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To: Cllr Clive Carver (Chairman)

Councillors: Bernie Attridge, Haydn Bateman, Geoff Collett, Bob Connah, Paul Cunningham, Mared Eastwood, Patrick Heesom, Paul Johnson, Richard Jones, Michelle Perfect, Vicky Perfect, Aaron Shotton, Andy Williams and Arnold Woolley

11 October 2019

Dear Councillor

You are invited to attend a meeting of the Corporate Resources Overview & Scrutiny Committee which will be held at 10.00 am on Thursday, 17th October, 2019 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

A G E N D A

1 APOLOGIES

Purpose: To receive any apologies.

2 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

3 MINUTES (Pages 3 - 14)

Purpose: To confirm as a correct record the minutes of the meeting on 19 September 2019.

4 ACTION TRACKING (Pages 15 - 18)

Report of Democratic Services Manager -

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

5 **FORWARD WORK PROGRAMME** (Pages 19 - 24)

Report of Democratic Services Manager -

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

6 **ASSET MANAGEMENT PLANNING AND THE USE OF ASSET REGISTERS** (Pages 25 - 34)

Report of Chief Officer (Housing and Assets) and Finance Manager (Technical Accountancy) - Cabinet Member for Corporate Management and Assets, Cabinet Member for Finance

Purpose: To provide information on the theory of asset management planning and use of asset registers, and the Council's use in practice.

7 **REVENUE BUDGET MONITORING 2019/20 (MONTH 5)** (Pages 35 - 62)

Report of Corporate Finance Manager - Cabinet Member for Finance

Purpose: This regular monthly report provides the latest revenue budget monitoring position for 2019/ 20 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 5 and projects forward to year-end.

8 **WELSH LANGUAGE ANNUAL MONITORING REPORT 2018/19** (Pages 63 - 84)

Report of Chief Executive - Cabinet Member for Corporate Management and Assets

Purpose: To receive and review the Welsh Language Annual Monitoring Report.

Yours sincerely



Robert Robins
Democratic Services Manager

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE **19 SEPTEMBER 2019**

Minutes of the meeting of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held in the Delyn Committee Room, County Hall, Mold on Thursday, 19 September 2019

PRESENT: Councillor Clive Carver (Chairman)

Councillors: Haydn Bateman, Bob Connah, Paul Cunningham, Mared Eastwood, Patrick Heesom, Paul Johnson, Richard Jones, Vicky Perfect, Andy Williams and Arnold Woolley

SUBSTITUTE: Councillor: David Wisinger (for Michelle Perfect)

APOLOGIES: Councillors: Geoff Collett; Aaron Shotton; Ian Roberts, Leader of the Council and Cabinet Member for Education; Billy Mullin, Cabinet Member for Corporate Management & Assets; and Chief Officer (Governance)

CONTRIBUTORS: Councillor Carolyn Thomas, Deputy Leader and Cabinet Member for Streetscene & Countryside; Councillor Glyn Banks, Cabinet Member for Finance; Councillor Chris Bithell, Cabinet Member for Planning & Public Protection; Councillor Christine Jones, Cabinet Member for Social Services; Chief Executive; Corporate Finance Manager; and Finance Manager

For minute number 36

Community and Business Protection Manager; Community Safety Team Leader; Regional Domestic Abuse and Sexual Violence Advisor; District Inspector Gareth Cust of North Wales Police; Anti-Social Behaviour Co-ordinator; and Partnership Manager for Wrexham and Flintshire, North Wales Fire & Rescue Service

For minute numbers 40 & 41

Business Information & Compliance Adviser; and HR Business Partner

For minute number 42

Service Delivery Manager, Highways & Waste; Integrated Transport Unit Manager; and Regulated Services Manager

Chief Officer (Social Services); Senior Manager (Children & Workforce); and Senior Manager, Inclusion & Progression

IN ATTENDANCE: Democratic Services Manager and Democratic Services Officer

33. DECLARATIONS OF INTEREST

Councillor Williams declared a personal interest on Agenda Item 11 (Significant Variances) due to his links with a business providing school transport.

34. MINUTES

The minutes of the meetings held on 11 July and 12 August 2019 were submitted.

RESOLVED:

That the minutes be approved as a correct record and signed by the Chairman.

35. ACTION TRACKING

The Democratic Services Manager presented the progress report on actions arising from previous meetings.

RESOLVED:

That the Committee notes the progress which has been made.

36. COMMUNITY SAFETY PARTNERSHIP ANNUAL REPORT

The Chief Executive introduced the Community Safety Partnership (CSP) annual report which provided an overview of activities over the past 12 months. The statutory duties of the CSP were discharged through the Public Services Board led by Flintshire.

Members were introduced to Sian Jones, Community and Business Protection Manager; Richard Powell, Community Safety Team Leader; Rhiannon Edwards, Regional Domestic Abuse and Sexual Violence Advisor; District Inspector Gareth Cust of North Wales Police; Gerwyn Davies, Anti-Social Behaviour Co-ordinator; and Mike White, Partnership Manager for Wrexham and Flintshire, North Wales Fire & Rescue Service.

A detailed presentation covered the following areas:

- Context
- Community Safety Delivery Groups
- Achievements
- Performance
- Interaction with the Safer Communities Board
- Local priorities for 2018/19

The Community Safety Team Leader reported a reduction in victim-based crime in Flintshire over the past year with the reduction in anti-social behaviour seen across North Wales. He gave an overview of interaction with the Safer Communities Board on priority areas to address violence against women, vulnerable adults and young people, as well as protecting communities.

Councillor Johnson spoke about the links between poverty, inequality and crime. In response to comments on hate crime, the appointment of a Community

Cohesion Officer for Flintshire (using Welsh Government funding) would help to encourage communities to report incidents.

Inspector Gareth Cust spoke about the various methods of reporting crime and raising awareness in schools of issues such as hate crime and County Lines. He also advised of a training programme with police officers in Flintshire to identify the impacts of Adverse Childhood Experiences (ACE).

In acknowledging the pressures on Police resources, Councillor Richard Jones referred to a late addendum to the Council Plan Monitoring report later on the agenda, in which some Police performance data was missing. This included the number of reported incidents of domestic abuse and sexual violence which was a priority area.

Whilst referring to the complexity of the topic, the Chief Executive spoke about the need to understand the integrity of the data provided by North Wales Police and that an accurate figure would need to be shared with the Committee once available.

The Regional Domestic Abuse and Sexual Violence Advisor agreed that more clarity was needed on this data due to the way that incidents were recorded. To resolve this, analysts were reviewing the approach to recording incidents to incorporate all elements of domestic violence and provide an accurate picture.

Councillor Richard Jones said that an explanation should have been included to help understanding of the report in order to compare performance year on year. The Chief Executive agreed and said that at this point the Committee could only accept the figure in the original report with the caveat about ongoing data analysis.

Inspector Cust referred to significant changes in crime recording and compliance with regulation standards. His offer to provide year to date figures on domestic abuse and sexual violence incidents was noted.

In response to a question from Councillor Bateman, information was given on different forms of Modern Slavery and the development of an e-learning package to help officers to recognise signs of these offences. The Chief Executive spoke about cases in recent years and the sharing of intelligence across the region.

On a question from Councillor Johnson on the Youth Justice Service, the Chief Executive said that a reduction in national funding had resulted in a move to more regional work and the Council increasing its funding allocation to make up for some of the shortfall to protect the service.

Following comments by Councillor Wisinger on exploring new ways to support young people, the Chief Executive said that the annual report provided a high-level overview of work and that consideration could be given to sharing details of work on key themes, perhaps through Overview & Scrutiny.

Councillor Bithell highlighted examples of important day-to-day work such as Neighbourhood Wardens providing support and practical help to vulnerable households in fear of crime.

In welcoming the positive report, Councillor Thomas referred to the Council's key role on many crime initiatives and the range of preventative services.

The recommendations, which were changed to reflect the debate, were moved by Councillor Richard Jones and seconded by Councillor Cunningham who applauded the work of the partnership.

The Chairman thanked the contributors for their attendance.

RESOLVED:

That the Committee supports the achievements of the Community Safety Partnership over the last twelve months.

37. VARIATION IN ORDER OF BUSINESS

The Chair indicated that there would be a slight change in the order of business to move the next agenda item (Forward Work Programme) to the end of the meeting to enable representatives to speak on the remaining items.

38. YEAR-END COUNCIL PLAN MONITORING REPORT 2018/19

The Chief Executive presented a high-level summary of year-end progress on the Council Plan which provided analysis on areas of under-performance relevant to the Committee. The Committee received a revised addendum comprising minor changes. An overview was given of the performance indicators with a red status, some of which would be achieved over time as work was ongoing. All the red risks were recurring issues with some subject to a delayed impact or external factors.

Councillor Richard Jones reiterated his earlier concerns about the sharing of late information which needed to be read alongside the report. In response to comments about the revised corporate appraisal model, the Chief Executive said that this would improve the quality of appraisals and links with training, and that the 100% completion target would remain. On the number of people kept in hospital while waiting for social care, the Chief Executive said that reference to comparison with the Welsh average was relevant and that a significant amount of work was ongoing due to the multiple issues involved. Councillor Jones suggested that the matter be referred to the Social & Health Care Overview & Scrutiny Committee.

Councillor Heesom raised concerns about the lack of information on high-risk areas under the Ambitious Council theme such as the North Wales Growth Plan which was critical to the economy of Flintshire.

The Chief Executive reminded Councillor Heesom that the report was to summarise year-end progress on the content of the Council Plan, as agreed by County Council. He gave a brief update on progress with the Growth Deal from which Flintshire would benefit. In response to further comments, Councillor Thomas provided clarification on the national development framework and responded to comments on funding sought from Welsh Government for flood alleviation works.

On the red performance indicators, Councillor Banks reported positive progress with the Council house development in Gronant and the completion of Disabled Facilities Grants.

The recommendations were moved by Councillor Heesom and seconded by Councillor Johnson.

RESOLVED:

That the report be received and Cabinet be informed that the Committee had remitted investigation into the delayed transfer of care (IP1.5.2.1 M01 (PAM/025) to the Social & Health Care Overview & Scrutiny Committee.

39. ANNUAL IMPROVEMENT REPORT OF THE AUDITOR GENERAL FOR WALES 2018-10

The Chief Executive presented the Annual Improvement Report which summarised the audit and regulatory work undertaken by the Wales Audit Office at the Council in 2018/19. The report concluded positively that 'the Council is meeting its statutory requirements in relation to continuous improvement but, as with all council in Wales, it faces challenges going forward'. No formal recommendations were made. The Council's response to voluntary suggestions for improvement comprised a number of low-level actions.

RESOLVED:

That the Committee is assured by the Auditor General for Wales' Annual Improvement Report for 2018/19.

40. EMPLOYMENT AND WORKFORCE QUARTERLY UPDATE

The Business Information & Compliance Adviser presented the workforce information report on Quarter 1 of 2019/20 which focussed on organisational performance and trends.

As requested by the Chairman, it was agreed that future dashboard reports would include figures on employee turnover as well as percentages.

On the downturn in attendance, Occupational Health colleagues were continuing to work with portfolios to tackle stress, depression and anxiety absences which remained the most recorded reason. Detailed data analysis had established that most of those absences were related to life issues, for example

coping with bereavement. The 'CareFirst' service was to be re-launched following an increase in the number of employees accessing that support.

The most up-to-date figure for the completion of appraisals was 83%. It was anticipated that the next quarterly report would provide a more accurate picture and that Chief Officers would be called to account for any slippage in their portfolios.

Following a request by Councillor Richard Jones, the Chief Executive agreed that the new appraisal model could be shared with the Committee through a briefing session before a future meeting.

In response to further comments, the Business Information & Compliance Adviser provided clarification on data for the turnover and stability of schools. He also noted that the number of active agency placements was 89 rather than 94.

The recommendations, which were changed to reflect the debate, were moved by Councillor Jones and seconded by Councillor Johnson.

RESOLVED:

- (a) That the Employment & Workforce Information report for Quarter 1 of 2019/20 be noted;
- (b) That in future, the report include figures as well as percentages for employee turnover; and
- (c) That the new appraisal model be shared with the Committee as part of a briefing session before a future meeting.

41. PEOPLE STRATEGY PERFORMANCE REPORT

The Chief Executive introduced a performance update report on achievements towards the key priorities for 2018/19 in the final year of the current People Strategy 2016-2019.

The report was presented by the HR Business Partner who highlighted the rollout of the new pay model and enhancement of the learning and development offer involving more online options. He also commented on the high standard of participants in the Apprenticeship programme and the development of the Health and Well-being Strategy which would help to support individuals affected by personal issues, as highlighted in the previous agenda item.

Councillor Richard Jones proposed an additional recommendation to thank the Human Resources team for their work on the strategy which impacted positively on the workforce. This was seconded by Councillor Bateman.

RESOLVED:

- (a) That the Committee notes the performance made during 2018/19 in support of the vision, outcomes and priorities identified in the 2016-2019 strategy and supports the extension of the strategy into 2019/20 to conclude ongoing work programmes;
- (b) That the Committee supports the development of a new People Strategy for 2020/2023 and associated action plan which will be shared in draft for comment before being taken to Cabinet; and
- (c) That the Human Resources team be thanked for their work in producing and maintaining the strategy.

42. REVENUE BUDGET MONITORING 2019/20 MONTH 4 AND CAPITAL PROGRAMME MONITORING 2019/20 MONTH 4 AND SIGNIFICANT VARIANCES (OUT OF COUNTY PLACEMENTS, CHILDREN'S SERVICES AND SCHOOL TRANSPORT)

The Corporate Finance Manager presented a report on the revenue budget monitoring position for the Council Fund and Housing Revenue Account (HRA) and an update on the Capital Programme of 2019/20 at month 4. As requested, a report on the significant variances in Out of County Placements, Children's Services and School Transport was also shared.

Revenue Budget Monitoring

On the Council Fund, the projected year-end position - without new actions to reduce cost pressures and improve the yield on efficiency planning - was an operating deficit of £2.983m, which was a reduction of £0.118m from July. The projected balance for contingency reserves at year-end was £1.886m. The overspend areas for Out of County Placements, Children's Services and School Transport were partially offset by an underspend in Central and Corporate Finance. A balanced outturn was projected for Social Services if Cabinet approved the recommended transfer of £0.250m to Adult Services from Resources & Regulated Services to meet changes in service demand. All areas of non-essential spend would continue to be reviewed to reduce the overall projected year-end overspend.

The projected 90% achievement rate on projected planned in-year efficiencies would increase to 91% if Cabinet agreed to re-phase the efficiency from the Aura Subsidy.

Following changes to the report format, an update on school pressures indicated the position on deficits in secondary schools which would be closely monitored.

On the HRA, in-year spend was projected to be £0.081m higher than budget, leaving a year-end balance of £1.242m which was above the recommended minimum level.

In welcoming the change of report format, Councillor Heesom questioned why the un-earmarked reserves for the Sustainable Drainage System (SuDS) Approving Body and the Victim Contact Team were not under their portfolio areas. The Chief Executive explained that both had been included as pressures in the 2019/20 budget - as agreed by Members - and that these additional amounts would meet new legislative requirements and increase capacity to meet the needs of vulnerable young people. The Corporate Finance Manager confirmed that the amounts were allocated to Social Services from the Contingency Reserve in-year. Officers agreed to provide a future report on the costs involved with SuDS.

In response to Councillor Jones' comments on the report format, it was clarified that the table set out the overall position and the narrative would focus on significant variances above an agreed level of £0.100m, with full details of all variances in the appendix. The Chief Officer (Social Services) spoke about minimising the use of agency workers in his portfolio which was often unavoidable.

The recommendations were moved by Councillor Wisinger and seconded by Councillor Heesom.

Capital Programme

The revised programme included two approved sums carried forward from 2018/19 and a number of changes along with confirmed funding allocations. There were two requests for carry-forward into 2020/21 and additional allocations were mainly due to changes in existing programmes. Confirmation was awaited from Welsh Government (WG) on a grant funding bid in relation to the £0.350m pressure to address the impact of flooding on the highway network. If received, this would leave a funding shortfall of £1.230m for approved schemes in 2019/20.

On investment in county towns, explanation was given to Councillor Jones on the classification of towns as previously agreed.

Councillor Heesom commended the work undertaken by teams in response to local flooding.

The recommendations were moved by Councillor Heesom and seconded by Councillor Bateman.

Significant Variances in School Transport

Members were introduced to the Service Delivery Manager, Highways & Waste (Katie Wilby) who presented the report on significant variances on School Transport. She was joined by the Integrated Transport Unit Manager (Ceri Hansom); and Regulatory Services Manager (Ruth Cartwright).

There were a number of reasons for the overspend including historic non-statutory school transport arrangements which were being phased out following Cabinet approval in 2018. The income received from concessionary fares offered

in the interim did not meet the full cost and an increase in contract prices since the loss of a bus operator was a further impact. There were also financial implications arising from the timing of the school year and a rise in pupil numbers. Increased demand for transport for Out of County Placements was also a factor, involving some individuals with complex needs who required solo journeys or specialist vehicles.

Officers summarised progress on a range of mitigating actions, as detailed in the report, including reassessing higher value contracts and contract arrangements to achieve value for money. Other actions involved exploring in-house transport options and liaising with Education colleagues to forecast changes in demand.

The Chief Executive said that there was no further mitigation beyond the actions and that there would be a significant overspend at year-end. This pressure would be factored into the budget for 2020/21 and work with Education teams would help to forecast the longer term position.

In response to comments from Councillor Heesom, the Integrated Transport Unit Manager provided an overview of work to address the historical anomalies. Low demand for concessionary passes meant that many households were finding alternative school transport solutions and capacity on those subsidised services would be reviewed. Councillor Thomas paid tribute to the Manager for her work on this.

In thanking officers for the detailed report, Councillor Jones acknowledged the actions in place to address the issues, most of which could not have been predicted.

The Chief Executive said that more flexibility was needed on budgets to manage changes in service demand. In the absence of further mitigation, the overspend would need to be resolved corporately. He expressed his thanks to the team who had worked through the anomalies.

Significant Variances in Social Services and Out of County Placements

The Chief Officer (Social Services) presented the report on significant variances in Social Services and Out of County Placements (OCP) which had been considered at the recent joint Education & Youth and Social & Health Care Overview & Scrutiny Committee meeting.

The 30% rise in demand for Children's Services over the past two years reflected a 57% increase in the number of looked after children over the past eight years. The most significant factor was that levels of parental substance/alcohol misuse, parental mental ill health and domestic abuse across the County (the recognised 'trigger trio') were all above the Wales average. Another influence was the exploitation of young people through County Lines which, although a national issue, was a particular risk for Flintshire due to its geographical location.

Joint working across Social Services and Education had helped to reduce the number of OCP over the past year, however there were financial implications from the increasing number of complex cases.

There was no single solution to the financial pressures due to the number of external factors outside the Council's control. The Chief Officer summarised some of the activities taking place to make some impact: these included a multi-agency forum to target exploitation, the introduction of new incentives to attract new foster carers and exploring options for additional local placements. In highlighting OCP as a nationwide issue, he spoke about the approach being taken by the Council to manage these pressures whilst maintaining the quality of offer to young people.

Councillor Richard Jones agreed that OCP was an issue for all councils and financial support from WG was required. He suggested that greater focus could be placed on the 'trigger trio' to target the causes.

In highlighting the scale of the challenge, the Chief Executive spoke about the breadth of work such as pursuing local accommodation options and extending the fostering network, whilst recognising the cost of providing quality services and the vulnerability of Flintshire's location.

Councillor Richard Jones called for representations to be made to WG and was told that during a recent visit, the Deputy Minister for Health and Social Services had commended the Council's approach to tackling these significant issues. The Chief Executive said that this formed part of the case on support for high-demand services and should incorporate capital/revenue options currently being explored by officers to demonstrate innovative solutions.

The Senior Manager (Children & Workforce) welcomed discussions with Health colleagues on a changing approach to diagnosing the behaviour of young people to provide support in a different way. In response to comments on the varying costs of foster care provision, he referred to new ways of attracting foster carers and the development of a national framework in Wales.

Councillor Heesom spoke about recognition of Flintshire's position as a border County.

As Cabinet Member, Councillor Christine Jones said that Flintshire - as a foster friendly Council - was introducing incentives to encourage new foster carers. She went on to refer to the widespread impact of County Lines and Universal Credit, and the preventative work being undertaken by the Council and Community Safety Partnership.

Councillor Cunningham praised the work of the teams in the context of the financial challenges. Whilst supporting initiatives to tackle the causes of the increased demand for services, he highlighted the importance of individual responsibility.

Councillor Richard Jones spoke about the importance of understanding the data. He proposed an additional recommendation to acknowledge that the causes of mental health issues should be given more focus.

The Chief Executive said that investment in preventative work was a priority together with the development of more local cost-effective solutions. Budget pressures for both areas were built into the forecast for 2020/21 and would be monitored. Non-essential spend in each portfolio was being re-assessed to determine the impact on reserves at year-end.

In updating the Committee on discussions with the Welsh Local Government Association, the Chief Executive said that clarity was awaited on whether the costs for teachers' pay and pensions was already included in the base budget and therefore outside the £593m additional revenue given to WG from the spending review. An update on the budget position would be reported to the Committee.

Councillor Banks paid tribute to all the officers for their hard work on both reports.

Councillor Richard Jones proposed that the recommendations reflect the debate and points raised. This was seconded by Councillor Heesom.

RESOLVED:

- (a) That the Committee notes the Revenue Budget Monitoring 2019/20 Month 4 report and confirms that on this occasion there are no specific issues which it wishes to raise with Cabinet;
- (b) That the Committee notes the Capital Programme 2019/20 Month 4 report and confirms that on this occasion there are no specific issues which it wishes to raise with Cabinet;
- (c) That having reviewed to the Streetscene & Transportation portfolio financial pressures analysis, the Committee supports the ongoing work to mitigate those pressures and thanks all those involved for their hard work and commitment;
- (d) That having reviewed the portfolio financial pressures analysis within Children's Services and Out of County placements, the Committee supports the ongoing work to mitigate those pressures and thanks all those involved for their hard work and commitment;
- (e) That the Committee supports a case being made to Welsh Government for assistance in meeting the high cost of residential care for children with complex needs whilst the Council develops more cost effective local placement options to respond to growing demand;
- (f) That the officers be tasked with investigating 'invest to save' solutions to reducing overall costs within these areas of concern; and

- (g) That the officers undertake analysis of the statistics for Flintshire's higher recorded incidents of parental substance or alcohol misuse, parental mental ill health and domestic abuse and report back in due course.

43. FORWARD WORK PROGRAMME

In presenting the current Forward Work Programme for consideration, the Democratic Services Manager advised that the requested half-hour briefing on the new appraisal model would be scheduled.

The Chief Executive advised that the item on County Hall may require deferral to November and that high-level updates on the national budget position may be available in October and November.

RESOLVED:

- (a) That the Forward Work Programme be approved, noting that items for the October meeting were likely to change;
- (b) That high-level budget updates be included on the agenda for the next two meetings; and
- (c) That the Democratic Services Manager, in consultation with the Committee Chairman, be authorised to vary the Forward Work Programme between meetings, as the need arises.

44. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was one member of the press in attendance.

(The meeting started at 10am and ended at 1.20pm)

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Chairman



CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 17 October 2019
Report Subject	Action Tracking
Cabinet Member	Not applicable
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. The majority of the requested actions have been completed. Any outstanding will be reported back to the next monthly meeting.

RECOMMENDATIONS

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

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

1.02	<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>
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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	<p>Minutes of previous meetings of the committee as identified in the report.</p> <p>Contact Officer: Robert Robins, Democratic Services Manager Telephone: 01352 702320 E-mail: robert.robins@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	None.

Action Tracking Appendix for October 2019 CRO&SC

Meeting	Agenda item	Action Required	Action Officer(s)	Action taken	Timescale
13.12.18	4. Action Tracking	Further reports on Flintshire Bridge to be shared	Robert Robins	Arrangements to be made in due course	When available
11.04.19	5. Forward Work Programme	4. To discuss with OSC Chairs the approach to scrutinising decisions on NWEAB Reserved Matters at a later stage. 5. To invite WLGA reps to a meeting with Members before the August recess.	Robert Robins	4 and 5 to be determined	End of July 2019
11.07.19	4. Action Tracking	Welsh Local Government Association (WLGA) representatives to be invited to a meeting in September.	Chief Executive/ Robert Robins	Discussion with WLGA	Autumn
19.09.19	10 .Employment and Workforce Quarterly Update	Future reports to include figures as well as percentages for employee turnover. The new appraisal model will be shared with the Committee as part of a briefing session before a future meeting.	Sharon Carney/ Andrew Adams	Arrangements to be made in due course	Next report. In due course.
19.09.19	11. RBM 2019/20 and Capital Programme Monitoring 2019/20 M4,	That a briefing paper giving details of the costs involved in the implementation of SuDS (Sustainable drainage) be circulated to the committee.	Dave Ledsham	Circulated	Before October meeting

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CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday 17 th October 2019
Report Subject	Forward Work Programme
Cabinet Member	Not applicable
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.

RECOMMENDATIONS

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

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?
2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.
3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Publication of this report constitutes consultation.
4.00	RISK MANAGEMENT
4.01	None as a result of this report.
5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>None.</p> <p>Contact Officer: Robert Robins Democratic Services Manager</p> <p>Telephone: 01352 702320</p> <p>E-mail: robert.robins@flintshire.gov.uk</p>

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

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Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2019/20

DATE	ISSUE	O&S FOCUS / PURPOSE	REPORT(S) FROM
Thursday 14 th November 2019 10am	Action tracking Forward Work programme	Progress chasing Approval	Robert Robins
	Medium Term Financial Strategy and Budget 2020/21	Consultation	Gary Ferguson
	Monthly Revenue Budget Monitoring 2019/20	Monitoring	Dave Ledsham
	Strategic Equality Annual Report	Monitoring	Fiona Mocko
	Complaints and Case handling Update	Monitoring	Rebecca Jones
Thursday 12 th December 10am	Action tracking Forward Work programme	Progress chasing Approval	Robert Robins
	North Wales Fire & Rescue Authority/Service	Consultation	Robert Robins
	Monthly Revenue Budget Monitoring 2019/20	Monitoring	Dave Ledsham

Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2019/20

Thursday 16 th January 2020 10am	Action tracking Forward Work programme	Progress chasing Approval	Robert Robins
	Monthly Revenue Budget Monitoring 2019/20	Monitoring	Dave Ledsham
Thursday 13 th February 2020 10am	Action tracking Forward Work programme	Progress chasing Approval	Robert Robins
	Council Plan Q3 Monitoring Report	Monitoring	Karen Armstrong
	Employment & Workforce Quarterly Update	Monitoring	Andrew Adams
	Monthly Revenue Budget Monitoring 2019/20	Monitoring	Dave Ledsham
Thursday 12 th March 2020 10am	Action tracking Forward Work programme	Progress chasing Approval	Robert Robins
	Monthly Revenue Budget Monitoring 2019/20	Monitoring	Dave Ledsham



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday, 17 October 2019
Report Subject	Asset Management Planning and the use of Asset Registers
Cabinet Member	Cabinet Member for Finance Cabinet Member for Corporate Management and Assets
Report Author	Chief Officer (Housing and Assets) and Finance Manager (Technical Accounting)
Type of Report	Operational

EXECUTIVE SUMMARY

The report explains the method of asset management planning and the use of asset registers and then goes on to detail the Council's local approach to asset management planning and asset registers.

RECOMMENDATIONS

1	That the Committee notes the report and provides any comments or observations.
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REPORT DETAILS

1.00	EXPLAINING ASSET MANAGEMENT PLANS
1.01	<p><u>Asset Management Planning – Theory and Best Practice</u></p> <p>The term ‘asset’ is used in this report to mean physical assets, such as land, buildings, highways, footpaths, cycleways, bridges, flood defences, plant, equipment and vehicles, and excludes financial assets and intangible assets, such as intellectual property.</p> <p>Guidance available from professional bodies such as RICS (Royal Institution of Chartered Surveyors) and CIPFA (Chartered Institute of Public Finance and Accountancy) does not set out to prescribe rigid processes for capital and asset management planning, but instead point to good practice and set out the key issues that public sector organisations need to consider.</p>
1.02	<p>Asset Strategy involves the long-term strategy for moving towards an optimal portfolio of assets. It can include strategies for:</p> <ul style="list-style-type: none">• purchasing and constructing new assets• investing in and replacing existing assets• transferring assets to other organisations• disposing of assets that are surplus to requirements <p>The development of an optimal asset portfolio requires the organisation to consider what assets it needs to deliver its corporate objectives efficiently. It should be related to the purpose for which the organisation exists, the services it is responsible for providing and the statutory functions it is responsible for fulfilling.</p> <p>An optimal portfolio is not simply the assets that the organisation would ideally like to have if resources were unlimited, but those assets that best enable corporate objectives to be delivered, taking into account overall value for money. In the dynamic environment in which most public sector organisations now operate, this is constantly changing.</p>
1.03	<p>Asset Management Plans (AMPs) are plans for individual assets or groups of assets. Many public sector organisations have service-specific AMPs. These are sometimes brought together in a Corporate Asset Management Plan that also includes the asset strategy.</p> <p>AMPs should set out:</p> <ul style="list-style-type: none">• information about the assets including: what is known about their condition, and their purpose• the suitability of the assets for meeting their purpose• plans for how the assets will be managed and maintained• long-term plans for each asset or group of assets, eg investment, replacement or disposal, based on the asset strategy• any expectation that an asset or group of assets may be transferred to another organisation

1.04	<p>Asset Management Strategies and Plans are supported by information contained within asset databases and asset registers.</p> <p>The information held includes:</p> <ul style="list-style-type: none"> • basic information, such as when the asset was created, type of asset, location and dimensions • the purpose for which the asset is held • performance information, such as the frequency of faults or failures • what is known about the condition of the asset, eg as a result of condition surveys • financial information, such as maintenance and operating costs. • mapping (GIS) information. • suitability and sufficiency
1.05	<p>The way in which assets are managed on a day-to-day basis can have significant implications for the capital programme. Inadequate levels of routine maintenance and capital investment can increase the cost of reactive maintenance and the capital expenditure that is required in the long run. A good example of this is highways maintenance, where cutting capital budgets will result in increased revenue expenditure, for example filling potholes.</p> <p>Inadequate levels of routine maintenance and capital investment can also reduce the value of capital receipts that can be achieved from the disposal of assets. AMPs should therefore be based on an integrated approach to the day-to-day management of assets and the longer-term plans for those assets based on the asset strategy.</p> <p>An asset may be in good condition, but no longer suited to the purpose for which it exists. For example, a school built in the Edwardian era might be in good condition, but the thickness of the walls might prevent the functioning of a wireless network, making it an unsuitable environment for the provision of modern education.</p>
1.06	<p>Capital planning is about capital investment or expenditure, as distinct from revenue expenditure or running costs. Capital expenditure can be defined as expenditure on assets that will provide a benefit to the organisation beyond the current financial year. This includes expenditure on:</p> <ul style="list-style-type: none"> • purchase of new assets • creation of new assets • enhancing and/or extending the useful life of existing assets <p>There is an overlap between asset planning and capital planning at both the strategic and the operational level.</p>

1.07	<p><u>The Council's approach to Asset Management Planning and Asset Registers</u></p> <p>The Council as the custodian of public assets holds property and land assets valued at £762m (Balance Sheet 31st March 2019), which have been acquired using public money, the Council has an obligation to protect the value of those assets. Failure to invest in existing assets means that they gradually deteriorate. In the long term this puts at risk the Council's ability to fulfil its basic responsibilities.</p>
1.08	<p>The Council has a Corporate Asset Management Plan similar to that described in paragraph 1.03 above. A corporate document that serves as the Council's overarching asset strategy which links the various Asset Management Plans developed by service portfolios described in paragraphs 1.09 to 1.12 below.</p> <p>The document is currently being refreshed and will be reported to Cabinet and Corporate Resources Overview and Scrutiny Committee in November 2019.</p>
1.09	<p><u>Housing Asset Management Plan</u></p> <p>The Asset Management Plan (AMP) defines the activities that will be implemented and the resources that will be required to meet the Council's objectives. It provides a tactical plan for managing the Councils:-</p> <ul style="list-style-type: none"> • Infrastructure • Direction • In-year priorities • Budget & resource requirements • Expectations for the portfolio and Council as a whole • Service Level Agreements & timescales • The Councils Assets (Stock) with regards to Managing, Maintaining and Repairing <p>The Housing & Assets Section utilises the Open Housing Database, Stock Condition Surveys (both Internal & Independent) and departmental information such as revenue and capital annual expenditure (HRA Business Plan) to correctly forecast and plan future workload. It combines multi-disciplinary management techniques including technical and financial data over the lifecycle of the component or asset in the most cost effective way to provide a specific level of service. By doing so, lifecycles and costs can be reviewed and updated accordingly to improve the accuracy of the AMP moving forwards.</p> <p>The AMP provides visibility of the costs and benefits associated with providing the agreed standard of service, whilst reviewing the whole-life cost, including the operation, maintenance and replacement or disposal of each component or asset within the system.</p>

	<p>The current Asset Management Plan along with the HRA Business Plan is reviewed periodically, focusing on any changes that may impact upon it and updating data and service performance expectations or requirements as and when required.</p>
1.10	<p><u>Asset Management for Schools</u></p> <p>In compiling asset management data on schools, the Education and Youth portfolio follow Department for Education (DfE) guidance. All schools with the Council estate are evaluated and graded in the following key areas:</p> <ul style="list-style-type: none"> • Condition – Commissioned Condition surveys are completed on a 5 year cycle to establish the condition of schools • Suitability – Compares schools facilities against Building Bulletin guidance and highlights any shortfall (or surplus) in accommodation • Sufficiency - Focuses on capacity and areas, compared to Building Bulletin design guidance and School Premises Regulations • Statutory compliance - Complies data around Equalities act (formerly DDA), Asbestos, Fire Risk Assessments, Statutory testing (Gas/electrical infrastructure) <p>Asset management information is used (with other information) to inform strategic priorities for the Council’s school investment programme. It assists the Council in maximising external investments through the 21st Century Schools Programme and other National ad-hoc funding streams, together with forming priorities for the Council funded programme capital programme and the annual Repair and Maintenance programme in schools. A member workshop on schools asset management was held in April 2019.</p>
1.11	<p><u>Corporate Property, Agricultural Estate and Industrial Units</u></p> <p>This asset register is a database of all our main land and property holdings. It records our tenancy details and any pertinent information which can be referred to during the management of the assets. It is a repository of information which can be added to and amended and is therefore a ‘live’ and dynamic system which permits the management of the Council’s assets more effectively and delivers efficient asset management planning.</p> <p>Asset Management Planning is the bridge between our capital programme and service delivery. All services utilise assets to a greater or lesser extent and it is important that they have the right asset to support service delivery. By understanding our assets and future requirements for service delivery we can plan more efficiently. We can also plan for and realise capital receipts which support the capital programme. In addition, by having a planned approach to the management of our assets we can realise efficiencies more readily by disposing of or letting surplus assets.</p>

1.12	<p><u>Highways Asset Management Planning (HAMP)</u></p> <p>The Council has a statutory duty to maintain the adopted highway, maintained at public expense in a safe condition for the passage of the user. A strategic approach has been used to develop the Highways Asset Management Plan (HAMP) in identifying and allocating resources for the management, operation, preservation and enhancement of the highway infrastructure to meet the needs of current and future customers.</p> <p>An Annual Status and Options Report is produced that summarises the status of the main asset groups in terms of condition, compliance with meeting repair standards, level of public complaint/contact etc. The report describes the result of the previous year's investment in terms of meeting the target service standards, enabling the Council to determine if the standards in the HAMP are being met or not. This report also sets out future options available, including long term (20 year) predictions of defect levels, condition and other relevant data in sufficient detail to enable future investment plans and any necessary revisions to service standards contained in the HAMP.</p> <p>Accessibility to and from employment, homes, leisure, health and social activity must be maintained. Economic growth needs to be facilitated. Congestion and delays on our highway network should be minimised. The Council aim to deliver safe access to employment, local services and facilities by:</p> <ul style="list-style-type: none"> • Using available funding to support Council priorities for accessing employment, health, leisure and education, and improve road safety on the county's highway network • Prioritising the Council's road infrastructure for repairs and maintenance and implement network improvement programmes
1.13	<p><u>Capital Strategy and Capital Programme</u></p> <p>As explained in paragraph 1.06 there is an overlap between asset planning and capital planning.</p> <p>The Council sets a three year rolling Capital Programme each year and an annual Capital Strategy which is closely aligned to asset management planning.</p>
1.14	<p><u>Statement of Accounts</u></p> <p>The value of the Council's fixed assets is accounted for in the Balance Sheet within the Council's annual Statement of Accounts. The CIPFA Code of Practice for Local Authority Accounting states what valuation method should be used and how frequent valuations should take place. The main asset classes are summarised in the table below:</p>

Asset Category	Measurement Base	Frequency
Council Dwellings	Existing Use Value for Social Housing	Every 5 years as a minimum
Operational Assets	Existing Use Value	Every 5 years as a minimum
Infrastructure Assets	Depreciated Historical Cost	N/A – historical value
Community Assets	Historical Cost	N/A – historical value
Vehicles, Plant, Furniture and Equipment	Depreciated Historical Cost	N/A – historical value
Surplus Assets	Fair Value – highest and best use	Annually
Assets Under Construction	Historical Cost	N/A – historical value
Investment Properties	Fair Value – highest and best use	Annually
Assets Held for Sale	Lower of carrying value and fair value less costs to sell.	Annually

The Council uses the capital accounting module within the Technology Forge database to account for its fixed assets. Valuations, disposals, additions, and impairments are input directly into the system which then automatically produces the required accounting. A reconciliation between the Statement of Accounts and the system is one of the year end working papers produced. Capital accounting is one of the more complex and challenging areas in producing the Council's Statement of Accounts. It is an area which the Council's external auditors, the Wales Audit Office, focus on as part of their annual financial audit.

2.00	RESOURCE IMPLICATIONS
2.01	As set out in the report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	None required.

4.00	RISK MANAGEMENT
4.01	As set out in the report.

5.00	APPENDICES
5.01	None

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Contact Officer: Neal Cockerton, Chief Officer, Housing and Assets Liz Thomas, Finance Manager – Technical Accounting Telephone: 01352 702500 E-mail: neal.cockerton@flintshire.gov.uk liz.thomas@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>Assets - Any item of value owned by an entity (e.g. buildings, vehicles). Assets can be classed as Non-current or capital assets where the asset has a useful life of more than one year (e.g. buildings, vehicles), or a current asset which includes cash or other assets which can reasonably be expected to be converted to cash in the normal course of business including stocks, debtors etc.</p> <p>Assets Held For Sale - an asset category prescribed by CIPFA’s Code of Practice on Local Authority Accounting. An asset is classed as held for sale of the following criteria are met:</p> <ul style="list-style-type: none"> • The asset must be available for immediate sale in its present condition subject to terms that are usual and customary for sales of such assets. • The sale must be highly probable; the appropriate level of management must be committed to a plan to sell the asset and an active programme to locate a buyer and complete the plan must have been initiated. • The asset (or disposal group) must be actively marketed for a sale at a price that is reasonable in relation to its current fair value. <p>The sale should be expected to qualify for recognition as a completed sale within one year of the date of classification and action required to complete the plan should indicate that it is unlikely that significant changes to the plan will be made or that the plan will be withdrawn.</p> <p>Balance Sheet - A snapshot at a point in time showing the value of assets owned and liabilities owing. The Council’s balance sheet is produced on the 31st March each year.</p> <p>Capital Expenditure - Spending on non-current assets (buildings, equipment and land) intended to benefit future accounting periods or spending that increases the capacity, economy, efficiency or lifespan of an existing asset.</p> <p>Carrying Value - the most recent valuation of the asset.</p>

Community Assets - includes parks, open spaces, cemeteries, playing fields and play areas.

Fair Value - the price that would be received to sell an asset in an orderly transaction between market participants at the measurement date. Assuming that:

- Transactions take place in the principal market, or the most advantageous market
- Prices are set by market participants acting in their best economic interest
- Non-financial assets will be used in their highest and best use by both buyer and seller

Financial Audit - the annual external audit of the Council's Statement of Accounts.

Fixed Assets - assets with a useful life of more than 1 year.

Existing Use Value - the valuation associated with the assets current use

Existing Use Value for Social Housing - based on the Fair Value (market value) assuming 'vacant possession' of the asset which is then adjusted to reflect the asset's use for social housing with a sitting tenant

Historical Cost - the cumulative capital costs of the asset over its life

Depreciated Historical Cost - the cumulative capital costs of the asset over its life adjusted for depreciation to reflect its use over time

Infrastructure Assets - roads, footpaths, cycleways, bridges, etc

Investment Properties - used solely to generate income through rent and/or for capital appreciation.

Operational Assets - buildings used to deliver services for example; administrative buildings, schools, care homes etc.

Schools Building Bulletin Guidance - National Standards and guidance for people involved in the design and construction of school buildings and grounds and are also linked to the School Premises Act.

School Premises Regulations - The Local Authority and school legal obligations, which include standard for premises

Statement of Accounts - The Council's annual finance report providing details of the Council's financial performance and position at the end of the financial year. The format is prescribed to enable external comparison with other public and private entities.

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CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday, 17 th October 2019
Report Subject	Revenue Budget Monitoring 2019/20 (Month 5)
Cabinet Member	Cabinet Member for Finance
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 2019/20 (Month 5) Report.

RECOMMENDATIONS

1	That the committee considers and comments on the Revenue Budget Monitoring 2019/20 (Month 5) report. Any specific matters for attention will be noted and reported verbally to the Cabinet when it considers the report.
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REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING POSITION 2019/20 (MONTH 5)
1.01	The Revenue Budget Monitoring 2019/20 (Month 5) report will be presented to Cabinet on Tuesday 22 October 2019. 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 2019/20 (Month 5).
3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	None required.
4.00	RISK MANAGEMENT
4.01	As set out in Appendix A; Revenue Budget Monitoring 2019/20 (Month 5).
5.00	APPENDICES
5.01	As set out in Appendix A; Revenue Budget Monitoring 2019/20 (Month 5).
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None required. Contact Officer: Dave Ledsham, Finance Manager Telephone: 01352 704503 E-mail: dave.ledsham@flintshire.gov.uk
7.00	GLOSSARY OF TERMS
7.01	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.



CABINET

Date of Meeting	22 October 2019
Report Subject	Revenue Budget Monitoring 2019/20 (Month 5)
Cabinet Member	Cabinet Member for Finance
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

This monthly report provides the second detailed revenue budget monitoring position for 2019/20 for the Council Fund and Housing Revenue Account for the financial year and presents the position, based on actual income and expenditure, as at Month 5. The report projects how the budget would stand at the close of the financial year if all things remained unchanged.

As outlined at Month 4, the format of the report now incorporates changes to emphasise the key areas affecting the Council, emerging risks to the financial position and to reinforce links with the Medium Term Financial Strategy (MTFS).

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

Council Fund

- An operating deficit of £3.042m which is a negative movement of £0.059m from the deficit figure of £2.983m reported at Month 4.
- A projected contingency reserve balance as at 31 March 2020 of £1.827m

Housing Revenue Account

- Net in-year revenue expenditure forecast to be £0.108m higher than budget which is a negative movement of £0.027m from the deficit figure of £0.081m reported at Month 4
- A projected closing balance as at 31 March 2020 of £1.215m

At the last meeting members considered reports on the two areas of major variance, namely Children's Out of County Placements and School Transportation. Members confirmed that they were satisfied that there was very limited scope for mitigation to reduce the in-year overspend and that there would be an inevitable impact on the budget position from 2020/21 that would need to be factored into the Medium Term Financial Strategy (see separate report on this agenda)

To assist with mitigating the overall projected overspend the following measures are being introduced:-

- 1). All non-essential spend will be reviewed and challenged with a view to ceasing/delaying where able and
- 2) Further Portfolio Management Team challenge of recruitment to vacancies i.e. ceasing/delaying

The outcome of this review will be included in the Month 6 Budget Monitoring Report.

RECOMMENDATIONS

1	To note the overall report and the projected Council Fund contingency sum as at 31 st March 2020.
2	To note the projected final level of balances on the Housing Revenue Account (HRA).

REPORT DETAILS

1.00	EXPLAINING THE MONTH 5 POSITION
1.01	<p>Council Fund - Projected Position</p> <p>The projected year end position, without mitigation to reduce cost pressures and improve the yield on efficiency planning, is as follows:</p> <ul style="list-style-type: none"> • An operating deficit of £3.042m • A projected contingency reserve balance as at 31 March 2020 of £1.827m <p>At the last meeting members considered reports on the two areas of major variance, namely Children's Out of County Placements and School Transportation. Members confirmed that they were satisfied that there was very limited scope for mitigation to reduce the in-year overspend and that there would be an inevitable impact on the budget position from 2020/21 that would need to be factored into the Medium Term Financial Strategy.</p> <p>To assist with mitigating the overall projected overspend the following measures are being introduced:-</p>

- 1) All non-essential spend will be reviewed and challenged with a view to ceasing/delaying where able and
- 2) Further Portfolio Management Team challenge of recruitment to vacancies i.e. ceasing/delaying
- The outcome of this review will be included in the Month 6 Budget Monitoring Report.

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

The table below shows the projected position by portfolio:

Portfolio/Service Area	Approved Budget £m	Projected Outturn £m	In-Year Over / (Under) spend £m
Social Services	65.962	66.055	0.093
Out of County Placements	9.033	11.140	2.107
Education & Youth	8.519	8.400	(0.119)
Schools	91.946	91.946	0.000
Streetscene & Transportation	30.497	32.096	1.599
Planning & Environment	5.929	5.982	0.053
People & Resources	4.467	4.567	0.100
Governance	9.032	9.082	0.050
Strategic Programmes	5.272	5.272	0.000
Housing & Assets	15.150	14.849	(0.301)
Chief Executive	2.797	2.645	(0.152)
Central & Corporate Finance	22.745	22.356	(0.389)
Total	271.350	274.391	3.042

1.03 The reasons for the movements of £0.059 from the previous month are shown in Appendix 1. The reasons for the overall projected variances are summarised within Appendix 2 showing the detail of all variances over £0.050m and a summary of minor variances for each portfolio. This provides the overall position for each portfolio and the overall position for the Council Fund.

1.04 Enhancements to the format of the Revenue Budget monitoring report have been made which aim to highlight the following key information for Members:

- The key major variances to bring to the attention of Cabinet
- The tracking of in year financial risks
- Potential MTFS Impact of the current in year monitoring position

	Major Variances to highlight this Month
1.05	<p>Out of County Placements</p> <p>At this stage in the financial year, there is a projected overspend of £2.107m for the provision of Out of County Placements.</p> <p>The Council included an additional amount of £1.655m in the 2019/20 budget to reflect the number of clients and care packages at that particular time. However, in the early part of 2019/20 there has been an increase in the number of high cost placements.</p> <p>This has created a projected overspend of £1.633m in Children's Social Services and a projected overspend of £0.474m within Education & Youth Inclusion Services. This is based on current clients and their assessed need.</p> <p>The projection includes externally provided placement costs for over 150 children, some of which lie within Flintshire's geographic boundary.</p> <p>A Report on 'Improving the in-house offer for Out of County Placements for Children' taken to the Joint Education & Youth and Social & Health Care Overview and Scrutiny Committees in July, 2019 outlined the Council's strategy and commitment in ensuring safe, high quality, support for Children's Services.</p> <p>A separate report was also presented to Corporate Resources Overview and Scrutiny Committee on the key issues and latest position at the meeting on 19 September. (para 1.01 refers)</p>
1.06	<p>Street Scene and Transportation</p> <p>Transportation and Logistics - £1.599m Overspend</p> <p>The pressure in school transport costs totalling £1.240m is as a result of several factors:-</p> <ul style="list-style-type: none"> - The effect of non-statutory school transport arrangements and ongoing transport policy anomalies; - An increase in mainstream secondary education pupil transport and Special Educational Needs (SEN) pupil transport, both in-County and for Out of County placements, along with increases in the number of school escorts to accompany SEN pupils and in the number of single occupancy routes; - Transporting enrolment cohort to Connahs Quay High School and placing duplicate vehicles on public bus services as a response to non-eligible pupil displacement; - An increase in number of school days for 2019/20 <p>Work is in hand to try to contain this figure within a cost pressure range which had an estimated ceiling of £0.800m.</p> <p>Service Delivery – £0.109m Overspend</p>

	<p>Following the extreme weather event during June 2019, the service has incurred additional revenue pressures from responding and resolving flooding issues across the County. The network damage was widespread and included road foundations being undermined, particularly on roads adjacent to water courses, and road surfaces being lifted by inspection covers, due to the pressure created by the sheer volume of water within the drainage system. The costs include the additional staffing costs towards responding and repairing the highway along with costs of plant and materials. A claim to Welsh Government has been submitted for these additional costs, which is currently awaiting confirmation on eligibility and award of funding.</p> <p>Car Park Income - £0.175m Overspend</p> <p>The pressure is based on the average shortfall in income against monthly projections for each town using the first full ten months of implementation (received in 2018/19) of the increased tariff charges and projected for 2019/20. More recently, a large section of car parking at Flint Retail Park has been closed for development, which will result in a displacement of vehicles into Council car parks providing an increase in car parking income.</p> <p>Other cumulative variances across the portfolio total £0.075m, which includes increased transport provision to Social Services service users of £0.048m.</p> <p>A separate report was presented to Corporate Resources Overview and Scrutiny Committee on the key issues and latest position at the meeting on 19 September. (para 1.01 refers)</p>
1.07	<p>Social Services</p> <p>The overall position for Social Services is a projected overspend of £0.093m.</p> <p>There are however some significant variances both adverse and favourable that underpin this position due to overspends within Children's Services and net underspends within Adults Services.</p> <p>All details of variances are provided in Appendix 2 and consideration has been given to further realignment of budgets within the Portfolio to address changes in service delivery.</p>
1.08	<p>Central & Corporate Finance</p> <p>Pension; £0.786m underspend</p> <p>There was a significant underspend on the pension contribution account in 2018/19 with £0.600m contributing towards the 2019/20 budget. Early analysis suggests that there is a further efficiency in year.</p> <p>There are various factors affecting the position including the financial impact of the transfer of various services being less than anticipated and the recovery of a higher level of contribution to the deficit due to the increased</p>

	<p>pay award. The position is under review as part of the current work on the 2020/21 budget.</p> <p>Income Target; £0.163m un-achieved</p> <p>The Council is continuing to review its fees and charges and to investigate new sources of income. A report to Cabinet in July recommended a process for the annual review of fees and charges with the aim of achieving full cost recovery wherever possible. It is likely that the position will improve in-year and this will be reported on in future monitoring reports.</p>
1.09	<p>Tracking of In-Year Risks and Emerging Issues</p> <p>At the time of setting the Budget for 2019/20 a number of significant risks were identified and an update is provided below.</p>
1.10	<p>Out of County Placements</p> <p>A key risk identified at the time of setting the 2019/20 budget was the general rising costs of social care and the upward trend in the number of cases of Out of County placements across Wales. The main influence on this increase is the Social Services and Wellbeing Act which has led to a higher number of court outcomes and placements which has increased the financial pressure on this service area.</p> <p>The impact of the current pressures on Out of County Placements have been included in the Councils updated forecast for 2020/21.</p>
1.11	<p>School Transport</p> <p>Managing the increasing demand into future years in mainstream secondary education pupil transport and Special Educational Needs (SEN) pupil transport, both in-County and for Out of County placements, along with further potential increases in the number of school escorts to accompany SEN pupils and the number of single occupancy routes;</p>
1.12	<p>Achievement of Planned In-Year Efficiencies</p> <p>The 2019/20 budget contains £6.939m of specific efficiencies which are tracked and monitored. In 2018/19 the level of efficiency achievement was 98% which was an improvement on the 94% achieved during the previous year. The Council aims to achieve a 95% rate in 2019/20 as reflected in the MTFS KPI's.</p> <p>The current assessment of the efficiencies to be achieved in 2019/20 shows that £6.197m or 90% of the efficiencies will be achieved.</p> <p>However when taking into account the decision of Cabinet to re-phase the efficiency from the Aura Subsidy this changes the achievement rate to 91%.</p> <p>The risk remains that any ongoing under-achievement of efficiencies will have a recurring and negative impact on the 2020/21 budget. Further details on the current status on efficiencies can be seen in Appendix 3 with the</p>

	overall impact in relation to any impact for 2020/21 being reviewed as part of the ongoing work on the MTFs.																								
1.13	<p>Income</p> <p>The Council introduced its Income Strategy in late 2017. A target of £0.150m remained to be achieved from the identification of new sources of income and the review of fees and charges. The Council now has additional capacity to pursue this strategy with a number of potential opportunities being considered as part of business planning and annual review.</p>																								
1.14	<p>Recycling Income</p> <p>The market rate for income received from recycling plastic, paper and card are extremely volatile and can fluctuate rapidly. Recycling income has reduced over recent years and there is always a risk that the market rates may reduce further.</p>																								
1.15	<p>Schools Pressures</p> <p>In recent years there has been considerable pressure on secondary school budgets. 7 out of 11 secondary schools in Flintshire carried forward deficits into 2019/20 and a summary is provided below Schools are required to submit a licensed deficit application to the Council and this is reviewed by the Chief Officer, Education & Youth and the Section 151 Officer.</p> <table border="1"> <thead> <tr> <th>School</th> <th>Deficit Balance brought forward</th> <th>% of budget</th> </tr> </thead> <tbody> <tr> <td>Connah's Quay High School</td> <td>-34,477</td> <td>-0.8%</td> </tr> <tr> <td>St. Richard Gwyn</td> <td>-508,276</td> <td>-16.2%</td> </tr> <tr> <td>Ysgol Treffynnon</td> <td>-646,173</td> <td>-29.5%</td> </tr> <tr> <td>Castell Alun High School</td> <td>-8,674</td> <td>-0.2%</td> </tr> <tr> <td>Ysgol Maes Garmon</td> <td>-173,177</td> <td>-6.7%</td> </tr> <tr> <td>Argoed High School</td> <td>-56,000</td> <td>-2.2%</td> </tr> <tr> <td>St. David's High School</td> <td>-452,609</td> <td>-23.9%</td> </tr> </tbody> </table> <p>This position is being reviewed by the Council on a school by school basis due to concerns about the deteriorating position. The issue has also been highlighted by Estyn as a specific recommendation in its recent inspection report.</p>	School	Deficit Balance brought forward	% of budget	Connah's Quay High School	-34,477	-0.8%	St. Richard Gwyn	-508,276	-16.2%	Ysgol Treffynnon	-646,173	-29.5%	Castell Alun High School	-8,674	-0.2%	Ysgol Maes Garmon	-173,177	-6.7%	Argoed High School	-56,000	-2.2%	St. David's High School	-452,609	-23.9%
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1.16	<p>Other In-Year Issues</p> <p>Inflation</p> <p>Included within the 2019/20 budget are provision for Non Standard Inflation fuel (£0.034m), Energy (£0.329m) and NDR/Price (£0.204m). As in previous years, these amounts are held centrally until later in the year when actual cost pressures are known. It is currently assumed that all of these allocations will be required in 2019/20 but this will be kept under review throughout the financial year.</p>																								

	<p>In previous years, the Council has had to make a payment associated with the Carbon Reduction Scheme. This scheme has now ended and the impact of this is likely to result in higher energy charges for the Council. The funding associated with this has now been added to the central inflation budget and will be allocated according to need</p>
1.17	<p>MTFS Impact</p> <p>Cabinet considered the latest projection for the MTFS in April which showed a budget gap of £13.3m.</p> <p>The gap included pressures for the following services which are currently under review in view of the in-year position:</p> <ul style="list-style-type: none"> • Out of County Placements – Current projection of £2.107m with a pressure of £1.156m already included for 20/21 • School Transport - currently projecting an overspend of £1.240m in 2019/20 - £0.700m assumed in the forecast (reducing due to non-statutory school transport arrangements and ongoing transport policy anomalies being removed from July 2020). <p>Further Risks for MTFS</p> <p>Any efficiencies not achievable by 2020/21 will need to be included as a further pressure together with the impact on any grant funding that does not continue into 20/21.</p> <p>All Portfolios to 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.</p> <p>An update on the budget forecast for 2020/21 taking all of the above into consideration is also included on this agenda.</p>
1.18	<p>Reserves and Balances</p> <p>Un-earmarked Reserves</p> <p>The 2018/19 outturn reported to Cabinet in July showed un-earmarked reserves at 31 March 2019 (above the base level of £5.769m) of £8.252m.</p> <p>As approved in the 2019/20 budget an amount of £2.221m was utilised as part of the strategy to balance the budget. In addition an amount of £0.062m was approved to operate a Sustainable Drainage System (SuDS) Approving Body (SAB), £1.000m for investment in change and an amount of £0.100m for the ongoing resourcing of the Victim Contact Team within Social Services.</p>
1.19	<p>Taking into account the current projected overspend at this stage, and previously agreed allocations, the balance on the Contingency Reserve at 31 March 2020 is projected to be £1.827m as detailed in Appendix 4.</p>
1.20	<p>Earmarked Reserves</p>

The table below gives a summary of earmarked reserves as at 1 April 2019 and provides an estimate of projected balances as at the end of the current financial year.

Council Fund Earmarked Reserves 2019/20

Monitoring Summary Month 5

Reserve Type	Balance as at 01/04/19	Balance as at 31/03/20
Service Balances	776,994	483,449
Specific Service Balances	78,081	77,337
Schools Balances	1,335,087	1,335,087
Single Status/Equal Pay	1,184,187	638,187
Investment in Organisational Change	1,039,115	1,139,115
Budget Strategy	208	208
Benefits Equalisation	318,370	318,370
County Elections	204,561	204,561
Local Development Plan (LDP)	180,000	180,000
Waste Disposal	82,648	67,648
Enterprise Centres	52,554	0
Design Fees	200,000	0
Winter Maintenance	250,000	250,000
Car Parking	47,440	0
Insurance Reserves	2,113,852	2,413,852
Cash Receipting Review	568	568
Flintshire Trainees	540,766	265,383
Rent Income Shortfall	70,000	0
Customer Service Strategy	33,000	33,000
Capita One	18,827	18,827
Supervision Fees	48,798	48,798
Transportation Review	84,200	0
LMS Curriculum	383,440	271,499
Organisational Change/ADM	99,965	79,965
Solar Farms	42,440	0
Tribunal Costs	150,000	0
Property Claims	45,000	0
Grants & Contributions	3,933,806	2,750,976
Total	13,313,906	10,576,830

1.21 The projected level of school balances are currently being reviewed as part of the first detailed monitoring of the new academic year. At this stage there is the potential for a significant reduction in overall balances. However, in the past schools have benefitted from the notification in-year of external grant funding opportunities. An update will be provided in future monitoring reports.

1.22 **Housing Revenue Account**

	The 2018/19 Outturn Report to Cabinet on 16 July 2019 showed an un-earmarked closing balance at the end of 2018/19 of £1.165m and a closing balance of earmarked reserves of £1.056m.
1.23	The 2019/20 budget for the HRA is £36.239m which includes a movement of £0.158m to reserves.
1.24	The monitoring for the HRA is projecting in year expenditure to be £0.108m greater than budget and a closing un-earmarked balance as at 31 March 2020 of £1.215m, which at 3.35% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%.
1.25	The budget contribution towards capital expenditure (CERA) is £13.717m.

2.00	RESOURCE IMPLICATIONS
2.01	The Revenue Budget Monitoring Report reflects the planned use of the financial resources of the Council for the current financial year and details the variations in the first four months and the risks as known.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	<p>The Revenue Budget Monitoring Report reflects the three categories of risks covered in the main section of the report. These are in-year risks and emerging issues, achievement of planned in-year efficiencies and other tracked risks. These risks are included from paragraph 1.09 to 1.17.</p> <p>To assist in managing these key risks and the current financial position at Month 05, is to implement a Review of Non-Essential Spend in conjunction with Month 06 Budget Monitoring and thereafter.</p>

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None required

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

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None required.

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

8.00	<p>GLOSSARY OF TERMS</p> <p>These are provided corporately on the Infonet (link) and maintained by the Executive Office</p>
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>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>Underspend: when referring to expenditure the actual expenditure incurred is less than budget. When referring to income the actual income achieved exceeds the budget.</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</p>

contingency provisions. Virements may not however be approved between capital and revenue budget heads.

Medium Term Financial Strategy: a written strategy which gives a forecast of the financial resources which will be available to a Council for a given period, and sets out plans for how best to deploy those resources to meet its priorities, duties and obligations.

Budget Monitoring Report
Council Fund Variances

MONTH 5 - SUMMARY

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
Social Services		
<i>Older People</i>		
Localities	0.044	Increased costs due to additional temporary resource which is required to reduce an increase in demand, compared to previous resourcing projections made.
Minor Variances	(0.022)	
Adults of Working Age		
Disability Services	0.031	Reduction in projected income due to updated allocations of joint funding packages.
Transition & Disability Services	0.035	£0.019m is due to pay inflation adjustments. The balance is due to minor variances.
Residential Placements	0.114	Due to an additional placement within the service, which was not known in the previous period.
Minor Variances	(0.003)	
Children's Services		
Professional Support	(0.076)	Reflects the £0.100m drawn down from the Contingency Reserve for the Victim Support team, offset by minor variances.
Minor Variances	0.035	
Safeguarding & Commissioning		
Vacancy Management	(0.069)	The £0.069m adjustment to pay inflation has been allocated to staffing lines throughout the portfolio.
Minor Variances	0.006	
Total Social Services (excl Out of County)	0.094	
Out of County		
Children's Services	0.062	Net impact of new and ended placements and date/rate changes
Education & Youth	0.051	Net impact of new and ended placements and date/rate changes
Total Out of County	0.113	
Education & Youth		
Minor Variances	0.013	
Total Education & Youth	0.013	
Streetscene & Transportation		
Minor Variances	0.031	
Total Streetscene & Transportation	0.031	
Planning, Environment & Economy		
Minor Variances	(0.011)	
Total Planning & Environment	(0.011)	
People & Resources		
HR & OD	0.047	Revised estimate to £0.018m for Workforce efficiency at Period 05 following review
Corporate Finance	0.015	
Total People & Resources	0.062	
Governance		

Customer Services	(0.053)	August figures now include the recharge of a number of the Contact Centre Staff costs to the Housing Revenue Account and Sarth Project. An element of Staffing Budget from Streetscene and Transportation transferred in to fund the Contact Centre Staff transferred in to Customer Services
Minor Variances	(0.035)	Minor Variances across the service all lower than £0.025m
Total Governance	(0.088)	
Housing & Assets		
Enterprise Centres	(0.051)	Drawdown of residual funds from reserve to mitigate for rent income shortfall
Industrial Units	(0.074)	Drawdown of residual funds from reserve to mitigate for rent income shortfall
Minor Variances	(0.130)	-£0.120m relates to the correction of a previously overstated adverse variance from Month 4.
Total Housing & Assets	(0.256)	
Chief Executive's	0.010	
Central & Corporate Finance	0.090	Revised outturn for Coroners Service based on Actual figures, Revised Efficiency for Essential Casual Mileage
Grand Total	0.059	

Budget Monitoring Report
Council Fund Variances

MONTH 5 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Social Services						
Older People						
Localities	18,814	18,165	(0.649)	(0.693)	Residential and Nursing Care is projecting a £0.463m underspend due to fluctuation in demand for residential and nursing care placements and increases to capital limits. Staff budgets are underspending within Intake/First Contact and Localities Teams, not all staff are currently top of grade and there are in-year savings due to short term vacancies.	ICF Grant funding is used to fund residential care to reduce the amount of time people spend in hospital. If this funding is fully spent during the year slippage on the residential care budget is required to continue minimising hospital stays.
Reablement Services	0.542	0.421	(0.120)	(0.127)	The service is expected to understand due to in-year savings from vacancies.	
Resources & Regulated Services	7,018	7,631	0.613	0.636	Council provided residential care is £0.422m overspend due to relief and agency cover. Relief and agency staff are required to maintain the mandatory level of staff within the residential homes, however the amount of budget to fund this is low and does not contain contingencies for sickness absences. There are also pressures from buildings expenditure such as repairs and maintenance.	
Minor Variances	0.717	0.721	0.004	0.010		
Adults of Working Age						
Resources & Regulated Services	24,170	23,506	(0.664)	(0.680)	This is due to a combination of a decrease in high cost placements at the end of 2018/19 with the subsequent full year financial impact showing in 2019/20 and inflation provision for care provider fee increases not automatically passing to all providers and in some cases are only considered upon request.	This service area is subject to changes in demand for services. There are always a number of potential service users which may require services in the future. Although these service users are known to us at this time the most appropriate care package has not yet been determined and full costs associated for their care cannot yet be estimated and included within this month's financial projections. There is also potential for providers to request increases in their fees and the Council is currently negotiating with specialist providers over proposed uplifts for 2019/20.
Transition & Disability Services	0.783	0.710	(0.073)	(0.108)	This service is expected to underspend due to all staff at top of grade and one off in-year vacancy savings.	
Residential Placements	1,241	1,717	0.476	0.362	The overspend is because of the number of residential placements currently funded.	This service is a demand led service and can be volatile.

Budget Monitoring Report
Council Fund Variances

MONTH 5 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Professional Support	0.821	0.745	(0.076)	(0.084)	Salary underspends due to staff not being top of scale and in year vacancy savings.	
Minor Variances	2.939	2.930	(0.009)	(0.013)		
Children's Services						
Family Placement	2.564	2.883	0.319	0.309	The overspend is due to current demands on the service from the number of fostering placements, which in some cases avoid making an Out of County placement. The main pressure areas are payments for foster carers, foster agencies and special guardianship payments.	
Family Support	0.371	0.507	0.136	0.113	This is due to the number of court directed contact sessions which require support workers to attend. Sessional workers were historically used, however the need to use sessional workers has increased to a level whereby, under employment regulations, sessional workers are required to be issued fixed term contracts.	Parts of this service are being reviewed with a view to making it more cost efficient.
Legal & Third Party	0.178	0.466	0.288	0.307	Legal costs are overspent due to the number of cases going through the courts and the use of external legal professionals. Direct payments have recently seen an increase in demand.	
Professional Support	5.190	5.341	0.151	0.227	To support adequate levels of child protection the established staffing structure needs to be maintained at the required standard as much as possible. Vacancies are therefore minimised and challenges to recruitment leads to the use of agency staff, this leads to an increase in costs as agency rate is higher than non-agency staff. The use of agency staff is monitored and kept to a minimum as much as possible but it is not possible to avoid altogether.	
Minor Variances	1.125	1.151	0.027	0.007		
Safeguarding & Commissioning						
Charging Policy Income	(2.923)	(3.105)	(0.183)	(0.183)	Charging policy income is expected to exceed the budgeted amount due to increases in the non-residential care maximum weekly charge cap and an increase to the base number of service users who contribute to their care.	
Business Support Service	1.235	1.134	(0.101)	(0.106)	There are a number of short term vacancy savings and some posts currently occupied by staff who are not top of grade.	
Safeguarding Unit	0.923	0.840	(0.084)	(0.079)	The underspend is due to a number of short term vacancy savings and some posts currently occupied by staff who are not top of grade.	
Management & Support	(1.929)	(1.736)	0.193	0.193	There is a shortfall from the assumed proportion of grant allocations announced by Welsh Government which were included within the 2019/20 budget. The total shortfall across the three grants is £0.283m, although some of this is partly mitigated by one off refunds from the Regional Collaboration Unit.	
Vacancy Management	(0.080)	(0.304)	(0.224)	(0.155)	Short term vacancy savings transferred from across the portfolio.	
Minor Variances	2.262	2.330	0.068	0.062		
Total Social Services (excl Out of County)	65.962	66.055	0.093	(0.007)		

Budget Monitoring Report
Council Fund Variances

MONTH 5 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Out of County						
Children's Services	5,288	6,921	1,633	1,571	The overspend is influenced by a significant increase in the number of placements and the full year impacts of new placements which emerged during 2018/19	A threefold approach to mitigation by:- 1) direct action e.g. Commissioning Practice 2) Expenditure controls within the same service or portfolio. 3) After exhaustion of 1 and 2, consider how to effect corporate level mitigation.
Education & Youth	3,745	4,219	0,474	0,423	The overspend is influenced by a significant increase in the number of placements and the full year impacts of new placements which emerged during 2018/19.	A threefold approach to mitigation by:- 1) - direct action e.g Commissioning Practice 2) Expenditure controls within the same service or portfolio 3) After exhaustion of 1 and 2, consider how to effect corporate level mitigation
Total Out of County	9,033	11,140	2,107	1,994		
Education & Youth						
School Improvement Systems	1,716	1,619	(0,097)	(0,102)	Variance largely relates to Early Entitlement, a reduction in maintained and non-maintained setting payments as a result of demography and a reduction of the number of settings requiring funding. Includes hourly reductions in established staff. A further influence is the full year impact of the cessation from January 2019 of minimum of 5 children payments for playgroups.	
Minor Variances	6,803	6,781	(0,022)	(0,030)		
Total Education & Youth	8,519	8,400	(0,119)	(0,132)		
Schools	91,946	91,946	0,000	(0,000)		
Streetscene & Transportation						

MONTH 5 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Service Delivery	8,536	8,645	0.109	0.100	Following the extreme weather event during June 2019, the service has incurred additional revenue pressures from responding and resolving flooding issues across the County. The network damage was widespread and included road foundations being undermined, particularly on roads adjacent to water courses, and road surfaces being lifted by inspection covers, due to the pressure created by the sheer volume of water within the drainage system. The costs include the additional staffing costs towards responding and repairing the highway along with costs of plant and materials. A claim to Welsh Government has been submitted for these additional costs, which is currently awaiting confirmation on eligibility and award of funding. Potential total cost up to £0.180m. The flooding has also impacted the capital programme creating an additional pressure of £0.350m for highway repairs.	Awaiting outcome of the claim to Welsh Government.
Transportation	8,598	9,886	1,288	1,286	The pressure in school transport costs are as a result of several factors across the service. Effect of non-statutory school transport arrangements and delay in implementing policy on removing historic transport anomalies. Increase in mainstream secondary education pupil transport and Special Educational Needs (SEN) pupil transport, both in County and out of County placements, along with an increase in number of school escorts to accompany SEN pupils and growth in number of single occupancy routes. Transporting enrolment cohort to Connahs Quay High School and placing duplicate vehicles on public bus services as a response to non-eligible pupil displacement. There is also an increase in number of school days in 2019-20. The Transportation service are attempting to mitigate the £1.240m variance figure to a range nearer £0.800m. Increased transport provision to Social Services of £0.048m. The Transportation service are looking to mitigate this pressure through a route optimisation exercise.	The Transportation Service are attempting to mitigate some of the pressure.
Regulatory Services	5,003	5,178	0.175	0.179	Car Park income. The pressure is based on the average shortfall in income against monthly projections for each town using the first full ten months of implementation (received in 2018/19) of the increased tariff charges and projected for 2019/20. More recently, a large section of car parking at Flint Retail Park has been closed for development, which will result in a displacement of vehicles into Council car parks providing an increase in car parking income. The waste strategy service may have a slightly improved position of up to £0.100m, pending confirmation on award of grant funding from Welsh Government for the North Wales Residual Waste Treatment Project.	Keep car park income closely monitored.
Other Minor Variances	8,360	8,387	0.028	0.002		
Total Streetscene & Transportation	30,497	32,096	1,599	1,568		

Budget Monitoring Report
Council Fund Variances

MONTH 5 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Planning, Environment & Economy						
Business	1.588	1.653	0.065	0.068	Extension of two EHO contracts has been agreed due to increasing service pressures and demands	
Access	1.339	1.394	0.055	0.053	Historic Income Target not realised due to cessation of Single Revenue Grant March, 2019 £0.027m Service Review within Rights of Way resulting in increased staffing costs £0.28m.	
Management & Strategy	1.391	1.334	(0.057)	(0.044)	Vacant posts across the Service; Land Drainage and Planning Policy	
Minor Variances	1.611	1.602	(0.009)	(0.013)		
Total Planning & Environment	5.929	5.982	0.053	0.064		
People & Resources						
HR & OD	2.375	2.453	0.078	0.031	The launch of the salary sacrifice scheme for AVC's was undertaken earlier this year and all existing employees paying AVC's have been written to encouraging them to take up the scheme, together with information to staff via the Infolnet workforce news. To date only £9k has been achieved through this scheme and we have estimated that if this increases by the same amount £1.8k will be achieved this year.	
Corporate Finance	2.092	2.115	0.023	0.007		
Total People & Resources	4.467	4.567	0.100	0.038		
Governance						
Legal Services	0.725	0.888	0.163	0.167	Overspend as a result of employing 3 locums covering absence to ensure continuing client service delivery in the area of child protection £0.090m Previous years efficiency target that was dependent on demand reduction in another service that has not occurred, thereby preventing the consequent achievement of the efficiency £0.090m. Mitigated by fee income and commitment challenge within the service by £0.017m	Monitoring Income levels
Minor Variances	8.307	8.195	(0.112)	(0.028)	Recharge confirmed for the cost of staff transferred to Customer Contact centre HRA and SARTH, staffing budget virement from Streetscene and Transportation for 6 staff members transferred to Customer Contact Centre £0.053m Minor Variances across the services all lower than £0.025m	
Total Governance	9.032	9.082	0.051	0.139		
Strategic Programmes						
Minor Variances	5.272	5.273	0.000	0.000		

MONTH 5 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Total Strategic Programmes	5,272	5,273	0,000	0,000		
Housing & Assets						
CPM & Design Services	0,675	0,615	(0,060)	(0,073)	Surplus of income recovered via Service Level Agreements (SLAs)	
Benefits	11,570	11,296	(0,273)	(0,274)	Projected underspend on the Council Tax Reduction Scheme (CTRS).	
Minor Variances	2,905	2,939	0,033	0,302	Drawdown of residual funds from reserves to mitigate rent income shortfalls and the correction of a previously overstated adverse variance from Month 4.	
Total Housing & Assets	15,150	14,849	(0,300)	(0,045)		
Chief Executive's	2,797	2,645	(0,153)	(0,163)	Vacant Posts	
Central & Corporate Finance	22,745	22,356	(0,390)	(0,480)	Over recovery of planned pension contributions recoupment against actuarial projections due to pay award increase mitigated by the under achievement of income efficiencies and Workforce efficiencies	
Grand Total	271,350	274,392	3,042	2,983		

Efficiency Description	2019/20 Efficiency Target (Under/Over Achievement)			Efficiency Target	Projected Efficiency	2019/20	2019/20	2019/20	Efficiency	Open/Closed (O/C)	Confidence in Achievement of Efficiency - Based on (see below) R = High Assumption A = Medium Assumption G = Further Confirmed	Reason for variation	Mitigating Action if Amber or Red
	2019/20	2019/20	2019/20										
Portfolio													
Corporate													
Maximum Revenue Provision													
New Income Targets (See below for further breakdown)													
Management of Workforce and Inflation cost pressures													
Workforce Terms and Conditions													
ADMI Subsidies													
Reduction in Corporate Management Costs													
HR/MC Council Fund Recharges													
Newsletter & Promotions													
Workforce Reduction													
IT Infrastructure													
Democratic Services													
Total Corporate Services													
Social Services													
Domiliary Care Charging Cap													
Business Systems Mobiles and Hardware													
Older Peoples Day Services													
Reduction in Voids													
Regional Efficiency													
Strategic Use of Grants													
Telecare													
Deferral of Recruitment													
Social Care Additional Funding													
Children's Services Additional Funding													
Regional Allocation Health and Social Care													
Total Social Services													
Education & Youth													
Integrated Youth Provision													
School Planning and Provision													
School Improvement Systems													
Gifts Efficiency													
Total Education & Youth													
Housing & Assets													
Housing Solutions: Reduction to temporary accommodation													
Housing Programs: Reductions in bond applications													
Total Housing & Assets													
Strategic & Transportation													
School Transport													
Review Security Arrangements in depot													
Total Strategic & Transportation													
Material, Environment & Economy													
Service Review - Trading Standards													
Supplies and Services review													
Regularisation review of spending													
Greenfield Valley Management Fee (10% £88k)													
Materials & Waste shared service													
Total Planning, Environment & Economy													

Total 2019/20 Budget Efficiencies	6,839	6,197	(0,742)
Less Previously agreed Decision AUPA	(0,115)		0,115
Revised 2019/20 Budget Efficiencies	6,824	6,197	(0,627)

Total 2019/20 Budget Efficiencies	£	%
Total Projected 2019/20 Budget Efficiencies Underachieved	6,539	100
Total Projected 2019/20 Budget Efficiencies Achieved	(11)	-11
Total 2019/20 Budget Efficiencies (Less Previously agreed Decisions)	6,197	99
Total Projected 2019/20 Budget Efficiencies Underachieved	6,824	100
Total Projected 2019/20 Budget Efficiencies Achieved	(627)	-9
New Income Targets	6,197	91

Income Target Efficiency from Previous Years	£m	
Income Efficiency 19/20	(0,207)	
Total Income Efficiency	(0,100)	
	(0,207)	

19/20 New Income Efficiencies from Business Planning	Efficiency 2019/20	Amount Achieved 2019/20	(Under)Over Achievement 2019/20
	£m	£m	£m
Corporate			
Graphic Income	(0,005)	(0,005)	0,000
Management Recharge	(0,016)	(0,016)	0,000
Social Services			
Integrated Services	(0,010)	(0,010)	0,000
Workforce Development Income	(0,005)	(0,005)	0,000
Streetscene			
Income from external works with fleet services	(0,019)	(0,019)	0,000
Garden Waste Charges	(0,050)	(0,050)	0,000
Recreation Services (01 10,19 to 31,03,20)	(0,003)	(0,003)	0,000
Planning, Environment & Economy			
Planning Income	(0,025)	(0,025)	0,000
Carriage & Consumption	(0,023)	(0,023)	0,000
Business & Community - Food Safety, Food Licences, Pest Control & Weights & Measures (01 10,19 to 31,03,20)	(0,010)	(0,010)	0,000
Total 19/20 Income Efficiency	(0,157)	(0,157)	0,000
Total Balance Remaining	(0,150)		

Movements on Council Fund Unearmarked Reserves

	£m	£m
Total Reserves as at 1 April 2019	14.021	
Less - Base Level	(5.769)	
Total Reserves above base level available for delegation to Cabinet		8.252
Less – amount committed as part of balancing 2019/20 budget		(2.221)
Less – amount approved to operate a Sustainable Drainage System (SuDS) Approving Body (SAB)		(0.062)
Less – amount approved for investment in change		(1.000)
Less – allocation for ongoing resourcing of the Victim Contact Team		(0.100)
Less – projected outturn overspend		3.042
Total Contingency Reserve available for use		1.827

Budget Monitoring Report
Housing Revenue Account Variances

MONTH 5 - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
Housing Revenue Account						
Income	(36,239)	(35,966)	0.273	0.194	There is a projected pressure of £0.273m on income. Of this pressure, £0.221m relates to loss of rental income on void properties and £0.043m relates to loss of income on garages which are not tenanted. The remaining £0.009m relates to other minor variances.	
Capital Financing - Loan Charges	8.380	8.380				
Estate Management	1.707	1.670	(0.037)	(0.018)	Additional expenditure of £0.051m is anticipated during the year in respect of the purchase of software. Salaries efficiency arising from vacancy savings and grant recharges of £0.092m. Other minor variances of £0.010m.	
Landlord Service Costs	1.459	1.479	0.020	0.003	Minor variances.	
Repairs & Maintenance	8.530	8.469	(0.061)	(0.000)	Saving in respect of DLO salaries of (£0.061m).	
Management & Support Services	2.442	2.354	(0.089)	(0.099)	It is anticipated that savings of £0.089m will be achieved in Management and Support costs. This will include salary savings of (£0.048m), a reduction in IT expenditure of (£0.042m) and other minor variances of £0.002m.	
Capital Expenditure From Revenue (CERA)	13.717	13.717				
HRA Projects	(0.155)	(0.154)	0.001	0.001	Minor variances.	
Contribution To / (From) Reserves	0.158	0.050	(0.108)	(0.061)	Reduction in contribution to reserves of £0.108m to offset additional expenditure across the HRA.	
Total Housing Revenue Account	0.000	(0.000)	(0.000)	(0.000)		



CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday, 17 th October 2019
Report Subject	Welsh Language Annual Monitoring Report 2018/19
Cabinet Member	Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

The purpose of this report is to present the Welsh Language Annual Monitoring Report 2018/19 (Appendix 1).

The Council has a statutory duty to publish an annual report setting out how it has met the Welsh Language Standards (WLS). The Standards which we have to comply with are set out in a Compliance Notice. These are unique to each organisation and specify what is expected and by when they are required to comply.

This report provides an overview of progress of compliance with the Welsh Language Standards and identifies areas for improvement.

RECOMMENDATIONS

1	To approve the content of the annual report.
2	To be assured that the Council has been making progress to meeting the statutory requirements of the Welsh Language Compliance Notice.

REPORT DETAILS

1.00	EXPLAINING THE WELSH LANGUAGE STANDARDS
1.01	<p>The Welsh Language (Wales) Measure 2011 enables the Welsh Ministers to specify Standards relating to the Welsh language. The aim of the Standards is to continue and develop the work of the former Welsh Language Schemes:</p> <ul style="list-style-type: none"> • improving the services Welsh speakers can expect to receive from organisations in Welsh • increasing the use people make of Welsh language services • making it clear to organisations what they need to do in terms of the Welsh language • ensuring that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
1.02	<p>The Welsh Language Commissioner (WLC) served Compliance Notices on each of the 22 local authorities in Wales in September 2015 identifying the Standards with which they must comply.</p> <p>The Welsh Standards Compliance Notice for us lists 171 Standards, relating to service delivery, policy making, operational matters, promotion and record keeping. The Standards have been in place since March 2016 and require us to publish an annual report setting out how the standards have been met.</p>
1.03	<p>The Welsh Language Annual Report sets out what we have done to meet the Standards and showcase exemplars of good practice. There have been some outstanding areas of achievement:</p> <ul style="list-style-type: none"> • Social Services arranged a “Welsh for beginners” course specifically for the social care workforce (including the independent sector), and provided Welsh language awareness sessions to their partners to help them understand the importance of Welsh in the delivery of care services. • Ysgol Gwenffrwd achieved the Siarter Iaith Gold award for their increased use of Welsh in social settings. Six English medium primary schools have achieved the Bronze award of “Cymraeg Campus” for their work to develop Welsh in the school. • The Welsh in Education Strategic Plan is being updated and is an important strategy for increasing the number of pupils learning through the medium of Welsh and, over time, the pool of potential Welsh speaking employees. • Theatr Clwyd produced, for the first time in its history, a Welsh language Christmas show “Llew the Shoemaker”. • The theatre is also developing a newly accredited course for bilingual facilitators - the first ever course of its kind. • Theatr Clwyd also increased the number of Welsh language cinema and music events.

1.04	<p>Although there are positive areas of progress, issues remain as areas for improvement:</p> <ul style="list-style-type: none"> • More employees need to complete the Welsh language awareness training. This shows the link between Welsh language, good customer care and high quality services. During the period 2018/19, 283 employees completed this training; • The Welsh language skills audit shows that 4% of employees are fluent Welsh speakers and approximately 37% employees have no Welsh skills. This remains the same as last year. This profile needs to improve by increasing the number of Welsh speaking employees and reducing the number of employees without any knowledge of the Welsh language. This will support the Council to deliver bilingual services and meet the needs of Welsh speaking customers.
1.05	<p>Complaints</p> <p>There have been six complaints relating to Welsh language during 2018/19, compared to four complaints received during 2017/18. These related to telephone calls, the website, signage, information and correspondence. Three of these complaints were referred to the Welsh Language Commissioner of which two were determined that we breached Standard 1:</p> <p style="padding-left: 40px;">“If you receive correspondence from a person in Welsh you must reply in Welsh (if an answer is required), unless the person has indicated that there is no need to reply in Welsh.”</p> <p>The Commissioner is still investigating the third complaint. Various methods of communication are being considered to continually remind managers and employees of their responsibilities.</p>
1.06	<p>Next Steps</p> <ul style="list-style-type: none"> • Workforce communications will be published to increase the number of employees who complete the Welsh language awareness e-learning module. • Increased awareness and support for Welsh language training courses to encourage managers and employees to improve take-up. • Regular communications regarding compliance with and celebration of the Welsh Language Standards will be shared with the workforce.

2.00	RESOURCE IMPLICATIONS
2.01	<p>Revenue: there are no revenue implications.</p> <p>Capital: there are no capital implications.</p>

	Human Resources: An effective training programme is required to ensure employees have the skills and knowledge to meet these statutory duties. A budget for Welsh language training is held by the Learning and Development Team.
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3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Officers were consulted to provide information for the annual monitoring report and consideration was given by Chief Officers.

4.00	RISK MANAGEMENT
4.01	<p>An integrated impact assessment is not required for this report as no change to service or policy is proposed.</p> <p>Complying with the Welsh Language Standards will have a positive impact on the Welsh language and Welsh speakers and learners through increased opportunities to use Welsh in the workplace and community and when using services.</p> <p>Risks associated with Welsh Language Standards compliance are managed through our risk management processes.</p>

5.00	APPENDICES
5.01	Appendix 1: Welsh Language Annual Monitoring Report 2018/19

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Welsh Language Standards Compliance Notice</p> <p>Contact Officer: Fiona Mocko Strategic Policy Advisor Telephone: 01352 702122 E-mail: fiona.mocko@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>Compliance Notice: specifies the exact Welsh Language Standards that each organisation should have to comply with and also the date by which they are required to comply with a standard.</p> <p>Cymraeg Campus: Welsh Government initiative to develop the use of Welsh in English medium schools. This consist of three awards –bronze, silver and gold which schools aim to achieve by meeting set targets.</p>

Siarter Iaith: Welsh Government initiative to promote and increase the use of Welsh in Welsh medium schools.

Welsh In Education Strategic Plan: the Council's plan setting out how it will support, expand and promote Welsh-medium education within the whole community, increasing the number and percentage of pupils receiving Welsh-medium education in compliance with the Welsh Government's 'Welsh-Medium Education Strategy' of developing learners who are fully bilingual.

Welsh Language Measure: Welsh Language (Wales) Measure 2011: confirms the official status of Welsh, creates a new system of placing duties on bodies to provide services through the medium of Welsh and creating the post of Language Commissioner with enforcement powers.

Welsh Language Standards: specific standards of conduct in relation to the Welsh language.

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Flintshire County Council Welsh Language Annual Report April 2018 - March 2019

We can provide this information in alternative formats or in your own language

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Mae'r cyhoeddiad hwn ar gael yn Gymraeg

Welsh Language Annual Report

2018/2019

Monitoring Report 2018 - 2019

Executive Summary

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Appendices

Appendix 1	Welsh Language Skills Self-Assessment Tool	
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Executive Summary

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

This is the third Welsh Language Annual Monitoring Report, following the implementation of the Welsh Language Standards Compliance Notice and covers the period April 2018 to March 2019. It shows actions we have been taking to comply with the Standards and includes data we are required to publish.

An area of improvement is the increased number of employees who have completed the Welsh language skills assessment. Other notable areas of success include the achievement of Silver status of Siarter Iaith by all Welsh medium schools, and one Welsh medium primary school has achieved Gold status. The award is in recognition of their work to encourage the use of Welsh outside school. Services have also been active promoting the Welsh language, in particular Theatr Clwyd. The theatre has been active in raising the profile of Welsh language throughout all their activities, producing and co-producing Welsh language shows. It delivered, for the very first time in its history, a Welsh language Christmas show “Llew the Shoemaker”.

We recognise that we are making progress but there are still improvements to be made. We will strengthen the links between Welsh language and the Council’s Council Plan to contribute towards mainstreaming Welsh language throughout the Council’s functions.

Colin Everett
Chief Executive

Councillor Billy Mullin
Cabinet Member for Corporate
Management

Welsh Language Standards Annual Monitoring Report 2018-19

1. Introduction

- 1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The introduction of the Welsh Language Standards builds on this commitment.
- 1.2 The aim of the Standards is to
 - improve the services Welsh speakers can expect to receive from organisations in Welsh.
 - increase the use people make of Welsh language services.
 - make it clear to organisations what they need to do in terms of the Welsh language.
 - ensure that there is an appropriate degree of consistency in terms of the duties placed on bodies in the same sectors.
- 1.3 The Welsh Language Commissioner (WLC) served Compliance Notices on the Council identifying the 171 Standards to which we must comply. Compliance Notices are unique to each organisation reflecting the linguistic profile of the local community and organisational capacity to meet the Standards. The WLC has the powers to investigate and take action against those organisations who fail to comply with the Standards. This includes imposing financial penalties for non-compliance.
- 1.4 The Council is required to publish an annual report by 30 June as set out in the Standards 158, 164 and 170. The full list of Standards with which we are required to comply is available [here](#). This report is also received annually by the Council's Cabinet on performance in relation to the Standards. A mid-year report on areas of improvement will also be reported to Cabinet. This report focuses on the period 1st April 2018 to 31st March 2019.
- 1.5 We have published a list of actions we have taken to comply with the Standards on our website.
- 1.6 The Chief Executive has overall responsibility for ensuring compliance with the Standards.

2. Compliance with Service Delivery Standards

- 2.1 To ensure that all employees are aware of the Service Delivery Standards we have been circulating information to managers and employees on a regular basis. Managers were asked to ensure their Services were compliant.
- 2.2 Specific guidance has been issued to employees for:
 - Arranging meetings and events
 - Corporate Branding
 - Consultation and research
 - Dealing with telephone calls
 - Dealing with correspondence
 - Producing documents, certificates for the public
 - Public address systems
 - Reception services
 - Setting up email signatures
 - Signage
 - Social media, websites, self - service machines
 - Tenders and contracts
 - Using Welsh at work
 - Website
- 2.3 Standard statements offering customers the opportunity to correspond in Welsh have been provided to employees, these are included on letter heads and documents. A standard statement welcoming correspondence in Welsh has now been included as a footer on emails which are sent externally.
- 2.4 Iaith Gwaith posters are on display in all reception areas, Welsh speaking employees and Welsh learners wear the Iaith Gwaith lanyards and/or badges. New employees who are Welsh speaking or Welsh learners are asked about their skill level when they have their photographs taken for their ID (Identification) cards. Welsh speakers and Welsh learners are then provided with Iaith Gwaith badges and lanyards.
- 2.5 The Council's website, Apps and self-service machines are bilingual as is the Council's Twitter page. The Council's Social Media Policy includes a requirement to comply with the Welsh Language Standards.
- 2.6 Members of the public who apply for courses run by the Council are asked their preferred language (Welsh or English) to assess the need for lessons to be provided through the medium of Welsh.
- 2.7 The Council's Contract Procedure Rules incorporates the Welsh Language Standards, this reminds commissioning officers of what they need to do to ensure compliance with the Standards. Sample clauses for contracts are published on the intranet.
- 2.8 A Complaints Procedure is already in place and has been amended to ensure it is compliant with the Welsh Language Standards. Complaints about Welsh language are set out in section six.

- 2.9 A Welsh language delegated leads network, with membership comprising representatives from each of the Council's portfolios, has been established. The aim of this group is to champion Welsh language across the Council, promote the use of Welsh by employees, share good practice within their service and contribute to initiatives to increase the use of Welsh. This network is chaired by the Chief Officer for Education and Youth.
- 2.10 We have developed a Welsh in the Workplace policy to increase the visibility and audibility of Welsh at work, encouraging employees to use Welsh with colleagues as well as with customers.
- 2.11 Agendas and minutes from Committee meetings are available in Welsh.

3. Compliance with Policy Making Standards

- 3.1 An electronic Integrated Impact Assessment framework which includes Welsh language has been developed. This is now included within the corporate performance management system to ensure that progress in completing integrated impact assessments can be monitored more effectively.
- 3.2 Menter Iaith Fflint a Wrecsam attend the Integrated Impact Assessment Stakeholder Group in which representatives of people with protected characteristics and Welsh speakers contribute to the impact assessments as they are being undertaken.
- 3.3 Guidance on consultation and research, including Welsh language is available on the intranet. This has been promoted to employees, as has the requirement to comply with the Policy Making Standards.
- 3.4 A Directory of Groups managers should consult when they develop new and update existing policies is available on the intranet. This Directory includes a list of organisations representing Welsh speakers.

4. Compliance with Operational Standards

- 4.1 A Welsh in the Workplace Policy has been agreed and published on the intranet- this is the Council's policy for using Welsh and encouraging the use of Welsh internally.
- 4.2 New signage and updated signage is in Welsh and English - Welsh positioned above or to the left of English signage. All signage in the Council's new building "Tŷ Dewi Sant" is fully bilingual - Welsh positioned so that it is read before the English. A review of Council buildings is in progress to ensure all signage in Council buildings is fully bilingual.
- 4.3 The front page of the Council's intranet is now available in Welsh, and employees are welcomed by the splash page to view the front page in either English or Welsh. A designated page is available on the intranet to support Welsh speakers.

- 4.4 Employees and managers have been informed of the Operational Standards and the rights of employees.
- 4.5 Employees have been informed of their rights to receive personally addressed business through the medium of Welsh. This information is recorded on iTrent (human resource management system) and by managers. This is printed on employees' payslips ensuring the message reaches all employees and is included in the Induction checklist.
- 4.6 New employees are asked in which language they would like their contract to be issued.
- 4.7 Appraisal documentation is published on the intranet in Welsh. Employees have the option of disciplinary and grievance interviews/meetings being held in Welsh.
- 4.8 Cysgliad (Welsh grammar, spellchecker and dictionary) is available for employees. This is promoted at induction and employees are regularly reminded, through workforce news items, that they can request Cysgliad.
- 4.9 Resources to support Welsh learners and Welsh speakers are available on the intranet on a dedicated page for Welsh learners. Activities to support learners which take place in the community are promoted to employees to encourage them to participate.
- 4.10 Instructions on how to set up Iaith Gwaith on email signatures, bilingual email addresses and bilingual out of office messages have been circulated to employees. Employees can also request to have the words "Siaradwr Cymraeg" or "Dysgwr Cymraeg" after their name on their email address, to show they are Welsh speakers or Welsh learners. Iaith Gwaith lanyards and badges for Welsh speakers are available and Welsh learners have been provided with "Dysgwr" lanyards and badges.
- 4.11 The Induction checklist includes the Welsh Language Standards and prompts managers to ensure that employees:
- complete the Welsh language skills assessment;
 - identify the need for any Welsh language training;
 - complete the Welsh language awareness e-learning module;
 - can access Cysgliad;
 - are provided with the Iaith Gwaith badge and lanyard if they are Welsh speaking or a Welsh learner;
 - set up their "out of office message" bilingually; and
 - set up a bilingual email address.
- 4.12 The following policies are published in Welsh:
- Attendance Management Policy
 - Benefits of Working at Flintshire County Council
 - Capability Policy
 - Corporate Safeguarding Policy

- Disclosure and Barring Service Policy
- Dignity at Work Policy
- Diversity and Equality Policy
- Flexible Working application form
- Flexible Working Hours Policy
- Foster for Flintshire Policy
- Health and Safety Policy
- Welsh in the Workplace Policy

Requests for annual leave and sickness absence are made electronically, a Welsh version of request forms are available.

All information from Occupational Health is bilingual.

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

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

The data for 2018/2019 is set out below.

Category	Number		
	2016/17	2017/18	2018/19
i) Welsh language essential	17	8	14
ii) Welsh needed to be learnt when appointed	0	0	0
iii) Welsh desirable	9	40	42
iv) Welsh language skills not essential	277	185	207
TOTAL	294	233	263

4.14 Application forms for posts have been altered for job applicants to indicate whether they wish to use Welsh at interview.

4.15 We have assessed the Welsh language skills of employees (excluding those employed by schools). The results of the assessment show that 88.84% of employees have completed the audit. We will continue to take action to increase the number of employees who complete this audit. The breakdown of employees who have completed the audit is shown in Table 1.

Table 1: Number and percentage of employees who have completed the Welsh language skills audit as at 31st March 2017, 31st March 2018 and 31st March 2019.

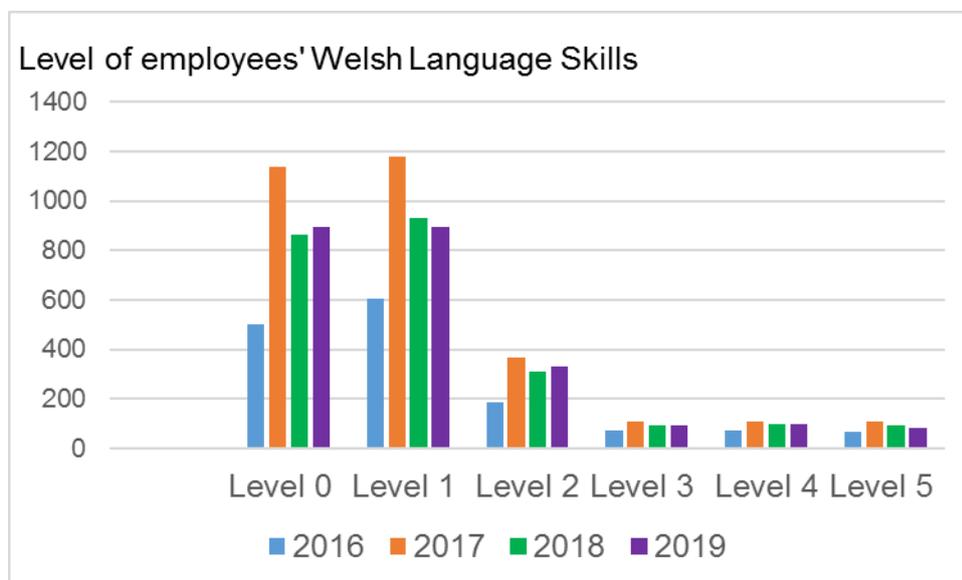
	2017	2018	2019
Portfolio	%	%	%
Chief Executives	100.00%	93.18%	100.00%
Community and Enterprise	83.66%	88.55%	88.13%
Education and Youth	81.41%	82.81%	88.06%
Governance	100.00%	98.21%	97.43%
Org Change 1	82.78%	86.36%	100.00%
Org Change 2	75.97%	94.74%	92.30%
People and Resources	100.00%	98.20%	100.00%
Planning and Environment	85.31%	90.53%	94.41%
Social Services	78.77%	91.42%	89.47%
Streetscene and Transportation	72.55%	75.00%	80.26%
FCC ACTUAL	82.43%	87.62%	88.84%

4.16 The results from Tables 2 and 3 set out the levels of employees' Welsh language skills. It shows that

Table 2: The number and percentage of employees and level of Welsh language Skills at 31 March 2019.

Portfolio	Level 0 (None)		Level 1 (Entry)		Level 2 (Foundation)		Level 3 (Intermediate)		Level 4 (Advanced)		Level 5 (Fully proficient)	
	No	%	No.	%	No.	%	No.	%	No	%	No	%
Chief Executives	7	16%	15	35%	9	21%	4	9%	3	7%	5	12%
Community and Enterprise	134	38%	131	38%	40	11%	17	5%	14	4%	13	3%
Education and Youth	55	25%	85	39%	40	19%	12	6%	12	6%	12	6%
Governance	40	35%	48	42%	16	14%	3	3%	4	4%	3	3%
Org Change 1	0	0%	5	56%	2	22%	0	0%	1	11%	1	11%
Org Change 2	13	37%	16	46%	4	11%	1	3%	1	3%	0	0%
People and Resources	40	24%	74	45%	30	18%	8	5%	10	6%	4	2%
Planning and Environment	48	31%	63	41%	16	10%	6	4%	14	9%	6	4%
Social Services	359	41%	303	34%	132	15%	30	3%	26	3%	30	3%
Streetscene and Transportation	199	47%	156	37%	40	9%	10	2%	10	2%	10	2%
Total	895	37%	896	37%	329	14%	91	4%	95	4%	84	4%

Table 3: Trend of Welsh language skills of employees as at 31st March 2016, 2017, 2018 and 2019.



5. Training

5.1 The Council provides Welsh language awareness training for employees. This is provided as an e-learning module. During 2018/19, 283 employees completed this training. Welsh language awareness training was also provided to elected members, this was delivered by Iaith - the Welsh Centre for language planning. In addition Welsh language skills training is available for employees. This is set out in Section 5.3.

5.2 We are required to report:

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

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

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

The number of employees who attended specific courses in Welsh is set out below:

Title of course	Number of employees who attended training in Welsh
Recruitment and interviewing	0
Performance Management	0
Grievance and Disciplinary Procedures	0
Induction	0
Dealing with the public	0
Health and Safety	0

5.3 Welsh language skills training

A variety of Welsh language skills training courses are provided, these include short courses for employees who have no knowledge of Welsh, to help them learn some basic expressions through to opportunities for fluent Welsh speakers to develop confidence and writing skills. There was a decrease in the number of employees who attended Welsh language skills training during 2018/19; 64 employees are now attending training.

Table 4: Number of employees attending Welsh language skills training

Level	2016/17 Number	2017/18 Number	2018/19 Number
Basic Language Skills	62	48	1
Entry	34	50	34
Foundation	20	7	12
Intermediate	12	23	3
Advanced	2	1	9
Proficient	3	10	5
Total	133	139	64

5.4 All apprentices, who are not Welsh speakers, are required to complete National Vocational Qualification (NVQ) level 2 Welsh during their first year and will progress to NVQ level 3 during their second year of their apprenticeship.

5.5 To encourage the use of Welsh in the workplace:

- employees who attend Welsh lessons also receive a dictionary in addition to access to Cysgliad
- external training providers have been asked to provide bilingual slides within their presentations such as Croeso/Welcome, Diolch/Thank you.
- managers are being provided with book marks with a sample of expressions to use in meetings.

- expressions to use in shops and cafes in Council premises are promoted during Su'mae Day.
- Managers started and finished all meetings on Su'mae Day.
- "Welsh on the Wall" posters have been distributed to Council offices and placed on walls above photocopiers to encourage employees to learn useful phrases.
- Panad a sgwrs conversation sessions are held monthly for Welsh learners in different locations; these are facilitated and supported by Welsh speaking employees.

5.6 Moving forward the Council has now registered for the ["Work Welsh"](#) Welsh language e-learning modules "Taster" course and "Welcome Back".

6. Complaints

6.1 During 2018/19 we received six complaints, compared to four complaints during 2017/18. The breakdown of complaints is set out below

Class of Standard	Number of complaints
Operational	0
Service Delivery	6
Policy making	0
Promotion	0

The complaints for 2018/19 are set out below and relate to the Service Delivery Standards.

Complaints Service Delivery	Outcome
Welsh not equal to English on information published by contractor	Welsh Language Commissioner investigation in progress. Information corrected
Customer's call to the Welsh telephone line transferred to English speaker who did not offer to take caller's details in order for a Welsh speaker to return the call. Enquiry page on website was not fully in Welsh.	Apology provided and Welsh speaker contacted the customer to deal with their enquiry. Contact Centre employees reminded to offer Welsh speakers options if Welsh speaking employees are not available. Website has now been changed
Reply sent in English to correspondence sent in Welsh (2 complaints)	Welsh Language Commissioner investigated one complaint. Currently investigating second complaint. Employees

	reminded of complying with the Standards
A letter sent in Welsh was not fully in Welsh	Services reminded to use Welsh addresses on Welsh correspondence
English placed above the Welsh on a new sign	Sign changed

7. Welsh language Promotion

7.1 We have developed and published a strategy to promote Welsh language across the county and to set targets for increasing the number of Welsh speakers. We will support an **increase** of the current level of Welsh speakers from (13.2%/ 19,343) within the county to 21,891 (15%) during this period. This equates to an increase of approximately 2548 Welsh speakers (over the age of three years) over the next five years. This takes into account the increase in children attending Welsh medium education as identified in the Welsh in Education Strategic Plan as well as an increase in the number of adults learning Welsh. Our longer term vision, post 2024, is to increase the number of Welsh speakers to create a bilingual county where Welsh language is a natural part of everyday life.

The Welsh in Education Strategic Plan and The More than just Words Framework are key strategies supporting our work to promote the Welsh language.

7.2 The Welsh in Education Strategic Plan aims to:

- increase the number of pupils accessing Welsh medium education including early years education;
- raise standards for all learners in the Welsh-medium sector (Welsh First Language and subjects taught through the medium of Welsh across the curriculum) and in the English-medium sector (where Welsh is taught and promoted as a second language).

7.3 All Welsh medium schools have achieved the Silver award of “Siarter Iaith” and Ysgol Gwenffrwd has achieved the Gold award. Six English medium schools to date have gained the Bronze award of ‘Cymraeg Campus’ – Sealand, Bryn Pennant, Y Llan, Yr Esgob, Licswm and Rhos Helyg primary schools. Siarter Iaith is the initiative to promote and increase the enjoyment and use of Welsh by children and creating a strong Welsh ethos in schools. The “Cymraeg Campus” is a charter to develop Welsh in English medium schools. Consisting of three awards - bronze, silver and gold, schools attempt to complete these awards over a three year period - one each year. Each award comprises of ten targets and these targets become more challenging at the different levels.

7.4 Social Services are embedding Welsh language services and the Active Offer within their work. They delivered Welsh Awareness sessions with external

partners to help them understand the importance of the Welsh culture and the legislation supporting the delivery of Social Services in Wales.

- 7.5 Social Services arranged a Welsh for Beginners training course specifically for the Social Care workforce (both local authority and the independent sector) through Coleg Cambria. This free 100 hours of learning started in March 2019 and will be complete by end of June 2019. 18 individuals enrolled on the course, a similar course will be provided in September 2019.
- 7.6 Promoting Welsh to local businesses and in the community
Menter Iaith has been provided with funding to support the development of a Welsh Language Forum. We also provided financial support to hold an event in Flint to celebrate St David's Day with the local community. The local schools participated in this event. Local offices and the local library decorated public facing areas with daffodils and bunting. Local shops participated by entering a St David's Day window dressing competition. Tweets were posted on the Council twitter page encouraging people to learn Welsh.
- 7.7 On Su'mae day we displayed posters on the television screens in Flintshire Connects and in Leisure Centres to encourage people to say something in Welsh. This was supported by messages being posted on Twitter.
- 7.8 Theatr Clwyd offer a variety of activities which raise the visibility and audibility of Welsh:
- Introduced a bilingual playlist for Front of House music. Special music events were held on "Welsh Music Day" and "Shw'mae Su'mae Day" which also included playing Welsh language music all day in the café.
 - Introducing a range of Welsh language newspapers and reading materials – available in the Gift Shop and café and bar areas.
 - Delivered a 10 week course for young people to learn the Ukulele through the medium of Welsh.
 - Have commissioned a bilingual play on the "Mold Riots" to be delivered in Autumn 2019.
 - Delivered for the first time in the theatre's history a Welsh language Christmas show "Llew the Shoemaker"
 - Increased the number of Welsh language cinema events and Welsh language music events.
 - Developing a newly accredited course for bilingual facilitators- the first ever bilingual course for facilitators.

8. Future Actions

- 8.1 Moving forward during 2019/20 we will continue to remind and support employees and managers about their responsibilities to meet the Welsh Language Standards.
We will work with our partners to encourage them to promote the Welsh language, thereby increasing the visibility and audibility of Welsh.
- 8.2 During the next 12 months we will continue to focus on:
- ensuring 100% employees complete the Welsh language skills audit;

- increasing the number of employees who complete the Welsh language awareness e-learning module;
- reviewing the recruitment and selection process to increase the number of Welsh speaking job applicants and ensure all applicants and new employees understand the Council's commitment to the Welsh language and providing bilingual services;
- increasing the number of employees who have some basic Welsh language skills and increasing the number of employees who report that their language skills are at level 3; and
- raising the profile of Welsh language in the workplace and the community.

For further information please contact us on:

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Appendix 1 WELSH LANGUAGE SKILLS SELF-ASSESSMENT TOOL

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