

Public Document Pack

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Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



Contact Officer:
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To: Cllr Ian Roberts (Leader)

Councillors: Sean Bibby, Chris Bithell, Mared Eastwood, David Healey,
Dave Hughes, Paul Johnson, Christine Jones and Billy Mullin

14 June 2023

Dear Sir/Madam

NOTICE OF REMOTE MEETING
CABINET
TUESDAY, 20TH JUNE, 2023 at 10.00 AM

Yours faithfully

Steven Goodrum
Democratic Services Manager

The meeting will be live streamed onto the Council's website. The live streaming will stop when any confidential items are considered. 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 5 - 10)

Purpose: To confirm as a correct record the minutes of the meeting held on 23rd May 2023.

TO CONSIDER THE FOLLOWING REPORTS

OPERATIONAL REPORTS

4 **WELSH LANGUAGE ANNUAL MONITORING REPORT 2022/23** (Pages 11 - 36)

Report of Chief Executive - Cabinet Member for Education, Welsh Language, Culture and Leisure

Purpose: To receive the Welsh Language Annual Monitoring Report 2022/23 and provide an overview of progress in complying with the Welsh Language Standards.

5 **SOCIAL SERVICES DIRECTOR'S ANNUAL REPORT** (Pages 37 - 70)

Report of Chief Officer (Social Services) - Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

Purpose: To approve the Annual Performance Report 2022/23.

6 **FLINTSHIRE CONNECTS ANNUAL REPORT** (Pages 71 - 82)

Report of Chief Officer (Governance) - Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources

Purpose: To provide an update on current service delivery and developments within Flintshire Connects Centres.

7 COMMUNAL HEATING CHARGES 2023/24 (Pages 83 - 88)

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

Purpose: To consider changes to the current heating charges at council properties with communal heating schemes, as outlined in the report and agree which method for the calculation of the recharge should be recommended to Cabinet. All changes will take effect from 31st July 2023.

8 APPOINTMENT OF LOCAL AUTHORITY GOVERNORS IN SCHOOLS (Pages 89 - 96)

Report of Chief Officer (Education and Youth) - Cabinet Member for Education, Welsh Language, Culture and Leisure

Purpose: To recommend a change to the Council's policy of nominating and appointing local authority governors in schools. Policy changes are in accordance with provisions of The Government of Maintained Schools (Wales) Regulations 2005.

9 EXERCISE OF DELEGATED POWERS (Pages 97 - 98)

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

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

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

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

The public interest in protecting their privacy outweighs the interest in disclosing the information.

10 COMMERCIAL RENT WRITE OFF (Pages 131 - 134)

Report of Corporate Manager – Capital Programme & Assets - Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources

Purpose: To note and endorse the commercial decisions being taken to approve the write off of commercial rent arrears, estimated at £55.5k.

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

CABINET
23RD MAY 2023

Minutes of the meeting of the Cabinet of Flintshire County Council held virtually via Zoom on Tuesday 23rd May 2023.

PRESENT: Councillor Ian Roberts (Chair)

Councillors: Sean Bibby, Chris Bithell, Mared Eastwood, Dave Healey, Dave Hughes, Paul Johnson and Christine Jones.

IN ATTENDANCE:

Chief Executive, Chief Officer (Governance), Chief Officer (Education and Youth), Chief Officer (Housing and Assets), Chief Officer (Social Services), Corporate Finance Manager, Corporate Manager – Capital Programme and Assets, Corporate Manager, People and Organisational Development, Community and Business Protection Manager, Service Manager, Enterprise and Regeneration, and Team Leader – Democratic Services.

APOLOGIES:

Councillor Billy Mullin.

OTHER MEMBERS IN ATTENDANCE:

Councillor Bernie Attridge.

Councillor Roberts welcomed Councillor Eastwood to the meeting which was her first meeting of the Cabinet since being appointed at the Annual General Meeting as Cabinet Member for Education, Welsh Language, Culture and Leisure.

1. DECLARATIONS OF INTEREST

None.

2. MINUTES

The minutes of the meeting held on 25th April 2023 were submitted and confirmed as a correct record.

RESOLVED:

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

3. ADOPTION OF SKIN PIERCING BYELAWS

Councillor Bithell introduced the report and explained that the adoption of byelaws in relation to skin piercing was being recommended, in accordance with provisions of the Local Government (Miscellaneous Provisions) Act 1982, Part VIII, sections 14 to 17.

The adoption of the byelaws would ensure there was greater regulation with respect to activities such as ear piercing, tattooing, acupuncture, and electrolysis. The byelaws helped to safeguard the public and improve compliance.

The Community and Business Protection Manager added that a thorough consultation exercise had been undertaken with stakeholders regarding the requirements of the byelaws and no adverse responses were received. In addition, the content of the proposed byelaws had been reviewed by the Constitution and Democratic Services Committee on 12th January 2023 and the changes requested had been incorporated.

RESOLVED:

- (a) That the byelaws relating to skin piercing be formally adopted; and
- (b) That formal adoption of the Local Government (Miscellaneous Provisions) Act 1982, Part VIII, sections 14 to 17, which will apply to the county of Flintshire as a whole with respect to skin piercing byelaws be approved.

4. TOWN CENTRE REGENERATION LOANS

Councillor Healey introduced the report and explained that over the last eight to ten years, alongside traditional non-repayable town centre regeneration grant funding opportunities, Welsh Government (WG) had made available repayable capital loan funding to local authorities across Wales.

By making repayable loan funding available, WG's aim was that it would facilitate the delivery of its strategic regeneration policy frameworks which sought to increase footfall and vibrancy, support the growth of the local economy, diversify the use of premises within the town centre, and help breathe new life into land and premises in town centre locations across Wales.

The Service Manager, Enterprise and Regeneration added that the report had been submitted to Environment and Economy Overview and Scrutiny Committee where it had been supported.

RESOLVED:

- (a) That the repayable loan funding award for town centre regeneration in Flintshire be noted; and
- (b) That the proposed criteria and approach to administering and managing the town centre repayable loan funding across Flintshire be approved.

5. COMMUNITIES FOR WORK

Councillor Healey introduced the report and explained that the Communities for Work programme was created by Welsh Government (WG) in 2016. Funded from a mixture of European and WG resources, it provided local government in Wales with resources to support people furthest from the labour market to overcome barriers to

employment and learning through long-term mentoring support. As a European funded programme, it ended on 31st March 2023.

In December 2022 it was announced that Flintshire would receive sufficient WG funding to continue to provide the Communities for Work support and enable the Council to retain the entire staff team to do so.

The report provided an update on the programme and the changes which had taken place and its future priorities.

The Service Manager, Enterprise and Regeneration added that the report had been submitted to the Environment and Economy Overview and Scrutiny Committee the previous week where it was supported. He welcomed the support from WG to continue delivery for the next 12 months.

Councillor Johnson welcomed the report and suggested an additional recommendation of “that the details, including a resume of the programme, be shared with all Members”, which was supported.

RESOLVED:

- (a) That the closure of the Communities for Work programme and the new arrangements to support long term unemployed people be considered and supported; and
- (b) That the details, including a resume of the programme, be shared with all Members.

6. DRAFT STATEMENT OF GAMBLING POLICY REVIEW

Councillor Bithell introduced the Draft Statement of Gambling Policy for consideration prior to it being presented to County Council on 20th June 2023.

The Council was required to review its Statement of Gambling Policy in accordance with the requirements of the Gambling Act 2005. The purpose of the Policy was to set out the principles that the local authority would apply when carrying out its role under the Act.

The Policy must contain objectives regarding the following:

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder, or being used to support crime;
- Ensuring gambling was conducted in a fair and open way; and
- Protecting children and other vulnerable persons from being harmed or exploited by gambling.

Consultation had taken place with relevant bodies and interested parties and no responses had been received.

The Policy had been submitted to the Licensing Committee on 1st March 2023 where it was endorsed and recommended to County Council for approval.

RESOLVED:

That the Statement of Gambling Policy in advance of its presentation to County Council be endorsed.

7. EXERCISE OF DELEGATED POWERS

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

NEWydd Catering and Cleaning

- **Appointment of NEWydd Board Chair**

As a wholly owned Council LATC and as confirmed in the company Memorandum and Articles of Association (para 14 of the Reserved Matters), the appointment of any person to the NEWydd Board of Directors must be authorised by the Council through delegated powers.

Following a recruitment process a new Chair has now been identified and NEWydd are seeking to now make the appointment.

- **Appointment to NEWydd Board – Appointment of 2 Non-Executive Directors**

As a wholly owned Council LATC and as confirmed in the company Memorandum and Articles of Association (para 14 of the Reserved Matters), the appointment of any person to the NEWydd Board of Directors must be authorised by the Council through delegated powers.

Following a recruitment process two new Non-Executive Directors have now been identified and NEWydd are seeking to now make the appointment.

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).

8. SCHOOL MODERNISATION UPDATE

Councillor Eastwood introduced the report which provided details of the changes to the operational construction programme for Band B – Sustainable Communities for Learning Programme which was outlined in the Council's Strategic Outline Plan.

RESOLVED:

- (a) That the content of the report and progress relating to school modernisation be noted;
- (b) That approval be given to enter into a construction contract for the proposed project at Ysgol Croes Atti, Flint, subject to Welsh Government approval of the full business case; and
- (c) That approval be given to enter into a construction contract for the proposed project at Ysgol Penyffordd C.P.

9. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There were no members of the public in attendance.

(The meeting commenced at 10.00 a.m. and ended at 10.37 a.m.)

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Chair

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CABINET

Date of Meeting	Tuesday, 20 th June 2023
Report Subject	Welsh Language Annual Monitoring Report 2022/23
Cabinet Member	Cabinet Member for Education, Welsh Language, Culture and Leisure
Report Author	Corporate Manager – Capital Programme and Assets
Type of Report	Operational

EXECUTIVE SUMMARY

The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify standards for the Welsh language. The aims of the Standards are to:

- Improve the services Welsh speakers can expect to receive from organisations in Welsh;
- Increase the use people make of Welsh language services;
- Make it clear to organisations what they need to do in terms of the Welsh language; and
- Ensure that there is an appropriate degree of consistency of the duties placed on bodies in the same sectors.

The purpose of this report is to present the Welsh Language Standards Annual Monitoring Report 2022/23, providing an overview of the Council's progress in complying with the Welsh language standards and identifying areas for further progress and improvement.

The Council is required to adhere to Welsh language standards, as set out in a Compliance Notice that was served on the Council in 2015. The notice places a statutory duty on the Council to publish an annual report that sets out how it has met the Welsh language standards.

RECOMMENDATIONS

1	Cabinet is assured of the Council's compliance with the Welsh Language Standards and supports the areas for further progress and improvement.
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REPORT DETAILS

1.00	EXPLAINING THE WELSH LANGUAGE STANDARDS ANNUAL MONITORING REPORT 2022/23
1.01	<p>Background Information</p> <p>The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify standards for the Welsh language. The aims of the Standards are to:</p> <ul style="list-style-type: none"> • Improve the services Welsh speakers can expect to receive from organisations in Welsh; • Increase the use people make of Welsh language services; • Make it clear to organisations what they need to do in terms of the Welsh language; and • Ensure that there is an appropriate degree of consistency of the duties placed on bodies in the same sectors.
1.02	<p>The Welsh Language Commissioner (WLC) served Compliance Notices on each of the 22 local authorities in Wales in September 2015, identifying the Standards by which they must comply.</p> <p>Compliance Notices are unique to each organisation and specify what each organisation is expected to implement in Welsh and the date by which to comply.</p>
1.03	<p>The Welsh Standards Compliance Notice for Flintshire County Council lists 171 standards for service delivery; policy making; operational matters, promotion; and record keeping.</p> <p>The standards also require the Council to publish an annual report setting out how the standards have been met. The WLC has set out guidance on the format and content of the annual report.</p> <p>The Welsh Language Standards Annual Monitoring Report provides an opportunity to show what the Council has done to meet the standards and to facilitate and promote the use of Welsh. The Council's Welsh Language Standards Annual Monitoring Report 2022/23 can be found at Appendix 1 of this report.</p>
1.04	<p>Flintshire County Council's Welsh Language Standards Annual Monitoring Report 2022/23</p> <p><u>Increased Initiatives</u></p> <p>During 2022/23 there has been an increase in initiatives to promote the visibility and audibility of the Welsh language, including:</p> <ul style="list-style-type: none"> • The Council participated in Diwrnod Hawliau'r Gymraeg / Welsh Language Rights Day and promoted videos of services provided through the medium of Welsh. These were posted on the Council's Twitter site. Social Services, Governance, the Learning

	<p>and Development Team and Education and Youth contributed to these videos.</p> <ul style="list-style-type: none"> • Dal i Ddod / Still to Come, a song written and performed by Ysgol Maes Garmon students to record their experiences of the pandemic, was played on the hold-line of the IT Help Desk. Welsh language music was also played during Dydd Miwsig Cymru / Welsh Music Day on the IT Help Desk on hold-line. Welsh language music is now automatically included on the IT Help Desk's play list. • Recordings of words and phrases to support Elected Members and employees to use Welsh in meetings were published on the intranet. The recordings also contain the written word/phrase and the phonetics, this means that there are visual prompts so they can be seen as well as heard.
1.05	<p>In partnership with Menter Iaith Fflint a Wrecsam, and with support from the Council's Business Team and Social Services, an increased number of activities took place for Dydd Gŵyl Dewi / St David's Day 2023. This included activities across all care homes in Flintshire, performances by school children in some of the care homes, including the independent sector.</p>
1.06	<p><u>Areas for further improvement</u> Although there are positive areas of progress, some issues remain as areas in which to progress and improve. Given the challenges recruiting to vacant posts, and filling Welsh essential posts, key areas for improvement include:</p> <ul style="list-style-type: none"> • Developing our employees' Welsh language skills, particularly those in public facing posts, to support services to be delivered bilingually. • Supporting employees to use Welsh, naturally, in the workplace, to increase the audibility of the language and opportunities to use Welsh.
1.07	<p><u>Complaints</u> In 2022/23 one complaint was made about incorrect Welsh spelling on signs placed by a subcontractor. These signs were replaced immediately, and the contractor and subcontractor were reminded that they must comply with the Welsh language standards.</p> <p>Five complaints were made directly to the WLC, compared to three complaints made during the previous year. Details of the complaints are provided on page 16 of the Welsh Language Standards Annual Monitoring Report. Of these, the WLC:</p> <ul style="list-style-type: none"> • is currently investigating three complaints; • is not completing a full investigation into one complaint at the request of the complainants (former employees of the Council); and

	<ul style="list-style-type: none"> has imposed Enforcement Action requiring the Council to issue a procedure to employees to ensure compliance with any subsequent WLC Decision Notices within timescales.
1.08	<p>Next steps During the next 12 months, as a Council, we aim to:</p> <ul style="list-style-type: none"> Increase the number of employees who speak Welsh (this is an action in the Council Plan 2023-28). Introduce initiatives to encourage the use of Welsh at work. Continue completing self-assessments against the Welsh language standards to ensure services are complying.

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

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

3.03	Well-being Goals Impact	
	Prosperous Wales	No impact
	Resilient Wales	No impact
	Healthier Wales	No impact
	More equal Wales	Positive - through increasing access to bilingual services and ensuring that the Welsh language is treated no less favourably than the English language.
	Cohesive Wales	No impact
	Vibrant Wales	Positive - through promoting the Welsh language
	Globally responsible Wales	No impact

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

5.00	APPENDICES
5.01	Appendix 1 – Welsh Language Standards Annual Monitoring Report 2022/23.

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

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

8.00	GLOSSARY OF TERMS
	<p>Compliance Notice: specifies the exact Welsh language standards with which each organisation should comply and the date by which they are required to comply with a standard.</p> <p>Menter Iaith Fflint a Wrecsam: an organisation funded by Welsh Government to support and promote the Welsh language in the county.</p> <p>Welsh Language Measure: Welsh Language (Wales) Measure 2011 confirms the official status of Welsh, creates a new system of placing duties on bodies to provide services through the medium of Welsh and creating the post of Language Commissioner with enforcement powers.</p> <p>Welsh language standards: specify standards of conduct in relation to the Welsh language.</p>

Welsh Language Standards Annual Report

Cymraeg

April 2022 -
March 2023

Mae'r cyhoeddiad hwn
ar gael yn Gymraeg

Monitoring Report April 2022 – March 2023

Executive Summary

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7.	Conclusion and Future Action	18

Appendices

Appendix 1	Welsh Language Skills Self-Assessment Tool	
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Welsh Language Standards Annual Monitoring Report

April 2022 - March 2023

Executive Summary

The Welsh language standards came into force on 30 March 2016 and the Council was required to comply with 146 standards by this date. Further standards came into force at a later date, totalling 171 in all. Many of the standards that apply to the Council reflect the commitments in our previous Welsh Language Scheme and our existing practice and commitments to Welsh language.

This Welsh Language Standards Annual Monitoring Report covers the period 1st April 2022 to 31st March 2023. It shows actions we have been taking to comply with the standards and includes data we are required to publish.

We are pleased to report that we have continued to support Menter Iaith Fflint a Wrecsam to celebrate Dydd Gŵyl Dewi and promote and share our Welsh heritage. Activity packs were provided to all care homes in the county, including to those within the independent sector, supporting older people to participate in the celebrations.

We are very proud of the achievements of students from Ysgol Maes Garmon. The Council's Integrated Youth Provision (IYP) teamed up with a group of young people from Ysgol Maes Garmon for a pilot project called 'Cân a Lles' ("Song and Well-being"). The project was led by singer songwriter Tom Collins, who supported the students to write, compose and record their own song. The song Dal i Ddod (Still to Come), mirrored the students' experience of the pandemic, the good and the bad. This recording became one of the songs played on the Council's IT Help Desk, hold-line.

We have continued to make progress complying with the standards. However, there have been challenges with recruiting to some posts following the pandemic and this impacts on the Council's capacity to deliver bilingual services. More positively, the Council has had some success recruiting Welsh speakers to the Council's Contact Centre. During the next 12 months we will continue to look at ways in which we can develop the Welsh language skills of our workforce.

Neal Cockerton
Chief Executive

Councillor Ian Roberts
Leader of the Council

Welsh Language Standards Annual Monitoring Report 2022/23

1.0 Introduction

- 1.1 The Welsh Language Commissioner (WLC) served a Compliance Notice on the Council in 2016, identifying the 171 standards with which we must comply. These standards set out what the Council is expected to do and deliver in Welsh. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the standards.
- 1.2 The Council is required to publish an annual report by 30th June each year, as set out in standards 158, 164 and 170. The full list of standards with which we are required to comply is available [here](#). This report is also received annually by the Council's Cabinet for approval prior to publication.
- 1.3 This annual report is our seventh annual report and covers the period 1st April 2022 to 31 March 2023, setting out actions we have been taking to comply with the standards and the areas where we need to improve.

2.0 Background

- 2.1 The Welsh Language (Wales) Measure 2011 confirms the official status of Welsh in Wales, alongside the English language, and established a legal framework to impose a duty on public bodies in Wales to comply with the new Welsh standards. The introduction of the Welsh language standards builds on the commitment previously made by the Council within our former Welsh language scheme.
- 2.2 The aims of the standards are to:
 - Improve the services Welsh speakers can expect to receive from organisations in Welsh.
 - Increase the use people make of Welsh language services.
 - Make it clear to organisations what they need to do in terms of the Welsh language.
 - Ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
- 2.3 The WLC has powers to investigate and take action against those organisations who fail to comply with the standards. This includes imposing financial penalties for non-compliance.
- 2.4 The Chief Executive has overall responsibility for ensuring compliance with the standards. The Strategic Policy Advisor is responsible for overseeing the

implementation of the Welsh language standards. Our Welsh Language Network, Rhwydwaith yr Iaith, provides strategic leadership and is chaired by the Chief Officer for Education and Youth. The Welsh language champion is the Cabinet Member for Education, Welsh Language, Culture and Leisure

- 2.5 Complaints about failure to meet the Welsh language standards can be made by using our [Complaints Procedure](#). Employees can raise concerns through the Council's Grievance Procedure.

3.0 Complying with the standards during 2022/23

- 3.1 We are required to report on our arrangements for complying with the following standards:

- Service delivery standards
- Policy making standards
- Operational standards

Actions we have taken to comply with the standards are available on the [Council website](#) and within previous [annual reports](#). This report sets out additional actions we have taken during 2022/23.

3.2 Compliance with Service delivery Standards

- 3.2.1 Employees are reminded periodically about the Welsh language standards and their responsibilities. New employees are made aware of the standards during induction and are asked to complete the Welsh language awareness e-learning module.
- 3.2.2 During 2022/23, a mystery shopper exercise was completed on a sample of telephone numbers published on the Council website to ensure a bilingual greeting was offered and initial calls were held in Welsh. The results were reviewed by the Council's Welsh Language Network, Rhwydwaith yr Iaith. It has been agreed that this exercise will be completed regularly to ensure initial calls in Welsh are held in Welsh when making calls to direct dial numbers, which are available to the public.
- 3.2.3 During 2021/22 there were 27,437 visits to the Welsh pages of the Council website compared to 3,840,077 visits to the English pages. During 2022/23 there was a drop in visits to the Welsh pages and an increase to the English pages, with 25,133 page views to the Welsh pages of the website and 4,556,364 page views to the English version.
- 3.2.4 Customers' language preference is captured at the first point of contact with services. Social Services provide an "Active Offer" which means providing a service in Welsh without someone having to ask for it. Out of 6,609 adult Social Services assessments completed during 2022/23, 53% of those were given an Active Offer (3473) and 41 people accepted the offer. The Active

Offer was made in all the 572 Carers needs assessments completed in 2022/23, however, no-one took up the offer of a Welsh service.

3.2.5 Services offered in Welsh

Births and Marriages

	English (number)	Welsh (number)
Birth registrations	31	2
Notices of Marriage	1286	6
Marriage ceremonies	471	5 (with a Welsh element e.g., bilingual introduction and ending, bilingual legal vows or bilingual certificates but the actual ceremony is in English).

Telephone calls

Contact Centre	Number of Calls offered in English	Number of calls offered in Welsh
Main Contact Centre (01352 752121)	207,441	1,290
Council Tax	35,849	52
Business Rates	2,480	15
Enforcement	4,699	8
Sundry Debts	4,820	57

- 3.2.6 The Council uses Microsoft Teams to host virtual meetings and events. Licences have also been purchased for Zoom. This means that employees who facilitate virtual meetings or events can access Zoom when an interpretation service is needed, ensuring the relevant Welsh language standards are met.
- 3.2.7 Following the WLC's annual review of the Council's compliance with the standards, arrangements to ensure Welsh translation is offered at committee meetings open to the public have been strengthened.
- 3.2.8 Guidance for contractors and employees, setting out how to comply with the standards for signage, was developed. This has been published on the Council procurement system so that contractors can access these when submitting tenders.
- 3.2.9 A Social Services "Rhwydwaith Iaith Cymraeg" meeting has continued to meet to cover staff training, communications with the public, help and support, data capture, monitor performance and the implementation of "More than just

words". "More than just words" is the Welsh Government's (WG) framework for Welsh language services in health, social care, and social services.

3.2.10 We have continually experienced challenges recruiting Welsh speakers, which have been exacerbated with the current recruitment difficulties for all posts. The Contact Centre successfully recruited more Welsh speakers to their Team.

3.2.11 We are working with Wrexham County Borough Council and partners, including Menter Iaith Fflint a Wrecsam, Mudiad Meithrin and Coleg Cambria, to look at solutions to attracting and recruiting more Welsh speakers to our organisations.

3.3 Compliance with Policy making standards

3.3.1 We worked with our colleagues from other public bodies in North Wales to develop a regional Impact Assessment template which includes Welsh language. This template was forwarded to the Welsh Language Commission for comments which have been incorporated within the template.

3.3.2 We provide various grants which are managed by other organisations on our behalf. Application forms and criteria are bilingual and include a statement to say that there will not be a delay in responding to applications submitted in Welsh.

3.3.3 The number of grant applications made through the medium of Welsh during 2022/2023 is set out below:

Grant	2021/22 Total number of applications	2021/22 Number of applications made in Welsh	2022/23 Total number of applications	2022/23 Number of applications made in Welsh
Community Endowment Fund	9	1	16	1
Welsh Church Act Fund	7	1	9	0

3.3.4 An Awarding Grants - Welsh Language Policy was agreed and implemented during 2022/23. The purpose of new policy is to ensure:

- Services take into account the effect on the Welsh language when awarding grants and funding;
- Appropriate use is made of the Welsh language within any activity we grant fund;
- Opportunities to promote the Welsh language are maximised; and

- Services comply with the Welsh language standards throughout the grant making process.

3.3.5 Details of how we comply with the Policy making standards is available on our [website](#). Advice and guidance for employees is published on the Council intranet.

3.4 Compliance with Operational standards

3.4.1 Full details of how we are complying with the Operational standards are available on our [website](#).

3.4.2 Welsh taster courses are now being offered to employees. These have proven to be popular from which employees are opting to attend further Welsh language training.

3.4.3 The Welsh in the Workplace Policy, which was adopted in 2017, will be refreshed and updated during 2023/24. This policy applies to the use of Welsh internally and aims to increase the number of Welsh speaking employees and encourage our employees to use Welsh both in work and at work. Bangor University has been invited to speak at a future Rhwydwaith yr Iaith meeting with a view to the Council participating in their ARFer pilot project. The ARFer project, based on behaviour change principles, supports employees to use Welsh at work, whatever their level of skill.

3.4.4 New employees are asked in which language they would like their employment contract to be issued. Employees can choose to receive business correspondence in Welsh. Of contracts issued to new employees during 2022/23, 11 were provided in Welsh.

3.4.5 Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh. No grievance or disciplinary hearings were held in Welsh during 2022/23.

3.4.6 The following policies are published in Welsh:

- Attendance Management Policy
- Benefits of Working at Flintshire County Council
- Capability Policy
- Corporate Safeguarding Policy
- Disclosure and Barring Service Policy
- Dignity at Work Policy
- Diversity and Equality Policy
- Flexible Working application form
- Flexible Working Hours Policy
- Foster for Flintshire Policy
- Health and Safety Policy
- Welsh in the Workplace Policy

3.5 Monitoring arrangements

- 3.5.1 Our Welsh Language Network, Rhwydwaith yr Iaith, includes representatives from all portfolios and other organisations formerly part of the Council, including Aura (libraries and leisure services) and Theatr Clwyd. The Network meets quarterly. Standing items on the agenda include Welsh language training, the profile of employees' Welsh language skills, Welsh language promotion and complaints. Calls to the Welsh and English Contact Centre telephone lines are also reviewed at these meetings to identify any difference in waiting times.
- 3.5.2 Reports on compliance with the standards are presented monthly to the Chief Officer for Education and Youth (as lead for Welsh language) and quarterly to our Chief Officer Team. The annual report is presented to Cabinet for approval prior to being adopted.

4.0 Promoting and facilitating the use of Welsh

- 4.1 Employees are encouraged to develop their Welsh language skills through attending training provided by the local college. Employees are supported to attend lessons within worktime. "Panad a Sgwrs" sessions are also held once a week to support learners to practice their Welsh in a safe environment, these sessions are facilitated by Welsh speakers.
- 4.2 Cysgliad (Welsh grammar, spellchecker and dictionary) has been uploaded on to all employee devices available for employees. This is uploaded automatically on devices for new employees.
- 4.3 Resources to support Welsh learners and Welsh speakers are available on the intranet on a dedicated page for Welsh learners. Activities to support learners which take place in the community are promoted to the workforce.
- 4.4 A series of recordings, comprising phrases and words that can be used in meetings by councillors and officers has been produced. The recordings include the phonetics of each word and phrase, so they can be seen as well as heard.



- 4.5 Flintshire's Integrated Youth Provision (IYP) teamed up with a group of young people from Ysgol Maes Garmon for a pilot project called 'Cân a Lles' ("Song

and Wellbeing”). The project was led by singer songwriter Tom Collins, who supported the students to write, compose and record their own song. The song Dal i Ddod (Still to come), mirrored the students’ experience of the pandemic, the good and the bad. This recording became one of the songs on the Council’s IT Help Desk, hold-line.

4.6 Buckley Methodist Church hold a service in one our Care homes, every third week of month. A mixture of Welsh and English is used by the congregation. Their “knit and natter” group are providing a monthly 'pop up' knit and natter in the care home’s community lounge. A mixture of English and Welsh speaking members attend the sessions to chat with residents.

4.7 School children regularly visit care homes to sing in Welsh to residents. The Home Care Service encourage their Teams to use Welsh phrases with service users.

4.8 **Cymraeg Bob Cynllun.** The Summer Community Playscheme team were supported to use more conversational Welsh during our open access Summer Playschemes. Training was provided to the Playscheme team as part of their training week, this aimed to boost their confidence and have fun with the Welsh language. From this the team were much more confident greeting children on each playscheme site in Welsh and using the Welsh resources provided to each site. Due to this training, Welsh was used in all 57 sites with 4,980 children benefitting from Welsh resources and staff engagement.

4.9 **Siarter Iaith and Cymraeg Campus**

4.9.1 Siarter Iaith and Cymraeg Campus frameworks introduced by Welsh Government aim to promote the Welsh language in schools, encourage pupils to improve their Welsh language skills and increase the use of Welsh outside of school. The Siarter Iaith framework focuses on Welsh medium schools and Cymraeg Campus framework has been developed for English medium schools in Wales.

4.9.2 Primary schools in Flintshire continue to embrace the Siarter Iaith and Cymraeg Campus objectives in order to increase the social use of Welsh. Four schools have been awarded the Arian Cymraeg Campus award and four schools have been awarded the Bronze Cymraeg Campus award since April 2022. The ‘Criwiau Cymraeg’ in all schools work actively to determine the school priorities and help to decide on activities for their schools and some are effective in involving the wider school community.

4.10 **Welsh Medium Education Strategic Plan (WESP)**

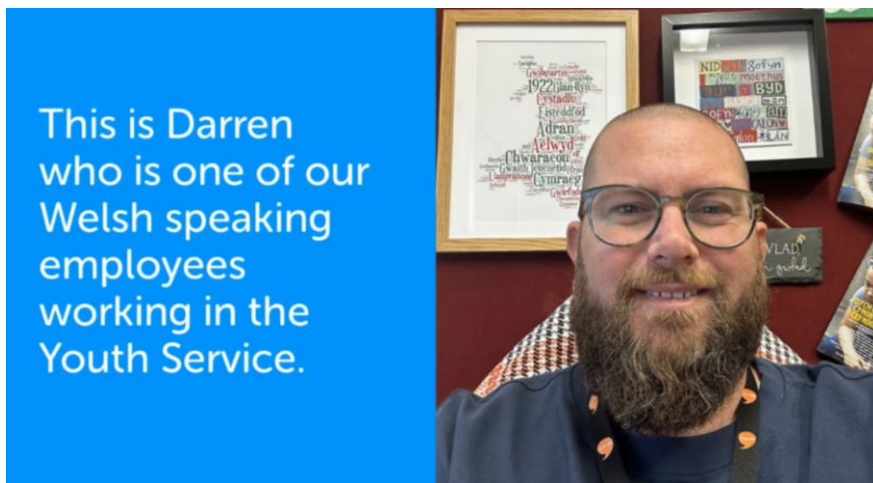
As part of the implementation of the WESP, the renovation and extension of the Welsh medium primary school in Mold, Ysgol Glanrafon, was completed during 2022/23. The redevelopment marks one of the largest changes to the school since it opened in 1949, with the site now better suited to deliver Welsh learning opportunities for children between the ages of 3 and 11. An additional

purpose-built pre-school provision was installed on the grounds of the new-look Ysgol Glanrafon which will provide a seamless Welsh medium offer of childcare and early years education to children and families prior to their transition into statutory education. The redevelopment of Ysgol Glanrafon was identified by the Welsh Government as one likely to assist with its target of having one million Welsh speakers by 2050.

4.11 Events

Throughout the year we have participated in key activities and events to promote the Welsh language. These include:

- **15 October 2022 - Diwrnod Su'mae** – we encouraged employees to use their Welsh language skills, whatever their language ability, with colleagues, during meetings and within emails. All managers were asked to start and finish their meetings bilingually. We also posted tweets on the Council Twitter site.
- **7 December 2022 - Diwrnod Hawliau'r Gymraeg Welsh Language Rights Day**- we posted videos on social media encouraging our customers to contact us through the medium of Welsh, alongside other messages to promote our Welsh services. The following image is an example of one video promoting the Welsh language provision available in our Playschemes and Youth Service.



- **February 2023 - Dydd Miwsig Cymru Welsh Language Music Day** – we posted tweets on our Twitter site to promote this and through our Business Team who promoted to local businesses to encourage them to participate. The Council IT Help Desk played Welsh language music on their hold-line and now include Welsh language music on their playlist.
- **1 March 2023 - Dydd Gŵyl Dewi** - we supported Menter Iaith to celebrate this day by providing financial support which funded videos, a

window dressing competition and activities for residents in all care homes in the county. They also worked with Holywell Town Council to celebrate St David's Day in the town centre. Students from our schools performed in some of the care homes in the county



Students performing to residents in one of our care homes to celebrate Dydd Gŵyl Dewi.

5.0 Welsh language skills and training

- 5.1 Welsh language skills are self-assessed against the Welsh Language Proficiency Framework. (Appendix 1). The profile of employee Welsh language skills by Portfolio is set out in Table 1. The tables show that the number and percentage of employees who state that they do not have any Welsh language skills has slightly increased since March 2022. 1,061 (35.97%) employees reported that they do not have any Welsh language skills in March 2023, compared to 964 (34.27%) employees who reported that they did not have any Welsh language skills in March 2022.
- 5.2 There has been slight changes in the number and percentage of employees who report that their Welsh language skills are at levels 4 and 5. 101 (3.42%) employees reported that they were at level 4 and 89 (3.02%) employees reported that they were at level 5 in March 2023 compared to 100 (3.55%) and 88 (3.13%) employees respectively in March 2022.

Table 1: Profile of Welsh language skills of the workforce as at March 31st 2023

Portfolio	Headcount	Level 0	Level 0 %	Level 1	Level 1 %	Level 2	Level 2 %	Level 3	Level 3 %	Level 4	Level 4 %	Level 5	Level 5 %	Not Recorded	Not Rec %
Chief Executives	64	19	29.69 %	24	37.50 %	10	15.63 %	5	7.81%	3	4.69%	2	3.13%	1	1.56%
Education and Youth	288	63	21.88 %	105	36.46 %	36	12.50 %	21	7.29%	19	6.60%	18	6.25%	26	9.03%
Governance	210	41	19.52 %	101	48.10 %	39	18.57 %	5	2.38%	11	5.24%	7	3.33%	6	2.86%
Housing and Communities	323	116	35.91 %	122	37.77 %	35	10.84 %	11	3.41%	11	3.41%	6	1.86%	22	6.81%
People and Resources	196	45	22.96 %	87	44.39 %	33	16.84 %	10	5.10%	9	4.59%	7	3.57%	5	2.55%
Planning, Environment and Economy	194	46	23.71 %	76	39.18 %	24	12.37 %	8	4.12%	11	5.67%	8	4.12%	21	10.82 %
Social Services	1,135	456	40.18 %	414	36.48 %	148	13.04 %	38	3.35%	30	2.64%	31	2.73%	18	1.59%
Streetscene and Transportation	540	275	50.93 %	165	30.56 %	43	7.96%	9	1.67%	7	1.30%	10	1.85%	31	5.74%
Grand Total	2,950	1061	35.97 %	1094	37.08 %	368	12.47 %	107	3.63%	101	3.42%	89	3.02%	130	4.41%

5.4 Activities to develop a bilingual workforce include initiatives to enhance the skills within our existing workforce and to attract and recruit more Welsh speakers.

For existing employees, we have been:

- Encouraging employees to attend Welsh language training.
- Offering Welsh language taster sessions through Coleg Cambria, two hour sessions for a six week period. These courses are for employees who do not have any Welsh language skills.
- Offering Panad a Sgwrs weekly sessions to provide learners with the opportunity to speak and practice Welsh language skills within an informal and supportive environment and within worktime.
- Targeting employees who do not have any Welsh language skills to ensure they complete the Work Welsh e-learning taster course provided by the National Centre for Learning Welsh [Cymraeg Gwaith/Work Welsh](#). 45 employees completed this training during 2022/23.
- Continuing to release employees to attend Welsh language skills training.
- Providing Welsh language training as part of the Play Leaders' training.

5.5 Welsh language skills training.

Promotion of Welsh language training has continued across the workforce. Paid time to attend Welsh courses is provided to employees. There has been an increase in the number of employees attending basic Welsh language skills training.

Table 2: Number of employees attending Welsh language skills training

Level	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
	Number	Number	Number	Number	Number	Number
Basic Language Skills	48	1	15	11	4	64
Entry	50	34	22	28	28	29
Foundation	7	12	6	10	8	7
Intermediate	23	3	2	1	6	9
Advanced	1	9	7	6	3	1
Proficient	10	5	5	3	0	0
Total	139	64	57	59	49	110

5.6 To comply with the Welsh language standards we are required to report:

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

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

5.7 There is information on the Council’s intranet pages to inform employees that if they wish to complete any of the courses in Welsh to contact the Corporate Learning and Development Team. The Council has an informal agreement with Gwynedd County Council which means that employees can attend their Welsh medium courses.

The number of employees who attended specific courses in Welsh is set out in the following table:

Table 3: Profile of training provided through the medium of Welsh

Type of training	Number who attended the Welsh version	Number who attended English version
Complaints and disciplinary procedures	0	129
Dealing with the public	0	0
Health and safety	0	34
Induction	0	0
Performance Management	0	0
Recruiting and interviewing	0	0

5.8 Welsh language awareness - our e-learning course has seen an increase in completions, 1129 employees completed this course in 222/23 compared to 401 employees completing in 2021/2022.

5.9 A process to assess the linguistic skills required for new posts is in place. A method to record the number of posts that have been assessed as desirable or essential has been developed. The Council is required to report the number of new and vacant posts which were categorised as posts where:

- i) Welsh language skills were essential
- ii) Welsh needed to be learnt when appointed
- iii) Welsh desirable
- iv) Welsh language skills were not necessary

The data for 2022/2023 is set out below:

Category	Number of posts categorised	Percentage of posts categorised
Welsh language essential	1	2.50%
Welsh desirable	0	0
Need to learn Welsh	0	0
No Welsh language skills required	40	97.50%

In comparison with previous years:

Category	Number					
	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Welsh language essential	17	8	14	2	3	4
Welsh desirable	9	40	42	12	2	2
Need to learn Welsh	0	0	0	0	9	0
No Welsh language skills required	277	185	207	66	46	46

6.0 Complaints

- 6.1 The Council's website advises people that the Complaints policy also applies to complaints about Welsh language, and any such complaints are routinely copied to the Strategic Policy Advisor for monitoring. The Complaints procedure can be found [here](#).
- 6.2 Complaints about Welsh language is a standing item at Rhwydwaith yr Iaith meetings.
- 6.3 During 2022/23, we received one complaint directly about incorrect translation on signage in relation to Welsh language. This sign was provided by a traffic management company working on behalf of a surfacing contractor. The sign was changed immediately. The traffic management company has been provided with the Council guidance on signage to ensure correct signage is installed in the future.

- 6.4 Five complaints were made directly to the Welsh Language Commissioner. The detail of these complaints is set out below:

Complaints made directly to the Welsh Language Commissioner		
Complaints Service Delivery	Details	Outcome and action taken
Council – Direct dial telephone numbers	The Welsh Language Commissioner found that the Council was not complying with Standard 19 (initial calls to direct dial numbers must be held in Welsh). The Council did not comply with implementing the new arrangements in time.	The WLC instructed the Council to issue guidance to employees to ensure they give serious consideration to complying with any proposed enforcement action and that guidance is developed to ensure employees comply with the Commissioner’s decisions.
Governance and Planning, Environment and Economy (PEE) – Telephone, correspondence, Telephone calls	The complainant did not receive a response to a Welsh email sent to Planning. Welsh telephone calls were answered in English. The complainant had not been asked their preferred language for correspondence and was sent an English only version of the newsletter.	The outcome of the investigation is not yet known. Action taken: PEE is putting in place a customer standards charter and a new process to respond to email correspondence has been implemented. The Contact Centre has now recruited more Welsh speakers able to answer Welsh calls. Welsh newsletters are now being sent to the customer.
Governance	The initial conversation was held in English when a customer rang the Welsh telephone line for the Contact Centre.	This is currently being investigated by the Welsh Language Commissioner.
Streetscene	A customer complained that email signatures and an out of office message were not bilingual. The telephone answer message was in English only.	This is currently being investigated. The Chief Officer Streetscene and Transportation has sent reminders to all employees in the Portfolio. The Chief Executive has also issued reminders.
Governance - Test Trace Protect	One employee had asked another employee to stop using Welsh in a meeting and described using Welsh in a group situation as “whispering”.	The WLC is not investigating this matter but has asked what the Council is doing to prevent a recurrence. The Corporate Learning and Development

		Team is commissioning training to raise awareness, dispel some stereotypes and support employees to use Welsh naturally in the workplace.
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7.0 Conclusion and Future Actions

- 7.1 Moving forward during 2023/24 we will be updating the Welsh in the Workplace Policy and Welsh Language Promotion Strategy. These will contribute to raising the visibility and audibility of the Welsh language. Increasing the number of Welsh speaking employees is now an action within the Council Plan 2023-28.
- 7.2 We will be commissioning a range of training courses to support employees use Welsh in the workplace, this includes a course for managers on managing bilingual teams.
- 7.3 We will continue to complete self-assessments against the Welsh language standards to provide assurance services are complying and identify further areas for improvement.

Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

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



CABINET

Date of Meeting	Tuesday, 20 th June 2023
Report Subject	Social Services Director's Annual Report
Cabinet Member	Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Operational

EXECUTIVE SUMMARY

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

The purpose of the Social Services Annual Report is to set out the improvement journey and evaluate Social Services' performance in providing services to people that promote their wellbeing and support them to achieve their personal outcomes .

RECOMMENDATIONS

1	Cabinet to approve the draft report, which includes the key developments of the past year and our priorities for 2023/24
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REPORT DETAILS

1.00	EXPLAINING THE SOCIAL SERVICES ANNUAL REPORT
1.01	This Social Services Annual Report is prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes of the people of Flintshire.

1.03	<p>In the report we evaluate our performance against last year’s improvement priorities and outline our priorities for next year. The work described in the report links to the National Quality Standards, which set out the Welsh Government’s expectations at a national level of the quality of support that local authorities must be providing.</p> <ul style="list-style-type: none"> The standards are set out below: <p>People NQS 1.1 All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them. NQS 1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.</p> <p>Prevention NQS 2.2 The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.</p> <p>NQS 2.2 Resilience within our communities is promoted and people are supported to fulfil their potential by actively encouraging and supporting people who need care and support, including carers, to learn, develop and participate in society.</p> <p>Partnerships And Integration NQS 3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.</p> <p>NQS 3.2 People are encouraged to be involved in the design and delivery of their care and support as equal partners.</p> <p>Well-Being NQS 4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.</p> <p>NQS 4.2 People are supported to actively manage their well-being and make their own informed decisions so that they are able to achieve their full potential and live independently for as long as possible.</p>
1.04	<p>The text for the draft Social Services Annual Report for 2022/2023 is attached as Appendix 1. It is hoped that the designed report will be available shortly and will be forwarded once received.</p>
1.05	<p>The report is intended to provide the public, the regulator, and wider stakeholders with an honest picture of services in Flintshire and to demonstrate a clear understanding of the strengths and challenges faced.</p>
1.06	<p>The report will form an integral part of Care Inspectorate Wales’ (CIW) performance evaluation of Flintshire Social Services. The evaluation also informs the Wales Audit Office’s assessment of Flintshire County Council as part of the annual improvement report.</p>

1.07	The draft Social Services Annual Report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan and the Council Plan.
1.08	The draft Annual Report also outlines the improvement priorities identified for 2022/2023, including:
1.09	<p><u>Children</u></p> <ul style="list-style-type: none"> • Development of a national, regional and local approach to Early Years Transformation so that all our children aged 0-7 have the best possible start in life and are able to reach their full potential. • Deliver a programme of registered Children’s Homes to help avoid the need for residential placements outside Flintshire. • Continue to grow our in-house fostering service to support more looked after children • Continue to develop the Special Guardianship service to reduce the need for children and young people to remain looked after. • Develop childcare expansion and seamless childcare provision across programmes. • Develop the priorities set out in the Early Years Strategy.
1.10	<p><u>Older people</u></p> <ul style="list-style-type: none"> • Provide additional placements for step down care within our in-house provision (Croes Atti Newydd). • Continue to grow the Micro-Care market, including access to commissioned care packages. • Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment. • Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience. • To award a contract for adults’ advocacy, joint with WCBC.
1.11	<p><u>General health needs, physical impairment and sensory loss:</u></p> <ul style="list-style-type: none"> • Direct payments: lead on direct payments initiatives at a National Level. • Support people to find and remain in paid employment. • Signposting individuals to third sector and social prescribing. • Promote referrals to the exercise referrals scheme. • Develop short-term emergency accommodation for people who find themselves homeless or in need of accommodation urgently. • Explore joint commissioning of community disability and sensory loss services.

1.12	<p><u>Learning Disabilities:</u></p> <ul style="list-style-type: none"> • Continue to expand the Progression Model across services to people with physical disabilities and other service areas promoting people's independence skills to support them to achieve their personal outcomes. • Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within social services. • Continue to meet the demands of young people with learning disabilities for accommodation. • Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold, which will also incorporate other service offerings (mental health & autism support services) at an integrated service hub. • Continue to expand the service offering for employment opportunities for disabled people.
1.13	<p><u>Autism</u></p> <ul style="list-style-type: none"> • Increase skills around autism with respect to advocacy. • Autism training to continue to be offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people. • Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs.
1.14	<p><u>Mental Health</u></p> <ul style="list-style-type: none"> • Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership. • Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future. • Complete a review of Community Mental Health provision and define a model for the future. • Work with Housing to fund a small team of people to support individuals with low level Mental Health problems to improve their housing. • Support workers in Mental Health Services to cope with increased demand alongside health. • Develop support for people with Mental Health problems in their needs for accommodation.

1.15	<p><u>Carers:</u></p> <ul style="list-style-type: none"> • Further development of our work to support Young Carers in their role, including but not limited to: <ul style="list-style-type: none"> ○ further development of the Young Carers ID Card, focus on respite and breaks for Young Carers, ○ engagement with education colleagues and schools, ○ engagement with businesses and communities across Flintshire, ○ support with training and education opportunities. • Work to develop new ways for Carers to access a break from their caring responsibilities. • Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost-of-living crisis. • Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities. • Begin the process of looking at the recommissioning of our carer’s services from 2025 onwards.
1.16	<p><u>Safeguarding</u></p> <ul style="list-style-type: none"> • Promote the corporate e-learning package, with a total of 803 staff members completing the Safeguarding training and 976 completing the VAWDASV to date. • Explore the recommissioning of advocacy services on a regional basis.

1.17	<p><u>Workforce</u></p> <ul style="list-style-type: none"> • Support the implementation of the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework. • Further improve the digital skills of our workforce. • Develop and Chair the North Wales Local Family Justice Board Training sub-group. • Continue to support the We Care Campaign and the work around recruitment and retention of social care staff. • We will remain committed to supporting the ‘mwy na geiriau’ strategic framework by ensuring we are able to offer training and resources bilingually when required. • Support staff and students with a pathway into Social Work and Occupational therapy. • Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector. • Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in Adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and accredited staff. We will continue to work with universities and support trainee Social Workers through their 3-year traineeship and offer help to our Occupational therapy staff undertaking their traineeship. • We will continue to support both social work qualifying training and post-qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles. • Social Services continue to increase in-house provision across the various categories of care.
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2.00	RESOURCE IMPLICATIONS
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs within the context of achieving challenging financial efficiencies and value for money. The improvement priorities contained within the report have been identified for delivery within existing resources.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The report is to be published by September 2023.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Work began with Social Services Managers in September 2022 to identify the emerging priorities from their areas of work.

5.00	APPENDICES
5.01	Draft text Social Services Annual Report 2022/23

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	CIW - Care Inspectorate Wales ensure that services meet the standards the public expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

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FLINTSHIRE COUNTY COUNCIL

SOCIAL SERVICES

Annual Report 2022/2023

& 2023/24 PRIORITIES



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GLOSSARY OF TERMS

APPENDIX 1 Contextual Data and National Performance Measures

This Social Services Annual Report is prepared under the requirements of the Social Services and Well-being (Wales) Act 2014 and Regulation and Inspection of Social Care (Wales) Act 2016, both of which place a statutory requirement on the Council to report annually on its social services functions.

A Welsh version of this report is available. If you would like a copy of this report in your own language or in an alternative format such as large print, braille or on tape, please contact **01352 703020**.

Designed and printed by Double Click Design & Print CIC

section 1: introduction,

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year.

Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do, and informs the development of our services and future plans.

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

The work described in the report links to the National Quality Standards, which set out the Welsh Government's expectations at a national level of the quality of support that local authorities must be providing.

In preparing this report, we have followed the same approach as last year, reflecting the headings from the North Wales Population Needs Assessment 2022, and under each heading we will demonstrate

- ★ What we had planned to do last year and how we have succeeded
- ★ What difference this made to the outcomes for well-being of people
- ★ What our priority objectives are for next year
- ★ Any lessons learnt from the work carried out during last year

The standards are set out below:

PEOPLE

NQS1.1 All people are equal partners who have voice, choice and control over their lives and are able to achieve what matters to them.

NQS 1.2 Effective leadership is evident at all levels with a highly skilled, well qualified and supported workforce working towards a shared vision.

PREVENTION

NQS 2.1 The need for care and support is minimised and the escalation of need is prevented, whilst ensuring that the best possible outcomes for people are achieved.

NQS 2.2 Resilience within our communities is promoted and people are supported to fulfill their potential by actively encouraging and supporting people who need care and support, including carers, to learn, develop and participate in society.

PARTNERSHIPS & INTEGRATION

NQS 3.1 Effective partnerships are in place to commission and deliver fully integrated, high quality, sustainable outcomes for people.

NQS 3.2 People are encouraged to be involved in the design and delivery of their care and support as equal partners.

WELL-BEING

NQS 4.1 People are protected and safeguarded from abuse and neglect, and any other types of harm.

NQS 4.2 People are supported to actively manage their well-being and make their own informed decisions so that they are able to achieve their full potential and live independently for as long as possible.

Director's Summary of Performance

WELCOME to this year's Annual Social Services Report. We have over the past year continued to positively support our most vulnerable residents to have a voice, and control over their own lives, reach their potential and live well in their communities.

Flintshire County Council's Corporate values are:

- ★ **Compassion, Empathetic and Kind**
- ★ **Dignified and Respectful**
- ★ **Resilient and Resourceful**
- ★ **Energetic and Enthusiastic**
- ★ **Empowering, Motivated and Down to earth**
- ★ **Personable and Judgemental**

Flintshire County Council's Corporate values are reflected throughout the delivery of our services by our committed Social Care Workforce, who remain dedicated to improving well-being through meaningful joint working with our residents, their families, our commissioned providers and partners to build our resilient and resourceful community.

We have highlighted below just some of our key successes from last year:

- ★ **Children's residential services have seen significant development** with its two small group homes and the completion of building work on two four bed properties, one of which has emergency accommodation.
- ★ **Our Early Years and Family Support web page** has been developed as part of the Flintshire County Council website, and is to be launched April 23.
- ★ **The Draft Early Years Strategy** has been consulted on and is also due for launch April 2023.
- ★ **A new team, Discharge Assessment and Recovery Team (DART),** has been set up by Flintshire Social Services to support citizens in hospital and beyond. DART is the social care link between hospital and the community, and we aim to make the move as smooth as possible for people.
- ★ **In September 2022, Empowering Parents Empowering Communities (EPEC)** successfully delivered its third cohort of Parent Group Leader training.
- ★ **We have increased the number of approved general foster carers** and connected persons.
- ★ **The number of Micro-carers has increased with an additional eleven people in setting up Micro Enterprises in Flintshire** this year, bringing the total number of Micro-Carers set-up since the pilot launch to thirty four.
- ★ **A Project Board** has been established and identified key actions to implement the Dementia Strategy for Flintshire.
- ★ **Planning work** has progressed on an upcoming residential care home in Flint, offering residential care of the highest quality with state of the art facilities across 4 floors.
- ★ **Flintshire has continued to lead the North East Wales Community Equipment Service.** The provision of community equipment is essential for promoting the independence of people with disabilities of all ages.

- ★ **Properties at Larchway, Sandycroft, and Glan y Morfa, Connah's Quay** have been refurbished to support people with physical disabilities. Flintshire now has three units available to support people in urgent need of accommodation.
- ★ **We have continued to explore different ways of using direct payments** with a focus on strength and resilience, to help families use their direct payments in creative and resourceful ways.
- ★ **The Project SEARCH programme for adults** with learning disabilities and autism was launched with seven interns undertaking work placements.
- ★ **The Young Carers ID card** has been launched successfully, working in partnership with young carers.
- ★ **Next Steps Mental Health Service** ran their advanced volunteering programme with all learners completing the course and awarded with a Level 1 Certificate in Personal and Social Education.
- ★ **The North Wales Integrated Autism Service (NWIAS)** were successful in bidding for additional monies of £148,000 from the Welsh Local Government Association (WLGA) and have used this to reduce waiting lists across North Wales.
- ★ **The Autism Team** have planned, delivered, and attended events to raise awareness and provide support to Autistic Individuals and their families.

This year has seen the appointment of a new **Senior Head of Adult Services Janet Bellis** following the retirement of Susie Lunt.

Flintshire has received a legacy of great work from **Susie** who spent most of her working life at Flintshire and developed many first-rate services through her determination to improve the lives of the people we support.

Susie was passionate about the importance of good care for the people we look after, and is admired and respected by our Councillors Colleagues, Welsh Government Ministers and Civil Servants, regional and national colleagues and by all the staff team in Flintshire.

We wish Susie all the very best for the future and welcome Janet to her new role.

From both myself, and Councillor Christine Jones, my colleague Cabinet Member for Social Services and Deputy Leader, we express our sincere gratitude to our staff for their tremendous effort and commitment in providing such excellent services in what continues to be very pressured times to the citizens of Flintshire.

We wish to thank our staff and all our stakeholders for their dedication and professionalism shown towards our very positive working relationships, and their innovative approaches to developing our Services.



Neil Ayling
Chief Officer Social Services



Councillor Christine Jones
Flintshire County Council Deputy Leader & Cabinet member for Social Services



Above: Janet Bellis New Senior Head of Adult Services

Below: Susie Lunt Retired Senior Head of Adult Services



How are People Shaping our Service?

It is a Priority that the voices of people are heard and that we learn from them.

In Flintshire, we remain in regular contact with our stakeholders and work closely with them to develop our service in line with the needs of our residents.

The Contracts and Commissioning Team continue to facilitate regular meetings with Residential care, Domiciliary care and Supported Living providers. These meetings are a valuable arena for sharing information and networking, as they are attended by colleagues from the Environmental Health Team, Health and Safety Officers and BCUHB Officers.

Progress for Providers

An example of the Council delivering on the values of its local people is Flintshire County Council's Progress for Providers Programme which evidences and rewards person-centred care and practice. The scheme won a Social Care Accolade award for excellent outcomes for people for all ages by investing in the training and development of staff.

Staff members of Plas Yr Ywen Extra Care scheme holding their recently acquired silver award certificate from **Progress for Providers**.



This is a great achievement for quite a newly established team and I am very proud of what they have accomplished and of the standards of care they provide each and every day to the people in their care.

Manager
Plas Yr Ywen

Volunteering in Social Care NQS 3.1



Flintshire Local Voluntary Council (FLVC) have continued to develop the Volunteering in Social Care project in partnership with Flintshire County Council.

FLVC have provided support with recruiting volunteers for Flintshire Care Homes and links have been made with Coleg Cambria to encourage Level 2 and 3, year one Health & Social Care students to engage with their community and to support Flintshire Care Homes with Volunteering to complete their placements. Coleg Cambria Student placements took place in May, with five Care Home providers accommodating students, following which a student is now employed at Sycamore Lodge.

In April, FLVC hosted a Volunteer Recruitment and Community Engagement Event in collaboration with Flintshire County Council's Age Well 50+ Community Team at the Jade Jones Pavilion in Flint. 13 community groups and organisations were in attendance, which enabled lots of networking and volunteer recruitment to take place.

If you are interested in volunteering, please call us on **01352 744000** or email volunteers@flvc.org.uk

“Great preparation, relaxing and informal. Spoke to lots of people and networked face to face, very useful and so important.”

I completed 40hrs of volunteering, my duties included: making drinks, talking to residents and painting nails. What I enjoyed most about volunteering at Sycamore Lodge was getting to meet all the residents.

Mwy na Geiriau NQS1.1

As a local authority, we recognise that we have a responsibility and a duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations.

Being able to offer services to our most vulnerable residents in their own language, means so much more than just the words we use. It brings a sense of belonging, a connection, familiarity, safety, trust and so much more.

Over the past year, many Welsh language celebrations and activities have taken place with the help and support of our community. The residents of Marleyfield Care Home have particularly enjoyed their visits from pupils from Westwood Primary School who have been chatting, reading and singing in Welsh to them.

Developing our Early Years Website NQS 4.2

Following consultation with Parents and Carers which highlighted a need for a central source of information, we have worked with these groups to develop the Early Years and Family Support website, with our phase 1 launch due in April 2023.

Our joint working is continuing, and we are now seeking their views on barriers to engagement and how we can best reach our communities.

Following on from this, we will, together, focus on the voice of the child. This work will help to inform planning for a Parent Voice Network, ensuring that parents and children are recognised as key stakeholders and have an opportunity to be involved in the planning of services.



The little things we do today can make a difference tomorrow.

L. aged 8

Climate Change Strategy NQS 3.1

We recognise that the climate crisis is a hugely important issue, facing not just our residents, but the wider community, our environment and our wildlife.

In February 2022, Flintshire County Council prepared its first [climate change strategy](#). This strategy and action plan sets out our initial route map towards a net zero carbon Council by 2030; it's a live document that will evolve as our understanding of how we can combat the impacts of climate change evolves.

By working through these goals, we will make a positive contribution to tackling climate change and support Welsh Government's aim to be a net zero carbon nation by 2050.

We can only achieve the aims of net zero carbon by engaging and working with our residents, communities and businesses.

Some of our communities face challenges that we can help to ease by reducing fuel poverty, promoting green spaces for well-being, and developing green skills and job opportunities.

Flintshire County Council has invested in energy reduction measures and renewable energy schemes for a number of years, and this strategy sets the scene for our future aspirations in tackling climate change and to create a more resilient and net zero carbon Flintshire.



Investment from the Welsh Government has also been used to purchase three new Renault Zoe all-electric cars for our three Domiciliary Care localities. The cars are based in Llys Gwenffrwd, Croes Atti and Marleyfield House and are being used every day to deliver home care across Flintshire in a sustainable way.

Promoting and Improving the Well-being of Those We Help

Children and Young People

Early Years NQS 2.2

Flintshire has taken on the lead role for the **Regional Early Years Integration and Transformation collaboration which commenced March 2022**. Working closely with Local Authority leads, Betsi Cadwaladr University Health Board Public Health team and the North Wales Social Care and Well-being Services Improvement Collaborative, this integration and transformation work will create the foundation for the Early Years Strategy in Flintshire and support our vision of ‘For all children to have the best start in life’, bringing together shared learning.

The continued work programme will include priorities such as the expansion of Flying Start, increased eligibility to the Childcare Offer for parents in training, a focus on quality childcare and sufficient places, early childhood development, the impacts on children born during the pandemic, particularly speech, language and communication, and development of the volunteer parenting programmes; Empowering Parents Empowering Communities.

A Parents Champion Scheme offering an opportunity for volunteer Parent Champions to work in their local

communities to share information with other parents and signpost to local services. A communications team has been developed, bringing together representatives from each area of the Early Years and Family Support Service to develop a communications strategy and plan. This includes looking at how we communicate key messages and engage with parents, services and professionals across communication streams, e.g social media, website, outreach, online drop-in sessions, parent champions. This group also works closely with the Regional Communications group.

Family Information Service: NQS 3.2

The Family Information Service has seen a sustained increase in the volume of enquiries from both members of the public and from professionals supporting families. Our trained staff process requests and provide tailored responses, offering a specific set of information suited to needs and best outcomes. The online database resource, Dewis, provides access to information online and during out of office hours.

Summer of Fun 2022 NQS 3.1

The Flintshire Summer of Fun 2022 Scheme ran from 1st July 2022 to 30th September 2022. Its purpose was to support children and young people’s recovery from the impact of the Coronavirus pandemic, by providing all children and young people aged 0 – 25 in Wales with the opportunity to access free activities aimed at supporting their development and well-being.

Building upon the successes from the 2021 Scheme, a wide variety of activities were made available to include art, crafts, forest schools, sporting and reading activities, parent and toddler groups, all of which offered an invaluable opportunity for the children, young people and their families who took part to have fun. It also enabled the organisations involved to develop innovative opportunities and ways of working together beyond the Summer Scheme.

Fostering NQS 4.2

Since April 2022, the number of approved foster carers and carers undergoing an assessment has increased. The Special Guardianship Orders (SGO) service has also grown in strength with an increase in the number of SGOs in place, and families receiving support.

Mocking Bird NQS 2.2

The Mockingbird family model which replicates an extended family in constellations of 6-10 fostering households continues to develop and grow; with plans to launch a fourth constellation in late 2023.



The positive impact that the 2022 scheme has had is apparent from the direct feedback received from those involved:

Thank you so much. S has had such a wonderful summer with the events. You have all been wonderful.

Foster Bear NQS 3.1

The Foster Bear campaign is a fostering recruitment campaign which aims to raise awareness of local authority fostering and outline the urgency to recruit more foster carers in Flintshire. It was launched in January 2023, in association with local schools to improve awareness of fostering in the wider community.

Foster Bear is part of the fostering team and is joining primary schools across Flintshire to take part in daily activities with the children in class. Children will be given the opportunity to take Foster Bear home for a weekend during which they will look after and care for the bear. They will also receive a Foster Bear Booklet full of fun activities to do in class and to record their weekend adventures.

Children's families will also have the opportunity to participate in this campaign by sharing photos and stories on social media of how Foster Bear has adapted to life with their new family, using the hashtag #fosterbear.



Raising Awareness NQS 1.2:

Members of the Foster Wales Flintshire team were out in full force at 2022's Mold Food Festival which attracts thousands of people from across the county and North Wales.

The purpose of attending the festival in September was to not only raise awareness of the fostering service but to be part of the community and support a fantastic event.



Empowering Parents Empowering Communities NQS 3.2

Over the past year, Empowering Parents Empowering Communities (EPEC) has grown from strength to strength. In September 2022, we delivered our third cohort of Parent Group Leader training, with five parents completing the training and gaining their certification and Agored Accreditation.

Being a Parent groups (aimed at parents across the whole of Flintshire who have at least one child aged 2-7 years) have been delivered in local primary schools, community centres and in Family Centres. The groups have taken place both during the day and evenings, face to face and on Zoom to facilitate access to the sessions by as many parents in Flintshire as possible.

In 2022, the EPEC team undertook 'Train the Trainer' training for a new group called Baby and Us, aimed at parents with children aged 0 – 1 years. In May 2022, the first Baby and Us group was facilitated by the volunteer Parent Group Leaders who had completed their training which was delivered by the EPEC coordinator. To date, three Baby and Us groups have been successfully facilitated. A total of 21 parents have attended across these three groups. Feedback from the groups has been fantastic: (quote to right.)

We now proudly have 14 Volunteer Parent Group Leaders within our project. They are an incredible asset to the project and their passion and dedication add exceptional value to these parenting groups, freely accessible to all across Flintshire.

Children's Advocacy NQS 1.1

The Children's Advocacy Services currently being delivered are meeting the needs of the North Wales population.

The service has been reviewed, and is being developed through recommissioning, and building Parent advocacy following a successful pilot scheme funded by the Welsh Government.

I have gained so much more confidence in being a mum. Practical advice and support that I can go back to in the future.

Development of the New Children's Homes NQS 4.1

This year has been a busy time for our Children's Residential Service. We have two small group homes, one of which has been supporting children since April 2022. These homes can accommodate up to two children who are siblings.

In October 2022, the refurbishment of two other larger properties was completed, both of which can take up to 4 children at any time and there is an emergency provision attached to one of the homes.

A care agency has been supporting a child in two of our homes and this is going well. We are currently recruiting Children's Residential Workers for the homes. As the new team members come on board, we have a plan in place on how we take over the care and support from the agency in the best way to support the children through the transition.

The management team have been working hard to develop all the documentation, processes and procedures necessary for the homes. Planning and arranging the training and development for the service has also been completed. Apart from the legal requirements needed, a vast amount of work has also gone in to preparing the houses to look and feel like homes, in preparation for children to move in.

As part of this new service, our staff and managers have been busy building new relationships with local communities and local service providers.

A model of care has been identified to support the children and young people who will be living in the homes.



Arosfa NQS 3.1

Arosfa Disability Service provides long term and short term residential breaks for young people with profound disabilities. It gives young people an opportunity to spend time away from home, preparing them for future independent living and an opportunity to socialise outside of school with friends in a new environment. It provides an opportunity for parents and carers to also have a break and spend quality time with other family members and friends. This provision for some families is crucial in keeping families together.

This year, the staff and young people it supports have had lots of fun celebrating its 10th Anniversary.



2023/2024 PRIORITIES

- Development of a national, regional and local approach to Early Years Transformation so that all our children aged 0-7 have the best possible start in life and are able to reach their full potential.
- Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire.
- Continue to develop the Special Guardianship service to reduce the need for children and young people to remain looked after.
- Develop childcare expansion and seamless childcare provision across programmes.
- Develop the priorities set out in the Early Years Strategy.

Older People

DART NQS 2.2

The Discharge Assessment and Recovery Team (DART) is a new team that has been set up by Flintshire Social Services to support citizens in hospital and beyond. It aims to improve outcomes for Flintshire citizens when they have been admitted into hospital and to support them when they leave. The team works closely with colleagues in local acute hospitals and associated community hospitals across the region, and with the Continuing Health Care Team.

DART's work starts when citizens are admitted into hospital. The team keep in contact with hospital staff about a person's progress, to find out what matters to them and act promptly if help is needed when they are ready to move on from the acute setting.

DART is the social care link between hospital and the community, and we aim to make the move as smooth as possible for people. Our team of Social Workers, Occupational Therapists, Physiotherapists and Technical Instructors work together with health colleagues, using a Welsh Government guidance framework to determine the best pathway of care for citizens and to move people towards independence.

Some people can go home from hospital without any extra help, some need more support at home to remain as independent as possible, and others need a short spell of residential care in a care home before they can go home. This residential care can be provided either in an independent care home or in one of the local authority's care homes, including our purpose built "step-down" resource, Elm. The framework also makes provision for people where more complex care is needed, including long-term care home placements.

Whatever the level of social care need, DART makes arrangements to support people who are ready to leave hospital so that they can be as independent as possible, as soon as possible. We work closely with other teams in health, social care and across the council and we are looking forward to growing these relationships as DART develops.

Ben James
Team Manager

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Micro-Care NQS 1.1

The Micro-Care project was started as a pilot in 2019 as a way of strengthening the social care market and diversify the career options within social care, by supporting people to set-up as their own micro-enterprise within the sector. Since then, the project has continued to grow with an additional nine enterprises setup in Flintshire this year, taking the current number delivering care to thirty one.

A major achievement for the project this year has been the council directly purchasing services from a Micro-Carer for the first time. To be able to be commissioned, Micro-Carers have to pass a "Quality Framework" which requires them to demonstrate the resources and ability to deliver safe social care services on behalf of the council. The ability to commission directly with Micro-Carers provides us with additional resource to use in addressing gaps in social care support.

To find out more about becoming a Micro-Carer or to look for a service visit <https://www.careatflintshire.co.uk/en/Micro-care/Welcome.aspx> or email micro-care@flintshire.gov.uk

The project has also expanded into supporting the "Warm Welcome" offer by Flintshire County Council. Four Micro-Carers supported the various hubs to ensure that people were able to keep warm during the cost of living crisis, but also reduce isolation and have a chance to take part in well-being activities.

The team has also supported a Micro-Care enterprise to set-up as a day service for older people with dementia. The day service provides an active model of day service, focusing on meaningful activity aimed at promoting and sustaining independence, while at the same time supporting people to do the things they enjoy.

We actively engage with Micro-Care providers on a one-to-one basis, along with holding network meetings.

We will continue to strengthen our links with other organisations, public sector agencies, and third sector to promote the project, while also increasing our advertising to reach both in the community and digitally.

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My Mother has dementia and having this workshop twice a week helps us greatly and allows us some time to ourselves. She enjoys the day and all the activities N provides helps my mother with her well-being. I hope in the future she'll be able to attend more which will of course help all of us.



Dementia NQS 3.2

The **Flintshire Dementia Strategy** was developed in 2021 in consultation with people living with dementia, their carers and those who work with them.

The priorities being implemented are to:

- ✦ **Help people to reduce or delay the risk of developing dementia** and to recognise the symptoms of dementia.
- ✦ **Improve the support and information provided to people** before, during and after an assessment and diagnosis of dementia.
- ✦ **Provide person-centred care and support services** to help people with dementia to live well, at home or close to home.
- ✦ **Provide support to carers and families**, including advice and respite and to help build strong support networks with other people with lived experience.
- ✦ **Develop dementia friendly and supportive communities** for people living with dementia and their carers and families.
- ✦ **Enable people with lived experience of dementia to have a leading voice** in the development of supportive services and communities.

Health and Social Care Services provide person-centred support to people living with dementia in their own homes and in residential and extra care settings.

The North East Wales Carers Information Service (NEWCIS) have continued to work closely with Social Services and Health Board teams to provide a key role in supporting people in the community.

Dementia friendly community groups and memory cafes provide a friendly and supportive environment for people living with dementia and their carers to meet locally to enjoy social interaction, share information and experiences. This helps to build strong friendships and support networks.

At the start of January 2023, a new Dementia Centre opened at Greenfield Enterprise Centre under the management of third sector service partner Carers Trust. Social Services and health colleagues are working closely with Carers Trust to provide initial support and information for people recently diagnosed with dementia and their carers. This is contributing to the implementation of a regional Memory Assessment Service in North Wales, aligned to the new All Wales Standards for Dementia Pathways of Care.

The Flintshire Dementia Strategy priorities will be reviewed and updated collaboratively in 2023 to ensure that people living with dementia, and their carers and families continue to receive the information and support that is most important to them.



“Significant progress has been made over a number of years to build age and dementia friendly communities in Flintshire. This includes the establishment of community cafes, supporting community action groups, improving information sharing, and developing intergenerational projects and digital inclusion initiatives.”

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World Health Organisation's Global Network of Age-Friendly Cities and Communities NQS 2.2



The Welsh Government (WG) launched a ‘Strategy for an Ageing Society’ in October 2021. This strategy provides a vision for Wales to be an age-friendly nation - supporting people of all ages to live and age well and to participate in their community.

To support this vision, WG has invited all local authorities to apply for membership of the WHO global network. Flintshire County Council's Cabinet, on Thursday, 23 February 2023, approved a proposal for the Council to submit an application for membership of the World Health Organisation (WHO) Global Network of Age Friendly Cities and Communities.

In Flintshire, there is a long-standing commitment to developing age-friendly communities, demonstrated when the Council signed the Dublin Declaration in 2014, underlining its commitment for Flintshire to become age-friendly. The Flintshire Public Services Board prioritised the continued development of age-friendly public services and communities in the [Wellbeing Plan for Flintshire](#). This will involve making positive changes to the following aspects of community life, which the WHO define as ‘Age-Friendly Domains’:

- ✦ **Outdoor space and public buildings**
- ✦ **Transport**
- ✦ **Housing**
- ✦ **Social participation**
- ✦ **Respect and social inclusion**
- ✦ **Civic participation and employment**
- ✦ **Communication and information**
- ✦ **Community support and health services**

This work will provide opportunities for older people to have a voice in shaping age-friendly communities and services.

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I fully support this proposal as membership will provide a number of positive impacts and will show our commitment to supporting, valuing and celebrating our ageing population. It will also provide an opportunity to share best practice ideas and resources with other network members.

Councillor Christine Jones
Flintshire's Deputy Leader and
Cabinet Member for Social
Services and Well-being

Marleyfield House NQS 2.1

The thirty two bed expansion and refurbishment works at Marleyfield House in Buckley was formally opened this year by MS for Health and Social Care, Eluned Morgan. The opening was an opportunity for residents as well as staff, past and present, to celebrate the excellent care that the facility enables care staff to deliver. The event recognised how valuing the well-being of individuals and providing a high-quality building for people to live and recover in following a period in hospital can have a significant impact and make a substantial positive difference to the well-being and life satisfaction of people who come to stay there.



Flintshire County Council's Deputy Leader and Cabinet Member for Social Services and Well-being, Councillor Christine Jones

It was a real pleasure to welcome the Minister and to be able to show her our fabulous facility in Buckley. It was also fantastic to meet many of the residents who have made Marleyfield their home. This reaffirms the Council's commitment to investing money in critical services. I am proud that Flintshire County Council continues to support our most vulnerable residents.

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Croes Atti Newydd Residential Care in Flint NQS 3.1

Work has been continuing at pace to design a new residential care home in Flint. The site that previously housed the community hospital on Cornist Road has been identified as a site in which a 56 bedroom residential care home can be situated. This facility will replace the current facility Croes Atti on Prince of Wales Avenue with a modernised, state of the art facility that will take our learning and experience of the expansion at Marleyfield in Buckley and develop this even further to provide exceptional services to older people in Flint and the surrounding areas. Similar to Marleyfield, This development will be operated in partnership with Betsi Cadwaladr University Health Board. The project is currently scheduled to begin on site in September 2023 and will be completed and opened in the spring of 2025.



2023/2024 PRIORITIES

- Provide additional placements for step down care within our in-house provision (Croes Atti Newydd).
- Continue to grow the Micro-Care market, including access to commissioned care packages.
- Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment.
- Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience.
- To award a contract for adults advocacy, joint with Wrexham County Borough Council.

21

General Health Needs, Physical Impairment and Sensory Loss

Accommodation to Support People with Physical Disabilities NQS 4.1

Properties at Larchway, Sandycroft, and Glan y Morfa, Connah's Quay have been refurbished to support people with physical disabilities.

We now have three units available to support people in urgent need of accommodation. Recent need has included young people, a family with a disabled child, people with physical disabilities and those recovering from substance misuse. These properties provide a better alternative to hotel accommodation and reduces the spend in housing on such facilities.

Community Support Initiative NQS 3.1

The Community Support Initiative is a group of organisations that have been operating in Flintshire since 2018. This year has been an opportunity to begin to understand how the needs of people living with a disability have changed over recent years, whilst continuing to deliver services. This has included some changes to the way that services have been delivered in order to meet the immediate needs of individuals, taking into account the current economic challenges that are affecting the local population. The year going

forward will be an opportunity to look in earnest at how we change the delivery of services to meet the current and medium term needs of individuals living with a disability in the community and ensure that Flintshire are able to deliver meaningful and beneficial services to those living with a disability.

Community Equipment NQS 3.1

Flintshire are the host authority and lead partner of the North Wales Community Equipment Service.

The provision of community equipment is essential for promoting the independence of people with disabilities of all ages. Over the past twelve months, the service has received 21,000 referrals from over 500 referrers.

The service has responded to 100% of its requests for urgent equipment within the one day national response standard from April to September 2022 and 100% of its requests within the 7 day response standard.

The percentage of equipment reused is 94% (against a standard of 70%) for April to June 2022, and 93% for June to September 2022.

2023/2024 PRIORITIES

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- Direct payments: lead on direct payments initiatives at a National Level.
- Support people with disabilities to find and remain in paid employment.
- Signposting individuals to third sector and social prescribing.
- Promote referrals to the exercise referrals scheme.
- Develop short-term emergency accommodation for people who find themselves homeless or in need of accommodation urgently.
- Explore joint commissioning of community disability and sensory loss services.

Learning Disabilities

Learning Disability Services with Home Farm Trust (Hft) NQS 3.1

The partnership with Hft for the delivery of services for people with learning disabilities has continued to evolve and innovate throughout the 2022/23 year.

Hft provide services for people with learning disabilities and mental health support needs on behalf of the Council, delivered both at the Hwb Cyfle day centre, and a variety of other service settings that deliver a diverse range of day and work opportunities.

As part of the evolution within learning disability services and partnership working, Hft assumed the operational management of the Growing Places service in July 2022. Growing Places was previously a mental health work opportunities service but now provides support to individuals with learning disabilities and mental health support needs. The transition ran very smoothly, and the service has formed a close partnership with the Tri Ffordd horticultural day service.

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Above: Interns and staff celebrating the graduation of their 2022 cohort of interns who have successfully completed the life-changing Project SEARCH transition to work programme in Flintshire.

Project Search NQS 2.2

Project SEARCH is a supported employment programme which supports young people with learning disabilities into employment. When the Coronavirus pandemic prevented the interns from going out into their work placements, they decided to use their time in a creative way and set to work thinking about how they could help people understand neurodiversity. The interns developed a training package to raise awareness of neurodiversity in the workplace, and the benefits to businesses when they work with people from neurodiverse communities.

On 17th May, two training sessions were delivered to staff from Social Services. The session covered learning disabilities, autism and dyspraxia. The feedback from the session has been overwhelmingly positive, and the interns' lived experience really brought the subject to life.

Project SEARCH is the first internship programme for adults over 25 with learning disabilities in the UK and is being operated in partnership with Clwyd Alyn Housing Association as the host business. Seven interns are currently participating in the over 25's programme and are undertaking their first of three work placements ('rotations') which commenced in September.

Hft have employed a former Project SEARCH intern as a Supported Employment Advocate who will assist with marketing, linking in with employers and collating stakeholder feedback.

Maes Gwern

There are plans to develop a new modern building in the Maes Gwern area of Mold to provide an integrated service hub that will involve relocating the current Tri Ffordd and Growing Places work service opportunities. The new facility will provide additional capacity and resilience to support more individuals than is possible at the current service locations and offers the scope to also provide services at the site to individuals with complex autism support needs.

The design concept for the new facility has been progressing since autumn 2022 and the programme remains on schedule with construction planned to commence in the summer of 2023.

Caffi Dai NQS 2.2

The café operating from Rowley's Drive, Shotton was renamed Caffi Dai and following an extensive refurbishment was relaunched in the summer of 2022. The relaunch has proved very successful and the sales have increased to where they were prior to the onset of the Coronavirus pandemic.

Supported Living NQS 1.1

The Learning Disability Social Work team have been refocusing and refreshing their use of person-centred practice. Further training and input from people using the service will improve their creative skills in ensuring people with learning disabilities take part in interactions with us in a meaningful way. For some people, paper based systems of assessments and reviews are not the most appropriate, so we will be encouraging people to participate in ways which they can maximise their voice, so they might be supported to put together videos, live performance, music and any other way people choose to express themselves.



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Theatr Seren NQS 1.1

Theatr Seren is a local performing arts group created by a group of people with learning disabilities, with help from their Social Worker and Hft.

In October 2022, through discussions with our service users and staff, it became apparent that logistics, cost and availability were proving a barrier for people who clearly had an interest and passion in performing arts. Steps were taken therefore to set up a performing arts group locally. A project leader was found, who has decades of experience working within this sector, along with a venue for the group. The aim of the group is to support our service users who otherwise would not have access to a group that would give them the opportunity to be involved in something bespoke and that mattered to them.

The collaborative work has been a massive success and the group is now a long-term independent group that has formed its own company called Theatr Seren. Currently there are fourteen adults with learning disabilities involved in Theatr Seren.

The group have learnt various theatre techniques including fight scenes for their slapstick scenes in 'Alys', and have worked on developing the physicalisation of their characters so that they are also acting with their bodies and not just the words.

The group have fun playing and enjoying improvisation work that has opened up and celebrated the group's unique creativity. Theatr Seren ended 2022 with a performance of Alice in Wonderland which was well received and attended by over 60 people.



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I enjoy the dancing, making new friends and also making my costume as well as having a good time as a group.

Together Learning Disability Programme: Seamless Services for People with Learning Disabilities NQS 3.1

The Together Learning Disability Programme is a partnership involving the social care departments of the six local authorities in North Wales and Betsi Cadwaladr University Health Board. The project aims to co-produce services with people with learning disabilities and their parents and carers. The scheme was shortlisted for a 2022 [Social Care Accolade Award](#).

The project aims to support people and organisations to ensure that people with learning disabilities are able to live a great life. In 2022, [The Life After School: the onward journey of young people with learning disabilities in North Wales research report and good practice guide](#) was launched in supporting people with a learning disability to have the same chances as everyone else, especially after they leave school.

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Gogledd Cymru Gyda'n Gilydd
North Wales Together

Gwasanaethau Ddi-dor i bobl ag Anableddau Dysgu
Seamless services for people with Learning Disabilities

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2023/2024 PRIORITIES

- Continue to expand the Progression Model across services to people with physical disabilities, and other service areas promoting people's independence skills to support them to achieve their personal outcomes.
- Progress the newly formed partnership with Deeside Industrial Park which aims to bring employment opportunities for vulnerable people within Social Services.
- Continue to meet the demands of young people with learning disabilities for accommodation.
- Develop the relocation of the Tri Ffordd supported employment project to Maes Gwern in Mold, which will also incorporate other service offerings (mental health & autism support services) at an integrated service hub.
- Continue to expand the service offering for employment opportunities for disabled people.

Autism

We have throughout the year continued to meet our duties under the Welsh Government Code of Practice on the delivery of Autism Services, and host the North Wales Integrated Autism Service (NWIAS) on behalf of the region and health Board.



NQS 3.1

The Code of Practice sets out what autistic people, their parents and carers can expect from public services in Wales. Autistic people were extensively involved in the consultation process and continue to shape the services we develop. The Welsh Government have also published Guidance to accompany the code and both can be found here: [Code of Practice on the delivery of Autism Services: Impact Assessment](#)

In response to the Code of Practice, Flintshire have developed a local implementation plan, and our staff have been dedicated and creative in their efforts to raise awareness, share information and provide support for autistic individuals, their families and support networks.

Our Information events have been well attended and offered an invaluable opportunity to meet new friends and share information. The NWIAS Team have also attended two large county shows, the Denbigh and Flint Show and the Meirioneth County Show, which was well attended, being the first one for three years. The NWIAS information stand was very busy. Many people took the opportunity to speak to link workers there to offer help and advice on Autism.

The year began with a view to longer term planning to promote the team and the support we can give to the autistic community who do not already receive services. We had previously delivered all services online due to the challenges of the Coronavirus pandemic and have now gone back out to community working directly with the public. We also run a lively Facebook page that advertises all events throughout the year.

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We planned and delivered three major events in the Ramada Hotel in Wrexham, the Celtic Royal Hotel in Caernarfon, and the Imperial Hotel in Llandudno. A range of providers attended these events to support autistic individuals and more than 120 members of the public attended each event.

Our team continues to hold coffee mornings and information hubs throughout North Wales in all six counties to support Autistic Individuals and their families. We are able to direct people to the correct services for financial advocacy, employment training skills, voluntary work opportunities and other such activities. We also work with adults on skills for empowerment such as dealing with anxiety, sleep, problem solving, forming routines and coping strategies, amongst others.

We have also run five Understanding Autism groups during the year to support adults who have been newly diagnosed to equip with coping skills and a greater understanding of what autism means to each person individually. In June 2022, we ran a successful and well attended Teenlife Group for parents supporting teenage children and this was well received.

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We have also delivered training to external bodies such as Advocacy Service North East Wales ([ASNEW](#)) on effective communication with autistic individuals.

Flintshire's [Autism website pages](#) aim to bring together a range of information in one place to signpost people to the right information and support. The team is working hard to continue to update this as we develop and learn more about local support. There are links to the website [Autism Wales](#). This is one of the resources which helps the National Autism Team achieve their aim to improve the lives of autistic people in Wales, and offers a wide range of sources of information, and free downloadable resources that have been developed with autistic people, parents/carers, and professionals from across Wales.



2023/2024 PRIORITIES

- ⦿ Increase skills around autism with respect to advocacy.
- ⦿ Autism training to continue to offered to Advocacy providers - contracts in future will detail expectations around skills and knowledge in supporting autistic people.
- ⦿ Develop integrated work opportunities services for individuals with autism, learning disabilities and mental health support needs.

Mental Health

Flintshire's Mental Health Service use the 'recovery approach' to support people to improve their well-being by living well independently, to join in with social and leisure activities, be employed and take part in volunteering or education.

Well-being Programme NQS 4.2

Flintshire's Learning for Recovery and Well-being Programme is a multi-agency developed initiative which promotes learning and social activities that are accessible locally to anyone in Flintshire struggling with their mental health and/or their carers.

It is aimed to improve an individual's well-being through meeting new friends, developing confidence and learning new skills.

Each year, Flintshire County Council's Mental Health Support Services work together to provide lunch on Christmas Day, for individuals who find themselves on their own on what can be one

of the most difficult and lonely times of the year. For many years, we have been touched by the generosity of the local communities who have helped out in some way and this year was no exception. Mold and Buckley round table advertised that they would be providing lunch on Christmas Day, in Mold and Buckley and kindly agreed to help us out. Mental Health Support Services staff supported over ten individuals on the day to attend venues in Mold and Buckley where they were provided with a fantastic 3 course meal and a gift to take home. There were lots of smiles and laughter during the day and a brilliant time enjoyed by all.

Next Steps NQS 3.1

Next Steps provides support and guidance for people to enter education, training, voluntary work and employment. They can also support people to stay in work if already employed. The Next Steps team works closely with other organisations such as Job Centre Plus, Careers Wales, FLVC's volunteer centre and local universities and colleges.



Next Steps are now running their advanced volunteering programme as a step up from the one they ran last year. The course ran from May – July 2022. All seven learners completed the course and were awarded their certificate. This year they were awarded a Level 1 Certificate in Personal and Social Education.

Next Steps are also currently developing a pilot employability programme with HFT and Deeside Business Forum. This aims to provide employment for individuals within the Deeside Industrial Park. As part of this programme, Next Steps have developed their volunteering course to include employability skills and the new course will start in April 2023 and currently has nine individuals interested in completing the course.



Life Warriors NQS 1.1

Life Warriors is a peer-led therapeutic support group for people with a diagnosis of, or people who identify with the characteristics of 'personality disorder' (PD). It was a priority for this year for The Life Warriors to

become more peer run. This is now happening, with members taking key roles within' the group such as chair, vice-chair, time keeper and event organiser.

The group is also taking lead roles in welcoming new members with staff support, introducing them to the group. The group meets weekly online, and creates a space where people feel heard and supported by peers with lived experiences. The experience of feeling understood often for the first time has been transformative for group members.

Social Links Joining Forces with Mind and Aura NQS 3.1

The Mental health team have joined up with MIND and Aura to deliver one of our drop-in services in the local library. Having this collaborative approach has not only enabled us to provide a more diverse range of activities, but also made it more accessible, and enables individuals to take advantage of the resources and groups already being held at the venue. Funding has also been granted to use the session as part of the warm hub scheme, enabling us to also provide hot meals.

The group's impact is created by the open, honest, non-judgmental space it offers its members: It's just being able to talk honestly, about how you're actually feeling.

This was the first thing that's actually helped me... it's helped me because there are other people in my situation that understand. My confidence has grown tremendously.

Life Warriors
Group Member

Intensive Support Team NQS 4.2

The Intensive Support Team work with people who have many difficulties or who need higher levels of support to have the confidence to live safely in their homes. The team provides one-to-one support to people who may be at risk of losing their homes, who have never lived on their own before or who are returning to the community after a long time in hospital or some other care setting.

The team have recently worked alongside Flintshire County Council Housing Services, Housing Association, Social Services and the Community Mental Health Team (CMHT), to support an individual with a diagnosis of ASD and ADHD, to move into supported living, with a view to them living independently in the near future when they have built up their skills and confidence.

Community Living Team NQS 2.2

Similarly, within Community Living Team, support started with a lady in May 2022. Her identified goal was to be able to leave her house to go into her back garden, and to build confidence in doing this, as she was unable to even touch the handle on the door. Support was provided twice per week. In less than a year, she has been able to leave the home, go to shops and to her daughter's for Christmas and she has a new goal of attending her daughter's hen do and wedding later this year, she also wants to start using public transport so she can get to her daughter's independently.

The care coordinator in the Community Mental Health Team (CMHT) passed on their appreciation and compliments to the staff and was amazed at the progress that has been made, and in this relatively short time frame.

Everyone has been amazing helping me like this. The housing people were nice because they knew I needed to move. Intensive Support Team came with me to the new house, helped me move all my stuff into my new place and are talking to all the other people to sort things out (Clwyd Alyn, Children's Social Services, Community Mental Health Team etc), because that is what they do and I am now very happy in my new place. Everyone is saying I will be living independently in no time and I believe them.

Service User
Intensive Support Team

The future of Growing Places NQS 2.1

Growing Places offers work activities for people with a mental health issue, referred by their Care Coordinator, and provides an opportunity to engage with employment coaches with a background in horticulture. The work activities include a gardening service in the local community, garden furniture restoration and office skills.

The aim of the project is to support and encourage people back into work routines which enables them to learn new skills and move on to employment or further training opportunities.

Our successful partnership with HFT has extended to enable HFT to manage Growing Places, extend their volunteer policy, and will also allow for combined use of horticultural resources with the Tri Ffordd project, and further opportunities when they move site to a new and exciting location in Mold.



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2023/2024 PRIORITIES

- Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership.
- Working in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future.
- Complete a review of Community Mental Health provision and define a model for the future.
- Work with Housing to fund a small team of people to support individuals with low level Mental Health problems to improve their housing.
- Support workers in Mental Health Services to cope with increased demand alongside health.
- Develop support for people with Mental Health problems in their need for accommodation.

Carers

Young Carers ID Card NQS 2.2

Our Young Carer ID card has been launched successfully, with increasing engagement and uptake. Our work is ongoing to drive this further, by establishing links with local businesses to offer discounts and benefits for young people carrying the Young Carers ID Card as a thank you for the work they do as a Young Carer. Furthermore, work continues to develop a mobile app version of the ID card, which will also show the businesses offering discounts and benefits across the North Wales region.

Further Development of Young Carers Service NQS 2.2

Working in conjunction with North East Wales Carers Information Service ([NEWCIS](#)), our Young Carers Services have seen significant and exciting developments this year that are making a difference to the lives of our Young Carers in Flintshire. As well as offering one-to-one support, a full scheme of events and activities has taken place supporting our Young Carers and promoting their well-being. We hold regular weekly sessions allowing our Young Carers time to take a break from their caring duties and access peer support.

A small selection of activities that our calendar has included is:

- “Chill and Chat” and “Movie and Pizza” nights
- “Amazing Us” sessions focusing on reflecting on their strengths
- Pamper Evenings
- Forest School Activities
- Forest Walks
- Craft Evenings
- Bowling
- Pancake Making



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Engagement NQS 3.1

We have developed an interactive presentation for professionals in our local schools about Young Carers, and the support that they may need over and above that of their peers. The engagement with schools has not only enabled professionals to identify Young Carers in their classes but also equipped them with tools and skills to be able to support them. Through this work, the number of referrals to North East Wales Carers Information Service (NEWCIS) for further support for Young Carers has increased significantly. The referrals to NEWCIS enables the Young Carer to access a vast range of additional care and support. We are seeing a positive response to the work we are doing with our schools here in Flintshire, with staff and pupils proactively seeking to support each other. For example, we have supported the Mold Alun High School in Mold to set up a Young Carer's Group within the school and they are already starting to run drop-ins. Additionally, the Mold Alun High School have voted for NEWCIS Young Carers to be their charity of the year and we are looking forward to working with them across the next 12 months to develop our links further.

Supporting Young Carers NQS 3.2

We have listened to our Young Carers and introduced new ways of helping them with their concerns about the impact of the cost-of-living crisis. This includes developing a quarterly "shop" (at no cost to the Young Carer) with a different theme each quarter. Through this initiative we have been able to provide school equipment, toiletries, fleece Oodies, blankets, hats, gloves and sanitary products, sun cream and gardening items including seeds which has enabled our Young Carers to grow their own herbs and vegetables. The shop has proved popular with our groups.

Summer of Fun NQS 2.2

Our Young Carers enjoyed a diverse range of activities as part of the Summer of Fun 2022 Scheme, at which they made lots of new friends and widened their support networks.



I worry she misses out, or gets held back, by my illness, especially since COVID and the lockdowns. It has been utterly wonderful and joyous to see her attending these events this summer, making new friends, getting to try new experiences I couldn't take her to and seeing her happiness and self-confidence grow! Truly grateful for these opportunities for her.

Developing the Direct Payment Offer for Carers

The Flintshire County Council Direct Payment Team have been working alongside NEWCIS to develop and expand the offer of Direct Payments for Carers in their own right. Direct Payment offers the recipient the opportunity to access the care and support that they need in a way that is personalised to their own needs. The number of people who are accessing support through a Direct Payment is increasing and we are seeing ever more imaginative and innovative ways that this support is being used.

Daffodils NQS 2.2:

Daffodils is a third sector organisation that provides recreational activities and planned trips for parent carers of children and young people with physical or mental disabilities and their families, to enjoy time together. Their activities seek to integrate families into the local community, create friendships and a sense of belonging, reduce isolation, offer peer support opportunities, and improve overall mental well-being, improving their quality of life.

Daffodils ran over 150 activities and events in the last year such leisure

centre activities like swimming and tenpin bowling, well-being walks and lunches in the surrounding areas, art and craft workshops, soft play sessions and a weekly youth club. Across the Summer holidays, their largest event saw 60 families, (over 200 individuals) enjoy a trip to Greenwood Forest Park.

Daily they provide face to face and telephone support for on a wide range of topics.

Carers Strategy Group NQS 3.1

The Flintshire Carers Strategy Group is a forum for organisations who represent Carers from both the Statutory and third sector. The group has a key role in helping to shape relevant local, regional and national strategies for the development of services and legislation for carers.

Work has been undertaken to redevelop, revitalise and refocus the group this year. Membership has been expanded to include more organisations. Representatives from Flintshire County Council Education Portfolio and Betsi Cadwaladr University Health Board are now among the active members, and we are seeing the positive impact of collaborating across organisations to drive improvements for carers.

2023/2024 PRIORITIES

- Further development of our work to support Young Carers in their role, including but not limited to: further development of the Young Carers ID Card, focus on respite and breaks for Young Carers, engagement with education colleagues and schools, engagement with businesses and communities across Flintshire, support with training and education opportunities.
- Work to develop new ways for Carers to access a break from their caring responsibilities.
- Cost of Living – A scheme of workshops, groups and resources aimed at supporting our carers through the cost of living crisis.
- Work to develop an international network of Carers and Carers Centres to communicate, share ideas, collaborate, provide peer support and respite opportunities.
- Begin the process of looking at the recommissioning of our carer's services for 2025 onwards.

Safeguarding NQS 4.1

The safety and well-being of children and adults is one of the Council's major priorities and we all have a responsibility to keep children and adults free from harm and report any concerns.

Safeguarding covers modern slavery, sexual abuse, financial abuse, neglect and radicalisation.

It is of paramount importance that we recognise signs of potential abuse and know how to make a report.

Your call can make a difference!

Explore the North Wales Regional Safeguarding Board Website

<https://www.northwalessafeguardingboard.wales/> and find out more about safeguarding issues.

National Safeguarding Week NQS 3.1

In November 2022, National Safeguarding Week was launched. Working with partners from local councils, health, the emergency services, third sector and others, Safeguarding Boards throughout Wales have been raising everyone's awareness of what safeguarding means and the many situations in which it can arise.

Safeguarding Week is a useful reminder that we all have our part to play in keeping people safe – safeguarding is everybody's business! It's important that we all know the signs of potential abuse and know how to report it.

Safeguarding Week 2022 was an opportunity for organisations to come together to raise awareness of important safeguarding issues. The theme this year was "Professional Curiosity".

The Hate Crime Awareness Week aimed to raise awareness and understanding of the impact that hate crime has on individual victims. It encourages victims and bystanders to report hate crime to help stop it and create a safer Wales. It is also sending a message to perpetrators that their hate hurts everyone, including themselves, as they could be prosecuted for a crime which would have a detrimental effect on their lives.



Wales National Safeguarding Week for 2023: 13th - 17th November

“together we can keep people safe”

Safeguarding of Adults and Children NQS 3.1

The safeguarding team attends multi-agency meetings on a weekly basis, as well as holding regular discussions with the police, to ensure that the correct agencies are in place to support these vulnerable individuals.

Liberty Protection Safeguards (LPS)

Flintshire have responded to the United Kingdom consultation on proposed changes to the Mental Capacity Act 2005 Code of Practice and implementation, and to the Welsh consultation on new regulations to support the implementation of Liberty Protection Safeguards (LPS). Both consultations closed on the 14 July 2022. The Council remains committed to protecting the rights of those who lack mental capacity under the current DoLS system.

Corporate Safeguarding e-learning Package NQS 1.2

We continue to promote the corporate safeguarding e-learning package to Social Services staff, as well as face to face and virtual training sessions. Virtual training is also offered to our third sector partners. The All-Wales e-learning package has been widely circulated and encouraged to our third sector partners also.

2023/2024 PRIORITIES

- Promote the corporate e-learning package.
- Explore the recommissioning of advocacy services on a regional basis.



a) Workforce

This year has been an incredibly busy year for us, as a team and we'd like to share with you some of our achievements, together with some of our planned activities for 2023/24.

During 2022/23 we delivered 407 training sessions, offering a total of 9,933 places to employees, carers, unpaid carers, and volunteers working across Flintshire social care settings, including those in domiciliary care, independent and the voluntary sector. This was an increase of over 70 courses delivered compared to last year with almost treble the number of places being offered, reflecting the growth and movement across the sector.

Several new training courses were developed by our Training and Workforce Development officers which included 'Values' and 'Dignity at Work – creating a positive working environment' these sessions are delivered as part of a rolling programme.

We also developed and facilitated a series of Induction sessions for new staff joining Social Services which were supported by senior managers. We piloted out of hours training for

some of our shorter courses, offering training during evenings, ensuring that our carers, personal assistants, and volunteers were able to access training outside of core hours and extending accessibility.

Supporting the Dementia Strategy we delivered training around Dementia Awareness, Dementia Interpreters, Stages of Dementia, Jewels in Dementia and delivery of eight in-house Dementia Friends sessions. We are pleased to now have thirty five new Dementia friends in place following these sessions.

Children's Residential staff were supported through the development of a bespoke training matrix and plan. Links to the Training Hub are now in place with licences available for staff to continue their CPD through numerous courses on offer, as well as accessing those available via WDT.

We helped implement the national Autism Code of Practice through

having ensured e-learning modules are available and accessible via Learning Pool and for those non-FCC staff via Autism Wales.

We improved links with the North East Wales Carers Information Service (NEWGIS) offering training and information on carers' needs and assessment.

We continued to arrange licences for our foster carers to access role specific training to enhance and support their roles.

We helped to increase the digital skills of our workforce, enabling them to learn using appropriate technology. Working in partnership with Digital Communities Wales, we offered training as well as promotion of the Flintshire Digital Hub.

In partnership with Communities for Work, we held three 'Pathway to Social Care' programmes offering

core training to individuals who are unemployed. The programme is designed to help provide delegates with the initial skills and training needed to become a care/support worker. At the end of each course, delegates are made aware of job opportunities in the social care sector and several have been successfully employed following this programme over the last few years.

We worked with Children and Adults Social Services team managers to review and strengthen our 12-week Induction Programme for Newly Qualified Social Workers. This has recently been revised following feedback from those who attended a recent programme.

We supported our newly established IAA Service by working towards the national IAA framework requirements around qualifications and relevant training for front line workers.

We increased our numbers of student social workers across Adults and Children's services. In 2021, we offered 4 social work traineeships to Flintshire employees. In 2022, we were able to increase this offer to ten traineeship places, so currently have nine first year trainees (one withdrawal).

We offered four places to social work staff undertaking Pre-AMHP (Approved Mental Health Practitioner) qualification with two

going ahead and two withdrawing. There are three staff undertaking the AMHP Award with Wrexham University (formerly Glyndwr University).

There are eight social work staff currently completing the Practice Assessor Award.

We have offered places on both the Team Manager Development Programme and Aspirant Middle Manager Programme with staff currently undertaking both qualifications.

We continued to support both social work qualifying training and post qualifying training in Wales, including the First three Years Framework requirements for all post-qualifying Social Workers new into roles.

Our Assessment Centre Team continued to provide support to staff working in adults services: Older People, Mental Health, Learning Disabilities, Residential and Domiciliary Care to undertake the necessary Health and Social Care Core, Level 2 and 3 Practice qualifications. Many staff have been certificated for the Core since that start of the qualification and are due to continue to the Practice Level 2 qualification.

Our assessor team worked closely with City & Guilds, WJEC, Qualifications Wales, keeping up with changes in qualifications and assessment methods. A new cohort of learners will be Inducted

in June 2023 with a start date of July where an additional 18 new learners will be taken on. A further cohort is planned later in the year.

The assessor team also supported learners to undertake the Dementia level 2 Award via a rolling programme.

Working relationships have been strengthened with Coleg Cambria who provide support for managers with the level 4/5 Professional Practice and Preparing for Leadership and Management qualifications.

We continued to work closely with the regional Quality Assessment Framework (QAF) group in partnership with Betsi Cadwaladr University Health Board (BCUHB), reviewing the current training and educational support in place across North Wales, working collaboratively developing robust modern education and training packages and ensuring equitable access to education and training for our commissioned services.

We developed a bespoke training programme for our new senior social work colleagues which will run over the next 12 months as a rolling programme.

Our very positive working relationships with our independent and in-house services ensures that our residents receive the service they need at all times.



An example of this was the commendable reaction of our staff to ensure continuation of services in the treacherous snowy conditions. Street Scene were also able to source 4X4 vehicles which enabled our staff to continue to provide Home care in those areas which were badly affected.

2023/2024 PRIORITIES

- ✦ Support the implementation of the national safeguarding standards and development of a training programme which aligns to the competency groups within the national training framework.
- ✦ Further improve the digital skills of our workforce.
- ✦ Develop and Chair the North Wales Local Family Justice Board Training sub-group.
- ✦ Continue to support the We Care Campaign and the work around recruitment and retention of social care staff.
- ✦ We will remain committed to supporting the 'mwy na geiriau' strategic framework by ensuring we are able to offer training and resources bilingually when required.
- ✦ Support staff and students with a pathway into Social Work and Occupational therapy.
- ✦ Maintain a high standard of available training opportunities for our social care workforce, including carers and the independent sector.
- ✦ Continue to deliver the Health & Social Care Core Level 2 and 3 Practice qualifications via our assessment centre, providing necessary qualifications for our support staff working in adult services. We will roll out a programme of training on Positive Behaviour Techniques (RESPECT) across our Learning Disability Services via four in-house qualified and accredited staff. We will continue to work with universities and support trainee social workers through their 3 year traineeship and offer help to our occupational therapy staff undertaking their traineeship.
- ✦ We will continue to support both social work qualifying training and post qualifying training in Wales, including the First 3 Years Framework requirements for all post-qualifying Social Workers new into roles.
- ✦ Social Services continue to increase in-house provision across the various categories of care.

b) Our Financial Resources and How We Plan Our Future

Regional Integration Fund (RIF)

The Regional Integration Fund (RIF) replaced the previous Integrated Care Fund (ICF) revenue programme in April 2022. This 5 year Welsh Government funding programme also aligns closely with the regional transformation programmes for Community Services, Mental Health Services, Children and Young People, Learning Disabilities and the Integrated Autism Service.

The RIF Programme will continue to support the delivery of integrated care projects and services, promoting close collaboration between Social Care, Health and Third Sector partners. The RIF programme is underpinned by the fundamental principles within the Social Services and Well-being (Wales) Act, and structured using the following six models of integrated care which aim to meet the needs of priority population groups:

- ✦ **Place-based care** - Prevention and community coordination.
- ✦ **Place based care** - Complex care closer to home.
- ✦ **Promoting** good emotional health and well-being.
- ✦ **Preventing** children entering care and supporting children to remain with their families.
- ✦ **Home** from hospital.
- ✦ **Accommodation-based** solutions.

The RIF revenue programme will be supported by two new Capital funding programmes to invest in the delivery of new and improved integrated service buildings across Wales. These are the Housing With Care Fund for accommodation-based projects; and the Integration and Rebalancing Care Fund for integrated service hubs and rebalancing the care market.

Social Value

Flintshire County Council is committed to delivering greater social value through the work that it does, this means getting greater benefits to Flintshire communities as a result of its spending and services. The Council has already committed to an ongoing programme of social value work by making the position of the Social Value Development Officer permanent.

The social value delivered for the financial year, the first six months of 2022-2023 is £3.156m.

The actual social value delivered has returned significant social, economic, environmental and cultural outcomes locally to Flintshire.

Some key highlights recorded for April-September 2022 include:

- ✦ **Approximately** £2.8m of local spend.
- ✦ **200 apprenticeship** training weeks completed.
- ✦ **190 trainee** training weeks completed.
- ✦ **135 staff** volunteering hours donated to support local communities.
- ✦ **1,474 hours** donated to support young people into employment.

The Council has recently commissioned the redevelopment of the existing Croes Atti Care Home in Flint which includes commitments to social value. As part of the contract, the successful contractor will be required to meet a number of ambitious social value targets including the provision of local employment, skills and training opportunities, increased local spend, minimising environmental impact and wider support for local communities.

Another contract which will include requirements for social value is the planned day and work opportunities service in Mold, which is expected to replace the existing Tri-Ffordd facility.

The proposed developments are subject to on-going approval, though it is anticipated they will collectively deliver substantial amounts of social value.

5c) Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Who We Are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council.

They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has 67 Elected Members who represent their Ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council.

One Member is elected by their peers to represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leaders, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

How We Make Decisions

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

also attends the Social Services Management Team meetings, which have continued virtually every month. The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the statutory "Director of Social Services" role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to make sure that these decisions are efficient, transparent, and accountable to local people.

The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

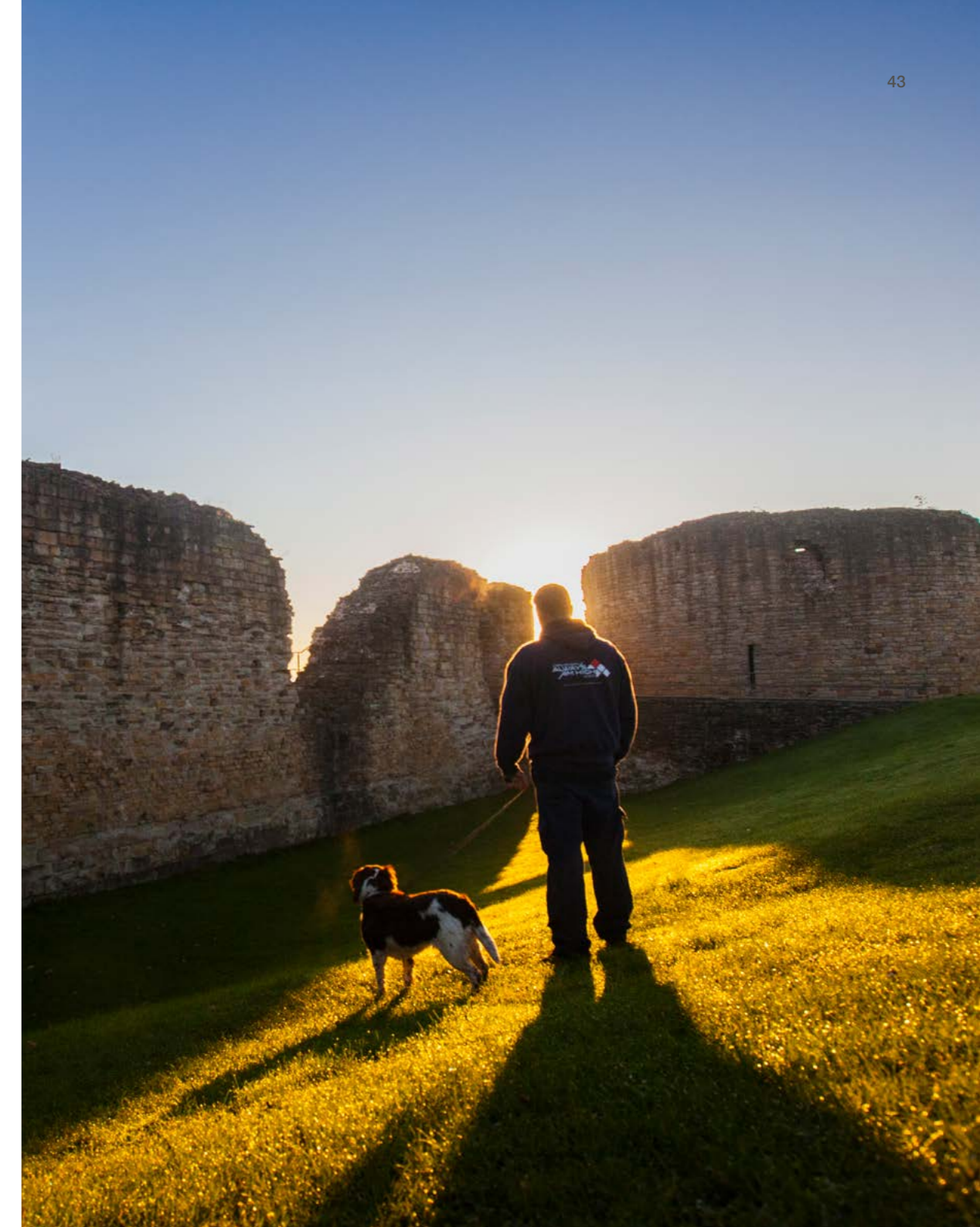
Our Partnership Working

Flintshire has a strong record of partnership working, and in Section 4 we describe some of the services and initiatives that we have developed with other bodies and agencies. At the heart of our collaborative culture is the Public Services Board. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organisations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and these priorities are set out in the Assessment of Well-being in Flintshire 2022.

The North Wales Regional Partnership Board was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services. The Board works to enhance the integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales and has been successful in its bid for a new Welsh Government fund made available to transform health and social care services in Wales.

The Council and Health Board continue to work closely together, with strategic meetings between the Chief Executives and Leaders taking place bi-annually. Many joint operational meetings happen throughout the year, including a six-monthly special scrutiny meeting where health colleagues are invited to attend and take questions from elected members.

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



Come and Join Our Team

It's a breath of fresh air!

When was the last time you thought about how refreshingly different your day had been?

When did you last have a 'YES!' moment?

You know, the breakthrough moments that remind you why you chose Social Work or Occupational Therapy in the first place. These moments happen here and they change lives for the better.

Flintshire is a breath of fresh air in so many ways. From the stunning coastline to the towns, villages and hamlets that make up this fantastic county, you'll find yourself working at the heart of communities, with the support of a totally different mindset of colleagues. We're passionate about the difference we make to people's lives. And we do it by being different. We say no to ordinary, expected and traditional methods. We say yes to going against the grain, to innovative thinking. And to courageous attitudes. This freedom of thinking connects us as a team and connects us to opportunities to learn and develop our skills.

Take a breath. Make a difference.

We'd Love to hear from you:

<https://a-breath-of-fresh-air.co.uk/#apply>



Accessing Further Information and Key Documents

Social Care Legislation & Information Links:

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

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

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

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

[North Wales Population Needs Assessment](#)

[North Wales Safeguarding Board](#)

[Assessment-of-Well-being-in-Flintshire-2022](#)

Flintshire County Council's Key Strategic Documents Links:

[Council Plan 2018-23](#)

[Corporate Parenting Strategy 2018-2023](#)

[Digital Flintshire 2017 - 2022](#)

Customer Services: 01352 703020

Advocacy

The act of speaking on the behalf of or in support of another person. Betsi Cadwaladr University Health Board (BCUHB) The largest health organisation in Wales, with a budget of £1.3 billion and a workforce of over 17,000 staff. Providing primary, community, mental health and acute hospital services for the population of North Wales.

Children Looked After

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

Community Services Transformation Programme

A Welsh Government funded programme of work between the Council, Health Board and Third Sector Partners to ensure that health and social care services for older people (in the first instance) are well co-ordinated, achieve what matters to individuals and provided as close to home as possible.

Deprivation of Liberty Safeguards

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

Direct Payments

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

Extra Care

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

Flintshire Local Voluntary Council (FLVC)

The umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

HFT

Formerly known as Home Farm Trust. Flintshire County Council have commissioned HFT to deliver day services and work opportunities for people with learning disabilities in the county.

Integrated Care Fund (ICF)

A Welsh Government fund that "aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors".

The Liberty Protection Safeguards (LPS) aim to provide important rights and protections for people aged 16 and above who are or who need to be deprived of their liberty in order to enable their care or treatment, and lack the mental capacity to consent to their arrangements, and would replace the current Deprivation of Liberty safeguards.

Regional Integrated Fund (RIF)

This has replaced ICF. The Health and Social Care Regional Integrated Fund is a Welsh Government Fund from April 2022 to March 2027. It builds on the progress made under the previous ICF and will help integrate Health and Social Care Services (Gov.Wales).

Contextual Data and National Performance Measures

Adult Social Services

- ★ **The number of new contacts for adults** received by statutory Social Services during the year 9,214 t
- ★ **The number of new contacts for adults** received by statutory Social Services during the year where advice or assistance was provided 6,862

(The above figures include 996 contacts to statutory social services which resulted in advice & assistance from our social prescribing service)

- ★ **No of new assessments** completed during the year 6,609
- ★ **Percentage of assessments** that went on to have a care and support plan to meet their outcomes 11%
- ★ **On the last day of the year** we were helping 1,079 people over the age of 65 to live at home and 487 Older people in care homes
- ★ **% of people with a package** of support who had their care plan reviewed within timescales 72%
- ★ **No of people who completed** a package of reablement during the year 194
- ★ **No of adult carers** who were identified and referred to our carers service 1,944
- ★ **No of adult safeguarding** reports received during the year 895
- ★ **% of those which progressed** to Section 126 enquiries which were completed within 7 days 88%
- ★ **No of cases waiting to be allocated** for a Deprivation of Liberty Safeguards assessment in Flintshire 259

Children's Services

- ★ **The number of contacts** by statutory services between 1st of April 2022 and 31st of March 2023 12,495
- ★ **The number of those who** were provided with advice or assistance 9,301
- ★ **Total no of families** that received information and support through the Early Help Hub 1,383
- ★ **Percentage of assessments** that went on to have a care and support plan to meet their outcomes 11%
- ★ **No of children** on the Flintshire Child Protection Register on the 31st of March 2023 216
- ★ **% of initial child** protection conferences and review conferences carried out within timescales
- ★ **Initial Conferences** 90%
- ★ **Review Conferences** 99%
- ★ **% of children** added to the register that were re-registered within 12 months of deregistration 12%
- ★ **Average time** that children remained on the register 9.84 months
- ★ **No of children** with a care and support plan where needs were being met through a direct payment as of the 31st of March 2023 106
- ★ **No of children / young people** who have left care during the year 63
- ★ **No of new assessments completed during the year** 2,206
- ★ **% of those** who went on to have a care and support plan 18%
- ★ **% of those** who had needs which could be met by any of means 65%
- ★ **% of those** who had no eligible needs 16%
- ★ **No of children who** were looked after in Flintshire on the 31st of March 2023 246

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CABINET

Date of Meeting	Tuesday, 20 th June 2023
Report Subject	Flintshire Connects Annual Report 2022-23
Cabinet Member	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Report Author	Chief Officer (Governance)
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides an overview of the annual performance of Flintshire Connects, the service responsible for providing face to face and digital access to Council services during financial year 2022/23.

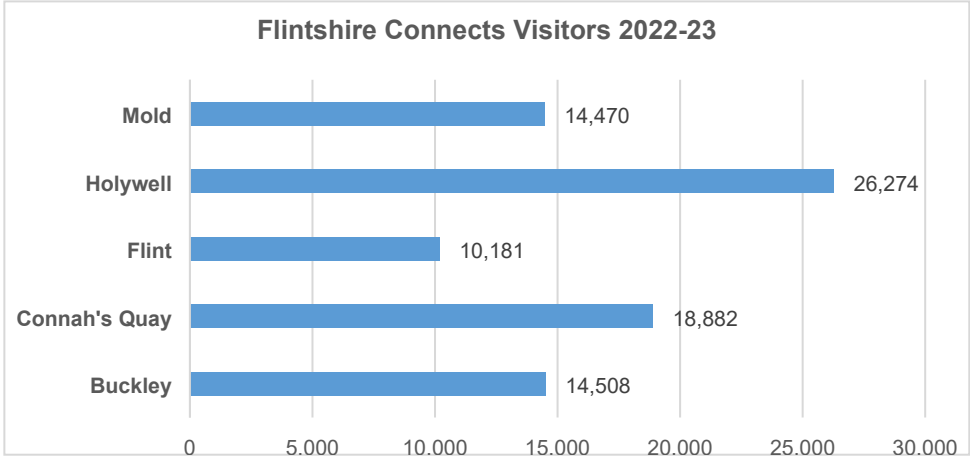
As part of the Council's business planning process, Flintshire Connects completed a review of vacancies in 2022/23 which led to a £60,000 efficiency at the same time avoiding any redundancies. This report describes the impact of this saving on the service.

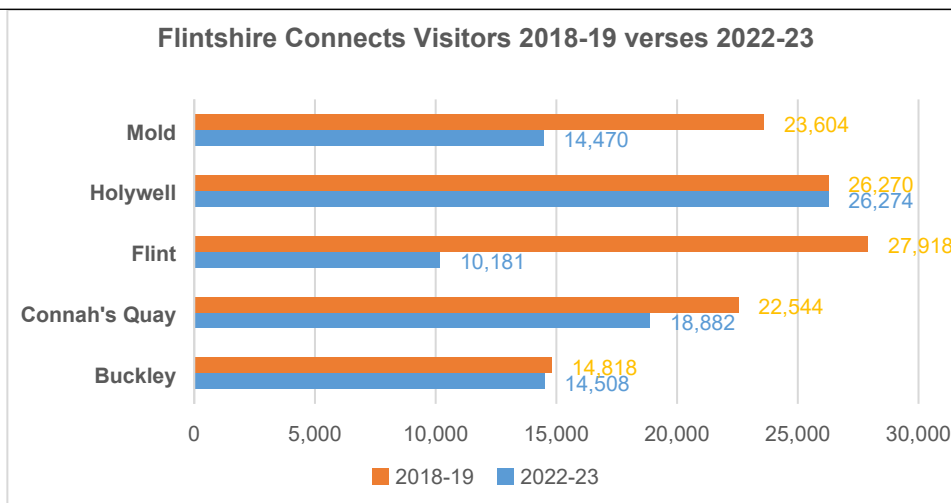
RECOMMENDATIONS

1.	Cabinet notes Flintshire Connects annual performance 2022/23.
2.	Cabinet notes the historic change to opening hours at Buckley and Mold resulting in part-time opening hours at both Centres (paragraph 1.04).
3.	Cabinet approves an increase to opening hours at Buckley Connects Centre (one additional day) to give parity with Mold, which will take effect when all new employees are trained.
4.	Cabinet supports the priorities for the service (paragraph 1.23).

REPORT DETAILS

1.00	FLINTSHIRE CONNECTS ANNUAL PERFORMANCE 2022/23
1.01	<p>Background</p> <p>Flintshire Connects is delivered in partnership with Aura, Job Centre Plus and North Wales Police. There are five Connects Centres across the County providing face to face support for vulnerable customers who need assistance to access services as well as those who need support to access services online. Connects Centres are in Buckley, Connah's Quay, Flint, Holywell, and Mold.</p>
1.02	<p>Flintshire Connects is integral to the Council's Customer and Digital Strategies in terms of providing high quality, accessible, responsive, and cost-effective public services. Customers can access a range of services at Connects Centres and a number of those are statutory e.g. Blue Badges, Social Housing, Homelessness, Revenues and Benefits. Flintshire Connects also supports digitally excluded customers, helping them to embrace digital technology by providing advice and support to increase their confidence to use digital technology as a way of contacting the Council and third sector organisations.</p>
1.03	<p>The Flintshire Connects service has been aligned to the Governance portfolio since 2018/19 and over recent years has achieved efficiencies of £76,000 through a restructure and revised opening hours. More recently at the end of 2022/23 a £60,000 efficiency was put forward by the service to help close the funding gap for 2023/24. This recent efficiency has been achieved by vacancy management and a reduction in the opening hours at Buckley and Mold.</p>
1.04	<p>Following a reduction in FTE at the end of 2022/23, Flintshire Connects now employ 9.9 FTE Customer Service Advisors and one Team Leader to resolve customer enquiries at first point of contact thus reducing duplication, releasing back-office efficiencies, and improving the service for customers. The Connects Centres are open:</p> <ul style="list-style-type: none"> • Buckley: Tuesday and Thursday 9am until 4:30pm • Connah's Quay: Monday to Friday 9am until 4:30pm • Flint: Monday to Friday 9am until 4:30pm • Holywell: Monday to Friday 9am until 4:30pm • Mold: Monday, Wednesday and Friday 9am until 4:30pm
1.05	<p>2022/23 Service Challenges</p> <p>As with many services Flintshire Connects has faced significant staffing challenges over the last twelve months. During 2022/23 eight employees left, three left the Council and five gained promotions to other areas of the Council. With vacancies running at over 50% at times, the service could not continue to operate full-time hours across all five Centres.</p>
1.06	<p>In October 2022, Buckley and Mold Connects Centres reduced their opening hours on a temporary basis, alternating days between the two</p>

	Centres. In February the decision to retain the changes on a permanent basis was made to as part of the annual budget process.												
1.07	Connah's Quay and Flint Connects Centres experienced intermittent disruption to opening hours towards the end of 2022 before the opening hours were temporarily reduced in January 2023.												
1.08	Recruitment has been challenging but as the service moves in to 2023/24, vacancies are filled, and the Team Leader is busy training and developing new staff to ensure Connah's Quay and Flint revert to full-time hours as soon as possible.												
1.09	<p>Customer Access to Flintshire Connects 2022/23</p> <p>The last Annual Report was shared with Cabinet in 2019 prior to the Coronavirus pandemic which led to temporary closures across all Connects Centres throughout 2020. The restrictions imposed by Welsh Government led to Connects Centres closing with little notice to customers, and employees redirected to other duties e.g. supporting the Contact Centre and Homelessness, which they were able to undertake working from home.</p>												
1.10	As restrictions were eased by Welsh Government, the Connects Centres reopened with a reduced footfall owing to the advice to travel for essential reasons only, and the safety measures in place to protect employees and customers which impacted the services available. During 2022/23 the service saw a steady increase in footfall, however, it did not return to pre-pandemic levels, which might be due in part to the restricted opening hours.												
1.11	<p>Table 1 below illustrates footfall across Flintshire Connects in 2022/23:</p>  <table border="1"> <caption>Flintshire Connects Visitors 2022-23</caption> <thead> <tr> <th>Location</th> <th>Visitors</th> </tr> </thead> <tbody> <tr> <td>Mold</td> <td>14,470</td> </tr> <tr> <td>Holywell</td> <td>26,274</td> </tr> <tr> <td>Flint</td> <td>10,181</td> </tr> <tr> <td>Connah's Quay</td> <td>18,882</td> </tr> <tr> <td>Buckley</td> <td>14,508</td> </tr> </tbody> </table>	Location	Visitors	Mold	14,470	Holywell	26,274	Flint	10,181	Connah's Quay	18,882	Buckley	14,508
Location	Visitors												
Mold	14,470												
Holywell	26,274												
Flint	10,181												
Connah's Quay	18,882												
Buckley	14,508												
1.12	Table 2 below illustrates recent footfall compared to 2018/19:												



As illustrated in the tables above, 115,154 people visited Flintshire Connects during 2018-19, this reduced to 84,415 (27%) in 2022/23.

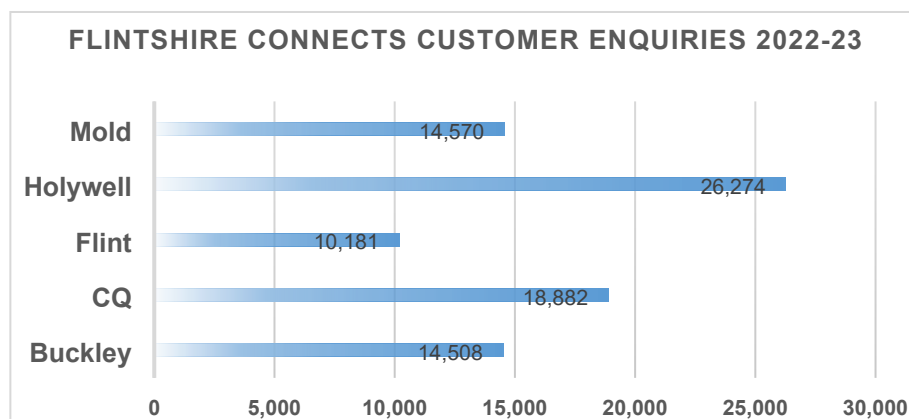
1.13 Table 3 provides a breakdown of demand across Connects Centres in 2022/23 including enquiry type:

	Buckley	CQ	Flint	Holywell	Mold	Total
Assisted Digital	3,392	4,880	1,469	3,556	2,541	15,838
Benefits (HB/CTRS/DHP)	1,413	2,432	1,074	2,343	1,628	8,890
Blue Badges	2,685	2,048	890	4,297	1,658	11,578
Capital Works	7	9	56	41	65	178
Community Safety	11	9	16	169	12	217
Countryside Services	12	2	1	39	1	55
Democratic Services / Electoral Services	30	19	19	45	23	136
EU Settlement Scheme	1	5	0	10	0	16
Highways	128	293	221	603	280	1,525
Housing & Prevention	514	810	990	1,104	558	3,976
Housing Programmes	27	492	124	178	46	867
Housing Repairs	133	192	397	771	273	1,766
HRC Sites	330	241	163	502	250	1,486
Partners - DWP/Aura/NWP	341	258	225	2,760	313	3,897
Planning & BC	33	67	18	79	27	224
Revenues / Council Tax	1,258	1,583	979	2,954	1,047	7,821
School Admissions	35	96	38	150	7	326
School Transport	16	20	10	81	10	137
Social Services - Adults	89	60	142	91	113	495
Social Services - Children	2	5	188	14	2	211
Translation & Interpretation	2	27	6	20	63	118
Transport for Wales	270	375	236	438	350	1,669
Waste & Recycling	3,779	4,959	2,919	6,029	5,303	22,989
	14,508	18,882	10,181	26,274	14,570	84,415

After waste and recycling services the second highest volume of customer contact relates to assisted digital which has increased from 12,881 in 2018/19 to 15,838 in 2022/23 (23%). This reflects the Council's commitment to supporting customers to access online services as outlined

in the Digital Strategy. Other noticeable increases include Blue Badge enquiries up from 8,748 to 11,578 (32%), however, a greater shift to supporting people to complete their applications online.

1.14 Table 4 illustrates the spread of customer enquiries across the Connects Centres:



Except for Holywell, all Connects Centres have seen a reduction in the number of customers accessing services over the last twelve months; Table 4 illustrates that Holywell is the busiest Connects Centre accounting for 31% of visitors. As the only Connects Centre to retain its full-time hours throughout 2022/23, this figure is unsurprising.

1.15 Table 5 analyses demand over the last few years:

	Buckley	CQ	Flint	Holywell	Mold
2017/18	11,332	19,908	20,978	25,494	18,921
2018/19	14,818	22,544	27,918	26,270	23,604
2022/23	14,508	18,882	10,181	26,274	14,570
	-310	-3,662	-17,737	4	-9,034
	-2%	-19%	-66%	0%	-62%

A useful breakdown of the top ten services by each Connects Centre is given in Appendix 1. Across all Connects Centres, Waste and Recycling, Assisted Digital, Blue Badges, Benefits and Revenue enquiries feature in the top five.

1.16 **Key Service Updates 2022/23**

Connects Centres help to deliver on the digital poverty theme within the Council Plan:

Assisted Digital is a key priority for the Council. Flintshire Connects play a key role in supporting the implementation of digital initiatives for those customers who may be digitally excluded to help them embrace digital technologies. During 2022/23 Customer Service Advisors assisted 15,838 customers which is an increase of 2,957 compared to the previous year and reflects our commitment to supporting customers to access services digitally. Flintshire Connects continue to support customers to access My

	Account enabling customers to view and track enquiries online and pay for Council services.
1.17	National Databank Flintshire Connects joined forces with Good Things Foundation to ensure residents on low incomes are digitally enabled by providing them with free SIM cards and data vouchers through the National Databank. Free SIM cards and data vouchers are available from our five Connects Centres to eligible residents, taking a trust-based approach. The free data has been provided by Virgin Media O2, Vodafone and Three.
1.18	We Mind the Gap Flintshire Connects has provided work experience placements to young women from various backgrounds where there has been little or no work support in the past. Customer Service Advisors have supported 6 months' work placements by sharing their knowledge and skills, confidence building and giving women the opportunity to gain importance experience.
1.19	In addition, Connects Centres help to deliver frontline council services: Blue Badges have been administered by Flintshire Connects since 2014 using the Welsh Government's toolkit for assessing eligibility removing the burden on GPs and cost to the Local Authority. Following legislative changes across Wales that has widened the criteria for Blue Badges to include people with cognitive impairments and those who have temporary restrictions in their mobility, there is an increased demand in applications. Flintshire Connects handled 9,422 applications in 2022/23 of which 906 were refused and 4,256 issued Blue Badges. The Department for Transport continue to work with its partner Valtech who provide direct support to the Council as the host service for applying for Blue Badges including an online portal via gov.uk; and Allied Publicity Services who manufacture Blue Badges on behalf of the Council.
1.20	Homelessness triages are undertaken at all Connects Centres. During 2022/23 Flintshire Connects assisted 3,976 people in respect of their housing needs. Initial enquiries are managed by Customer Service Advisors with only urgent cases and those people requiring social housing being referred to Housing Prevention or SARTH thereby releasing capacity in Housing Prevention to focus on complex and urgent cases.
1.21	Revenues and Benefit are busy areas of work with Customer Service Advisors trained to support customers to access benefits such as cost of living payments, winter fuel support scheme, uniform grants, and free school meals. Customer Service Advisors are trained to deal with enquiries at first point of contact which has improved the customer experience and first-time resolution which enables back-office services to focus on more specialist and complex cases.
1.22	Payments are taken at all Connects Centres which supports the Council's Revenue and Debt Recovery services. During 2022/23 Flintshire Connects took £3,191,399.92 across the five Connects Centres, broken down as follows:

	<ul style="list-style-type: none"> • Buckley - £354,192.78 • Connah's Quay - £779,982.29 • Flint - £654,913.12 • Holywell - £766,517.03 • Mold - £635,794.70
1.23	<p>2023/24 Priorities</p> <p>Flintshire Connects plays a critical role in the delivery of the Customer and Digital Strategies. Customer Service Advisors are skilled personnel who can support the Council Plan Digital Poverty theme by:</p> <ul style="list-style-type: none"> • Supporting people to use digital technology. • Providing free of charge public access to the internet and devices. <p>The service also supports the Digital Strategy by providing all our customers with the ability to find out information and access our services in a convenient and accessible way.</p> <p>Whilst assisted digital, the National Databank and We Mind the Gap are all positive developments in the last 12 months, Flintshire Connects' ability to develop further has been restricted due to resource issues. Flintshire Connects is committed to continuous improvement and looks forward to the year ahead. Specifically:</p> <ul style="list-style-type: none"> • Increasing opening hours in Buckley (see below). • Providing fully trained Customer Service Advisors who are confident to deliver the wide range of services offered by Flintshire Connects across all Centres. • Reverting to full-time hours at Connah's Quay and Flint Connects as soon as training is complete. • Introduction of the Voter Authority Certificate to support people apply digitally for ID prior to elections/polling day. • Promoting and encouraging take-up of the National Databank. • Introducing a Digital Volunteering Scheme to facilitate digital surgeries at designated Connects Centres. • Reviewing customer facing services to identify those services which cannot be delivered digitally or by telephone to ensure the best use of resources including reception duties. • Assisted digital support in respect of new online services introduced by the Council.
1.24	<p>Opening Hours at Buckley Connects</p> <p>The opening hours at Buckley Connects are currently restricted to two days per week. Notwithstanding the reduction in the Connects budget, officers have, at the request of the Cabinet member, examined whether it is possible to increase those hours so that it has parity with Mold.</p> <p>Across the overall Customer Contact budget (specifically salary savings within the Registration Service), funding has been identified to enable Buckley to open three days a week. One part-time post within Flintshire Connects can be increased to full-time to provide the additional resource to</p>

	open Buckley for the extra day. To ensure that the expected high levels of service are delivered, this increase of opening hours cannot take place until all of the new advisors have been fully trained. The increase in hours is therefore expected to commence around July/August and details will be communicated to Members and customers in due course.
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2.00	RESOURCE IMPLICATIONS
2.01	None.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	None.

4.00	RISK MANAGEMENT
4.01	None.

5.00	APPENDICES
5.01	Appendix 1 – breakdown of the top ten services accessed by customers at each Connects Centre during 2022/23.

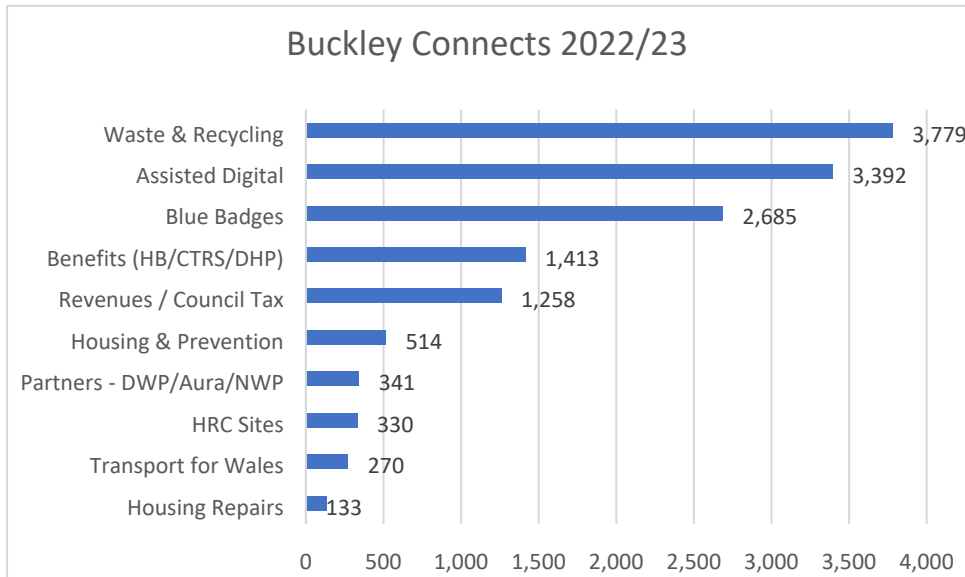
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Rebecca Jones, Customer Contact Service Manager Telephone: 01352 702413 E-mail: rebecca.jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Digital Services - the electronic delivery of information including data and content across multiple platforms and devices such as a website or mobile phone.

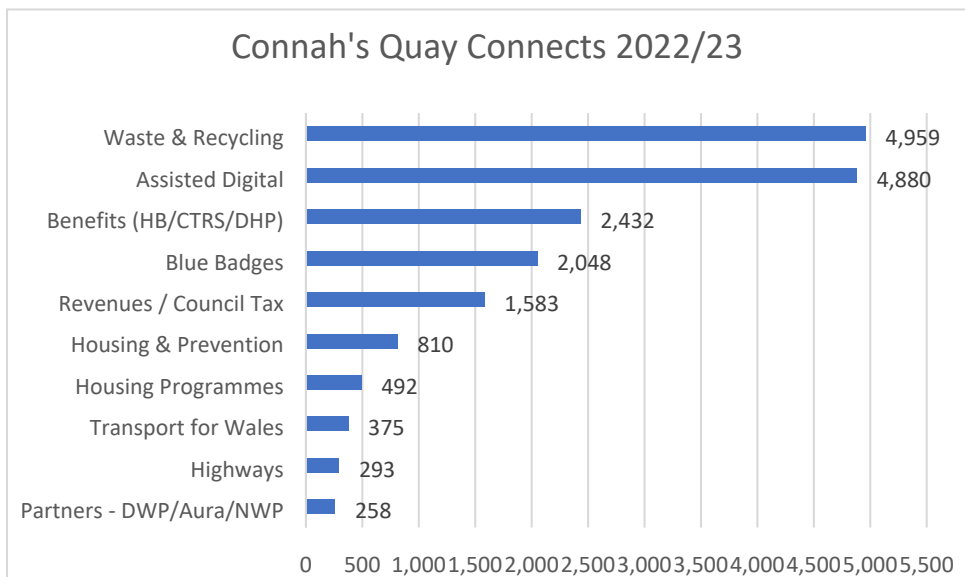
APPENDIX 1

The following information provides a breakdown of the top 10 services accessed by customers at each Connects Centre during 2022/23:

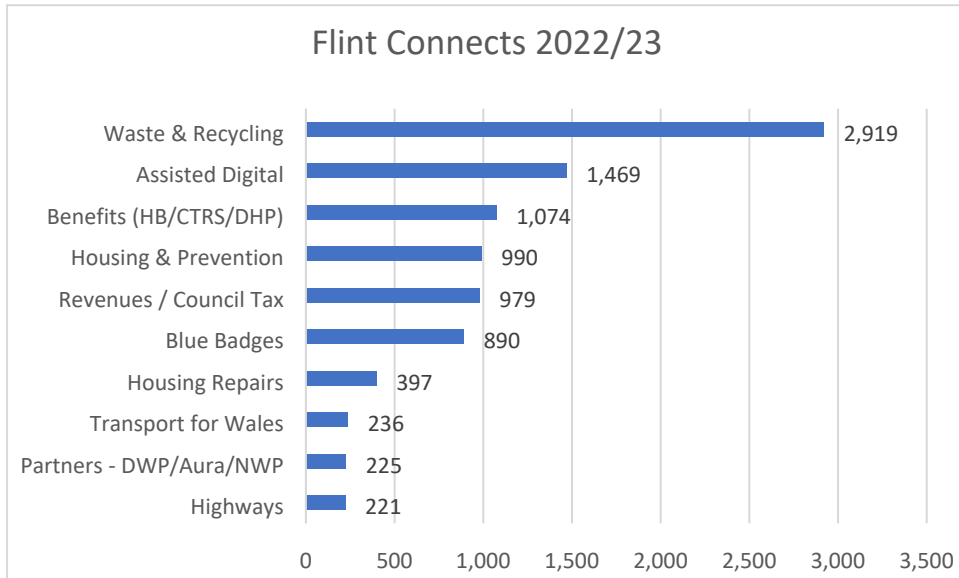
Buckley



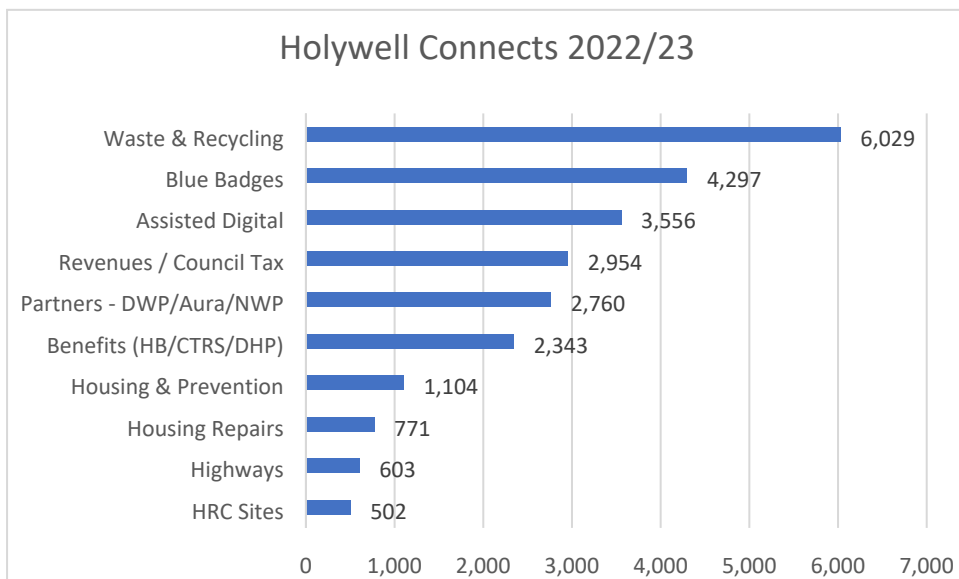
Connah's Quay



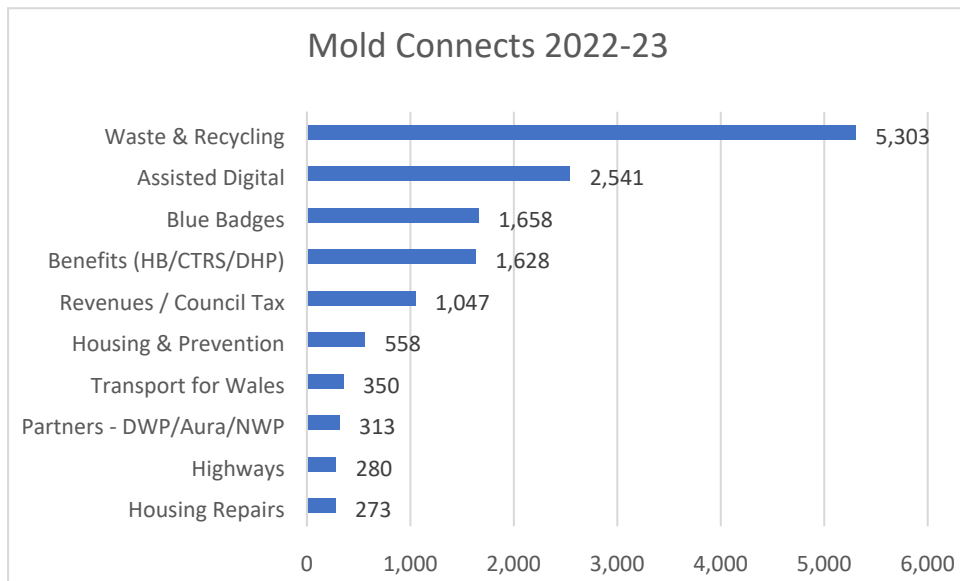
Flint



Holywell



Mold



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CABINET

Date of Meeting	Tuesday, 20 th June 2023
Report Subject	Communal Heating Charges 2023/24
Cabinet Member	Cabinet Member for Housing and Regeneration
Report Author	Chief Officer (Housing and Communities)
Type of Report	Operational

EXECUTIVE SUMMARY

The Housing and Communities portfolio currently operates eight communal heating schemes within Flintshire, with 417 properties on communal heating systems. The Council has recently renegotiated the fuel tariff to be charged for 2023/24 as the previous contract ended in March 2023. The rate chargeable for gas is increasing by approximately 420% for the next 12 months. To date, communal tenants have benefitted from the Council's Industrial and Commercial Contract rate and have been protected from the energy price increases which our other social tenants have been impacted by. However, this increase in the tariff will now also impact on those tenants who live in the properties on the communal heating systems. When notifying tenants of their communal heating charges for 2022/23 notice was given of the likely increase in charges in 2023/24 to reflect global energy costs.

New communal heating charges are based on the prior year's energy use which ensures an accurate assessment of costs and impacts on the heating reserve account. In order to recover the projected heating charges in full we will need to increase communal heating charges in line with our tariff increases.

The proposed recharges for 2023/24 are set out within this report.

RECOMMENDATIONS

1	That Cabinet approve the proposed changes to the current heating charges at council properties with communal heating schemes, as outlined in the report. All changes to take effect from 31 st July 2023.
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REPORT DETAILS

1.00	EXPLAINING THE COMMUNAL HEATING RECHARGES
1.01	The Housing and Communities portfolio currently operates eight communal heating schemes within Flintshire, with 417 properties on communal heating systems. Tenants are recharged based on the Council's Industrial and Commercial Contract rate which has recently been renegotiated by the Council as the previous contract ended in March 2023. The tariff for gas has increased by approximately 420% for the next 12 months.
1.02	The cost of fuel used within these communal heating schemes is paid for initially by the Authority through a heating reserve account and then collected from tenants in addition to their weekly rent.
1.03	Each year the new communal heating charges are calculated based on the previous year's energy use which enables us to project the costs and impacts (negative or positive) on the heating reserve account.
1.04	Any proposed changes to charges are intended to ensure that each communal heating scheme recovers the full energy cost charged in respect of each scheme.
1.05	Currently, the Council charges tenants for the energy consumed within each block. This is a basic flat rate charge irrespective of individual usage. The method of applying tenants heating charges is to apply uplifts or decreases to tenants each year, based on previous year's usage plus energy rate costs.
1.06	<p><u>2020/21</u></p> <p>In April 2020, the energy rates decreased by an average of 14% and in some properties, the energy usage fluctuated against the estimated usage used to calculate 2020/21 charges.</p> <p>The majority of tenants saw a reduction in their Communal Heating charges in 2020/21. However, at the properties which saw an increase in energy usage, this resulted in a small deficit on the heating reserve at the end of 2020/21. This was recovered through the 2021/22 charges.</p>
1.07	<p><u>2021/22</u></p> <p>In 2021/22 on average, the total energy usage reduced slightly across our Communal Heating schemes and there was a further reduction in costs of 14%. This resulted in a small surplus on the heating reserve in the majority of our properties.</p>
1.08	<p><u>2022/23</u></p> <p>In 2022/23, the total energy usage reduced slightly in the majority of our Communal Heating schemes and the rate per kWh remained the same as the previous year. This resulted in a small surplus on the heating reserve</p>

in all but one of our properties, which will be factored into the 2023/24 recharge calculations.

Tenants at these properties were eligible to apply for the Energy Bills Support Scheme (£400 for winter 2022/23) if they had not already received the support on another of their utility bills.

1.09

2023/24

If we continued to calculate the charge in the same way as previous years, tenants who are on the Communal Heating systems would be subject to increases of up to 515% for 2023/24, based on the newly agreed gas tariff of £0.095 per kWh.

This is higher than the overall tariff increase of 420% as the revised communal charges come into effect for tenants from 31st July 2023 and therefore the Council needs to recover the full year price change over 8 months in order to recover the heating costs in full. The charges would be as follows:

Communal Area		Weekly Charge 2022/23	Increase/ (Decrease) 2023/24	Revised Weekly Charge 2023/24
Bolingbroke Heights, Flint	1 Bed	£ 3.75	£ 18.45	£ 22.20
	2 Bed	£ 4.50	£ 22.14	£ 26.64
Richard Heights	1 Bed	£ 3.75	£ 18.45	£ 22.20
	2 Bed	£ 4.50	£ 22.14	£ 26.64
Castle Heights, Flint	1 Bed	£ 4.20	£ 19.70	£ 23.90
	2 Bed	£ 5.04	£ 23.64	£ 28.68
Llwyn Beuno, Holywell	1 Bed	£ 7.10	£ 34.40	£ 41.50
	2 Bed	£ 8.52	£ 41.28	£ 49.80
Llwyn Aled, Holywell	1 Bed	£ 7.80	£ 37.10	£ 44.90
	2 Bed	£ 9.36	£ 44.52	£ 53.88
Acacia Close, Mold	1 Bed	£ 7.10	£ 32.70	£ 39.80
	2 Bed	£ 8.52	£ 39.24	£ 47.76
	3 Bed	£ 9.59	£ 44.15	£ 53.73
Glan-y-Morfa Court1, Connahs Quay	1 Bed	£ 8.10	£ 16.60	£ 24.70
	2 Bed	£ 9.72	£ 19.92	£ 29.64
Glan-y-Morfa Court2, Connahs Quay	1 Bed	£ 5.65	£ 26.85	£ 32.50
Chapel Court, Connahs Quay	1 Bed	£ 6.20	£ 31.90	£ 38.10
	2 Bed	£ 7.68	£ 38.04	£ 45.72

Based on the increasing tariff and the requirement to recover any deficit, we have further considered how to calculate the 2023/24 communal heating charges, to minimise the increases to tenants. The proposal is set out below:

- Currently the recharge to tenants recovers the full cost of heating the buildings at the Heat Network sites. Flintshire County Council have made a provision of £0.090m in the 2023/24 budget to allow for tenants to be billed based on individual usage once the correct infrastructure has been installed. This will result in a “shortfall” on the heating reserve account, which is effectively the cost of the energy used to heat communal areas.

- For 2023/24, we have the option to reduce the amount charged to tenants on the communal heating scheme by an estimated percentage, based on the “heat loss” in communal areas, as follows:

Site Address	Heat Loss (%)
Acacia Close, Mold	30%
Bolingbroke & Richard Heights, Flint	20%
Castle Heights, Flint	25%
Chapel Court, Connahs Quay	30%
Glan Y Morfa Court, Connahs Quay	20%
Llwyn Aled, Holywell	30%
Llwyn Bueno, Holywell	30%

- In addition to this, it is proposed that we “annualise” the charge to tenants (i.e., calculate the weekly cost for the full year, excluding the shortfall that is building up between 1st April and 30th July 2023 due to the 2022/23 recharge rates being applied in this period). This would mean that there would be a deficit remaining on the heating reserve of approximately £0.080m at the end of 2023/24 (estimated based on the assumptions applied on usage etc), which would need to be recovered in future years as utilities prices recover and stabilise.

The table below sets out the heating charges for 2023/24 based on these proposals.

Communal Area		Weekly Charge 2022/23	Increase/ (Decrease) 2023/24	Revised Weekly Charge 2023/24
Bolingbroke Heights, Flint	1 Bed	£ 3.75	£ 8.90	£ 12.65
	2 Bed	£ 4.50	£ 10.68	£ 15.18
Richard Heights	1 Bed	£ 3.75	£ 8.90	£ 12.65
	2 Bed	£ 4.50	£ 10.68	£ 15.18
Castle Heights, Flint	1 Bed	£ 4.20	£ 8.70	£ 12.90
	2 Bed	£ 5.04	£ 10.44	£ 15.48
Llwyn Beuno, Holywell	1 Bed	£ 7.10	£ 13.70	£ 20.80
	2 Bed	£ 8.52	£ 16.44	£ 24.96
Llwyn Aled, Holywell	1 Bed	£ 7.80	£ 14.45	£ 22.25
	2 Bed	£ 9.36	£ 17.34	£ 26.70
Acacia Close, Mold	1 Bed	£ 7.10	£ 12.80	£ 19.90
	2 Bed	£ 8.52	£ 15.36	£ 23.88
	3 Bed	£ 9.59	£ 17.28	£ 26.87
Glan-y-Morfa Court1, Connahs Quay	1 Bed	£ 8.10	£ 10.90	£ 19.00
	2 Bed	£ 9.72	£ 13.08	£ 22.80
Glan-y-Morfa Court2, Connahs Quay	1 Bed	£ 5.65	£ 12.55	£ 18.20
Chapel Court, Connahs Quay	1 Bed	£ 6.20	£ 12.65	£ 18.85
	2 Bed	£ 7.68	£ 14.94	£ 22.62

Based on the proposal, the average increase to tenants is 197%. In monetary terms, the maximum weekly charge is £26.87 for a 3 bedroom

	<p>flat in Acacia Close (which would equate to £112 per calendar month; £1,343 per annum).</p> <p>This proposal would be at a cost of £0.112m to the HRA for 2023/24, against a budget of £0.090m.</p>
1.10	<p>The proposed costs are still subject to change as the commercial tariff for 2023/24 has only very recently been agreed and Flintshire County Council may be eligible to apply for the Energy Bills Discount Scheme – any discounts would also be passed on to tenants on the Heat Networks.</p> <p>The energy contracts are only on 12-month contracts currently due to the volatility of the markets.</p>
1.11	<p>Going forward, we are required to bill tenants for actual usage rather than a proportional charge due to triggering the requirements of The Heat Network (Metering and Billing) Regulations 2014. The infrastructure to enable this will be put into place during 2023/24 to allow this to happen from 2024/25 onwards.</p> <p>Based on this, it may prove difficult to recover any deficit remaining on the heating reserve and this will need to be considered when looking at the 2024/25 recharges.</p>

2.00	RESOURCE IMPLICATIONS
2.01	As identified above.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Tenants cannot claim Housing Benefit for the cost of domestic heating.
3.02	Estimates have been based on energy usage during 2022/23. A severe winter could lead to higher costs which may lead to an increased charge during 2024/25.
3.03	Tenants have previously benefitted from preferential rates due to the Council having secured a low fixed rate for fuel up to March 2023. Due to the recent energy price increases, it is likely that tenants will be liable for much higher energy costs which could impact individuals' ability to pay.
3.04	<p>Tenants on the heat networks were eligible to apply for the Energy Bills Support Scheme (£400 for winter 2022/23), if they had not already received the support on another of their utility bills.</p> <p>If further support for individuals is identified in 2023/24, where required, tenants will be supported in applying for this financial assistance.</p>

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	No formal consultation required.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Rachael Corbelli, Strategic Finance Manager Telephone: 01352 703363 E-mail: rachael.corbelli@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Housing Revenue Account: records all revenue expenditure and income relating to the provision of council dwellings and related services.</p> <p>Tenant: a person who occupies land or property rented from a landlord (in this instance Flintshire County Council).</p> <p>Heating Reserve Account: the account which records all expenditure on communal heating and all income from tenants.</p>



CABINET

Date of Meeting	Tuesday, 20 th June 2023
Report Subject	Revisions to the Procedure for the Appointment of Local Authority Governors in Schools
Cabinet Member	Cabinet Member for Education, Welsh Language, Culture and Leisure
Report Author	Chief Officer (Education and Youth)
Type of Report	Operational

EXECUTIVE SUMMARY

Current council policy provides that the Elected Member(s) of the electoral Ward where a school is located can nominate a person(s) to be a Local Authority (LA) Governor. The policy, however, only provides for nomination. The statutory duty to accept or decline the nomination is a decision of the governing body.

The Government of Maintained Schools (Wales) Regulations 2005 (the Regulations) prescribe how 'stakeholder' groups are elected or appointed to governing bodies and provide the discretion for a local authority to determine its own process for confirming LA governors to its governing bodies.

The Cabinet Member for Education, Welsh Language, Culture and Leisure and the Chief Officer subsequently authorise the appointments through the Council's delegated powers having first been assured that the eligibility criteria to be a governor under the regulations has been met.

RECOMMENDATIONS

1	Cabinet to approve the proposed revisions at 1.04.
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REPORT DETAILS

1.00	EXPLAINING THE BACKGROUND TO THE PROPOSED REVISIONS
1.01	<p>The Government of Maintained Schools (Wales) Regulations 2005 (the Regulations) prescribe how ‘stakeholder’ groups are elected or appointed to governing bodies and provide the discretion for a local authority to determine its own process for confirming LA governors to its governing bodies.</p> <p>The Cabinet Member for Education, Welsh Language, Culture and Leisure and the Chief Officer subsequently authorise the appointments through the Council’s delegated powers having first been assured that the eligibility criteria to be a governor under the regulations has been met.</p> <p>The Regulations determine the number of LA governors in school according to the size and type of school. There are currently 216 Local Authority governor positions in Flintshire schools and, like all governors, they are appointed for a four-year term of office. Any agreed revisions to procedure will therefore phase in upon expiry of terms of office.</p> <p>The Regulations do not assign any specific requirements or responsibilities to being an LA governor only that they are nominated by the Authority.</p> <p>The current Council policy predates the 2005 school governance regulations and is therefore timely for review.</p>
1.02	<p>The regulations do not assign any specific requirements or responsibilities to being an LA governor only that they are nominated by the Authority. However, the following generic attributes may be considered when choosing nominations:</p> <ul style="list-style-type: none"> • The nominee possesses skills and/or experience which the governing body has identified in their self-evaluation/skills analysis • Demonstrates a commitment to raising standards in the school to ensure the best possible education for its pupils. • An understanding of the concept of value for money for funding from the public purse. • Able to demonstrate they can give the requisite time commitment. • Able to demonstrate sufficient local connection with the school. • Any previous experience as a school governor
1.03	<p><u>Key drivers of the appointment review:</u></p> <p>Wales Government’s Schools Improvement and Accountability Framework introduced in June 2022, provides for a school’s standard self-evaluation cycle to include strategic vision and leadership capacity across the whole school including the governing body. A governing body therefore should use the principles and approach to self-evaluation to evaluate their own effectiveness, strengths and areas for improvement including their skills and experience.</p>

	<p>School governance in Wales is based on the ‘stakeholder model’. Governing bodies need a broad mix of people from all walks of life and backgrounds who can bring different viewpoints, experiences, skills, and fresh ideas – the all-important ‘outside’ perspective. This is key to being an effective governing body.</p> <p>The governing body does have a say in stating what skills/knowledge and experience it requires through a regular skills audit to identify such gaps. This is already the regulatory process for appointing Community Governors.</p> <p>The number of LA governors on a governing body range from 1 to 5 governors. This means that many Elected Members are required to identify multiple nominees to sit as an LA governor. Most Elected members currently sit as an LA Governor. It is not always easy to find volunteers who can commit the time to be a school governor, and this leads to vacancies existing on a governing body for some time. Whilst this is evident in all categories of governors it is particularly acute where LA governors represent the second largest stakeholder group on a governing body.</p> <p>Historically, an additional process existed whereby the views of a neighbouring Ward Member(s) was sought where statutory pupil returns showed 75% of pupils registered at the school came from outside the Ward in which the school was situated. This is not an objective process and is one which adds no value to the nomination process. Indeed, it has become an unnecessary, non-value, administrative step given that the views of neighbouring ward members are not required to be considered by a school governing body. Further, there is no correlation between the nominee and their skills and a pupil’s home address. It is the skills offered by the individual that are the key factor in ensuring accountability to the school’s stakeholders.</p>
1.04	<p>Summary of revisions:</p> <ol style="list-style-type: none"> 1. That the current procedure which requires Elected Members to find and nominate persons to LA governor positions is removed 2. That it is replaced with an automatic consideration for that Elected Member to be nominated as an LA Governor to a vacancy in a school in their Ward should they wish (subject to the regulatory requirement that no governor can be a governor at more than two schools and subject to acceptance by the governing body) 3. That in all other positions the Governing Body is asked to nominate to their LA governor positions based on their own identified skills and experience needs in membership. This nomination can include Elected Members (subject to the regulatory requirement that no governor can be a governor at more than two schools) 4. That governing bodies must duly notify the Chief Officer, Education and Youth of their candidates as approved by the Governing Body. 5. That the Chief Officer, Education and Youth under delegated powers, duly confirms the appointment subject to the regulatory checks on the eligibility criteria to be a governor.

2.00	RESOURCE IMPLICATIONS
2.01	None identified.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT	
3.01	No risks identified arising from this report.	
3.02	Well-being Goals Impact	
	Prosperous Wales	No impact.
	Resilient Wales	No impact
	Healthier Wales	No impact
	More equal Wales	Positive –School governance in Wales is based on the ‘stakeholder model’. Governing bodies therefore need a broad mix of people from all walks of life and backgrounds who can bring different viewpoints, experiences, skills, and fresh ideas – the all-important ‘outside’ perspective.
	Cohesive Wales	No Impact
	Vibrant Wales	No impact
	Globally responsible Wales	No impact

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Consultation on the proposed revisions with Flintshire governing bodies and Elected Members of the Council.

5.00	APPENDICES
5.01	Attached survey summary on consultation to revisions with Governing bodies and Elected Members, shows 84% agree with the proposals.

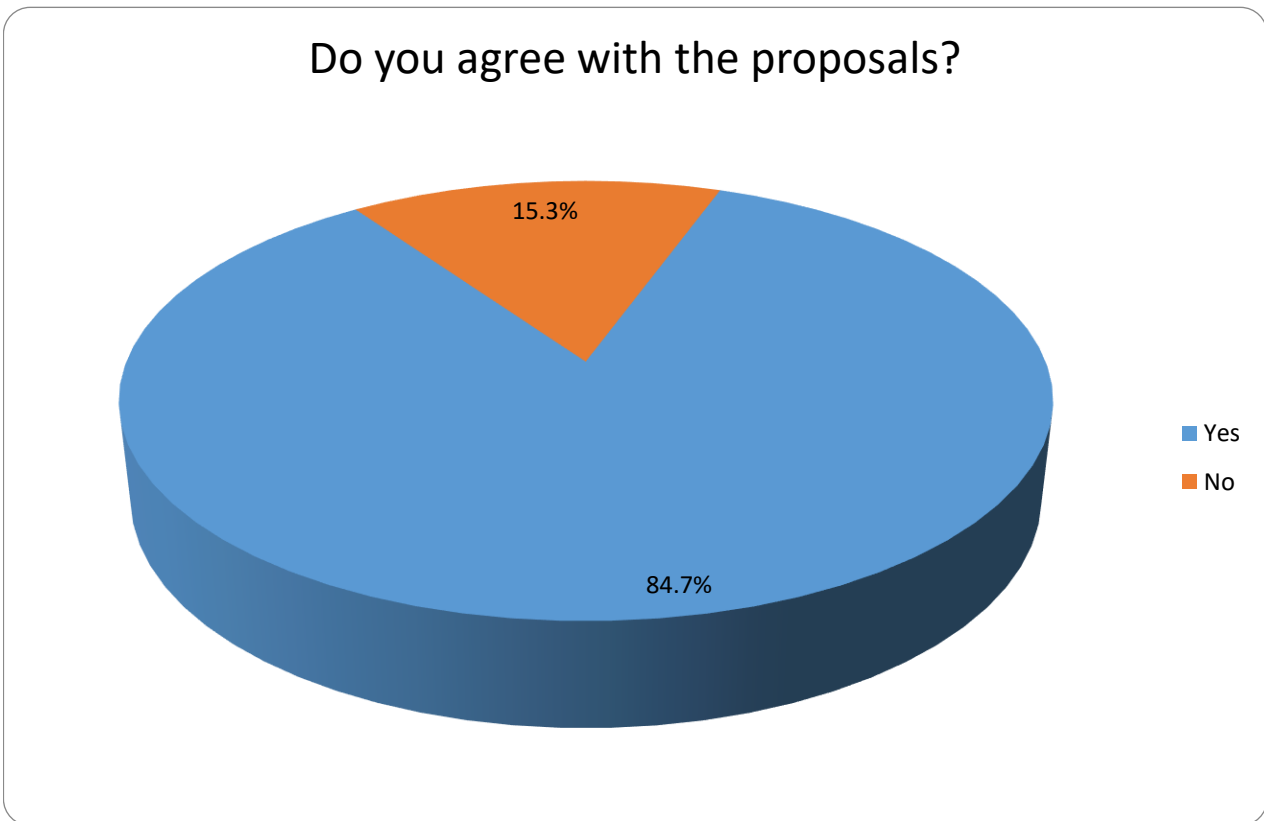
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	The Government of Maintained Schools Regulations (Wales) 2005 .

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Kim Brookes, Senior Manager Business Support, Education & Youth Portfolio Telephone: 01352 704025 E-mail: kim.brookes@flintshire.gov.uk</p>

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Revisions to the process for appointing Local Authority Governors to School Gover

Do you agree with the proposals?			
Answer Choice		Response Percent	Response Total
1	Yes	84.7%	72
2	No	15.3%	13
		<i>answered</i>	85
		<i>skipped</i>	2



Revisions to the process for appointing Local Authority Governors to School Governing bodies

Please provide any comments			
Answer Choice		Response Percent	Response Total
1		100.0%	25
		answered	25
		skipped	62

#	Date Ended:		Categories	
2E+08	17/03/2023 5:07 PM	I agree that it should not be up to an individual elected member to choose the LA Governor post. I have always consulted with the existing Governing body to see if they have anyone that they would like to nominate for the position. I also think that any nomination from the school Governing body should inform the local elected members of who they would like to nominate for approval before the position is filled.		
2E+08	17/03/2023 11:11 PM	As a matter of course I always discuss with the school any LA Governor vacancy which is notified to me. When schools are aware of this they try to ensure that they have a potential person who will add skills to their governing body before the vacancy occurs.		
2E+08	18/03/2023 5:16 AM	As elected members you are responsible for your residents who in turn elected you to speak for them and their views it therefore stands to reason it is part of the job to be the LA governor for the local school .In certain exceptions it should be within the request,gift of the local member to nominate someone who they and the governing body believe would be better suited and add more value to the governing body of the school		
2E+08	18/03/2023 8:43 AM	The Governors should remain in a position to debate and accept/reject any application to join the governing board, irrespective of whether they are an LA nominee, or not. Should an LA nominee be accepted, then their political agenda must not intrude within the school's governance.		
2E+08	19/03/2023 6:57 PM	Schools should be able to approach people who they feel have the skills and positive reasons for wanting to be a school governor.		
2E+08	20/03/2023 8:14 AM	I'm ok with option one but not with option two as I feel this creates a closed shop for want of a better word. Unless the elected member is part of the recruitment process		
2E+08	20/03/2023 9:09 AM	This should simplify the process, as long as the Governing Body still have the final say on whether the elected member is elected to sit on the GB.		
2E+08	20/03/2023 10:42 AM	I suspect that probably happens in many cases already with the identified person being suggested to the elected member so this change ratifies informal current practice. It makes life simpler		
2E+08	20/03/2023 2:42 PM	To clarify, will LA Governors now need to be Elected Members rather than just nominated by an Elected Member?		
2E+08	20/03/2023 3:24 PM	Governors should have the ability to challenge decisions, by shifting responsibility for appointing governors to the school and governing body then you risk those school's and governing bodies cherry picking those elected governors who never challenge, basically to select yes men/women/		
2E+08	20/03/2023 7:31 PM	schools find it difficult already to find school governors. i object to taking this power away from elected members		
2E+08	20/03/2023 8:13 PM	Would be advantageous to have an elected member on a governing body. For a LA suggested governor the chair and Head always look for the person to have required skills that would attribute to a good governor		
2E+08	20/03/2023 8:43 PM	Yes I agree that we need a broad range o go governors from all work backgrounds.		
2E+08	20/03/2023 9:20 PM	Despite the proposal, the position of the LA governor is still difficult to fill. The LA Governor position has been vacant in my school for a number of years,and even when filled the LA Governor was rarely seen, or added any input to meetings.		
2E+08	21/03/2023 7:12 AM	A very sensible proposal.		
2E+08	22/03/2023 10:01 AM	The important factor is that schools LEA Governor has all the necessary skills to fulfil that role and most importantly has a tangible connection and affinity to the schools ethos aims and objectives.		
2E+08	22/03/2023 2:50 PM	Identified skills audit should be paramount		
2E+08	22/03/2023 5:55 PM	Agree about a LA governor can't be a governor for more than two schools. Also governors on the board should have different views skills and knowledge. We need a broad mix of people from all walks of life and backgrounds as this will be a great asset to the school.		
2E+08	23/03/2023 9:43 AM	Helpful to simplify the process. Elected Members apparently not aware as yet.		
2E+08	24/03/2023 6:59 AM	I would like to see the Education Officer or Governor Support Officer signing the paperwork for LEA governor. A governing body should know what skills gaps they might have and they should be able to nominate and have agreement for a person with those skills. Currently I can see that Elected members could 'block' nominations and this is not helpful when we have a shortage of LEA governors Thank you for your work to change the current procedure		
2E+08	24/03/2023 2:26 PM	I disagree primarily because this shifts the onus to find governors back to the Governing Body. It is already difficult to find suitable appointees for other categories without the additional pressure of finding two or three LA governors. It is also unclear in the proposal if the Local Authority has any say in the approval of any nominations. Proposal 2 suggests that the Governing Body nominates and then has to accept or decline the nomination.		
2E+08	27/03/2023 11:03 AM	There is a significant shortage of LA governors and other governors in general. Can consideration be given to actively recruit volunteers.		
2E+08	28/03/2023 12:03 PM	seems more realistic		
2E+08	28/03/2023 6:23 PM	Thank you for the opportunity to respond to this proposal. LA governors provide an important and valuable role, helping bring external perspectives to Governing Bodies. I agree with the first clause of the proposal. It makes sense that the process of nomination of elected members is replaced by automatic nomination. This should remove non value added administration. However, I disagree with the second part of the proposal. The proposal identifies difficulties in identifying LA governors under the present system. In my opinion, Governing Bodies are at a further disadvantage and I believe that if implemented, the proposal would lead to an increase in LA governor vacancies on Governing bodies. Mr. I Doughty Community Governor Wepre School		
2E+08	31/03/2023 2:15 PM	It remains the responsibility of the LEA to appoint LEA governors. It is however sensible to provide Governing bodies with the ability to make nominations for an appointment by the LEA.		

EXERCISE OF DELEGATED POWERS - DECISIONS TAKEN **REPORTED TO CABINET – 20.06.23**

Streetscene and Transportation

- **Prince of Wales Avenue, Park Avenue, St Catherine's Close and Allt Goch, Flint – Proposed Prohibition of Waiting and Waiting at Any Time Restrictions**
To advise Members of the unresolved matters received following the advertisement of the proposed Prohibition of Waiting at Any Time on the roads listed above.

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

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**FLINTSHIRE COUNTY COUNCIL FORWARD WORK PROGRAMME ITEMS
COUNCIL, CABINET, AUDIT AND GOVERNANCE & SCRUTINY
1 June 2023 TO 30 November 2023**

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
June					
Social & Health Care Overview & Scrutiny Committee Page 99	8/06/23	Overview and Scrutiny	Forward Work Programme and Action Tracking (S&HC OSC) 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	
Social & Health Care Overview & Scrutiny Committee	8/06/23	Social Services	North East Wales Community Equipment Service (NEWCES) To receive a progress report on the service.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

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	8/06/23	Social Services	Update on Occupational Therapy Services To receive an update.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Social & Health Care Overview & Scrutiny Committee	8/06/23	Social Services	Early Help and Intervention in Children's Services To provide an overview of the work of the Early Help Hub and the development of an Information, Advice and Assistance Service.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Social & Health Care Overview & Scrutiny Committee	8/06/23	Social Services	Social Services Annual Report For Members to view the draft Annual Social Services Report and feedback on the draft content considered for inclusion, which include the key developments of the past year and our priorities for next year.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

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	13/06/23	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (E&E OSC)</p> <p>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.</p>	Operational	
Page 10 of 10 Environment & Economy Overview & Scrutiny Committee	13/06/23	Streetscene and Transportation	<p>Welsh Government Deposit Return Scheme</p> <p>To provide an update to members on the Welsh Government's proposed deposit return scheme</p>	Strategic	Deputy Leader of the Council and Cabinet Member for Streetscene and the Regional Transport Strategy
Governance and Audit Committee	14/06/23	Social Services	<p>Audit Wales Review of Commissioning Older People's Care Home Placements by North Wales Councils and Betsi Cadwaladr University Health Board</p> <p>To receive an update on the implementation of actions.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

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	14/06/23	Education and Youth	Estyn Inspection of Adult Community Learning (ACL) within the North East Wales Adult Community Learning Partnership To present the Estyn Report on Adult Community Learning Partnership.	Operational	Leader of the Council
Governance and Audit Committee	14/06/23	Governance	Annual Governance Statement 2022/23 To endorse the Annual Governance Statement for 2022/23.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Annual Audit Summary for Flintshire County Council To receive the Annual Audit Summary from the Auditor General for Wales and note the Council's response.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Risk Management Update To be assured that the updated risk management framework is comprehensive and functional.	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	14/06/23	Governance	Internal Audit Charter To outline to Members the updated Internal Audit Charter.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Internal Audit Annual Report 2022/23 To inform members of the outcome of all audit work carried out during 2022/23 and to give the annual Internal Audit opinion on the standard of internal control, risk management and governance within the Council.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Internal Audit Progress Report To present to the Committee an update on the progress of the Internal Audit Department.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Action Tracking To inform the Committee of the actions resulting from points raised at previous Governance and Audit Committee meetings.	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	14/06/23	Governance	Forward Work Programme To consider the Forward Work Programme of the Internal Audit Department.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Governance and Audit Committee Self-Assessment - Action Plan To present to Committee a detailed action plan to support the results of the Committee's self-assessment. It will also form the basis for the provision of any further training required by the Committee.	All Report Types	
Governance and Audit Committee	14/06/23	Governance	Cyber Resilience To share with the Committee Audit Wales' national report on Cyber Resilience.	All Report Types	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community & Housing Overview & Scrutiny Committee	14/06/23	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (C&H OSC)</p> <p>To consider the Forward Work Programme of the Community & Housing Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	
Community & Housing Overview & Scrutiny Committee	14/06/23	Housing and Communities	<p>Void Management</p> <p>To provide a further update on voids management and delivery.</p>	Operational	Cabinet Member for Housing and Regeneration
Community & Housing Overview & Scrutiny Committee	14/06/23	Housing and Communities	<p>Communal Heating Charges 2023/24</p> <p>To consider the proposed heating charges in council properties with communal heating systems for 2023/24 prior to Cabinet approval.</p>	Operational	Cabinet Member for Housing and Regeneration

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	20/06/23	Governance	<p>Flintshire Connects Annual Report To provide an update on current service delivery and developments within Flintshire Connects Centres.</p>	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Cabinet	20/06/23	Education and Youth	<p>Appointment of Local Authority Governors in Schools To recommend a change to the Council's policy of nominating and appointing local authority governors in schools. Policy changes are in accordance with provisions of The Government of Maintained Schools (Wales) Regulations 2005.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Cabinet	20/06/23	Chief Executive's	<p>Welsh Language Annual Monitoring Report 2022/23 To receive the Welsh Language Annual Monitoring Report 2022/23 and provide an overview of progress in complying with the Welsh Language Standards.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	20/06/23	Chief Executive's	<p>Commercial Rent Write Off To note and endorse the commercial decisions being taken to approve the write off of commercial rent arrears, estimated at £55.5k.</p>	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Cabinet	20/06/23	Housing and Communities	<p>Communal Heating Charges 2023/24 To consider changes to the current heating charges at council properties with communal heating schemes, as outlined in the report and agree which method for the calculation of the recharge should be recommended to Cabinet. All changes will take effect from 31st July 2023.</p>	Operational	Cabinet Member for Housing and Regeneration
Cabinet	20/06/23	Social Services	<p>Social Services Director's Annual Report To approve the Annual Performance Report 2022/23.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	20/06/23	Planning, Environment and Economy	<p>Draft Statement of Gambling Policy Review</p> <p>To seek Flintshire County Council approval for the Draft Statement of Gambling Policy 2023 – 2026</p>		
Flintshire County Council Page 108	20/06/23	Planning, Environment and Economy	<p>Adoption of Skin Piercing Byelaws</p> <p>To recommend the adoption of byelaws in relation to skin piercing. These are in accordance with provisions of the Local Government (Miscellaneous Provisions) Act 1982, Part VIII, sections 14 and 17.</p>		
Flintshire County Council	20/06/23	Chief Executive's	<p>Council Plan 2023-28</p> <p>To approve the Council Plan 2023-28 Part 1 and Part 2 documents that outline the actions, measures and risks that underpin the Priorities, Sub-Priorities and Well-being objectives of the Council Plan 2023-28.</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	20/06/23	Chief Executive's	<p>Flintshire and Wrexham Public Services Board (PSB) Well-being Plan 2023-28</p> <p>To share the new five year Well-being Plan for Flintshire and Wrexham PSB and seek approval from Council, as a statutory member of the PSB, for the new Plan, including the well-being objectives and next steps that the Council commits to taking to meet them in collaboration with its PSB partner organisations</p>		
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	29/06/23	Social Services	<p>Help and Support for Looked after Children and Care Leavers</p> <p>To provide assurance on the help and support provided to children and families to enable them to remain at home where safe and appropriate, support to children who become looked after, support for care leavers and the basic income pilot.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	29/06/23	Education and Youth	Supporting Refugees in Schools To provide information and an overview of support service provided to support refugees in schools.	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	29/06/23	Social Services	Looked After Children in Flintshire To provide an update on the provision for Looked After Children. And to provide an update on the challenges, positive working and how young people were supported through the pilot to provide funding directly to looked after children leaving care.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing, Cabinet Member for Education, Welsh Language, Culture and Leisure
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	29/06/23	Education and Youth	Additional Learning Needs and Education Tribunal (Wales) Act 2018 To outline the approach to the identification and commissioning of post 16 education for Flintshire young people.	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	29/06/23	Education and Youth	<p>Safeguarding in Education including Internet Safety and Social Media</p> <p>To provide an update on the discharge of statutory safeguarding duties in schools and the Education portfolio. To include information on Relationship and Sexual Education and how this was contributing to reducing harm.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Deputy Environment & Economy Overview & Scrutiny Committee	11/07/23	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (E&E OSC)</p> <p>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.</p>	Operational	

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	11/07/23	Planning, Environment and Economy	FCC Social Enterprise Update Report To provide an update of social enterprise activity, achievements and future priorities	Operational	Cabinet Member for Climate Change and Economy
Environment & Economy Overview & Scrutiny Committee Page 112	11/07/23	Planning, Environment and Economy	Access Barrier Review – Wales Coast Path To inform members on a recent review into access barriers along the Wales Coast Path (Chester to Deeside Section) and seek their approval to implement the recommendations.	Operational	Cabinet Member for Climate Change and Economy

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	11/07/23	Chief Executive's	<p>Council Plan 2022-23 Year-End Performance (E&E OSC)</p> <p>To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.</p>	Operational	Cabinet Member for Planning, Public Health and Public Protection, Deputy Leader of the Council and Cabinet Member for Streetscene and the Regional Transport Strategy, Cabinet Member for Climate Change and Economy
Community & Housing Overview & Scrutiny Committee	12/07/23	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (C&H OSC)</p> <p>To consider the Forward Work Programme of the Community & Housing Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community & Housing Overview & Scrutiny Committee	12/07/23	Housing and Communities	Estate Management To consider Estate Management and work being undertaken by the Council and the impact this has on tenants.	Operational	Cabinet Member for Housing and Regeneration
Community & Housing Overview & Scrutiny Committee	12/07/23	Housing and Communities	Anti-Social Behaviour To update Members on the Policy and to outline any proposed changes to the Policy.	Operational	Cabinet Member for Housing and Regeneration
Community & Housing Overview & Scrutiny Committee	12/07/23	Housing and Communities	Welfare Reform Update /Housing Rent Income To provide an update on the impacts of welfare reforms and the work that is ongoing to mitigate them.	Operational	Cabinet Member for Housing and Regeneration
Community & Housing Overview & Scrutiny Committee	12/07/23	Housing and Communities	Council Plan 2022-23 Year-End Performance (C&H OSC) To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Operational	Cabinet Member for Housing and Regeneration

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community & Housing Overview & Scrutiny Committee	12/07/23	Housing and Communities	Void Management To provide a further update on voids management and delivery.	Operational	Cabinet Member for Housing and Regeneration
Corporate Resources Overview & Scrutiny Committee	13/07/23	Overview and Scrutiny	Action Tracking To inform the Committee of progress against actions from previous meetings.	Operational	
Corporate Resources Overview & Scrutiny Committee	13/07/23	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.	Operational	
Corporate Resources Overview & Scrutiny Committee	13/07/23	Finance	Medium Term Financial Strategy - Budget 2024/25 To present the first estimate for the additional budget requirement for 2024/25 and the budget timeline.	Strategic	Cabinet Member for Finance, Inclusion, Resilient Communities including 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	13/07/23	Chief Executive's	<p>Revenue Budget Monitoring 2022/23 (outturn) and Capital Programme Monitoring 2022/23 (outturn)</p> <p>This report provides the revenue budget outturn position for the Council Fund and Housing Revenue Account, and the Capital Programme outturn position for 2022/23.</p>	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Corporate Resources Overview & Scrutiny Committee	13/07/23	Chief Executive's	<p>Revenue Budget Monitoring 2023/24 (Interim)</p> <p>This report provides known key risks and issues to the revenue budget outturn position for 2023/24 for the Council Fund and Housing Revenue Account.</p>	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including 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	13/07/23	Governance	Council Tax Discretionary (s13a) Discounts/Write Offs To provide Members of the Corporate Resources Overview & Scrutiny Committee with information on Council Tax Discretionary Discounts, the current policy criteria and the circumstances (with a statistical analysis) where the Council already need to write off Council Tax amounts.	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Corporate Resources Overview & Scrutiny Committee	13/07/23	Chief Executive's	Council Plan 2022-23 Year-End Performance To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources

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	13/07/23	Social Services	<p>Joint Funded Care Packages - Update Report To share an update on the current situation on the long term debt with the Betsi Cadwaladr University Health Board since the last report was received.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Corporate Resources Overview & Scrutiny Committee	13/07/23	Planning, Environment and Economy	<p>Delivering public services in the 21st century: Shared Services In April 2023 a report was presented to the Committee on alternative delivery models: "Delivering public services in the 21st century, an overview". At the meeting a follow-up report on one specific alternative delivery model (shared services) was requested. This report provides an overview of shared services with local examples.</p>	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources

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	13/07/23	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (EY&C OSC)</p> <p>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.</p>	Operational	
Education, Youth & Culture Overview & Scrutiny Committee	13/07/23	Education and Youth	<p>Youth Justice Plan</p> <p>To present, for consideration, the Youth Justice Plan.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Education, Youth & Culture Overview & Scrutiny Committee	13/07/23	Education and Youth	<p>School IT</p> <p>To provide a briefing note on how issues were being addressed at schools across Flintshire.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Education, Youth & Culture Overview & Scrutiny Committee	13/07/23	Education and Youth	<p>Healthy Schools Programme</p> <p>To provide an overview of the Healthy Schools Programme, to include challenges from the Pandemic, information on the Design to Smile and the public health risk of Vape use by pupils.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure

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	13/07/23	Education and Youth	School Meals Service To provide information on changes to the delivery model, the ongoing focus on quality delivery in schools and the pilot being developed with Well Fed.	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Education, Youth & Culture Overview & Scrutiny Committee	13/07/23	Education and Youth	Estyn Inspection of Adult Community Learning (ACL) within the North East Wales Adult Community Learning Partnership To present the detailed action plan and next steps.	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Education, Youth & Culture Overview & Scrutiny Committee	13/07/23	Chief Executive's	Council Plan 2022-23 Year-End Performance (EY&C OSC) To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.	Operational	Leader of the Council

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18/07/23	Governance	Annual Performance Report To review the Annual Performance Report for 2022/23	Strategic	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Cabinet	18/07/23	Chief Executive's	Medium Term Financial Strategy - Budget 2024/25 To present the first estimate for the additional budget requirement for 2024/25 and the budget timeline.	Strategic	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Cabinet	18/07/23	Chief Executive's	Annual Performance Report 2022/23 To approve the Annual Performance Report 2022/23 prior to endorsement by County Council	Strategic	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18/07/23	Governance	Business Rates - Write Offs For Cabinet to approve the write off of individual bad debts for Business Rates in excess of £25,000	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Cabinet Page 122	18/07/23	Chief Executive's	Revenue budget monitoring 2023/24 (Interim) This report provides known key risks and issues to the revenue budget outturn position for 2023/24 for the Council Fund and Housing Revenue Account.	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Cabinet	18/07/23	Chief Executive's	Revenue Budget Monitoring Report 2022/23 (Outturn) To present the Outturn Revenue Budget Monitoring Report information for 2022/23	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including 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	18/07/23	Planning, Environment and Economy	Access Barrier Review – Wales Coast Path To inform members on a recent review into access barriers along the Wales Coast Path (Chester to Deeside Section) and seek their approval to implement the recommendations.	Operational	Cabinet Member for Climate Change and Economy
Cabinet	18/07/23	Planning, Environment and Economy	Food Service Plan 2023-24 for Flintshire County Council To approve the Food Service Plan 2023-24	Operational	Cabinet Member for Planning, Public Health and Public Protection
Cabinet	18/07/23	Streetscene and Transportation	Adoption of Local Toilet Strategy To note the approach being taken on the Local Toilet Strategy and the timescales of the formal review.	Strategic	Deputy Leader of the Council and Cabinet Member for Streetscene and the Regional Transport Strategy

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18/07/23	Governance	<p>Welsh Government Consultation – Business Rates Improvement Rates Relief</p> <p>To provide Cabinet with information and a recommended response to a Welsh Government Business Rates consultation on proposals to introduce an 'Improvement Rate Relief' scheme.</p>	Operational	Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
Cabinet	18/07/23	Education and Youth	<p>Renewal of the North Wales Construction Framework</p> <p>The current North Wales Construction framework agreement expires in May 2024, and this report outlines the proposed approach for renewing the Framework Agreement.</p>	Operational	Cabinet Member for Education, Welsh Language, Culture and Leisure
Cabinet	18/07/23	Chief Executive's	<p>Annual Review of Fees and Charges 2023</p> <p>To seek approval of the outcomes of the annual review of fees and charges for 2023</p>	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including 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	18/07/23	Chief Executive's	Budget 2024/25 MTFS To present the first estimate for the additional budget requirement for 2024/25 and the developing budget strategy and timeline.	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Cabinet	18/07/23	Social Services	Annual Social Services Report Cabinet to view the draft Annual Social Services Report and feedback on the draft content considered for inclusion, which include the key developments of the past year and our priorities for next year.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
Cabinet	18/07/23	Chief Executive's	Prudential Indicators - Actuals 2022/23 The report provides details of the Council's actual Prudential Indicators for 2022/23 compared with the estimates set for Prudence and Affordability	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including 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)
Social & Health Care Overview & Scrutiny Committee	20/07/23	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (S&HC OSC)</p> <p>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.</p>	Operational	
Page 9 of 26 Social & Health Care Overview & Scrutiny Committee	20/07/23	Chief Executive's	<p>Council Plan 2022-23 Year-End Performance (S&HC OSC)</p> <p>To review the levels of progress in the achievement of activities and performance levels identified in the Council Plan.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

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	26/07/23	Finance	<p>Treasury Management Annual Report 2022/23 and Treasury Management Update Q1 2023/24</p> <p>1. To present to Members the draft Treasury Management Annual Report 2022/23 for comments and recommendation for approval to Cabinet.</p> <p>2. To provide an update on matters relating to the Council's Treasury Management Policy, Strategy and Practices to the end June 2023.</p>	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Governance and Audit Committee	26/07/23	Finance	<p>Supplementary Financial Information to Draft Statement of Accounts 2022/23</p> <p>To provide Members with supplementary financial information to accompany the draft accounts as per the previously agreed Notice of Motion.</p>	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including 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)
Governance and Audit Committee	26/07/23	Finance	Draft Statement of Accounts 2022/23 To present the draft Statement of Accounts 2022/23 for Members' information only at this stage.	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Governance and Audit Committee Page 128	26/07/23	Finance	Certification of Grants and Returns 2021/22 To inform Members of the grant claim certification by Audit Wales for the year ended 31 March 2022.	Operational	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Governance and Audit Committee	26/07/23	Chief Executive's	Audit Wales 2023 Audit Plan To review the Audit Wales - Audit Plan 2023 for the Council which sets out the proposed audit work for the year along with timescales, costs and the audit teams responsible for carrying out the work.	Operational	
August					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
September					
Community & Housing Overview & Scrutiny Committee	13/09/23	Housing and Communities	Temporary Accommodation Audit Update To provide a progress report on the action plan for service improvement following the audit of the Temporary Accommodation.	Operational	Cabinet Member for Housing and Regeneration
Corporate Resources Overview & Scrutiny Committee	14/09/23	Overview and Scrutiny	Action Tracking To inform the Committee of progress against actions from previous meetings.	Operational	
Corporate Resources Overview & Scrutiny Committee	14/09/23	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.	Operational	
Cabinet	19/09/23	Social Services	Maes Gwern To provide an update on progress at the new Maes Gwern development in Mold.	Operational	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	26/09/23	Governance	Committee Sizes and Political Balance To consider setting Committee sizes to an odd number of seats and recalculating Political Balance to reflect the new sizes.		
October					
November					

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

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