

Public Document Pack

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



Contact Officer:
Sharon Thomas 01352 702324
sharon.b.thomas@flintshire.gov.uk

To: Cllr Richard Jones (Chair)

Councillors: Bernie Attridge, Bill Crease, Alasdair Ibbotson, Gina Maddison, Allan Marshall, Vicky Perfect, Kevin Rush, Jason Shallcross, Sam Swash, Linda Thomas and Arnold Woolley

1 March 2024

Dear Sir/Madam

NOTICE OF HYBRID MEETING
CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE
THURSDAY, 7TH MARCH, 2024 at 10.00 AM

Yours faithfully

Steven Goodrum
Democratic Services Manager

Please note: Attendance at this meeting is either in person in the Delyn Committee Room, Flintshire County Council, County Hall, Mold, Flintshire or on a virtual basis.

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.

AGENDA

1 **APOLOGIES**

Purpose: To receive any apologies.

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

Purpose: To receive any Declarations and advise Members accordingly.

3 **MINUTES** (Pages 5 - 10)

Purpose: To confirm as a correct record the minutes of the meeting on 8 February 2024.

4 **ACTION TRACKING** (Pages 11 - 14)

Report of Democratic Services Manager -

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

5 **FORWARD WORK PROGRAMME** (Pages 15 - 24)

Report of Democratic Services Manager -

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

6 **PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER 2022-23 AND COMPLAINTS MADE AGAINST FLINTSHIRE COUNTY COUNCIL DURING THE FIRST HALF OF 2023-24** (Pages 25 - 40)

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

Purpose: To share the Public Services Ombudsman for Wales (PSOW) Annual Letter 2022-23 for Flintshire County Council and an overview of the complaints received against Council services in the first half of 2023-24.

7 **INFORMATION RIGHTS COMPLIANCE** (Pages 41 - 48)

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

Purpose: To provide information around monitoring performance against the requirements of the UK General Data Protection Regulation and Freedom of Information Act.

8 SOCIAL VALUE UPDATE (Pages 49 - 56)

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

Purpose: To present an update report on social value.

9 REVENUE BUDGET MONITORING 2023/24 (MONTH 10) (Pages 57 - 82)

Report of Corporate Finance Manager - Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement

Purpose: To provide Members with the Revenue Budget Monitoring 2023/24 (Month 10) Report and Significant Variances.

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

The following items are 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 reports relate to the financial or business affairs of any particular person and the interest in withholding the information outweighs the interest in disclosing.

10 CAMBRIAN AQUATICS (Pages 83 - 88)

Report of Corporate Manager – Capital Programme & Assets - Cabinet Member for Education, Welsh Language, Culture and Leisure

Purpose: To provide an update report on the Community Asset Transfer, Cambrian Aquatics.

11 NEWYDD BUSINESS PLAN 2024/25 (Pages 89 - 114)

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

Purpose: To present the NEWydd Catering & Cleaning Ltd Business Plan 2024/25 for endorsement.

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

The report relates to the financial or business affairs of any particular person and the interest in withholding the information outweighs the interest in disclosing.

12 **ARRANGEMENTS WITH NEWYDD CATERING & CLEANING LIMITED**
(Pages 115 - 124)

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

Purpose: To present and seek endorsement of a proposal in relation to future arrangements between the Council and NEWydd Catering & Cleaning Limited.

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

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE **8 FEBRUARY 2024**

Minutes of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Thursday, 8 February 2024

PRESENT: Councillor Richard Jones (Chair)

Councillors: Bill Crease, Alasdair Ibbotson, Allan Marshall, Vicky Perfect, Kevin Rush, Jason Shallcross, Sam Swash, Linda Thomas and Arnold Woolley

SUBSTITUTES: Councillors: Ryan McKeown (for Gina Maddison) and Linda Thew (for Bernie Attridge)

ALSO PRESENT: Councillors Helen Brown, David Coggins Cogan, David Evans and Andrew Parkhurst were in attendance for agenda item 6 (Council Fund Budget 2024/25) together with Cabinet Members: Councillor Dave Hughes (Deputy Leader and Cabinet Member for Streetscene and the Regional Transport Strategy), Councillor Mared Eastwood (Cabinet Member for Education, Welsh Language, Culture and Leisure) and Councillor David Healey (Cabinet Member for Climate Change and Economy)

CONTRIBUTORS: Councillor Ian Roberts (Leader of the Council), Councillor Christine Jones (Deputy Leader and Cabinet Member for Social Services and Wellbeing), Councillor Paul Johnson (Cabinet Member for Finance, Inclusion and Resilient Communities), Chief Executive, Chief Officer (Governance), Corporate Finance Manager, Strategic Finance Managers, Corporate Manager (Human Resources and Organisational Development) and Corporate Manager (Capital Programme and Assets)

IN ATTENDANCE: Democratic Services Manager and team

66. DECLARATIONS OF INTEREST

None.

67. MINUTES

The minutes of the meetings held on 14 December 2023 and 11 January 2024 were approved, as moved and seconded by Councillors Linda Thomas and Bill Crease.

The Chair reflected on his comments at the December meeting regarding the time available to set the budget for 2024/25 and the challenges for portfolios.

RESOLVED:

That both sets of minutes be approved as a correct record.

68. ACTION TRACKING

The Democratic Services Manager presented an update on actions from previous meetings.

The recommendation was moved and seconded by Councillors Jason Shallcross and Vicky Perfect.

RESOLVED:

That the Committee notes the progress which has been made.

69. FORWARD WORK PROGRAMME

The Democratic Services Manager presented the current Forward Work Programme for consideration.

The recommendations were moved and seconded by Councillors Kevin Rush and Bill Crease.

RESOLVED:

- (a) That the Forward Work Programme be noted; and
- (b) That the Democratic Services Manager, in consultation with the Committee Chair, be authorised to vary the Forward Work Programme between meetings, as the need arises.

70. VARIATION IN ORDER OF BUSINESS

The Chair indicated that there would be a change in the order of business to bring forward agenda item 7 prior to considering the Council Fund Budget item in closed session.

71. REVENUE BUDGET MONITORING 2023/24 (MONTH 9) AND CAPITAL PROGRAMME MONITORING 2023/24 (MONTH 9)

The Strategic Finance Managers presented the 2023/24 month 9 position for the revenue budget monitoring for the Council Fund and Housing Revenue Account (HRA) and the Capital Programme, prior to consideration by Cabinet.

Revenue Budget Monitoring

On the Council Fund, the projected year-end position was an operating deficit of £2.502m which was a favourable movement of £0.440m from the deficit position reported at month 8. This would leave a year-end contingency reserve balance of £5.108m after the actual impact of pay awards and previously approved allocations. As a result of the continued moratorium on non-contractually committed spend and vacancy management process, £1.548m of deferred and/or delayed expenditure had been identified at month 9. Changes to

approved budgets since month 8 were summarised along with significant variances, in-year risks/emerging issues and other tracked risks as detailed in the report. The position on unearmarked reserves included an adjustment to the projected Council Tax balance which had been overstated at month 8.

On the HRA, projected in-year expenditure of £0.049m higher than budget would leave a closing un-earmarked balance of £3.148m, which was above the recommended guidelines on spend.

On the carry-forward request for Planning, Environment & Economy, Councillor Alasdair Ibbotson asked whether the Council could retain its ability to issue local by-laws or enforce previous ones in excess of the standards for Special Procedures. Officers agreed to pursue a response from the portfolio.

The Chief Officer (Governance) responded to a question on the carry-forward request under his portfolio and suggested that further clarification be given in more detail in closed session prior to the next agenda item. Finance officers confirmed that assumptions in the budget calculations were based on approval of both carry-forward requests.¹

The Chair referred to in-year risks and questioned the effectiveness of continued lobbying to Welsh Government (WG) on fairer funding.

On Out of County Placements, Councillor Christine Jones said that work being undertaken to address pressures in demand and market conditions was starting to make a positive impact over the longer term.

Councillor Paul Johnson gave assurance that robust representations continued to be made by Chief Officers and Cabinet Members and that progress was being made by the Fairer Funding Working Group.

On portfolio budgets, Councillor Bill Crease said that the approach to forecasting should be reviewed for service areas with overspends year on year.

Capital Programme Monitoring

The revised programme for 2023/24 was £92.859m taking into account all carry forward sums and savings transferred back to the programme. Changes during the period were mainly due to the introduction of grant funding streams and budget re-profiling. The projected outturn position totalled £91.049m leaving a £1.810m underspend recommended to be carried forward for the completion of

¹ In relation to the response by Finance Officers on the budget calculations for the carry forward requests, the advice on the £0.050m carry forward request for PE&E was correct. However, the actual position regarding the £0.210m request for Governance was that the projected outturn position did not include the carry forward request being approved at Month 9. Therefore, based on this being approved, it would reduce the Governance underspend by £0.210m at Month 10. The position regarding financial assumptions for further carry forward requests will be clarified alongside each request within future monthly reports.

schemes in 2024/25 as detailed. The report detailed savings identified during the period and no additional allocations. The overall funding position of approved schemes indicated a surplus of £2.312m prior to the realisation of additional capital receipts and/or other funding sources.

The second recommendation was moved and seconded by the Chair and Councillor Bill Crease.

RESOLVED:

That having considered the Capital Programme Monitoring 2023/24 (month 9) report, the Committee confirms that there are no specific matters to be raised with Cabinet.

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

To enable a fuller discussion on the requested transfer to the Digital Strategy reserve, exclusion of the press and public was moved and seconded by Councillors Bill Crease and Jason Shallcross.

RESOLVED:

That the press and public be excluded from the meeting as the following item was considered to be exempt by virtue of paragraph 15 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

73. REVENUE BUDGET MONITORING 2023/24 (MONTH 9)

In response to questions, the Chief Officer (Governance) provided clarification on funding arrangements for the Digital Strategy and the implications if the carry-forward request was not approved by Cabinet.

In noting the benefits of website improvements, Councillor Alasdair Ibbotson spoke about the need to focus on critical services of most value. On that basis, he proposed that the Committee recommend that Cabinet reject the carry-forward request and went on to suggest a possible virement from other elements of the Investment in Organisational Change earmarked reserve to support work on the Digital Strategy.

Concerns were raised by Councillor Linda Thew on potential streamlining processes at Connects Centres.

Councillor Bill Crease spoke in support of Councillor Ibbotson's proposal.

In responding to a point on income generation, the Chief Officer advised of suggested savings from resourcing the temporary Digital Strategy posts.

Councillor Ibbotson clarified that whilst there was no issue with the carry-forward request from Planning, Environment & Economy, his concerns about the request from Governance remained.

The Chair moved that the amendment include that any carry-forward request should be risk assessed against elements of other portfolio budgets to allow Cabinet to consider all options. This was seconded by Councillor Ibbotson.

RESOLVED:

That having considered the Revenue Budget Monitoring 2023/24 (month 9) report, the Committee recommends:

- (a) that Cabinet rejects the Governance carry-forward request;
- (b) that Cabinet commissions a risk assessment of rejecting the Planning, Environment & Economy carry-forward request; and
- (c) that any carry-forward request should be risk assessed against elements of other portfolio budgets.

74. COUNCIL FUND BUDGET 2024/25

The Corporate Finance Manager presented a report to consider additional proposals for Corporate Services, Assets Service and Governance portfolio towards meeting the remaining budget gap of £12.946m reported at the previous meeting.

Following receipt of the disappointing Local Government Provisional Settlement, all portfolios had been tasked with reviewing their cost base to identify potential ways of reducing budgets or removing cost pressure to contribute more to meeting the remaining gap. Members were reminded of a number of ongoing risks which were being monitored and could change the additional budget requirement further. Comments from Overview & Scrutiny committees on their respective areas would be collated for the final budget-setting reports to Cabinet and County Council on 20 February.

Table 1 - Corporate Services budget reductions

The Chair shared his concerns about the future consequences of the option for Flintshire Trainees. In response, the Corporate Manager (Human Resources and Organisational Development) provided context on the programme and the impact of reducing the cohort for 2024/25.

On the fees and charges review, the Chair was advised that the amount related to 2024 and reflected an estimate of the part year figure from October 2024.

Clarity was given to Councillor Andrew Parkhurst on the estimated total for the Trade Union support budget. On statutory requirements, the Corporate Manager (Human Resources and Organisational Development) said that whilst

the Council had always recognised trade unions as an employer, she would check on the definitive statutory position and respond separately.

Table 2 - Assets Service budget reductions

Following explanation on the budget reduction for Policy detailed in the report, the Chair said that reductions made for third sector funding could potentially put pressure on Council services. Positive contributions by the third sector on the delivery of Council services were acknowledged by the Chief Executive and the Chair.

Table 3 - Governance budget reductions

In response to a question from Councillor Alasdair Ibbotson, the Chief Officer (Governance) provided information on the impact on communications with the public arising from the GovDelivery software efficiency option if the carry-forward request for the Digital Strategy was not approved by Cabinet.

Following debate, the recommendation for the Assets Service was moved and seconded by the Chair and Councillor Bill Crease. The recommendations for Corporate Services and Governance, as amended, were moved and seconded by Councillor Ibbotson and the Chair.

RESOLVED:

- (a) That the Committee accepts the Assets Service options to reduce budgets; and
- (b) That having considered the options to reduce budgets in Corporate Services and Governance, the Committee expresses provisional reservations and reluctance in accepting the proposed reductions for Flintshire Trainees and Connects (reduction in budget) but expresses a provisional willingness to accept the removal of Granicus GovDelivery Software even if the carry-forward figure for the Digital Strategy reserve from the previous item is not approved, pending consideration of the effects and risks for each.

75. MEMBERS OF THE PRESS IN ATTENDANCE

None.

(The meeting started at 10am and ended at 12 noon)

.....
Chair



CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 8 March 2024
Report Subject	Action Tracking
Report Author	Democratic Services Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The report shows the action points from previous meetings of the Corporate Resources Overview & Scrutiny Committee and the progress made in completing them.

Any outstanding will be reported back to the next monthly meeting.

RECOMMENDATIONS

1	That the committee notes the progress which has been made.
---	--

REPORT DETAILS

1.00	EXPLAINING THE ACTION TRACKING REPORT
1.01	<p>In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points.</p> <p>Following the meeting of the committee in July 2018, it was recognised that there was a need to formalise such reporting back, as 'Matters Arising' is not an item which can feature on an agenda.</p>

1.02	<p>This paper summarises those points and where appropriate provides an update on the actions resulting from them.</p> <p>The Action Tracking details are attached in appendix A.</p>
------	---

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

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

4.00	RISK MANAGEMENT
4.01	Not applicable.

5.00	APPENDICES
5.01	Appendix A – CRO&SC Action Points

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the committee as identified in the report.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Steven Goodrum, Democratic Services Manager</p> <p>Telephone: 01352 702320</p> <p>E-mail: steven.goodrum@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	None.

ACTION TRACKING FOR THE CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Status
14.12.2023	8. Council Plan 2023-24 Mid-Year Performance Reporting	A question was asked about the benefits of outsourcing calls to the Council's customer service number.	Chief Officer (Governance)	It was agreed to liaise with the service manager to request costings of this compared with the enhanced Contact Centre service with AI technology.	Closed – moved to Forward Work Programme
08.02.2024	7. Revenue Budget Monitoring 2023/24 (Month 9) and Capital Programme Monitoring 2023/24 (Month 9)	A question was asked about the carry-forward request for Planning, Environment & Economy: whether the Council could retain its ability to issue local by-laws or enforce previous ones in excess of the standards for Special Procedures.	Strategic Finance Manager	Awaiting response from Portfolio.	Open
	6. Council Fund Budget 2024/25	A question was asked about the statutory position on recognising and resource provision for trade unions.	Corporate Manager (Human Resources and Organisational Development)	Information circulated by email to Committee members on 22.02.2024.	Closed

This page is intentionally left blank



CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 8 th March, 2024
Report Subject	Forward Work Programme
Report Author	Democratic Services Manager
Type of Report	Operational

EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members.

By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues.

A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

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

RECOMMENDATION

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

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME
1.01	<p>The Forward Work Programme (FWP) is intended to set out the Committee's schedule of work for the coming months.</p> <p>It is a 'working document' that remains under constant review to ensure that the Committee is carrying out the proper level of scrutiny and is focussing on the appropriate areas in accordance with its Terms of Reference (included as Appendix 2).</p>
1.02	<p>Items feed into a Committee's Forward Work Programme from a number of sources.</p> <p>Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers.</p> <p>Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.</p>
1.03	<p>Members are encouraged to consider and propose items for inclusion on the FWP, noting the guidance at paragraph 1.06.</p> <p>The Committee's 'Terms of Reference' is included as Appendix 2 to help with this.</p>
1.04	<p>A number of 'themed' topics and reports will be placed before the committee during 2024, once the Schedule of Meetings has been agreed at the AGM in May. These will include:</p> <ul style="list-style-type: none"> • Corporate Self-assessment 2023/24. • Capital Programme and Assets 'themed' meeting. • Corporate Services 'themed' meeting. • Strategic and Partnership Working 'themed' meeting. • Community Safety Partnership Annual Report. • North Wales Economic Ambition Board. • Organisational Design & Change Programme. • Update on Corporate Joint Committees (CJCs). • Alternative Delivery Models. <p>As the Committee is not scheduled to meet again until June due to the Police & Crime Commissioner election, work will be undertaken to ensure these items are include in the Forward Work Programme for consideration at the June meeting.</p>
1.05	<p>As well as the 'targeted' work items, there are standard, regular reports that follow a 'pattern'. These are included in Appendix 1 under 'Regular Items and will be scheduled on the FWP accordingly.</p>

1.06	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"> 1. Will the review contribute to the Council's priorities and/or objectives? 2. Is it an area of major change or risk? 3. Are there issues of concern in performance? 4. Is there new Government guidance of legislation? 5. Is it prompted by the work carried out by Regulators/Internal Audit? 6. Is the issue of public or Member concern?
------	---

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Publication of this report constitutes consultation.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	<p>Appendix 1 – Draft Forward Work Programme Appendix 2 – CROSC 'Terms of Reference'</p>

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
7.01	<p>Contact Officer: Steven Goodrum, Democratic Services Manager Telephone: 01352 702320 E-mail: steven.goodrum@flintshire.gov.uk</p>

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

--	--

CORPORATE RESOURCES OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Items to be scheduled when the 2024/25 Schedule of Meetings has been agreed at the AGMM

- **Joint Procurement Service Annual Report 2022/23**
To receive a performance update report on the Joint Procurement Service with Denbighshire County Council.
- **Council Tax Collections, Discretionary (s13a) Discounts/Write Offs**
That a report is brought back to committee following a Cabinet review and the production of a comprehensive policy on s13a discretionary discounts, taking into account the comments raised and consultation with Overview & Scrutiny.
- **Delivering public services in the 21st century: Shared Services**
That officers liaise with the Chairman in order to schedule presentations on various themes at future meetings.
- **Community Asset Transfers**
To provide an update on the Community Asset Transfer (CAT) process.
- **Acquisition of land for Flintshire cemeteries**
To provide details of how Flintshire County Council provided value for money in its land acquisition for cemeteries.
- **Review of Industrial Estates**
To review the Council's business/commercial units, further to Paragraph 1.30 of agenda item 7 Capital Programme 2024/25 – 2026/27 from the County Council meeting of 6 December 2023.

CORPORATE RESOURCES OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Regular Items

Month	Subject	Purpose of Report / Presentation	Responsible / Contact Officer
Quarterly / Annual	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Chief Executive
Monthly	Revenue Budget Monitoring	To provide the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account.	Corporate Finance Manager
Twice-Yearly	Employment and Workforce Update	This report covers strategic updates in addition to the quarterly workforce statistics and their analysis.	Corporate Manager, People and Organisational Development
Annually	Public Services Ombudsman for Wales (PSOW) Annual Letter and Complaints against Flintshire County Council	To share the Public Services Ombudsman for Wales Annual Letter and Complaints made against Flintshire County Council Services	Chief Officer (Governance)

This page is intentionally left blank

Corporate Resources Overview & Scrutiny Committee Terms of Reference

Main Contributors

- Leader of the Council and Cabinet Member for Education, Welsh Language, Culture and Leisure
- Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
- Cabinet Member for Governance and Corporate Services including Health and Safety and Human Resources
- Chief Executive
- Chief Officer (Governance)
- Corporate Finance Manager

Scope

To fulfil all the functions of an Overview & Scrutiny committee, including Performance, Improvement and Policy Development as they relate to the list below.

Corporate Management and Governance

- Council strategic and improvement planning (Council Plan)
- Council performance and performance systems
- Customer Services and contact
- Finance Strategy
- Revenue and capital strategic planning Revenue and capital budget monitoring

Clwyd Pension Fund

ICT and Digital Strategies

People Strategy

- Organisational Design & Change Programme

Corporate Services

- Corporate Communications
- Financial services
- ICT Services
- Information and Business Services Procurement
- HR Business Partnering
- Occupational Health and Wellbeing Employment Services
- Legal Services
- Democratic Services
- Revenues

Strategic and Partnership Working

- Partnership and collaborative working frameworks

- Public Service Board
- Civil Contingencies
- Emergency Planning

Crime and Disorder

- Community Safety Partnership
- North Wales Fire & Rescue Authority & Service
- North Wales Police & Crime Commissioner North
- Wales Police Service
- North Wales Probation Service

Capital Programme and Assets

- Corporate Property Maintenance Service
- Property and Design Consultancy
- Valuation and Estates Service
- Community Assets
- Community Asset Transfer Programme
- NEWydd

Note. Corporate Resources Overview & Scrutiny is also the designated 'crime & disorder scrutiny' committee.



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 7 March 2024
Report Subject	Public Services Ombudsman for Wales Annual Letter 2022-23 and complaints made against Flintshire County Council during the first half of 2023-24
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

The purpose of this report is to share the Public Services Ombudsman for Wales Annual Letter 2022-23 for Flintshire County Council.

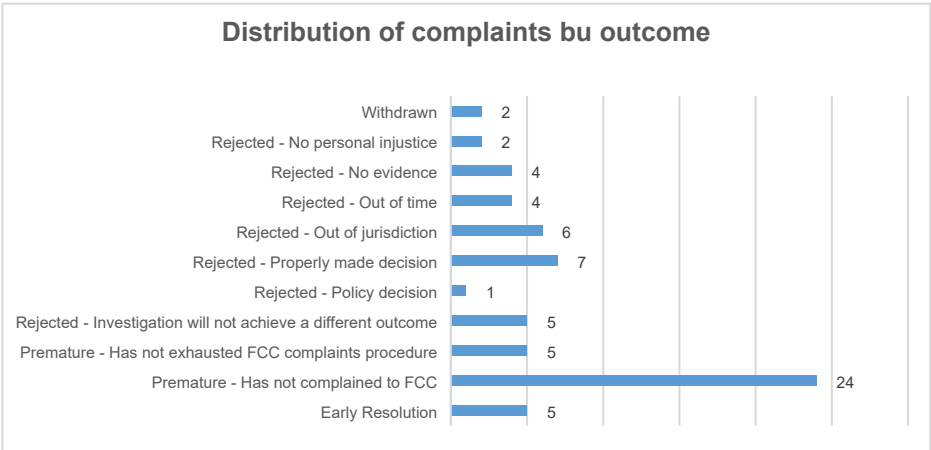
The Ombudsman's Annual Letter provides an overview of the annual performance of the Council in relation to complaints received between 1 April 2022 – 31 March 2023.

This report also provides an overview of complaints received by each portfolio of the Council between 1 April 2023 – 30 September 2023.

RECOMMENDATIONS

1	That Scrutiny notes the annual performance of the Council in respect of complaints made to the Public Services Ombudsman for Wales during 2022-23.
2	That Scrutiny notes the half year performance of the Council (2023-24) in respect of complaints made against services in line with the concerns and complaints procedure.
3	That Scrutiny supports the priorities outlined in paragraph 1.24.

REPORT DETAILS

1.00	THE PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER 2022-23																								
1.01	Michelle Morris, Public Services Ombudsman for Wales (“Ombudsman”) published her Annual Letter 2022-23 in August 2023. The Annual Letter deals with complaints relating to maladministration and service failure, complaints relating to alleged breaches of the Code of Conduct for Members and the actions being taken to improve public services across Wales.																								
1.02	The Annual Letter coincides with the Ombudsman’s Annual Report which highlights the number of people asking her office for help increased by 3% compared to the previous year. The Ombudsman reports that her office now receives double the number of cases than a decade ago and she acknowledges the current climate continues to challenge public services.																								
1.03	The number of complaints against local authorities across Wales reduced by 11% in 2022-23 compared to the previous year and the Ombudsman intervened (upheld, settled or resolved at an early stage) with 13% of complaints, a reduction from 18% the year before.																								
1.04	Appended to this report is a link to the Annual Letter detailing Flintshire’s performance and comparative data. The following paragraphs provide a summary of performance and additional context in response to the findings.																								
1.05	<p>Section A - 65 complaints were made against Flintshire in 2022-23 which is a reduction of 65.65% compared to the previous year (99). Whilst the number of complaints recorded against Flintshire remains higher than the Welsh average (46), it is important to put this in perspective. 92.31% (60) of all complaints against Flintshire were premature, rejected or withdrawn resulting in no action against the Council. Chart 1 illustrates the distribution of complaints by outcome:</p> <p>Chart 1</p>  <table border="1" data-bbox="375 1435 1310 1883"> <caption>Distribution of complaints by outcome</caption> <thead> <tr> <th>Outcome</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Withdrawn</td> <td>2</td> </tr> <tr> <td>Rejected - No personal injustice</td> <td>2</td> </tr> <tr> <td>Rejected - No evidence</td> <td>4</td> </tr> <tr> <td>Rejected - Out of time</td> <td>4</td> </tr> <tr> <td>Rejected - Out of jurisdiction</td> <td>6</td> </tr> <tr> <td>Rejected - Properly made decision</td> <td>7</td> </tr> <tr> <td>Rejected - Policy decision</td> <td>1</td> </tr> <tr> <td>Rejected - Investigation will not achieve a different outcome</td> <td>5</td> </tr> <tr> <td>Premature - Has not exhausted FCC complaints procedure</td> <td>5</td> </tr> <tr> <td>Premature - Has not complained to FCC</td> <td>24</td> </tr> <tr> <td>Early Resolution</td> <td>5</td> </tr> </tbody> </table>	Outcome	Count	Withdrawn	2	Rejected - No personal injustice	2	Rejected - No evidence	4	Rejected - Out of time	4	Rejected - Out of jurisdiction	6	Rejected - Properly made decision	7	Rejected - Policy decision	1	Rejected - Investigation will not achieve a different outcome	5	Premature - Has not exhausted FCC complaints procedure	5	Premature - Has not complained to FCC	24	Early Resolution	5
Outcome	Count																								
Withdrawn	2																								
Rejected - No personal injustice	2																								
Rejected - No evidence	4																								
Rejected - Out of time	4																								
Rejected - Out of jurisdiction	6																								
Rejected - Properly made decision	7																								
Rejected - Policy decision	1																								
Rejected - Investigation will not achieve a different outcome	5																								
Premature - Has not exhausted FCC complaints procedure	5																								
Premature - Has not complained to FCC	24																								
Early Resolution	5																								
1.06	Chart 1 shows that 36.92% (24) of all complaints were premature because the complainant had not contacted the Council in the first place. This means complainants had not attempted to access the Council’s concerns and complaints procedure in the first instance and opted to approach the Ombudsman instead, a decision outside of the Council’s control.																								

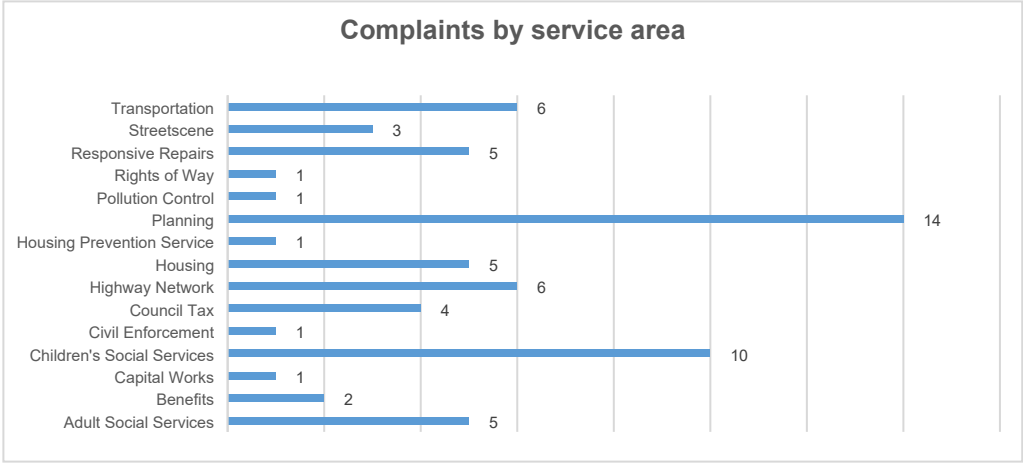
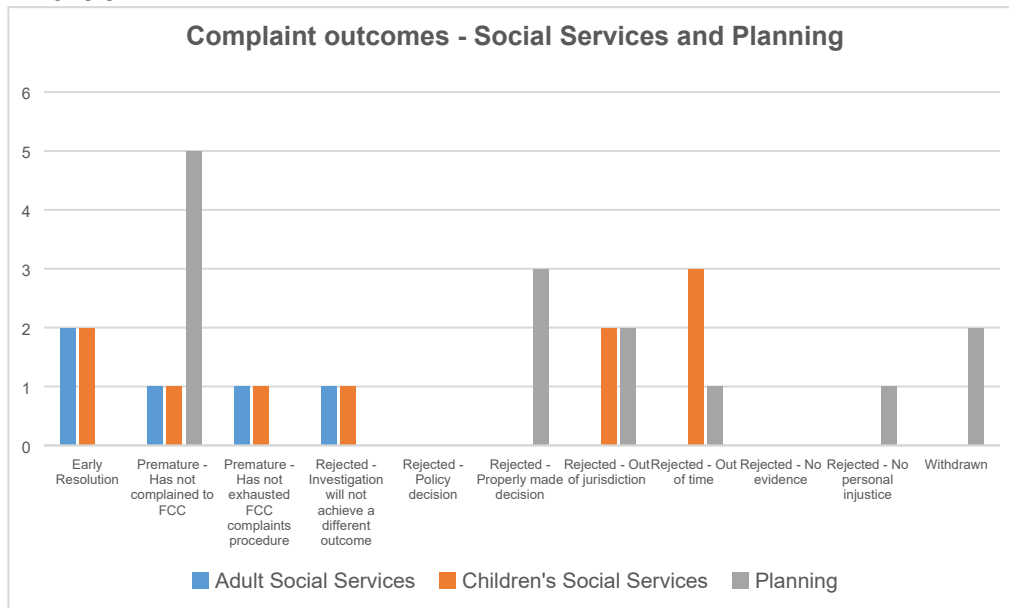
1.07	44.62% (29) of all complaints were rejected, of those rejected, 10.77% (7) were rejected due to properly made decisions, indicating an improvement in the quality of Step 1 and Step 2 responses issued by the Council. 3.08% (2) of complaints were withdrawn because the complainant failed to provide evidence and nine complaints were from the same three people.																																
1.08	Only five complaints (7.69%) against the Council required intervention and, in every case, an “early resolution” was reached. This figure is lower than the Wales average (13%), an indication on the positive steps taken to improve complaints handling across the Council.																																
1.09	In terms of intervention, four of the complaints related to Social Services who agreed to apologise, review information, or clarify points and in Capital Works the service agreed to apologise for a lack of clarity and time and trouble pursuing a complaint.																																
1.10	Section B - the Ombudsman provides a breakdown of complaints by subject. However, these subjects are universal complaint categories for Councils across Wales and do not accurately reflect local records and organisational structures e.g. a complaint about school transport is categorised as “Education” by the Ombudsman but locally it is “Transportation” who manage school transport applications.																																
1.11	<p>An analysis of the Annual Letter against local data illustrates a more accurate record of complaints by subject:</p> <p>Chart 2</p>  <table border="1" data-bbox="328 1155 1355 1615"> <caption>Complaints by service area</caption> <thead> <tr> <th>Service Area</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr><td>Transportation</td><td>6</td></tr> <tr><td>Streetscene</td><td>3</td></tr> <tr><td>Responsive Repairs</td><td>5</td></tr> <tr><td>Rights of Way</td><td>1</td></tr> <tr><td>Pollution Control</td><td>1</td></tr> <tr><td>Planning</td><td>14</td></tr> <tr><td>Housing Prevention Service</td><td>1</td></tr> <tr><td>Housing</td><td>5</td></tr> <tr><td>Highway Network</td><td>6</td></tr> <tr><td>Council Tax</td><td>4</td></tr> <tr><td>Civil Enforcement</td><td>1</td></tr> <tr><td>Children's Social Services</td><td>10</td></tr> <tr><td>Capital Works</td><td>1</td></tr> <tr><td>Benefits</td><td>2</td></tr> <tr><td>Adult Social Services</td><td>5</td></tr> </tbody> </table>	Service Area	Number of Complaints	Transportation	6	Streetscene	3	Responsive Repairs	5	Rights of Way	1	Pollution Control	1	Planning	14	Housing Prevention Service	1	Housing	5	Highway Network	6	Council Tax	4	Civil Enforcement	1	Children's Social Services	10	Capital Works	1	Benefits	2	Adult Social Services	5
Service Area	Number of Complaints																																
Transportation	6																																
Streetscene	3																																
Responsive Repairs	5																																
Rights of Way	1																																
Pollution Control	1																																
Planning	14																																
Housing Prevention Service	1																																
Housing	5																																
Highway Network	6																																
Council Tax	4																																
Civil Enforcement	1																																
Children's Social Services	10																																
Capital Works	1																																
Benefits	2																																
Adult Social Services	5																																
1.12	The data above illustrates that Social Services and Planning received the highest proportion of complaints; the outcome of these cases is illustrated in Chart 3 below:																																

Chart 3



1.13 **Section C** – the preceding paragraphs explain the context and outcomes of complaints more precisely in local context.

1.14 **Section D** - five complaints (7%) required intervention by the Ombudsman as described in paragraph 1.09. This is an improvement on the previous year where 13% of complaints required intervention and is also better than the all Wales average intervention rate (13%).

1.15 **Sections E** - this section of the Annual Letter is the remit of the Standards Committee.

1.16 Reflecting on the Annual Letter 2022-23, Flintshire’s achievements include:

- A reduction in the number complaints made to the Ombudsman – down from 99 to 65 (65.65%);
- A lower intervention rate – down from 13% to 7%;
- A lower-than-average intervention rate compared to the rest of Wales (13%);
- 100% improvement on the number of investigations – from 3 to 0.

1.17 Much of the achievements may be attributed to work over the last 12 months including:

- Positive and productive engagement with the Complaints Standards Authority;
- Collective work with Councils across Wales and the Ombudsman to record complaints performance data to help drive improvement in public services for citizens in Wales;
- Continuing programme of mandatory complaints training for Team Leader+ roles in collaboration with the Ombudsman and Learning & Development;
- Accelerating the programme of mandatory complaints training by “train the trainer” approach;
- Internal Audit to identify opportunities to improve complaints handling.

1.18	<p>Own Initiative Investigation</p> <p>Moving forward into 2023-24 the Council has been selected to be part of the Ombudsman’s second wider Own Initiative investigation looking into the administration of carer needs assessments (Part 3 of the Social Services and Wellbeing (Wales) Act 2014). Under section 4 of the Public Services Ombudsman (Wales) Act 2019 the Ombudsman can undertake Own Initiative investigations which do not need to be prompted by a complaint or an individual complainant. The investigation will consider:</p> <ul style="list-style-type: none"> a) Whether the Council is meeting its statutory duties under the Social Services and Well-being (Wales) Act 2014 and its Code of Practice and The Care and Support (Assessment) (Wales) Regulations 2015; b) Whether those entitled to a carer’s needs assessment are made aware of and understand their right to request a carer’s needs assessment; c) Where carers’ needs assessments are commissioned, whether those assessment services are being delivered appropriately and whether local authorities appropriately monitor the contracting arrangements; d) Whether carers’ needs assessments, including those completed by commissioned service providers, are undertaken in accordance with the Social Services and Well-being (Wales) Act 2014. <p>The own initiative investigation has commenced and the findings are expected in early 2024.</p>
1.19	<p>Flintshire County Council Complaints 1 April – 30 September 2023</p>
1.20	<p>The Council received 448 complaints between 1 April – 30 September 2023 which is slightly higher than the same time last year (421) and 76% were considered within target which is an improvement of 11% compared to 2022. Encouragingly 91% of all complaints were considered within 20 working days which is a further improvement of 5% on the previous year.</p>
1.21	<p>Chart 4 – Summary of complaints performance</p> <p>Frontline services in Housing & Communities and Streetscene & Transportation received the highest proportion of complaints in the first half of 2023-24 which is a normal trend. It should also be noted that the Social Services and Wellbeing Act (Wales) 2014 and Social Services Complaints Procedure Regulations 2014, requires Local Authorities to maintain a separate representations and complaints procedure for social services functions. Social Services’ complaints report for 2022-23 is reported to the Social and Health Care Overview and Scrutiny Committee.</p> <p><i>*Complainants informed that their complaint will take longer than 10 working days to investigate.</i></p>

Summary: 1 April – 30 September 2023	Overall	E&Y	Gov	H&C	PE&E	SS	S&T
Total number of complaints received	448	11	33	128	40	14	222
Number of complaints closed within target	339 75.67%	8 72.73%	32 96.97%	94 73.44%	28 70.00%	13 92.86%	164 73.87%
Number of complaints open and pending*	9 2.01%	0 0.00%	0 0.00%	5 3.91%	2 5.00%	0 0.00%	2 0.90%
Number of complaints closed after 10 working days	91 20.31%	3 27.27%	1 3.03%	29 22.66%	8 20.00%	1 7.14%	49 22.07%
Number of complaints open and overdue	9 2.01%	0 0.00%	0 0.00%	0 0.00%	2 5.00%	0 0.00%	7 3.15%

1.22 The following charts provide an overview of complaint themes and outcomes so far in 2023 compared to the previous year. A further breakdown by portfolio is provided in Appendix 1.

Chart 5

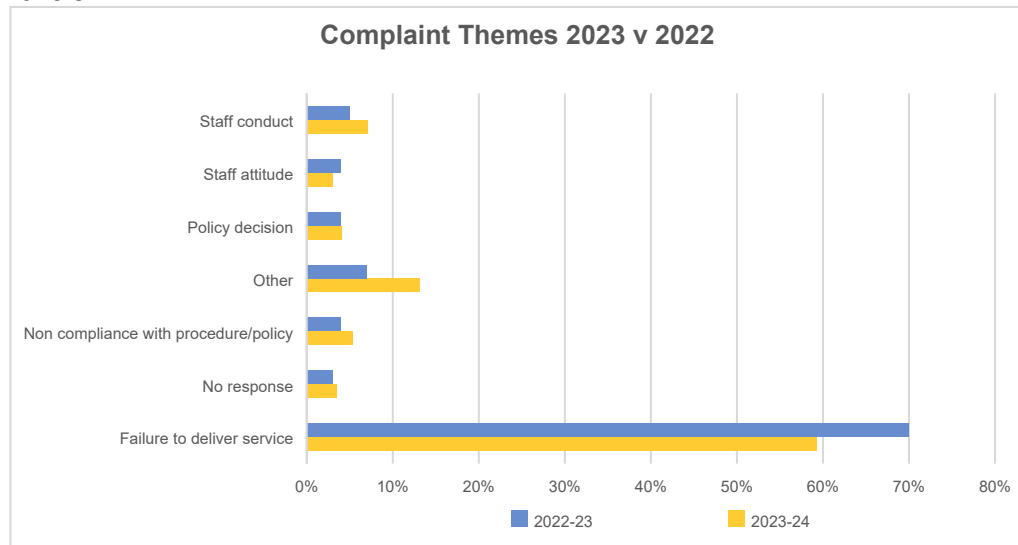


Chart 6

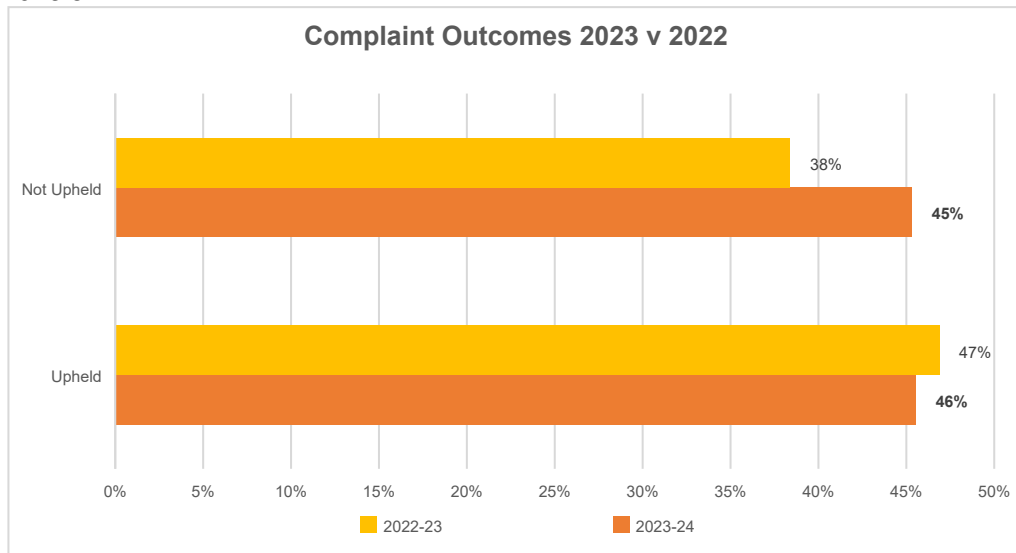
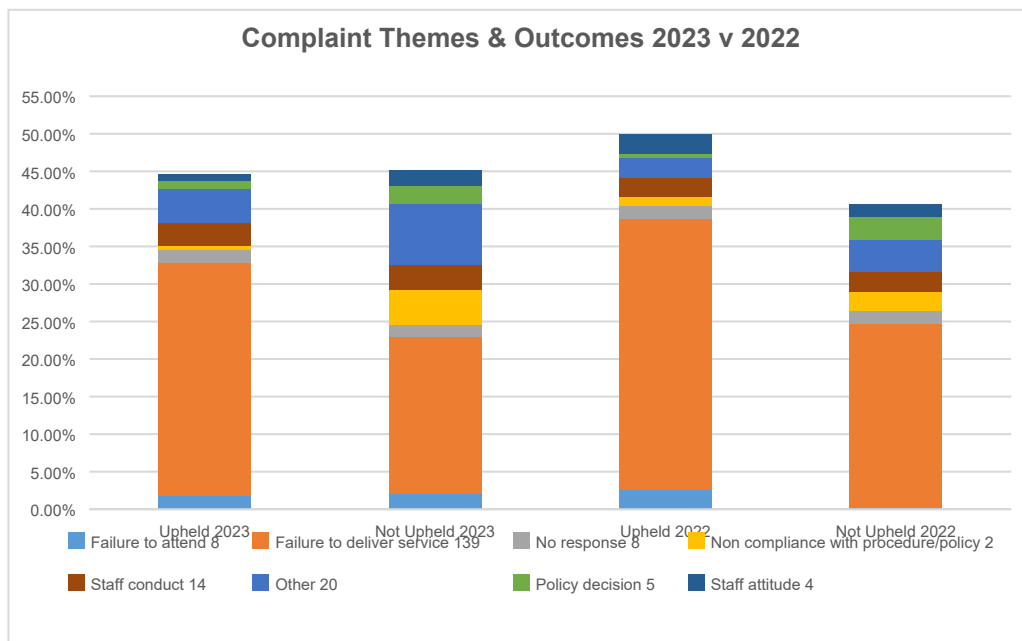


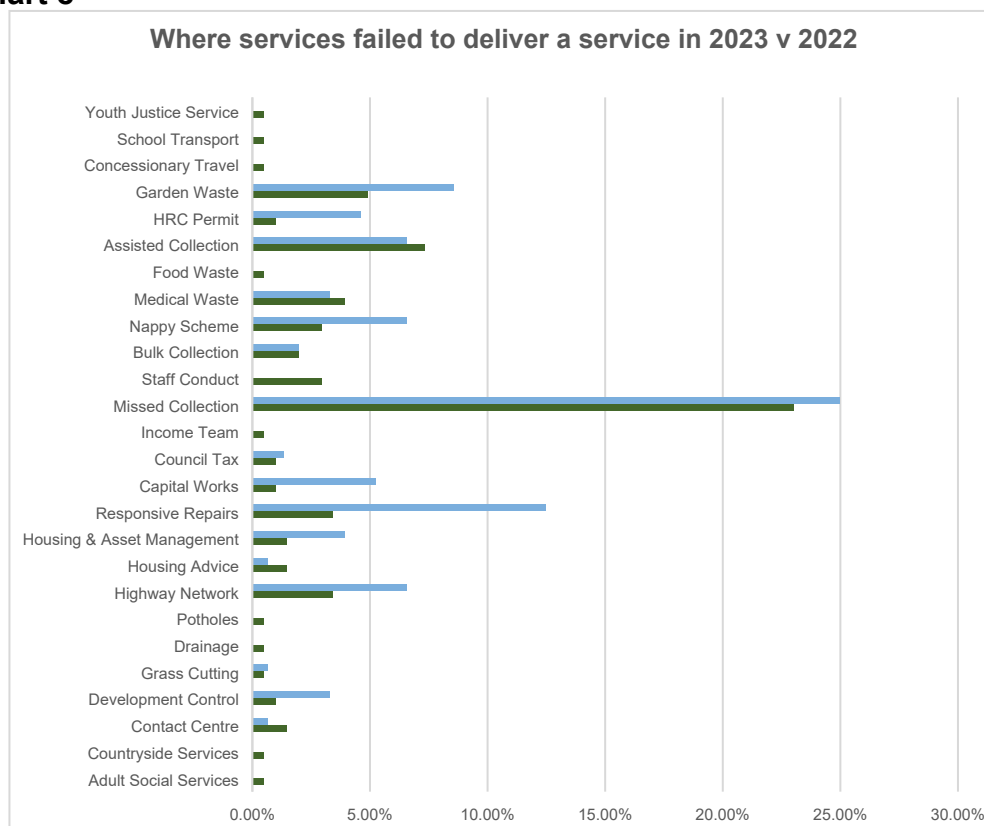
Chart 7



1.23

The data in the above charts illustrates that “failing to deliver a service” accounts for most upheld complaints against Council services. This year performance is improving with fewer upheld complaints in areas such as Streetscene where 37.25% of upheld complaints relate to missed waste and recycling collections including assisted collections, bulk collections and garden waste compared to 42% in 2022. Similarly, Responsive Repairs improved with only 3.43% of complaints upheld compared to 12.50% in 2022.

Chart 8



**Data based on upheld complaints*

1.24 Conclusion and priorities

Overall, portfolios are making good progress to improve complaints handling as greater awareness is led from the most senior officers of the Council. The following actions will be taken forward to further improve complaints handling across the organisation:

- Maintaining positive and productive engagement with the Complaints Standards Authority;
- Continuing work with Councils across Wales and the Ombudsman to record complaints performance data to help drive improvement in public services for citizens in Wales;
- Continuing programme of mandatory complaints training for Team Leader+ roles:
 - 261 employees trained
 - 68% of target audience trained so far
- Implementation of all recommendations following an internal audit inspection in 2022-23;
- Redesign of the electronic system used to record complaints to ensure it is fit for purpose;
- Develop a toolkit for Schools and elected Members on how to manage unacceptable behaviour on social media;
- Support to all services through regular sharing of performance data to help manage casework and keep complainants informed where targets are not achievable.

2.00	RESOURCE IMPLICATIONS
2.01	None.

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

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None.

5.00	APPENDICES
5.01	Appendix 1 – Flintshire County Council complaint themes, outcomes and actions by portfolios 2023-24.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	A copy of the Annual Letter is published on the Ombudsman’s website – https://tinyurl.com/35c6znh9

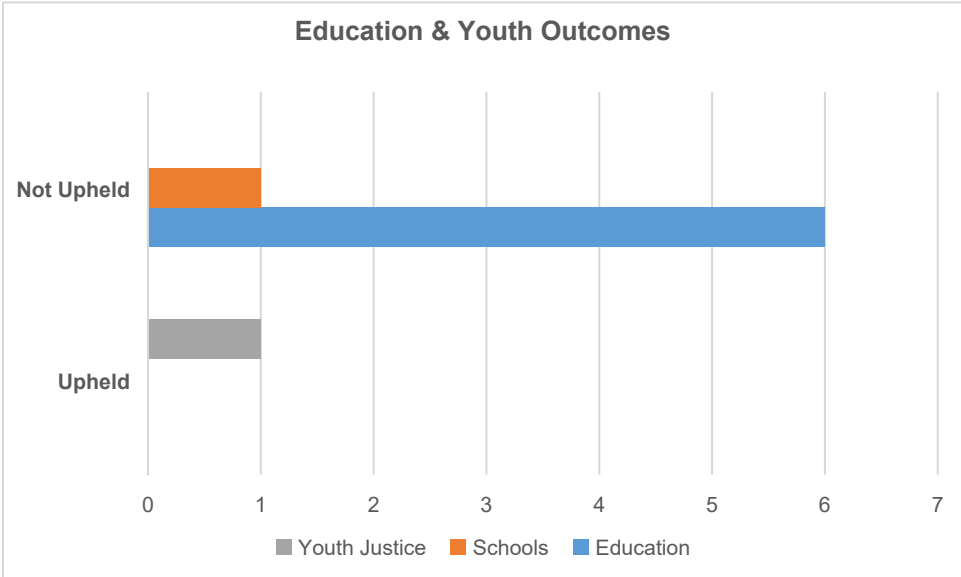
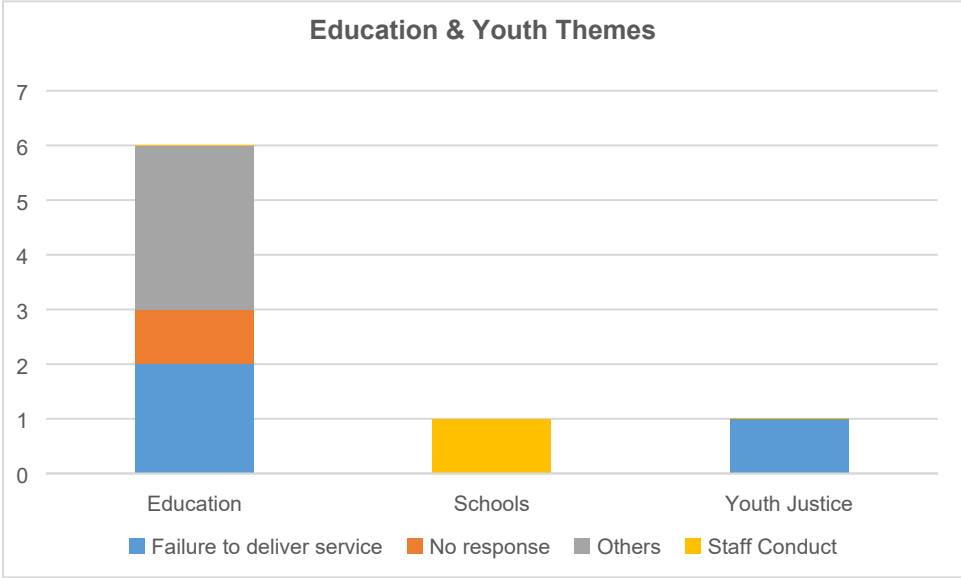
7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Rebecca Jones, Customer Contact Service Manager Telephone: 01352 702413 E-mail: rebecca.jones@flintshire.gov.uk

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

--	--

Complaint Themes, Outcomes and Actions by Portfolio 2023-24

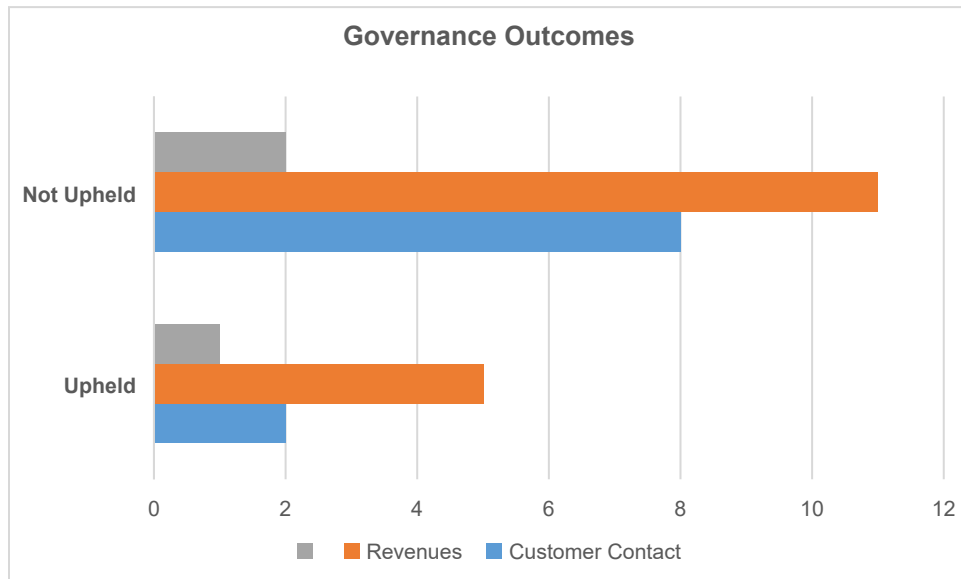
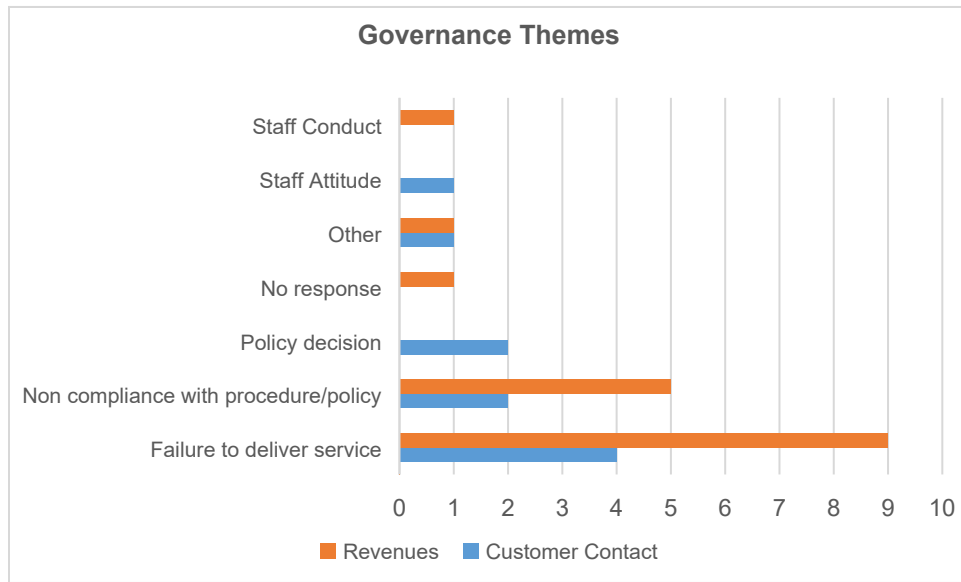
Education & Youth



Actions and lessons learned:

- Review of processes to improve communications.

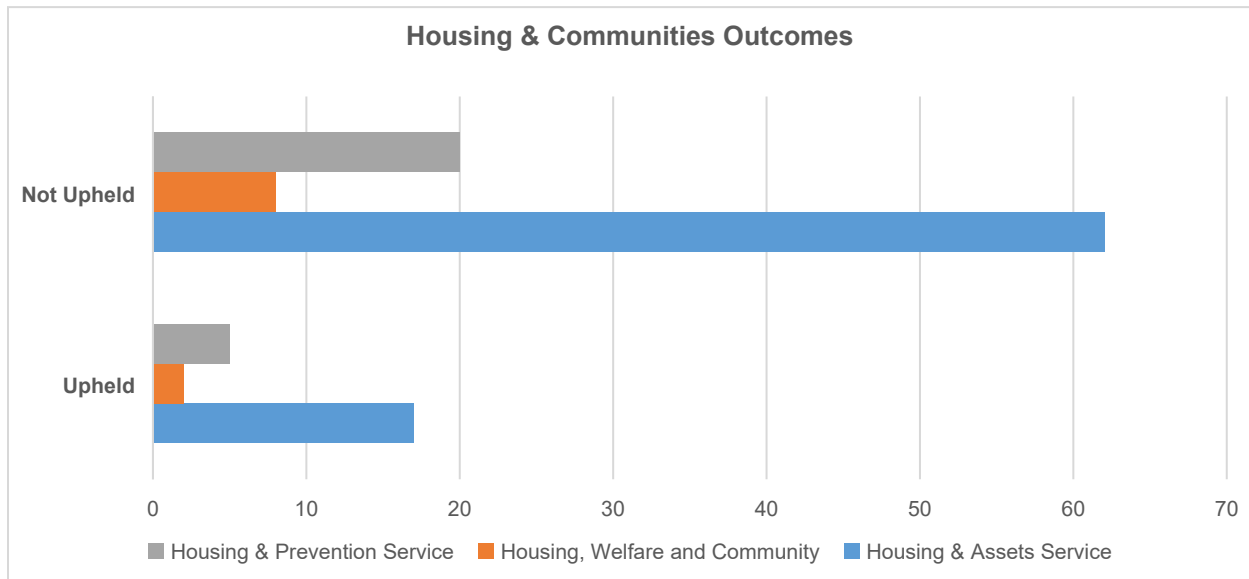
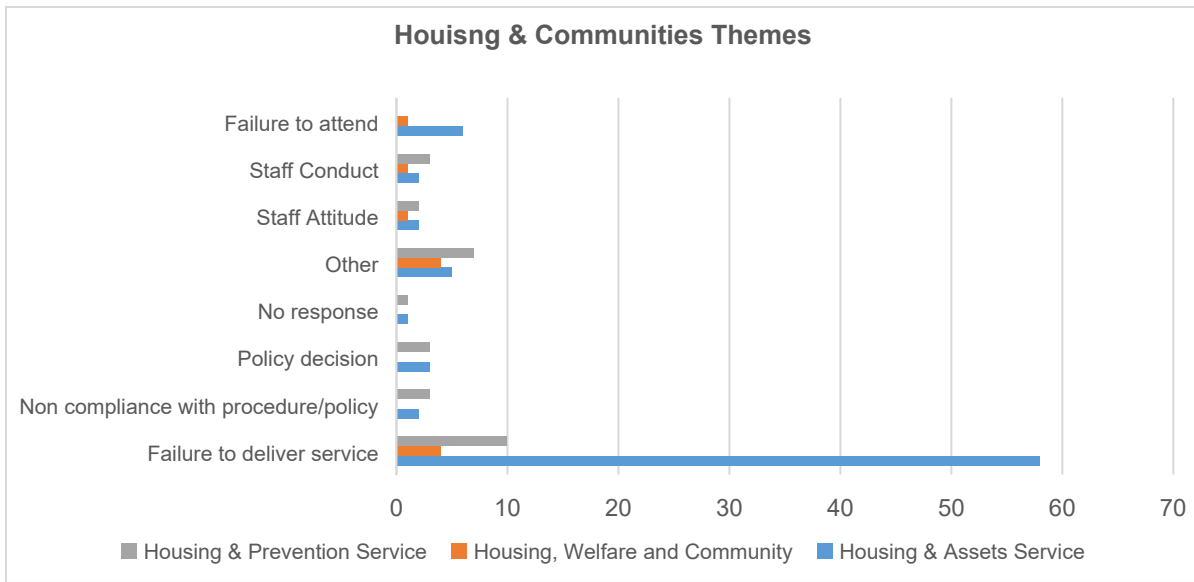
Governance



Actions and lessons learned:

- Apology and explanation.
- Review of Council Tax account and corrections.
- Advice issued to employee.

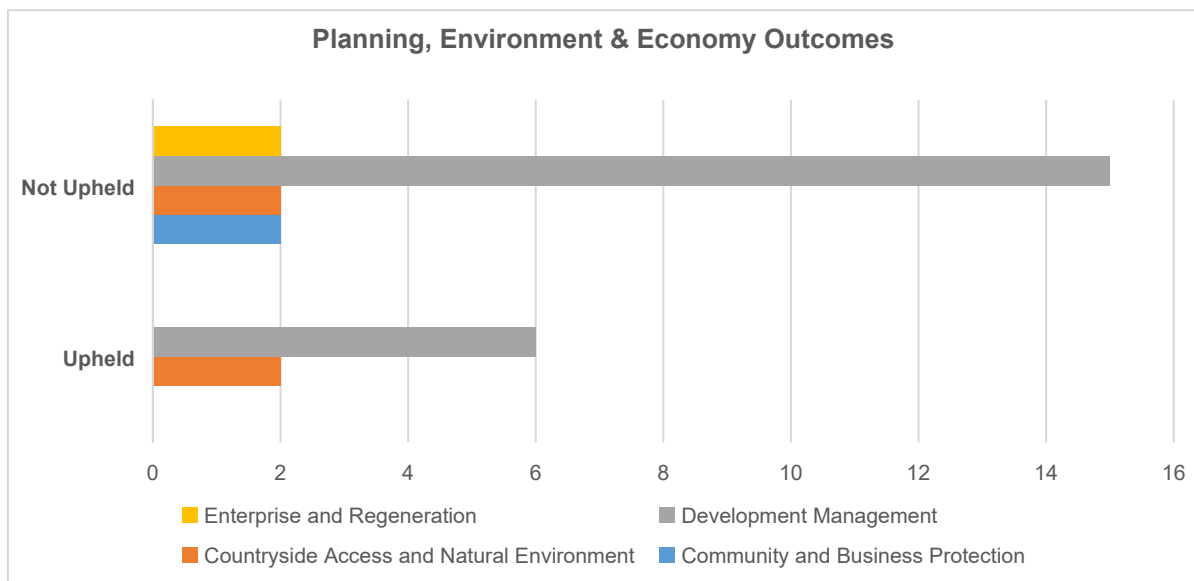
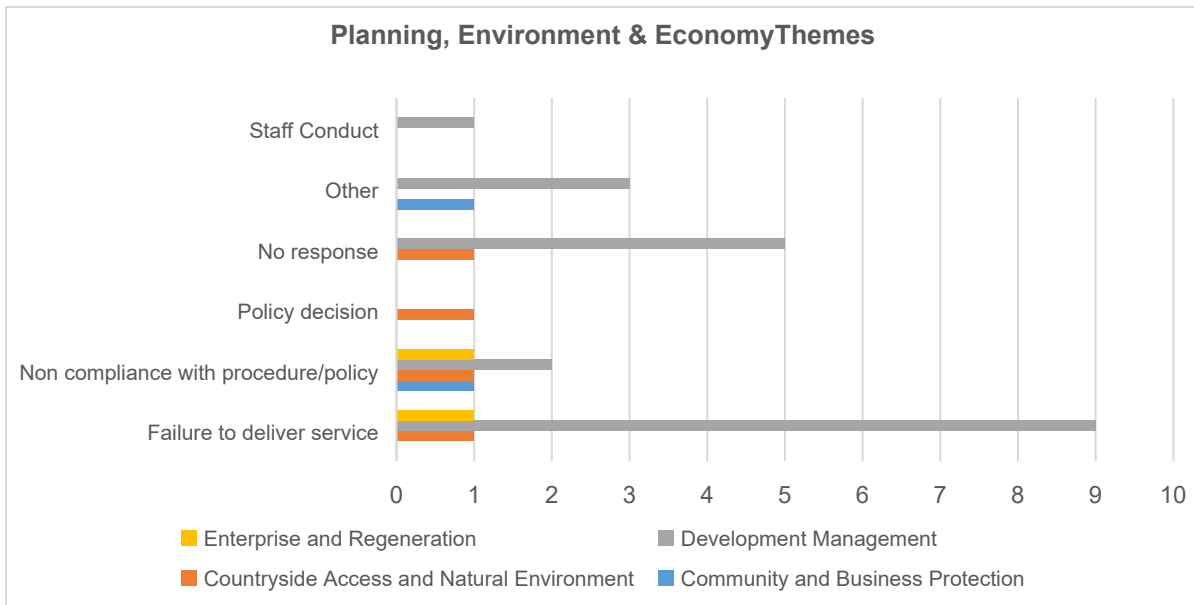
Housing & Communities



Actions and lessons learned:

- Apology and explanation.
- Advice issued to employee.

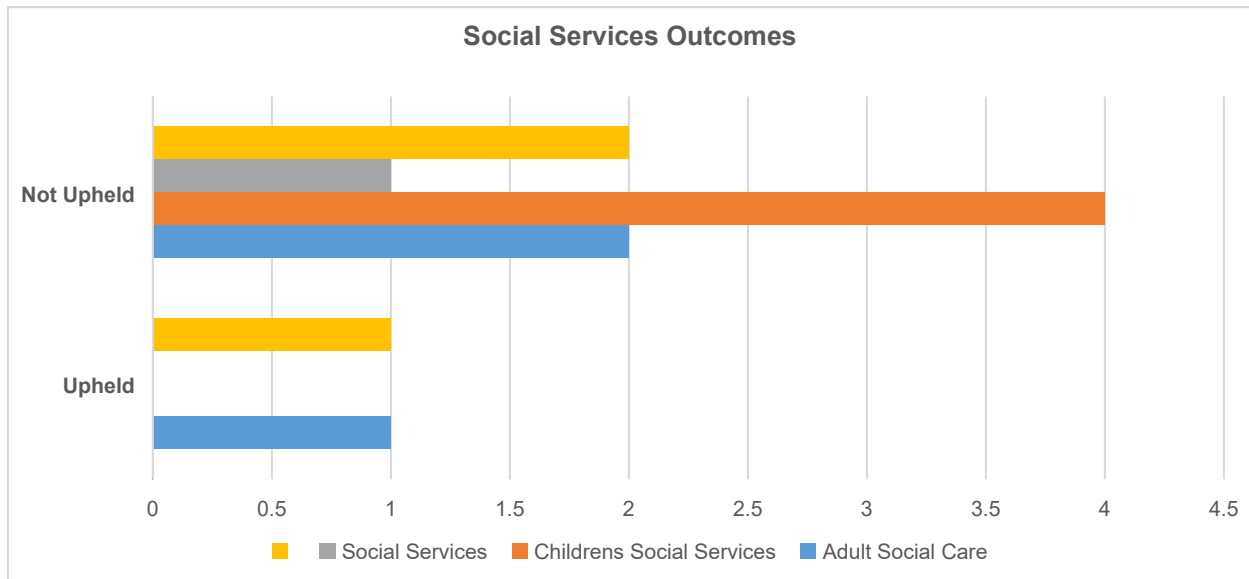
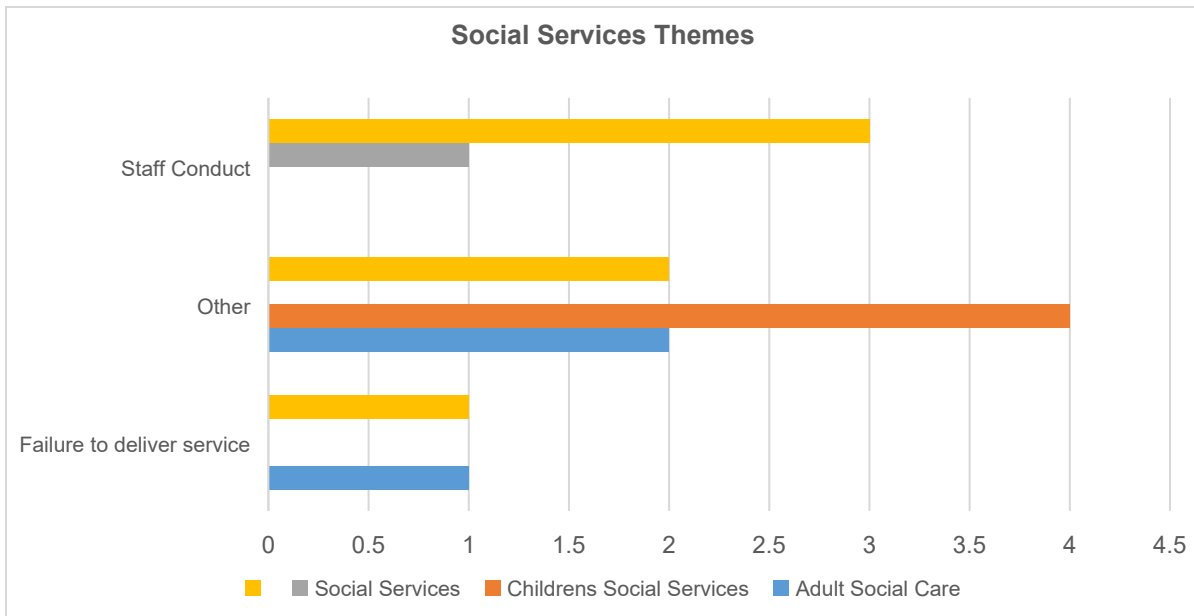
Planning, Environment & Economy



Actions and lessons learned:

- Apology and explanation.

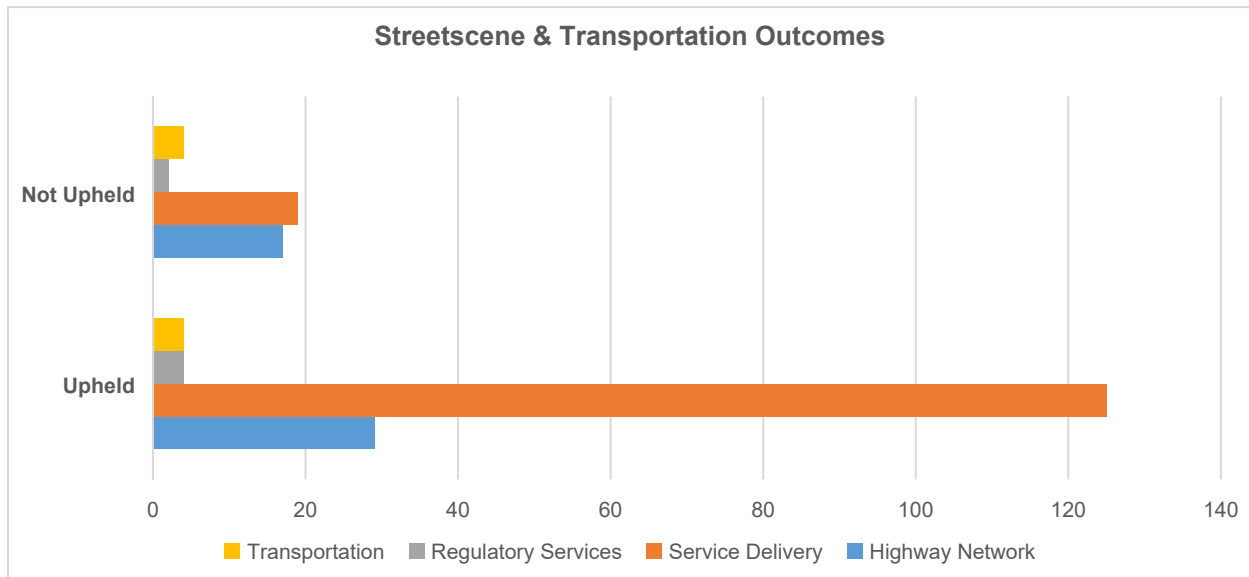
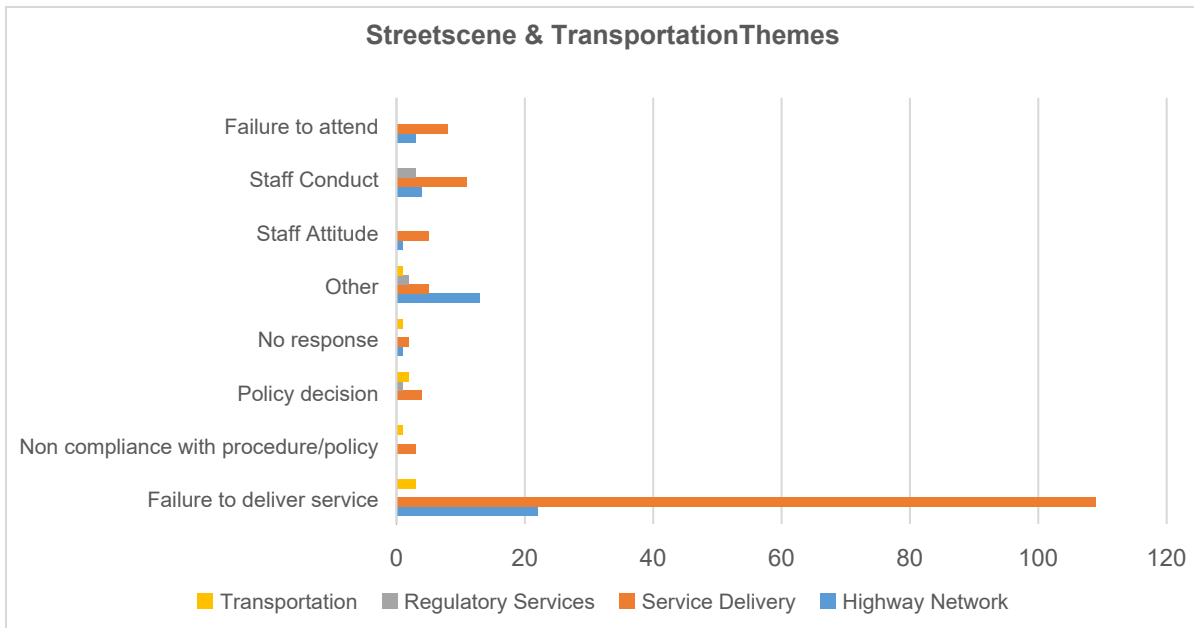
Social Services



Actions and lessons learned:

- Apology.
- Referred to statutory complaints process.
- Subject to legal process.

Streetscene & Transportation



Actions and lessons learned:

- Internal investigation.
- Apology.
- Site inspection / work completed.
- Advice to crew / monitoring.



CORPORATE RESOURCES OVERVIEW AND SCRTUNY COMMITTEE

Date of Meeting	Thursday 7 th March 2024
Report Subject	Information Rights Compliance
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

The Freedom of Information Act and UK General Data Protection Regulation contain statutory obligations regarding request response times. This report provides Members with performance information in relation to compliance with the response targets for Freedom of Information and Individual Rights Requests.

This report covers the first six months of 2023/24. Performance is improving but remains below the target set by the Information Commissioner's Office.

RECOMMENDATIONS

1	That the committee notes the improvements made to date since 2020/21.
2	That the committee notes the steps proposed to improve performance in those areas where response times are below the required 80% average.

REPORT DETAILS

1.00	
1.01	The Committee has requested information on how well the Council performs on its obligations to respond to freedom of information requests and individual rights requests.

This report covers compliance with expected response levels for completed information requests under the Freedom of Information Act (FOIA) and the UK General Protection Regulation (UKGDPR) and the Data Protection Act (DPA). The report will be produced twice yearly to cover a six monthly period.

Responsibility for information governance within the council is divided as follows:

- 1) The Information Governance team ensures the council has the correct policies in place, provide training, supply advice on complex enquiries, and liaise with the Information Commissioner's Office. This team also records and allocates enquiries received by the council.
- 2) Each portfolio is responsible for maintaining their records/data and responding to specific requests allocated to them.

The Information Governance team and the Council's Data Protection Officer assist the organisation by monitoring and reporting on performance against response targets. This data is reported to the GDPR Board and COT on a regular basis.

This report provides a record of Council performance within each portfolio from April – September 2023 and Council wide from 2020 to date, providing assurance where the Council is meeting its legal obligations and highlighting where improvements are required.

1.02 Freedom of Information Act compliance

The FOIA came into effect on 1 January 2005.

Under the FOIA, a person who makes a written request for information from a public authority which holds it is entitled to be given it, subject to certain exemptions.

1.03 The Council receives a high number of FOI requests each year compared to other councils.

	Total
FCC	1128
Anglesey	854
Denbighshire	1128
Powys	999
Ceredigion	882
Torfaen	892
Pembrokeshire	1027

If information is proactively published via a publication scheme then it is exempt from FOI requests. The Council is therefore seeking to expand the range of data in its publication scheme in order to reduce the number of requests it must answer. For example, one of the aims of the new software in Planning is to increase the level of publicly available information with a view to reducing the number of FOI requests.

1.04 The FOIA imposes a statutory obligation on the Council to respond to requests within 20 working days. This deadline can be extended in a number of circumstances.

The regulatory body, the Information Commissioner’s Office (ICO), expects organisations to answer 90% of FOIA requests within the statutory target. Failure to comply can lead to the ICO serving a decision notice on a public authority.

The table shows the Council’s performance against the ICO expected response level within this report’s six-monthly reporting period, April – September 2023.

The Social Services portfolio has received the most requests and is performing above the expected response level. Planning, Environment and Economy have also exceeded the response target.

No other portfolio has met the 90% expected response level, two are nearing it with levels above 80%.

Reporting Period	01 April 2023	30 September 2023
Portfolio	Number of Requests Completed. (in the reporting period)	Number of Requests Completed On time. (in the reporting period)
Chief Executives	20	17 (85%)
Education & Youth	48	41 (85%)
Governance	65	46 (71%)
Housing & Communities	39	30 (77%)
People & Resources	47	27 (57%)
Planning, Environment & Economy	56	51 (91%)
Social Services	84	82 (98%)
Streetscene & Transportation	66	41 (62%)
Total	425	338 (80%)

1.05 The table and graph below demonstrate compliance with the FOIA expected response levels from 2020 to date.

A consistent picture of response rate level has been maintained since 2020, response rates have not changed significantly over this time.

Portfolio	Number of Requests Completed. (2020 to date)	Number of Requests Completed On time. (2020 to date)
Chief Executives	84	75 (89%)
Education & Youth	267	209 (78%)
Governance	568	421 (74%)
Housing & Communities	331	262 (79%)
People & Resources	340	206 (61%)
Planning, Environment & Economy	430	393 (91%)
Social Services	600	568 (95%)
Streetscene & Transportation	550	318 (58%)
Total	3170	2452 (77%)

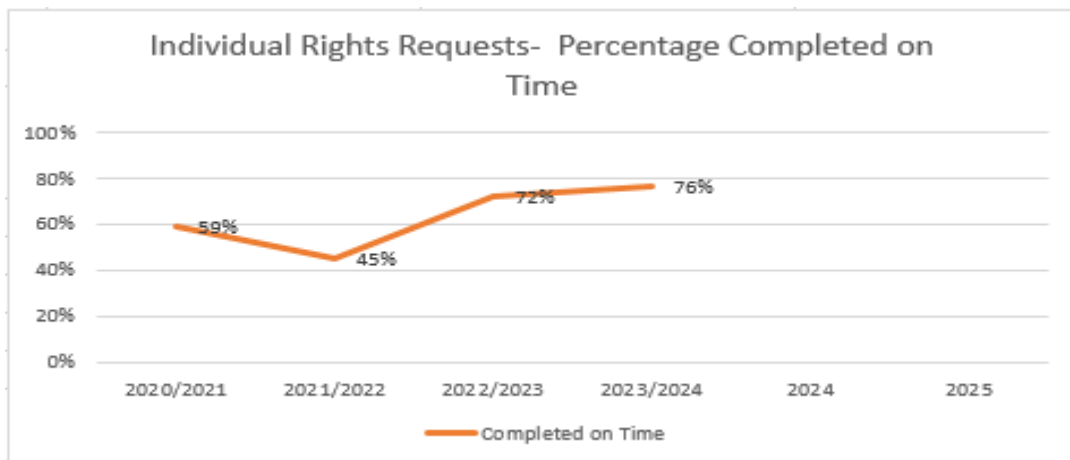
	<table border="1"> <caption>Freedom of Information Requests - Percentage Completed on Time</caption> <thead> <tr> <th>Year</th> <th>Percentage Completed on Time</th> </tr> </thead> <tbody> <tr> <td>2020/2021</td> <td>75%</td> </tr> <tr> <td>2021/2022</td> <td>78%</td> </tr> <tr> <td>2022/2023</td> <td>76%</td> </tr> <tr> <td>2023/2024</td> <td>78%</td> </tr> </tbody> </table>	Year	Percentage Completed on Time	2020/2021	75%	2021/2022	78%	2022/2023	76%	2023/2024	78%
Year	Percentage Completed on Time										
2020/2021	75%										
2021/2022	78%										
2022/2023	76%										
2023/2024	78%										
1.06	<p>UK General Data Protection Act and Data Protection Act compliance</p> <p>The UK GDPR and DPA provide individuals with the right to ask for information that the Council holds about them, also known as Subject Access Requests.</p> <p>The legislation also includes other Individual Rights such as the right to request to have your data deleted (right of erasure) and the right to object to your data being processed, subject to relevant exemptions.</p>										
1.07	<p>Once the Council has verified the requester’s identity, the statutory timescale for responding to individual rights requests is one month. Authorities can extend the time taken to respond by a further two months, if the request is complex.</p> <p>The ICO expects every individual rights request to be responded to without ‘undue delay’ and at the latest within one month (unless complex). Failure to do so may result in ICO enforcement action.</p> <p>The table below demonstrates that the Council has met the expected response level to individual rights requests on 60 occasions, representing a 77% compliant response rate within the April – September 2023 reporting period.</p> <p>The majority of the requests received are allocated to the Social Services portfolio and their response rate is currently 95%.</p>										

Portfolio	No of Requests Completed (in the reporting period)	Requests Completed On Time (in the reporting period)
Chief Executives	9	9 (100%)
Education & Youth	3	1 (33%)
Governance	4	3 (75%)
Housing & Communities	4	0 (0%)
People & Resources	4	1 (25%)
Planning, Environment & Economy	5	3 (60%)
Social Services	44	42 (95%)
Streetscene & Transportation	1	1 (100%)
Total	78	60 (77%)

1.08 The table and graph below demonstrate compliance with the UKGDPR/DPA expected rate response levels from 2020 to date.

The response rate overall is improving, this is largely due to the improved response rate within the Social Services portfolio.

Portfolio	No of Requests Completed (2020 to date)	Requests Completed On Time (2020 to date)
Chief Executives	18	18 (100%)
Education & Youth	30	8 (27%)
Governance	51	34 (67%)
Housing & Communities	81	55 (68%)
People & Resources	24	7 (29%)
Planning, Environment & Economy	29	14 (48%)
Social Services	230	165 (72%)
Streetscene & Transportation	10	4 (40%)
Total	473	305 (64%)



1.09	<p>There are a range of factors driving the different response rates including:</p> <ol style="list-style-type: none"> 1) Only the social services portfolio has dedicated resource for handling data protection requests; 2) Some services have received requests that have a wider span (e.g. all emails across the whole council mentioning me). These responses can generate literally hundreds of pages of data that must be checked individually to make all the necessary redactions of other peoples' personal data; 3) Some services receive requests that require consideration of complex exemptions. <p>The second category in particular tends to include complainants who are dissatisfied with the outcome of their complaint. They then use data protection legislation as a "fishing exercise" to seek to find imagined evidence of wrongdoing. The Council has hitherto been cautious in its use of the right to class requests as manifestly excessive. In light of such cases it is seeking to apply that label more often, but still judiciously, to requests that will have a disproportionate resource requirement. For example, one complainant (who has complained to the Ombudsman 6 times about the council) has submitted 10 DPA requests since 2021.</p>
------	--

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	None required.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None required

5.00	APPENDICES
5.01	None required

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Not applicable

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

8.00	GLOSSARY OF TERMS
8.01	<p>Freedom of Information Act:</p> <p>An Act providing for the disclosure of information held by public authorities or by persons providing services for them.</p> <p>UK General Data Protection Regulation and Data Protection Act 2018:</p> <p>Legislations which protect natural persons with regard to the processing of their personal data and allow them to exercise their individual rights.</p> <p>Data Protection Officer:</p> <p>A statutory role as defined within UK GDPR. DPOs assist organisations to monitor internal compliance, inform and advise on data protection obligations.</p> <p>Individual Rights:</p> <p>Under the UKGDPR and DPA individuals have the following rights:</p> <p>The right to be informed</p> <ul style="list-style-type: none"> • The right of access • The right to rectification • The right to erasure • The right to restrict processing • The right to data portability • The right to object • Rights in relation to automated decision-making and profiling

This page is intentionally left blank



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	7 th March 2024
Report Subject	Social Value Progress Update
Cabinet Member	Cabinet Member for Finance, Inclusion, Resilient Communities, including Social Value and Procurement
Report Author	Chief Officer Social Services
Type of Report	Operational

EXECUTIVE SUMMARY

Generating social value from the Council's commissioning and procurement activities is a significant contributor to increasing social value and delivering added value, it therefore remains a key area of focus for the Council.

This report outlines performance data for the latter six months of the financial year 2022/23, as well as the first six months of the financial year 2023/24.

The report also summarises the next areas of focus for the social value programme for the upcoming financial year 2024/25.

RECOMMENDATIONS

1	That the Corporate Resources Overview and Scrutiny Committee notes the positive performance achieved in relation to generating social value for quarters three and four of the financial year 2022/23, as well as the first two quarters of 2023/24.
2	That the Corporate Resources Overview and Scrutiny Committee considers and supports the next steps for the social value programme, as outlined in the report.
3	That to better align performance reporting to a financial year CROSC supports a change in reporting timeline with annual social value performance reporting being presented in June of each year.

REPORT DETAILS

1.00	EXPLAINING THE LATEST PERFORMANCE FOR SOCIAL VALUE								
1.01	<p>Social Value Performance for Quarters Three and Four of 2022/23 and Quarters One and Two of 2023/24</p> <p>Generating increased social value is a corporate priority for the Council.</p> <p>For 2022/23, and the first half of 2023/24, the main area of focus has remained on increasing social value from the Council’s commissioning and procurement activities.</p> <p>This report covers the reporting periods of quarters three and four of 2022/23 and quarters one and two of 2023/24. During these reporting periods the Council’s social value achievements have remained high.</p> <p>Please note: performance data for quarters one and two of 2022/23 was reported to Corporate Resources Overview and Scrutiny Committee and Cabinet in January 2023. To allow oversight of a full financial year’s performance, quarter one and two data for 2022/23 has been provided again in this report under 1.03.</p>								
1.02	<p>Tables 1 and 2 below illustrate the social value generated from awarded contracts calculated in the specific quarter.</p> <p>Flintshire County Council currently uses the National Themes, Outcomes, and Measures (TOMs) to measure social value. The following calculations are derived from the information provided by contractors, within the specific quarter, to demonstrate how they have achieved social value outcomes. A monetary value is then applied to the activity to determine the quantitative value.</p>								
1.03	<p>Table 1 below shows the performance achieved in quarters three and four of 2022/23.</p> <p>Table 1 – Social Value Performance for Q3 and Q4 2022/23 NB: financial values have been rounded up/down to the nearest whole pound.</p> <table border="1" data-bbox="316 1514 1374 1671"> <thead> <tr> <th></th> <th>Quarter 3 Oct-Dec 2022</th> <th>Quarter 4 Jan-Mar 2023</th> <th>Total Quarters 3 and 4 2022/23</th> </tr> </thead> <tbody> <tr> <td>£s of social value generated</td> <td>£1,638,937</td> <td>£99,264</td> <td>1,738,201</td> </tr> </tbody> </table> <p>In quarters one and two of 2022/23 (April 2022 to September 2022 inclusive), £3,156,253 of social value was generated. Combining this with the performance data above provides a total of £4,894,454 of social value generated in the financial year 2022/23.</p>		Quarter 3 Oct-Dec 2022	Quarter 4 Jan-Mar 2023	Total Quarters 3 and 4 2022/23	£s of social value generated	£1,638,937	£99,264	1,738,201
	Quarter 3 Oct-Dec 2022	Quarter 4 Jan-Mar 2023	Total Quarters 3 and 4 2022/23						
£s of social value generated	£1,638,937	£99,264	1,738,201						

1.04	<p>Table 2 below shows the performance achieved in quarters one and two of 2023/24.</p> <p>Table 2 – Social Value Performance for Q1 and Q2 2023/24 NB: financial values have been rounded up/down to the nearest whole pound.</p> <table border="1" data-bbox="320 286 1374 443"> <thead> <tr> <th></th> <th>Quarter 1 Apr-Jun 2023</th> <th>Quarter 2 Jul-Sep 2023</th> <th>Total Quarters 1 and 2 2023/24</th> </tr> </thead> <tbody> <tr> <td>£s of social value generated</td> <td>£2,382,218</td> <td>£248,384</td> <td>£2,630,602</td> </tr> </tbody> </table>		Quarter 1 Apr-Jun 2023	Quarter 2 Jul-Sep 2023	Total Quarters 1 and 2 2023/24	£s of social value generated	£2,382,218	£248,384	£2,630,602
	Quarter 1 Apr-Jun 2023	Quarter 2 Jul-Sep 2023	Total Quarters 1 and 2 2023/24						
£s of social value generated	£2,382,218	£248,384	£2,630,602						
1.05	<p>In addition to the above social value performance reporting, the Council's Procurement Services also capture information on procurement activities.</p> <p>In quarters three and four of 2022/23, 26 contracts were awarded over £25k, of which 11 (42%) were supported to include social value and 15 (58%) were not supported to include social value. Further details can be found as an appendix at 5.01.</p>								
1.06	<p>In quarters one and two of 2023/24, 27 contracts were awarded over £25k, of which six (22%) were supported to include social value and 21 (78%) were not supported to include social value. Further details can be found as an appendix at 5.02.</p>								
1.07	<p>For a period during quarter one and quarter two of 2023/24 the Social Value Development Officer post was temporarily vacant, during which time interim arrangements were in place.</p> <p>This in part accounts for why there is a drop in the number of contracts supported to include social value during this time.</p>								
1.08	<p>Following are examples of the local social value outcomes that were achieved in the financial year 2022/2023 (including quarters one and two):</p> <ul style="list-style-type: none"> • £3,834,195 of local spend. • 100% of staff on contracts paid the real living wage. • 204 apprenticeship training weeks completed. • £8,500 of in-kind community funding donated to support local community projects. • 98 volunteering hours donated to support local communities. • 21 local people employed full time equivalent. • 262 hours invested to support educational initiatives with local schools and colleges. • 4,478 tonnes of hard to recycle waste diverted from landfill and incineration. • £1,020 spent supporting local families in poverty. • 15,121 car miles saved by contractors. • 17 parenting programmes held. 								
1.09	<p>Following are examples of the local social value outcomes that were achieved in the first six months of 2023/24:</p> <ul style="list-style-type: none"> • £360,896 of local spend. 								

	<ul style="list-style-type: none"> • 100% of staff on contracts paid the real living wage. • 42 volunteering hours donated to support local communities. • £2,867 (including staff time) invested in seven Parenting Programmes • £887 spent on Health and Well-being initiatives for local communities. • 252 hours given to local business giving expert business advice. • 4,852 car miles saved. • 143 staff hours delivering educational initiatives.
1.10	<p>Areas of Focus in 2024/25</p> <p>The focus of work for the Social Value Programme for the upcoming financial year 2024/2025, and possibly beyond, includes:</p> <ul style="list-style-type: none"> • Increasing awareness, knowledge and understanding of social value among stakeholders, including suppliers and commissioners. • Responding to legislative reform in relation to public sector procurement; ensuring that the way the Council delivers social value is compliant with best practice and legislation such as The Social Partnership and Public Procurement (Wales) Act 2023, which became law in Wales on 24th May 2023. • Exploring changes that may encourage more local small and medium sized businesses, social enterprises and the third sector to participate in the tendering process. • Review and develop online information in relation to social value. • Review Flintshire's Themes, Outcomes and Measures (TOMS) framework in line with current Council priorities and national well-being goals. • Reviewing processes, policies, and procedures, including data capture and reporting.
1.11	<p>Future Performance Reporting</p> <p>Current reporting timescales make reporting for a full financial year difficult. It is recommended that to better align performance reporting to a financial year a change in reporting time is made for future.</p> <p>It is proposed to bring a report for quarters three and four of 2023/24 in September 2024 and to then move to annual reporting in May or June of each year.</p>

2.00	RESOURCE IMPLICATIONS
2.01	There are no resource implications to report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	An impact assessment is not required as this is a report on operational progress and performance. Should policy changes result from the work identified under 1.11 then an Integrated Impact Assessment will be completed, as required.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	This report will be considered by Cabinet at their meeting scheduled for Tuesday 12 th March 2024.

5.00	APPENDICES																
5.01	<p>Table 3 – Procurement Performance data for quarters three and four 2022/23</p> <table border="1"> <thead> <tr> <th></th> <th>Quarter 3 Oct-Dec 2022</th> <th>Quarter 4 Jan-Mar 2023</th> <th>Total for Q3 and Q4 2022/23</th> </tr> </thead> <tbody> <tr> <td>Total No. contracts awarded over £25k</td> <td>14</td> <td>12</td> <td>26</td> </tr> <tr> <td>Proportion of contracts awarded over £25k which were supported to include social value</td> <td>8 (57%)</td> <td>3 (25%)</td> <td>11 (42%)</td> </tr> <tr> <td>Proportion of contracts awarded over £25k which were not supported to include social value</td> <td>6 (43%)</td> <td>9 (75%)</td> <td>15 (58%)</td> </tr> </tbody> </table>		Quarter 3 Oct-Dec 2022	Quarter 4 Jan-Mar 2023	Total for Q3 and Q4 2022/23	Total No. contracts awarded over £25k	14	12	26	Proportion of contracts awarded over £25k which were supported to include social value	8 (57%)	3 (25%)	11 (42%)	Proportion of contracts awarded over £25k which were not supported to include social value	6 (43%)	9 (75%)	15 (58%)
	Quarter 3 Oct-Dec 2022	Quarter 4 Jan-Mar 2023	Total for Q3 and Q4 2022/23														
Total No. contracts awarded over £25k	14	12	26														
Proportion of contracts awarded over £25k which were supported to include social value	8 (57%)	3 (25%)	11 (42%)														
Proportion of contracts awarded over £25k which were not supported to include social value	6 (43%)	9 (75%)	15 (58%)														
5.02	<p>Table 4 – Procurement Performance data for quarters one and two 2023/24</p> <table border="1"> <thead> <tr> <th></th> <th>Quarter 1 Apr-Jun 2023</th> <th>Quarter 2 Jul-Sep 2023</th> <th>Total for Q1 and Q2 2023/24</th> </tr> </thead> <tbody> <tr> <td>Total No. contracts awarded over £25k</td> <td>14</td> <td>13</td> <td>27</td> </tr> <tr> <td>Proportion of contracts awarded over £25k which were supported to include social value</td> <td>4 (29%)</td> <td>2 (15%)</td> <td>6 (22%)</td> </tr> <tr> <td>Proportion of contracts awarded over £25k which were not supported to include social value</td> <td>10 (71%)</td> <td>11 (85%)</td> <td>21 (78%)</td> </tr> </tbody> </table>		Quarter 1 Apr-Jun 2023	Quarter 2 Jul-Sep 2023	Total for Q1 and Q2 2023/24	Total No. contracts awarded over £25k	14	13	27	Proportion of contracts awarded over £25k which were supported to include social value	4 (29%)	2 (15%)	6 (22%)	Proportion of contracts awarded over £25k which were not supported to include social value	10 (71%)	11 (85%)	21 (78%)
	Quarter 1 Apr-Jun 2023	Quarter 2 Jul-Sep 2023	Total for Q1 and Q2 2023/24														
Total No. contracts awarded over £25k	14	13	27														
Proportion of contracts awarded over £25k which were supported to include social value	4 (29%)	2 (15%)	6 (22%)														
Proportion of contracts awarded over £25k which were not supported to include social value	10 (71%)	11 (85%)	21 (78%)														

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>The Social Value Strategy was part of the Social Value report to Cabinet in March 2019.</p> <p>https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=391&MId=4250&Ver=4&LLL=0</p>
6.02	<p>Social Value – report presented to Cabinet in February 2022, available online:</p> <p>https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=391&MId=5075&Ver=4&LLL=0</p>
6.03	<p>Social Value Progress Update Report, presented to Cabinet in January 2023, is available online:</p> <p>https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=391&MId=5315&Ver=4&LLL=0</p> <p>This report contains the social value performance data for quarters one and two of 2022/23.</p>

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Dianne Hunt – Social Value Development Officer</p> <p>Telephone: 01352 702140</p> <p>E-mail: Dianne.Hunt@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
	<p>Commissioning Officer - An individual Officer responsible for procuring goods, works or services on behalf of the Council.</p> <p>Social Value - A broad term used to describe, the social, economic, environmental and cultural impact of our collective decision making and business operations.</p> <p>Flintshire County Council define social value as: <i>A way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract when procuring and looking at what the collective benefit to community is when a public body chooses to award a contract. Every time we spend £1 on the delivery of services we will consider whether we can achieve additional collective well-being benefits from that £1 to the wider community.</i></p> <p>Themes Outputs Measures (TOMs) – The Welsh Government National TOMs framework is a specifically designed framework that allows organisations to measure and maximise their social value return by placing a monetary value on activities undertaken. The framework reflects the priorities of The Well-being of Future Generations (Wales) Act 2015.</p>

<p>The Social Partnership and Public Procurement (Wales) Act 2023 - Legislation that aims to enhance well-being in Wales, including fair work and public procurement that is socially responsible. It also establishes a Social Partnership Council for Wales.</p>

This page is intentionally left blank



CORPORATE RESOURCES OVERVIEW AND SCRUTINY

Date of Meeting	Thursday 7th March, 2024
Report Subject	Revenue Budget Monitoring 2023/24 Month 10
Cabinet Member	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to provide Members with the Revenue Budget Monitoring 2023/24 (Month 10) Report.

RECOMMENDATIONS

1	That the committee considers and comments on the Revenue Budget Monitoring 2023/24 (Month 10) report. Any specific matters for attention will be noted and reported back to the Cabinet when it considers the report.
---	---

REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING POSITION 2023/24 (MONTH 10)
1.01	The Revenue Budget Monitoring 2023/24 (Month 10) report will be presented to Cabinet on Tuesday 12th March, 2024. A copy of the report is attached as Appendix A to this report.
2.00	RESOURCE IMPLICATIONS
2.01	As set out in Appendix A; Revenue Budget Monitoring 2023/24 (Month 10).
3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	As set out in Appendix A; Revenue Budget Monitoring 2023/24 (Month 10).
4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	None required.
5.00	APPENDICES
5.01	Appendix A; Revenue Budget Monitoring 2023/24 (Month 10)
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None required.
7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Dave Ledsham, Strategic Finance Manager Telephone: 01352 704503 E-mail: dave.ledsham@flintshire.gov.uk
8.00	GLOSSARY OF TERMS
8.01	Revenue: a term used to describe the day to day costs of running Council services and income deriving from those services. It also includes charges

for the repayment of debt, including interest, and may include direct financing of capital expenditure.

Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.

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

This page is intentionally left blank



CABINET

Date of Meeting	Tuesday 12th March, 2024
Report Subject	Revenue Budget Monitoring Report 2023/24 (Month 10)
Cabinet Member	Cabinet Member for Finance, Inclusion, Resilient Communities including Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

This monthly report provides the latest detailed overview of the budget monitoring position for the 2023/24 financial year for the Council Fund and Housing Revenue Account and presents the position, based on actual income and expenditure as at Month 10.

The projected year end position is as follows:

Council Fund

- An operating deficit of £2.445m which is a positive movement of (£0.057m) from the deficit figure of £2.502m reported at Month 9.
- A projected contingency reserve available balance as at 31 March 2024 of £1.993m (after taking account of previously approved allocations including those approved as part of the 2024/25 Budget).

Housing Revenue Account

- Net in-year revenue expenditure is forecast to be £0.458m higher than budget which is an adverse movement of £0.408m from the figure reported at Month 9.
- A projected closing balance as at 31 March, 2024 of £2.739m

The economic outlook remains challenging due to inflation levels remaining relatively high.

To assist with managing these risks and mitigating the overall projected overspend, a moratorium on non-contractually committed spend is in place alongside a vacancy management process.

At Month 10, £1.714m of deferred and/or delayed expenditure has been identified and is analysed by service within Appendix 2. The robust challenge of budget lines

and commitments will continue for the remainder of the financial year, with further updates provided in future reports.

RECOMMENDATIONS

1	To note the report and the estimated financial impact on the 2023/24 budget.
2	To support the carry forward requests included in paragraph 1.10.

REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING 2023/24
1.01	<p>The projected year end position is as follows:</p> <p>Council Fund</p> <ul style="list-style-type: none"> • An operating deficit of £2.445m which is a positive movement of (£0.057m) from the deficit figure of £2.502m reported at Month 9. • A projected contingency reserve available balance as at 31 March 2024 of £1.993m (after taking account of previously approved allocations including those approved as part of the 2024/25 Budget). <p>Housing Revenue Account</p> <ul style="list-style-type: none"> • Net in-year revenue expenditure forecast to be £0.458m higher than budget which is an adverse movement of £0.408m from the figure reported at Month 9. • A projected closing balance as at 31 March, 2024 of £2.739m <p>To assist with managing these risks and mitigating the overall projected overspend, a moratorium on non-contractually committed spend is in place alongside a vacancy management process.</p> <p>At Month 10, £1.714m of deferred and/or delayed expenditure have been identified and is analysed by service within Appendix 2. The robust challenge of budget lines and commitments will continue for the remainder of the financial year, with further updates provided in future reports.</p>

1.02 **Table 1. Projected Position by Portfolio**

The table below shows the projected position by portfolio:

Portfolio/Service Area	Approved Budget	Projected Outturn	In-Year Over / (Under) spend
	£m	£m	£m
Social Services	89.305	89.931	0.626
Out of County Placements	17.285	18.876	1.591
Education & Youth (Non-Schools)	10.327	9.963	(0.364)
Schools	114.043	114.306	0.264
Streetscene & Transportation	42.227	43.538	1.311
Planning Env & Economy	7.557	6.859	(0.699)
People & Resources	4.672	4.550	(0.122)
Governance	11.943	11.751	(0.192)
Assets	11.096	10.679	(0.418)
Housing & Communities	15.990	18.587	2.597
Chief Executive	1.672	1.640	(0.032)
Central & Corporate Finance	26.003	23.887	(2.115)
Total	352.121	354.566	2.445

The changes made to the approved budget since Month 9 relate to:

- Transfer of feasibility budget of £0.025m from People & Resources (Corporate Finance) to Assets for the property surveys of commercial estates.
- Transfer of £0.070m for 3 strategic funding contracts from Assets to Social Services.

1.03 The reasons for the monthly movements over £0.025m are shown in Appendix 1 and overall projected variances over £0.050m are summarised within Appendix 2 together with a summary of minor variances for each portfolio.

Significant Movements at Month 10

1.04 **Streetscene & Transportation (£0.144m)**

The favourable movement relates to:

- **Service Delivery** (£0.074m) due to increased in-house commercial projects income.

	<ul style="list-style-type: none"> • Transportation (£0.035m) increased vacancy savings due to the moratorium and vacancy management process. <p>Minor variances across the Portfolio account for the remainder (£0.035m)</p>
1.05	<p>People & Resources £0.057m</p> <p>The adverse movement relates to the impact of the carry forward request of (£0.058m) from the current underspend in HR & OD, as outlined in paragraph 1.10.</p>
1.06	<p>Governance £0.211m</p> <p>The adverse movement follows the agreed carry forward of (£0.210m) underspend within Customer Services to the Digital Strategy Board (Month 9 Report).</p> <p>Minor variances across the Portfolio account for the remainder (£0.001m).</p>
1.07	<p>Housing & Communities (£0.086m)</p> <p>The favourable movement relates to:</p> <ul style="list-style-type: none"> • Benefits (£0.042m) – revised Bad Debt Provision • Housing Solutions (£0.044m) – Reduction to projections for Bed and Breakfast costs together with increased Housing Benefit income.
1.08	<p>Central & Corporate (£0.130m)</p> <p>A further review of the Central Loans and Investment Account at Month 9 indicates a further improvement on the position by (£0.125m).</p> <p>Minor variances account for the remainder of (£0.005m).</p>
1.09	<p>Cumulative minor variances across the Council of £0.035m account for the remainder of the total monthly movement.</p>
1.10	<p>Carry Forward Requests</p> <p>People & Resources £0.058m</p> <p><u>Employment Services £0.040m</u></p> <p>To request the in-year underspend be carried forward to enable the retention of 3 fixed term posts by extending the contract to 31st March 2025.</p> <ul style="list-style-type: none"> • Payroll Officers (G04) x 2 FTE • Payroll Assistant (G02) x 1 FTE <p>These posts are critical to minimise any further risk to service delivery with the ongoing payroll risks and anticipated increase in workload because of iTrent upgrades (and maybe re-tender).</p> <p>Staff turnover is high and vacancies are difficult to recruit to. In order to retain the current postholders it is necessary to extend the fixed term</p>

	<p>contracts to the 31st March 2025. These posts are currently funded up to August 2024.</p> <p><u>Business Partners £0.018m</u> To request the in-year underspend to be carried forward to cover future legal fees connected with the ongoing Harpur Trust claims as there is no identified budget for this.</p> <p>Governance £0.125m</p> <p>The IT Service employs two members of staff on Technician grades that were previously employed as Flintshire apprentices. Following unsuccessful business cases to extend these to higher level apprenticeships, approval was given to use salary underspend from 2022/23 to fund two fixed term contracts until 31st August 2024.</p> <ul style="list-style-type: none"> • IT Technician Networks (G04) x 1 FTE - fixed-term contract expires on 31 August 2024. This post contributes to the delivery of the Council’s Telephony and Contact Centre technologies. Currently there are two permanent engineer grade posts that deliver this service, having a technician post to support the engineers has allowed the more senior staff to focus on more complex issues and project work, leaving the technician to resolve day to day issues. Current demand would outstrip the capacity of the two engineers. The projected cost to extend the technician’s fixed-term contract to 31 March 2026 is £62,480. • IT Service Desk Technician (G04) x 1 FTE – fixed-term contract expires on 31 August 2024. This post contributes towards the delivery of the IT Service Desk support service to all Officers, Councillors as well as partners Aura Leisure and Libraries and Newydd Catering and Cleaning, who access IT facilities. Following an unsuccessful application for a new apprentice in the IT Service Desk team in 2023 and a withdrawn Budget bid for an additional permanent technician in 2022, the current temporary post was put in place to maintain existing service levels in resolving reported IT faults and fulfilling day-to-day service requests. The projected cost to extend this fixed-term contract until 31 March 2026 is £62,480. <p>Because of recruitment and retention pressures within IT Infrastructure Services, the service is projecting an underspend of £124,960 and this report seeks approval to carry forward this funding into the 2024/25 financial year.</p> <p>Please note that the impact of all of the carry forward requests is already built into the projected outturn position. Therefore, approval of this would maintain the current reported outturn position.</p>
1.11	<p>Tracking of In-Year Risks and Emerging Issues</p> <p>Members were made aware when setting the budget that there were a number of open risks that would need to be kept under close review. An update on these is provided below.</p>
1.12	<p>Council Tax Income</p>

	<p>The 'in-year' collection level is 93.3% which is the same level as the previous year.</p>
1.13	<p>Pay Award (Teacher and Non-Teacher)</p> <p><u>NJC (Green Book)</u></p> <p>The actual impact of the pay offer for 2023/24 was an additional £2.702m which is being met from Contingency Reserve.</p> <p><u>Teachers Pay</u></p> <p>Increases as previously outlined have been accepted by all teaching unions.</p>
1.14	<p>Pay Modelling</p> <p>No figures are currently included for any impact of the pay modelling review which is needed to try and address the difficulties currently being experienced in recruitment and retention. It is due to be completed later this year.</p>
1.15	<p>Waste Recycling Infraction Charge</p> <p>The Council did not meet the statutory minimum target, (64%) in 2021/22, for the percentage of municipal waste which must be recycled, prepared for re-use and composted, as specified in Section 3 of the Waste (Wales) Measure 2010. Welsh Government can therefore take steps to impose a penalty on the Council by way of an infraction fine. A potential penalty of up to £0.663m has been confirmed so presents a significant financial risk to the Council.</p> <p>Discussions took place in March,2023 between Welsh Government (WG) and the Council as to the reasons for not achieving the target. The Council has subsequently been instructed by WG to engage with the Waste and Resources Action Programme (WRAP) and Local Partnerships to review our waste strategy and develop a new action plan. Depending on the outcome of the review, the Minister will take a decision at that point whether to levy the fine.</p> <p>Unfortunately, the statutory recycling targets have not been achieved in 2022/23 too (non-verified), which means that a further infraction fine could be levied of around £0.470m should WG choose to do so, and monitoring of the authority's recycling performance for 2023/24 to date shows that the rates of recycling and residual waste tonnages are not improving, which could lead to not achieving the targets in 2023/24 also.</p>
1.16	<p>Homelessness</p> <p>There continues to be a significant and growing demand within the Homelessness service. The Council has a statutory duty to provide suitable temporary accommodation for Homeless persons and families who meet the Welsh Government eligibility criteria which are less stringent than in</p>

	<p>England. The growth in demand commenced in the second half of 2022/23 and continued to accelerate markedly between April and January,2024.</p> <p>One of the more significant influences of many is the sparsity of affordable accommodation in the private rented sector which is being influenced by the cost-of-living crisis and an increase in the numbers of no-fault evictions as many private rented sector landlords are leaving the sector and seeking to sell their properties. There is also an acute shortage of suitable available accommodation within the Council's own HRA housing stock and with other Registered Social Landlords (RSL's) within the area. This is particularly the case for single persons below age 55 which make up the highest proportion of those who are currently homeless in Flintshire. The Flintshire position in terms of both demand and supply pressures is known to be consistent on both a regional and national basis within Wales.</p> <p>The Council will continue to lobby Welsh Government via the WLGA in conjunction with other Welsh LA's who are experiencing these pressures to seek additional financial support.</p> <p>WG are currently providing support via the No One Left Out grant for which the 2023/24 allocation is £0.382m. One favourable impact of the increase in costs and demand is the ability to recover additional Housing Benefit income over and above the amount budgeted which is currently helping to offset the projected overspend by £0.446m.</p> <p>The mitigations options approved by Cabinet and Community and Housing Overview and Scrutiny are now being actively progressed by a Housing Options officer working group with a view to increasing the supply of accommodation for Homeless persons as alternatives to the more expensive emergency accommodation.</p>
1.17	<p>Storm Babet</p> <p>Storm Babet was an intense extratropical cyclone which affected many parts of the County from 19 October through to the end of 21 October 2023. This was followed rapidly by Storm Ciaran, which although saw less impact, still necessitated significant resources in response.</p> <p>The storm caused severe disruption to travel with many roads closed, railways flooded, schools closed, and properties being affected by flood water. Storm Ciaran also required a priority response and caused some additional costs.</p> <p>The Council has been incurring the financial impact of the emergency response, assessing damage to infrastructure and arranging the necessary remedial works to be carried out in the aftermath. This is currently estimated at £1.5m.</p> <p>There is an Emergency Financial Assistance Fund (EFAS) that Welsh Government have in place. However, Authorities are expected to make reasonable provision in their budgets to deal with contingencies, so the authority affected is expected to meet all eligible expenditure up to the level of its threshold.</p>

Thresholds are calculated at 0.2% of authority's annual budget requirement and apply to the whole financial year, not to each incident within the financial year and for Flintshire, this amounts to emergency funding being provided at 85% for costs over and above the threshold of £0.711m.

Welsh Government have now confirmed that the Scheme has been activated by the Minister and that our claim will be met in line with the terms and conditions of the scheme.

There is a Severe Weather Earmarked Reserve totalling £0.250m which will also assist in funding some of the costs.

The financial impact of Storms Babet and Ciaran is estimated as follows: -

Description	Costs to date £m	Projected future costs £m	Total Costs £m
Clean Up	0.300	0.150	0.450
Priority re-instatement works		1.000	1.000
Other storm damage costs		0.050	0.050
Total Projected Costs	0.300	1.200	1.500
Severe Weather Reserve			-0.250
EFAS Funding @ 85%*			-0.671
Projected net cost of storms			0.579

*£1.5m less £0.711m threshold = £0.789m x 85% = £0.671m

1.18 Other Tracked Risks

In addition, there are a number of risks being tracked which may be subject to change and these are summarised below.

1.19 Medium Term Financial Strategy (MTFS) Impact

The Council met to approve a balanced budget for 2024/25 on 20 February.

The budget report included an update on the medium-term position for 2025/26 and 2026/27 and work on this will continue over the coming months.

All Portfolios consider their financial position, the risks within their service and the impacts on the Medium Term on a monthly basis as part of their Portfolio Management Team meetings.

1.20 Out of County Placements

The risk includes continued high demand for placements where children and young people cannot be supported within in-house provision, and market supply limitation factors and inflationary pressures leading to higher costs. An additional amount of £1m was approved in the 2023/24 budget to reflect this.

	<p>There is a total projected overspend for the current cohort of placements of £1.591m, which includes contingency provision of £0.100m within the Education element of the pooled budget. An additional amount of £1.5m has been included in the 2024/25 budget to reflect current demand.</p> <p>The service areas within this pooled budget will continue to do everything possible to manage these risks and additional investment has already been made to further develop in-house provision to help to mitigate against such financial pressures.</p>
1.21	<p>Streetscene & Transportation</p> <p><u>Fleet Contract Renewal</u> The current fleet contract, which has been in operation for 7 years, was renewed for a temporary period of 6 months from October 2023. Due to the current market conditions in re-procurement of contracts of this type, the cost of the new contract is considerably more than what was previously being paid, due to being protected from inflationary increases during the previous contract life. The cost of the contract will further increase from April 2024 and provision is being made within the 2024/25 budget considerations for this.</p> <p><u>Sustainable Waste Management Grant (SWMG)</u> The Minister for Climate Change has confirmed that the SWMG grant will be retained at the same level for this financial year. However, those local authorities that are not yet meeting the statutory recycling target of 70% will be required to use the grant to reach 70% and be required to demonstrate this. Confirmation on the SWMG grant levels for 2024/25 is still awaited from WG and the current value of the grant is £0.742m per annum.</p>
1.22	<p>Education & Youth (Non-Schools)</p> <p><u>Inclusion and Progression</u> Prior to the pandemic the service had seen increasing numbers of children and young people presenting with an increased level of significant and complex needs, resulting in the council being dependent on non-Flintshire provision.</p> <p>Post pandemic the situation has worsened with increasing numbers of pre-school children needing support and challenging behaviour causing concern across both primary and secondary schools. In addition, there are increased rates of emotionally based school avoidance. As a result, levels of attendance have reduced, whilst all forms of exclusions have increased. All of which contributes to a requirement for more specialist and bespoke intervention.</p> <p>The service is taking steps to actively manage demand, alongside reviewing provision, and seeking to develop and enhance in house provision.</p> <p>The pressures are being experienced across Wales, at a time when schools and central services are implementing the Additional Learning Need (ALN) reforms.</p>

	<p>Welsh Government have made additional grants available to support schools and councils. However, there are risks over reliance on temporary grant funding and its ability to meet demand within existing budgets and available grants.</p>
1.23	<p>Harpur Trust vs Brazel Case</p> <p>The potential financial impacts are still being determined in response to the Employment Appeal Tribunal (EAT) decision in the case of Harpur Trust v Brazel. The Supreme Court upheld the EAT judgment in the Brazel case in July 2022 which impacts on the calculation of holiday pay entitlements for staff who work for part of the year (i.e., term time). An approved carry forward from 2022/23 for £0.254m will provide some funding towards these costs.</p>
1.24	<p>Achievement of Planned In-Year Efficiencies</p> <p>The 2023/24 budget contains £9.265m of specific efficiencies which are tracked and monitored throughout the year. The Council aims to achieve a 95% rate in 2023/24 as reflected in the MTFs KPI's and fully achieved all efficiencies in the previous financial year.</p> <p>It is projected that 99% of efficiencies will be achieved in 2023/24 and further details can be seen in Appendix 3.</p>
1.25	<p>Unearmarked Reserves</p> <p>The final level of Council Fund Contingency Reserve brought forward into 2023/24 was £9.508m as detailed in the 2022/23 outturn report (subject to Audit).</p> <p>The brought forward balance on the COVID-19 Hardship Reserve was £3.743m. Internal claims for Quarters 1 to 3 in 2023/24 totalling £0.531m for Holywell Leisure Centre, Cambrian Aquatics, Streetscene & Transportation and Free School Meals covering the Christmas holiday period have previously been approved and the remaining balance of £3.212m will be added to our Base Level of Reserves in 2024/25 as approved by Council.</p> <p>The projected contingency reserve available as at 31 March, 2024 is £1.993m (after taking account of previously approved allocations including those approved as part of the 2024/25 budget) and is shown in Appendix 4.</p>
1.26	<p>Housing Revenue Account</p> <p>The 2022/23 Outturn Report to Cabinet on 18th July 2023 showed an un-earmarked closing balance at the end of 2022/23 of £3.786m and a closing balance of earmarked reserves of £2.690m.</p>
1.27	<p>The 2023/24 budget for the HRA is £39.418m which includes a movement of (£0.589m) from reserves.</p>
1.28	<p>Net in-year revenue expenditure forecast to be £0.458m higher than budget with a projected closing balance as at 31st March, 2024 of £2.739m.</p> <p>The adverse movement of £0.408m is as a result of:</p>

	<ul style="list-style-type: none"> • Income £0.113m – reduced Affordable Housing Grant of £0.158m due to delays in the commencement of the scheme, mitigated in part by a further reduction in the requirement to ‘top up’ the Bad Debt Provision. • Estate Management £0.034m – Reduction in the Affordable Housing Grant due to delays with the scheme • Repairs and Maintenance £0.249m – potential reduction of Transitional Accommodation Capital Funding (TACP) offsetting Sub contractor spend. <p>Minor variances account for the remainder £0.012m.</p>
1.29	The budget contribution towards capital expenditure (CERA) is £12.712m.

2.00	RESOURCE IMPLICATIONS
2.01	As set out within the report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The financial impacts as set out in the report are a combination of actual costs and losses to date and estimates of costs and losses for the future. There is the possibility that the estimates will change over time. The budget will be monitored closely, and mitigation actions taken wherever possible.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None specific.

5.00	APPENDICES
5.01	Appendix 1: Council Fund – Movement in Variances from Month 9 Appendix 2: Council Fund - Budget Variances Appendix 3: Council Fund – Programme of Efficiencies Appendix 4: Council Fund – Movement on Un-earmarked Reserves Appendix 5: Housing Revenue Account Variances

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Various budget records.

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

8.00	GLOSSARY OF TERMS
8.01	<p>Budget: a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p>Council Fund: the fund to which all the Council's revenue expenditure is charged.</p> <p>Financial Year: the period of twelve months commencing on 1 April.</p> <p>Housing Revenue Account: the Housing Revenue Account (HRA) is a local authority account showing current income and expenditure on housing services related to its own housing stock. The account is separate from the Council Fund and trading accounts and is funded primarily from rents and government subsidy.</p> <p>Projected Outturn: projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.</p> <p>Regional Integration Fund (RIF): funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.</p> <p>Reserves: these are balances in hand that have accumulated over previous years and are held for defined (earmarked reserves) and general (general reserves) purposes. Councils are required to regularly review the level and purpose of their reserves and to take account of the advice of the Chief Finance Officer.</p> <p>Revenue: a term used to describe the day-to-day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.</p> <p>Variance: difference between latest budget and actual income or expenditure. Can be to date if reflecting the current or most up to date position or projected, for example projected to the end of the month or financial year.</p> <p>Virement: the transfer of budget provision from one budget head to another. Virement decisions apply to both revenue and capital expenditure heads, and between expenditure and income, and may include transfers from contingency provisions. Virements may not however be approved between capital and revenue budget heads.</p>

MONTH 10 - SUMMARY

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
Social Services		
Older People		
Localities	0.171	Increasing demand for residential care has resulted in an increase of £0.324m. Homecare costs have reduced by £0.071m as demand is becoming more manageable. Employee costs have also reduced, by £0.076m, as posts continue to remain vacant.
Resources & Regulated Services	-0.101	In-house homecare has reduced by £0.025m due to current homecare staffing levels. Residential care has reduced by £0.036m due to increased client income. Extra Care has reduced by £0.038m as additional costs anticipated for the Christmas and New Year rota cover were less than anticipated.
Minor Variances	0.002	
Adults of Working Age		
Resources & Regulated Services	0.092	There have been two additional high-cost emergency placements
Transition & Disability Services Team	-0.039	Use of grant funding has reduced projected salary costs
Minor Variances	-0.065	
Children's Services		
Family Placement	-0.042	A reduction to committed care agency costs
Legal & Third Party	0.103	An emergency child placement was required and the increase is due to care worker costs
Professional Support	-0.061	There has been a reduction in the projected costs for Direct Payments for children with disabilities (£0.033m) and staffing cost reductions within the Permanency Team (£0.021m). Minor variances account for the balance.
Minor Variances	-0.004	
Safeguarding & Commissioning		
Minor Variances	-0.029	
Total Social Services	0.028	
Out of County Placements		
Children's Services	-0.020	
Education & Youth	0.007	
Total Out of County Placements	-0.013	
Education & Youth		
School Planning & Provision	0.034	Mainly due to reduced underspend on Repair and Maintenance of buildings
Minor Variances	-0.013	
Total Education & Youth	0.021	
Schools	0.016	
Streetscene & Transportation		
Service Delivery	-0.074	In-house Commercial Projects Income
Transportation	-0.035	Vacancy savings due to moratorium on spending.
Other Minor Variances	-0.034	
Total Streetscene & Transportation	-0.144	
Planning, Environment & Economy		
Minor Variances	0.048	Minor movements across all service areas
Total Planning, Environment & Economy	0.048	
People & Resources		
HR & OD	0.059	Inclusion of carry forward requests for Employment Services £0.040m and Business Partners £0.018m at Month 10.
Corporate Finance	-0.001	
Total People & Resources	0.058	
Governance		
Customer Services	0.200	Carry forward of (£0.210m) underspend to Digital Strategy Board agreed at Month 9 mitigated by minor variances £0.010m
Minor Variances	0.011	
Total Governance	0.211	
Assets		
Administrative Buildings	-0.029	Reduced projection for Repair and Maintenance of Buildings
Minor Variances	-0.019	
Total Assets	-0.048	
Housing and Communities		
Benefits	-0.042	Reduction of bad debt provision increase
Housing Solutions	-0.044	Reduced projection for Bed and Breakfast costs and increased Housing Benefit income
Minor Variances	-0.000	
Total Housing and Communities	-0.086	
Chief Executive's	-0.017	
Central & Corporate Finance	-0.130	Further review of the Central Loans & Investment Account (CLIA) indicates a positive movement of (£0.125m)
Grand Total	-0.057	

Budget Monitoring Report - Month 10

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Month 6-9 Moratorium (£m)	Month 10 Moratorium (£m)	In-year Moratorium (£m)	Cause of Major Variances greater than £0.050m	Action Required
Social Services									
Older People									
Localities	23.279	23.677	0.398	0.227	-0.111		-0.111	Residential care costs for people over the age of 65 are projecting an overspend of £0.380m due to service demand. This amount is net of client income from property recharges and any expected reimbursements for deputyship and assets held in trust. Homecare is £0.220m overspent. Locality workforce and professional support budgets are underspent by £0.173m and day care is underspending by £0.024m. The minor adaptations budget is £0.005m underspent.	
Resources & Regulated Services	10.264	10.000	-0.265	-0.164			0.000	In-house residential care is expected to overspend by £0.051m due to staff and running costs. Homecare is predicted to underspend by £0.285m. The Extra Care budget is projecting an overspend of £0.078m due to staff costs and day care is underspent by £0.108m.	
Minor Variances	1.360	1.328	-0.032	-0.034			0.000		
Adults of Working Age							0.000		
Resources & Regulated Services	33.768	33.839	0.071	-0.022			0.000	The PDSI (physically disabled and sensory impaired) budget is reporting a £0.512m overspend due to net costs of care packages. The in-house supported living service is £0.188m overspent due to care hours and agency costs, a £0.390m contribution from reserves is currently offsetting further costs. The care package costs for independently provided care for learning disability services is £0.523m underspent. The learning disability service day and work provision is £0.106m underspent.	
Children to Adult Transition Services	1.001	0.754	-0.248	-0.224			0.000	This is the cost of care packages for young adults transferring from Childrens Services to Adult Social Care. Care packages are new this financial year and require estimating in the first instance, which can result in variances once care cost are confirmed.	
Professional and Administrative Support	0.468	0.358	-0.109	-0.097	-0.011		-0.011	This variance is due to in-year vacancies.	
Transition & Disability Services Team	0.818	0.718	-0.101	-0.062	-0.007	-0.039	-0.046	Delays in recruiting to vacant posts has resulted in the underspend.	
Residential Placements	2.607	2.838	0.232	0.250			0.000	This is the overall cost of care packages for people with mental ill health. This can be a volatile service and additional needs can be identified throughout the year leading to increased costs.	
Professional Support	0.859	0.804	-0.055	-0.058	-0.100		-0.100	The underspend is the result of in-year vacancies.	
Substance Misuse	0.385	0.311	-0.073	-0.054			0.000	A few posts have been vacant at different times during the year which has led to the underspend.	
Minor Variances	1.617	1.581	-0.036	-0.042			0.000		
Children's Services							0.000		
Family Group Meetings	0.126	0.211	0.084	0.091	-0.005		-0.005	Service demand is resulting in increased of sessional worker usage.	
Family Placement	3.175	3.043	-0.132	-0.090			0.000	The number of in-use foster carer numbers are below those which we have historically had.	
Integrated Working	0.210	0.260	0.050	0.060			0.000	Pressures are due to contributions towards the Integrated Family Support Service and a shortfall with Supported People Funding.	
Family Support	0.416	0.469	0.053	0.053	-0.020		-0.020	Demand is high for this service which has resulted in additional sessional worker usage.	

Budget Monitoring Report - Month 10

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Month 6-9 Moratorium (£m)	Month 10 Moratorium (£m)	In-year Moratorium (£m)	Cause of Major Variances greater than £0.050m	Action Required
Legal & Third Party	0.262	0.705	0.443	0.340			0.000	Legal costs are overspent by £0.216m due to the number of cases going through the courts and some use of external professionals. Client support and Section 17 costs are overspent by £0.226m and Direct Payments are overspent by £0.001m.	
Residential Placements	1.669	1.345	-0.324	-0.339			0.000	The in-house residential care provision is in receipt of a significant Welsh Government grant which is offsetting in year costs	
Professional Support	6.148	6.920	0.772	0.833	-0.020	-0.021	-0.041	To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are minimised where possible and additional temporary posts are sometimes required to be able to meet the challenges and demands of Childrens Services. Two managed agency teams are currently contracted to support the service, reserves are being used to mitigate these costs as much as possible but there is a projected overspend of £0.774m as a result , these costs may increase if required to extend these contracts further. The Leaving Care budget, which supports young people who are Looked After Children, is overspending by £0.039m due to increasing numbers of care leavers which do include unaccompanied asylum seeking children. The costs for some external service contracts are £0.084m overspent due to inflationary pressures. Costs for Direct Payments to provide support to children with disabilities are £0.097m overspent caused by service demand. Smaller variances across the service are £0.222m underspent.	
Minor Variances	0.340	0.354	0.013	0.014			0.000		
Safeguarding & Commissioning							0.000		
Business Systems & Financial Assessments	0.988	1.078	0.089	0.092	-0.032		-0.032	A new social services IT system is being implemented which requires additional project management and development costs.	
Charging Policy income	-3.385	-3.543	-0.158	-0.153			0.000	this is the income from service users who are charged a contribution towards the care they receive.	
Business Support Service	1.319	1.264	-0.055	-0.047			0.000	The underspend is due to cumulative savings from when posts were vacant throughout the year	
Minor Variances	1.612	1.620	0.009	0.022	-0.007		-0.007		
Total Social Services	89.305	89.931	0.626	0.598	-0.313	-0.060	-0.373		
Out of County Placements									
Children's Services	12.281	13.742	1.460	1.480			0.000	The service is facing continu pressures with 48 new placements made in the year to date and no longer any remaining contingency provision for the final quarter of the year.	
Education & Youth	5.004	5.134	0.130	0.123			0.000	The service is facing continued high demand for placements together with supply market challenges and inflationary pressures with 25 new placements made in the year to date and a remaining contingency provision of £0.100m for the final two months of the year.	
Total Out of County Placements	17.285	18.876	1.591	1.603	0.000	0.000	0.000		
Education & Youth (Non-Schools)									

Budget Monitoring Report - Month 10

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Month 6-9 Moratorium (£m)	Month 10 Moratorium (£m)	In-year Moratorium (£m)	Cause of Major Variances greater than £0.050m	Action Required
Inclusion & Progression	5.577	5.441	-0.137	-0.142	-0.110		-0.110	In year savings identified within the Additional learning Needs and Travellers service. Previously committed expenditure of £0.050m to offset the Primary School Additional Learning Needs Band C overspend, has now been funded from the Local Authority Education Grant - ALN Learner Provision funding. A further £0.060m was identified with the Traveller/EAL service from the 2022-23 budget c/f of £0.095m. The £0.095m committed for Trauma training has not been fully met due to only one course being run this year. The service made the decision not to run further courses and to give up as a saving instead.	
Integrated Youth Provision	0.959	0.857	-0.101	-0.098	-0.030		-0.030	Savings from staff vacancies	
School Improvement Systems	1.866	1.683	-0.183	-0.175			0.000	In year savings have been identified within the School Improvement service from the Digital Advisor post. This role was not appointed to until September 2023. Other savings in the service relate to unexpected grant income from several grants, including Adult Community Learning - to offset manager time. Other additional grants such as Shared Prosperity Fund Multiply, used to offset manager time until the appointment of the Project Manager, £0.003m from the Citizens Curriculum grant and £0.004m from secondment work to Estyn. The saving within the Early Entitlement service has come from a reduction in the payments to settings due to demography. The top-up subsidy continuing and other Welsh Government grants, allowing core budget to be released within the service.	
Minor Variances	1.925	1.982	0.057	0.030			0.000		
Total Education & Youth (Non-Schools)	10.327	9.963	-0.364	-0.385	-0.140	0.000	-0.140		
Schools	114.043	114.306	0.264	0.248					
Streetscene & Transportation									
Service Delivery	10.843	10.993	0.151	0.225	-0.077		-0.077	Service Delivery have implemented tight controls to the allocation of PPE, materials and receptacles through the in-house stores. Changes to the security provision in the Alltami Depot, Greenfield transfer station and HRC sites have generated savings as per MTFS 2023/24, following a review of the service needs. Cleaning costs have also been reviewed and reduced. The service is subject to increasing inflationary pressures and demand for temporary repairs on the road network, largely due to a lack of funding and investment in the highway network and fluctuating costs of tar and traffic management for repairs. Any overall overspend, is partly offset by performance of the in-house construction team delivering work such as the 20mph scheme rather than contracting the work externally.	
Highways Network	8.594	9.904	1.311	1.333			0.000	The renewal of the fleet contract through contract extension from October 2023 has realised an in-year contract overspend of £0.658m (£0.532m being attributable to the centralised fleet budget). The remaining variance of £0.170m is related to increases in costs for both road fuel and streetlighting energy.	Fleet Budget pressure being recommended within the 2024/25 MTFS budget considerations
Transportation	11.350	11.107	-0.243	-0.208	-0.190	-0.035	-0.225	Vacancies within Transport Strategy and moratorium on recruitment are contributing to the overall underspend.	

Budget Monitoring Report - Month 10

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Month 6-9 Moratorium (£m)	Month 10 Moratorium (£m)	In-year Moratorium (£m)	Cause of Major Variances greater than £0.050m	Action Required
Regulatory Services	11.440	11.533	0.093	0.104	-0.120		-0.120	The overspend variance is due to sustained high volumes of residual black waste being collected, together with the reduction in income levels for both recyclable materials and a reducing return on electricity generation from gas and solar at the former landfill sites.	
Total Streetscene & Transportation	42.227	43.538	1.311	1.454	-0.387	-0.035	-0.422		
Planning, Environment & Economy									
Development	0.138	-0.206	-0.343	-0.327	-0.021		-0.021	Receipt of a one off high value Planning Fee (£0.300m for Northern Gateway)	
Access	1.618	1.713	0.095	0.081	-0.047		-0.047	Projected cost of Ash Die Back works projected to March, 2024 mitigated by savings from vacant posts and maximisation of grant income.	
Climate Change	0.183	0.113	-0.070	-0.070	-0.007		-0.007	Staff savings from vacant posts	
Regeneration	0.813	0.700	-0.114	-0.136	-0.020		-0.020	Staff savings from vacant posts, Wales Rally GB budget saving, and maximising grant income	
Management & Strategy	1.409	1.169	-0.240	-0.248	-0.046		-0.046	Staff savings from vacant posts	
Minor Variances	3.396	3.370	-0.026	-0.047	-0.082		-0.082		
Total Planning, Environment & Economy	7.557	6.859	-0.699	-0.747	-0.223	0.000	-0.223		
People & Resources									
HR & OD	2.419	2.401	-0.019	-0.077	-0.046		-0.046	Staff savings from vacant posts. Inclusion of £0.058m carry forward requests at Month 10.	
Corporate Finance	2.252	2.150	-0.103	-0.101	-0.097		-0.097	Staff savings from vacant posts, reduction in projected feasibility studies expenditure	
Total People & Resources	4.672	4.550	-0.122	-0.179	-0.143	0.000	-0.143		
Governance									
Legal Services	0.992	1.185	0.193	0.202			0.000	Additional costs for locum services covering vacant posts	
Internal Audit	1.051	0.982	-0.069	-0.074	-0.043		-0.043	Staff savings from vacant posts, deferred expenditure on Agency/consultancy resulting from moratorium , revised projection for postage costs	
Procurement	0.320	0.271	-0.049	-0.049	-0.027		-0.027	Revised projection for FCCs contribution to Denbighshire County Council for the procurement service	
Revenues	0.655	0.411	-0.244	-0.243			0.000	Projected surplus on the Council Tax Collection Fund	
Minor Variances	8.925	8.902	-0.024	-0.239	-0.212		-0.212		
Total Governance	11.943	11.751	-0.192	-0.403	-0.282	0.000	-0.282		
Assets									
CPM & Design Services	0.713	0.522	-0.191	-0.191			0.000	Due to increased fee income	
Industrial Units	-1.502	-1.561	-0.059	-0.059			0.000	Additional rent income	
Minor Variances	0.789	1.039	0.251	0.250	-0.020	-0.029	-0.049		
Total Assets	11.096	10.679	-0.418	-0.370	-0.020	-0.029	-0.049		
Housing and Communities									

Budget Monitoring Report - Month 10

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Month 6-9 Moratorium (£m)	Month 10 Moratorium (£m)	In-year Moratorium (£m)	Cause of Major Variances greater than £0.050m	Action Required
Housing Solutions	2.334	4.978	2.643	2.687			0.000	The Housing Solutions service is currently reflecting a net projected overspend of £2.643m. This is mainly due to a projected overspend of £3.550m on temporary accommodation within Hotels and Bed and Breakfast provision, which is being offset by additional Housing Benefit income of (£0.446m). There are also other projected underspends and mitigation impacts within the wider Housing Solutions service amounting to a net figure of £0.461m, including additional internal allocation of HSG to fund salary costs, use of reserves, minor salary savings due to vacancies and use of WG grant income. The service are actively implementing a number of mitigation measures, some of which may have operational impacts on other parts of the wider Housing service, which will be incorporated within an action plan to reduce the current level of projected overspend within the Homelessness service.	
Minor Variances	13.656	13.609	-0.047	-0.004	-0.030	-0.042	-0.072		
Total Housing and Communities	15.990	18.587	2.597	2.683	-0.030	-0.042	-0.072		
Chief Executive's	1.672	1.640	-0.032	-0.016	-0.010		-0.010		
Central & Corporate Finance	26.003	23.887	-2.115	-1.985			0.000	The initial projection on the Central Loans and Investment Account (CLIA) was reported as an underspend of (£1.550m) due to the Council having not taken out any new short or long term borrowing and continuing to invest a significant amount of funds. This pattern has continued from the previous financial year resulting in no short term borrowing costs being incurred and the Council generating increased income from investments, which have increased in line with bank interest rates. The favourable variances improved further following the receipt of an NDR Windfall (£0.048m) at Month 6. Further reviews on the CLIA during October (£0.100m), November (£0.250m), December (£0.100m) and January (£0.125m) have positively increased the variance further up to the (£2.125m).	
Grand Total	352.121	354.566	2.445	2.502	-1.548	-0.166	-1.714		

2023/24 Efficiencies Outturn Tracker - Month 10

Efficiency Description	Accountable Officer	Efficiency Target	Projected Efficiency	(Under)/Over Achievement	Efficiency Open/Closed (O/C)	Reason for variation	Mitigating Action if Amber or Red
		2023/24 £m	2023/24 £m	2023/24 £m			
Portfolio							
Corporate							
Reduction In CLIA	Chris Taylor	0.364	0.364	0.000	C		
Actuarial Review	Gary Ferguson	1.874	1.874	(0.000)	C		
NI Reversal	Rachel Parry Jones	0.474	0.474	0.000	C		
Total Corporate Services		2.712	2.712	(0.000)			
Chief Executives / Assets							
Transport Savings	Neal Cockerton	0.010	0.010	0.000	C		
Vacancy Savings	Neal Cockerton	0.048	0.048	0.000	C		
3rd Sector Budget	Neal Cockerton	0.041	0.041	0.000			
Total Chief Executives		0.099	0.099	0.000			
People & Resources							
Modern Apprentices HR&OD	Sharon Carney	0.072	0.072	0.000	C		
Vacancy Savings Corporate Finance	Gary Ferguson	0.086	0.086	0.000	C		
Transport and Training Savings Corporate Finance	Gary Ferguson	0.016	0.016	0.000	C		
Total People & Resources		0.174	0.174	0.000			
Assets - ADMs							
Newydd	Rachael Corbelli	0.019	0.019	0.000	C		
Newydd NI	Rachael Corbelli	0.023	0.023	0.000	C		
Total Assets - ADMs		0.042	0.042	0.000			
Housing & Communities							
CTRS Reduction	Vicky Clark	0.147	0.147	0.000	C		
Total Housing & Communities		0.147	0.147	0.000			
Governance							
Members Support Budget	Gareth Owen	0.016	0.016	0.000	C		
Members Allowances	Gareth Owen	0.060	0.060	0.000	C		
Central Despatch	Gareth Owen	0.022	0.022	0.000	C		
Mold & Buckley Connects	Gareth Owen	0.060	0.060	0.000	C		
Total Governance		0.158	0.158	0.000			
Planning, Environment & Economy							
Vacancy Savings	Andrew Farrow	0.020	0.020	0.000	C		
Fee Income	Andrew Farrow	0.180	0.180	0.000	C		
Total Planning, Environment & Economy		0.200	0.200	0.000			
Streetscene & Transportation							
Enhanced Enforcement for Recycling	Katie Wilby					Side waste enforcement is already taking place with FPNs being issued, but the next steps for enforcing against those who do not habitually recycle will be to take enforcement action if residents place recyclable waste in their black bin. To introduce this will first require a period of education and engagement. Additional x3 recycling officers are currently being recruited and, once appointed, the aim is for these officers to support with door-knocking campaigns and community events in advance of introducing enhanced enforcement	Likely introduction is January 2024.
		0.046	0.046	0.000	O		
Part night Street Lighting	Katie Wilby	0.018	0.000	(0.018)	O	Difficult to implement in year due to the consultation required, and the limited opportunity following previous roll-outs. This will also require investment in the equipment to allow the switch-offs	Discussions being held with an update to come how we can achieve this saving.
Review Provision of Public Conveniences	Katie Wilby	0.012	0.000	(0.012)	O	The efficiency is largely reliant on the review of sites following the implementation of the Local Toilet Strategy and capital investment in FY 24/25-26/27.	
Extend, Repair & Reuse Initiatives	Katie Wilby					When this was put forward, we stated that the initiative would be dependent on investment funding either from WG Circular Economy grant funding or capital programme. We are still awaiting the outcome of our bid to WG, which is now unlikely given the current economic climate. Without the grant funding the initiative cannot be introduced and the efficiency will not be met.	
		0.010	0.000	(0.010)	O		
Waste & Recycling Round Review	Katie Wilby	0.075	0.075	0.000	C		
In House Highways Service	Katie Wilby	0.025	0.025	0.000	C		
Review of Security Arrangements Alltami Depot	Katie Wilby	0.050	0.050	0.000	C		
Apprenticeship Trainee Scheme Reduction	Katie Wilby	0.035	0.035	0.000	C		

Efficiency Description	Accountable Officer	Efficiency Target	Projected Efficiency	(Under)/Over Achievement	Efficiency Open/Closed (O/C)	Reason for variation	Mitigating Action if Amber or Red
		2023/24 £m	2023/24 £m	2023/24 £m			
Portfolio							
Increase Car Parking Charges	Income Generation	Katie Wilby	0.187	0.187	0.000	C	Decision approved and new charges will come into effect from October 2023 (original date planned was July 2023). Additional initiatives e.g. Free after Three and extension to parking times will mean that the original efficiency will be difficult to achieve unless the utilisation levels increase beyond current levels. Delays in being implemented.
Introduce Car Parking Charges on all Council Owned Car Parks	Income Generation	Katie Wilby	0.035	0.000	(0.035)	O	
Fleet Workshop	Income Generation	Katie Wilby	0.010	0.010	0.000	C	
Training Facility	Income Generation	Katie Wilby	0.010	0.010	0.000	C	
Funeral Services	Income Generation	Katie Wilby	0.010	0.010	0.000	C	
Total Streetscene & Transportation			0.523	0.448	(0.075)		
Social Services							
Contribution to Regional Team	Reduction in Contribution	Neil Ayling	0.050	0.050	0.000	C	
Reduced Contribution to EDT	Contract Costs Reduced	Neil Ayling	0.011	0.011	0.000	C	
Retendering of HFT	Contract Costs Reduced	Neil Ayling	0.040	0.040	0.000	C	
Total Social Services			0.101	0.101	0.000		
Education & Youth							
Central Management Budget	Schools Buildings Insurance / Temp	Claire Homard	0.060	0.060	0.000	O	
ALN Advocacy	Offset costs from LAEG ALN Grant	Claire Homard	0.020	0.020	0.000	O	
ALN Legal	Offset costs from LAEG ALN Grant	Claire Homard	0.010	0.010	0.000	O	
ALN Resource Provisions	Offset costs from LAEG ALN Grant	Claire Homard	0.100	0.100	0.000	O	
Early Years Entitlement	Budget Reductions	Claire Homard	0.095	0.095	0.000	O	
Youth Club Buildings	Building Closure	Claire Homard	0.017	0.017	0.000	O	
Youth Services	Vacant Posts (1 FTE 1 PT)	Claire Homard	0.056	0.056	0.000	O	
Youth Justice	Offset costs from Grant	Claire Homard	0.016	0.016	0.000	O	
Total Education & Youth			0.374	0.374	0.000		
Schools							
3% Reduction in Delegated Funding		Claire Homard	3.103	3.103	0.000	O	
NI Reversal (Schools & Teachers)		Claire Homard	0.857	0.857	0.000	O	
Actuarial Review		Claire Homard	0.776	0.776	0.000	O	
Total Schools			4.736	4.736	0.000		
Total 2023/24 Budget Efficiencies			9.265	9.190	(0.075)		

	%	£
Total 2023/24 Budget Efficiencies	100	9.265
Total Projected 2023/24 Budget Efficiencies Underachieved	-1	(0.075)
Total Projected 2023/24 Budget Efficiencies Achieved	99	9.190
Total 2023/24 Budget Efficiencies (Less Previously agreed Decisions)	100	0.000
Total Projected 2023/24 Budget Efficiencies Underachieved	0	0.000
Total Projected 2023/24 Budget Efficiencies Achieved	0	0.000

Movements on Council Fund Unearmarked Reserves

	£m	£m
Total Reserves as at 1 April 2023	19.162	
Less - Base Level	(5.769)	
Total Reserves above base level available for delegation to Cabinet		13.393
Less - COVID-19 Hardship Funding Allocation		(3.743)
Less - Children's Services Legal Costs		(0.142)
Add - Transfer to Reserve Budget 2023/24		0.006
Less - Clwyd Theatr Cymru (Month 2)		(0.100)
Less - actual impact of the pay award		(2.702)
Add - Total Balances Released to Reserves (Month 5)		0.648
Add - Council Tax Balance Released to Reserves (Month 7)		0.250
Less - Month 10 projected outturn		(2.445)
Less - Approved "Budget Risk" Reserve 2024/25		(3.000)
Less - Approved Time Limited Pressures 2024/25		(0.172)
Total Contingency Reserve available for use		1.993

Brought Forward 9.508

Budget Monitoring Report
Housing Revenue Account Variances

MONTH 10 - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
Housing Revenue Account						
Income	(38.829)	(38.577)	0.252	0.140	There is a net pressure relating to void properties of £0.241m. This relates to costs such as void rent loss, council tax charges and service charges and is net of additional income relating to new build properties and voids moving to target rent. We are anticipating a variance of approximately £0.024m on garage rents. We are forecasting a reduction in the requirement to top up the Bad Debt Provision of (£0.185m). £0.158m reduction in Affordable Housing Grant as a result of delays to SHARP scheme.	
Capital Financing - Loan Charges	7.010	7.010				
Estate Management	3.125	2.921	(0.204)	(0.239)	Projected underspend of (£0.204m). Vacancy savings of approximately (£0.304m) which is being offset by agency costs of £0.191m. Additional allocation of Housing Support Grant (£0.080m). Other minor variances of (£0.011m).	
Landlord Service Costs	1.617	1.486	(0.131)	(0.133)	Projected underspend of (£0.131m). Vacancy savings of approximately (£0.160m). We are also forecasting an increase in fleet costs of £0.033m and materials and hire of £0.045m. There is an anticipated reduction in subcontractor spend of (£0.032m). Other minor variances of (£0.017m).	
Repairs & Maintenance	12.150	12.653	0.502	0.253	Projected overspend of £0.502m. Vacancy savings of approximately (£0.145m). Increased Fleet Contract renewal costs of £0.126m. Anticipated increase of £0.500m for void Sub Contractor spend due to a reduction in TACP funding. £0.021m Minor variances.	
Management & Support Services	2.678	2.710	0.032	0.028		
Capital Expenditure From Revenue (CERA)	12.712	12.712				
HRA Projects	0.126	0.132	0.005	0.000		
Contribution To / (From) Reserves	(0.589)	(0.589)				
Total Housing Revenue Account	(0.000)	0.458	0.458	0.049		

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

Document is Restricted - Not for Publication

This page is intentionally left blank

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

Document is Restricted - Not for Publication

This page is intentionally left blank

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

Document is Restricted - Not for Publication

This page is intentionally left blank

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

Document is Restricted - Not for Publication

This page is intentionally left blank