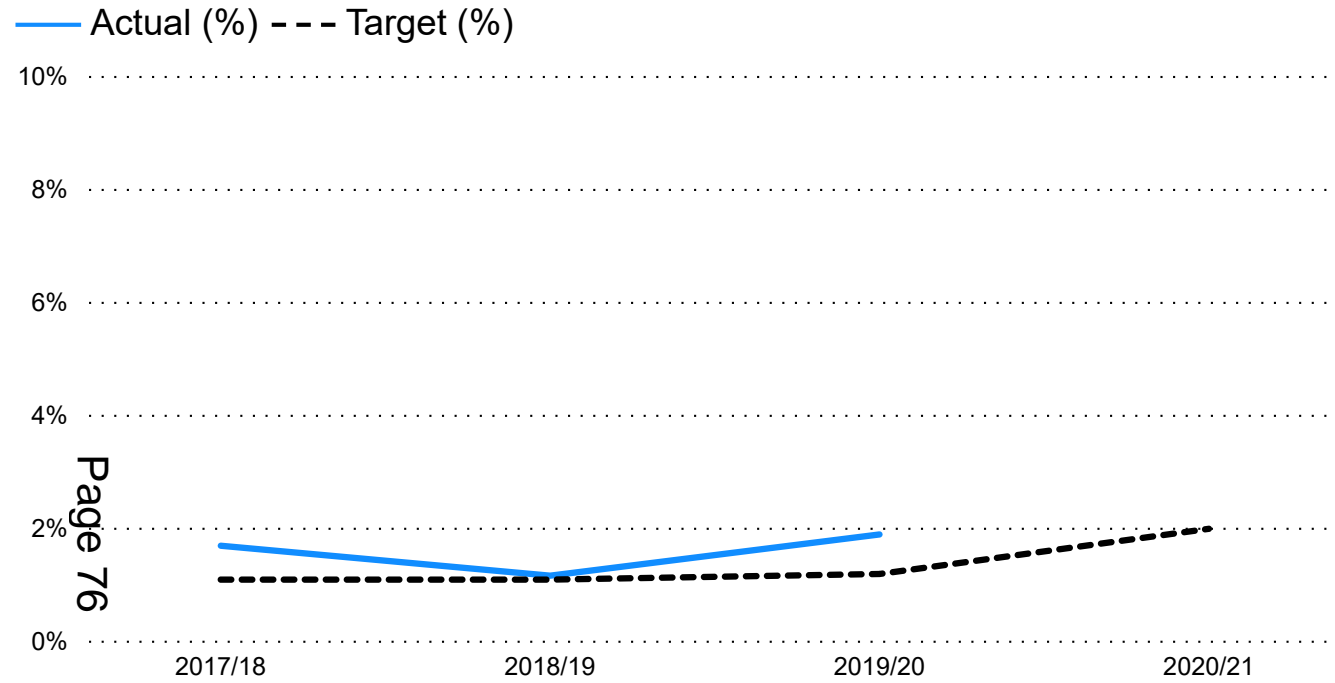
100.00%

### Comment

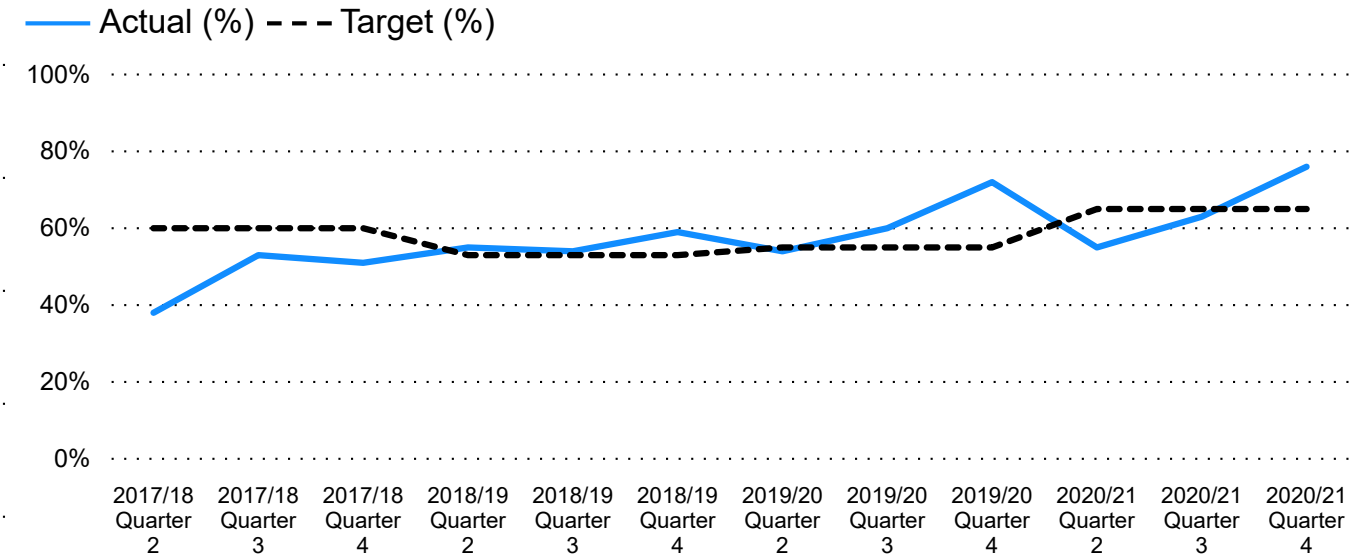
As a result of the COVID pandemic, it has not been possible to follow this up with schools beyond the training provided in March 2020. This will now move as an action to the 2021-2022 plan.

# Education and Youth - Portfolio Measures

## Percentage of year 11 leavers not in education, training...



## The percentage of young people aged 16 – 18 in the youth justice system offered education, training or employment



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	2.00%	▼	

2.00%

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
64.67%	65.00%	↑	●

64.67%

65.00%



### Comment

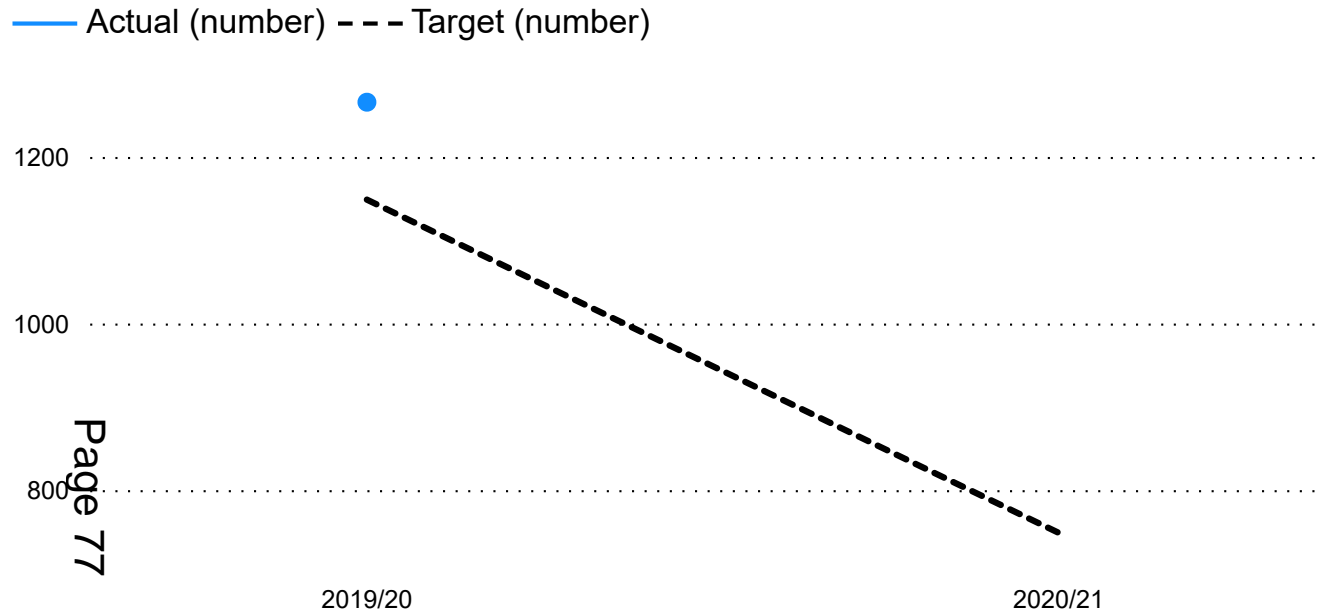
The pandemic has adversely impacted education, employment and training opportunities for young people leaving statutory education in 2020. Officers have paid particular attention to mental health and wellbeing, offering a range of support to individuals and their families. A broader range of alternative education packages have been sought to promote engagement and the development of relevant skills to facilitate the successful transition into further education, training or employment.

### Comment

Of the 45 young people above school age open in the quarter, the majority were offered Education, Training and Employment. 65% were accessing more than 16 hours per week. The Youth Justice Service has an Education worker who supports all young people who are not accessing the full provision, and is able to offer alternatives to mainstream school or college through training courses and apprenticeships. This ensures that all young people referred to the services are assessed in terms of their educational provision at the point of entry.

# Education and Youth - Portfolio Measures

## The number of pupils who receive fixed term exclusions from school



Page 77

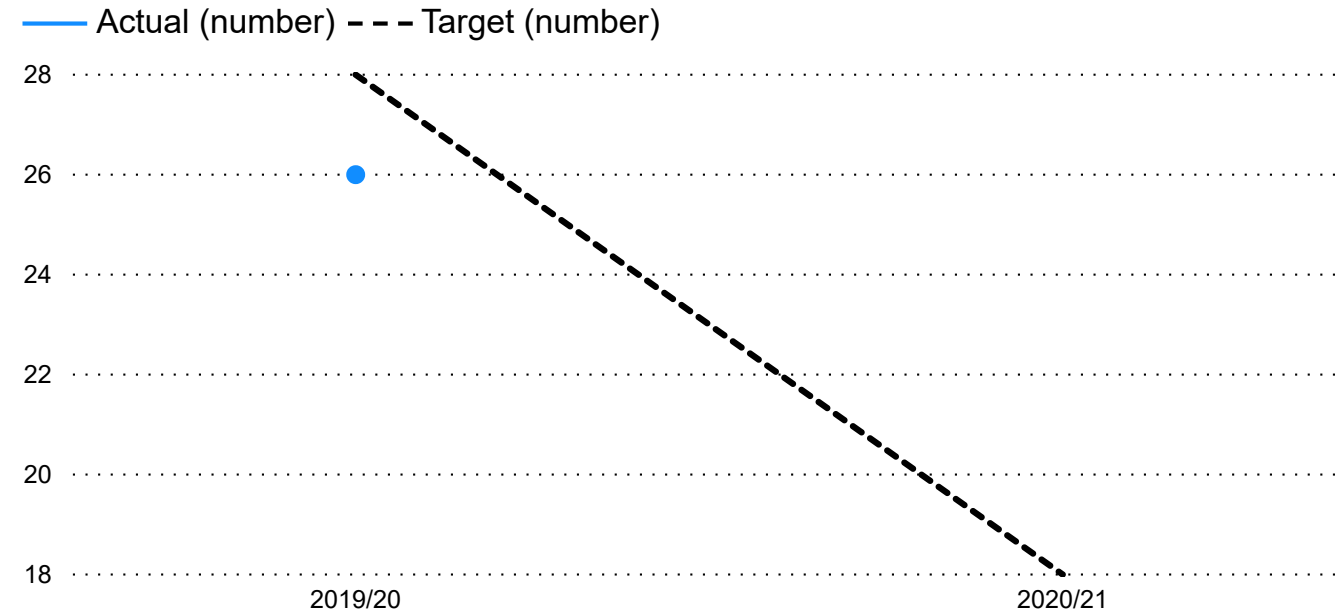
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	750.00		

750.00

### Comment

Attendance in schools was limited due to the COVID restrictions which has naturally impacted on the levels of exclusion from schools. Work has continued to support an overall reduction once pupils return to school. This includes changes to central services and processes to support earlier identification and intervention for pupils and increased capacity for the Counselling Service. Schools have also been offered a range of training to support an increased focus on wellbeing and engagement.

## The number of pupils who are permanently excluded from school



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	18.00		

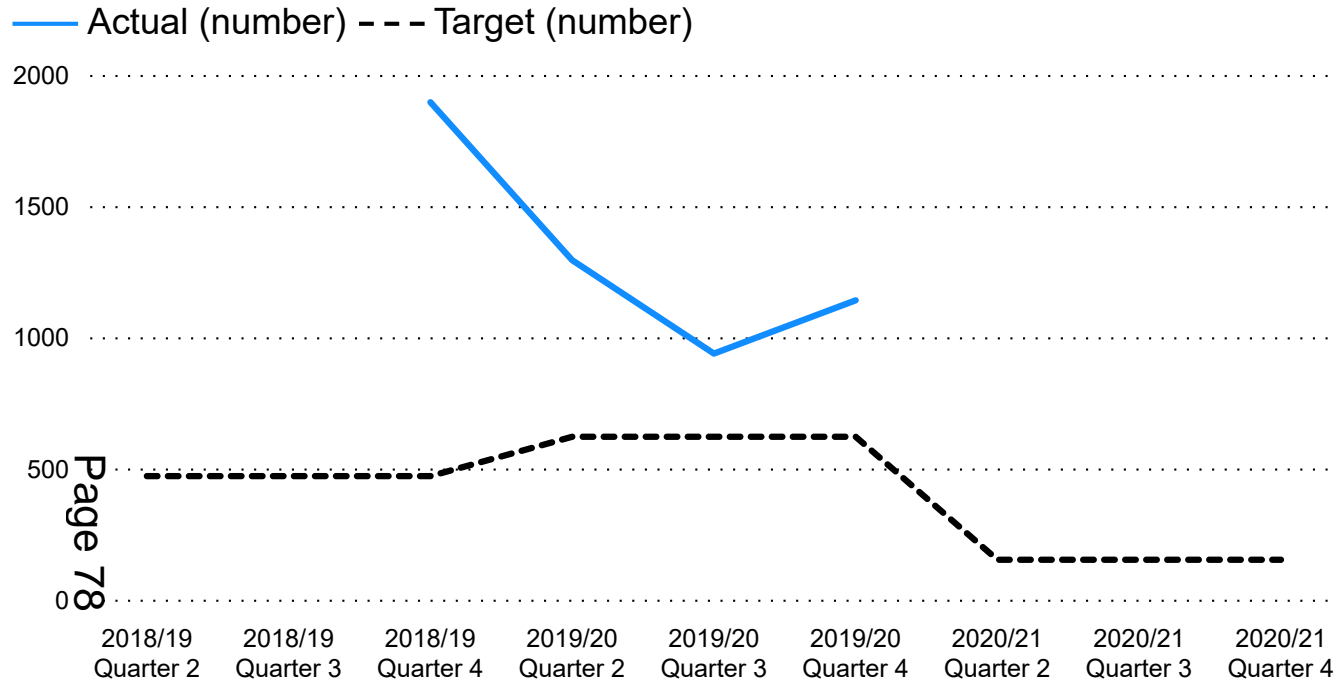
18.00

### Comment

The level of permanent exclusion has reduced overall due in essence to the closure of schools during the pandemic. There were a number of pupils who had been permanently excluded just prior to periods of lockdown and officers ensured that they were allocated educational provision pending the resumption of the statutory processes which were paused by Welsh Government.

# Education and Youth - Portfolio Measures

## Number of children who access the Childcare Offer



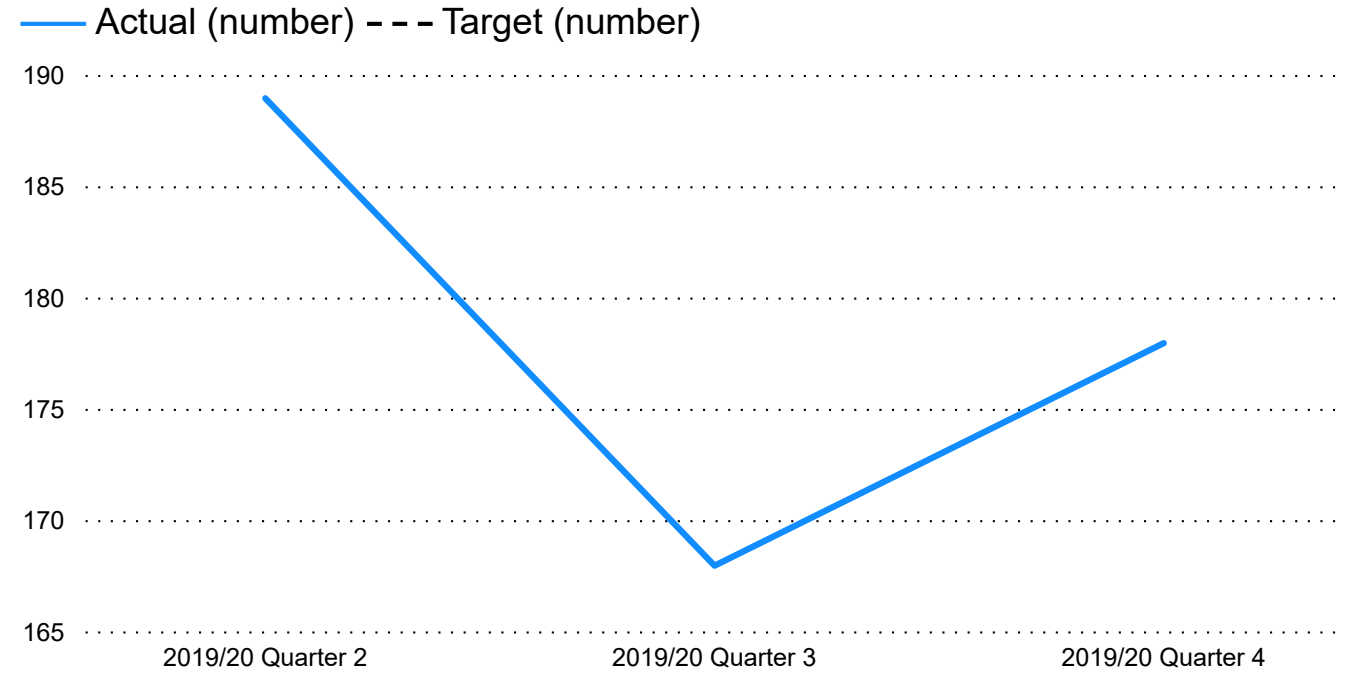
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	625.00		

625.00

### Comment

In line with Welsh Government COVID-19 guidance, the childcare offer was suspended. The funding has been used to support pre-school children of keyworkers, identified vulnerable children or those with additional needs, and also to support 5-8 year olds in summer play schemes.

## Number of childcare providers



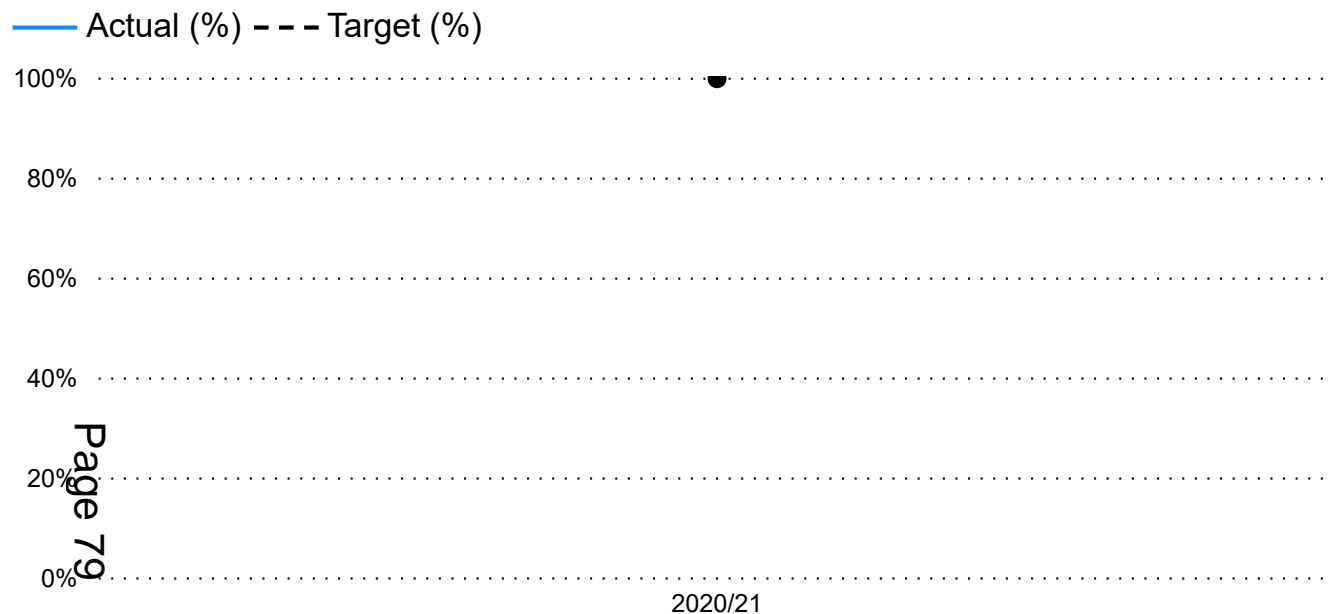
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating

### Comment

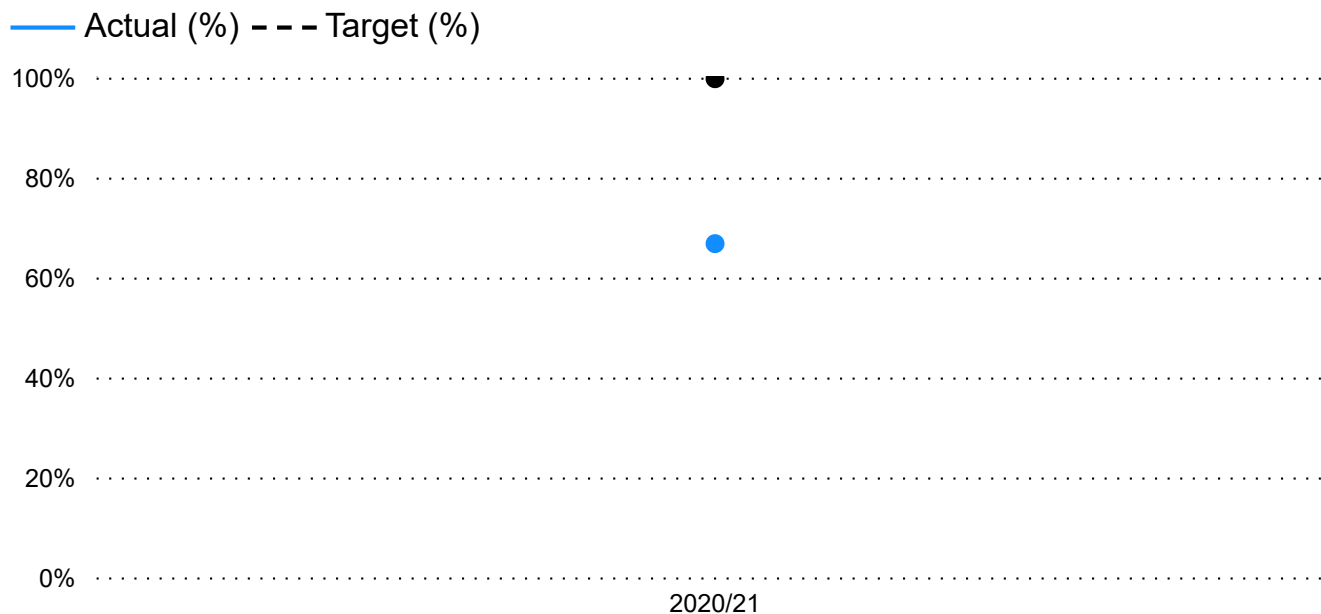
No target set - Due to the suspension of the scheme, no providers contributed to the childcare offer.

# Education and Youth - Portfolio Measures

## All schools maintain progress against key milestones in implementation of the new curriculum



## All schools maintain progress against key milestones in the ALN reforms



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

100.00%

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

100.00%

### Comment

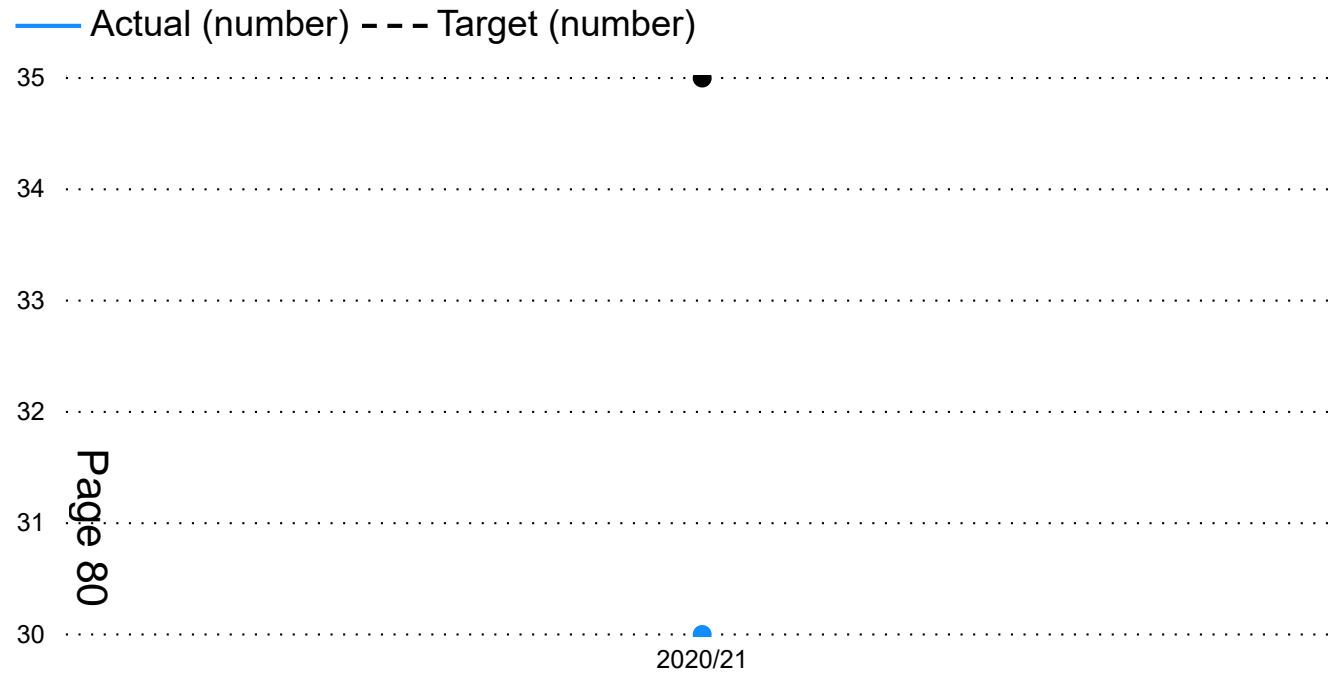
Whilst the pandemic has resulted in significant disruption to education over the last twelve months, schools in Flintshire have continued where possible to access professional development and plan for the implementation of the new curriculum. The summer 2020 INSET day set aside for planning for the new curriculum was however cancelled. Secondary schools can now also use the summer 2021 curriculum INSET day for work related to centre determined grades for GCSE and A Level qualifications.

### Comment

The additional workload pressures placed on schools by the pandemic has affected the level of progress recorded against the milestones. The level of engagement from schools in the training and Additional Learning Needs Transformation cluster and Forum meetings indicates a higher level of preparedness than the percentage indicates. The recent publication of the operational Code (April 2021) will enable the Council and schools to finalise their approaches ahead of implementation in September 2021.

# Education and Youth - Portfolio Measures

## First time entrants into Youth Justice Service



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
30.00	35.00		●

30.00

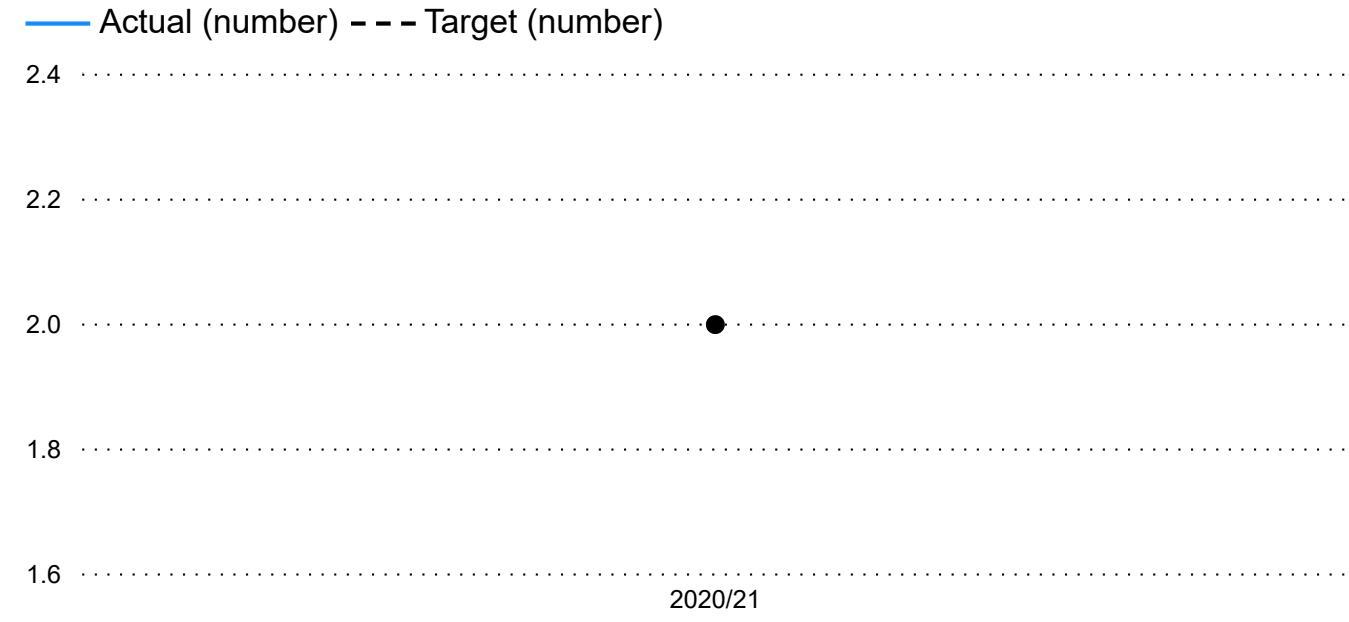
35.00



### Comment

The number of First Time Entrants to the criminal justice system in Flintshire has fallen in 2020. There is a robust early intervention process that supports young people who are at risk of offending. Young people who have come to the notice of the police for low level anti-social behavior are referred to the Youth Justice Service, and they and their families are contacted with an offer of support. The use of Out of Court disposals enables a full assessment and bespoke intervention to be carried out. This approach diverts young people away from the courts process and deters further offending.

## Number of Immersion Youth Workers in secondary schools



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2.00	2.00		●

2.00

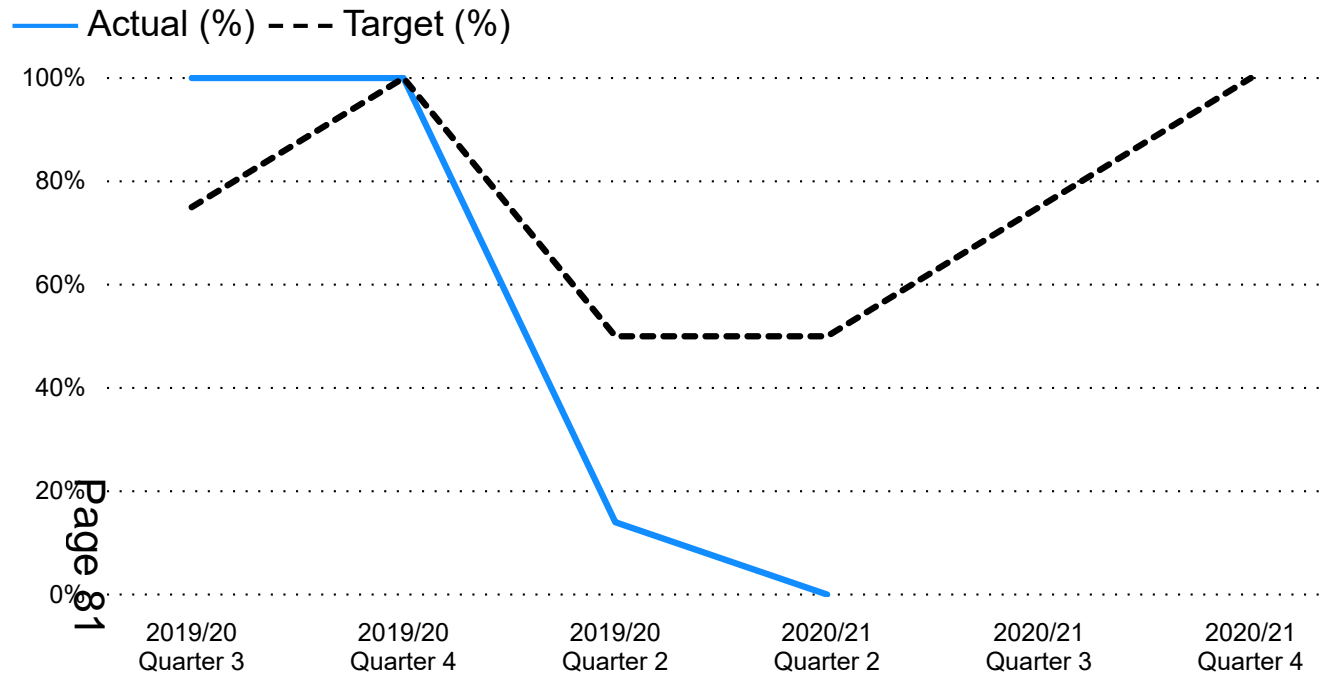
### Comment

Youth Service are developing plans to increase this number during 2021/22 but numbers are not yet confirmed.



# Education and Youth - Portfolio Measures

## Access to sanitary products in schools



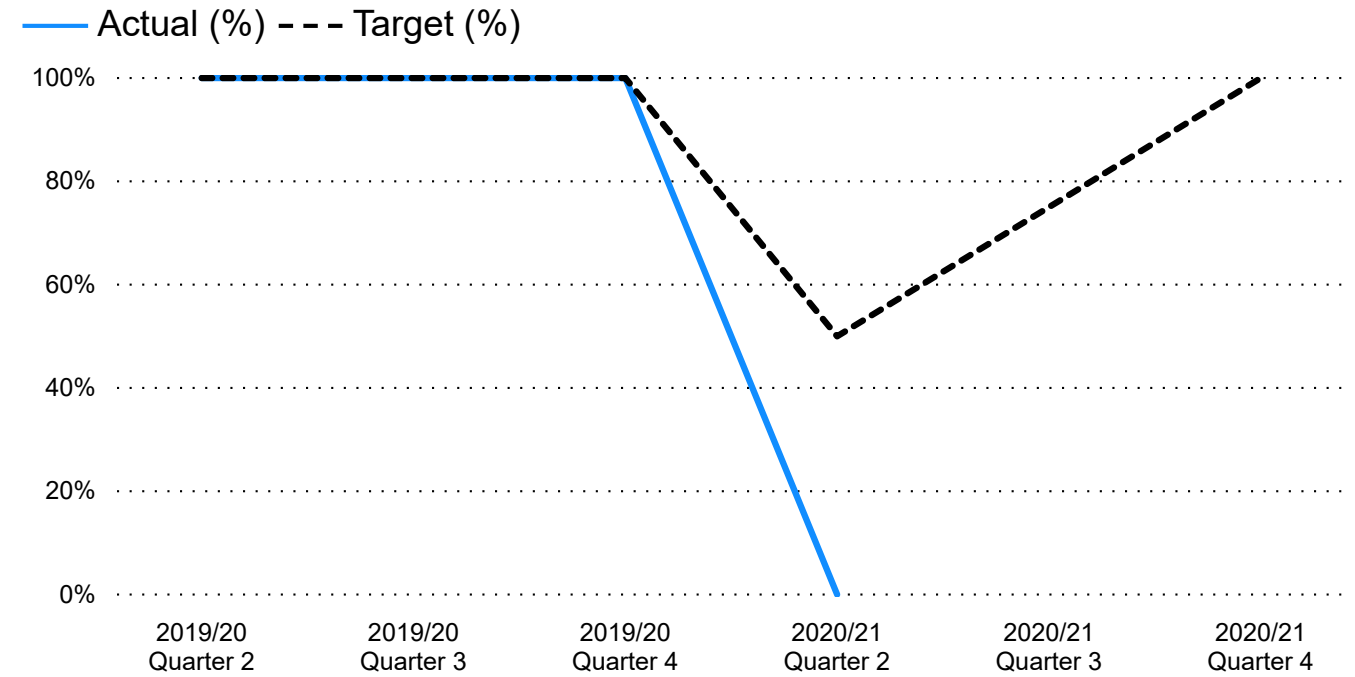
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		▼

100.00%

**Comment**

The grant funding is monitored and audited as it is allocated to individual schools. Support is provided to ensure products are purchased in-line with grant conditions.

## Access to sanitary products in youth clubs



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

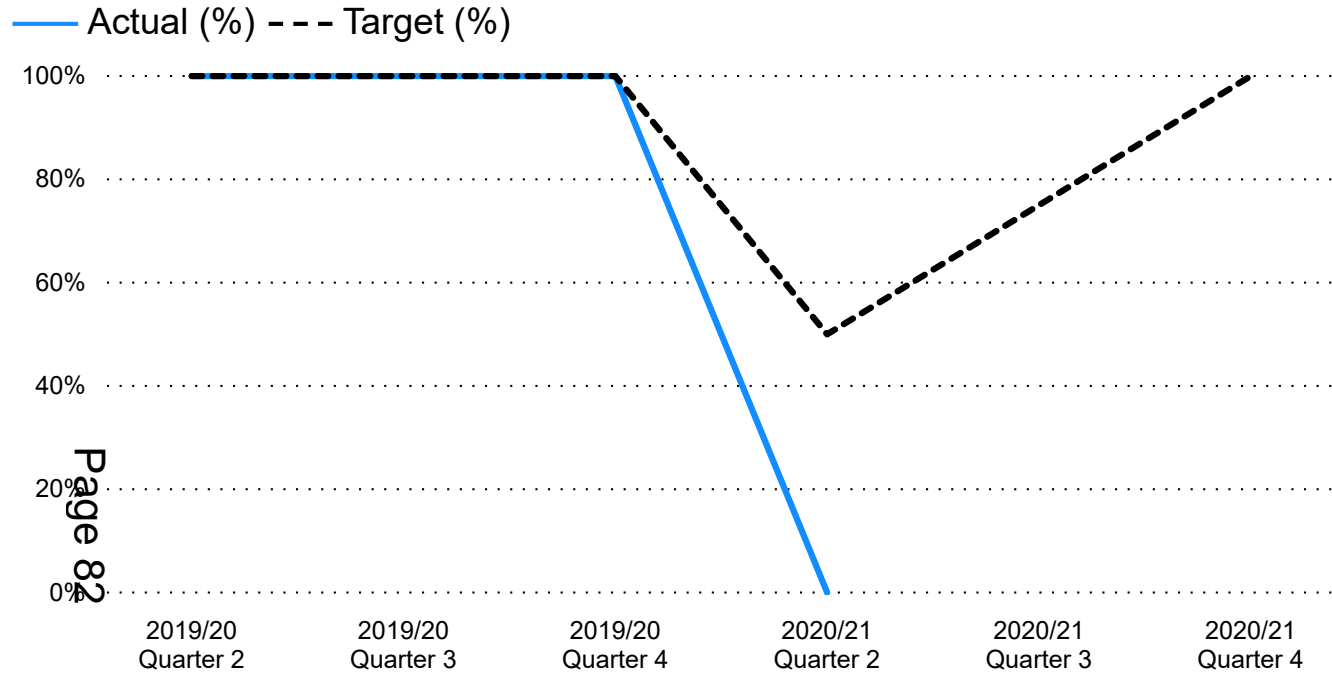
100.00%

**Comment**

The grant funding is monitored and audited as it is allocated to individual youth clubs. Support is provided to ensure products are purchased in-line with grant conditions.

# Education and Youth - Portfolio Measures

## Access to sanitary products in Foodbanks



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

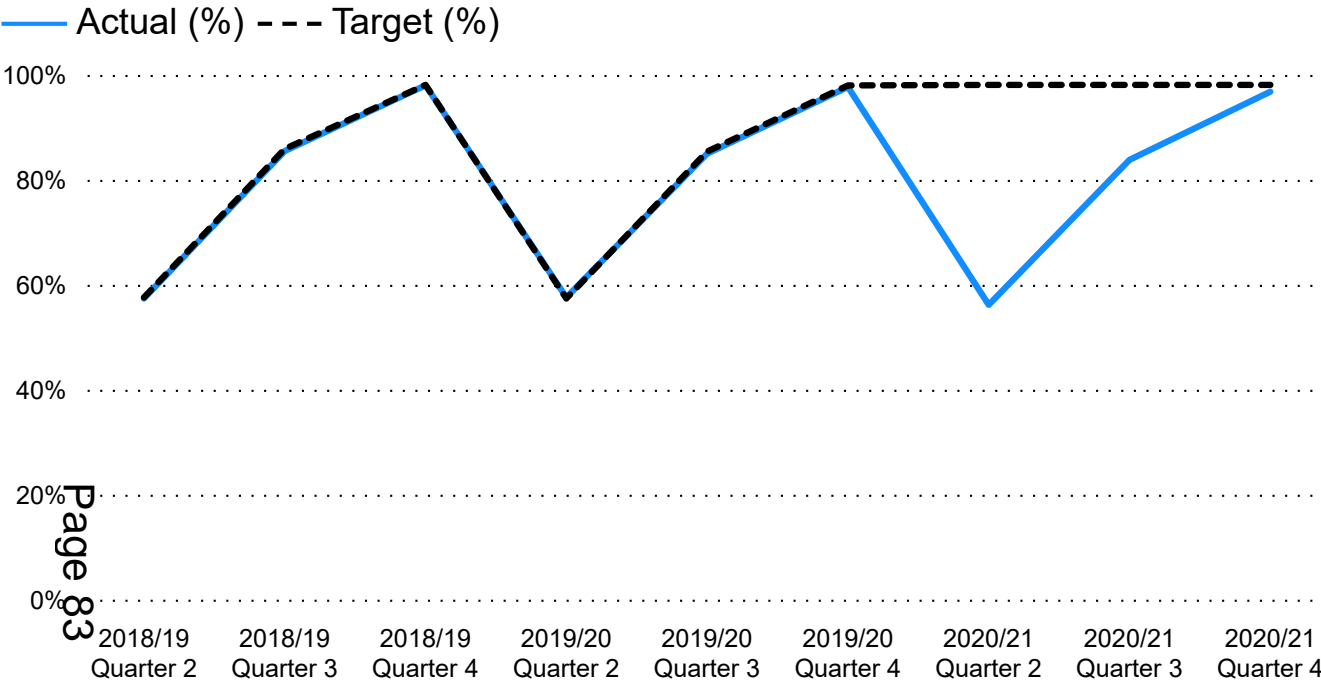
100.00%

### Comment

The grant funding is monitored and audited as it is allocated to individual foodbanks. Support is provided to ensure products are purchased in-line with grant conditions.

# Governance - Recovery Measures

### Council Tax 'in-year' collection levels



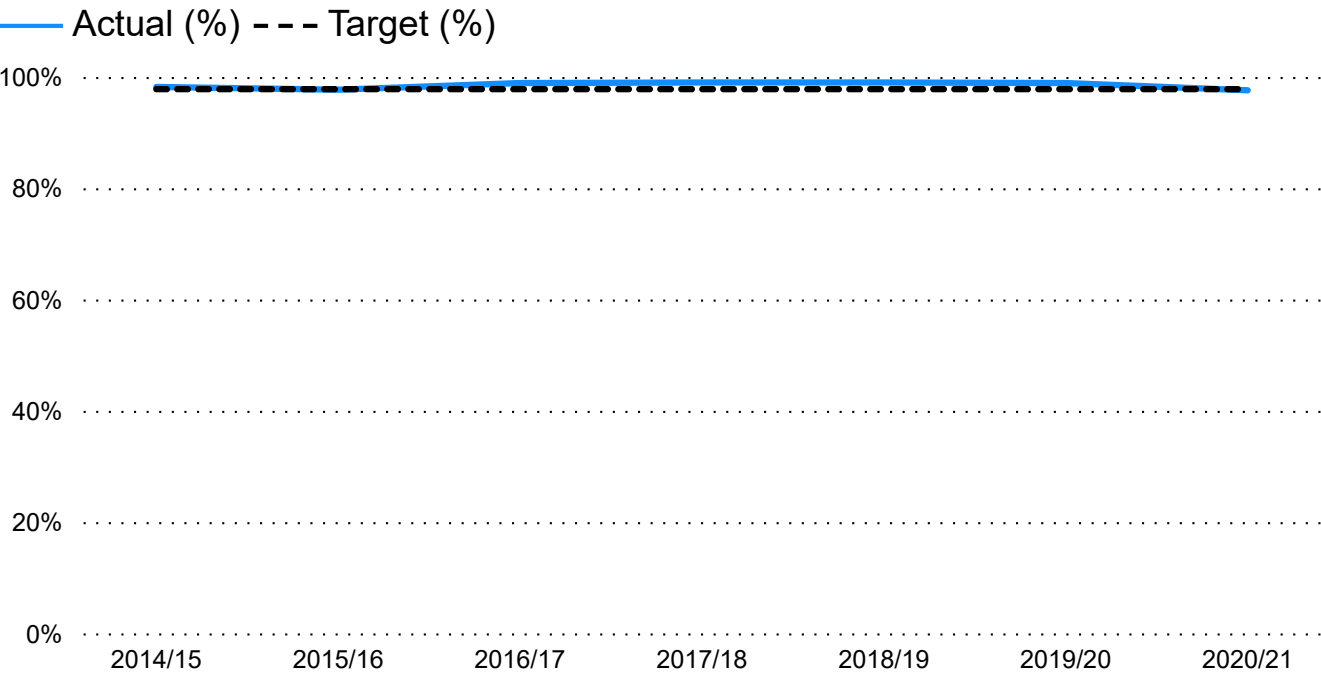
Page 83

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.01%	98.30%	↓	▲

#### Comment

Council Tax collection levels for 2020/21 were impacted significantly by the COVID-19 pandemic. As a result, in-year collection levels have fallen by 0.9% or £852k in monetary terms. To support taxpayers through the pandemic and restrictions, measures remain in place to offer longer term payment agreements and to re-commence recovery action against those residents who fail to pay or engage. Additional financial support from Welsh Government to cover the majority of in-year council tax collection losses has also helped to mitigate the financial position.

### Non Domestic Rate (NDR) 'in-year' collection levels



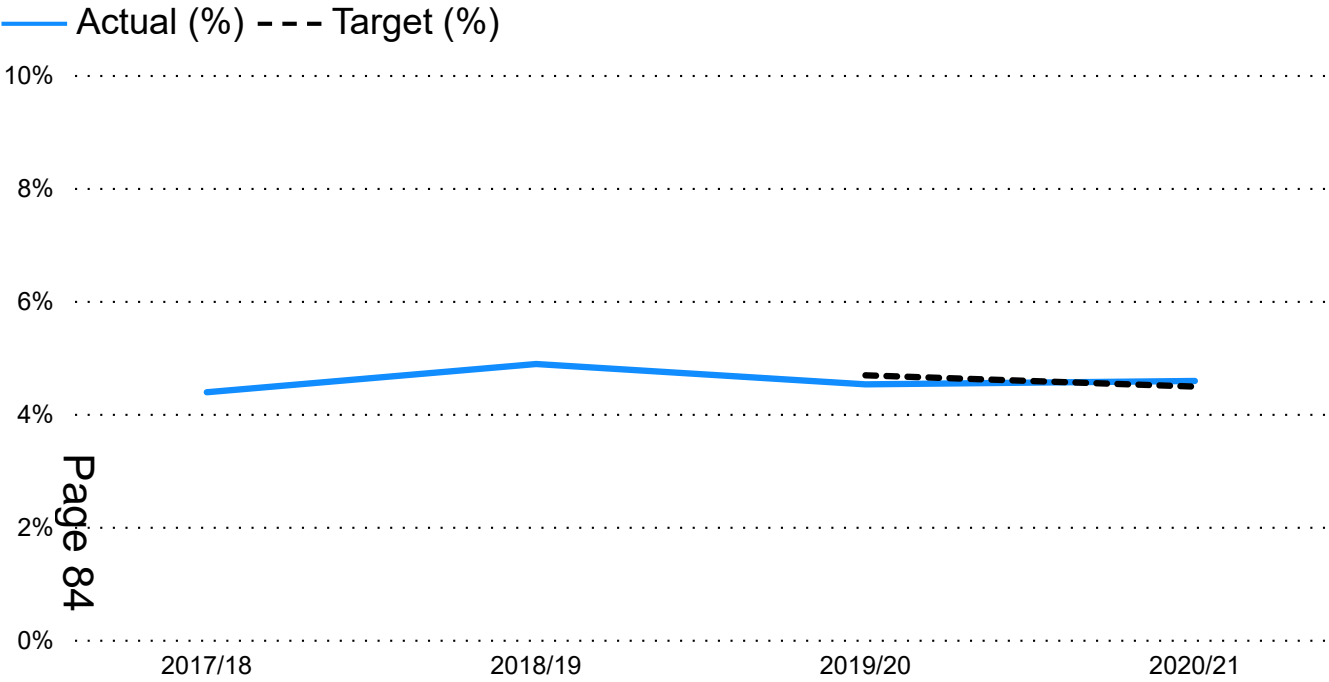
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.80%	98.00%	↓	▲

#### Comment

NDR collection levels for 2020/21 were impacted significantly by the COVID-19 pandemic and the temporary closure of many businesses impacted by the restrictions, even though increased numbers of businesses qualified for the temporary 100% rate relief for Retailers, Leisure and Hospitality providers. As a result, in-year collection levels have fallen by 0.2% against the target. To support businesses through the pandemic and restrictions, measures remain in place to offer longer term payment agreements and to re-commence recovery action against those businesses who fail to pay or engage.

# Governance - Recovery Measures

## Rent Income/Arrears – Arrears as a % of Rent Yield

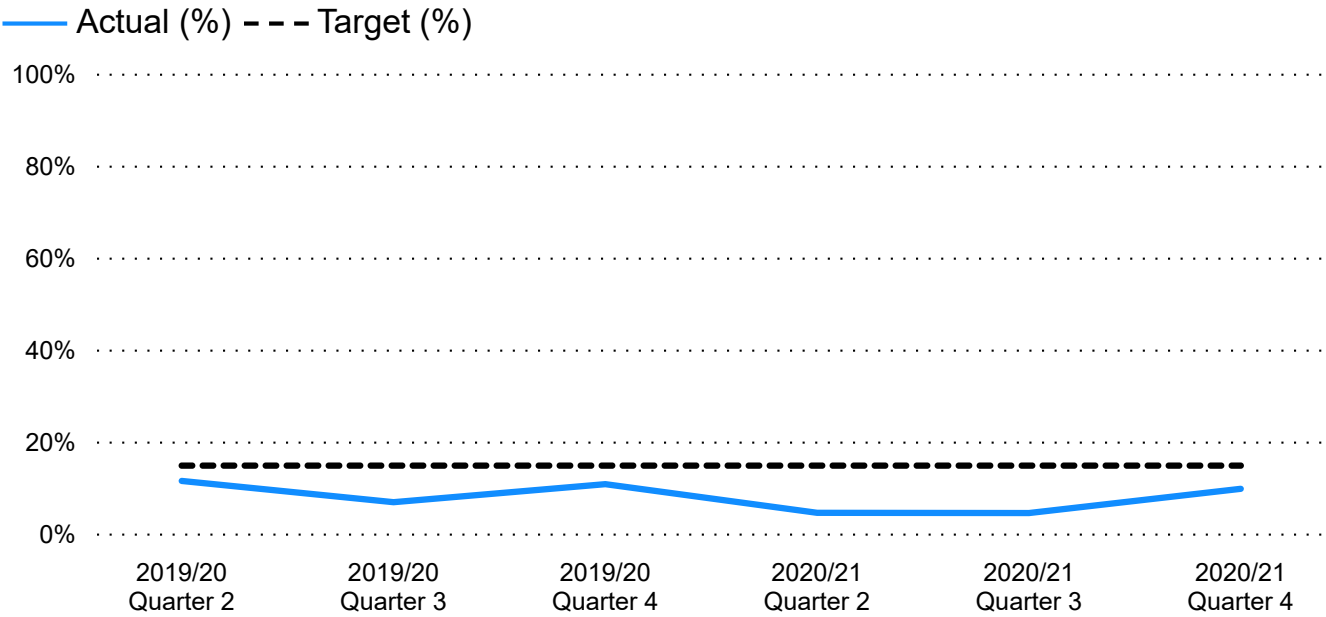


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
4.60%	4.50%	↓	▲

### Comment

Rent Collection levels for 2020/21 were impacted by the COVID-19 pandemic. Rent arrears for 2020/21 closed at £1.854m compared to £1.815m in the previous year - an overall rise in arrears of £39k. Rent evictions remained on hold throughout the year as a result of Welsh Government Regulations to protect and support tenants. Measures remain in place to offer longer term payment agreements and to re-commence recovery action against those tenants who fail to pay or engage.

## Call abandonment rate for a combined Housing and Streetscene contact centre



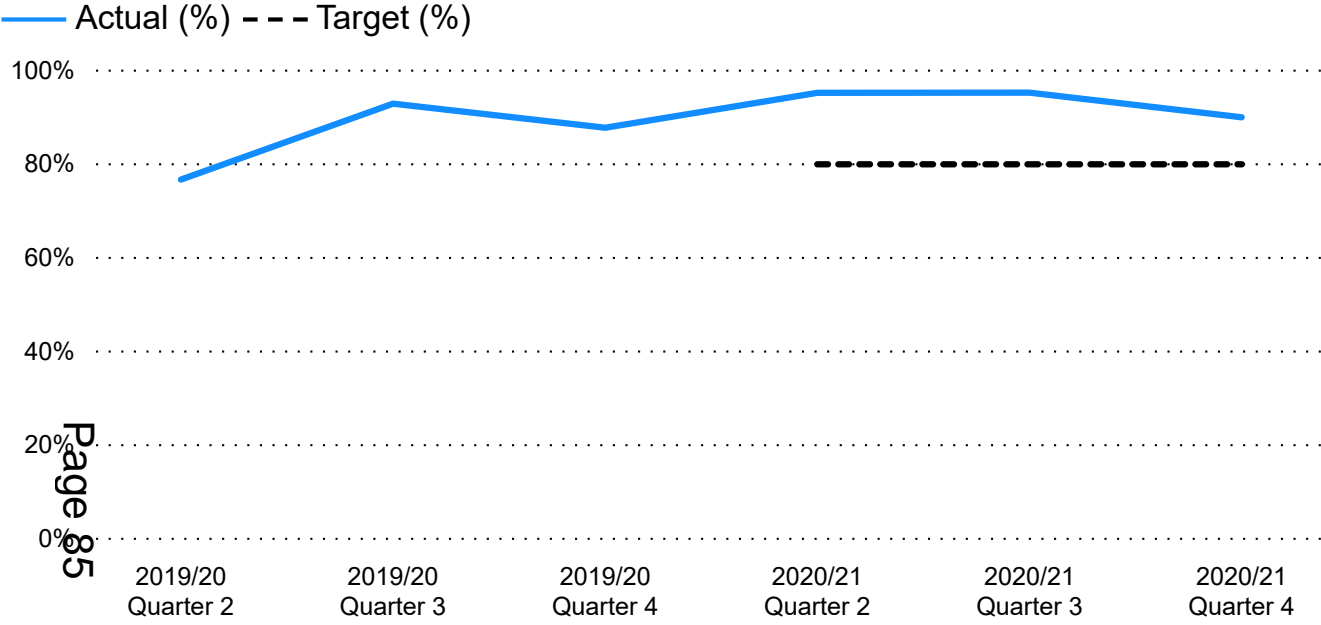
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
6.36%	15.00%	↑	●

### Comment

The abandonment rate increased in quarter four but remains below target which is positive especially given a 37.43% increase in calls offered to the service compared to quarter three. The overall annual abandonment rate is 6.36% which is an improvement on the previous year where the abandonment rate was 13%.

# Governance - Recovery Measures

## Call answering rate for a combined Housing and Streetscene contact centre

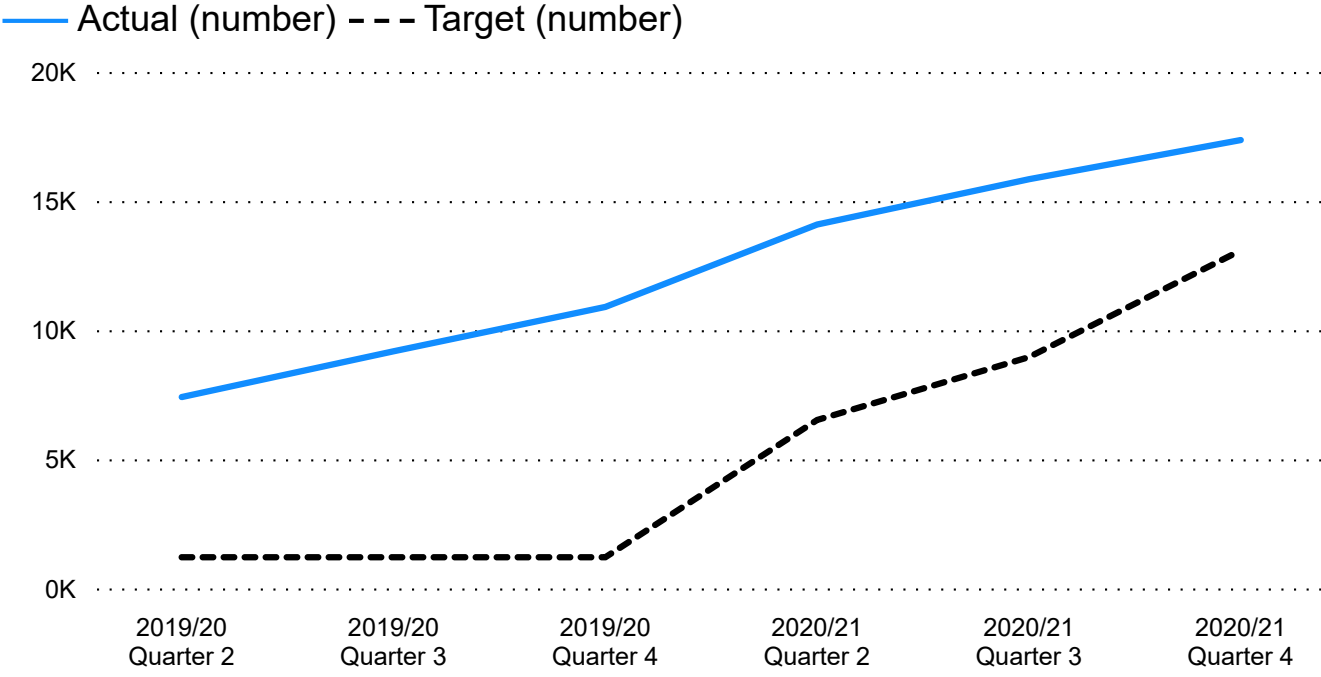


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
93.64%	80.00%	▲ ↑	●

### Comment

Despite a 29.84% increase in calls to Housing and Streetscene services during quarter four (compared to quarter three), the Contact Centre answered 90% of all calls offered which exceeds the target set. The overall call answer rate for the year is 93.64% and an improvement compared to the previous year of 87%.

## My Account sign up



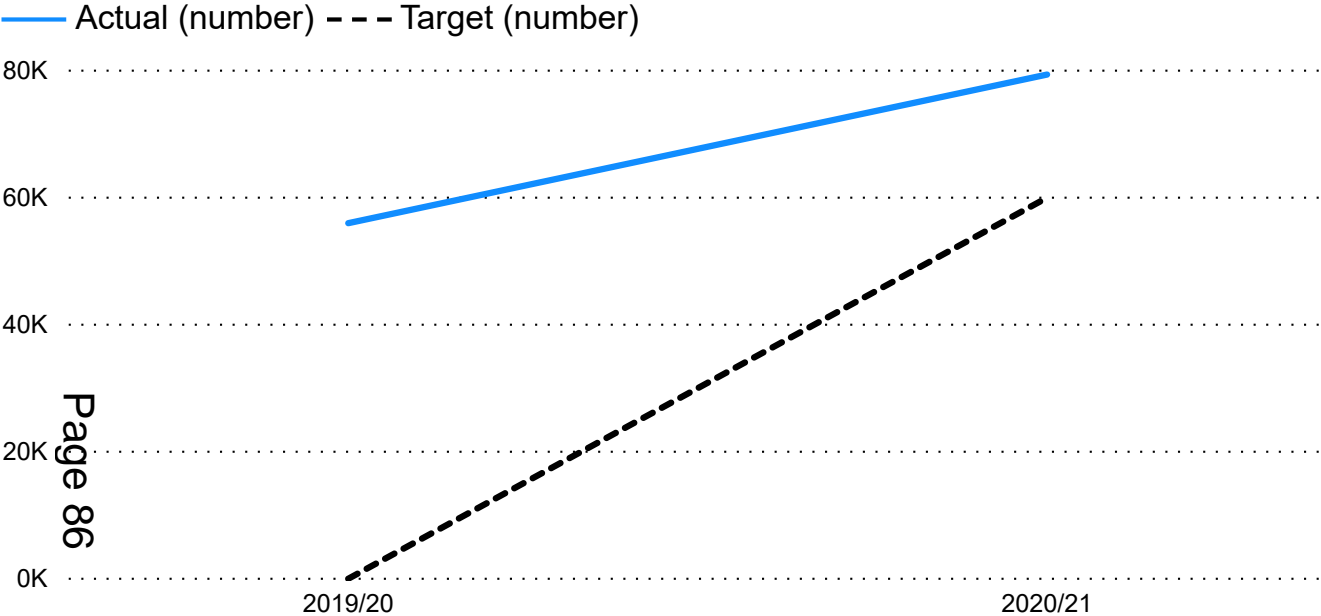
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
17,405.00	13,131.00	▲ ↑	●

### Comment

The number of new subscriptions to My Account continues to increase and has exceeded the target for this year.

# Governance - Recovery Measures

## Increased digital self-service by customers across multiple services

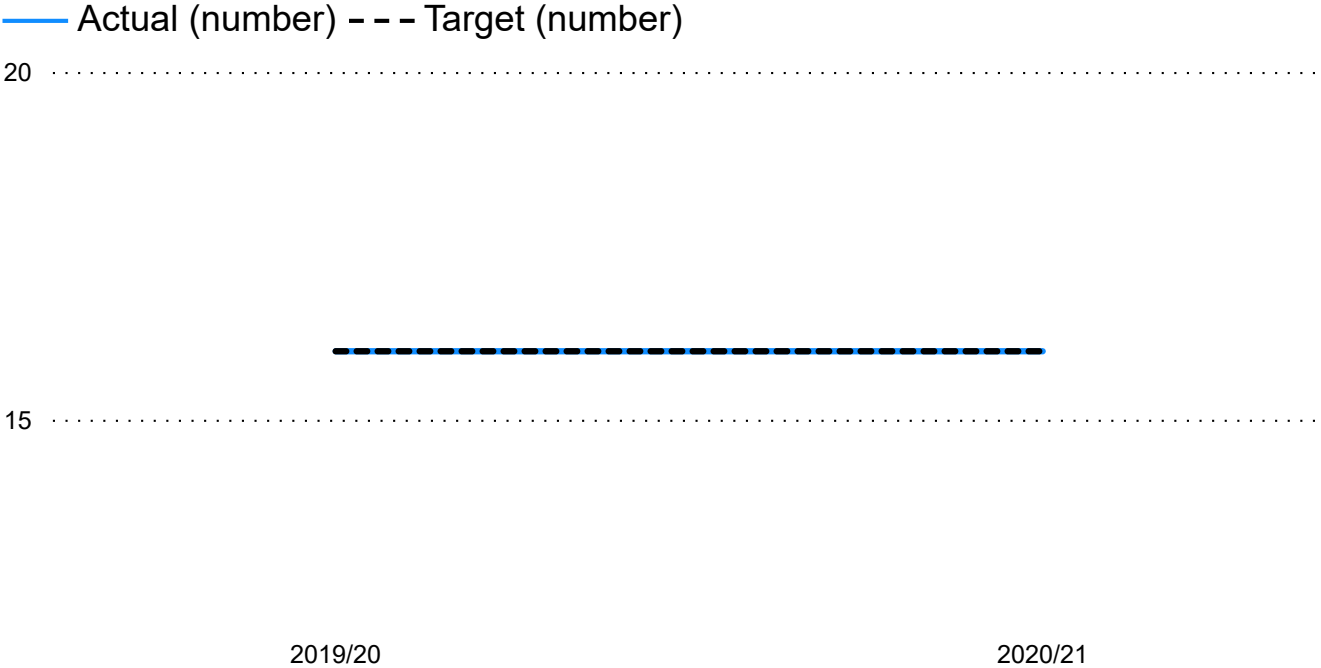


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
79,389.00	60,000.00	↑	●

### Comment

Customers can apply, request, report and pay for a range of Council services online. Over 79,000 enquiries were received in 2020-21 which is a significant increase compared to the previous year and exceeds the target set for the year by 32%. The highest percentage of online enquiries relate to Streetscene services e.g. waste and recycling, garden waste payments and also business grants which were new in 2020 and in response to COVID-19.

## Number of chargeable services available to pay online



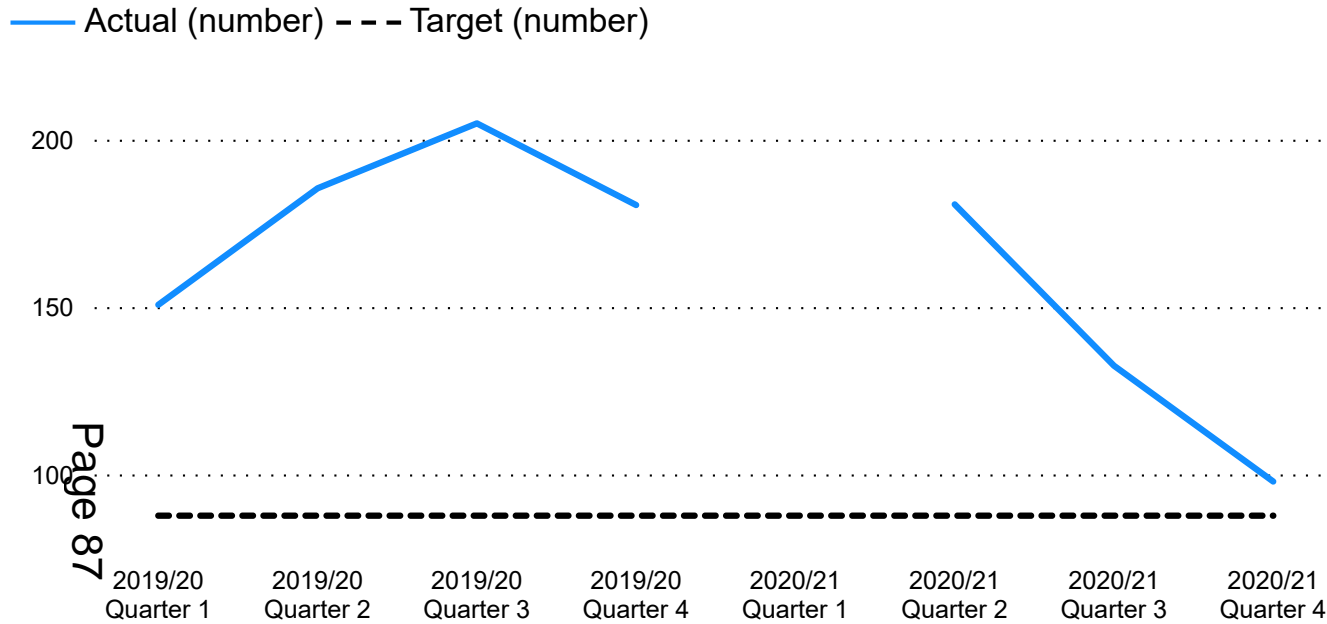
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
16.00	16.00	→	●

### Comment

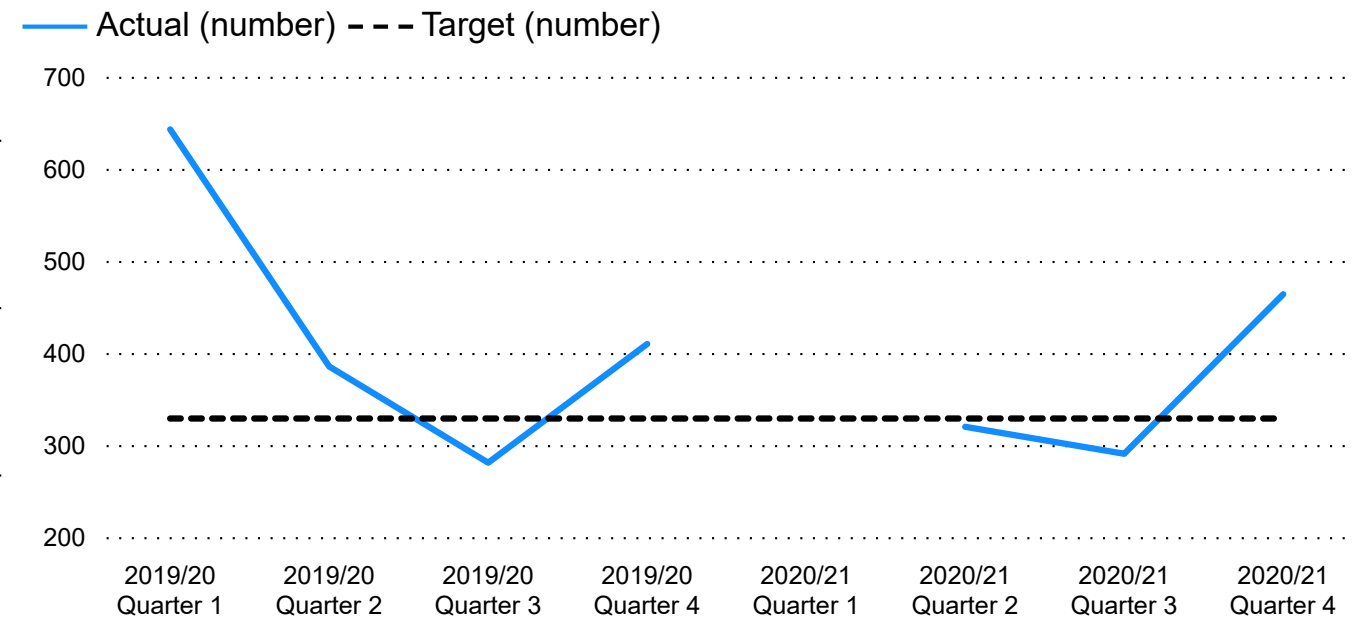
All chargeable services can be paid on-line by debit and/or credit card or by Pay Pal.

# Housing and Assets - Recovery Measures

**Average number of calendar days taken to deliver a DFG (medium adaptations)**



**Average number of calendar days taken to deliver a DFG (Large Adaptations)**



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
137.33	88.00	↑	▲

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
359.23	330.00	↓	▲

**Comment**

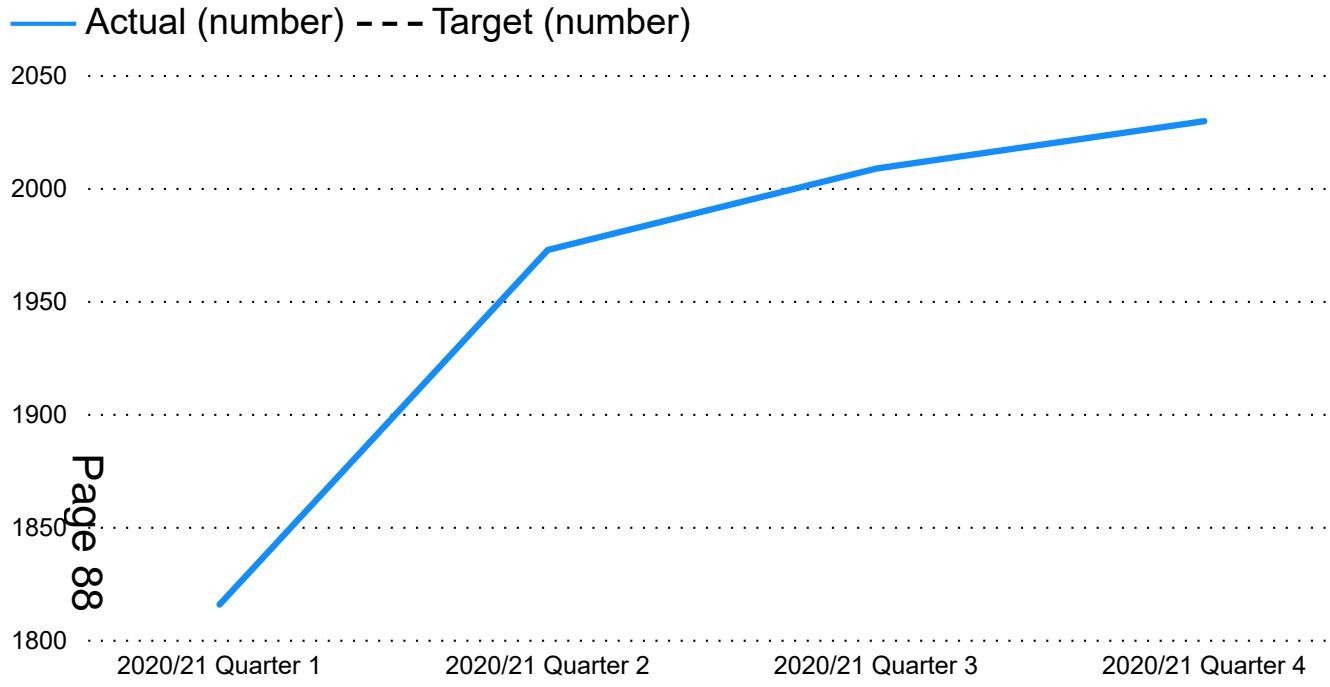
The lockdown restrictions have had an effect on current works. Consideration for the safety of all staff, customers and contractors is paramount. However, majority of works have now re-started and we hope to get back on track to delivery within our timescales as set out in the Housing Service Standards.

**Comment**

Due to the lockdown restrictions this has had an effect on current works. Consideration for the safety of all staff, customers and contractors is paramount. However, majority of works have now re-started and we hope to get back on track to delivery within our timescales as set out in the Housing Service Standards.

# Housing and Assets - Recovery Measures

## Number of applicants on the Common Housing Register

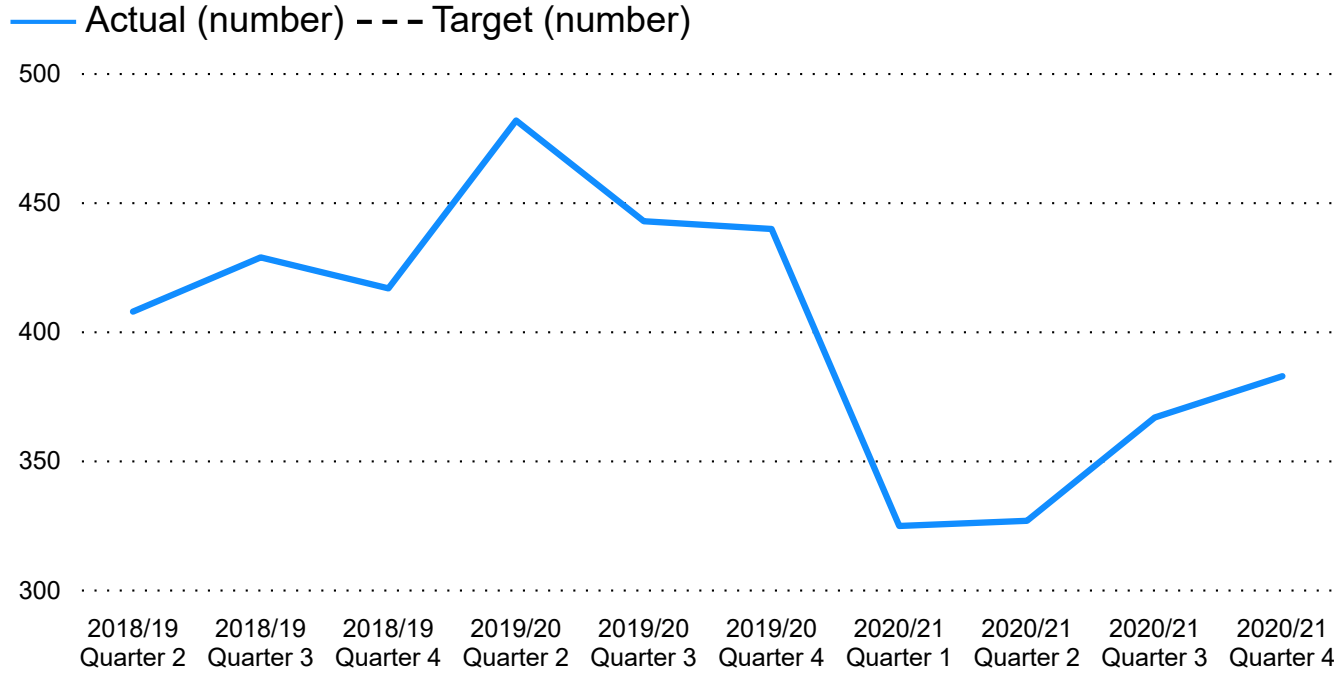


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2030.00			

### Comment

No target set - Demand and eligibility for social housing through the Common Housing Register has increased during the course of the year. Numbers of applicants on the Common Housing Register are up approx. 29% from 1578 in the previous year. The increase is consistent with growing housing needs and hardship during the COVID period. Reduced supply of social housing throughout the year and increasing demand accounts for the large increase across the year and will have an impact on applicants waiting times for rehousing.

## Number of referrals to the Housing Support Gateway



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
1402.00			

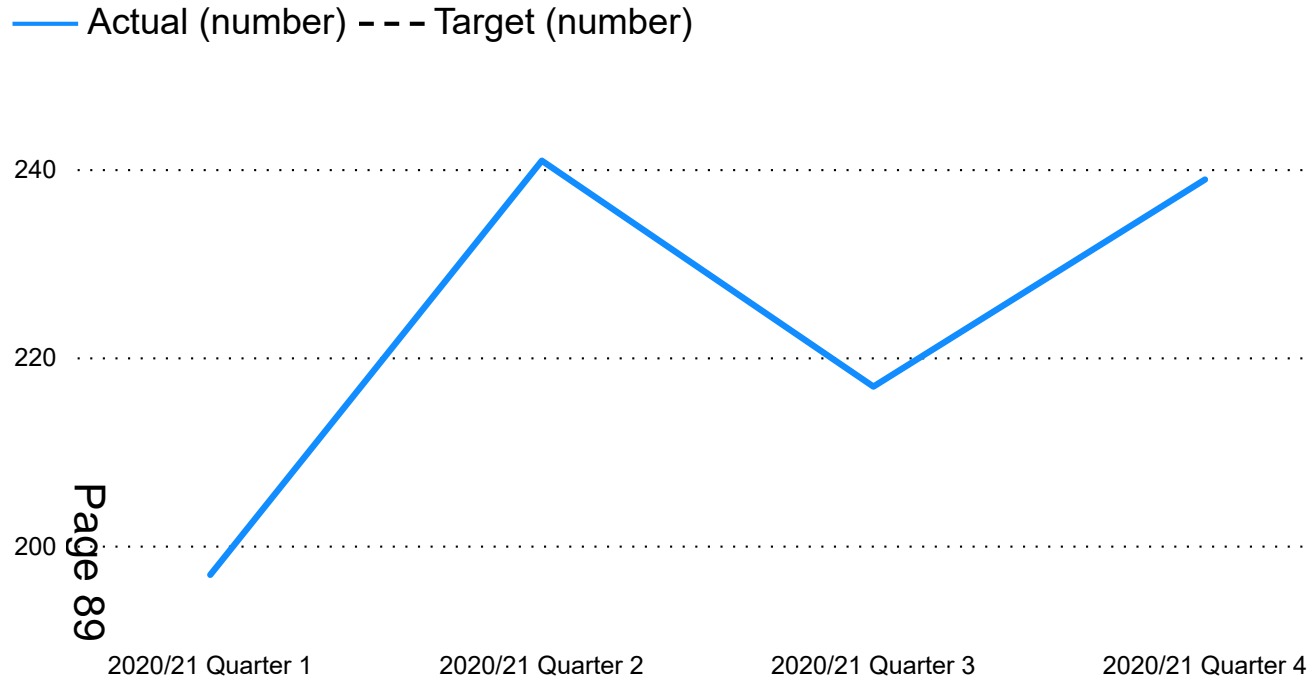
### Comment

No target set - Demand for housing related support services has increased during the course of the year but is still down on the previous year. There are significant unknowns in regards to the medium term impact of COVID on people incomes, households' debts, health and overall welfare and it is likely that demand for housing related support will increase in the coming year. Flintshire's Housing Support Grant funding from Welsh Government has been significantly increased, enabling us to develop further service capacity in anticipation of forthcoming pressures



# Housing and Assets - Recovery Measures

## Number of homelessness presentations



Page 89

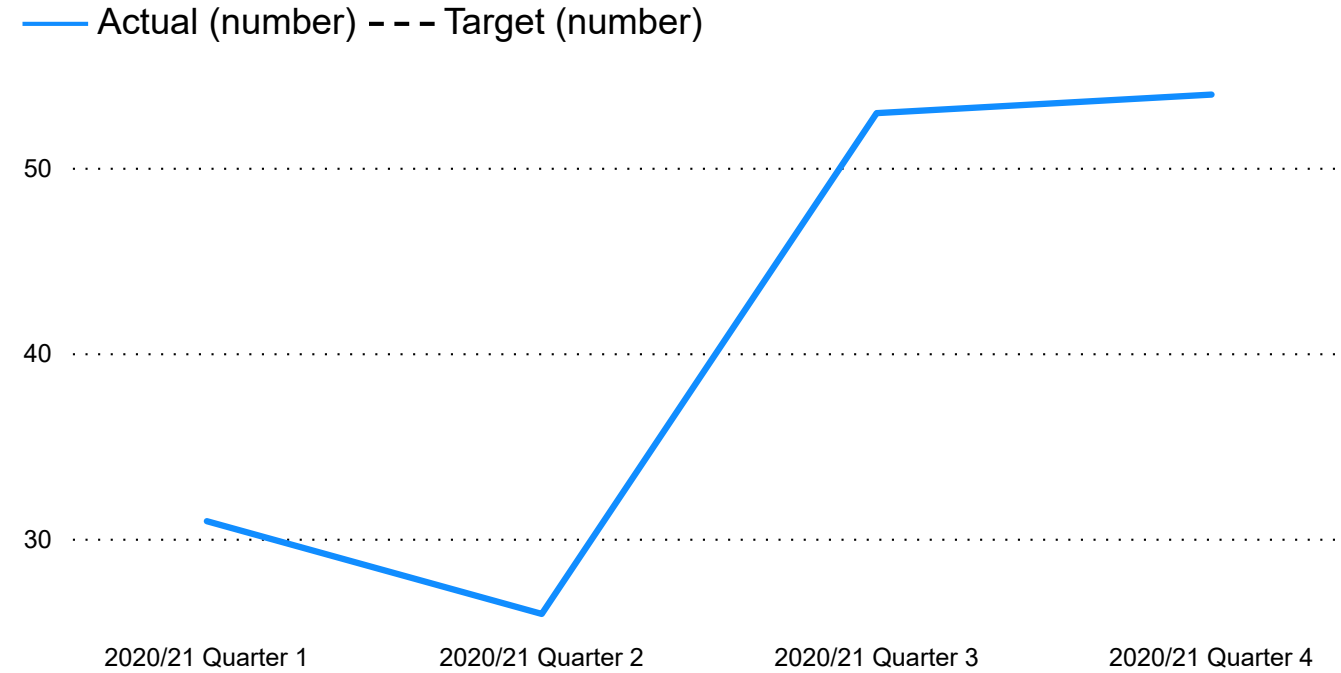
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
894.00			

894.00

### Comment

No target set - Presentations to the Homeless Team is down 11.4% on the previous year. National interventions such as the closure of courts for possession proceedings, evictions ban, furlough scheme, extended notice periods for those who rent, rental and mortgage holidays, have all been positive protections for residents to mitigate risks of increased homelessness during the coronavirus health pandemic. It is however anticipated that levels of presentations and pressures relating to homelessness will increase as these interventions and lockdown measures are eased.

## Number of households in homeless accommodation



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
41.00			

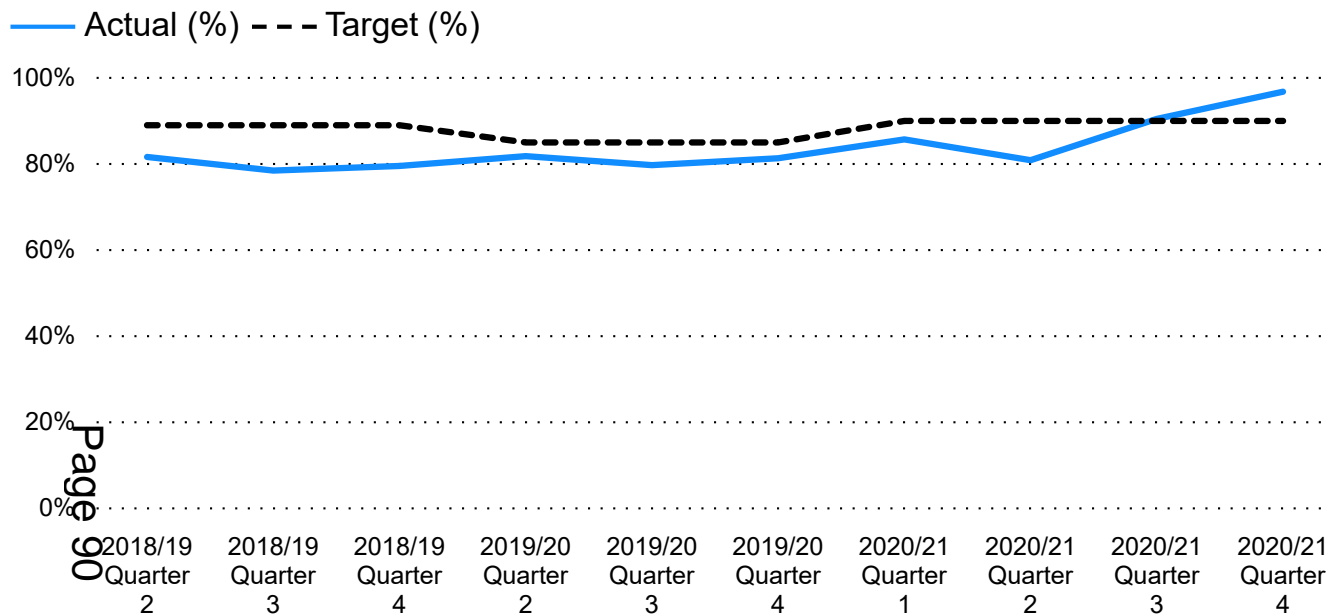
41.00

### Comment

No target set - Presentations to the Homeless Team is down 11.4% on the previous year. National interventions such as the closure of courts for possession proceedings, evictions ban, furlough scheme, extended notice periods for those who rent, rental and mortgage holidays, have all been positive protections for residents to mitigate risks of increased homelessness during the coronavirus health pandemic. It is however anticipated that levels of presentations and pressures relating to homelessness will increase as these interventions and lockdown measures are eased.

# Housing and Assets - Recovery Measures

## Percentage of households successfully prevented from becoming homeless



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
89.27%	90.00%	↑	▲

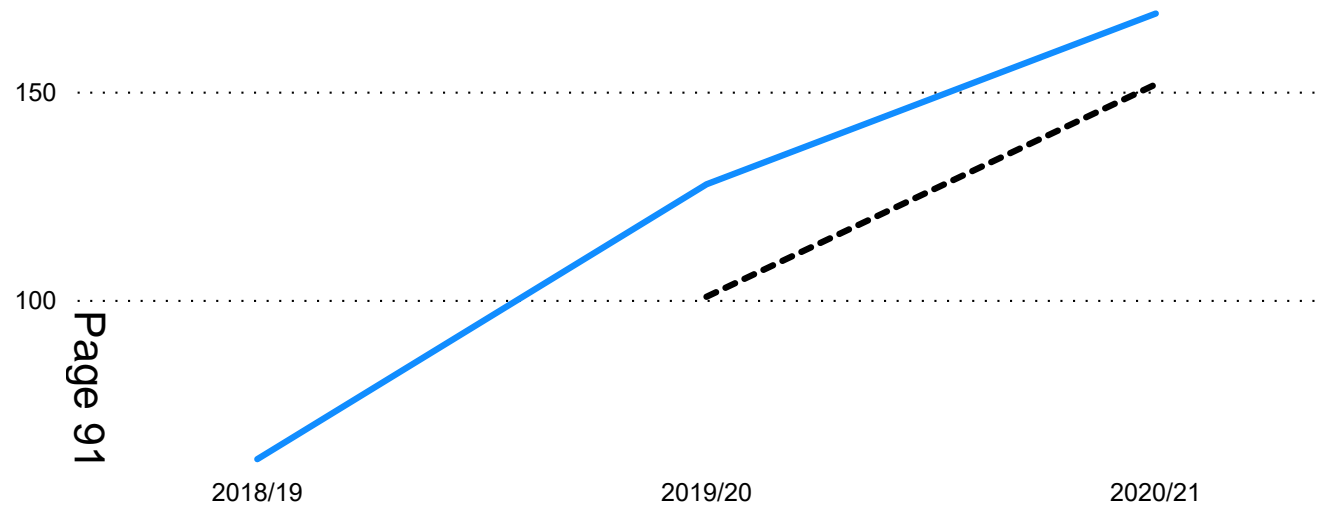
### Comment

Throughout the year there were 183 cases where positive intervention by the Council helped people to avoid homelessness. Despite efforts to prevent homelessness this is not always possible and there are 22 cases where homelessness has occurred because prevention activities have failed. There are significant protections during the COVID period in regards to housing such as the evictions ban, extended notice periods that have reduced the number of cases where households are at risk of homelessness. Measures such as the furlough scheme have also helped reduce risks of homelessness. As these protections are lifted there is a greater risk of homelessness and the service is increasing capacity for housing support and homeless prevention.

# Housing and Assets - Portfolio Measures

**The number of affordable homes owned and managed by NEW Homes**

— Actual (number) - - - Target (number)



Page 91

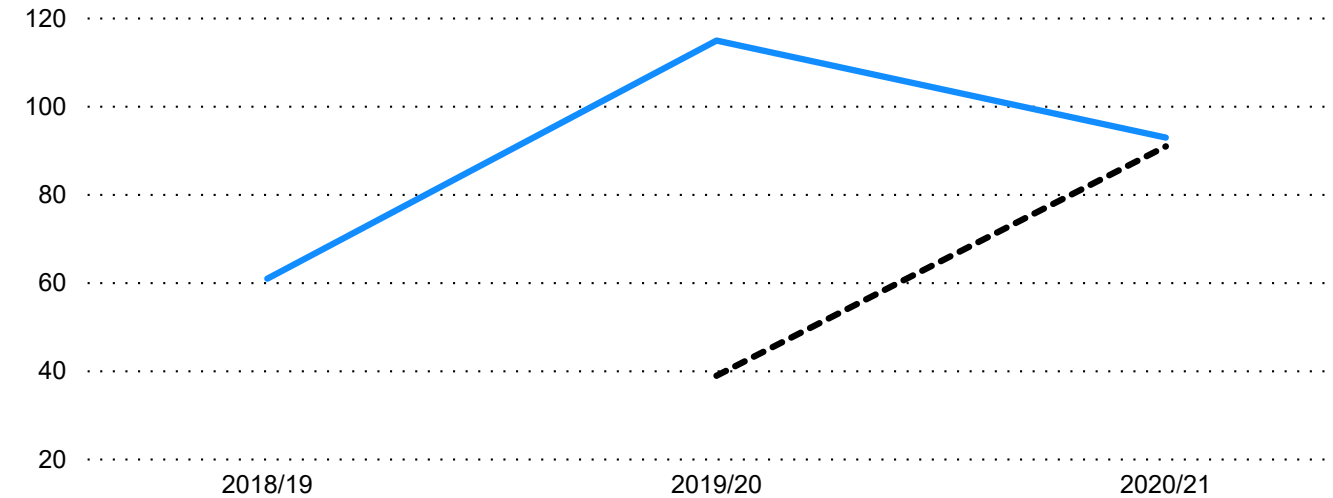
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
169.00	152.00	↑	●

**Comment**

Target exceeded by 17 additional homes. Future targets to be based on NEW Homes Business Plan, Planning Permissions and availability funding.

**The number of affordable homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)**

— Actual (number) - - - Target (number)



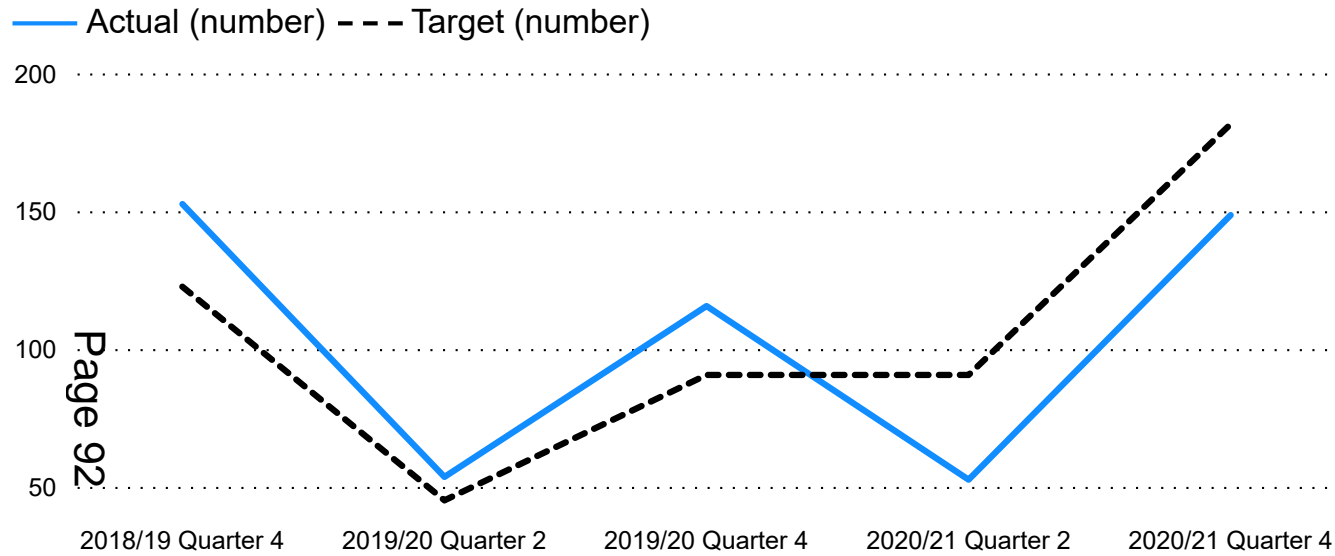
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
93.00	91.00	↓	●

**Comment**

The target has been achieved for this measure. The majority of the properties completed for this year were two bedroom apartments and houses. Several three bedroom family homes were also delivered for Flint. Future developments will be conditional on the availability of building land and funding.

# Housing and Assets - Portfolio Measures

## The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)

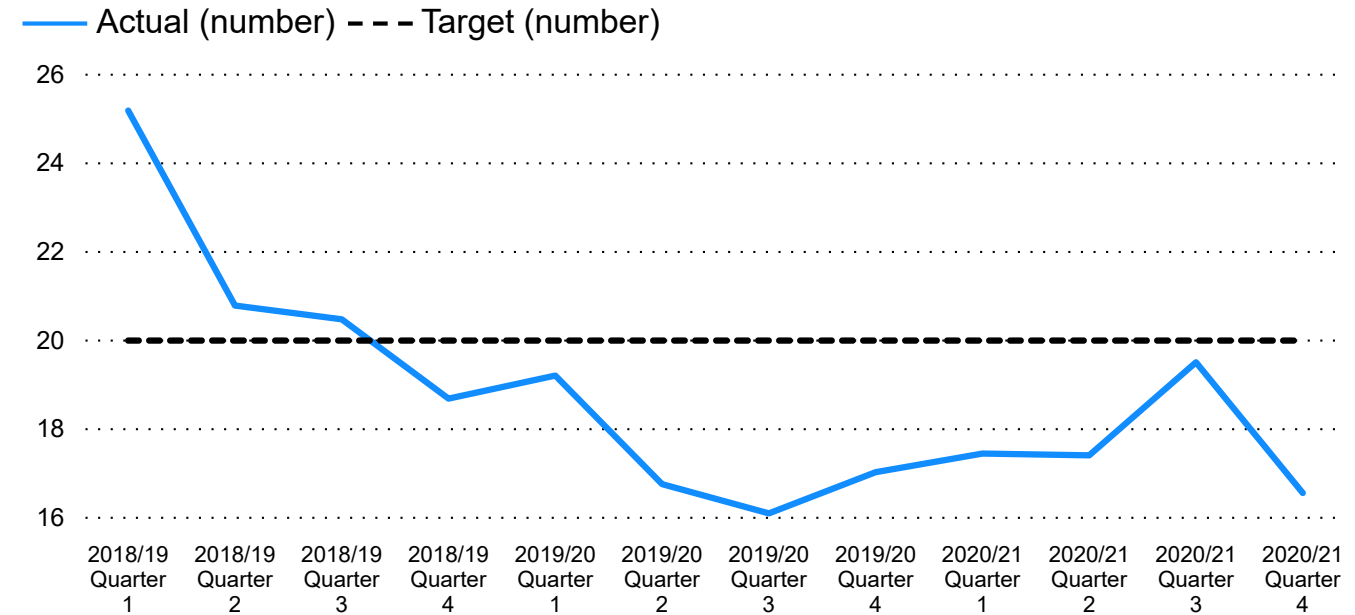


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
149.00	182.00	↑	⬇

### Comment

Whilst the target has not been achieved for this measure, we have delivered 149 properties and over half of these are family homes. This is a great achievement considering the difficulties with ensuring COVID site safety throughout the year and the impact of lockdowns.

## Average number of days to process new claims for housing benefit and council tax reduction



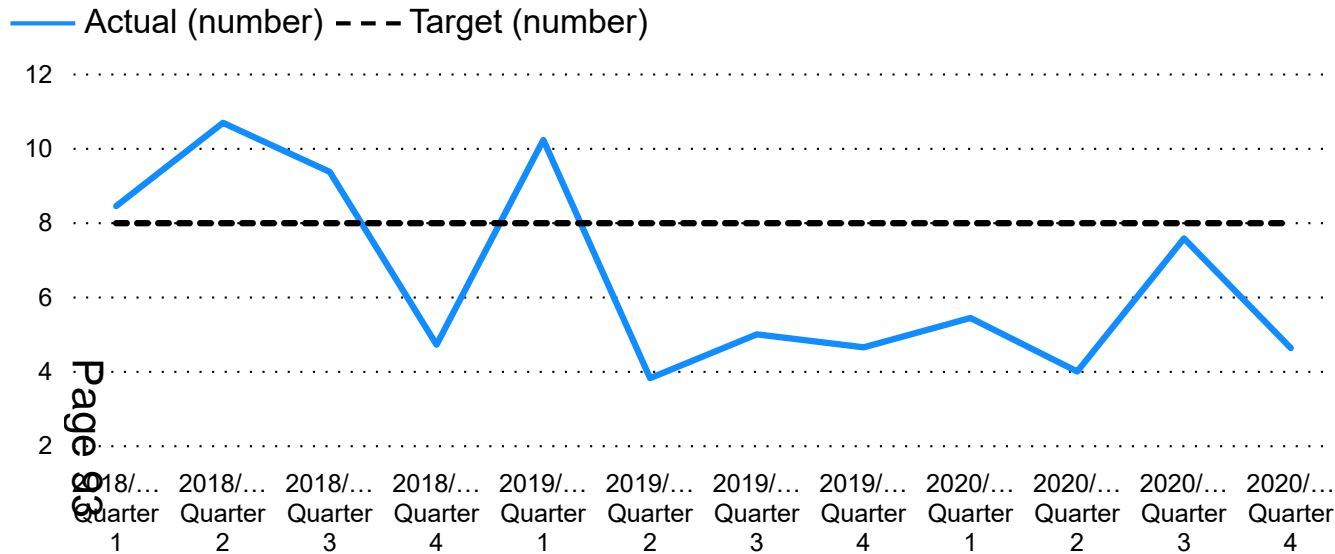
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
17.73	20.00	↓	●

### Comment

Performance target has been met each quarter for 2021/22. Due to the COVID Pandemic and the effect this had on the economy, work volumes increased. The team have been able to meet performance through overtime, TOIL and agency staff.

# Housing and Assets - Portfolio Measures

## Average number of days to process change in circumstances for housing benefit and council tax reduction

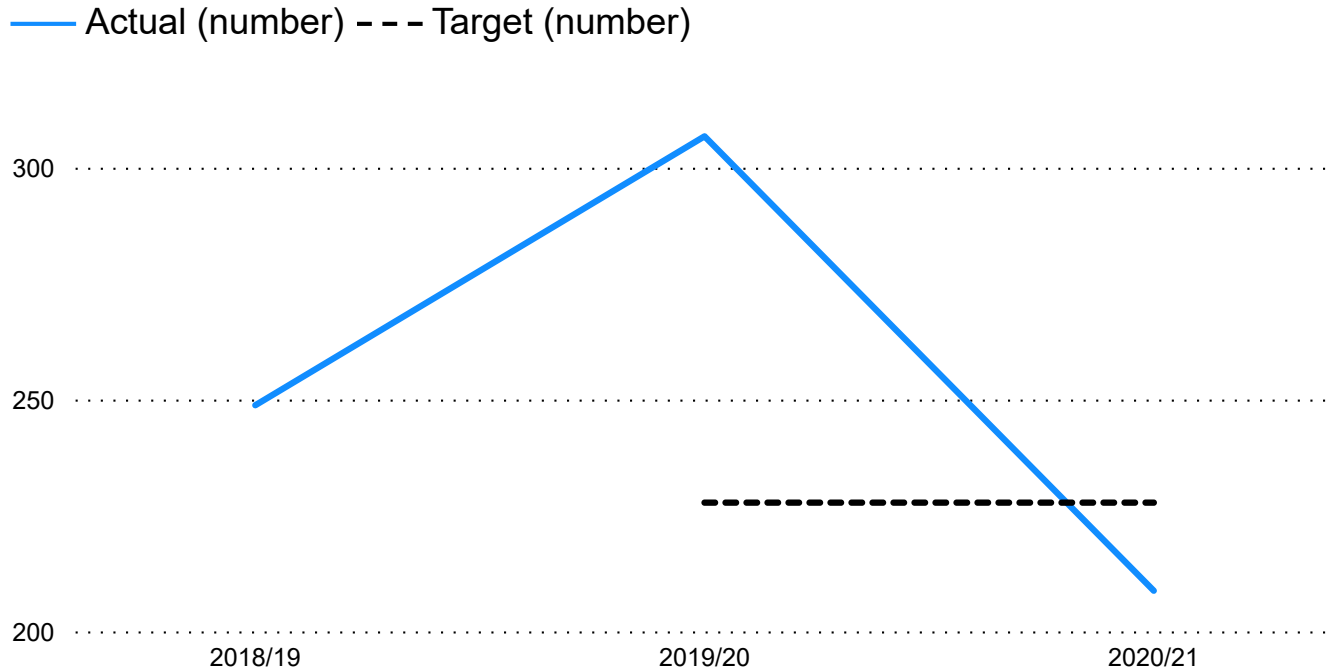


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
5.42	8.00	↑	●

### Comment

Performance target has been met each quarter for 2021/22. Due to the COVID Pandemic and the effect this had on the economy, work volumes increased. The team have been able to meet performance through overtime, TOIL and agency staff.

## Increase supply and variety of affordable homes



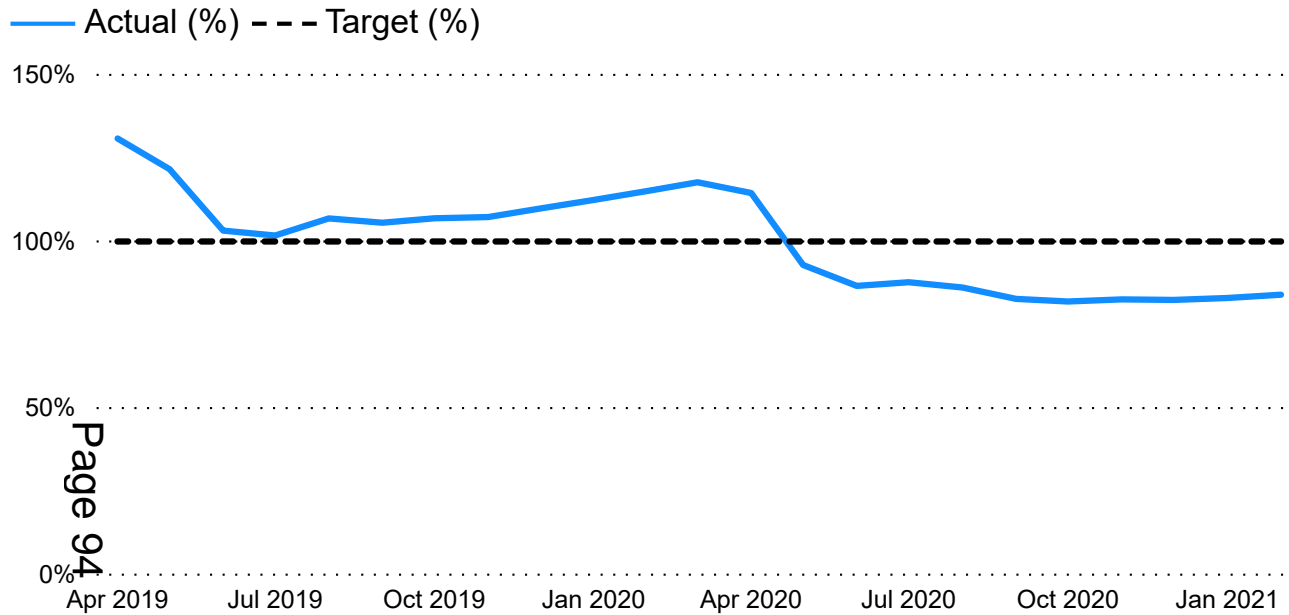
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
209.00	228.00	↓	▲

### Comment

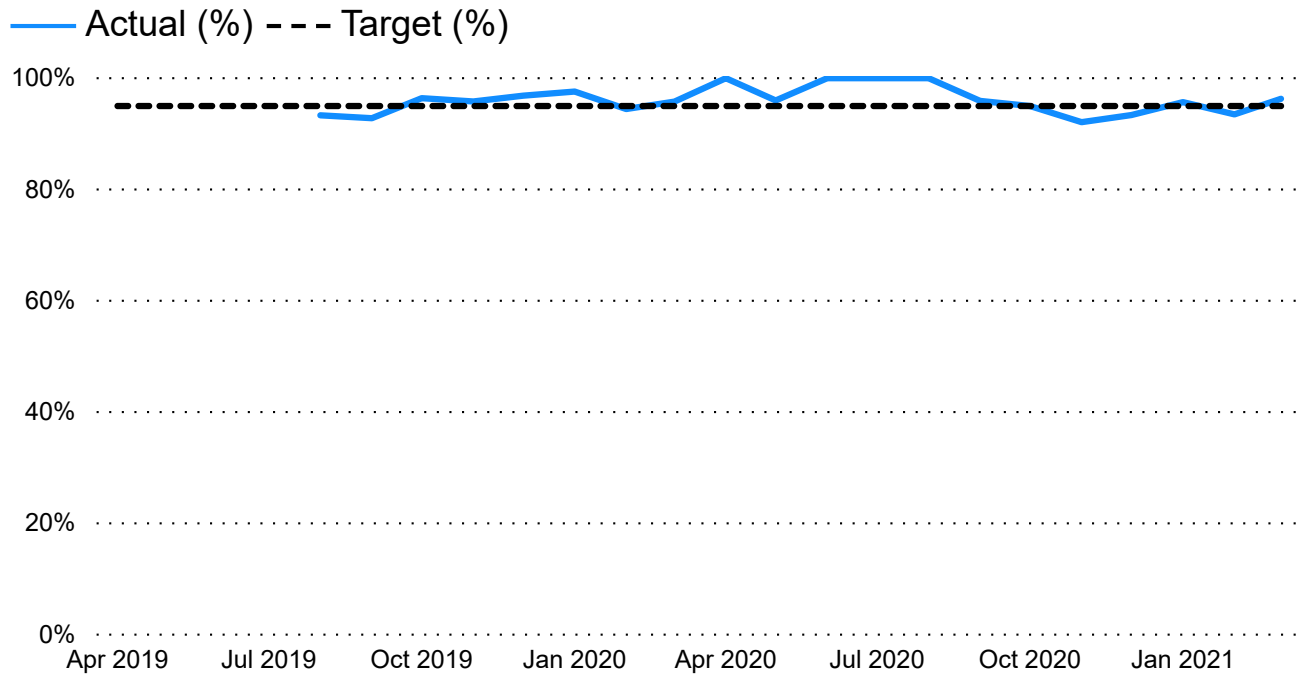
A total of 209 additional affordable homes were provided in Flintshire in 2020/21. Partner Housing Associations (Registered Providers) delivered a total of 125 (60%) additional affordable Homes in Flintshire. These combined with the 84 additional affordable homes (40%) delivered by the Council/NEW Homes give a grand total of 209 affordable homes. Amber performance attributable to Flintshire County Council (FCC)/NEW Homes falling short of 100 unit target by 16 units (FCC Shortfall 13 NEW Homes 3).

# Housing and Assets - Portfolio Measures

## The percentage of council houses that meet the Welsh Housing Quality standards within our annual programme



## Tenant satisfaction level



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
85.57%	100.00%	↓	⬇

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
96.05%	95.00%	↑	●

### Comment

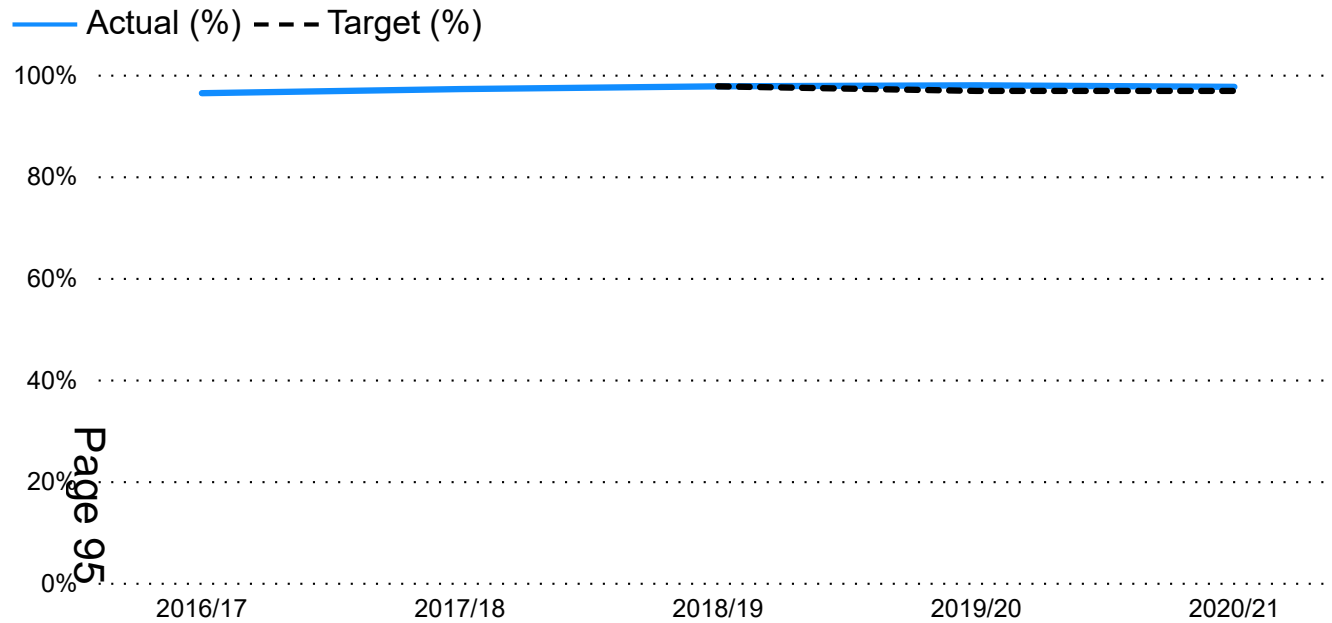
Due to the ongoing COVID-19 pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard (WHQS) Capital Programme were furloughed. This delayed the completion of the 2019-2020 financial years' work (Year Five) and the commencement of the 2020-2021 financial years' work (Year Six). We were able to commence and mobilise WHQS Programmes of work from July and as a result we started to receive hand overs for completed works in quarter three of the 2020-2021 financial year.

### Comment

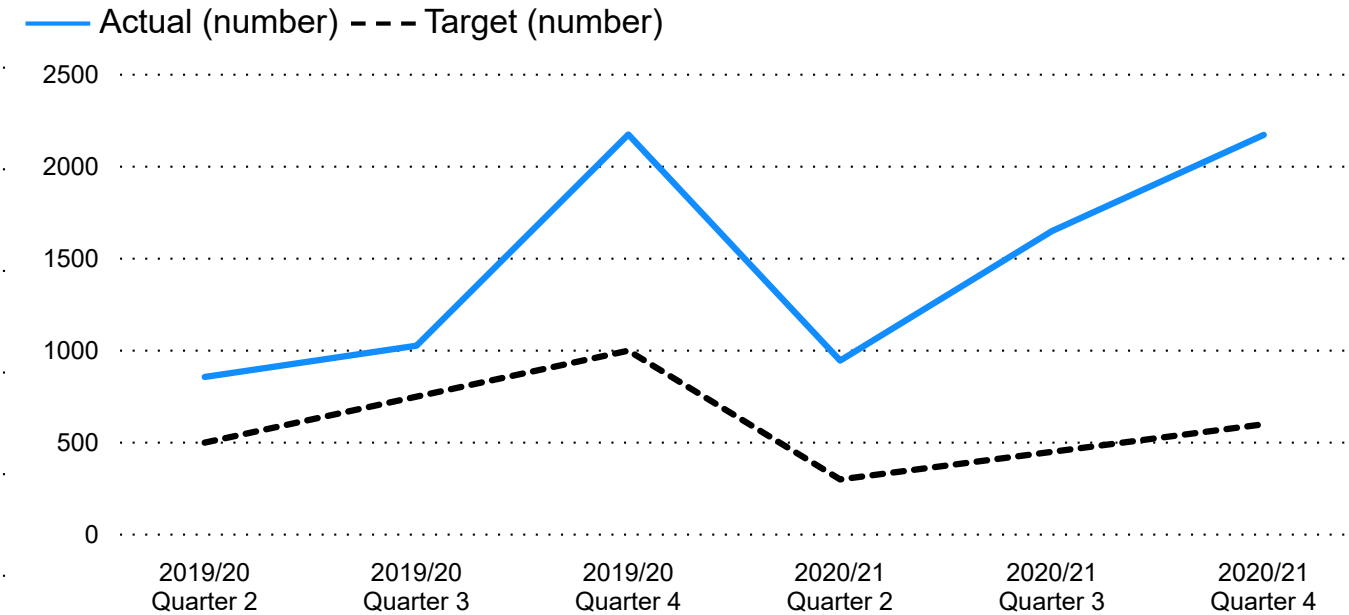
Due to the ongoing COVID-19 pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard Capital Programme were furloughed. This has impacted on our tenant satisfaction surveys and the ability to complete these with the tenant face to face with our Tenant Liaison Officers. Our satisfaction results for our Welsh Quality Housing Standards (WHQS) refurbishment programmes ended positively with an overall average of 97%. This is an excellent result given the restrictions placed upon the Council and its Contractors who were working in our tenants homes during this difficult time.

# Planning, Environment and Economy - Recovery Measures

## Percentage of food establishments that meet food hygiene standards



## Total number of energy efficiency measures delivered to reduce fuel poverty



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.80%	97.00%	↓	●

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2173.00	600	↓	●

### Comment

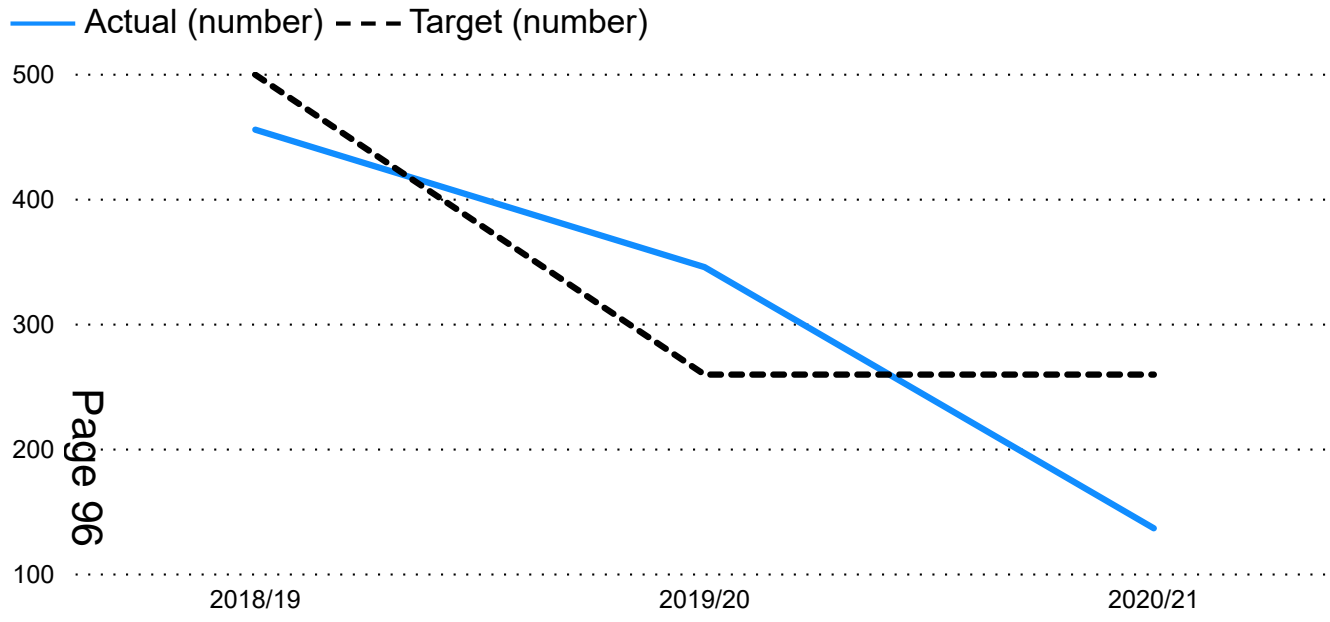
Due to the requirements on the service to respond to the COVID-19 pandemic, a lower level of food hygiene inspections have been undertaken. While the level of Broadly Compliant premises has remained above the target of 97%, this is in part due to businesses not having been inspected and so there was no change to their food hygiene rating. The service is concerned as to the effect of the pandemic on compliance levels within food businesses and on the number of new businesses that require inspection which will impact on next year's figures.

### Comment

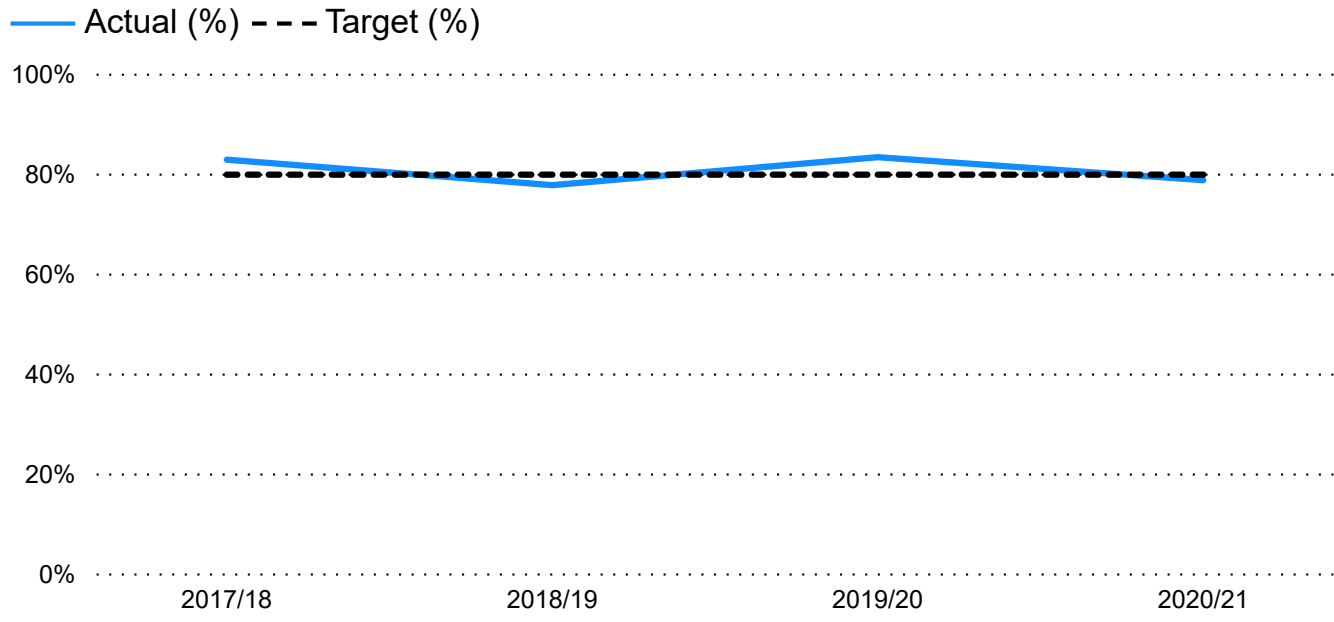
These measures are actual installs funded from various sources available to the team to reflect the maximum benefit to the resident both financially and emotionally who find themselves in fuel poverty. The numbers are less than our target for this quarter due to over achieving last quarter and throughout the year. However the target for the year has been exceeded.

# Planning, Environment and Economy - Recovery Measures

**Total number of individuals supported to access learning and work opportunities**



**Percentage of all planning applications determined in time**



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
137.00	260	↓	◊

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
78.90%	80.00%	↓	▲

**Comment**

This has been a challenging year for the Communities for Work (CFW) programme, which saw Pathway programmes put on hold limiting the options available to participants to access the relevant training opportunities. Teams have delivered the programme virtually by working from home and have supported mentoring scheme participants to gain E-Learning, Customer services and construction skills qualifications. The teams have also supported participants into employment opportunities within the care, retail and construction sectors.

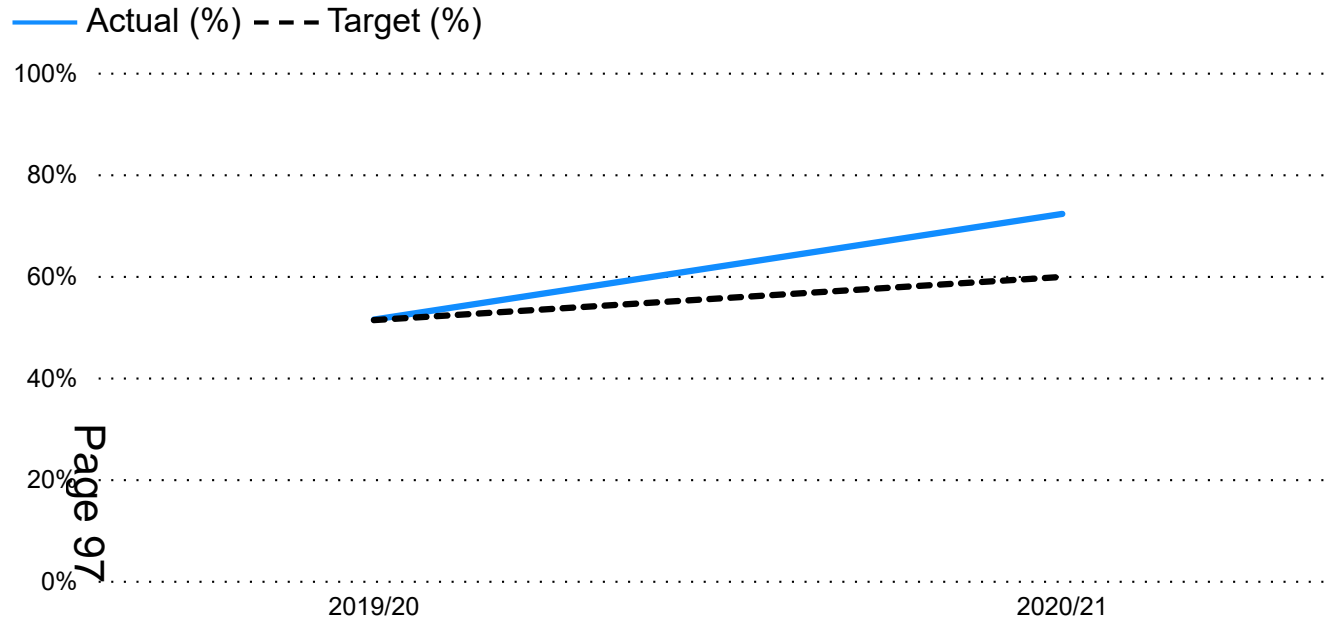
**Comment**

Acknowledgement that the target is unmet. However due to significant capacity issues in the first six months of 20/21 and ongoing impact of pandemic preventing full site visits from December until mid-April the level of performance achieved so close to the target in normal operational times is excellent.

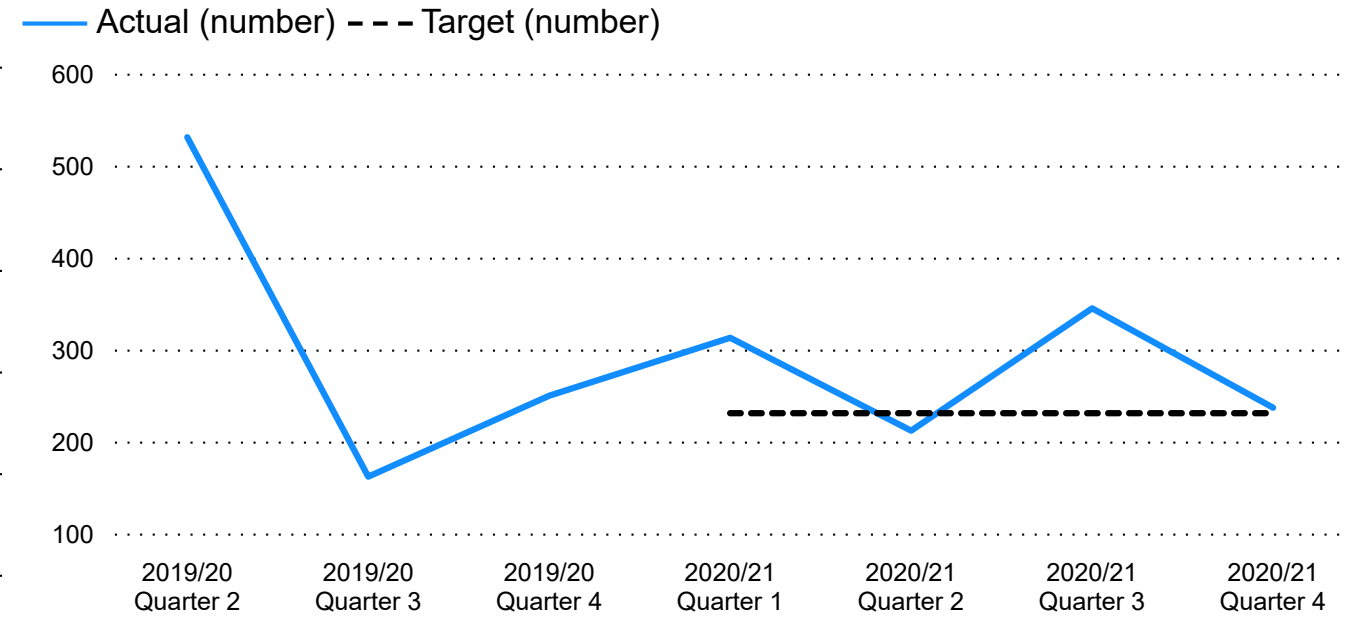


# Planning, Environment and Economy - Recovery Measures

**Percentage of "major" applications determined within time periods required**



**Average time taken to determine "major" applications in days**



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
62.00%	60.00%	↑	●

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
277.75	232	↓	◆

**Comment**

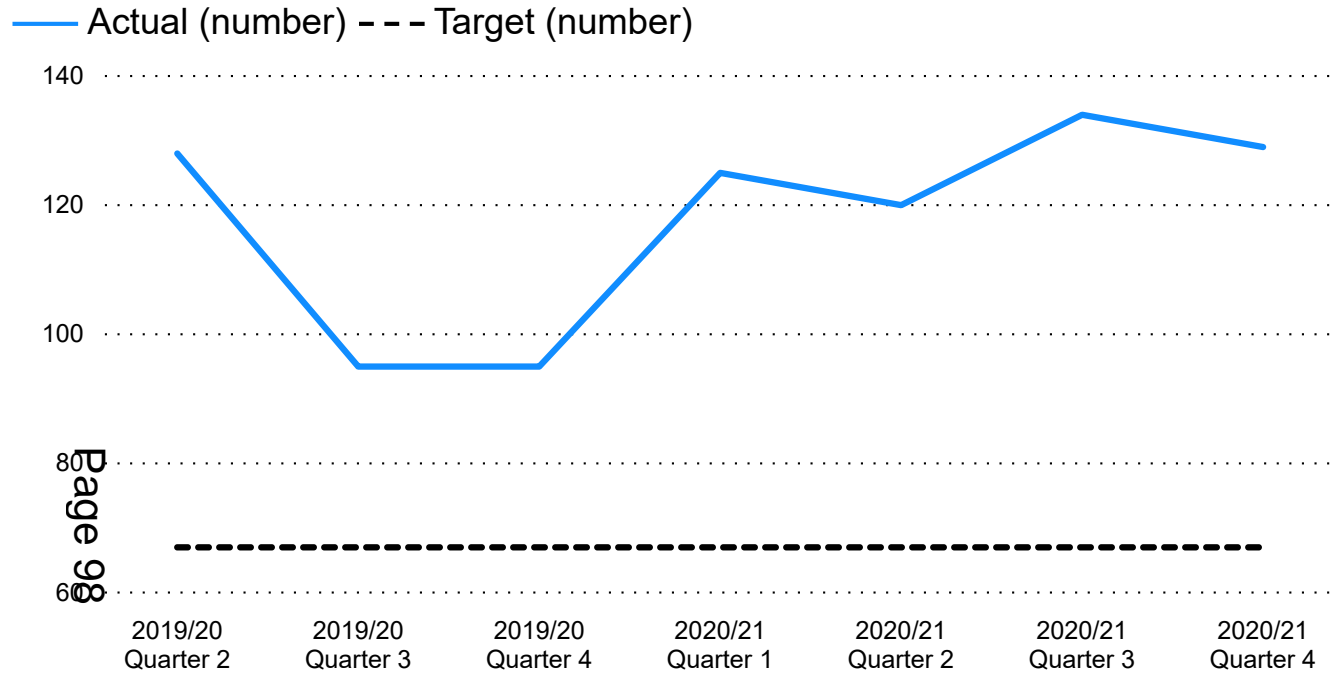
The target for this measure has been exceeded in each quarter.

**Comment**

Quarter one and quarter three are significantly higher than the target. Action needs to be taken to ensure the overall length of such application is reduced by effective case management.

# Planning, Environment and Economy - Recovery Measures

## Average time taken to determine planning applications

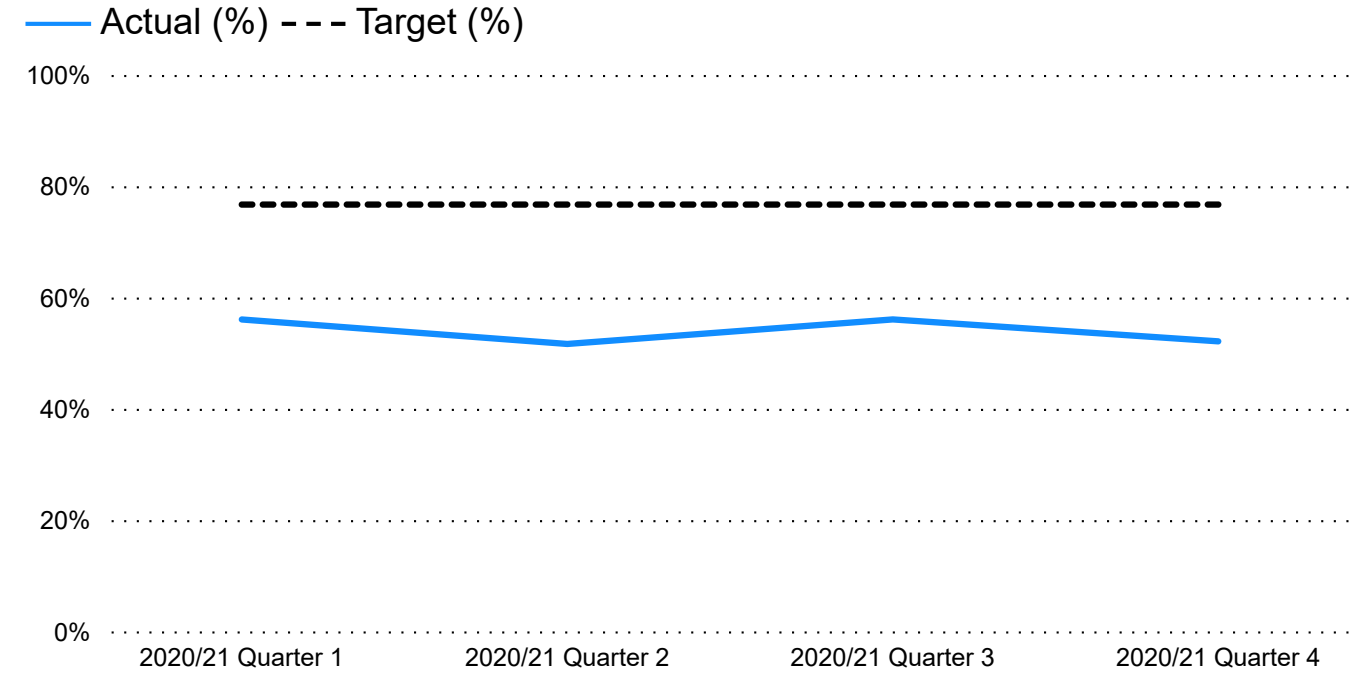


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
127.00	67	↓	⬇

### Comment

Target not met and double the time taken or more. This reflects the impact of the pandemic throughout 20/21 and the reduced capacity within the service to 30% at times. The majority of applicants agreed to extension of times with understanding of delay of the whole process such as inability to display statutory notices (in accordance with Welsh Government advice) and the back log of cases which developed whilst service transferred to electronic working from home .

## Enforcement cases investigated within 84 days



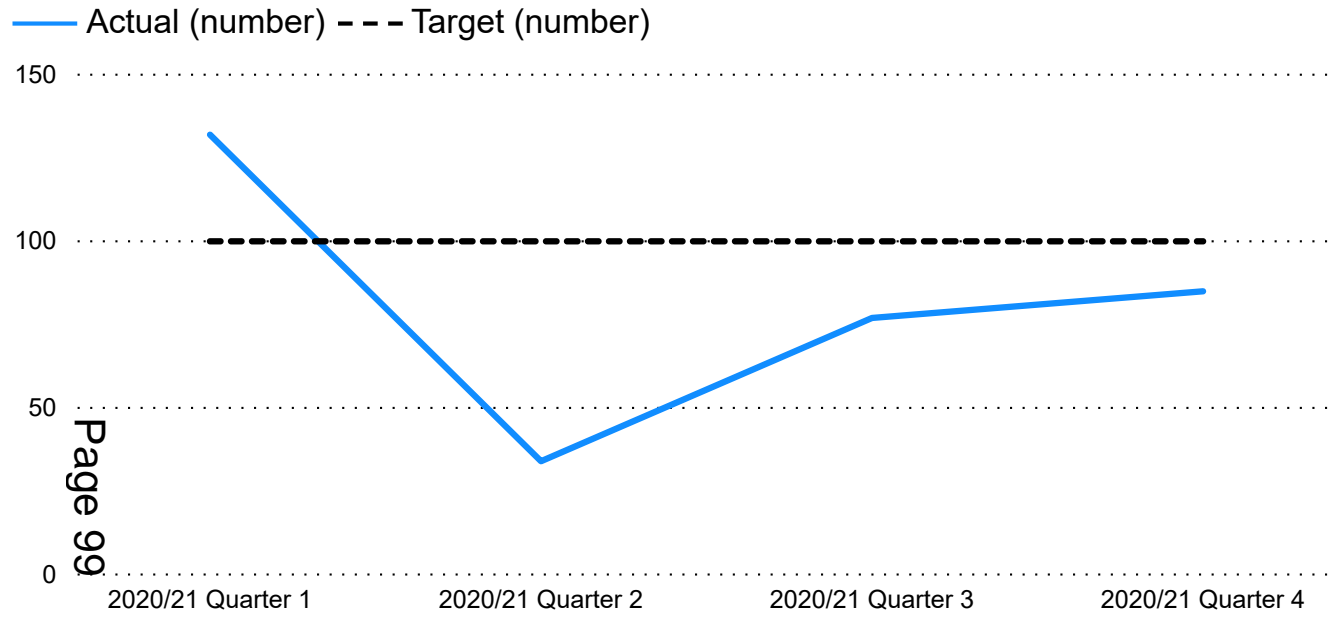
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
54.17%	76.90%		●

### Comment

Data to be verified - Significant impact on speed of investigations as service capacity was reduced and actively redirected to manage significant and major planning applications.

# Planning, Environment and Economy - Recovery Measures

## Average time taken to pursue positive enforcement action where a breach had been identified



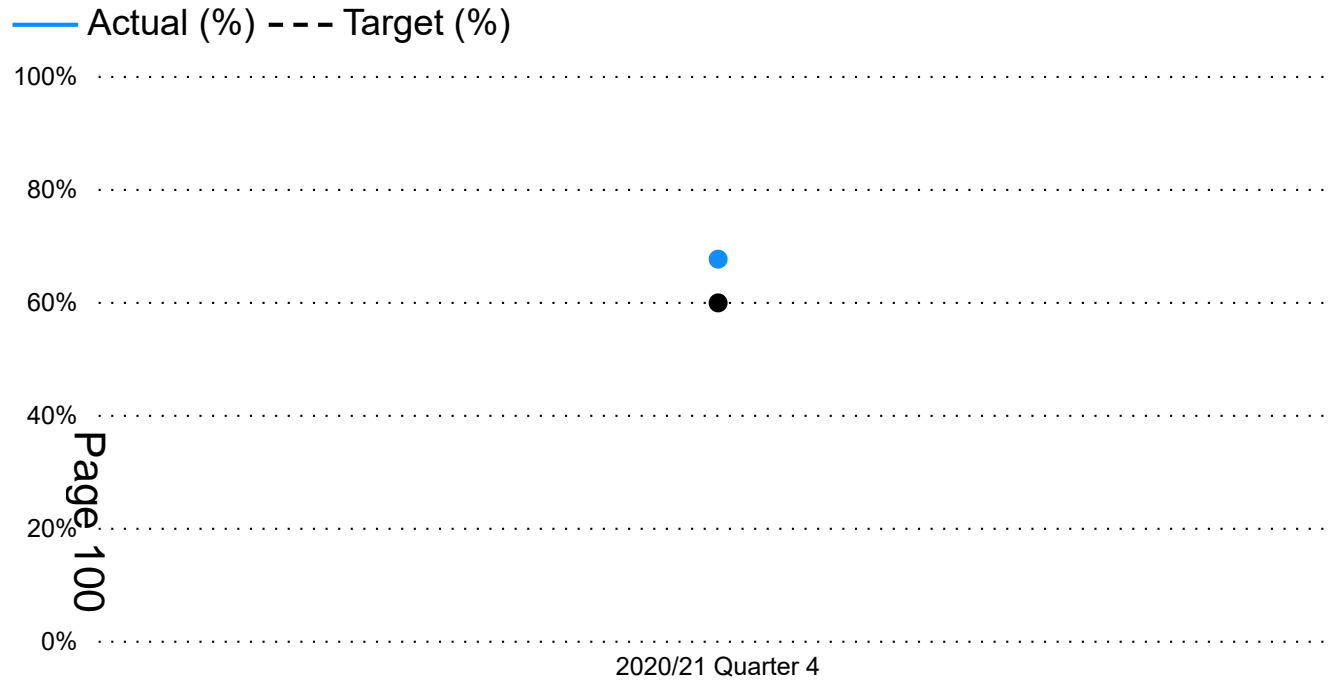
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
82.00	100		●

### Comment

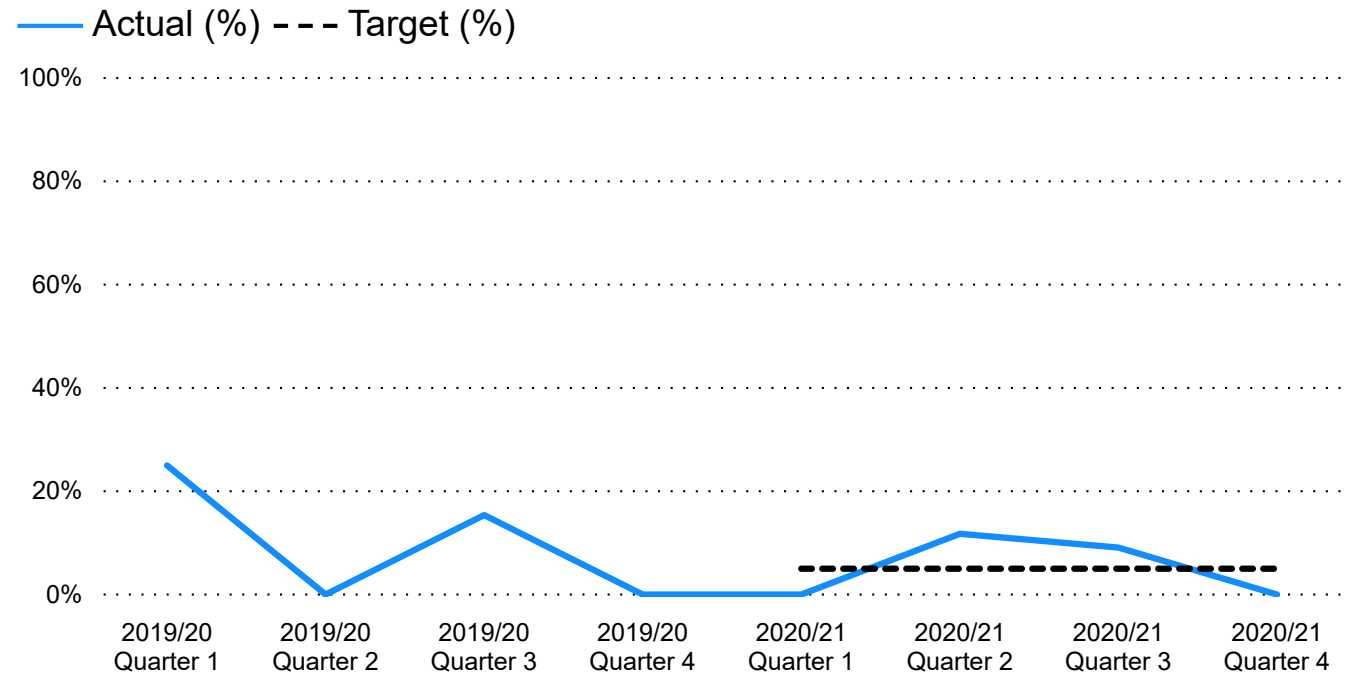
Reflects the pro-active work that the enforcement team were able to take during lockdowns once a breach had been identified.

# Planning, Environment and Economy - Portfolio Measures

## Percentage of all planning appeals dismissed



## Decisions made contrary to officer recommendation



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
67.74%	60.00%		●

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
7.31%	20.00%	↑	●

**Comment**

31 appeals in total of which 21 were dismissed.

**Comment**

Performance at planning committee has been maintained throughout the pandemic.

# Planning, Environment and Economy - Portfolio Measures

## Sustainable Development Indicators

## Percentage of empty private properties brought back into use

Page 101

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
------------------------	------------------------	-------	--------------------

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
------------------------	------------------------	-------	--------------------

Comment
---------

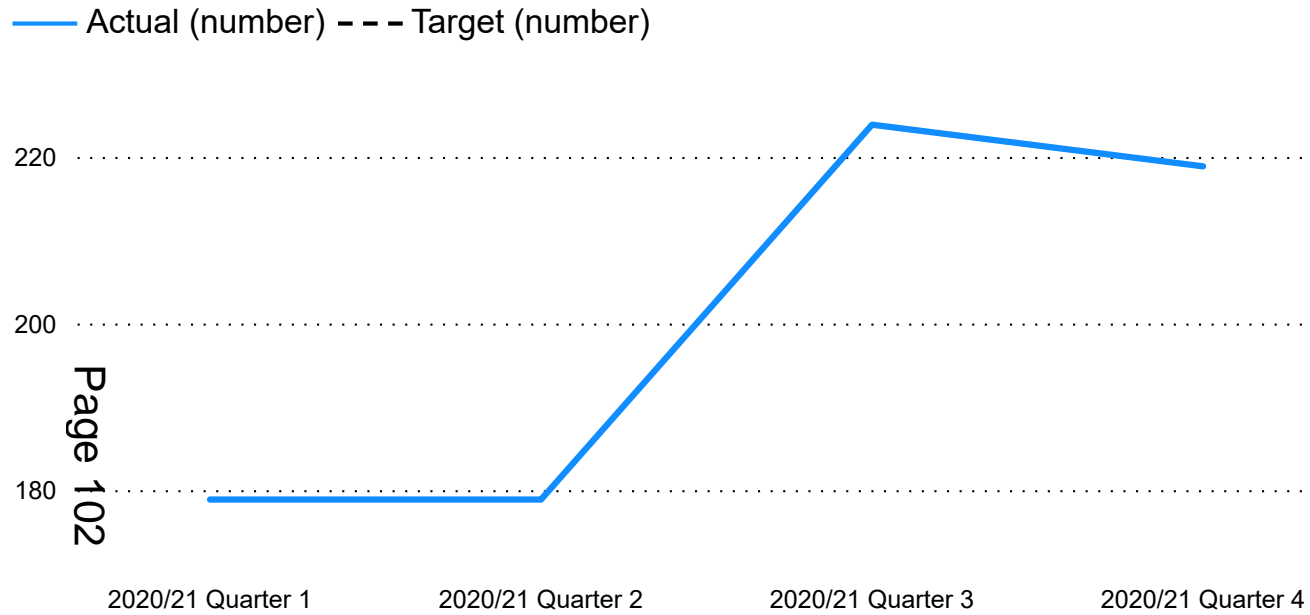
Measure to be removed from quarterly reporting due to changes in Welsh Government requirements.

Comment
---------

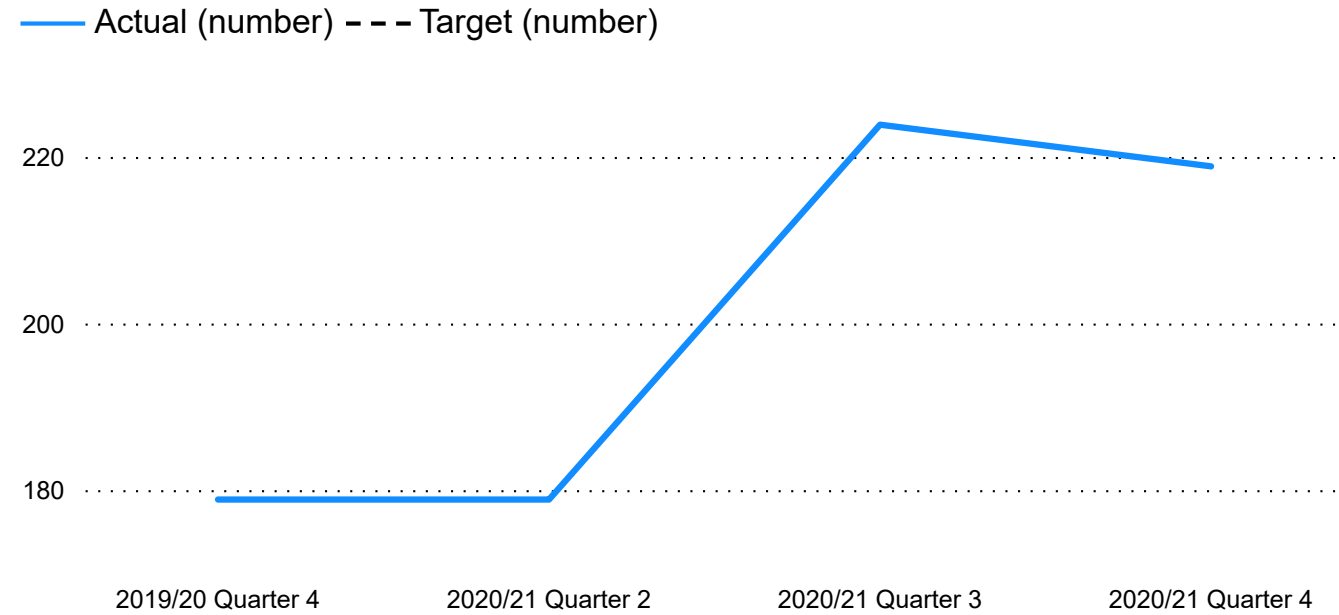
Benchmarking data - This measure is used for benchmarking nationally. The number of empty properties needs to be ratified before a percentage figure can be calculated.

# Planning, Environment and Economy - Portfolio Measures

**Number of applications received and determined during the quarter**



**Number of applications received, carried forward, transferred and determined during the quarter**



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
801.00			

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
801.00			

**Comment**

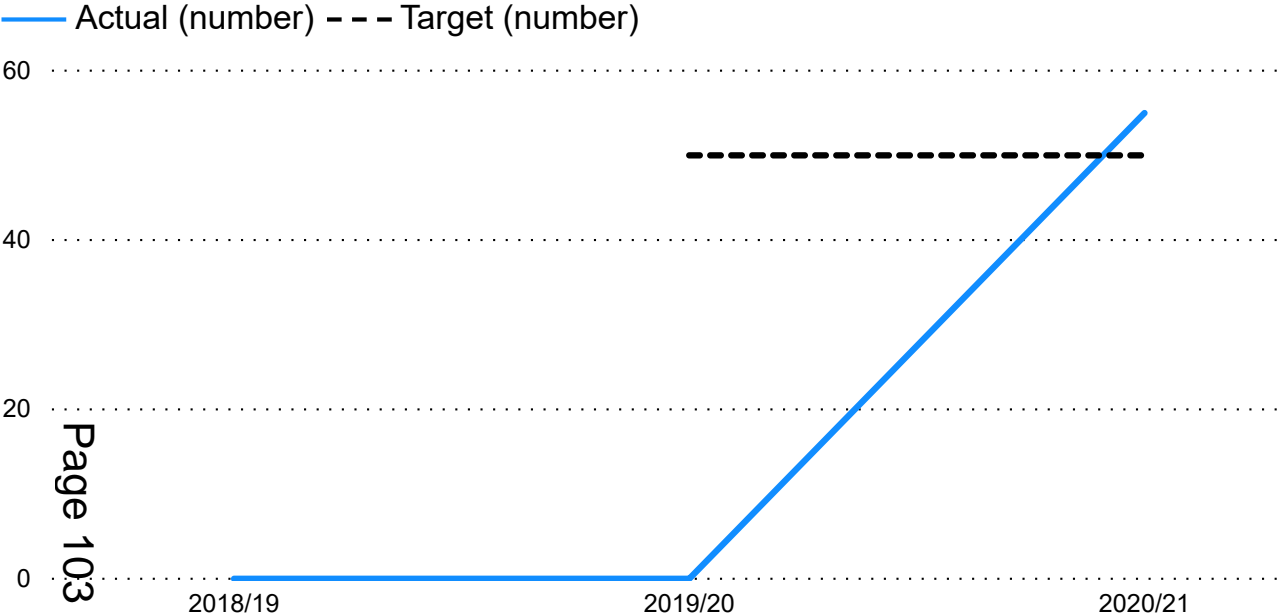
No Target Set - Received 308, determined - 219.  
Data is collected to enable Welsh Government to ratify the Quarterly performance returns.

**Comment**

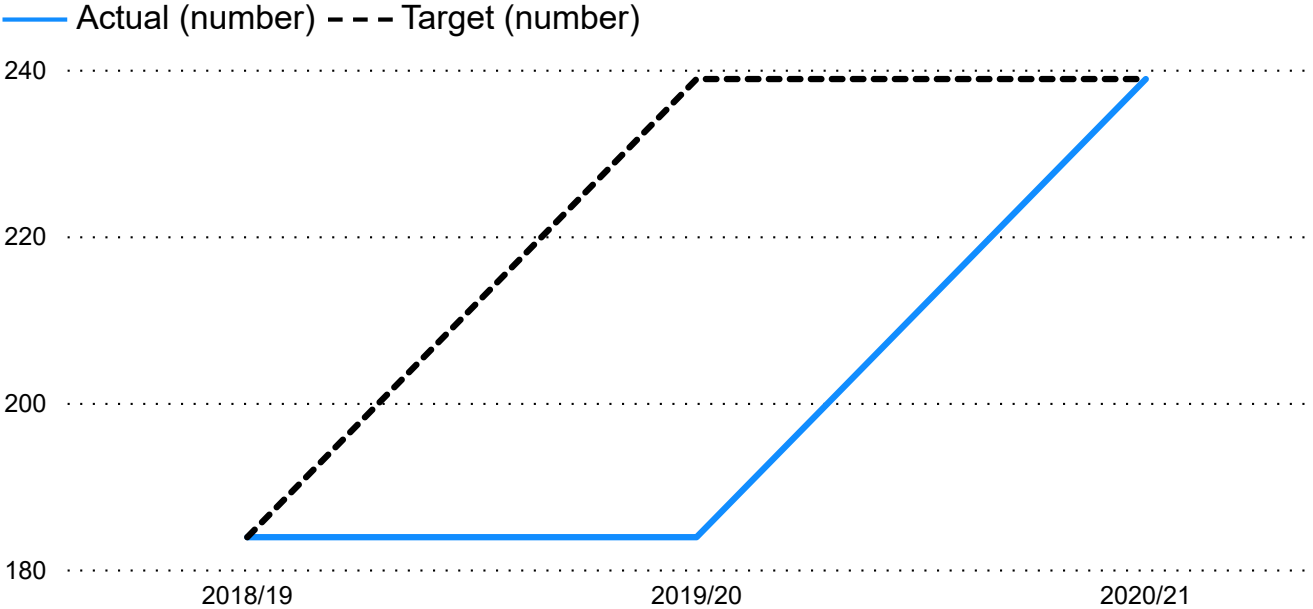
No target set. Received - 308, Carried forward - 495, Determined - 219, withdrawn - 46.  
Data is collected to enable Welsh Government to ratify the Quarterly performance returns.

# Social Services - Recovery Measures

**The number of Holywell Extra Care (Plas yr Yrwn) units created**



**The number of Extra Care units provided across Flintshire**



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
55.00	50.00	↑	●

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
239.00	239.00	↑	●

**Comment**

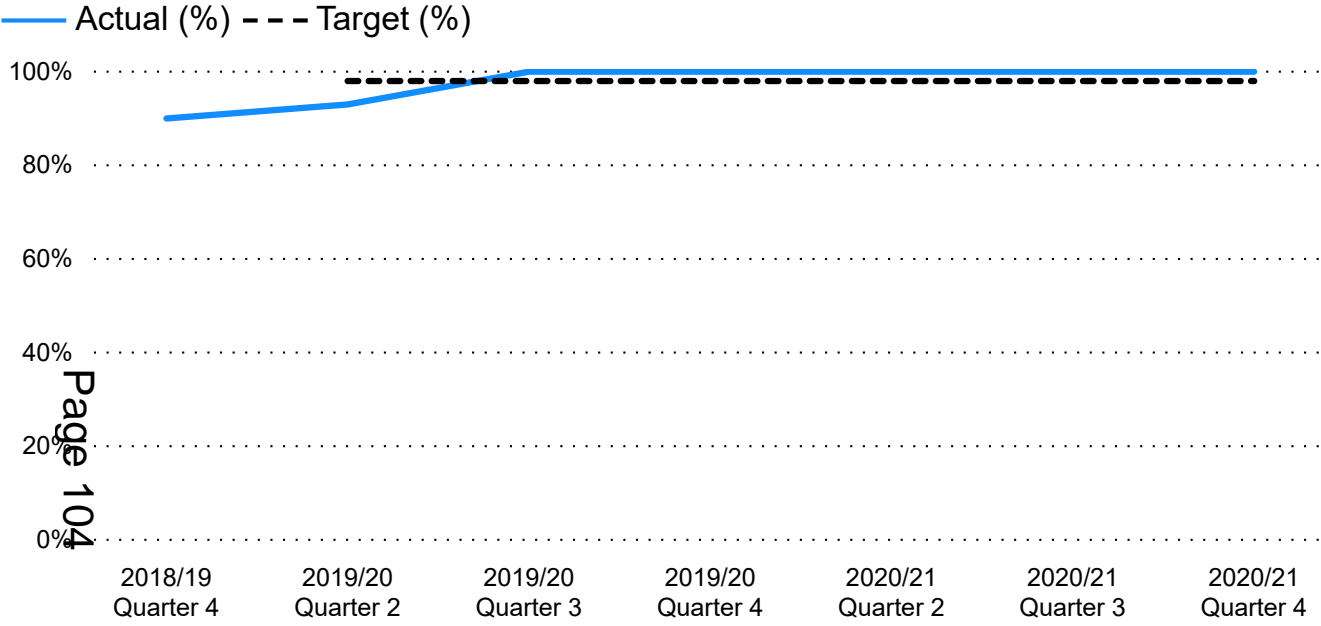
Plas yr Ywen Extra Care opened in Holywell on 22 March, providing 55 modern apartments consisting of 43 one and 12 two bedroom apartments.

**Comment**

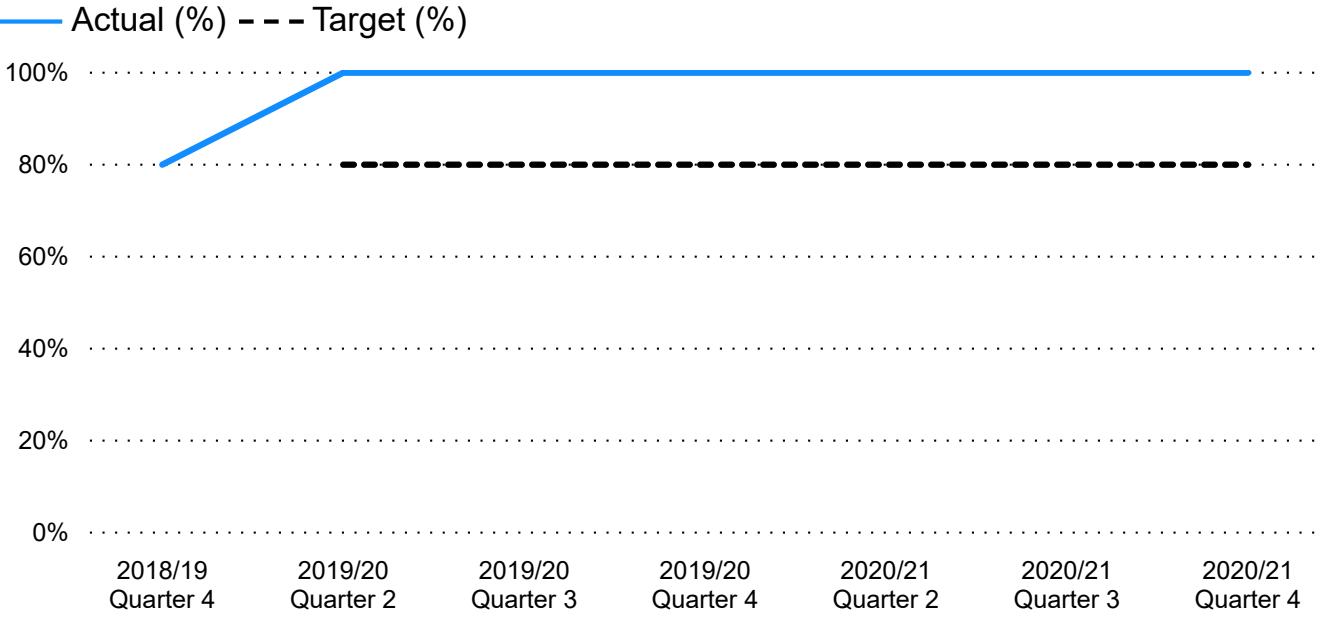
Plas yr Ywen Extra Care opened in Holywell on 22 March, providing 55 modern apartments consisting of 43 one and 12 two bedroom apartments.

# Social Services - Recovery Measures

**Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards**



**Percentage of requests for equipment that meet or exceed the national 7 Day standard**



Page 104

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	98.00%	↑	●

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	80.00%	↑	●

**Comment**

Equipment is managed by the North East Wales Community Equipment Service. The National standard for urgent requests is 90% within one day.

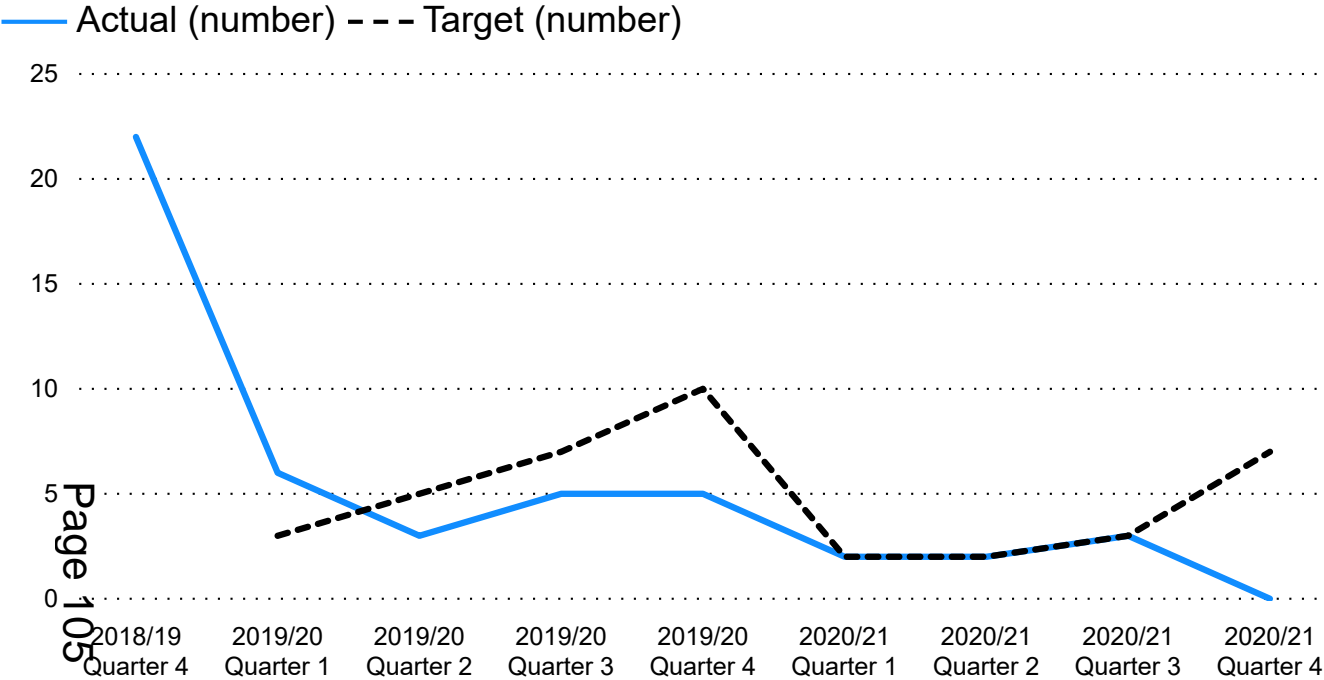
**Comment**

The National standard for the provision of equipment requests within 7 days is 80%.



# Social Services - Recovery Measures

## Number of new foster carer approvals in the year

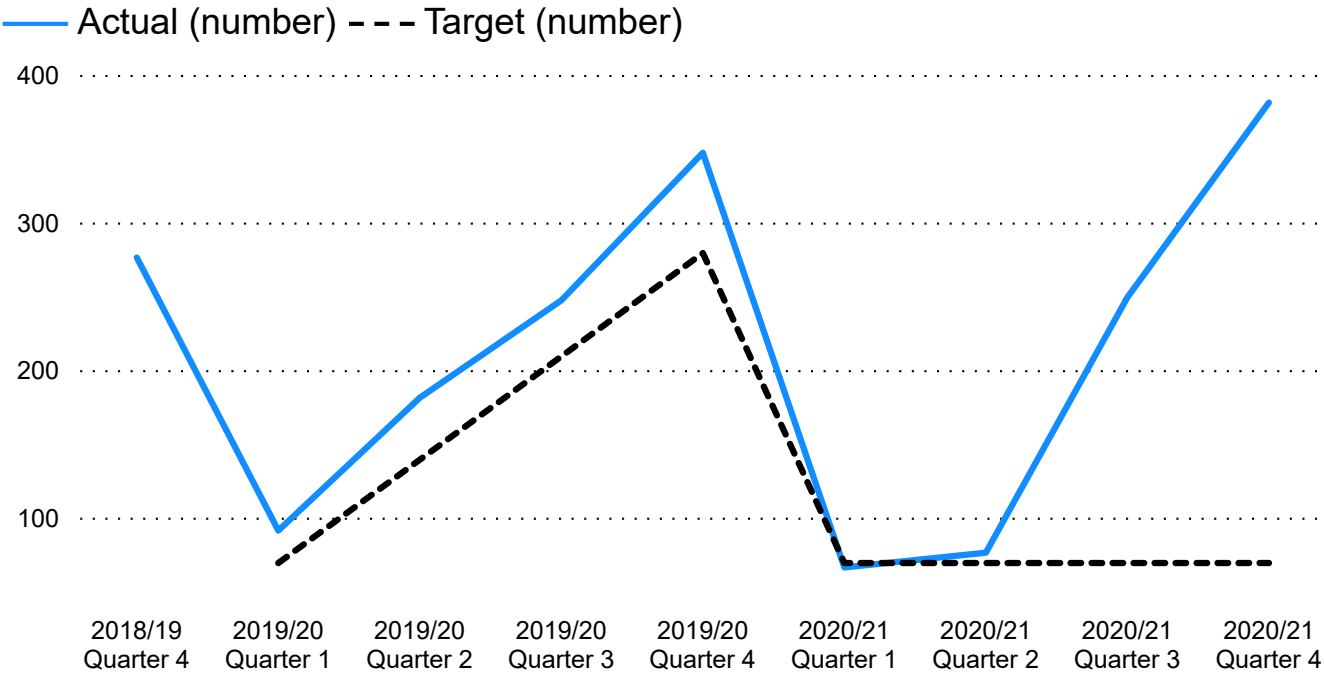


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7.00	10.00	↓	●

### Comment

We have recruited seven new foster carers this year. Whilst the target of 10 has not been met, the original aim of 5 - 10 has been achieved.

## Number of referrals to the Family Group Meeting Service



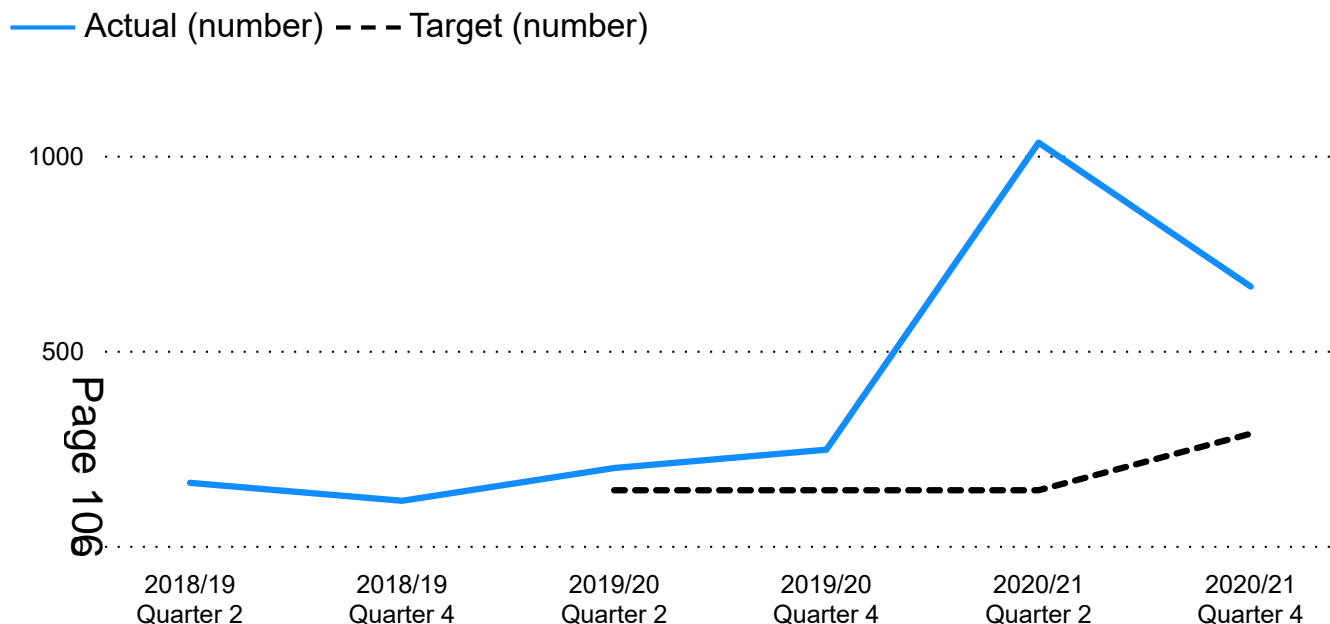
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
382.00	280.00	↓	●

### Comment

382 families were referred to the service in the year. 12 of these families were still to be allocated by 31st March.

# Social Services - Portfolio Measures

**The number of people who access the social prescribing / 3rd sector service through the Single Point of access**

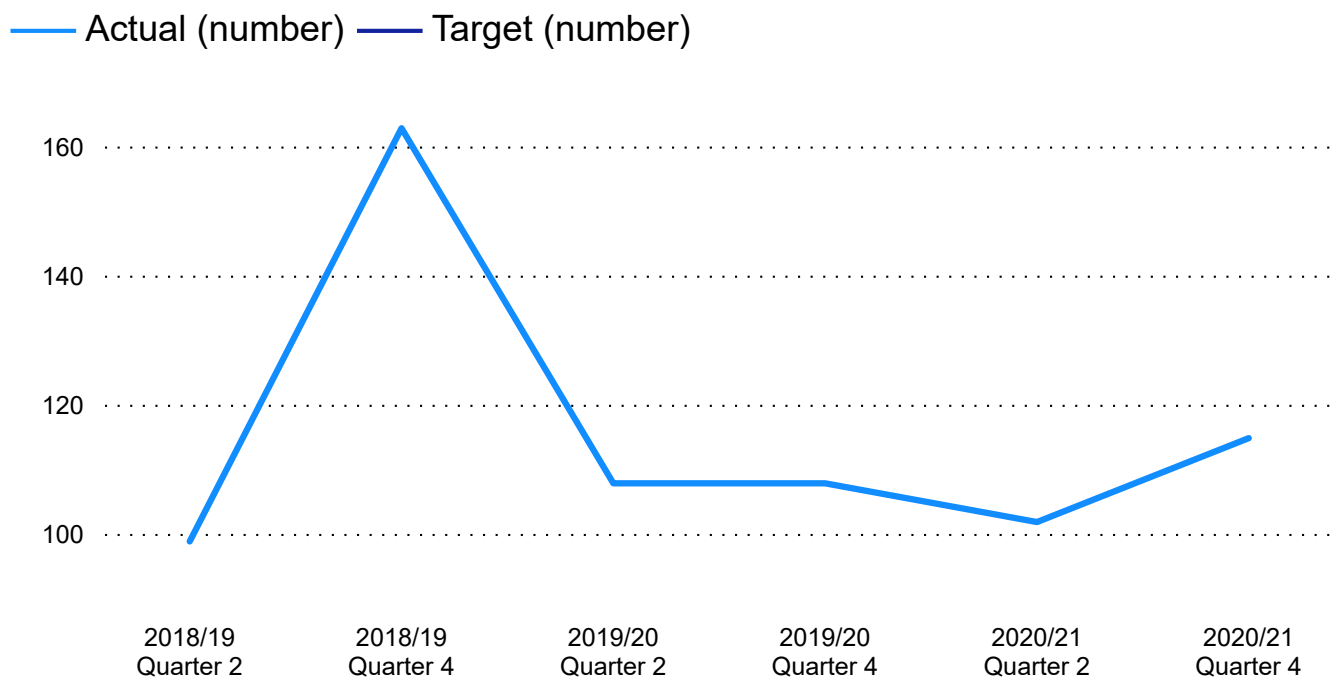


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
1703.00	290.00	↑	●

**Comment**

The service has seen a significant increase in demand, particularly in April due to the pandemic. There was a 700% increase in calls/referrals to the service through April; since then demand has reduced somewhat but continues to be high, far exceeding the target which was set pre-pandemic.

**The number of admissions to step up / step down beds**



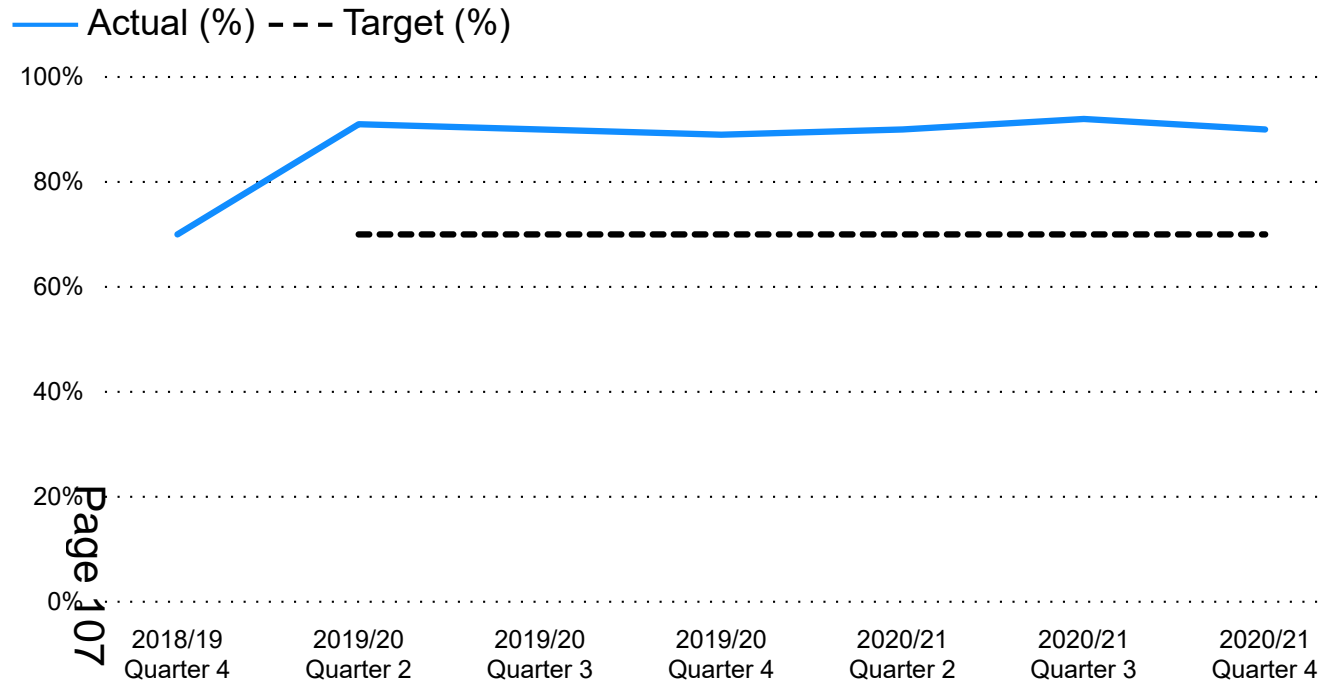
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
217.00	100.00	↑	●

**Comment**

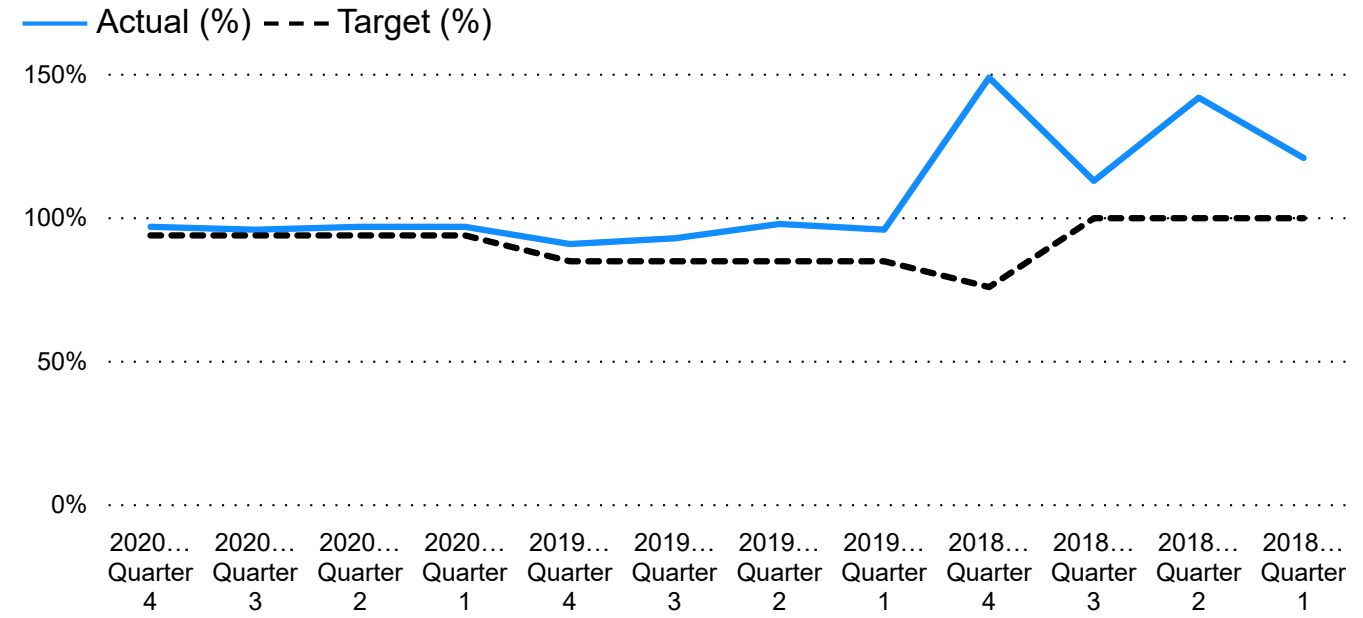
No target set - The data for this measure comes from the Health Board. We do not set a target on their behalf because we do not influence the numbers of people coming through. However, we consider this to be an important measure in terms of how effectively the Partnership are using the funding.

# Social Services - Portfolio Measures

## Percentage of equipment that is re-used



## The percentage of adult safeguarding enquiries that met the 7 day timescale



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
90.67%	70.00%	↑	●

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
96.75%	94.00%	↑	●

### Comment

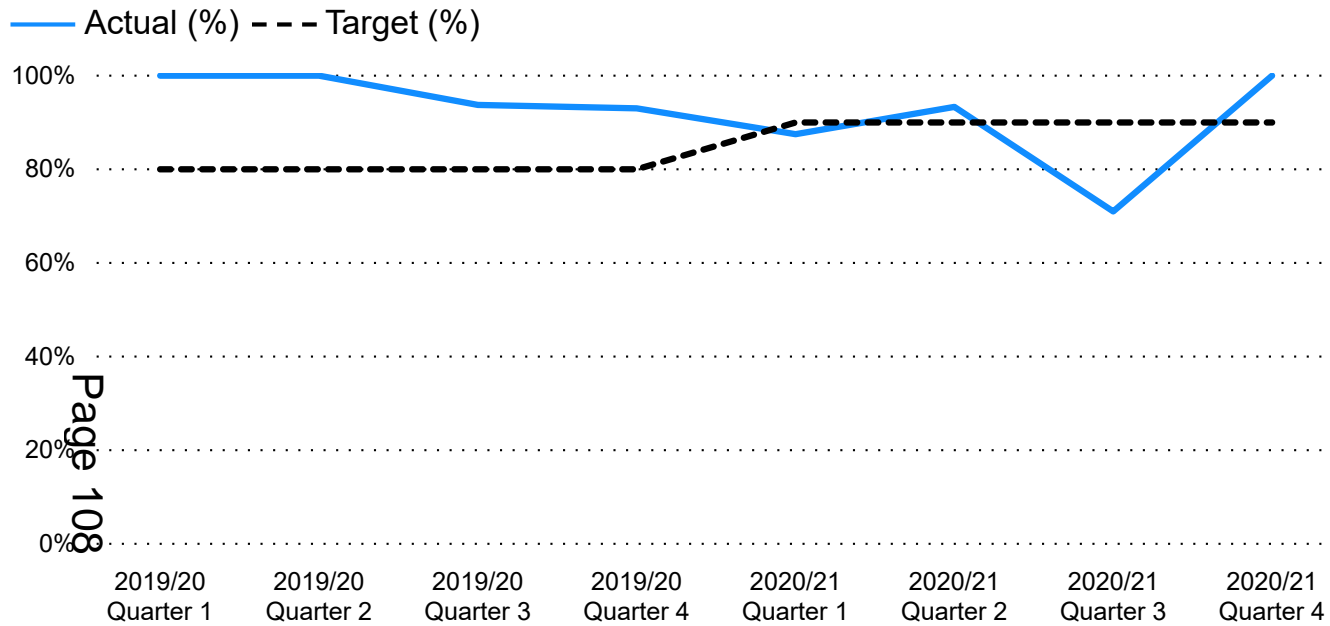
The standard of 70% is set nationally by the "National Minimum Standards for Community Equipment Services in Wales". However, the North East Wales Community Equipment Service (NEWCES) consistently achieve better than what is requested, with an average of approximately 90% re-use of equipment rather than throwing it away. By doing this there is a yearly cost avoidance of over £2m.

### Comment

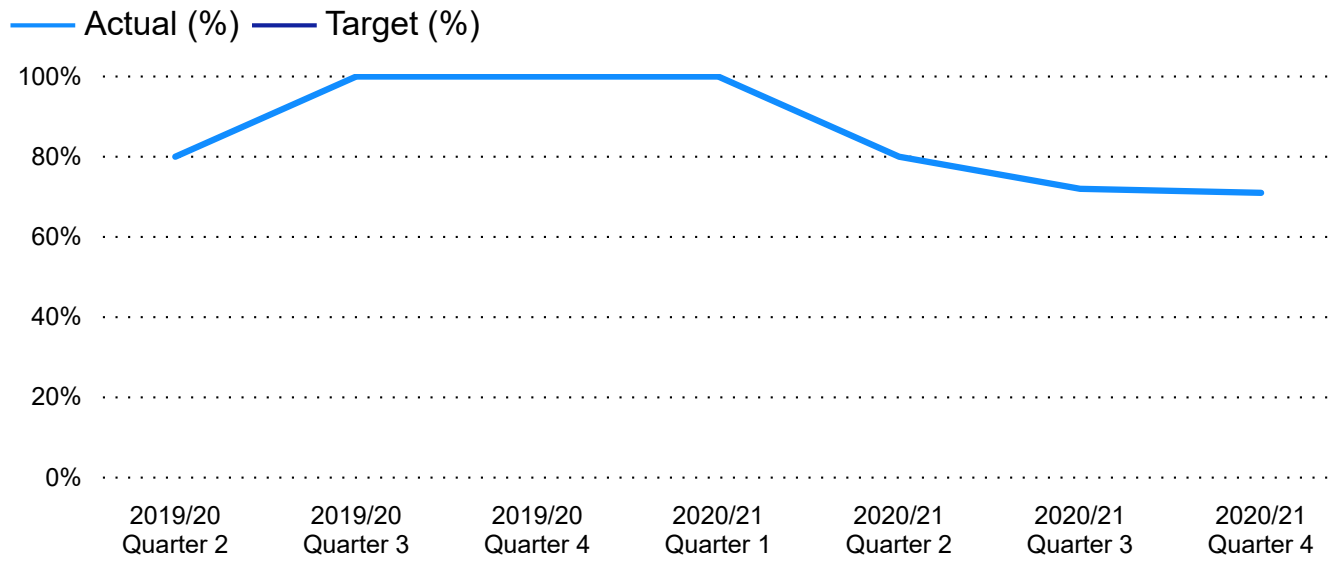
The realignment of the service in 2019 has made it more effective, which is illustrated by the increase in performance over the last two years. We have been able to show a further improvement this year, possibly due to the change from face to face to digital working, by reducing travel and scheduling time. The Safeguarding Unit continue to prioritise enquiries within the 7 day timescale.

# Social Services - Portfolio Measures

**The percentage pre-birth assessments completed within timescales**



**The percentage of children who were reported as having run away or gone missing from home who had a return interview**



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
89.00%	90.00%	↓	▲

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
74.33%		↓	

**Comment**

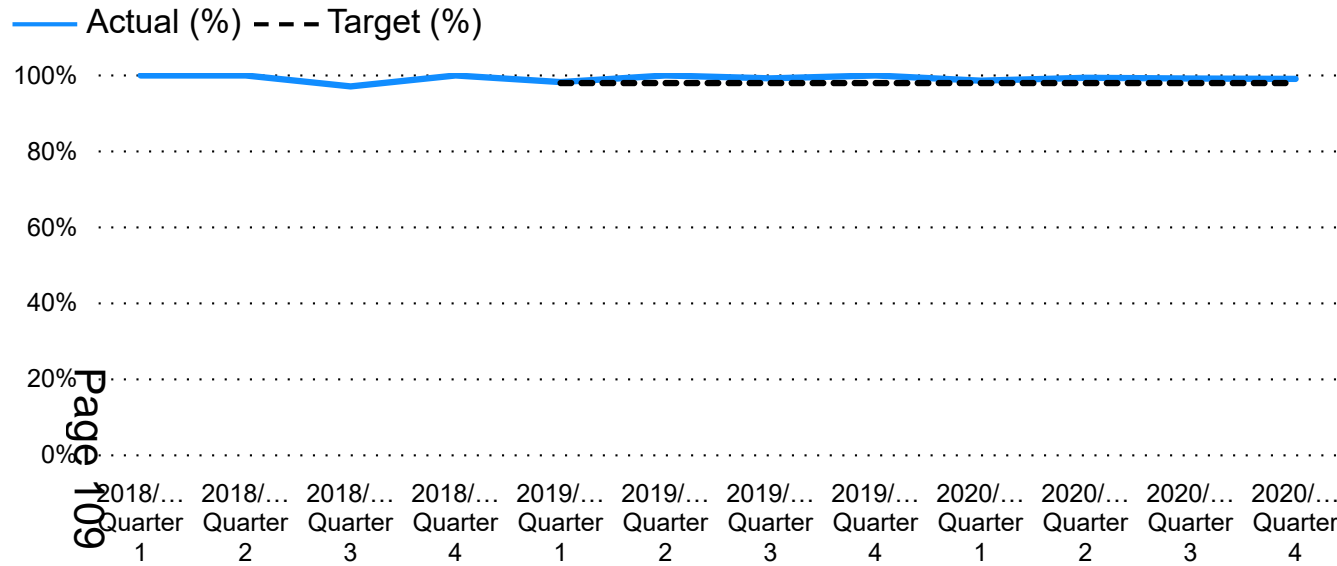
Pre-birth assessments are carried out in line with the North Wales Multi-Agency Pre-Birth Pathway. Sometimes assessments do not meet timescales because of mum's late presentation to Health.

**Comment**

All children are offered a return home interview, but some decline to engage.

# Social Services - Portfolio Measures

**The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales**

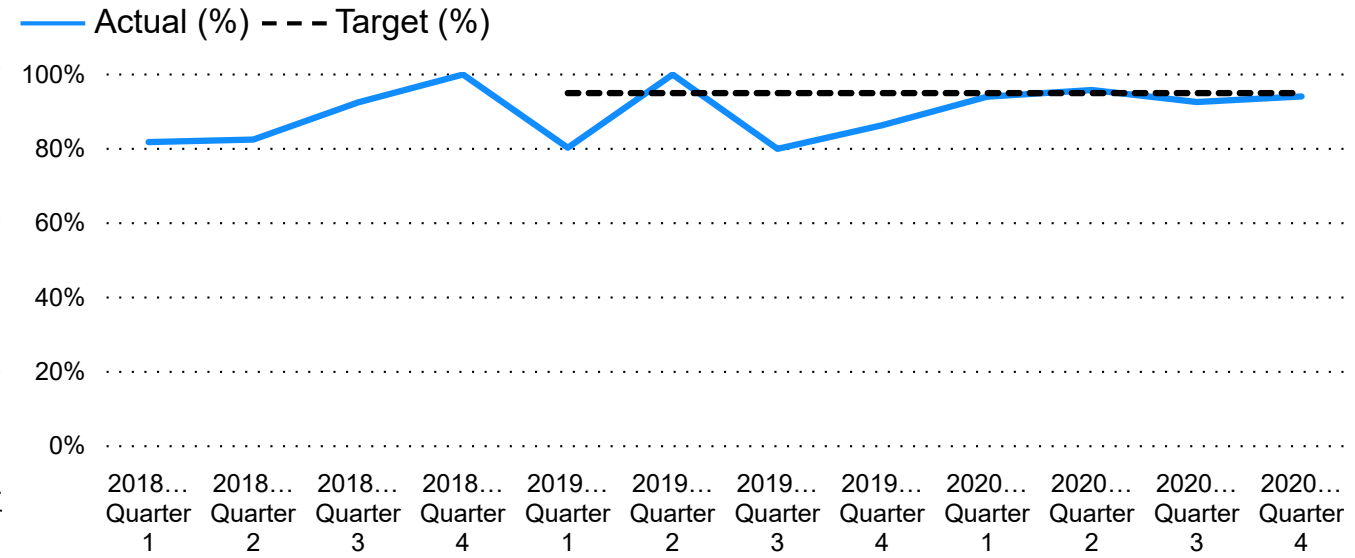


End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
99.08%	98.00%	↓	●

**Comment**

Child Protection conferences can be delayed for a number of reasons, including the availability of family and professionals, court decisions, or in the interests of the children. All delays are approved by a manger prior to the conference taking place.

**The percentage of initial child protection conferences that were due in the year and were held within 15 working days of the strategy discussion**



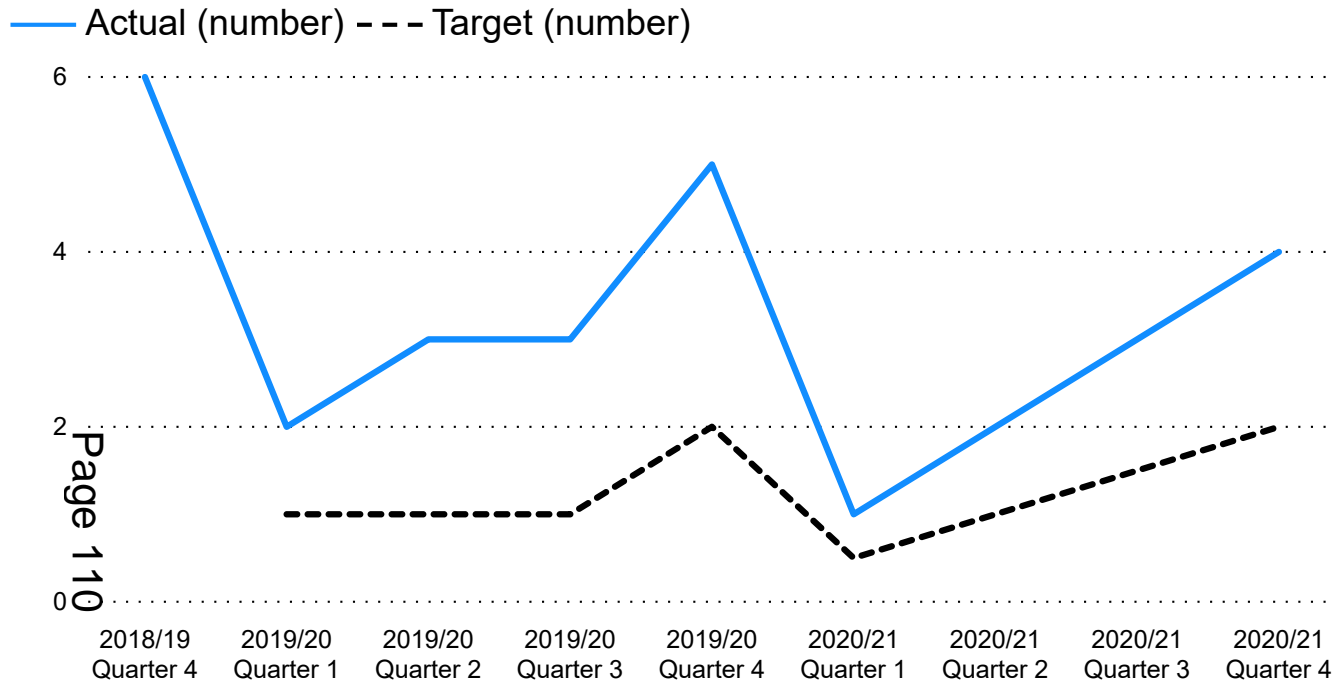
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
94.14%	95.00%	↑	▲

**Comment**

Child Protection conferences can be delayed for a number of reasons, including the availability of family and professionals, court decisions, or in the interests of the children. All delays are approved by a manger prior to the conference taking place.

# Social Services - Portfolio Measures

## Number of Special Guardianship Orders made

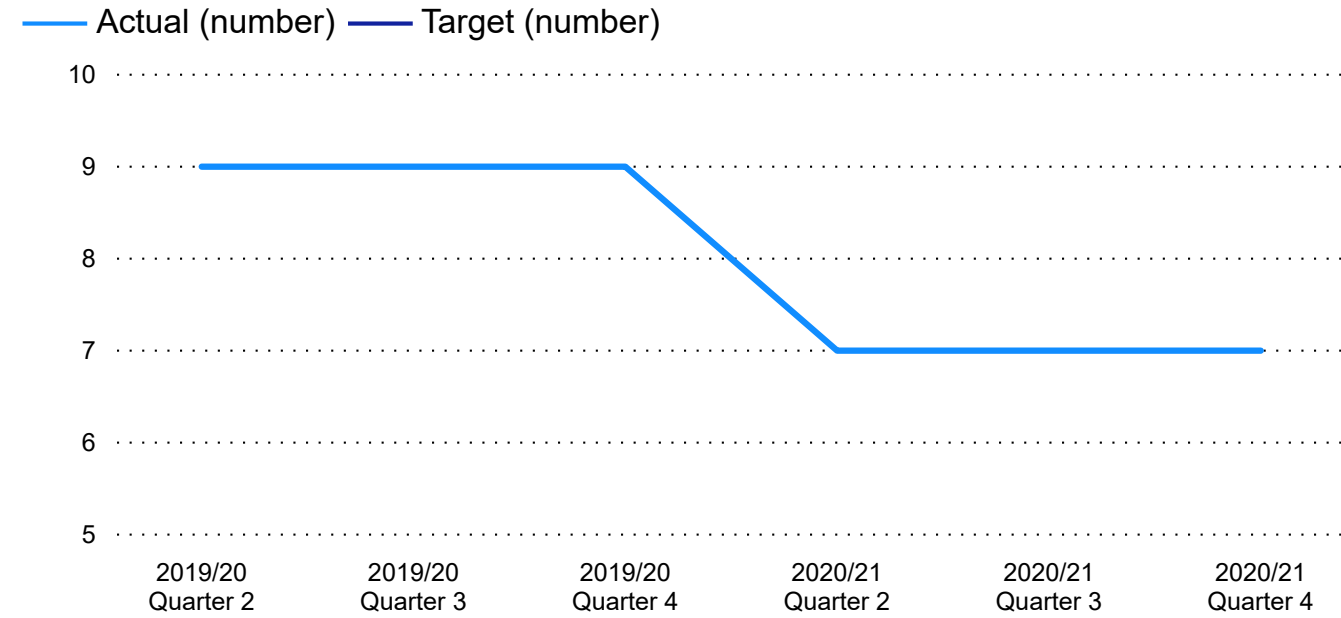


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
4.00	2.00	↓	●

**Comment**

Four children this year were prevented from entering the care system through the award of Special Guardianship Orders to family members.

## People with a learning disability accessing Project Search to improve their employability skills



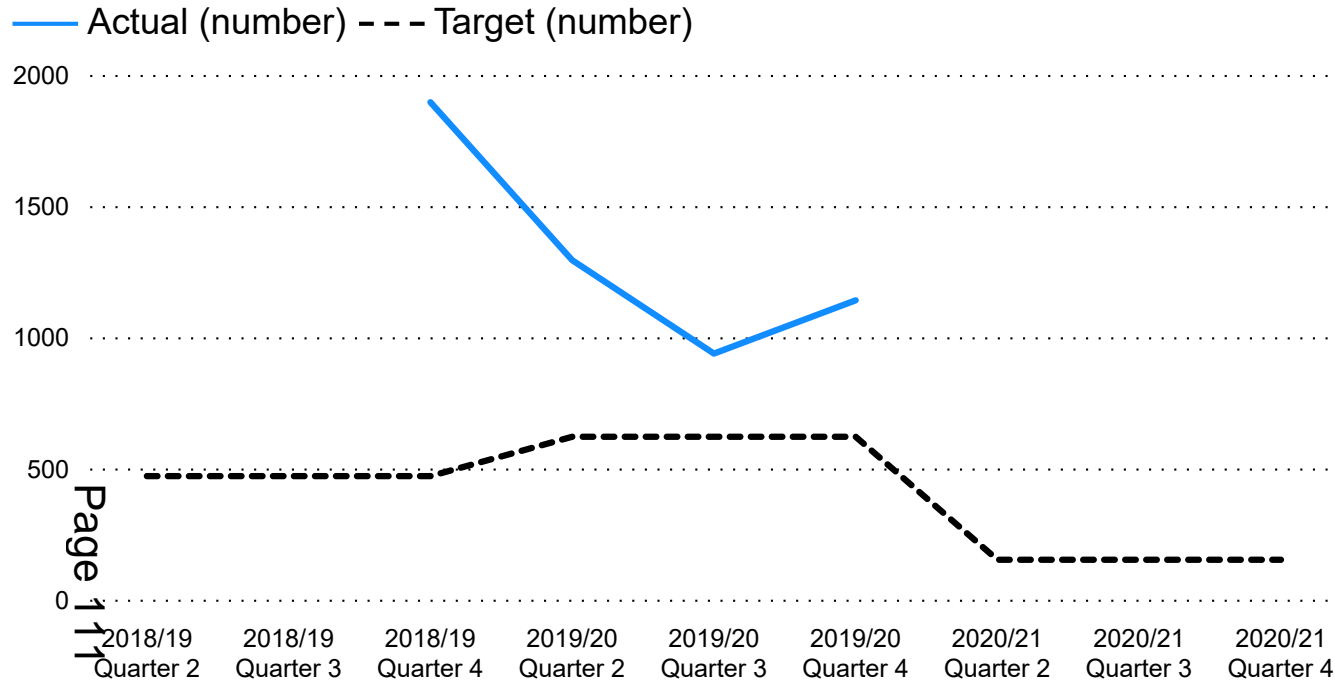
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7.00	-	↓	-

**Comment**

No target set - Seven young people enrolled in Project Search in the September intake.

# Social Services - Portfolio Measures

## Number of children who accessed the Childcare offer

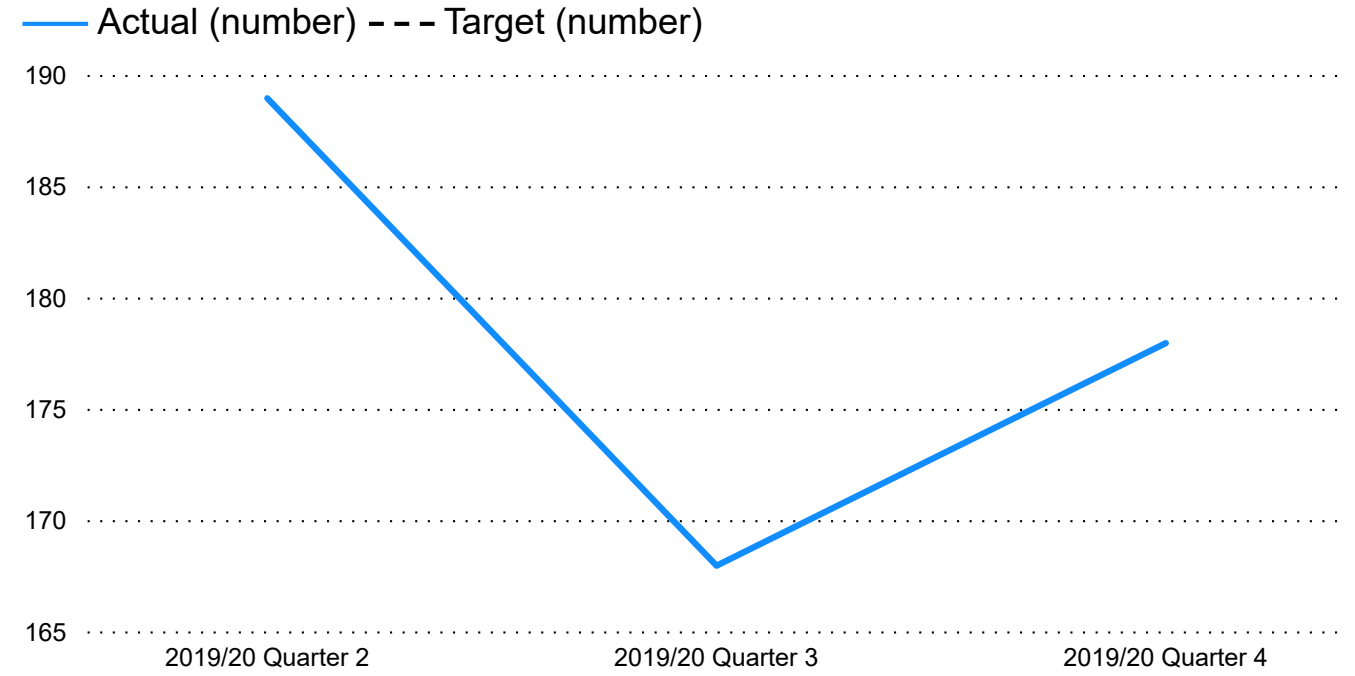


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	625.00		

**Comment**

In line with Welsh Government COVID-19 guidance, the childcare offer was suspended. The funding has been used to support pre-school children of keyworkers, identified vulnerable children or those with additional needs, and also to support 5-8 year olds in summer play schemes.

## Number of childcare providers



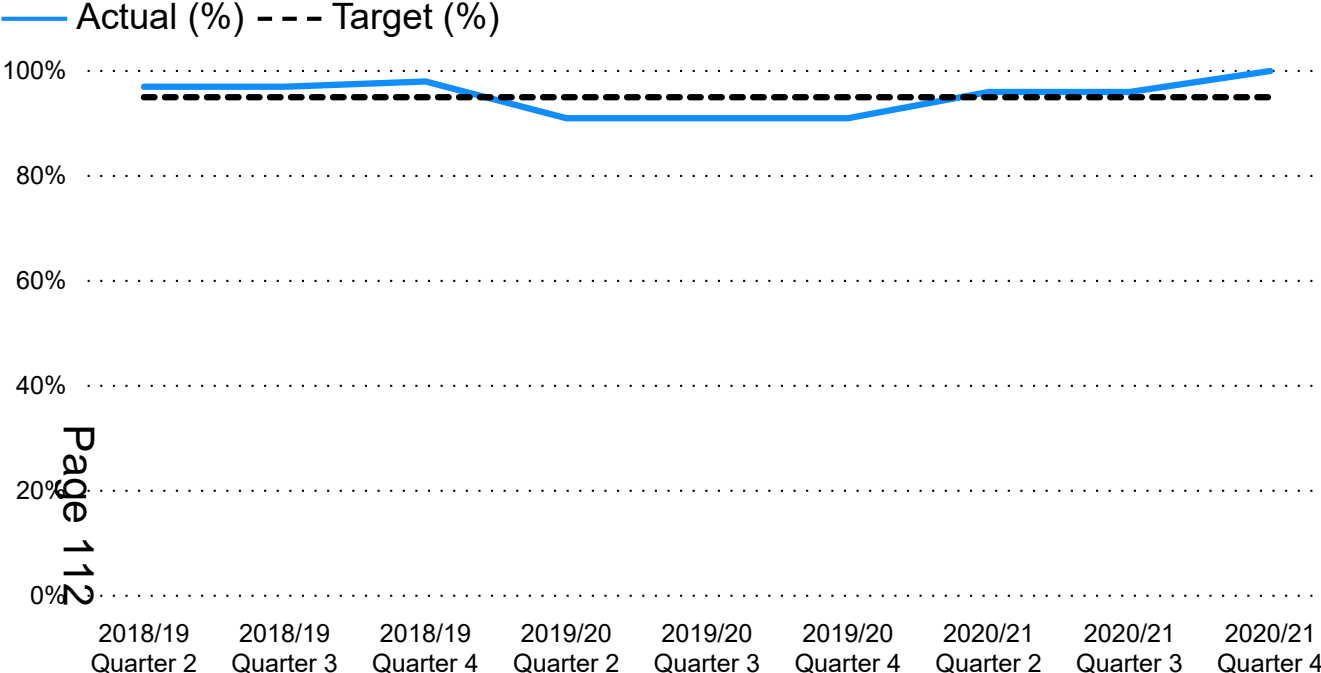
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating

**Comment**

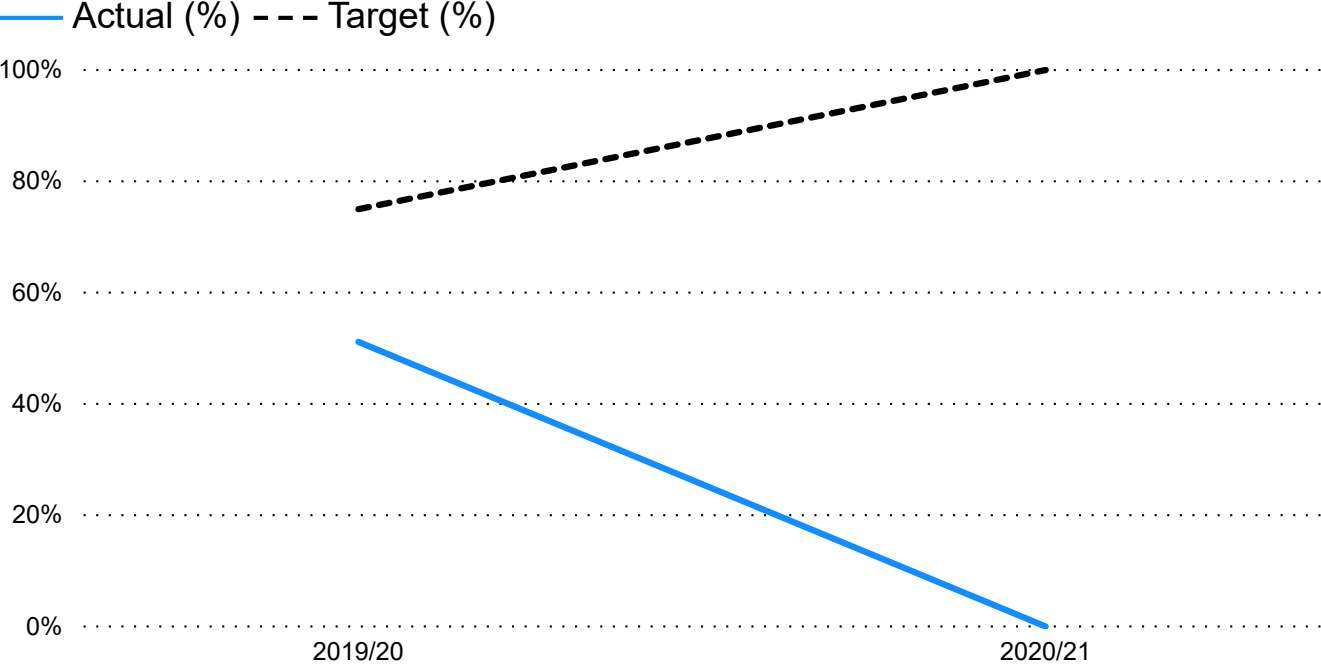
No target set - Due to the suspension of the scheme, no providers contributed to the childcare offer.

# Chief Executives Team - Corporate Finance - Recovery Measures

**Percentage of planned efficiencies achieved**



**Percentage of income target achieved**



End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	95.00%	↑	●

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
0.00%	100.00%	↓	◆

**Comment**

The Council has target of £5.206m of efficiencies in 2020/21 which are monitored on a monthly basis. The target is to achieve 95% of these as reflected in the Medium Term Financial Strategy (MTFS) KPI's. As at Month 11 it is projected that £5.357m will be achieved.

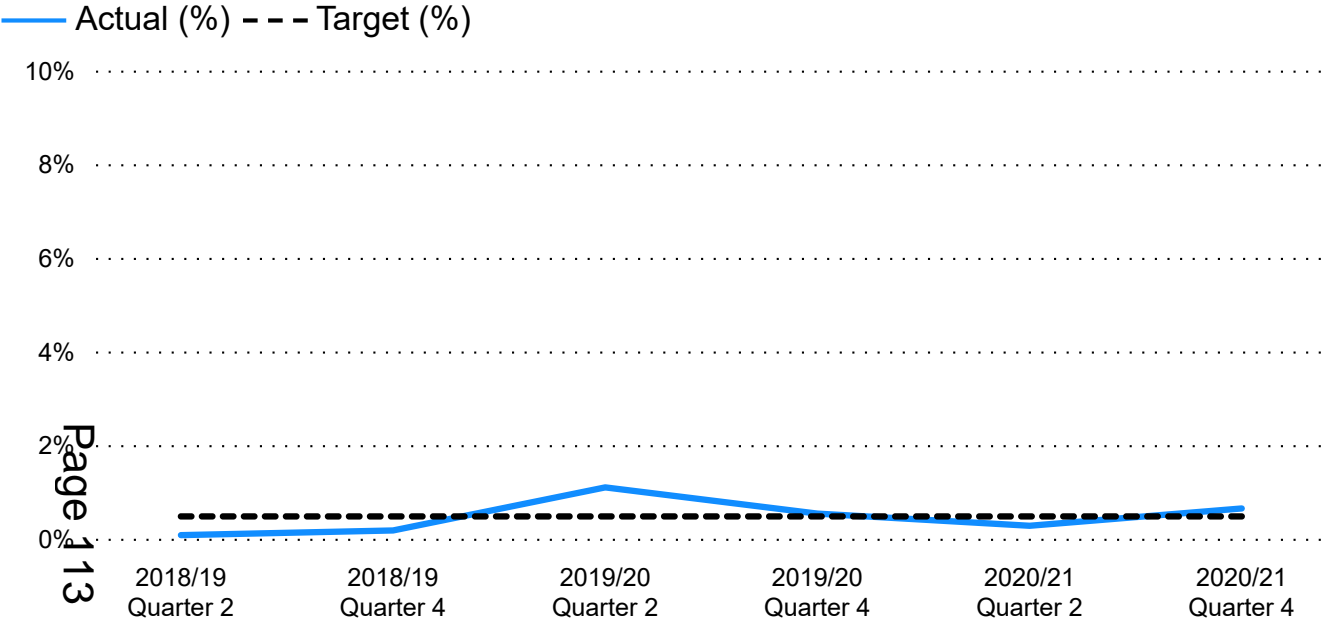
**Comment**

A review of fees and charges was undertaken in October 2020 and increases implemented where possible. The impact of the pandemic on Council Services has meant that there has been a reduction in levels of income this year.



# Chief Executives Team - Corporate Finance - Recovery Measures

## Percentage variance between the revenue budget outturn and the budget set



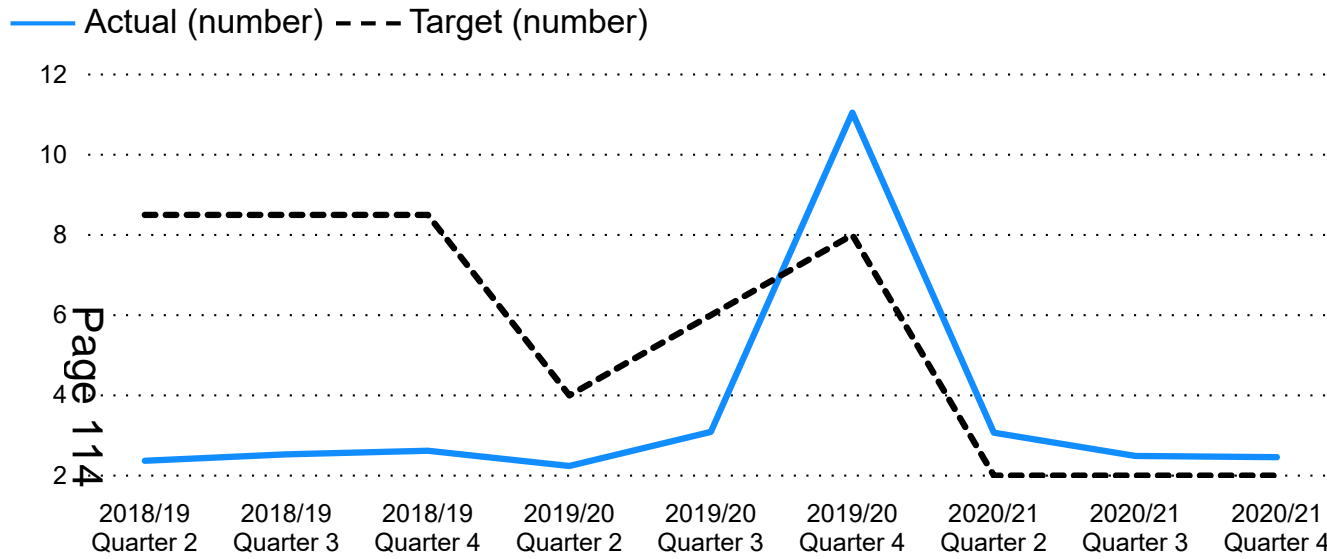
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
0.67%	0.50%	▲	●

### Comment

The Month 11 revenue monitoring report is showing a projected outturn variance of £2.027m underspend against budget. This is marginally above the target Medium Term Financial Strategy (MTFS) KPI for a variance against budget of 0.5%. The final outturn position will be reported in July.

# Chief Executives Team - HR & Organisational Development - Recovery Measures

**The number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence**

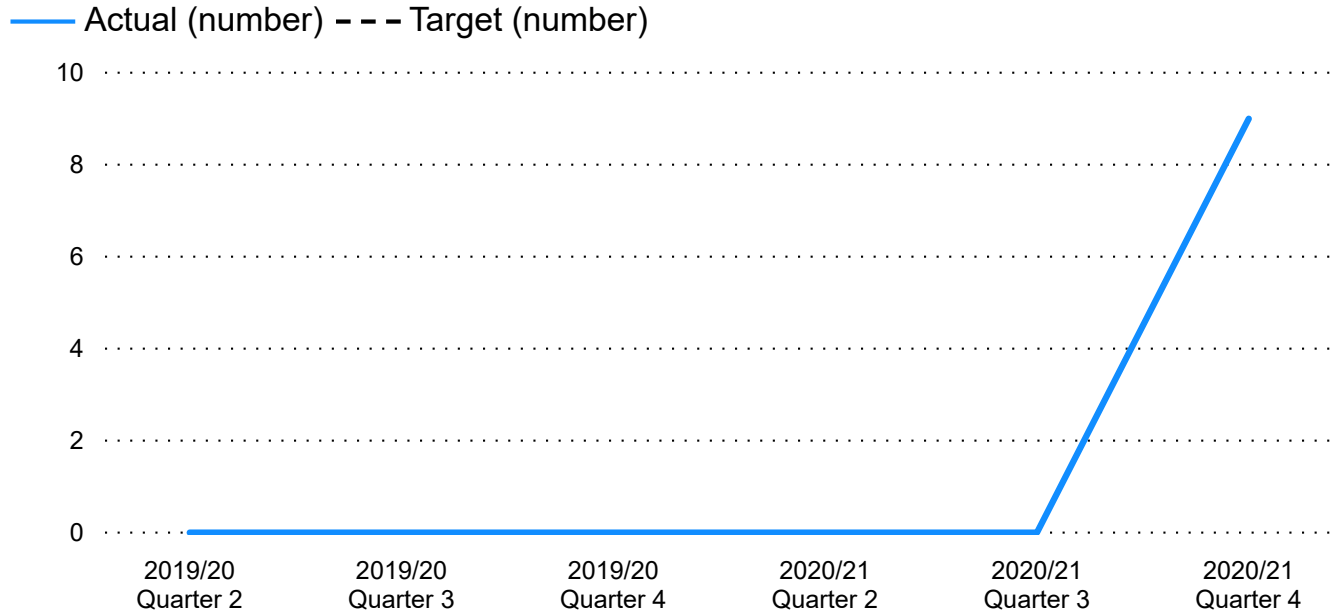


End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
8.02	8.00	↑	●

**Comment**

The COVID-19 pandemic has seen a change in the way that all workgroups undertake their work. As we continue to navigate new legislation and provide guidance for complex situational questions, to tackle the short and long term obstacles associated with the impact of COVID-19 it has been necessary to provide regular communications and updated guidance to managers and employees.

**Number of accredited Mental Health First Aiders across the organisation**



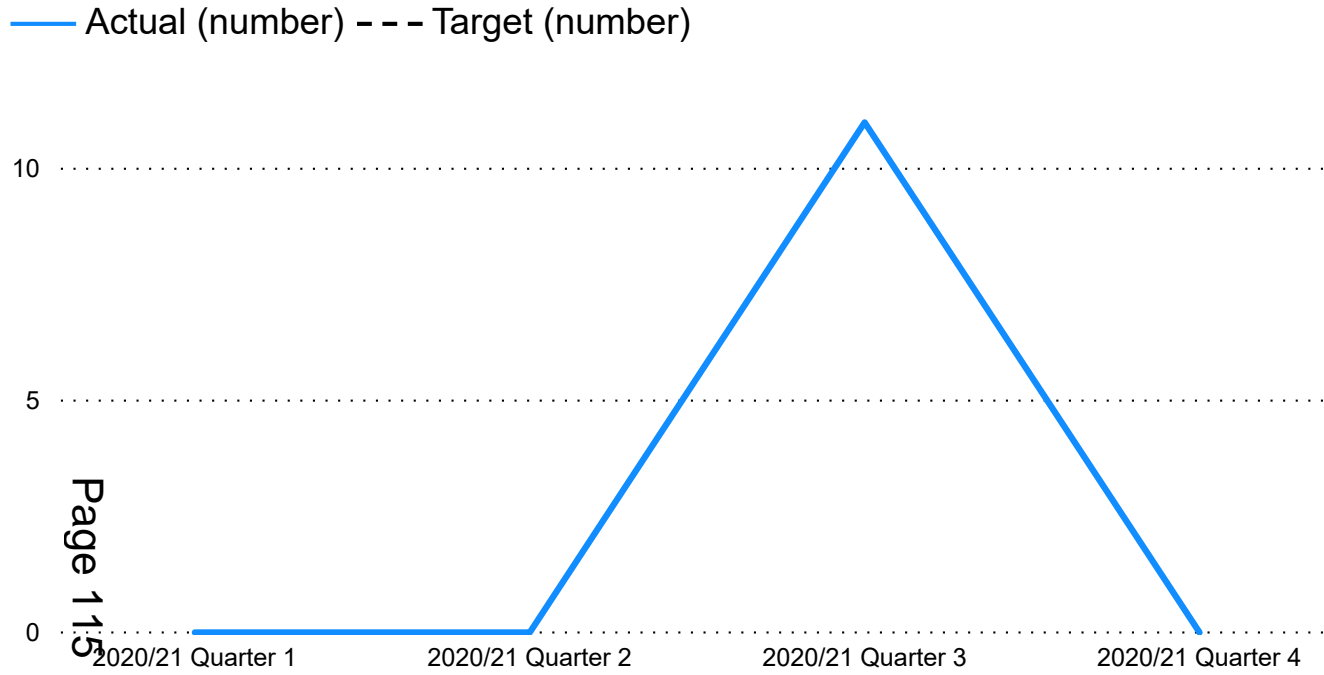
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
9.00			

**Comment**

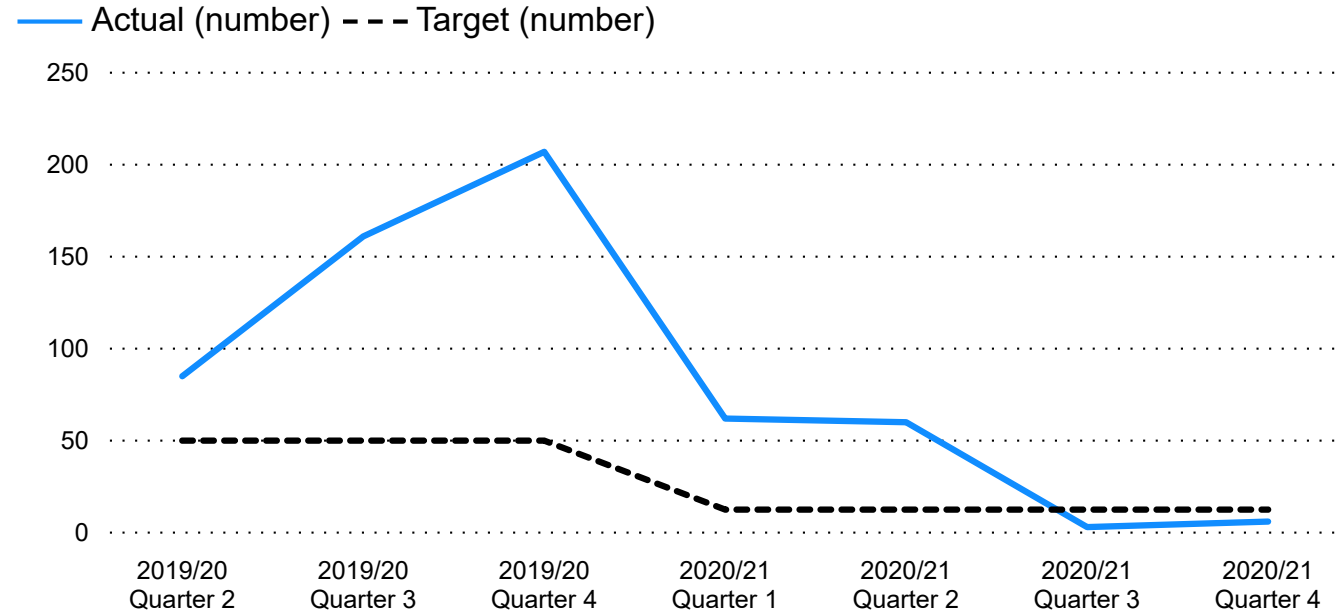
No target set - Mental Health Awareness courses have been made available across the organisation which has had an excellent take up by employees. The next phase is to provide the necessary training required to increase the number of accredited Mental Health First Aiders.

# Chief Executives Team - HR & Organisational Development - Recovery Measures

## Increase in attendance at 'Coaching Skills for Managers'



## Increase in attendance of managers and employee Stress Management training



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
11.00			

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
131.00	50.00	↓	●

### Comment

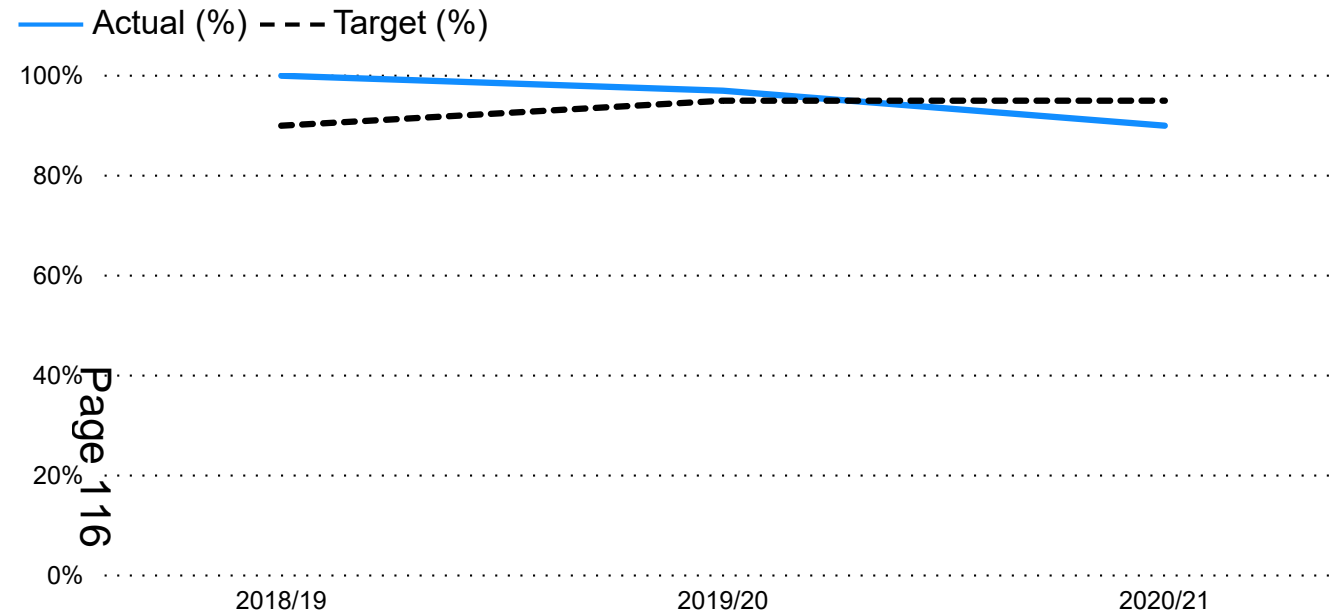
No target set - We were able to deliver online training and promotion during quarter three, which saw a sharp rise in attendance. This has not been replicated for quarter four, however we will be looking to maintain the quarter three levels in the coming months.

### Comment

The COVID pandemic has presented different challenges to our workforce and as a result of active promotion, we saw an increase in the attendance of managers and employees at a range of awareness training sessions including stress awareness and mindfulness.

# Chief Executives Team - HR & Organisational Development - Recovery Measures

## The number of apprentices that complete the programme with a positive outcome



Page 116

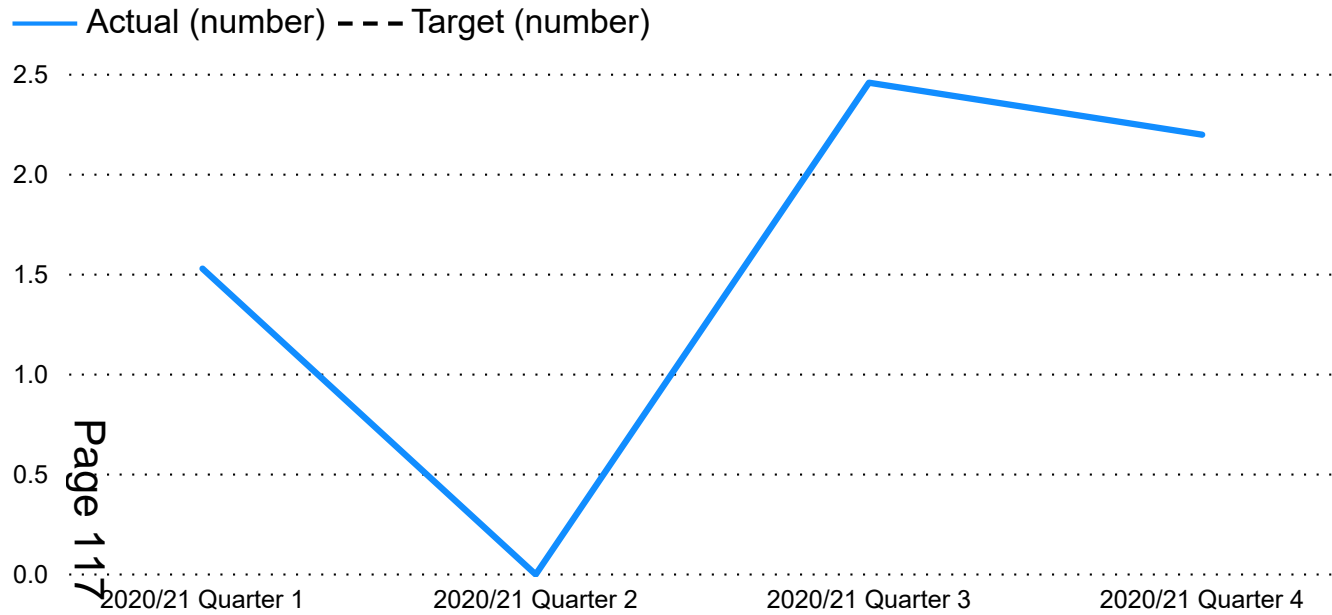
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
90.00%	95.00%	↓	▲

### Comment

A key outcome of our programme is our success rate by our apprentices obtaining employment internally or externally, or go onto Higher Education. The small number who do not progress are supported to consider their next steps, whether to go to college or to find employment. The outturn of a positive outcome for 2020/2021 was 90%. An apprentice was unfortunately made redundant due to the closure of hospitality during the pandemic. However, the Council ensured that the apprentice was able to to have observations in College so that they obtained the qualifications that was part of the programme.

# Chief Executives Team - HR & Organisational Development - Recovery Measures

## Number of full time equivalent (FTE) lost to sickness (non-COVID)



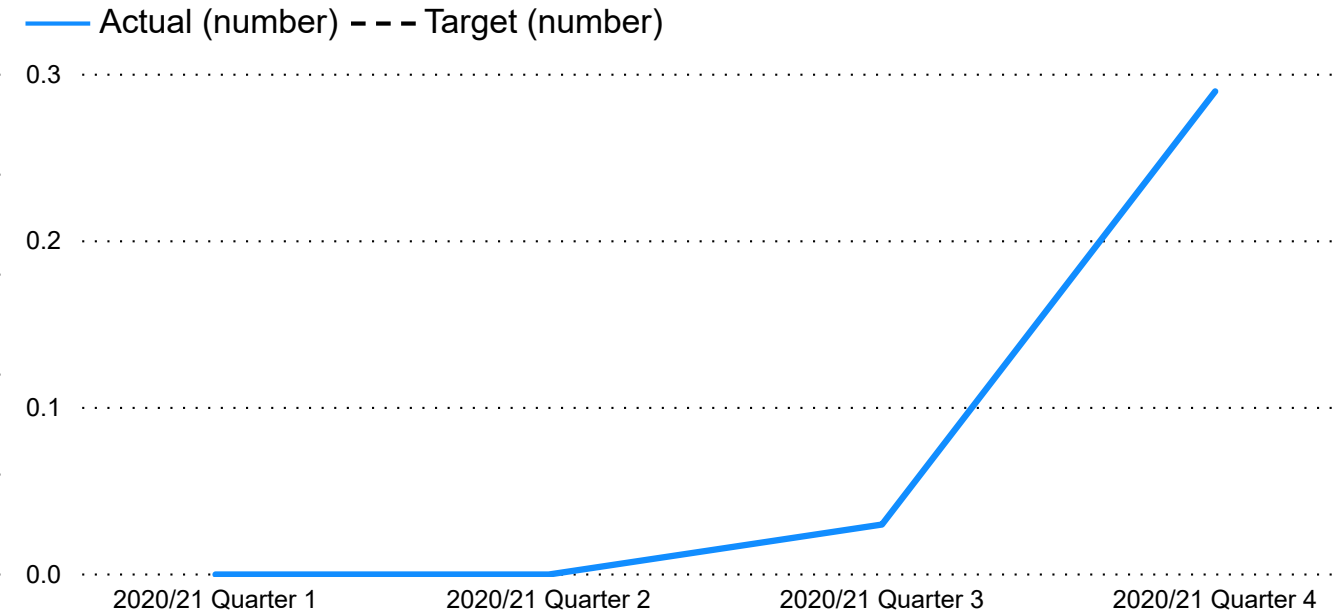
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2.20	1.50		

2.20

### Comment

Baseline Year - Attendance has been managed very closely throughout the pandemic as managers and employees have had to learn to manage a range of new and complex scenarios such as self-isolation, household isolation and COVID absence. As we continue to navigate new legislation and provide guidance for complex situational questions, to tackle the short and long term obstacles associated with the impact of COVID-19 it has been necessary to provide regular communications and updated guidance to managers and employees.

## Number of days full time equivalent lost to (FTE) sickness (COVID)



End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
0.32	0.00		

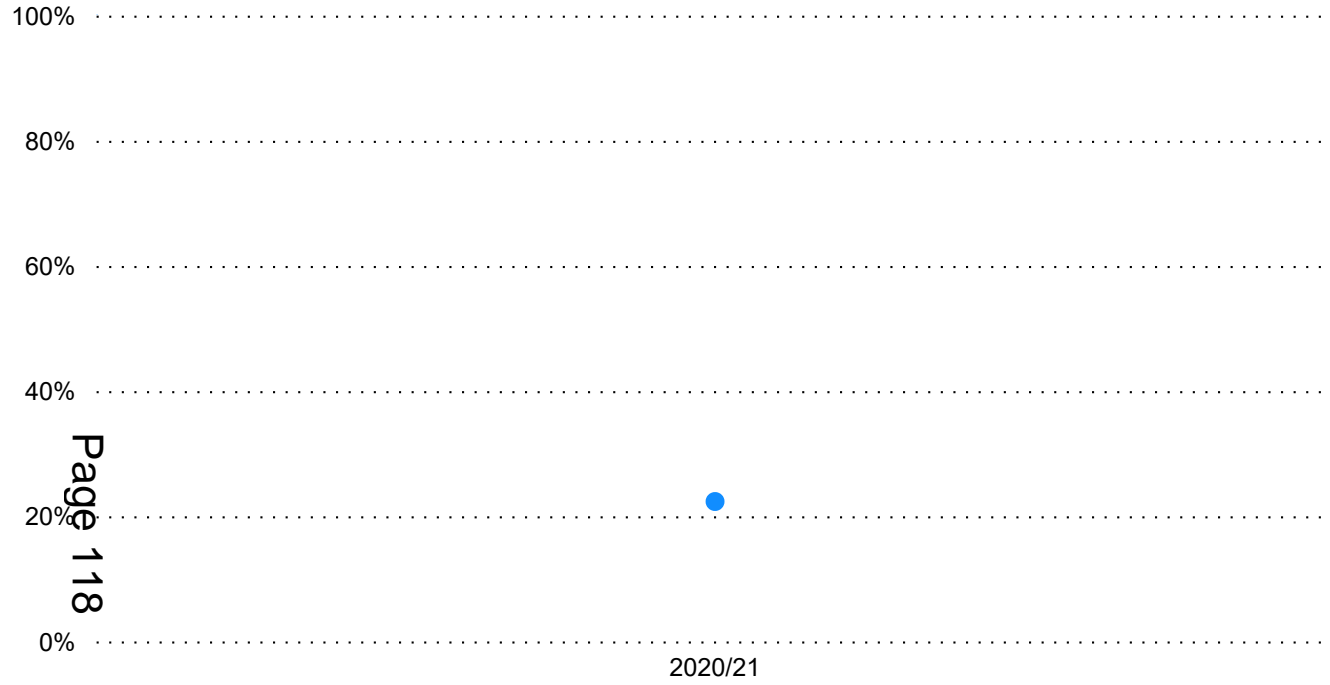
0.32

### Comment

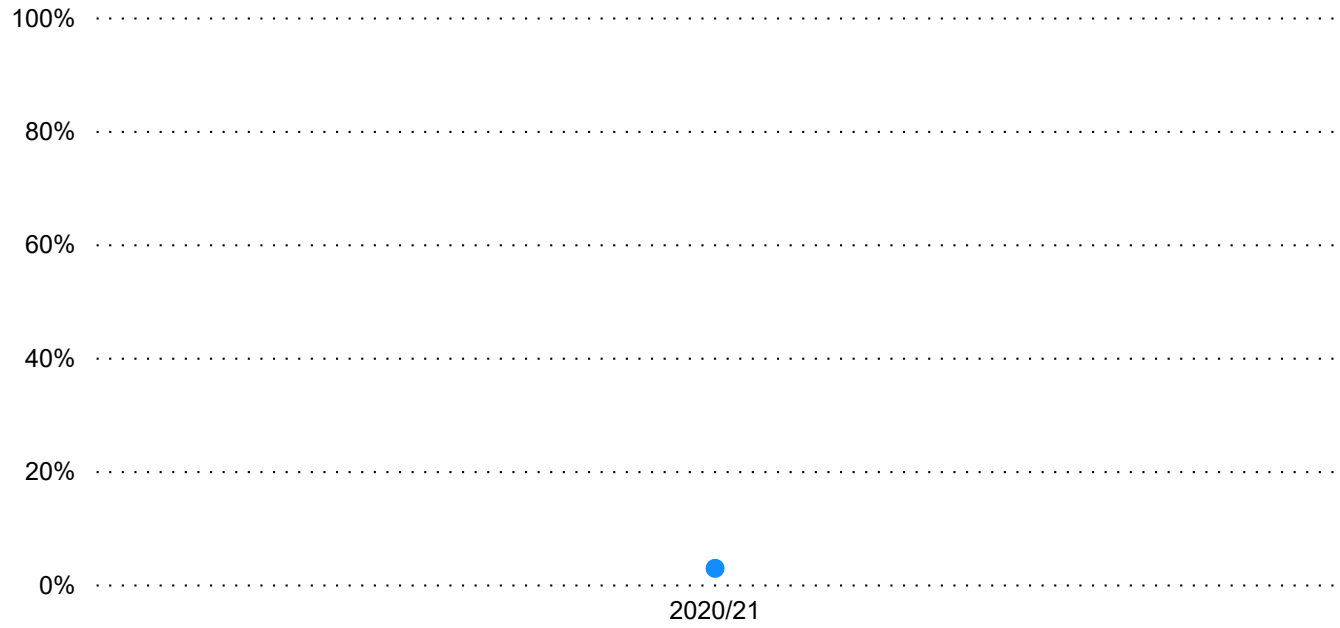
Baseline Year - Attendance has been managed very closely throughout the pandemic as managers and employees have had to learn to manage a range of new and complex scenarios such as self-isolation, household isolation and COVID absence. As we continue to navigate new legislation and provide guidance for complex situational questions, to tackle the short and long term obstacles associated with the impact of COVID-19 it has been necessary to provide regular communications and updated guidance to managers and employees.

# Chief Executives Team - HR & Organisational Development - Portfolio Measures

**Percentage of workforce who self-isolated (total)**



**Percentage of workforce who were shielding or clinically vulnerable**



Page 118

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
22.53%			

22.53%

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
3.03%			

3.03%

**Comment**

**Comment**



## CABINET

<b>Date of Meeting</b>	Tuesday, 19 <sup>th</sup> October 2021
<b>Report Subject</b>	Revenue Budget Monitoring 2021/22 (Month 5)
<b>Cabinet Member</b>	Cabinet Member for Finance, Social Value and Procurement
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	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 5.

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 cost control is:

#### **Council Fund**

- An operating surplus of (£0.182m) (excluding the impact of the pay award which will be met by reserves), which is a favourable movement of £0.921m from the deficit figure of £0.739m reported at Month 4.
- A projected contingency reserve balance as at 31<sup>st</sup> March, 2022 of £5.875m

#### **Housing Revenue Account**

- Net in-year revenue expenditure forecast to be £0.633m higher than budget
- A projected closing balance as at 31<sup>st</sup> March, 2022 of £3.839m

To assist with managing risks and mitigating the overall projected overspend, the review of non-essential spend and a vacancy management process continues.

### RECOMMENDATIONS

1	To note the report and the estimated financial impact on the 2021/22 budget.
---	--

2	To approve the change of use for a Planning Environment & Economy service balance (para 1.20 refers).
3	To recommend the release of £0.585m of unused balances and reserves back to the general reserve (para 1.21 refers)

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE REVENUE BUDGET MONITORING 2021/22</b>																																				
1.01	<p><b>Council Fund Projected Position</b></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"> <li>• An operating surplus of £0.182m (excluding the impact of the pay award which will be met by reserves)</li> <li>• A projected contingency reserve available balance as at 31 March 2022 of £5.875m.</li> </ul> <p>To assist with managing risks and mitigating the overall projected overspend, 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 is now confirmed to March, 2022, but with some changes to eligibility criteria.</p>																																				
1.02	<p><b>Table 1. Projected Position by Portfolio</b></p> <p>The table below shows the projected position by portfolio:</p> <table border="1"> <thead> <tr> <th><b>Portfolio/Service Area</b></th> <th><b>Approved Budget</b></th> <th><b>Projected Outturn</b></th> <th><b>In-Year Over / (Under) spend</b></th> </tr> <tr> <th></th> <th><b>£m</b></th> <th><b>£m</b></th> <th><b>£m</b></th> </tr> </thead> <tbody> <tr> <td>Social Services</td> <td>70.627</td> <td>70.825</td> <td>0.197</td> </tr> <tr> <td>Out of County Placements</td> <td>12.921</td> <td>13.601</td> <td>0.680</td> </tr> <tr> <td>Education &amp; Youth</td> <td>9.030</td> <td>8.701</td> <td><b>(0.328)</b></td> </tr> <tr> <td>Schools</td> <td>101.937</td> <td>101.937</td> <td>0.000</td> </tr> <tr> <td>Streetscene &amp; Transportation</td> <td>31.466</td> <td>32.105</td> <td>0.639</td> </tr> <tr> <td>Planning Env &amp; Economy</td> <td>6.160</td> <td>6.119</td> <td><b>(0.041)</b></td> </tr> <tr> <td>People &amp; Resources</td> <td>4.631</td> <td>4.415</td> <td><b>(0.216)</b></td> </tr> </tbody> </table>	<b>Portfolio/Service Area</b>	<b>Approved Budget</b>	<b>Projected Outturn</b>	<b>In-Year Over / (Under) spend</b>		<b>£m</b>	<b>£m</b>	<b>£m</b>	Social Services	70.627	70.825	0.197	Out of County Placements	12.921	13.601	0.680	Education & Youth	9.030	8.701	<b>(0.328)</b>	Schools	101.937	101.937	0.000	Streetscene & Transportation	31.466	32.105	0.639	Planning Env & Economy	6.160	6.119	<b>(0.041)</b>	People & Resources	4.631	4.415	<b>(0.216)</b>
<b>Portfolio/Service Area</b>	<b>Approved Budget</b>	<b>Projected Outturn</b>	<b>In-Year Over / (Under) spend</b>																																		
	<b>£m</b>	<b>£m</b>	<b>£m</b>																																		
Social Services	70.627	70.825	0.197																																		
Out of County Placements	12.921	13.601	0.680																																		
Education & Youth	9.030	8.701	<b>(0.328)</b>																																		
Schools	101.937	101.937	0.000																																		
Streetscene & Transportation	31.466	32.105	0.639																																		
Planning Env & Economy	6.160	6.119	<b>(0.041)</b>																																		
People & Resources	4.631	4.415	<b>(0.216)</b>																																		



	Governance	10.196	9.655	(0.541)
	Strategic Programmes	4.648	4.642	(0.006)
	Housing & Assets	17.172	16.886	(0.287)
	Chief Executive	2.377	2.290	(0.087)
	Central & Corporate Finance	26.292	26.100	(0.192)
	<b>Total</b>	<b>297.457</b>	<b>297.275</b>	<b>(0.182)</b>
1.03	The reasons for the projected variances are summarised within Appendix 1 and shows the detail of all variances over £0.050m and a summary of minor variances for each portfolio.			
	<b>Significant Movements from Month 4</b>			
1.04	<p><b>Social Services (£0.591m)</b></p> <p>The favourable movement in the projected overspend is as a result of a number of factors :</p> <ul style="list-style-type: none"> <li>• <u>Adult Social Care - Older People (£0.260m)</u> The Social Care Recovery Fund grant has been allocated to fund both the cost of commissioned Home Care and In-House provided Home Care, net of any increase in Home Care demand.</li> <li>• <u>Adult Social Care - Adults of Working Age (£0.250m)</u> The Social Care Recovery Fund grant has been allocated to support the increased staffing capacity required due to an increase in case-loads and to mitigate adoption costs placed outside of the North Wales Adoption Service due to current shortages of locally available adoptees.</li> <li>• <u>Safeguarding and Commissioning (£0.029m)</u> Additional in year Grants received.</li> <li>• Minor movements across the Portfolio account for the remainder (£0.052m)</li> </ul>			
1.05	<p><b>Out of County Placements (£0.217m)</b></p> <p><u>Children's Services (£0.225m)</u></p> <ul style="list-style-type: none"> <li>• Social Care Recovery Fund grant of £0.500m has offset the increased costs of new placements and known changes to existing ones £0.275m</li> </ul> <p><u>Education &amp; Youth £0.008m</u></p> <ul style="list-style-type: none"> <li>• Minor increase in placements costs.</li> </ul>			
1.06	<b>Streetscene &amp; Transportation £0.083m</b>			

	<p><b>Service Delivery £0.055m</b></p> <ul style="list-style-type: none"> <li>Adverse movement resulting from Plant hire and repairs incurring an additional £0.050m due to deterioration of ageing plant and equipment. Minor movements £0.005m</li> </ul> <p>Minor favourable movements across the Portfolio account for the remaining movement of £0.028m.</p>
1.07	<p><b>Housing &amp; Assets (£0.117m)</b></p> <p><b>Centralised Costs (£0.125m)</b></p> <ul style="list-style-type: none"> <li>Due to a continuation of reduced consumption for Gas and Electricity.</li> </ul> <p>Minor favourable variances across the Portfolio account for the remainder of £0.008m.</p>
1.08	<p><b>People &amp; Resources (£0.122m)</b></p> <p>The favourable movement is due to the agreed income recharge from the Track and Trace Project (TTP) for hosting the service on behalf of the region for the period April to September, and forecast to March, 2022 (£0.116m).</p> <p>Minor movements across the service account for the remainder (£0.006m).</p>
1.09	<p><b>Tracking of In-Year Risks and Emerging Issues</b></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>
1.10	<p><b>Council Tax Income</b></p> <p>The projected Council Tax collection figures at quarter 2 are 57.10%. When compared to the same period last year of 56.39% this equates to an increase in collections of 0.71% or £0.710m in cash terms.</p> <p>Recovery processes continue for residents who fail to maintain their payments and do not engage with the Council.</p> <p>Whilst collection rates are steadily improving, they currently remain 0.66% lower than pre-pandemic levels. Collection levels, along with write off levels, will continue to be tracked on a monthly basis to assess the longer term financial impacts and risks.</p>
1.11	<p><b>Pay Award (Teacher and Non Teacher)</b></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></p>

	<p>National negotiations are ongoing and the initial offer by Employers of a 1.5% uplift would add a minimum further £0.160m to the pay bill for schools and £0.799m 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. This offer has been increased to 1.75% which will further increase the impact on reserves.</p> <p><u>Teachers</u> The September 2021 national pay award for Teachers has now been confirmed at 1.75% which adds a further £0.736m to the pay bill for schools in 2021/22, with the full year impact in 2022/23 being £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 has not been notified of its share of the additional funding as yet. The additional funding announced will only fund the pay award in part and as in previous years the Council will share the shortfall in costs in 2021/22 equally with schools.</p> <p>.</p>
1.12	<p><b>Council Tax Reduction Scheme</b></p> <p>Based on current demand, costs are currently projected to be within budget although there is potential for a surge in demand from October when the UK Government furlough scheme ends.</p> <p>No additional funding is currently anticipated from Welsh Government in 2021/22 although this is expected to be subject to review in the event of significant pressures emerging across Wales in the second half of the year.</p>
1.13	<p><b>Other Tracked Risks</b></p> <p>In addition, there are a number of risks being tracked that may be subject to change and these are summarised below:</p>
1.14	<p><b>Medium Term Financial Strategy (MTFS) Impact</b></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. This is expected to rise significantly due to the recent announcement of increases to National Insurance employer contributions.</p> <p>Stage 2 of the budget process was undertaken through September and October and feedback from all Overview and Scrutiny Committees is also included on this agenda.</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>
1.15	<p><b>Out of County Placements</b></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 contribution of £0.500m has been made from the Social Care Recovery Fund which leaves a projected overspend of £0.680m for the remainder of the year. However, this is likely to increase with another 7 months of the year remaining.</p>
1.16	<p><b>Homelessness</b></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 at the end of September 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>
1.17	<p><b>Achievement of Planned In-Year Efficiencies</b></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 on efficiencies can be seen in Appendix 2.</p>
1.18	<p><b>Emergency Funding</b></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.</p> <p>The Principles and Guidance for the Hardship Fund have just been revised by WG from 1<sup>st</sup> October with changes impacting on eligibility for various service areas including schools costs, additional waste tonnages (reduced to 50%) and vehicle costs due to social distancing being removed from eligibility altogether. Costs for additional cover where staff are off sick due to COVID or self-isolating are eligible until October, pending further review.</p>

	<p>The potential significant impacts of this 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 August have totalled £4.220m and Quarter 1 Income Loss claims were £0.465m.</p>																																												
1.19	<p><b>Unearmarked Reserves</b></p> <p>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.</p> <p>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.</p> <p>Taking into account the projected in-year position and previously agreed allocations the amount remaining within the Contingency Reserve is £5.875m (prior to the impact of pay awards) (Appendix 4).</p> <p>The £3m emergency ring-fenced fund would have an amount of £2.143m 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. In addition, the impacts of the grant eligibility criteria changing from the 1<sup>st</sup> October will need to be factored in.</p>																																												
1.20	<p><b>Earmarked Reserves</b></p> <p>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.</p> <p><b>Council Fund Earmarked Reserves 2021/22</b></p> <p><b>Monitoring Summary Month 5</b></p> <table border="1"> <thead> <tr> <th>Reserve Type</th> <th>Balance as at 01/04/21</th> <th>Balance as at Month 5</th> <th>Estimated Balance as at 31/03/22</th> </tr> </thead> <tbody> <tr> <td>Service Balances</td> <td>3,698,164</td> <td>2,618,926</td> <td>826,882</td> </tr> <tr> <td>Specific Service Balances</td> <td>442,004</td> <td>15,032</td> <td>5,032</td> </tr> <tr> <td>Single Status/Equal Pay</td> <td>1,042,570</td> <td>1,042,570</td> <td>989,350</td> </tr> <tr> <td>Investment in Organisational Change</td> <td>1,464,329</td> <td>1,411,654</td> <td>673,910</td> </tr> <tr> <td>County Elections</td> <td>235,913</td> <td>235,913</td> <td>235,913</td> </tr> <tr> <td>Local Development Plan (LDP)</td> <td>242,360</td> <td>242,360</td> <td>242,360</td> </tr> <tr> <td>Warm Homes Admin Fee</td> <td>322,068</td> <td>322,068</td> <td>242,068</td> </tr> <tr> <td>Waste Disposal</td> <td>23,360</td> <td>23,360</td> <td>0</td> </tr> <tr> <td>Design Fees</td> <td>170,000</td> <td>170,000</td> <td>0</td> </tr> <tr> <td>Winter Maintenance</td> <td>250,000</td> <td>250,000</td> <td>250,000</td> </tr> </tbody> </table>	Reserve Type	Balance as at 01/04/21	Balance as at Month 5	Estimated Balance as at 31/03/22	Service Balances	3,698,164	2,618,926	826,882	Specific Service Balances	442,004	15,032	5,032	Single Status/Equal Pay	1,042,570	1,042,570	989,350	Investment in Organisational Change	1,464,329	1,411,654	673,910	County Elections	235,913	235,913	235,913	Local Development Plan (LDP)	242,360	242,360	242,360	Warm Homes Admin Fee	322,068	322,068	242,068	Waste Disposal	23,360	23,360	0	Design Fees	170,000	170,000	0	Winter Maintenance	250,000	250,000	250,000
Reserve Type	Balance as at 01/04/21	Balance as at Month 5	Estimated Balance as at 31/03/22																																										
Service Balances	3,698,164	2,618,926	826,882																																										
Specific Service Balances	442,004	15,032	5,032																																										
Single Status/Equal Pay	1,042,570	1,042,570	989,350																																										
Investment in Organisational Change	1,464,329	1,411,654	673,910																																										
County Elections	235,913	235,913	235,913																																										
Local Development Plan (LDP)	242,360	242,360	242,360																																										
Warm Homes Admin Fee	322,068	322,068	242,068																																										
Waste Disposal	23,360	23,360	0																																										
Design Fees	170,000	170,000	0																																										
Winter Maintenance	250,000	250,000	250,000																																										

Car Parking	45,403	45,403	0
Insurance Reserves	2,224,462	2,224,462	2,354,231
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	418,518	300,000
Organisational Change/ADM	33,500	33,500	0
NWEAB	92,319	92,319	0
Employment Claims	124,846	124,846	0
Community Benefit Fund NWRWTP	229,792	229,792	229,792
<b>Total B823 Balances</b>	<b>8,107,703</b>	<b>7,619,306</b>	<b>6,184,296</b>
Schools Balances	6,902,451	6,902,451	3,000,000
Grants & Contributions	5,730,074	3,787,631	1,861,013
<b>TOTAL</b>	<b>24,438,392</b>	<b>20,928,314</b>	<b>11,872,191</b>

It is recommended that the previously held balance of £0.037m to support Trading Standards and Community Safety Teams with potential Legal fees, is now utilised to procure additional fixed term temporary capacity due to the unforeseen long term absence of a team member. This will enable the Team to continue supporting the Council's Covid response work as and when required until the end of March 2022.

#### 1.21 **Review of Reserves and Balances**

An update on the budget for 2022/23 was considered by Cabinet and Corporate Resources Overview and Scrutiny Committee (CROSC) in July where a request was made by CROSC for all service reserves and balances be reviewed to ensure that they were still required for their original purpose, and to see if any pressures could be met or eased from the release of any to the general reserve.

Throughout the summer further challenge has been made to reserves and service balances as well as a detailed review of historic grant balances and in total £0.585m has been identified as recommended to be moved from the earmarked reserves into the general (contingency) reserve (See Appendix 6)

There are still some areas under review which are more complex due to the conditions and timeframes (e.g. Section 106 balances) and work will continue on these with any further release reported in future updates.

It should be noted that as reserves are one off in nature, any use of them to assist the budget position should only be used for one-off and time limited cost pressures.

The overall position on reserves and the 2022/23 budget will be considered as part of stage 3 of the budget process.

1.22	<b>Housing Revenue Account</b>  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.
1.23	The 2021/22 budget for the HRA is £37.825m which includes a movement of £0.566m to reserves.
1.24	The adverse movement this month of £0.139m is as a result of increased insurance premium costs £0.144m, mitigated by other minor variances (£0.005m).
1.25	The monitoring for the HRA is projecting in year expenditure to be £0.633m higher than budget and a closing un-earmarked balance as at 31 March 2022 of £3.839m, which at 10.7% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%. Appendix 5 provides further detail.
1.26	The budget contribution towards capital expenditure (CERA) is £13.442m.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As set out within the report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
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.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None specific.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Council Fund – Movement in Variances from Month 4 Appendix 2: Council Fund – Budget Variances Appendix 3: Council Fund – Programme of Efficiencies Appendix 4: Council Fund – Movement on Un-earmarked Reserves Appendix 5: Housing Revenue Account Variances Appendix 6: Challenge on Reserves and Service Balances

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Various budget records.

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

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



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

This page is intentionally left blank

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - SUMMARY**

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
<b>Social Services</b>		
<b>Older People</b>		
Localities	-0.106	Contribution towards commissioned homecare costs from the Covid recovery fund
Resources & Regulated Services	-0.154	Contribution from Covid recovery fund to in-house provided homecare net of increased homecare demand
<b>Adults of Working Age</b>		
Resources & Regulated Services	0.084	Net increased changes to service user care packages.
Residential Placements	-0.051	Net decrease in costs resulting from changes to service user care packages.
Family Support	-0.079	£0.050m new grant funding. £0.050m temporary in-year virement from Childrens Residential Service to mitigate in-year increased demand
Residential Placements	0.046	£0,050 temporary virement to Family Support
Professional Support	-0.250	Contribution from Covid recovery fund to support increased staffing capacity required due to increased case loads, and to mitigate adoption costs placed outside of the North Wales Adoption Service due to current shortages of locally available adoptees.
<b>Safeguarding &amp; Commissioning</b>		
Good Health	-0.029	Additional small amounts from in-year grants
<b>Total Social Services (excl Out of County)</b>	<b>-0.591</b>	
<b>Out of County</b>		
Children's Services	-0.225	Increased costs of new placements and other changes (+£0.275m), offset by allocation of -0.500m from the Welsh Government one-off funding by way of the Social Care Recovery Fund grant.
<b>Total Out of County</b>	<b>-0.217</b>	
<b>Education &amp; Youth</b>		
<b>Total Education &amp; Youth</b>	<b>0.009</b>	
<b>Schools</b>	<b>0.000</b>	
<b>Streetscene &amp; Transportation</b>		
Service Delivery	0.055	Plant hire and repairs incurring additional costs of £0.050m, which is attributable to ageing plant and equipment
Highways Network	0.037	Cumulative minor variances across the service, including some staff recharges.
<b>Total Streetscene &amp; Transportation</b>	<b>0.083</b>	
<b>Planning, Environment &amp; Economy</b>		
<b>Total Planning &amp; Environment</b>	<b>0.013</b>	
<b>People &amp; Resources</b>		

HR & OD	-0.116	The favourable movement is due to the income from the agreed recharge for overheads claimed for the TTP project for hosting the service on behalf of the region for the period April to September, and forecast to March, 2022
<b>Total People &amp; Resources</b>	<b>-0.122</b>	
<b>Governance</b>		
<b>Total Governance</b>	<b>-0.003</b>	
<b>Strategic Programmes</b>		
<b>Total Strategic Programmes</b>	<b>-0.016</b>	
<b>Housing &amp; Assets</b>		
Centralised Costs	-0.125	£(0.125)m underspend on Gas and Electric due to continued reduced consumption.
Housing Programmes	0.044	Provision for site development costs at Queensferry Traveller site to enable possible future grant funded site development
<b>Total Housing &amp; Assets</b>	<b>-0.117</b>	
<b>Chief Executive's</b>	<b>0.043</b>	The adverse movement this month follows the backdated transfer of staffing costs from Strategic Programmes for the new Strategic Executive Officer post based within the service, and projected forward to March, 2022.
<b>Central &amp; Corporate Finance</b>	<b>-0.004</b>	
<b>Grand Total</b>	<b>-0.921</b>	

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
<b>Social Services</b>							
<b>Older People</b>							
Localities	19.316	19.178	-0.138		-0.032	The net cost of residential care is reporting an overspend of £0.032m. This includes the cost of residential care placements net of the incomerecieved for this service, such as property charges and contributions from health. Day care is £0.023m under budget and will not resume until safe to do so, this is currentlyassumed to beat the beggining of January 2022. Domiciliary and Direct Payments are reporting a combined underspend of £0.032m, demand is increasing and current costs are being supported using the Covid recovery fund. The locality staff budget is underspent by £0.071m due to temporary vacancies and not all staff are currently paid to of grade. The Minor Adaptations budget is £0.041m underspent due to curent demand	
Resources & Regulated Services	8.627	8.296	-0.330		-0.177	The Councils in-house care provision is projected to underspend by £0.330m. Day care is underspent by £0.015m, day centres are closed and will only reopen once it is safe to do so. The day centre staff are being deployed to residential care to asssist in delivering the service, however the staff costs are still recorded against the day care budget. Homecare is £0.016m underspent, demand is increasing and this increase in demand is being financialy supported from the Covid Social Care Recovery Fund. Residential care is expected to underspend by £0.237m although there is an assumption that ICF slippage and Winter Pressure funding will occur this year and contributions from these are included within the financial projections. Extra care is underspent by £0.062m due to the level of demand.	

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
Minor Variances	1.235	1.223	-0.011		-0.022		
<b>Adults of Working Age</b>							
Resources & Regulated Services	26.875	26.979	0.104		0.020	The overspend is the cost of social care for people with learning disabilities or physical disabilities. These costs include nursing and residential care, domiciliary care and Direct payments which are required to meet their care needs.	
Professional and Administrative Support	0.339	0.277	-0.062		-0.060	Not all staff are currently paid at top of grade and there are also some staff who have been seconded from this service.	
Residential Placements	1.791	2.143	0.353		0.404	The overspend is the cost of social care for people within the Mental Health service. These costs include Direct Payments, supported living and domiciliary care as well as residential and nursing placements.	
Minor Variances	4.038	3.961	-0.077		-0.073		
<b>Children's Services</b>							
Family Placement	2.700	2.829	0.129		0.153	The overspend is due to service demand from the number of foster placements. In some instances these avoid having to make expensive Out of County placements. The main pressures are payments to foster carers and special guardianship payments.	
Grants	0.268	0.209	-0.059		-0.055	There is an assumption that the Welsh Government will allow for a flexible approach in the use of grants as occurred in 2020/21 which would result in some costs within this service to be grant funded.	
Legal & Third Party	0.210	0.559	0.349		0.371	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.	

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
Residential Placements	0.599	0.495	-0.104		-0.150	This is an in-year overspend 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.	
Professional Support	5.387	5.713	0.325		0.576	To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are therefore minimised and additional temporary posts are sometimes necessary.	
Minor Variances	0.793	0.806	0.013		0.113		
<b>Safeguarding &amp; Commissioning</b>							
Impact of Covid-19	0.000	-0.300	-0.300	-0.300	-0.300	Welsh Government is providing financial assistance through the hardship funding for the Councils in-house residential, supported living, homecare and extra care services. Most additional costs incurred due to Covid are staff costs which are reported within their respective service areas.	
Minor Variances	-1.552	-1.543	0.009		0.023		
<b>Total Social Services (excl Out of County)</b>	<b>70.627</b>	<b>70.825</b>	<b>0.197</b>	<b>-0.300</b>	<b>0.788</b>		
<b>Out of County</b>							

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
Children's Services	8.417	9.112	0.695		0.921	The pressure reflects the current cohort of placements which includes 18 new placements made in the year to date. The pressure is also still influenced by full year impacts in 2021/22 of significant numbers of new placements made in the second half of 2020/21. The total pressure has been partly mitigated by an allocation of £0.500m has been made from the Councils total allocation of one-off support funding provided by Welsh Government through the Social Care Recovery Fund.	
Education & Youth	4.504	4.488	-0.015		-0.024		
<b>Total Out of County</b>	<b>12.921</b>	<b>13.601</b>	<b>0.680</b>	<b>0.000</b>	<b>0.897</b>		
<b>Education &amp; Youth</b>							
Inclusion & Progression	4.462	4.391	-0.071		-0.072	In year efficiencies have been identified in the MEAG service of £40k and the Ed Psychs service £20k. The MEAG service received more in grant funding for 21-22 which has been used to recruit temporary posts, resulting in core budget being underspent. The Education Psychologist service have recruited 3 Asst EPs. The in year saving has arisen due to posts not being a full year cost. In addition, there are minor variances across all of the Inclusion service.	
Integrated Youth Provision	1.018	0.960	-0.059		-0.058	Savings on Building Cleaning costs in Youth Centres due to the ongoing closures during the COVID-19 pandemic,	



**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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	1.669	-0.155		-0.155	The underspend in Early Entitlement 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 WG top-up funding for non-maintained settings, releasing core budget of £95k and setting resources mitigated by using EYPDG/RRRS £5k. A £50k contingency has been left within the budget to cover any increased Spring Term 22 costs.	
Minor Variances	1.726	1.682	-0.044		-0.053		
<b>Total Education &amp; Youth</b>	<b>9.030</b>	<b>8.701</b>	<b>-0.328</b>	<b>0.000</b>	<b>-0.337</b>		
<b>Schools</b>	<b>101.937</b>	<b>101.937</b>	<b>0.000</b>		<b>-0.000</b>		
<b>Streetscene &amp; Transportation</b>							
Service Delivery	8.696	8.709	0.013		-0.042	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 aging plant and equipment. Street lighting is also incurring a £0.120m revenue pressure on the Community Council Income Budget. However, this has largely been offset by workforce agency costs, which have been recovered through Covid hardship funding claims.	
Highways Network	7.847	7.949	0.101		0.064	Highways service area 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.	

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
Transportation	9.750	9.882	0.132		0.129	Local bus services incurred a revenue pressure of: £0.100m as a result of the Service 5 reprocurement and £0.115m implementation of the Deeside Shuttle Bus Service at the new DIP Park and Ride. Also, additional costs incurred of £0.049m due to the increased number of school days, 7 days as opposed to budgeted 5 additional school days. The total additional costs have been partially offset by projected Underspend of (£0.144) in Social Services Transport has offset some of the overspend 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	5.246	0.073		0.085	Car parking income currently reflects a projected loss of £0.220m, through maximising eligible funding from the WG Income Loss fund. This has been largely offset by savings in recruitment and maintenance costs of cash machines.	
Impact of Covid-19	0.000	0.320	0.320	0.320	0.320	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 £0.090m 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.	
<b>Total Streetscene &amp; Transportation</b>	<b>31.466</b>	<b>32.105</b>	<b>0.639</b>	<b>0.320</b>	<b>0.556</b>		

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
<b>Planning, Environment &amp; Economy</b>							
Community	0.883	0.977	0.093		0.095	Overspend is as a result of fee income shortfalls in both Licensing and Pest Control.	
Management & Strategy	1.311	1.200	-0.111		-0.123	Vacant posts across the Service	
Minor Variances	3.966	3.942	-0.024		-0.027		
<b>Total Planning &amp; Environment</b>	<b>6.160</b>	<b>6.119</b>	<b>-0.041</b>	<b>0.000</b>	<b>-0.055</b>		
<b>People &amp; Resources</b>							
HR & OD	2.465	2.339	-0.126		-0.009	Favourable variance is due to the projected income from the agreed recharge for overheads claimed for the Track and Trace Project for hosting the service on behalf of the region to March, 2022.	
Corporate Finance	2.166	2.076	-0.090		-0.084	Staff Savings due to vacant posts	
<b>Total People &amp; Resources</b>	<b>4.631</b>	<b>4.415</b>	<b>-0.216</b>	<b>0.000</b>	<b>-0.093</b>		
<b>Governance</b>							
Democratic Services	2.125	2.027	-0.098	0.002	-0.092	The underspend in the main follows the reduced take up of Members Allowances and savings from travelling expenses due to remote meetings, together with commitment challenge across the service	
Customer Services	0.998	0.934	-0.063		-0.063	Favourable variance is due to higher than anticipated fee income levels resulting from the resumption of Ceremonies following the relaxation of the majority of COVID restrictions.	
Revenues	0.475	0.198	-0.277		-0.275	Favourable variance as a result of the potential projected surplus on the Council Tax Collection Fund £(0.193m), Welsh Government Lockdown Grant Admin grant and minor variances across the service	
Minor Variances	6.599	6.496	-0.103	0.020	-0.107		
<b>Total Governance</b>	<b>10.196</b>	<b>9.655</b>	<b>-0.541</b>	<b>0.022</b>	<b>-0.538</b>		

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 5 - 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
<b>Strategic Programmes</b>							
Minor Variances	4.648	4.642	-0.006		0.010		
<b>Total Strategic Programmes</b>	<b>4.648</b>	<b>4.642</b>	<b>-0.006</b>	<b>0.000</b>	<b>0.010</b>		
<b>Housing &amp; Assets</b>							
Property Asset And Development	0.435	0.380	-0.055		-0.041	Staffing savings due to vacant posts	
Caretaking & Security	0.262	0.205	-0.057		-0.063	Staffing savings due to vacant posts	
Industrial Units	-1.237	-1.467	-0.230		-0.230	Income from new lease at powwer generation site	
Centralised Costs	2.783	2.657	-0.125		0.000	£(0.125)m underspend on Gas and Electric due to continued reduced consumption.	
Benefits	12.850	12.932	0.082		0.099	Pressures due to provision for bad debts on recovery of overpayments partly offset by income from WG Hardship Fund in respect of additional staffing costs	
Minor Variances	2.079	2.177	0.098		0.065		
<b>Total Housing &amp; Assets</b>	<b>17.172</b>	<b>16.886</b>	<b>-0.287</b>	<b>0.000</b>	<b>-0.170</b>		
<b>Chief Executive's</b>	<b>2.377</b>	<b>2.290</b>	<b>-0.087</b>		<b>-0.130</b>	Vacant Posts	
<b>Central &amp; Corporate Finance</b>	<b>26.292</b>	<b>26.100</b>	<b>-0.192</b>		<b>-0.188</b>	Over recovery of planned pension contributions recoupment against actuarial projections based on the level of contributions received during the year. Projected outturn on Matrix rebates, and inflation pressures anticipated but not required to date.	
<b>Grand Total</b>	<b>297.457</b>	<b>297.275</b>	<b>-0.182</b>	<b>0.042</b>	<b>0.739</b>		

**2021/22 Efficiencies Outturn Tracker - M5**

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
<b>Portfolio</b>		<b>2021/22 £m</b>	<b>2021/22 £m</b>	<b>2021/22 £m</b>		
<b>Corporate</b>						
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
<b>Total Corporate Services</b>			<b>0.713</b>	<b>0.713</b>	<b>0.000</b>	
<b>Housing &amp; Assets</b>						
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
<b>Total Housing &amp; Assets</b>			<b>0.865</b>	<b>0.865</b>	<b>0.000</b>	
<b>Social Services</b>						
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
<b>Total Social Services</b>			<b>0.520</b>	<b>0.520</b>	<b>0.000</b>	
<b>Education &amp; Youth</b>						
Integrated Youth Provision	Youth Centres - Premises	Claire Homard	0.020	0.020	0.000	O G
<b>Total Education &amp; Youth</b>			<b>0.020</b>	<b>0.020</b>	<b>0.000</b>	
<b>Streetscene &amp; Transportation</b>						
Discretionary Transport Review - Post 16 Transport	Joint with Education	Steve O Jones	0.200	0.200	0.000	O R
<b>Total Streetscene &amp; Transportation</b>			<b>0.200</b>	<b>0.200</b>	<b>0.000</b>	
<b>Planning, Environment &amp; Economy</b>						
Planning Policy	Reduction of Post	Andy Roberts	0.045	0.045	0.000	C G
<b>Total Planning, Environment &amp; Economy</b>			<b>0.045</b>	<b>0.045</b>	<b>0.000</b>	
<b>Total 2021/22 Budget Efficiencies</b>			<b>2.363</b>	<b>2.363</b>	<b>0.000</b>	

Page 141

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

**Corporate Efficiencies Remaining from Previous Years**

Income Target Remaining	£m
Income Target Efficiency remaining from Previous Years	All Portfolios 0.051
<b>Total Income Efficiency Remaining</b>	<b>0.051</b> (0.051)

This page is intentionally left blank

**Movements on Council Fund Unearmarked Reserves**

	£m	£m
Total Reserves as at 1 April 2021	14.061	
Less - Base Level	(5.769)	
<b>Total Reserves above base level available for delegation to Cabinet</b>		8.292
Add - Transfer to Reserve Budget 2021/22		0.471
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 - Organizational Capacity Estimate (Sep Report)		0.103
Add - Month 5 projected outturn		(0.182)
Less - projected national pay award increase		
<b>Total Contingency Reserve available for use</b>		<b>5.875</b>

This page is intentionally left blank



**Budget Monitoring Report**  
**Housing Revenue Account Variances**

**MONTH 5 - SUMMARY**

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Housing Revenue Account</b>						
Income	(37.259)	(36.759)	0.500	0.489	We are currently projecting a pressure of £0.410m due to loss of income in relation to vacant properties. Of this, £0.292m relates to void properties, £0.046m relates to the utilities charges on void properties and £0.072m relates to void garages. There is also a pressure of £0.105m relating to an assumed reduction in rental income on new build properties which were included in the Business Plan. There are other minor variances of £0.015m.	
Capital Financing - Loan Charges	8.047	8.047				
Estate Management	1.931	1.903	(0.028)	(0.004)	Minor variances	
Landlord Service Costs	1.469	1.505	0.036	0.032	Minor variances	
Repairs & Maintenance	10.431	10.411	(0.020)	(0.017)	Minor variances	Early indications from our supplier suggest an increase in the costs of some sourced Materials, this will be monitored closely over the next couple of months.
Management & Support Services	2.658	2.802	0.145	(0.005)	Efficiency in respect of salary costs of (£0.058m). Additional cost of the IT project work £0.050m. Pressure in relation to insurance costs of £0.144m. Other minor variances of £0.009m.	
Capital Expenditure From Revenue (CERA)	13.442	13.442				
HRA Projects	(0.153)	(0.152)	0.001	(0.001)	Minor variances	
Contribution To / (From) Reserves	(0.566)	(0.566)				
<b>Total Housing Revenue Account</b>	<b>(0.000)</b>	<b>0.633</b>	<b>0.633</b>	<b>0.495</b>		

This page is intentionally left blank

**Challenge on Reserves and Service Balances – Amounts identified for Release**

<b>Reserve/Grant Details</b>	<b>Justification of Release</b>	<b>Amount to be Released £</b>
Event & Log Management	Confirmed by Service Manager no longer required	22,044.00
Telephone & System Upgrade	Confirmed by Service Manager no longer required	8,526.00
Internal Audit	Confirmed by Service Manager no longer required	31,000.00
PEE - Directorate supporting Training	Confirmed by Service Manager no longer required	5,550.00
Reserve - Milk Quotas	No movement on Balance Sheet since 2015 - no planned use of this reserve	2,000.00
Purple Party Room	Confirmed by accountant and service balance no longer required - this was for renovation work for Newydd and work has now finished	2,957.99
Capita One	Confirmed by Service Manager that the balance can be released - ICT Regional Service delivery - no movement since 2017	18,827.03
Civil Contingencies	Unused grant from Emergency Planning windfall in 2005/06 - Grant no longer in existence	14,285.00
Tidy Towns (Gregory Bros)	Confirmed for release by Service Manager - no longer required	12,000.00
Tidy Towns (Essential Funding)	Confirmed for release by Service Manager - no longer required	2,115.21
Tidy Towns	Confirmed for release by Service Manager - no longer required	1,000.00
Tidy Towns	Confirmed for release by Service Manager - no longer required	2,785.00
Tidy Towns	Confirmed for release by Service Manager - no longer required	33,780.70
Cheque Book Schools	Confirmed for release by Finance Manager - no longer required	3,594.50
WG Supporting People	Service has confirmed WG will not be clawing back any surplus amounts this far back - confirmed by Chief Officer for release - no movement since 2015	250,519.13
WG Supporting People	Service has confirmed WG will not be clawing back any surplus amounts this far back - confirmed by Chief Officer for release - no movement since 2013	130,863.76
Ewloe Offices Upgrade	No longer required as confirmed by Service Manager	43,545.34

[Type here]

[Type here]

Appendix 6

	<b>TOTAL TO BE RELEASED</b>	<b>585,393.66</b>
--	-----------------------------	-------------------



## CABINET

<b>Date of Meeting</b>	Tuesday, 19 <sup>th</sup> October 2021
<b>Report Subject</b>	Consultation on the Removal of Eligible Care Leavers' Liability for Payment of Council Tax
<b>Cabinet Member</b>	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
<b>Report Author</b>	Chief Officer (Governance)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Care Leavers aged 24 or under subject to Council Tax and residing in Wales are usually exempt from Council Tax since regulations were first introduced by Welsh Government from April 2019.

Welsh Government are consulting on proposals to remove the risk of care leavers needing to pay Council Tax in joint and several liability cases in potential circumstances where another person in the household, who is not exempt from Council Tax, fails to pay their Council Tax.

While such cases are not common, to mitigate the risk to care leavers being held jointly and severally liable for the Council Tax bill on their home, it is proposed that regulations are amended to provide an exemption for care leavers from April 2022.

The additional provisions as set out in the consultation will ensure that care leavers are not personally held liable for Council Tax in circumstances where the care leaver is joint and severally liable for Council Tax as a result of living with a spouse or partner, or in households with more than one adult.

### RECOMMENDATIONS

1	Support the policy intentions as set out in the Welsh Government consultation of removing care leavers aged 24 or under from joint and several liability for Council Tax.
---	---

## **REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE REMOVAL OF ELIGIBLE CARE LEAVERS' LIABILITY FOR COUNCIL TAX</b>
1.01	Care Leavers aged 24 or under subject to Council Tax and residing in Wales are usually exempt from Council Tax since regulations were first introduced by Welsh Government from April 2019 and 44 care leavers currently qualify for a partial or full reduction in their Council Tax bills.
1.02	This consultation relates to the proposals to remove the risk to care leavers being held liable for the payment of Council Tax where another person (who is not exempt) in the household fails to pay their Council Tax.
1.03	Currently, the regulations mean that where properties are occupied by one or more care leaver or where every resident in either a care leaver student or a person with a severe mental impairment, the property is exempt from Council Tax.
1.04	Where care leavers are living with a spouse or partner, or in households with more than one adult, all of the adults may be held 'jointly and severally' liable for the Council Tax. Therefore, a risk remains that a care leaver could be held liable for payment of Council Tax where another person (who is not exempt) fails to pay their Council Tax. Whilst these cases are rare, Welsh Government are aware of isolated cases where care leavers have been held liable for shared bills.
1.05	Welsh Government proposals will result in care leavers living in Wales with an exemption from joint and several liability provisions. The Local Government and Elections (Wales) Act 2021 enable Ministers to specify in Regulations that care leavers who are disregarded for the purposes of a Council Tax discount may not be held jointly and severally liable for Council Tax.
1.06	To mitigate the risk of care leavers being held jointly and severally liable, Welsh Government are therefore intending to exempt care leavers from April 2022.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Since 2019, care leavers aged 24 or under have generally been exempt from payment of Council Tax and the proposed approach as set out in the consultation will provide care leavers with an enhanced exemption from joint and several liability arrangements, thereby removing the potential risk of care leavers being liable for shared bills.
2.02	The proposals are unlikely to have any financial implications for the Council as most, if not all, care leavers living in the County are unaffected.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	The proposed changes ensures that care leavers are supported through the Council Tax system as part of their transition into adulthood and independent living.
3.02	To mitigate the risk of care leavers being held jointly and severally liable, Welsh Government are intending to fully exempt care leavers from April 2022.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	Welsh Government have published an open consultation on the removal of eligible care leaver's liability for payment of Council Tax and ask for comments by 12 <sup>th</sup> November 2021.
4.02	As the Council undertakes the statutory function by acting as the billing authority for the assessment and collection of Council Tax, Cabinet is asked to endorse and support the proposals as set out in this report. The proposals will be implemented from April 2022.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<ul style="list-style-type: none"> <li>• The Council Tax (Exempt Dwellings) (Amendment) (Wales) Order 2019</li> <li>• The Council Tax (Additional Provisions for Discount Disregards) (Amendment) (Wales) Regulations 2019</li> <li>• Local Government and Elections (Wales) Act</li> <li>• Local Government Finance Act 1992</li> <li>• Welsh Government Consultation (WG 43169) – The removal of eligible care leavers liability for payment of Council Tax. <a href="https://gov.wales/consultation-removal-eligible-care-leavers-liability-payment-council-tax-html#section-77696">https://gov.wales/consultation-removal-eligible-care-leavers-liability-payment-council-tax-html#section-77696</a></li> </ul>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> David Barnes, Revenues Manager  <b>Telephone:</b> 01352 703652  <b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a></p>

8.00	<b>GLOSSARY OF TERMS</b>
8.01	<b>Joint and several liability</b> - There can often be more than one liable person for the same property and subject to Council Tax. People who are joint owners or joint tenants are usually liable for the one Council Tax bill. In other words, both parties are individually responsible for the whole bill, not just a share of it. This is commonly known as 'joint and several' liability.





## CABINET

<b>Date of Meeting</b>	Tuesday, 19 <sup>th</sup> October 2021
<b>Report Subject</b>	Ending of the Universal Credit Uplift
<b>Cabinet Member</b>	Deputy Leader of the Council (Governance) & Cabinet Member for Corporate Management & Assets
<b>Report Author</b>	Chief Officer (Housing & Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

On 20<sup>th</sup> March 2020 the Government announced the equivalent of a £20 per week increase to the Universal Credit (UC) standard allowance basic element worth up to £1,040 for one year for those facing the most financial disruption as a result of the COVID-19 pandemic. This applied to all new and existing UC claimants.

This uplift officially ends on 6<sup>th</sup> October 2021 and this report provides some high level information in relation to residents in Flintshire who will be affected by this change and highlights the support that the council provides.

### RECOMMENDATIONS

1	That Members note the report and the negative impacts on those in Flintshire's communities.
---	---

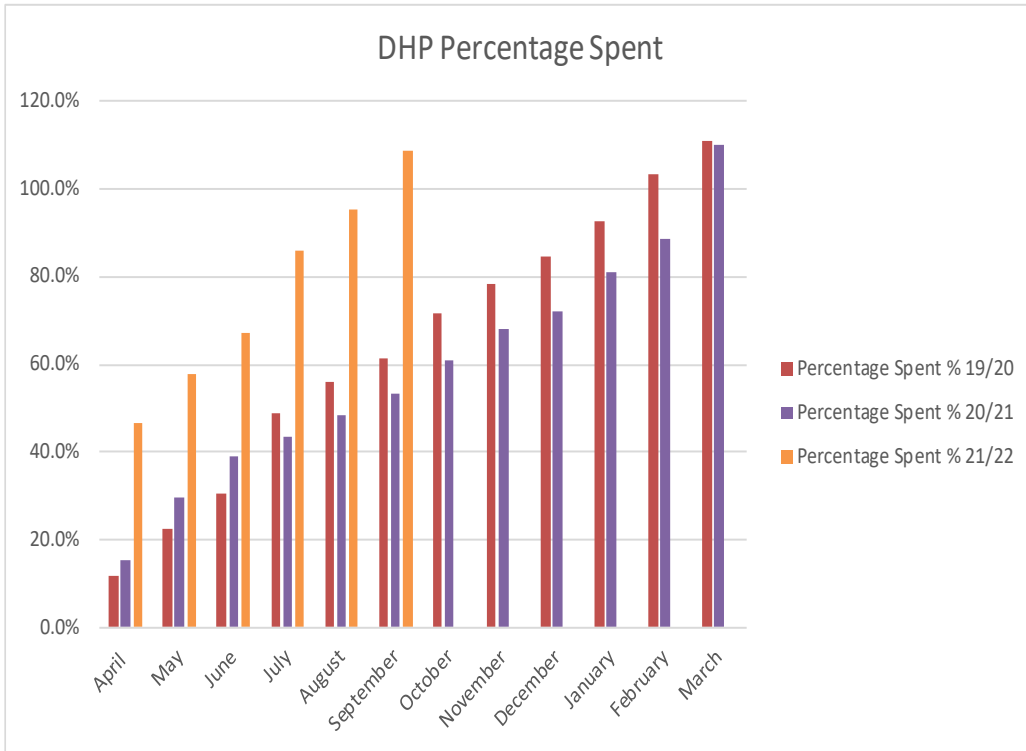
## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE UNIVERSAL CREDIT (UC) UPLIFT</b>
1.01	On 20 <sup>th</sup> March 2020 the Government announced the equivalent of a £20 per week increase to the Universal Credit (UC) standard allowance basic element worth up to £1,040 for one year for those facing the most financial disruption as a result of the COVID-19 pandemic. This applied to all new and existing UC claimants.
1.02	At this year's Spring Budget, a further 6-month extension of the UC uplift was agreed.  In August 2021 all three devolved Governments sent a letter to the UK Government expressing concern regarding the end of the UC uplift but the uplift was not extended further.
1.03	As at August 2021, 13,266 residents in Flintshire receive UC.  It is not clear from the data that DWP provide, what proportion of these customers are receiving the £20 per week uplift so it is difficult to state what the annual collective income loss would be.  What we do know is that each person affected will lose over £1,000 per year. If only 50% of the 13,566 residents received Universal Credit this would equate to £6.6m, the economic impact alone is significant let alone the personal impact.
1.04	The uplift officially ends on 6 <sup>th</sup> October 2021 however, due to UC payment dates varying throughout the month, the actual date that the payments are affected will vary depending on the UC payment date.
1.05	This reduction in monthly income will impact our residents in varying degrees but it is safe to say those affected are some of our most vulnerable residents who are already in a financially challenging position. This position is deteriorating as fuel price and energy costs are increasing quickly as are food prices leading to increased numbers of households falling into poverty.
1.06	For some context the following paragraphs show some data and charts in relation to council tenants that are receiving UC and residents who are already supported via Council Tax Reduction (CTRS).
1.07	<b>Council Tenants:</b> A total of 2,989 Council tenants receive help with rent due to being in receipt of UC.  The breakdown is as follows; 2,246 tenants receive Housing Costs from UC 743 tenants received HB based on UCI

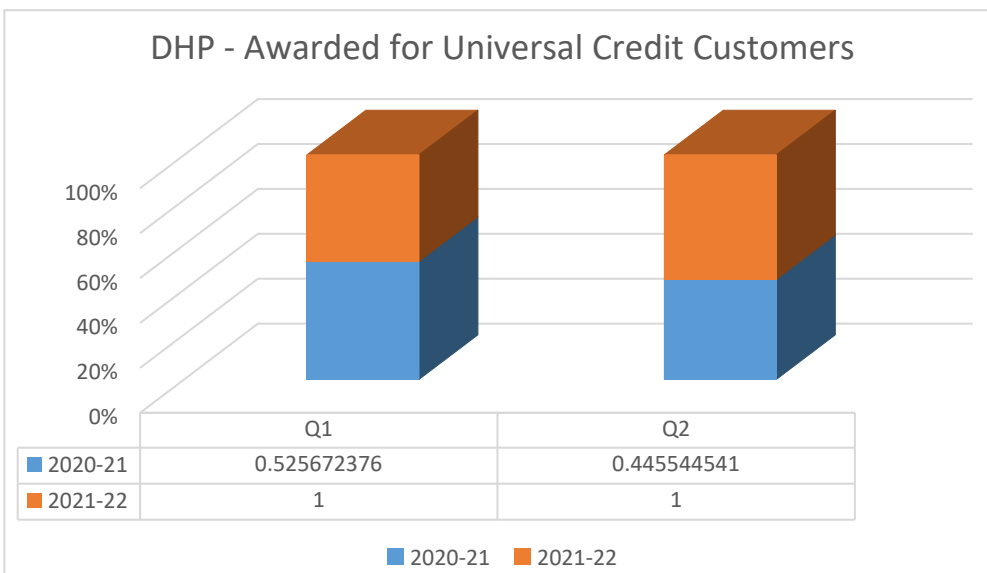
1.08 **Council Tax Reduction:**  
3,406 council tax payers receive CTRS based on UC

1.09 **DHP:**  
The chart below shows a comparison the percentage DHP expenditure showing continuous growth year on year.

The DHP funding arrangements by DWP for 2021/21 have been changed to provide a lump sum payment twice a year. WG have also committed to providing additional funds which will be claimed once DWP expenditure has been fully utilised. \* The chart also includes committed DHP payments



The chart below shows the number of DHP applications granted for UC customers. Comparing to the previous year Q1 & Q2 the number remains static.



1.10	<p>This data shows the position ahead of the uplift being removed, which highlights that our residents are already facing challenging financial situation.</p> <p>This also demonstrates that we are expecting to see impacts in relation to CTRS expenditure and there are risks around rent arrears.</p>
1.11	<p>Support provision arrangements have been put into place with DWP so that direct referrals can be made from Job Centre Plus to local support agencies, including the Welfare Reform Team.</p>
1.12	<p>Welsh Government have provided a “top up” grant for Discretionary Housing Payments (DHP) and we have already seen through our committed expenditure that demand for this is already high before the ending of the uplift takes effect</p>
1.13	<p>There is a planned communication exercise to raise awareness of the various support services and schemes that are available for residents who may be affected.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>There is a need to increase the staffing levels within the welfare reform team, this is to ensure that the increased workloads are managed effectively and efficiently to ensure that residents receive the support they require.</p> <p>Workload increases have already been evident in relation to: Isolation Payments Tenancy Hardship Grant</p> <p>The additional work in relation to the removal of the UC uplift will likely be around supporting residents with budgeting or money advice an supporting with access to DHP or Tenancy Hardship Grant.</p>
2.02	<p>As the income customers are receiving from UC will decrease, this may result in a small increase in CTRS for current customers. In some cases, where customers UC was slightly too high to qualify for CTRS, they may now qualify. However, both scenarios will increase CTRS expenditure and may put further financial pressure on FCC budgets to meet the increase in the cost of the CTRS scheme. At present we don't have a list of affected customers so are unable to accurately forecast either scenario.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	None.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p><a href="https://www.gov.uk/government/news/chancellor-announces-workers-support-package">https://www.gov.uk/government/news/chancellor-announces-workers-support-package</a></p> <p><a href="https://gov.wales/devolved-administrations-call-reversal-uk-governments-universal-credit-cut">https://gov.wales/devolved-administrations-call-reversal-uk-governments-universal-credit-cut</a></p>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Jen Griffiths, Benefits Manager  <b>Telephone:</b> 01352 702929  <b>E-mail:</b> <a href="mailto:jen.griffiths@flintshire.gov.uk">jen.griffiths@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Discretionary Housing Payment (DHP)</b> Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (Housing Element), but who may still need further financial help with their housing costs.</p> <p><b>Universal Credit (UC)</b> – is an integrated means-tested benefit for people of working age whose income is below a specified minimum amount. UC can be claimed by working age people in and out of employment.</p> <p><b>The Tenancy Hardship Grant</b> is a grant to provide financial assistance for people in private rented accommodation who are struggling to pay their rent because of the Coronavirus (COVID-19) pandemic.</p> <p><b>Isolation Payments</b> are for people on low incomes who have to self-isolate.</p> <p><b>The Council Tax Reduction Scheme</b> provides financial assistance to people on a low income. As the scheme is means-tested; the amount you receive depends on your income plus the size and needs of your household.</p>

This page is intentionally left blank



## CABINET

<b>Date of Meeting</b>	Tuesday, 19 <sup>th</sup> October 2021
<b>Report Subject</b>	Housing Rent Income – Audit Wales Report
<b>Cabinet Member</b>	Cabinet Member for Housing
<b>Report Author</b>	Chief Officer (Housing and Assets)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides Cabinet with an operational update following the publication of a recent Audit Wales report on Housing Rent Income.

The Audit Wales review has acknowledged the proactive measures already taken by the Council in supporting tenants and stabilising rent collections during a period of unprecedented change, especially with the rollout of Universal Credit and the recent impacts of the coronavirus pandemic.

The review has concluded the Council had, by March 2020, successfully stopped the increase in Council tenant rent arrears.

In summary, the Audit Wales report now sets out two recommendations to collect additional performance measures to better understand the overall income and rent arrears performance and to build on the improvements already made. The two additional indicators being proposed are:

- Total rent collected during the year from both former and current tenants; and the amount written off during the financial year in unpaid rents
- The collection of more comprehensive datasets including strengthening integrated tenant engagement arrangements to better understand the needs and experiences of tenants and to inform future housing service delivery

### RECOMMENDATIONS

1	That Cabinet adopt the proposals for improvement as set out within the report.
---	--

## REPORT DETAILS

1.00	EXPLAINING THE AUDIT WALES REPORT ON RENTAL INCOME
1.01	Collection of rent during the rollout of Universal Credit and other welfare reforms, together with the recent impacts of the Covid pandemic, have been challenging for the housing service in the same way as it has for other social landlords.
1.02	Most tenants have maintained their rent payments, but the pandemic and continued rollout of Universal Credit has inevitably also impacted on the ability of some tenants to pay their rent on time.
1.03	As part of the Councils ongoing response and to mitigate the impacts on tenants and ensure the long term financial stability of the Housing Revenue Account, Audit Wales have undertaken a comprehensive review to assess the effectiveness of the Council in supporting tenants and the package of measures that have been put in place to maximise rent collection levels and minimise bad debts.
1.04	The Audit Wales report sets out many examples of good practice and the co-ordinated work being undertaken across the housing service to maintain rent collection levels. The report also acknowledges the proactive measures already taken by the Council during a period of unprecedented change, especially with the rollout of Universal Credit and the recent impacts of the coronavirus pandemic.
1.05	<p>In summary, the report confirms the Council has stopped the increase in council tenant rent arrears and the audit findings identify two specific recommendations for improving performance, to build on the improvements already made and to better understand the overall income and rent arrears performance.</p> <p>Audit Wales have identified two indicators that may assist in developing additional reporting information:</p> <ul style="list-style-type: none"> <li>• Total rent collected during the year from both former and current tenants; and the amount written off during the financial year in unpaid rents</li> <li>• The collection of more comprehensive datasets including strengthening integrated tenant engagement arrangements to better understand the needs and experiences of tenants and to inform future housing service delivery</li> </ul>
1.06	The Housing service continues to develop strategies to increase collections and in respect of the collection of former tenant arrears, the service has recently deployed an additional software module specifically targeted at former tenant arrears – the software deploys existing analytical and predictive technologies using the Mobyssoft ‘Rent Sense’ solution to quickly identify former tenants who are at risk of not making repayments on time.



1.07	The deployment of new software for managing former tenant arrears, along with enhanced reporting tools, will now enable officers to make further improvements in the collection process and to also provide additional reporting information to Cabinet and to Scrutiny Committee on former tenant arrears, as well as better visual information on write off levels.
1.08	In addition to this, and in respect of the collation of data to capture tenants' feedback and to better understand the needs of tenants, the housing service is proposing to send out a detailed questionnaire to solicit customer feedback which will assist and support future models of service delivery.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None directly arising from the report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	To ensure financial risks to the HRA are minimised as far as possible, rent arrears continue to be tracked on a weekly basis and cases are identified as quickly as possible to ensure targeted intervention if provided to those tenants at highest risk of non-payment.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	The Audit Wales report will be shared with Corporate Resources Overview and Scrutiny Committee on 11 November and Governance and Audit Committee on 17 November.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Audit Wales Report - Rental Income – Flintshire County Council

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Audit Wales – Rental Income Report (document 2330A2021-22)

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> David Barnes, Revenues Manager  <b>Telephone:</b> 01352 703652  <b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Housing Revenue Account (HRA):</b> The Council is required to keep a HRA to record all income and expenditure relating to the provision of local authority housing. All rental income, including arrears, must be held with a ring fenced HRA account. This means that income can only be used for council housing purposes and not general expenditure. This also allows rental income to be invested locally to help improve and maintain council owned homes and also build new council homes.</p> <p><b>Welfare Reform:</b> these are changes introduced to a range of social security benefits and tax credits which aim to ensure that the UK has an affordable benefits system.</p> <p><b>Audit Wales:</b> is the statutory external auditor of most of the Welsh public sector, including local authorities. Audit Wales role includes examining how public bodies manage and spend money and how they achieve value in the delivery of public services.</p>

## Rental Income – Flintshire County Council

Audit year: 2020-21

Date issued: March 2021

Document reference: 2330A2021-22

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and Audit Wales are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to Audit Wales at [infoofficer@audit.wales](mailto:infoofficer@audit.wales).

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.

# Contents

The Council had by March 2020 successfully stopped the increase in Council tenant rent arrears but has further opportunities for improving performance and engaging with tenants.

## Summary report

Summary 4

Proposals for improvement 4

## Detailed report

The Council had by March 2020 successfully stopped the increase in Council tenant rent arrears but has further opportunities for improving performance and engaging with tenants 5

The Council had by March 2020 successfully stopped the increase in Council tenant rent arrears, but a greater range of information would help it evaluate service performance better 5

The Council has further opportunities for improving performance but support for tenants is fragmented 8

The Council has taken steps to engage with its tenants but there is opportunity to do more, particularly to understand equality and diversity in the tenant population 10

# Summary report

## Summary

### **The Council had by March 2020 stopped the increase in Council tenant rent arrears but has further opportunities for improving performance and engaging with tenants**

- 1 We came to this conclusion because:
  - a. the Council had by March 2020 successfully stopped the increase in Council tenant rent arrears, but a greater range of information would help it evaluate service performance better;
  - b. the Council has further opportunities for improving performance but support for tenants is fragmented; and
  - c. the Council has taken steps to engage with its tenants but there is opportunity to do more, particularly to understand equality and diversity in the tenant population.

## Proposals for improvement

### **Exhibit 1: proposals for improvement**

<b>Proposals for improvement</b>	
P1	To better understand the overall income and rent arrears performance, the Council needs to collect and report additional performance indicators: <ul style="list-style-type: none"><li>• total rent collected during the year from former and current tenants; and</li><li>• the amount written off during the financial year.</li></ul>
P2	To inform the delivery of the service, through a better understanding of the needs and experiences of tenants, the Council should collect a more comprehensive range of data including information on equalities

# Detailed report

**The Council had by March 2020 successfully stopped the increase in Council tenant rent arrears but has further opportunities for improving performance and engaging with tenants**

**The Council had by March 2020 successfully stopped the increase in Council tenant rent arrears, but a greater range of information would help it evaluate service performance better**

- 2 In 2011, the UK Government introduced a programme of welfare reform, with the phased introduction of Universal Credit across the UK from October 2013. Universal Credit aims to replace six means-tested benefits and tax credits for working-age people and families (known as 'legacy' benefits), which are:
  - Housing Benefit
  - Working Tax Credit
  - Child Tax Credit
  - Income-Based Jobseekers' Allowance
  - Income-Based Employment and Support Allowance
  - Income Support
- 3 In Flintshire, the rollout of Universal Credit by the Department of Work and Pensions (DWP) was introduced as a full-service rollout for new claims from April 2017 and was the first area in Wales to do so. The single Universal Credit payment includes a housing element for help with housing costs. Unlike the Housing Benefit system, it is paid monthly in arrears directly to the tenant and not to their rent account on a weekly basis. This phased introduction of Universal Credit is not complete<sup>1</sup>, and many existing tenants still receive legacy benefits including Housing Benefit as do any new tenants, such as those aged over 65 or those aged over 50 living in sheltered housing accommodation.
- 4 The design of the Universal Credit system places an expectation on tenants to manage their own finances and budget to pay rent on time to their landlord. Under the previous Housing Benefit administration all benefit is paid weekly in advance directly into the tenant's rent account. However, a substantial amount of Universal

<sup>1</sup> Universal Credit Full Service (UCFS) is a digital interactive service that allows tenants to make and maintain their claim for Universal Credit, check the progress of their claim and payments and message their work coach and the service centre if they have questions. The Universal Credit full service finished rolling out across Wales in December 2018. However, new Universal Credit claims are still possible in all areas of the UK such as for sheltered housing tenants. In addition, tenants who are still receiving Housing Benefit do not yet have to claim Universal Credit.

Credit is paid directly to the Council where tenants are two months or more behind on their rent, and the Council has applied to have the housing costs part of Universal Credit paid directly to them. Universal Credit therefore imposes a big budgeting and prioritising responsibility on tenants. According to a Council progress report presented to scrutiny in July 2020, 1,370 Council tenants were receiving Universal Credit of which 1,167 had rent arrears with an average debt of £939. In addition, a total of 2,342 Council tenants were still receiving Housing Benefit of which 869 were in arrears.

- 5 Since the phased introduction of Universal Credit in Flintshire, Council tenant rent arrears have risen. Similar trends in rent arrears have occurred throughout the UK<sup>2</sup>.

**Exhibit 2: Flintshire Rent Arrears 2016-17 to 2019-20**

**Exhibit 2** shows the Rent Arrears financial year-end (end of March) position for outstanding current and former tenants and the amount of Former Tenant Arrears the Council is writing off each financial year.

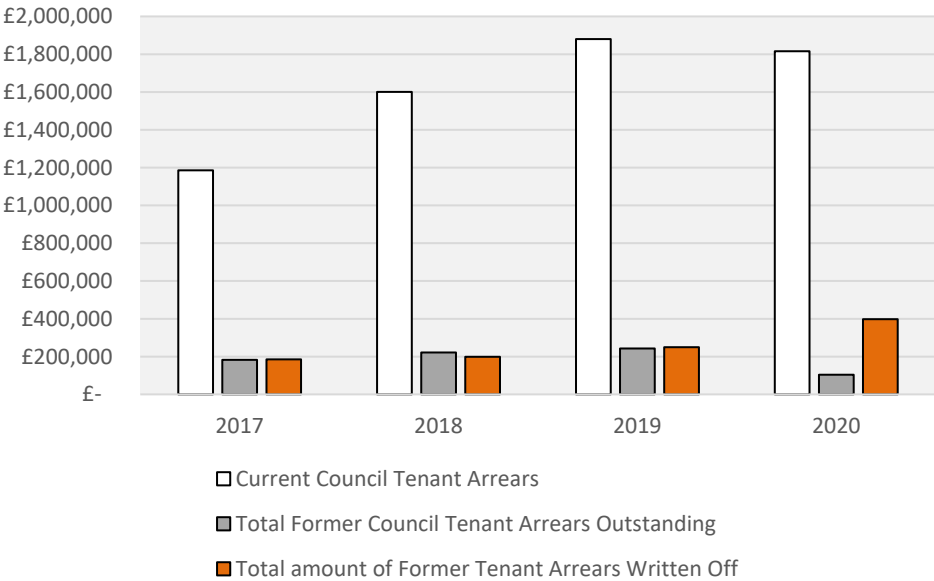


Exhibit source: Flintshire County Council Data

The Council’s current rent arrears data shows a deteriorating performance between 2016-17 and 2018-19, but an improvement in the year-end position for 2019-20. The current rent arrears at 31 March 2020 reduced to £1.815 million compared to the previous year position of £1.880 million, a reduction of £65,000.

<sup>2</sup> Audit Wales, **Managing the Impact of Welfare Reform Changes on Social Housing Tenants in Wales**, January 2015.



- 6 The Council had by March 2020 successfully stopped the increase in Council tenant current rent arrears. However, the COVID-19 pandemic has inevitably had a negative effect on rent collections, as some tenants have struggled to meet their payment obligations as a result of changes in their circumstances. According to a Council progress report presented to scrutiny in December 2020, the total Rent Arrears up to Monday 23 November 2020 were £2.49 million, compared to £2.31 million at the same point in 2019-20, a rise of £184,000.
- 7 The level of Council tenant rent arrears is reported at least every six months to scrutiny committees and the Cabinet. The reports provide an operational update and the latest rent arrears data on current tenant arrears. There are less frequent reports on the level of former tenant arrears and non-recoverable arrears which are written off. There is no reporting of the overall level of rent collected each year by the Council or benchmarking of performance against the other ten councils in Wales which operate Housing Revenue Accounts. The absence of such key management information may limit the ability of councillors and the public to consider if the Council is achieving overall value for money with its Rent Income Service.
- 8 We found that £398,288 of its Former Tenants Arrears was written off in 2019-20. It is more difficult to recover this debt, and the Council is writing off more each year. The Council should consider including the level of former tenant arrears, and its percentage in relation to the total level of arrears, as part of a suite of indicators. Since our fieldwork, the Council has told us that it is now working on developing additional performance information for 2021-22.
- 9 Reporting performance outcomes against a limited selection of indicators may not present a complete picture of the overall income and rent arrears performance. There is no apparent benchmarking process or comparative data being consistently used in the reporting of Council tenants' arrears. This results in limited contextual information to assist meaningful challenge of performance. The Council should consider enhancing its range of indicators and further develop its approach to benchmarking as a means of driving forward performance improvement.
- 10 The Council has introduced changes to working practices and targeted resources to try to maximise rent incomes and prevent overall arrears levels from escalating further. Before the introduction of Universal Credit, Council tenant rent arrears work was undertaken by officers in the Housing Department. This work is now undertaken by their New Customer Team which focuses on new Council tenants. This focus ensures that pre-tenancy assessments are carried out, and intensive support at the start and first few weeks of new tenancies to help minimise tenancy failures is available.
- 11 The Rent Income Team, part of the Revenues Department, is now responsible for collecting rent and managing rent arrears. The team mainly works with tenants via telephone, email or letters, and some face-to-face contact through interviews and home visits. This face-to-face contact has temporarily ceased during the COVID-19 pandemic.

- 12 In August 2018, the Housing Intervention Team (HIT) was launched to co-ordinate lower-level arrears through early intervention with tenants. This is a co-ordination team of four officers from both the Housing and Rent Income Service. Their role is to understand the nature of the tenant's debt and inform them of the support available.
- 13 In July 2019, the Council introduced MobySoft 'Rent Sense' software to help improve the efficiency of rent arrears work. The software analyses Council tenants' payment patterns, along with a predictive analytical application that then predicts which tenants will and will not pay their rent. It then produces a list for officers of tenants, in priority order, that need contacting regarding their rent payments.
- 14 The Council has clear policies and procedures for its rent income service:
- the Corporate Debt Policy sets out the standard procedures for the collection of debt;
  - the Fair Debt Collection Policy sets out the framework for a consistent and customer sensitive approach to the recovery of debt; and
  - the Housing Strategy sets out the Council's vision: 'to work with key stakeholders to inform and deliver the right type of quality housing and most appropriate support to meet the needs of our population'.
- 15 We understand that a Fair Debt Working Group has been established to monitor the effectiveness of the Fair Debt Collection policy. However, due to little information being provided it is unclear to what extent this working group is achieving its purpose. Some officers we spoke to were unaware of the policy. We would encourage the Council to set a policy review date and ensure that all officers that are involved with Council tenants are made aware of it.
- 16 The Council also collects water rates from its tenants with rent payments rather than expecting tenants to pay these bills separately to Dŵr Cymru. Relatively few councils in Wales offer this service but the tenants we spoke to find the arrangement helpful. The Council believes the commission it receives from Dŵr Cymru covers its administrative costs.

## **The Council has further opportunities for improving performance but support for tenants is fragmented**

- 17 Management information systems are in place to help gather information to enable rent arrears performance to be monitored each week and intervention targeted. The introduction of 'Rent Sense' software enabled early identification and targeted intervention of those tenants at the highest risk of accruing further arrears. Income Officers reported that the software has significantly reduced manual processes, allowing them to focus their resources on supporting tenants more efficiently.
- 18 The Housing Intervention Team (HIT) is an example of joint working across the Council that has enabled early contact with Council tenants to ensure tenancies are sustained by preventing arrears building up.

- 19 The Housing Service and Rent Income Service offer ongoing advice and support to help Council tenants manage their rent arrears. Tenants are also signposted to advice agencies such as the Citizens Advice Bureau (CAB) and Shelter Cymru. This is important as arrears can arise at any stage of a tenancy, due to changes in financial, employment or personal circumstances.
- 20 However, we found that Council tenants could potentially have contact with several different Council officers about their rent, suggesting no clear single point of access for support and that in some respects current arrangements are fragmented:
- Housing Service:
    - New Customer team
    - Secure Tenancies Team
    - Supporting People
  - Housing Intervention Team (HIT)
  - Revenues:
    - Welfare Reform Team
    - Rent Income Officers
    - Rent Enforcement Officers
- 21 We understand that monthly case management meetings are set up to discuss issues arising regarding vulnerable tenants. The membership includes officers from the Housing Service, Housing Solutions Team and, more recently, Income Service. However, there are more examples where communication channels could be improved between teams. For example, if Housing Officers have concerns about a tenant's rent situation, they would refer them via the gateway process and not directly to the HIT team. The HIT team only receives referral from the Rent Income Service. This means that tenants might experience delays in getting support. The Council is aware that it needs to improve its current training to ensure that Housing Officers ensure they consistently access communications from Income Officers of notices served to tenants, as well as eviction dates.
- 22 From April 2019, the Department for Work and Pensions (DWP) withdrew funding to councils to provide Universal Support, which included personal budgeting and help with using a computer to make or maintain claims. As a replacement service, the DWP contracted Cheshire West CAB provide a 'Help to Claim Service' for the county. It aims to help people with their claim processes up to when they receive their first Universal Credit payment. Most officers and representatives of the local CAB and Shelter Cymru we spoke to were unaware of how effective the 'Help to Claim Service' is, and there appeared to be little contact with this service by the Council or local advice services.
- 23 Other officers that were aware of the arrangement said that Cheshire West CAB has not provided any information about the numbers of residents accessing the service. Due to the absence of this information, the Council cannot assure itself its residents are being provided with the support they require. Cabinet Report minutes from 18 February 2020 say, 'this was being escalated to ensure that information

was available'. Since April 2020, the provision has shifted to a national call centre which operates a telephone service.

- 24 The 'Help to Claim Service' does not provide personal budgeting support, instead the local Welfare Reform Team provides this. It helps tenants who are affected by Universal Credit and other Welfare Reform changes. Demand for budgeting support has increased since the introduction of Universal Credit. We were also told that Accommodation Support Officers also provided this at the Council's Connect Offices prior to the COVID-19 pandemic. This indicates possible duplication and may cause confusion to those requiring support.
- 25 The New Customer Team focuses on new Council tenants, ensuring that pre-tenancy assessments are carried out and support identified to help minimise tenancy failures. As well as Council tenants migrating from Housing Benefit to Universal Credit when their circumstances change, the impact of the COVID-19 pandemic is an additional challenge. The Council is seeing more of its tenants having to sign up for Universal Credit for the first time, increasing the demands on various Council teams. Waiting times for the first payment of Universal Credit can take as long as five weeks, meaning some Council tenants may find themselves in arrears from the start of their tenancies. Ensuring early support to help Council tenants manage their finances may help to mitigate the impact on rent arrears.
- 26 The Coronavirus Act 2020 ('the 2020 Act') includes a range of powers to both respond to and manage the transmission of the virus. The Act ensures landlords give increased notice<sup>3</sup> to tenants facing eviction from rented properties before they can issue proceedings for possession. The effect will be to delay evictions meaning that fewer people face eviction into homelessness. Enforcement activity will be affected because of the Act, and the Council may face additional pressures once proceedings resume.
- 27 The Council recognises it will need to develop a new strategy to address the challenges the COVID-19 pandemic has presented. The Council is developing a corporate Recovery Strategy for the pandemic emergency response. We understand that reviews will take place to assess the ongoing impact of the COVID-19 pandemic on rent arrears.

### **The Council has taken steps to engage with its tenants but there is opportunity to do more, particularly to understand equality and diversity in the tenant population**

- 28 The Council has taken steps to engage with its tenants about rent arrears. As well as the HIT team, Housing Officers and Rent Income Officers are in contact with tenants. However, there is little evidence of regular formal engagement with

<sup>3</sup> The regulations now extend eviction notice periods granted under the Housing Act 1988 to six months in most cases, as opposed to the usual three months' notice for notices served in respect of secure tenancies and introductory tenancies. Since the second full lockdown in December 2020, evictions have again been halted.

tenants about the services they receive. It is unclear how the Council is measuring its effectiveness in this area.

- 29 We were told that a survey of Council tenants would be commissioned by the Housing Service, as the most recent survey we saw was undertaken in 2013-14. We were also informed that tenant surveys are undertaken, and the results are reported to the Housing Service Management team. The Rent Income Service does not have any arrangement in place to capture tenants' feedback. There is opportunity to strengthen integrated engagement arrangements to better understand the needs, experiences and aspirations of tenants to inform the delivery of the services in uncertain times.
- 30 Engaging with tenants might indicate where greater support is needed. We found there to be a lack of arrangements in place to gather and share information on vulnerable tenants especially in terms of communication. Information about tenants who have visual or hearing difficulties or English as a second language or a low level of literacy was not available. We found that such information can be captured in tenancy sign-up documents, by the relationships formed with Housing Officers and that their Housing Software system has the capability to record it.
- 31 The Council has identified risks as a result of welfare reforms. Universal Credit places an expectation on tenants to manage their own finances, but many tenants, especially those tenants considered to be vulnerable, cannot cope with the budgeting obligations of paying rent on time. In many cases, tenants with complex needs fall into arrears. More comprehensive equalities monitoring and tenant engagement could help the Council to improve how it supports its tenants.



Audit Wales  
24 Cathedral Road  
Cardiff CF11 9LJ

Tel: 029 2032 0500  
Fax: 029 2032 0600  
Textphone: 029 2032 0660

E-mail: [info@audit.wales](mailto:info@audit.wales)

Website: [www.audit.wales](http://www.audit.wales)

We welcome correspondence and telephone calls in Welsh and English.  
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.

## EXERCISE OF DELEGATED POWERS - DECISIONS TAKEN REPORTED TO CABINET – 19.10.21

### Housing and Assets

- **Bagillt Bowling Green, Highfield Road, Bagillt CH6 6BW**  
Community Asset Transfer (CAT) of the premises known as Bagillt Bowling Green, Highfield Road, Bagillt, CH6 6BW; areas to be transferred is shown edged red on the plan.

### Revenues

- **Business Rates Write Offs**  
Financial Procedure Rules requires the Corporate Finance Manager and the Cabinet Member for Corporate Management and Assets to write off debts between £5k and £25k. There is an outstanding Business Rates debt of £13,419.34, for West Flintshire Community Enterprises which has accumulated from 2018/19 to 2020/21, for an empty property at 49-51 High Street, Holywell. The debt is now deemed irrecoverable and a write off is considered necessary as the company is no longer trading.
- **Business Rates Write Offs**  
The Corporate Finance Manager and the Cabinet Member for Corporate Management and Assets are authorised to write off debts between £5k and £25k. Two Business Rate debts totalling £21,474.96 are deemed to be irrecoverable and are subject to write off:
  - Mr A D Evans T/A Ultra Tiles Ltd, formerly of 4-6 Chester Street, Flint is no longer trading and owed £15,230.46
  - Ginger Monkey Play Café and Boutique Ltd, formerly of 16 Marley Way, Saltney is no longer trading since the company entered into liquidation on 20/08/20 and owed £6,244.50.

### Corporate Debt

- **Corporate Debt Write Offs**  
Financial Procedure Rules requires the Corporate Finance Manager and the Cabinet Member for Corporate Management and Assets to write off debts between £5k and £25k. The write off totalling £5,513.82 is for outstanding commercial rent due to the Council. The owner of KWT Business Accounting Services passed away in March 2021. As there were no funds remaining in the deceased's estate, the commercial rent is now irrecoverable.

### Education and Youth

- **Local Authority Appointed School Governors**  
Appointment of Local Authority Governor(s) representatives on school governing bodies in accordance with The Government of Maintained Schools (Wales) Regulations 2005.

Copies of the Delegated Powers reports are retained by the Team Leader – Committee Services and available to view on request by Members.

This page is intentionally left blank



**FLINTSHIRE COUNTY COUNCIL FORWARD WORK PROGRAMME ITEMS  
COUNCIL, CABINET, AUDIT AND GOVERNANCE & SCRUTINY  
1 October 2021 TO 31 March 2022**

<b>COMMITTEE</b>	<b>MEETING DATE</b>	<b>CHIEF OFFICER PORTFOLIO</b>	<b>AGENDA ITEM &amp; PURPOSE OF REPORT</b>	<b>REPORT TYPE (Strategic or Operational) (Cabinet only)</b>	<b>PORTFOLIO (Cabinet only)</b>
October					
Environment & Economy Overview & Scrutiny Committee	12/10/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (Env &amp;E )</b> To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene
Environment & Economy Overview & Scrutiny Committee	12/10/21	Planning, Environment and Economy	<b>Empty Homes (E&amp;E OSC)</b> To provide an overview of the work undertaken by the Empty Homes Services	Operational	Cabinet Member for Planning and Public Protection

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	12/10/21	Planning, Environment and Economy	<b>The North Wales Growth Deal Quarterly Performance Report</b> To provide members with the Quarter 1 update on the North Wales Growth Deal	Operational	Cabinet Member for Economic Development
Environment & Economy Overview & Scrutiny Committee	12/10/21	Streetscene and Transportation	<b>Review of 'O' Licence</b> To give assurance the working arrangements and processes are effective and robust.	Operational	Cabinet Member for Streetscene
Environment & Economy Overview & Scrutiny Committee	12/10/21	Streetscene and Transportation	<b>Review of Public Convenience Strategy</b> To update Scrutiny on progress against the Local Toilet Strategy Action Plan in line with the statutory requirements, and to set out the approach to a further review in 2022-23.	Operational	Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	12/10/21	Finance	<b>Budget 2022/23 - Stage 2 (E&amp;E OSC)</b> That the Committee reviews and comments on the Streetscene and Transportation and Planning, Environment and the Economy cost pressures and overall budget strategy, and advises on any areas of cost efficiency it would like to see explored further.	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene
Community, Housing & Assets Overview & Scrutiny Committee	13/10/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking</b> To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	13/10/21	Finance	<b>Budget 2022/23 - Stage 2</b> That the Committee reviews and comments on the Community, Housing and Assets cost pressures and overall budget strategy, and advises on any areas of cost efficiency it would like to see explored further.	Operational	Cabinet Member for Housing, Cabinet Member for Finance, Social Value and Procurement
Page 180 Community, Housing & Assets Overview & Scrutiny Committee	13/10/21	Housing and Assets	<b>Disabled Facilities Grant (DFG) Policy</b> To provide an update on the ongoing work to improve the service.	Operational	Cabinet Member for Housing
Community, Housing & Assets Overview & Scrutiny Committee	13/10/21	Planning, Environment and Economy	<b>Progress of Empty Homes Scheme in Flintshire</b> To provide an overview of the work undertaken by the Empty Homes Service.	Operational	Cabinet Member for Planning and Public Protection

<b>COMMITTEE</b>	<b>MEETING DATE</b>	<b>CHIEF OFFICER PORTFOLIO</b>	<b>AGENDA ITEM &amp; PURPOSE OF REPORT</b>	<b>REPORT TYPE (Strategic or Operational) (Cabinet only)</b>	<b>PORTFOLIO (Cabinet only)</b>
Community, Housing & Assets Overview & Scrutiny Committee	13/10/21	Housing and Assets	<b>Flintshire Housing Need Prospectus</b> To inform affordable housing delivery, shape the Social Housing Grant (SHG) programme by setting out what Local Authority priorities are and provide a guide about housing type need in what locations.	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	14/10/21	Overview and Scrutiny	<b>Action Tracking</b> To inform the Committee of progress against actions from previous meetings.	Operational	
Corporate Resources Overview & Scrutiny Committee	14/10/21	Overview and Scrutiny	<b>Forward Work Programme</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.	Operational	
Corporate Resources Overview & Scrutiny Committee	14/10/21	Governance	<b>Work of the Coroner's Office</b> To receive a presentation from John Gittins on the work of the Coroner's Office.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	14/10/21	Finance	<p><b>Medium Term Financial Strategy / Budget 2022/23 - Stage 2 - Overview &amp; Scrutiny Responses</b></p> <p>To receive the feedback from the Overview &amp; Scrutiny Committees on Stage 2 of the 2022/23 budget setting process.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Corporate Resources Overview & Scrutiny Committee	14/10/21	Finance	<p><b>Revenue Budget Monitoring 2021/22 (Month 5)</b></p> <p>This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 5, and projects forward to year-end.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	19/10/21	Chief Executive's	<p><b>Budget 2022/23</b></p> <p>To receive the feedback from the Overview and Scrutiny Committees on Stage 2 of the 2022/23 budget setting process.</p>	Strategic	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	19/10/21	Chief Executive's	<b>Annual Performance Report 2020/21</b> To recommend adoption of the annual plan by Council.	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	19/10/21	Chief Executive's	<b>NEWydd Catering &amp; Cleaning Limited: Services Concession Agreement Extension</b> To seek approval for an extension of the Services Concession Agreement with NEWydd Catering & Cleaning Ltd.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	19/10/21	Housing and Assets	<b>Housing Rent Income - Audit Wales</b> To acknowledge the Audit Wales Report and note the recommendations on the collection of additional data and performance reporting.	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	19/10/21	Housing and Assets	<p><b>Procurement of Voids Contractor Framework</b> To approve the procurement of contactors through a framework agreement in order to complete major voids to its housing properties.</p>	Operational	Cabinet Member for Housing
Cabinet	19/10/21	Chief Executive's	<p><b>Revenue Budget Monitoring 2021/22 (Month 5)</b> This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 5, and projects forward to year-end.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement



COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	19/10/21	Governance	<p><b>Consultation on the Removal of Eligible Care Leavers' Liability for Payment of Council Tax</b> To provide an update on the proposal to remove the risk to care leavers of being held liable for the payment of Council Tax where another person (who is not exempt) in the household fails to pay their Council Tax.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	19/10/21	Housing and Assets	<p><b>Ending of the Universal Credit Uplift</b> To provide an update on the predicted effect on Flintshire residents when the Universal Credit uplift ends.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	19/10/21	Social Services	<p><b>Social Services Workforce - Child Care Social Workers</b>            There have been growing pressures in recruiting and retaining experience level 3 childcare social workers. Proactive work has been undertaken to manage and respond to these national and regional challenges. However, market pressures have escalated and there is an urgent need to align to a changing market to ensure we have a sufficient capacity and resilience to meet our statutory duties</p>	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets, Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Flintshire County Council	19/10/21	Chief Executive's	<p><b>Annual Performance Report 2020/21</b>            To adopt the Annual Performance Report 2020/21</p>		
Flintshire County Council	19/10/21	Chief Executive's	<p><b>Chief Officer, Team Capacity</b>            To seek members approval of a number of changes to the current operating model</p>		

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	19/10/21	Chief Executive's	<b>Treasury Management Annual Report</b> To present to Members the draft Annual Treasury Management Report for 2020/21		
Education, Youth & Culture Overview & Scrutiny Committee  Page 187	21/10/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (EY&amp;C)</b> To consider the Forward Work Programme of the Education Youth & Culture Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Leader of the Council and Cabinet Member for Education
Education, Youth & Culture Overview & Scrutiny Committee	21/10/21	Education and Youth	<b>School Holiday Enrichment Programme Review</b> To provide the Committee with an overview of the SHEP Summer Programme and its contribution to the poverty priorities within the Council Plan	Operational	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Education, Youth & Culture Overview & Scrutiny Committee	21/10/21	Education and Youth	<b>Elective Home Education</b> To provide the Committee with an update on the levels of pupils being Electively Home Educated and the Council's oversight of this group of learners.	Operational	Leader of the Council and Cabinet Member for Education
November					
Social & Health Care Overview & Scrutiny Committee	4/11/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (S &amp; H)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	9/11/21	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (Env &amp; E )</b>            To consider the Forward Work Programme of the Environment &amp; Economy Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene
Environment & Economy Overview & Scrutiny Committee 19/09/19	9/11/21	Planning, Environment and Economy	<p><b>Greenfield Valley Strategy</b>            To receive a progress report on the work to establish a new strategy for Greenfield Valley Heritage Park. To inform members of the findings from the public and partner consultations and to seek the views of the committee on the key elements of the strategy.</p>	Operational	Cabinet Member for Economic Development
Environment & Economy Overview & Scrutiny Committee	9/11/21	Planning, Environment and Economy	<p><b>Audit Wales review of Town Centre Regeneration</b>            To consider the key recommendations of the Audit Wales review of Town Centre Regeneration and the Council's response</p>	Operational	Cabinet Member for Economic Development

<b>COMMITTEE</b>	<b>MEETING DATE</b>	<b>CHIEF OFFICER PORTFOLIO</b>	<b>AGENDA ITEM &amp; PURPOSE OF REPORT</b>	<b>REPORT TYPE (Strategic or Operational) (Cabinet only)</b>	<b>PORTFOLIO (Cabinet only)</b>
Community, Housing & Assets Overview & Scrutiny Committee	10/11/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (CH &amp; E)</b> To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Housing
Community, Housing & Assets Overview & Scrutiny Committee	10/11/21	Housing and Assets	<b>Renting Homes (Wales) Act 2016</b> To provide an update on the Renting Homes (Wales) Act 2016 following it becoming fully enacted.	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	11/11/21	Overview and Scrutiny	<b>Action Tracking</b> To inform the Committee of progress against actions from previous meetings.	Operational	
Corporate Resources Overview & Scrutiny Committee	11/11/21	Chief Executive's	<b>Capital Strategy 2022/23 – 2024/25</b> To present the Capital Strategy 2022/23 – 2024/25 for review	Strategic	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	11/11/21	Chief Executive's	<b>Capital Programme 2022/23 – 2024/25</b> To present the Capital Programme 2022/23 – 2024/25 for review	Strategic	Cabinet Member for Finance, Social Value and Procurement
Corporate Resources Overview & Scrutiny Committee	11/11/21	Overview and Scrutiny	<b>Forward Work Programme</b> To consider the Forward Work Programme of the Corporate Resources O & S Committee	Operational	
Corporate Resources Overview & Scrutiny Committee	11/11/21	Chief Executive's	<b>Annual Improvement Letter from the Auditor General for Wales</b> To advise Members of the Council's Annual Improvement Letter from the Auditor General for Wales.	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	11/11/21	Chief Executive's	<b>Annual Audit Summary for Flintshire County Council 2020/21</b> To receive the Annual Audit Summary from the Auditor General for Wales and note the Council's response.	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	11/11/21	Chief Executive's	<p><b>People Strategy Review and Protocol for Returning to Work</b></p> <p>To receive an update on progress with the People Strategy and the Protocol for Returning to Work.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	11/11/21	Finance	<p><b>Revenue Budget Monitoring 2021/22 (Month 6) and Capital Programme (Month 6)</b></p> <p>The purpose of this report is to provide Members with the Revenue Budget Monitoring 2020/21 (Month 6) Report and the Capital Programme 2020/21 (Month 6) Report and Significant Variances</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	16/11/21	Streetscene and Transportation	<p><b>Shotton Master Plan</b></p> <p>To present the Shotton Master Plan.</p>	Strategic	Cabinet Member for Economic Development



COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	16/11/21	Chief Executive's	<b>Core Funding Review</b> Present the outcomes of the Core Funding Review	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	16/11/21	Chief Executive's	<b>Strategic Equality Plan Annual Report</b> Present the 2020/21 annual report for the Strategic Equality Plan	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	16/11/21	Chief Executive's	<b>Capital Strategy 2022/23 – 2024/25</b> To present the Capital Strategy 2022/23 – 2024/25 for recommendation to Council	Strategic	Cabinet Member for Finance, Social Value and Procurement
Cabinet	16/11/21	Chief Executive's	<b>Capital Programme 2022/23 – 2024/25</b> To present the Capital Programme 2022/23 – 2024/25 for recommendation to Council	Strategic	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	16/11/21	Chief Executive's	<b>Capital Programme Monitoring 2021/22 (Month 6)</b> To provide Members with the Month 6 capital programme information for 2021/22.	Operational	Cabinet Member for Finance, Social Value and Procurement
Governance and Audit Committee	17/11/21	Finance	<b>Certification of Grants and Returns 2020/21</b> To inform Members of the grant claim certification by Audit Wales for the year ended 31 March 2021.	Strategic	Cabinet Member for Finance, Social Value and Procurement
Governance and Audit Committee	17/11/21	Chief Executive's	<b>Treasury Management Mid-year Review 2021/22</b> To present to Members the draft Treasury Management Mid-Year Review 1st April – 30th September 2021 for comments and recommendations for approval to Cabinet.	Operational	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	16/11/21	Chief Executive's	<p><b>Revenue Budget Monitoring 2021/22 (Month 6)</b>            This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 6, and projects forward to year-end.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Governance and Audit Committee	17/11/21	Chief Executive's	<p><b>Risk Management Update</b>            To receive an update on actions to mitigate the strategic risks contained within the Council Plan.</p>	Strategic	Leader of the Council and Cabinet Member for Education
Governance and Audit Committee	17/11/21	Governance	<p><b>Internal Audit Progress Report</b>            To present to the Committee an update on the progress of the Internal Audit Department.</p>	All Report Types	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Governance and Audit Committee	17/11/21	Planning, Environment and Economy	<b>Audit Wales review of Town Centre Regeneration</b> To consider the key recommendations of the Audit Wales review of Town Centre Regeneration and the Council's response	Operational	Cabinet Member for Economic Development
Governance and Audit Committee	17/11/21	Governance	<b>Governance and Audit Committee Action Tracking</b> To inform the Committee of the actions resulting from points raised at previous Governance and Audit Committee meetings.	All Report Types	
Governance and Audit Committee	17/11/21	Governance	<b>Forward Work Programme</b> To consider the Forward Work Programme of the Internal Audit Department.	All Report Types	
December					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Education, Youth & Culture Overview & Scrutiny Committee	2/12/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (EY&amp;C)</b> To consider the Forward Work Programme of the Education Youth & Culture Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Leader of the Council and Cabinet Member for Education
Education, Youth & Culture Overview & Scrutiny Committee	2/12/21	Education and Youth	<b>Supporting Service Children in Education Update</b> To provide the Committee with an update on how Flintshire schools are supporting service children.	Operational	Leader of the Council and Cabinet Member for Education
Environment & Economy Overview & Scrutiny Committee	7/12/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (Env &amp; E )</b> To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	7/12/21	Governance	<b>Amendments to the Planning Code of Practice</b> To review the Planning Code of Practice in line with a resolution of the Committee and Council earlier in the year		
Community, Housing & Assets Overview & Scrutiny Committee	8/12/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (CH &amp; E)</b> To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Housing
Social & Health Care Overview & Scrutiny Committee	9/12/21	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (S &amp; H)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	9/12/21	Overview and Scrutiny	<b>Forward Work Programme</b> To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.	Operational	
Corporate Resources Overview & Scrutiny Committee	9/12/21	Overview and Scrutiny	<b>Action Tracking</b> To inform the Committee of progress against actions from previous meetings.	Operational	
Corporate Resources Overview & Scrutiny Committee	9/12/21	Governance	<b>Public Services Ombudsman for Wales</b> 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)	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	9/12/21	Finance	<p><b>Revenue Budget Monitoring 2021/22 (Month 7)</b>            This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 7, and projects forward to year-end.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	14/12/21	Governance	<p><b>Public Services Ombudsman for Wales</b>            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)</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets



COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	11/01/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (Env &amp; E )</b></p> <p>To consider the Forward Work Programme of the Environment &amp; Economy Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene
<span style="writing-mode: vertical-rl; transform: rotate(180deg); position: absolute; left: -40px; top: 50%; font-weight: bold;">Page 201</span> Community, Housing & Assets Overview & Scrutiny Committee	12/01/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (CH &amp; E)</b></p> <p>To consider the Forward Work Programme of the Community Housing &amp; Assets Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	13/01/22	Finance	<p><b>Revenue Budget Monitoring 2021/22 (Month 8)</b>            This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 8, and projects forward to year-end.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Corporate Resources Overview & Scrutiny Committee	13/01/22	Overview and Scrutiny	<p><b>Forward Work Programme (CROSC)</b>            To consider the Forward Work Programme of the Corporate Resources O &amp; S Committee</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	13/01/22	Overview and Scrutiny	<p><b>Action Tracking (CROSC)</b>            To inform the Committee of progress against actions from previous meetings</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	20/01/22	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (S &amp; H)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Governance and Audit Committee	26/01/22	Governance	<b>Governance and Audit Committee Action Tracking</b> To inform the Committee of the actions resulting from points raised at previous Governance and Audit Committee meetings.	All Report Types	
Governance and Audit Committee	26/01/22	Governance	<b>Internal Audit Progress Report</b> To present to the Committee an update on the progress of the Internal Audit Department.	All Report Types	
Governance and Audit Committee	26/01/22	Governance	<b>Forward Work Programme</b> To consider the Forward Work Programme of the Internal Audit Department.	All Report Types	
February					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Education, Youth & Culture Overview & Scrutiny Committee	3/02/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (EY&amp;C)</b>            To consider the Forward Work Programme of the Education Youth &amp; Culture Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Leader of the Council and Cabinet Member for Education
Environment & Economy Overview & Scrutiny Committee Page 2 2024	8/02/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (Env &amp; E )</b>            To consider the Forward Work Programme of the Environment &amp; Economy Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	9/02/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (CH &amp; E)</b>            To consider the Forward Work Programme of the Community Housing &amp; Assets Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	10/02/22	Overview and Scrutiny	<p><b>Forward Work Programme (CROSC)</b>            To consider the Forward Work Programme of the Corporate Resources O &amp; S Committee</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	10/02/22	Overview and Scrutiny	<p><b>Action Tracking (CROSC)</b>            To inform the Committee of progress against actions from previous meetings</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

Page 205

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	10/02/22	Housing and Assets	<b>Asset Strategy Review</b> To receive an update on the Asset Strategy Review.	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	10/02/22	Finance	<b>Revenue Budget Monitoring 2021/22 (Month 9) and Capital Programme (Month 9)</b> 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	Operational	Cabinet Member for Finance, Social Value and Procurement
March					
Social & Health Care Overview & Scrutiny Committee	3/03/22	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (S &amp; H)</b> To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	8/03/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (Env &amp; E )</b>            To consider the Forward Work Programme of the Environment &amp; Economy Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene
Page 207 Community, Housing & Assets Overview & Scrutiny Committee	9/03/22	Overview and Scrutiny	<p><b>Forward Work Programme and Action Tracking (CH &amp; E)</b>            To consider the Forward Work Programme of the Community Housing &amp; Assets Overview &amp; Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	10/03/22	Overview and Scrutiny	<p><b>Forward Work Programme (CROSC)</b>            To consider the Forward Work Programme of the Corporate Resources O &amp; S Committee</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	10/03/22	Overview and Scrutiny	<b>Action Tracking (CROSC)</b> To inform the Committee of progress against actions from previous meetings	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	10/03/22	Finance	<b>Revenue Budget Monitoring 2021/22 (Month 10)</b> This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 10, and projects forward to year-end.	Operational	Cabinet Member for Finance, Social Value and Procurement
Governance and Audit Committee	23/03/22	Governance	<b>Internal Audit Progress Report</b> To present to the Committee an update on the progress of the Internal Audit Department.	All Report Types	

1899  
208



COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Governance and Audit Committee	23/03/22	Governance	<b>Forward Work Programme</b> To consider the Forward Work Programme of the Internal Audit Department.	All Report Types	
Governance and Audit Committee	23/03/22	Governance	<b>Governance and Audit Committee Action Tracking</b> To inform the Committee of the actions resulting from points raised at previous Governance and Audit Committee meetings.	All Report Types	
Education, Youth & Culture Overview & Scrutiny Committee	24/03/22	Overview and Scrutiny	<b>Forward Work Programme and Action Tracking (EY&amp;C)</b> To consider the Forward Work Programme of the Education Youth & Culture Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Leader of the Council and Cabinet Member for Education

This page is intentionally left blank

By virtue of paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 15 of Part 4 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank



By virtue of paragraph(s) 15 of Part 4 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 14 of Part 4 of Schedule 12A of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank

By virtue of paragraph(s) 14 of Part 4 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted - Not for Publication

This page is intentionally left blank