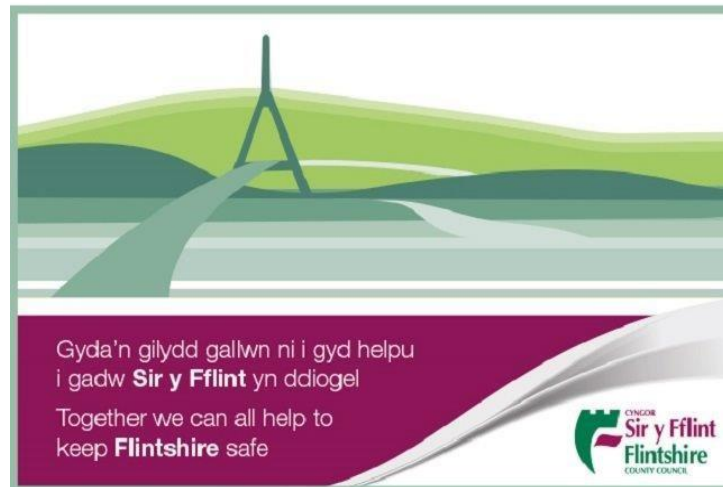


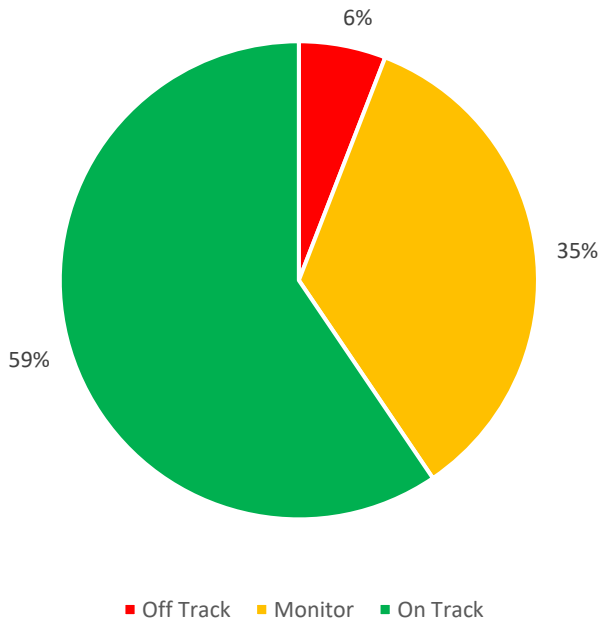


# Council Plan Mid-Year Performance Monitoring Report 2022/23

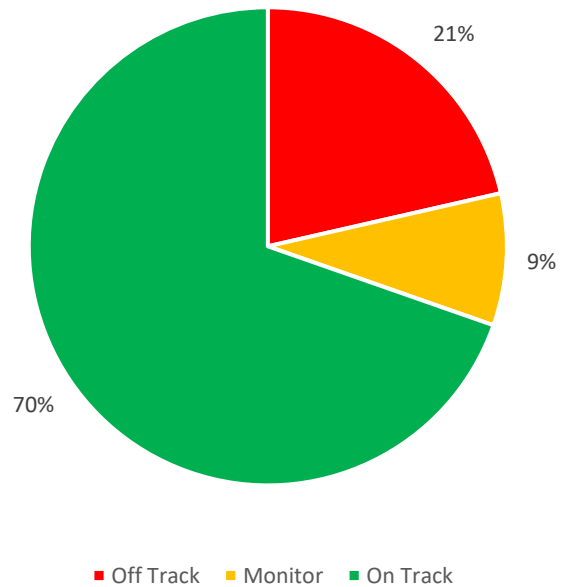


# Analysis

Council Plan - Action RAG Status



Council Plan - Measure RAG Status



## Key

- ▲ Red: Limited Progress – delay in scheduled activity and, not on track.
- Amber: Satisfactory Progress – some delay in scheduled activity, but broadly on track.
- ★ Green: Good Progress – activities completed on schedule and on track.

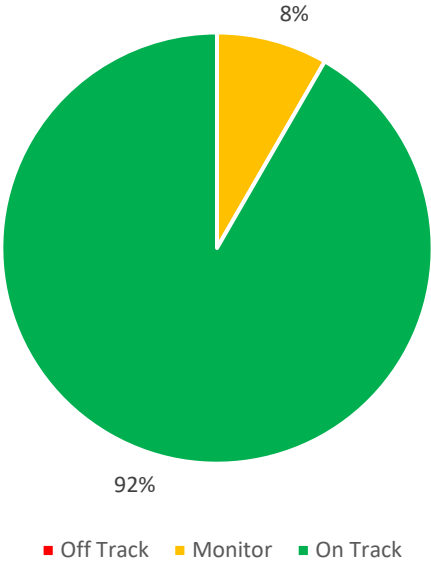
## Measures Off Track

Priority	Sub-Priority	Measure	RAG
Poverty	Digital Poverty	Number of sessions provided	▲
Affordable and Accessible Housing	Housing Needs and Housing Options	Number of applicants rehoused via SARTH by All Housing Partners	▲
		Number of applicants rehoused via SARTH by Flintshire County Council	▲
	Social Housing	Number of Council Homes under construction	▲
		Number of Council Homes completed	▲
		Number of Residential Social Landlord (RSL's) homes completed	▲
		Total number of Mandatory Medium Disabled Adaptations completed	▲
		Average number of days to complete a Mandatory Medium Disabled adaptation	▲
		Total number of Mandatory Large Disabled Adaptations completed	▲
	Average number of days to complete a Mandatory Large Disabled adaptation	▲	
	Private Rented Sector	Number of inspections of HMOs	▲
Economy	Reducing worklessness	Number of individuals receiving support	▲

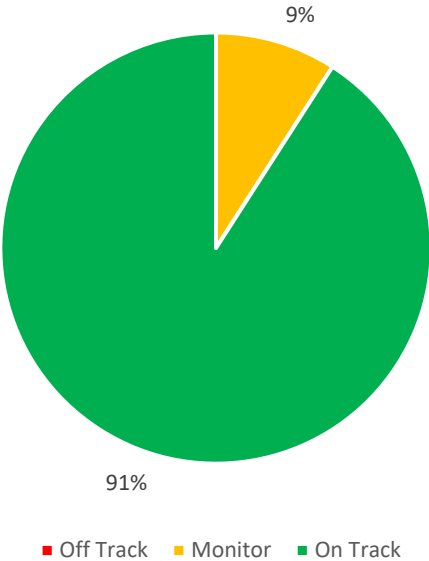
# Personal and Community Wellbeing

# Personal and Community Wellbeing Overall Performance

Personal and Community Wellbeing - Action  
RAG Status



Personal and Community Wellbeing -  
Measure RAG Status



# Independent Living 2022/23

Action	Percentage Complete	RAG	Comment
Developing an action plan to recommission our advocacy service for adults	30%	★	Tender timeline/action plan is in place. The PIN notice is currently advertised with end date of 14 October 2022. Engagement and final specification is scheduled to take place in October/November. The tender will be advertised in December.
Developing an Early Years Strategy to ensure that all our children ages 0-7 have the best possible start in life and are able to reach their full potential	50%	★	Following two years of development, the draft Early Years Strategy has been approved by the Partnership and requires consultation, including work priorities and delivery. At the request of Welsh Government, Flintshire has taken on the lead role for the Regional Early Years Integration and Transformation collaboration which commenced March 2022. This integration and transformation work will create the foundation for the strategy and support the Early Years and Family Service to bring together various priority areas. These priority areas will enable the impact of the strategy to be evaluated across all workstreams and projects to support our vision of 'For all children to have the best start in life', bringing together the work that has been identified across the service. We aim to have this strategy adopted by quarter three this year.
Plan for the relocation of Tri Ffordd supported employment project to a central site in Mold	50%	★	The project is currently at the relatively early stages of architectural design (RIBA Stage 2) with a planning application date scheduled for early December 2022. The design phases are broadly on track presently though there are still some initial survey results outstanding. Initial feedback relating to planning permission for the project indicates no significant adverse issues but until application is formally granted then there is some intrinsic uncertainty as to timescales for the commencement date of the construction phase.
Supporting people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership	70%	★	Course numbers and attendees have increased since last quarter. Social Media and webpage hits have also increased.

## Independent Living 2022/23

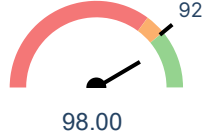
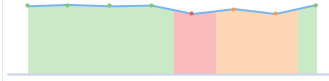

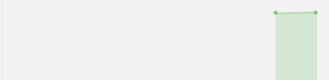
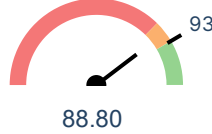

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS003M	Direct Payments as a % of home-based services	41.00	38.00	39.00	 41.00	
<p>We continue to deliver a good percentage of our home-based services through a direct payment. This ensures that where possible individuals have choice and control over when and how they will receive their services at home.</p>						
CSS004M	Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	100.00	98.00	100.00	 100.00	
<p>Equipment is managed by the North East Wales Community Equipment Service. The National standard for urgent requests is 90% within one day.</p>						
CSS005M	Percentage of requests for equipment that meet or exceed the national 7 Day standard	100.00	80.00	100.00	 100.00	
<p>The North East Wales Community Equipment Service continue to provide 100% of equipment requests within the 7 day national standard.</p>						
CSS006M	Percentage of equipment that is re-used	93.00	70.00	92.00	 93.00	
<p>The standard of 70% is set nationally by the "National Minimum Standards for Community Equipment Services in Wales". However, the North East Wales Community Equipment Service (NEWCES) consistently achieve better than what is requested, with an average of approximately 90% re-use of equipment rather than throwing it away. By doing this there is a yearly cost avoidance of over £2m.</p>						


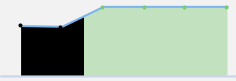
# Safeguarding 2022/23

Action	Percentage Complete	RAG	Comment
Continuing to promote the corporate e-learning package	50%	★	<p>Between 1 April – 30 September, 635 social services staff completed the corporate e-learning module which equates to 57.21%. We also delivered seven safeguarding training sessions to 47 FCC staff. Virtual training sessions are aligned so the content is consistent with the All Wales e-learning module. With the addition of these sessions, we are able to provide a more accurate account of completion rates across Social Services. Virtual training is also offered to our third sector partners. The All-Wales e-learning package has been widely circulated and encouraged to our third sector partners also.</p>
Preparing for the implementation of the new Liberty Protect Safeguard procedures	50%	★	<p>The Liberty Protection Safeguards (LPS) will provide important rights and protections for people aged 16 and above who are or who need to be deprived of their liberty in order to enable their care or treatment, and lack the mental capacity to consent to their arrangements. People who might have an LPS authorisation include those with dementia, autism and learning disabilities who lack the relevant capacity. These procedures will replace the current Deprivation of Liberty safeguards.</p> <p>FCC have responded to the UK consultation on proposed changes to the Mental Capacity Act 2005 Code of Practice and implementation, and also, to the Welsh consultation on new regulations which will support the implementation of liberty protection safeguards (LPS). Both consultations closed on the 14 July 2022. The responses to the consultations are currently being reviewed.</p> <p>Implementation has been delayed and a date is yet to be confirmed. We are in the meantime beginning to plan for implementation of the new Liberty Protection Safeguards, and the developments are closely being followed.</p>



Safeguarding 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS009M	The percentage of adult safeguarding enquiries that met the 7 day timescale	98.00	92.00	97.00	 <p>98.00</p>	
<p>The number of enquiries received in quarter one are showing a 20% reduction overall and quarter two a 12% reduction from this time last year. This could be down to a number of factors, primarily due to the fact that during summer 2021 we were still experiences the effects of the pandemic. Enquires at that time were reflective of a local demographic still struggling with the impact of reduced services, lack of resources and a general feeling of uncertainty. As services have returned to face-to-face work and proactive rather than reactive interventions, the safeguarding unit have been able to further develop their local networks to enable early case discussions to take place which in turn have assisted in safeguarding the individual without the need for formal intervention. This approach has possibly impacted on the need to submit formal safeguarding enquiries, particularly from social workers. We experienced a dip in performance during quarter 1one due to staffing issues and delays in partner agency response times, this recovered in quarter two.</p>						
CSS010M	The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	100.00	98.00		 <p>100.00</p>	
<p>The Children's Safeguarding Unit continue to maintain consistency in holding case conferences within statutory timescales despite working virtually for the past 12 months and also working with increasing numbers on the child protection register. The first two quarters last year were 100% in terms of timeliness. This year in quarter one, we attained 98% timeliness with the only conferences that went out of timescales being due to a full diary around Easter when working days were lost due to the Bank Holidays and a review conference driven by pre-birth timescales. We are now returning to face-to-face conferences rather than virtual meetings. We are hopeful that partner agencies will be able to provide a resource to ensure quoracy and maintain our consistency around timescales.</p>						
CSS011M	The percentage of Pre-birth assessments completed within timescales	88.80	93.00		 <p>88.80</p>	
<p>Capacity issues across the team and within Health impacted on the timeliness of two assessments. The pre births have now been completed.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS012M	The percentage of children who were reported as having run away or gone missing from home who were offered a return interview	100.00	100.00	100.00	 100.00	

All young people who are reported as missing in Flintshire are offered a Return Home Interview with the Coordinator.

# Direct Provision to Support People Closer to Home 2022/23

Action	Percentage Complete	RAG	Comment
Continuing to grow our in-house fostering service to support more looked after children	50%	★	Since April 2022, we have approved two general foster carers and two connected persons, we also have four connected persons with temporary approval the demand remains for connected person assessments, the Special Guardianship Orders (SGO) service has grown in strength with a further five SGO's granted since April 2022.
Continuing to grow our in-house homecare service to support more people to live at home	50%	●	We continue to work hard to recruit new staff whilst retaining current staff to help grow the in-house domiciliary care service. However, the service has seen a decrease in the number of staff employed. Many staff have cited the cost of petrol and other expenses as their reason and in an increasingly competitive jobs market we are finding it difficult to achieve any significant market growth.
Setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire	75%	★	Bromfield Park is now operational and supporting two children. Ty Nyth and Park Avenue are due for handover and start of registration process during October. It is anticipated that the services should complete registration by early 2023.

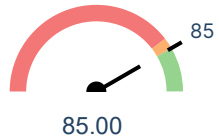
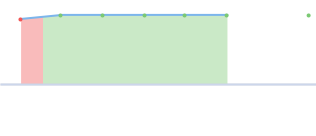
# Local Dementia Strategy 2022/23

Action	Percentage Complete	RAG	Comment
Establishing a Dementia Strategy Project Board and increasing engagement from citizens with lived experience of dementia	50%	★	A Dementia Strategy Steering Group was established in 2021 to oversee a consultation process and production of a Dementia Strategy for Flintshire. A Project Board has now been established to implement the key actions identified in the Strategy. The Project Board is in its early stages and detailed outcomes have not yet been evidenced.


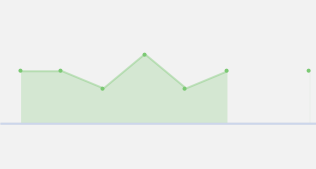
# A well-connected, safe and clean local environment 2022/23

Action	Percentage Complete	RAG	Comment
Working in partnership, actively support and engage with community led groups by developing Local Environmental Quality initiatives	100%	★	Extremely encouraging work has been delivered across the summer months, taking advantage to work with local communities and third party colleagues at local fairs and carnivals and children's workshops. Feedback from initiatives remains very good and the attendance at such events has proved popular and welcoming. Along with the day to day work of dealing with the Environmental Crime issues, there has been a continued commitment to work alongside partners in promoting the Local Environmental Quality across Flintshire.
Working with two local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people	10%	★	The community reliance work is in progress and a plan is under development, further updates will be provided.

A well-connected, safe and clean local environment 2022/23

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST010M	Achieve minimum level of agreed Streetscene standards	85.00	85.00	85.00		

Streetscene & Transportation continues to deliver services in line with the agreed standards, whilst recognising that services such as grass cutting have been adjusted to accommodate changes in demand as a result of the heat wave experience in the summer. The Streetscene Standards will be reviewed in quarter four in preparation for refreshed measures in 2023/24.

CST011M	Number of targeted environmental educational campaigns	3.00	2.00	4.00		
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On 5 and 7 September 2022, College Cambria Fresher's Fair was attended, actively encouraging students to take ownership for their area and getting them involved in promoting and delivering FCC campaigns.

Following complaints from residents regarding dog fouling in Greenbank Drive, Flint, CH6 5RG, officers attended the area over several days, patrols of the area were made and officers engaged with the general public and issued dog foul bags. On a daily and on-going basis officers will look to offer any support and education in areas of continued and persistent offences relating to these matters.

On-going Public Space Protection Order signage being installed at sites across Flintshire. All new signage has now been improved by being larger in size and more concise in content for the public to understand. Officers have been offering education alongside the information on the signage.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST012M	Number of community engagement events to promote improved Local Environmental Quality	5.00	2.00		 <p>2</p> <p>5.00</p>	

Mold Carnival in July 2022 was attended by FCC Environmental Improvement Co-Ordinator, the officer was promoting and raising awareness of dog fouling, littering, recycle and re-use, as well as flytipping and Duty of Care for Waste. There was lots of interest and promotional materials and giveaways were very well received.

On 26 July, a meeting was held with the Contact Centre Manager at Greenfield Valley to discuss the creation of Litter Picking Hubs, this would enable the general public to borrow Litter Picking equipment for such activities.

On 12 August, the Environmental Improvement Co-Ordinator met with local councillors and Access and Natural Environment Officer to discuss issues with flytipping in the area and potential solutions.

On 18 August, officers attended the Flintshire and Denbighshire annual county show. A Flintshire County Council stall/promotion was set up and FCC officers worked alongside Keep Wales Tidy in promoting Environmental Quality in our communities. The show was very well attended, and the responses and feedback were very positive.

In a joint clean-up with Housing Colleagues, Streetscene, the Environmental Improvement Co-Ordinator and local Members, action was taken in Green Lane Shotton, this involved clearing the areas/gardens of a substantial build up of waste and flytipping into skips and encouraging residents to keep their local areas clean and tidy. The community spirit on the day was very encouraging.