

Public Document Pack

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Prif Swyddog (Llywodraethu)



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To: Cllr Ian Roberts (Leader)

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

7 July 2021

Dear Sir/Madam

NOTICE OF REMOTE MEETING
CABINET
TUESDAY, 13TH JULY, 2021 at 10.00 AM

Yours faithfully

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

Robert Robins
Democratic Services Manager

Please note: This will be a remote meeting and 'attendance' will be restricted to Committee Members and those Members of Council who have asked the Head of Democratic Services for an invitation. Such attendees may only speak at the Chair's discretion.

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire-public-i.tv/core/portal/home>

If you have any queries regarding this, please contact a member of the Democratic Services Team on 01352 702345.

A G E N D A

1 **APOLOGIES**

Purpose: To receive any apologies.

2 **DECLARATIONS OF INTEREST**

Purpose: To receive any declarations and advise Members accordingly.

3 **MINUTES** (Pages 7 - 14)

Purpose: To approve the minutes of 15th June 2021 as a correct record.

TO CONSIDER THE FOLLOWING REPORTS

STRATEGIC REPORTS

4 **DIGITAL FLINTSHIRE** (Pages 15 - 54)

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

Purpose: To review and update the Council's current Digital Strategy.

5 **CARE INSPECTORATE WALES – ASSURANCE VISIT OUTCOMES** (Pages 55 - 76)

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

Purpose: To note the outcome of the Care Inspectorate Wales (CIW) Assurance Visit and to approve the response and action plan.

6 **SOCIAL SERVICES ANNUAL REPORT** (Pages 77 - 124)

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

Purpose: To approve the annual report.

7 MEDIUM TERM FINANCIAL STRATEGY (MTFS) AND COUNCIL FUND BUDGET 2022/23 (Pages 125 - 132)

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

Purpose: To present the first estimate for the budget requirement for 2022/23 and the strategy for funding the requirement.

OPERATIONAL REPORTS

8 REVENUE BUDGET MONITORING REPORT (OUTTURN) (Pages 133 - 164)

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

Purpose: To note the Outturn Revenue Budget Monitoring Report information for 2020/21.

9 CAPITAL PROGRAMME MONITORING 2020/21 (OUTTURN) (Pages 165 - 192)

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

Purpose: To note the Outturn Capital Programme information for 2020/21.

10 PRUDENTIAL INDICATORS - ACTUALS 2020/21 (Pages 193 - 198)

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

Purpose: To note the actual Prudential Indicator outcomes for 2020/21 compared with the estimates set for Prudence and Affordability.

11 REVENUE BUDGET MONITORING 2021/22 (INTERIM) (Pages 199 - 208)

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

Purpose: To receive the first budget monitoring report for the new financial year.

12 **ANNUAL REVIEW OF FEES AND CHARGES 2021** (Pages 209 - 224)

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

Purpose: To approve the outcomes of the annual review of fees and charges for 2021.

13 **SIDE WASTE ENFORCEMENT AND ENVIRONMENTAL AWARENESS** (Pages 225 - 276)

Report of Chief Officer (Streetscene and Transportation) - Cabinet Member for Streetscene

Purpose: To agree the approach for reintroducing side waste enforcement from 1st September 2021.

14 **WELFARE REFORM UPDATE** (Pages 277 - 290)

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

Purpose: To receive an update on the impact of Welfare Reform on Flintshire Residents.

15 **HOUSING RENT INCOME** (Pages 291 - 298)

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

Purpose: To receive the year-end outturn for 2020/21 and an operational update on rent collection and current arrear levels for 2021/22.

16 **COMMUNAL HEATING CHARGES 2021/22** (Pages 299 - 302)

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

Purpose: To approve the proposed heating charges in council properties with communal heating systems for 2021/22.

17 **EXERCISE OF DELEGATED POWERS** (Pages 303 - 304)

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

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

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

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

The report contains details of proposed contracts and the public interest in withholding the information outweighs the public interest in disclosure until the contracts have been awarded.

18 FAMILIES FIRST – CONTRACT 2022-2024 FUNDING (Pages 341 - 348)

Report of Chief Officer (Education and Youth) - Leader of the Council and Cabinet Member for Education

Purpose: To request Approval for Procurement of Families First Services 2022-24.

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

Procedural Note on the conduct of meetings

The Chair will open the meeting and introduce themselves.

The meeting will be attended by a number of Councillors. Officers will also be in attendance to present reports, with Democratic Services officers acting as hosts of the meeting.

All attendees are asked to ensure their mobile phones are switched off and that any background noise is kept to a minimum.

All microphones are to be kept muted during the meeting and should only be unmuted when invited to speak by the Chair. When invitees have finished speaking they should go back on mute.

To indicate to speak, Councillors will use the chat facility or use the electronic raise hand function. The chat function may also be used for questions, relevant comments and officer advice and updates.

The Chair will call the speakers, with elected Members addressed as 'Councillor' and officers addressed by their job title e.g. Chief Executive' or name. From time to time, the officer advising the Chair will explain procedural points or suggest alternative wording for proposals, to assist the Committee.

If and when a vote is taken, the Chair will explain that only those who oppose the proposal(s), or who wish to abstain will need to indicate, using the chat function. The officer advising the Chair will indicate whether the proposals are carried.

If a more formal vote is needed, this will be by roll call – where each Councillor will be asked in turn (alphabetically) how s/he wishes to vote

At County Council and Planning Committee meetings speaker's times are limited. A bell will be sounded to alert that the speaker has one minute remaining

The meeting will be live streamed onto the Council's website. A recording of the meeting will also be available, shortly after the meeting at <https://flintshire.public-i.tv/core/portal/home>

CABINET
15TH JUNE 2021

Minutes of the meeting of the Cabinet of Flintshire County Council held virtually via Webex on Tuesday 15th June 2021.

PRESENT: Councillor Ian Roberts (Chair)

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

IN ATTENDANCE:

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

OTHER MEMBERS IN ATTENDANCE:

Councillor: Patrick Heesom.

APOLOGY:

Councillor Derek Butler

1. DECLARATIONS OF INTEREST

None.

2. MINUTES

The minutes of the meeting held on 18th May 2021 were submitted and confirmed as a correct.

RESOLVED:

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

3. MERSEY DEE ALLIANCE (MDA) ECONOMIC STIMULUS PACKAGE

The Chief Executive introduced the report and explained that, in response to the unprecedented impacts of the Covid-19 pandemic, the Mersey Dee Alliance (MDA) had developed a package of investment priorities for the sub region which would hopefully trigger the recovery of the economy. The package represented a bid to UK and Welsh Governments for funding to deliver on five investment priorities, which were:

- Keeping our businesses competitive;
- Decarbonising industry;
- Skilling for the future;
- Connecting our region; and
- Digital connectivity.

Those priorities were developed in agreement with all of the MDA partners. The level of investment being sought equated to £402m, a combination of capital and revenue funding. The package was developed from November 2020 to March 2021 and was the subject to a “soft launch”. The next steps were to undertake a fuller launch of the package which would be handled by the MDA and engagement would take place with Welsh Government (WG) and UK Government officials on the details of the stimulus package and how it could be successfully progressed.

Members welcomed the stimulus package and thanks were expressed to Councillor Butler for the work he had undertaken on it.

RESOLVED:

That the stimulus package be supported by the Council as a partner to the Mersey Dee Alliance (MDA).

4. WELSH GOVERNMENT WHITE PAPER CONSULTATION – REBALANCING CARE AND SUPPORT

Councillor Jones introduced the report and explained that Welsh Government (WG) were seeking Local Authority views on proposals to introduce new legislation that addressed the complexity of current local commissioning processes and refocused priorities for the commissioning of care and support.

From the case for change, three critical areas emerged where WG believed focussed action was needed to deliver system-wide improvement to secure the vision for social care:

- Refocusing the fundamentals of the care market – away from the price towards quality and value;
- Reorientation of commissioning practices – towards managing the market and focusing on outcomes; and
- Evolution of integration mechanisms – focusing on joint planning and delivery.

The Chief Officer (Social Services) said that through actions in those areas, the White Paper sought to rebalance the care and support market based on a clear national framework where services were organised regionally and delivered locally. In doing so, they aimed to rebalance social care so that there was neither an over reliance on private sector, or a monopoly in the other direction.

RESOLVED:

That the consultation response to the White Paper be submitted.

5. END OF YEAR PERFORMANCE MONITORING

Councillor Mullin introduced the report and explained that the information presented the annual out-turn of performance against those measures identified for 2020/21.

The out-turn report for the 2020/21 Reporting Measures showed that 67% of the performance indicators had met or exceeded their targets. Where performance could be measured against last year there had been a 52% downturn in trend, with 43% of measures improving on last year's performance and 5% maintaining stable performance. The report was an exception-based report and concentrated on under-performance against target.

The Chief Executive explained that the Reporting Measures were monitored by the respective Overview and Scrutiny Committees according to the priority area of interest, with the full report being submitted to Corporate Resources Overview and Scrutiny Committee the previous week. Each Committee had been fully satisfied with the performance, noting that any areas of underperformance were explained by the interruption of the Covid-19 pandemic. The Report would be submitted to County Council in July as formal adoption was required before the end of October.

Members praised the performance of employees during what had been, and continued to be, a very difficult period. It demonstrated the adaptability of the organisation and its employees.

RESOLVED:

- (a) That the overall performance of indicators against the agreed Reporting Measures at the end of year point be noted; and
- (b) That Members be assured by explanations given for underperformance, which in the main were explained by the interruption of the Covid-19 pandemic.

6. WELSH LANGUAGE MONITORING REPORT 2020/21

Councillor Mullin introduced the report and explained that the Council had a statutory duty to publish an annual report setting out how the Welsh Language Standards (WLS) had been met. The Standards which are required to be met were set out in a Compliance Notice. They were unique to each organisation and specified what each organisation was expected to implement in Welsh, and the time period for compliance.

The report provided an overview of the Council's progress in complying with the WLS and identified areas for further progress and improvement.

RESOLVED:

- (a) That the Annual Monitoring Report be approved prior to publication, noting areas for further progress and improvement;
- (b) That the Welsh Language Report be included on the forward work programme of the Corporate Resources Overview and Scrutiny Committee; and
- (c) That Cabinet receive a mid-year report on the progress made in-year.

7. DEVELOPING CHILDREN'S RESIDENTIAL CARE HOME PROVISION

Councillor Jones introduced the report and explained that the Council was committed to ensuring children and young people received high quality care so they were, and felt, safe, loved and supported to develop the skills and resilience to lead fulfilled lives.

The main aim was to support families to care for their own children, and to prevent them, if safe to do so, from becoming looked after. Where children needed to be looked after, the Council would want to ensure that suitable and timely placements could be made. However, there were significant challenges with placement sufficiently. The authority was reliant on the independent sector for Children's Residential Care provision. That provision was very expensive and often in placements that were out of area, which had led to children being placed away from their communities at an increasing, and unsuitable, financial cost to the local authority.

To secure change a commitment had been set to develop a Residential Care Home provision for children and young people, with details of the priorities for the next three financial years through the delivery of the following projects:

1. Arosfa – to support a growing number of disabled children and their parents/carers
2. Ty Nyth – to provide specialist therapeutic assessment and support
3. Emergency Provision – to enable an effective response to crisis situations
4. Small Group Homes – to enable children to live within their local community

The Chief Officer (Social Services) emphasised the importance that the development of an in house residential Children's Care Home was seen as part of a whole system approach to supporting children and young people. It involved a number of complimentary projects to:

Reduce the number of children looked after by:

- Strengthening edge of care provision to support children safely and appropriately at home and prevent them needing to enter the formal looked after care system
- Working to revoke court orders to ensure that children who no longer needed to be in care could safely exit the care system
- Developing a support package for Special Guardianship arrangements in line with the financial and support arrangements for foster carers

Support more children through local authority fostering by:

- Attracting more general foster carers through a Methu Wales/Foster Wales campaign
- Expanding the Mockingbird Hub model

Members welcomed the report and supported the development of an in house Residential Care Home for children which would help with reducing the cost of Out of County placements.

RESOLVED:

- (a) That Members support the move to become a direct provider of Residential Care for Children; and
- (b) The following four projects be agreed as the priority projects for in-house development: Arosfa, Ty Nyth, Emergency Provision and Small Group Homes.

8. UPDATE ON THE BIODIVERSITY DUTY

Councillor Banks introduced the report which provided details on how the Council was making progress in delivering its biodiversity and resilience of ecosystems duty under Section 6 of the Environment (Wales) Act 2016.

The Council's Biodiversity Duty Delivery Plan 2020-2023, titled 'Supporting Nature in Flintshire' was explained and the progress of action to deliver objectives was reviewed, highlighting key areas of biodiversity work within the county.

The Chief Officer (Planning, Environment and Economy) said this was a good example of what could be achieved, commenting on the successful grant applications that had been awarded. It has been submitted to Environment and Economy Overview and Scrutiny Committee the previous week where it had been fully supported.

In response to a question from Councillor Bithell, the Chief Officer said that the Council could provide advice to residents on the removal of Japanese Knotweed, but it could not enforce people to remove it.

RESOLVED:

That Members recognise and support the progress with the biodiversity strategy.

9. EXERCISE OF DELEGATED POWERS

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

Streetscene and Transportation

- **The Flintshire County Council – Crosstree Lane, Ash Lane, Glynne Way and Gladstone Way, Hawarden and Cotton Lane, Mancot – Proposed Prohibition of Waiting, Prohibition of Waiting at any Time and Limited Waiting**

To advise Members of the objections received following the advertisement of the proposed Prohibition of Waiting, Prohibition of Waiting at any Time and

Limited Waiting on Crosstree Lane, Ash Lane, Glynne Way and Gladstone Way, Hawarden and Cottage Lane, Mancot.

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

RESOLVED:

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

10. NEWYDD CATERING AND CLEANING – ANNUAL REVIEW

Councillor Mullin introduced the report which provided an overview of NEWydd Catering and Cleaning performance in 2020/21 and highlighted the difficulties and opportunities that had been presented during that time.

RESOLVED:

- (a) That the changes made to the NEWydd Business Plan and the revised strategic objectives for the business be approved; and
- (b) That the achievements of NEWydd during this challenging year be noted, and the proposals for the recovery phase and the company's plans for growth for future years be supported.

11. PROCUREMENT OF WELSH HOUSING QUALITY STANDARD (WHQS) ENVELOPE WORKS TO COUNCIL OWNED PROPERTIES

Councillor Hughes introduced the report and explained that the Council embarked on an ambitious project to deliver the Welsh Housing Quality Standards (WHQS) to all of its homes by 2020.

The final stage of that programme was in the delivery of 'envelope works'. The programme would reach its conclusion in December 2021 due to the restrictions faced by the Covid-19 pandemic.

The report proposed to appoint a contractor for the remaining works.

RESOLVED:

That Members support the Direct Award to the contractor named in the report, to carry out the Whole House Envelope Programme, through the Procure Plus framework.

12. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

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

(The meeting commenced at 10.00 a.m. and ended at 11.10 a.m.)

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Chair

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CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Digital Flintshire
Cabinet Member	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Report Author	Chief Officer (Governance)
Type of Report	Strategic

EXECUTIVE SUMMARY

The Council's current Digital Strategy, Digital Flintshire, covers the period 2017-2022. Since its approval the strategy has led to the advancement of digital services across the Council enabling customers to find information and self-serve for an increasing range of functions. These services are underpinned by the My Account function that also enables support to be delivered via the Contact Centre when required.

In the 4 years since the strategy was approved there have been many changes, not least because the Council has completed objectives within the document. There have also been changes in the wider strategic context such as Welsh Governments digital that helps to define common minimum standards across the whole of Wales. Most significantly, of course, the changes needed to adapt to lockdown have accelerated demand for and the delivery of digital services.

It is appropriate to review and revise the strategy to reflect these factors. A revised draft is proposed that incorporates our learning, experiences, growth and ambition. It also features as a separate theme objectives to help reduce the exclusion that can be suffered without access the skills, devices or connectivity needed to take advantage of digital services.

RECOMMENDATIONS

1	That the progress made in delivering Digital Flintshire 2017-2022 is welcomed.
2	That the refreshed Digital Strategy for 2021-2026 is approved pending consultation with user groups.

3	That the Chief Officer Governance has authority to finalise the policy in consultation with the Deputy Leader and Cabinet Member for Corporate Services & Assets.
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REPORT DETAILS

1.00	EXPLAINING DIGITAL FLINTSHIRE
1.01	<p>Background:</p> <p>The Council's current Digital Strategy, Digital Flintshire 2017-2022, was adopted four years ago and is made up of six key themes:</p> <ul style="list-style-type: none"> • Digital Customer • Digital Workforce • Digital Business and Community • Digital Partnership • Information Management • Digital Delivery <p>Each theme is led by a senior manager and is underpinned by a set of core principles and high level actions which are reflected within the Digital Strategy.</p>
1.02	<p>The Digital Strategy Board (DSB) is chaired by the Chief Officer for Governance and is comprised of theme leads and portfolio representatives from across the Council. It meets bimonthly to:</p> <ul style="list-style-type: none"> • Receive theme updates to assess progress and remove barriers; • Review and assess business cases for new projects for inclusion in the Digital Strategy Project Plan, ensuring these meet key criteria for appropriate prioritisation; • Record and assess risks and issues. <p>The Digital Strategy Project Plan contains a list of all projects within the Digital Strategy which are assigned to a theme and reported against.</p>
1.03	<p>Progress:</p> <p>The Council has made good progress in delivering the aims set out in the Digital Flintshire 2017-2022. Some of the achievements include:</p> <ul style="list-style-type: none"> • Improving customer service via updating the corporate website and expanding the range of services available to customers online via the use of forms linking directly to business systems; • The introduction of a customer account, My Account, delivering secure personalised services including school admissions, planning applications and garden waste schemes; • Collaborating with other authorities and partner organisations to deliver regional and national projects to improve service delivery and develop standardised ways of working and information sharing such as via the North Wales Legal Case Management System;

	<ul style="list-style-type: none"> • Working with the UK Government and North Wales Economic Ambition Board to improve broadband access throughout the region via the LFFN programme and engaging with rural communities to assess their requirements and provide support; • Provision of a solid foundation for delivery of the curriculum to schools via the Welsh Government HWB programme, updating infrastructure and technology to agreed national standards.
1.04	<p>The Covid-19 Pandemic has had affected both individual Projects within the Digital Strategy Project Plan and the overarching strategic aims.</p> <p>It has impacted the delivery dates of projects, increased the demand for new projects and redesign of services, changed priorities, expedited organisational and transformational change, and most importantly, changed the expectations of Flintshire residents as to how and when services are delivered.</p> <p>This has forced the Council to deliver services in a different way and to refocus its ambitions and approach to delivering its duties and obligations.</p> <p>Some examples of work undertaken throughout the pandemic and during recovery are as follows:</p> <ul style="list-style-type: none"> • Enabling remote learning by providing remote access solutions to schools; • Supplying devices and mobile Wifi units to digitally disadvantaged learners throughout Flintshire; • Facilitating the continued delivery of key services by enabling employees to work from home; • Providing additional digital services and solutions such as: <ul style="list-style-type: none"> - New communication tools (eg video conferencing, Whatsapp) - On line applications for services e.g. business rates relief, childcare offers, free school meals, keyworker applications, childcare applications for vulnerable children, recycling requests. • Direct Covid Response work including sending letters and communications to vulnerable, shielding residents and using our data services to help residents by mapping and providing information on essential local services like pharmacies, food banks, delivery and other support services; • Supporting Test Trace Protect by developing systems, training, equipment and telephony.
1.05	<p>Digital Flintshire 2021-2026</p> <p>Audit Wales reviewed the Council’s strategy and made a number of recommendations for updates/revision. The report was issued during the pandemic and consequently implementing the recommendations has needed to wait.</p> <p>As part of refreshing the objectives within the strategy, work was undertaken to identify:</p> <ul style="list-style-type: none"> • demands and expectations of service users; • areas for development and

	<ul style="list-style-type: none"> • changes to working practices and procedures. <p>These are reflected within the revised strategy. In addition, the following changes have been made:</p> <ul style="list-style-type: none"> • The removal of completed actions and the addition of new and updated aims and actions; • The Digital Strategy for Wales, the requirements of the Local Digital Declaration, revised Council priorities, the changed environment and expectations of the Flintshire community have been reflected; • The governance arrangements have been updated. There is growing demand on IT services to increase the speed and scope of change that they can support within the Council (whilst still maintaining continuity of service). Prioritisation is key to ensuring that only those projects which significantly advance the aims of the strategy are taken forward; • Reframing of the key themes within the Digital Strategy to incorporate: <ul style="list-style-type: none"> - Digital Business and Connectivity Replacing the existing “Digital Business and Community” theme to expand and focus on the work, locally and regionally, to help businesses in general and to improve access to high quality higher speed broadband - Digital Learning and Culture Incorporating lifelong digital learning and the development of digital opportunities for participation within Flintshire communities - Digital Inclusion Digital Inclusion wraps around all of the other themes and is a key consideration of all aims, principles, ambitions, actions and individual projects within the strategy. <p>The aim is for residents to be able to exploit the benefits that digital can provide, tackling exclusion caused by lack of skills, lack of devices or lack of broadband, ensuring that no Flintshire resident is left behind in an increasingly digital world.</p>
1.06	Member briefings were provided on 28 th June and the strategy has been considered by the Corporate Resources Overview and Scrutiny Committee.

2.00	RESOURCE IMPLICATIONS
2.01	Work is currently underway to ensure that the projects and ambitions within the strategy also have accurate costings assigned. This will create a funding plan and that any potential funding gaps are identified as early as possible. It is already clear that the level of ambition outstrips the available funding and the capacity of the IT Service to support new projects alongside day to day delivery and necessary renewals of software/hardware (so called “keeping the lights on”). Only those projects which are a clear priority can be taken forward.

2.02	The revised strategy contains the digital standards which to ensure that only those projects which advance our strategic aims are progressed. Also, part of the role of the Digital Strategy Board is to assess the priority to be allocated to projects within available finance and IT capacity.
2.03	Digital projects are also very demanding of transformation capacity within the services themselves so that existing work practices are amended to maximise the benefit that can be derived from any new software. Such projects need to be carefully dovetailed into the existing commitments of services to ensure that sufficient capacity exists and to minimise disruption to service users.
2.04	An action plan showing the start and end dates for projects is included within the revised strategy. This is a live document and is constantly adjusted in light of changing demands (such as emergencies or the previously unannounced termination of a piece of software). Portfolios are closely involved in ranking the importance of projects to help develop that sequencing plan.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT	
3.01	Ways of Working (Sustainable Development) Principles Impact	
	Long-term Prevention	Positive Recognising that our population is aging and becoming more diverse, digital services mean more focus can be given to supporting those more in need of support. Recognising the threat of climate change, more flexible working practices mean less journeys impacting on Co2 emissions and air quality.
	Integration	Easy access to information and ability to easily manage day-to-day tasks digitally can help people to be self-reliant and prevent loss of independence.
	Collaboration	Consultation results have underpinned the strategy and ongoing programmes of learning from feedback from citizens and users will inform future development.
	Involvement	Benefits across the wellbeing goals from improved digital services e.g. an equal Wales. Working with our partners to deliver digital services that enable Health and Social Care Integration e.g. Single Point of Access (SPOA).
	Well-being Goals Impact	

Prosperous Wales	Improving local infrastructure to support developing businesses. Helping local people gaining relevant skills.
Resilient Wales	Changing working practices and developing skills for more resilient services and communities as the population and climate changes in the long-term.
Healthier Wales	Timely access to information to ensure support can be provided promptly preventing further deterioration, supported by real time information.
More equal Wales	Flexible services, responsive to the needs of the most vulnerable.
Cohesive Wales	Supporting improved internet connectivity so that information is easily and reliably available to enable all communities to be well-connected, informed and involved in their local area.
Vibrant Wales	Ensuring all services and information are provided bilingually.
Globally responsible Wales	More digital services reduces the need for journeys and resources such as fuel and paper, reducing Co2 emissions and use of resources.
Risks are logged, recorded and monitored by the Digital Strategy Board and included in the Corporate Risk Register where required.	

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	A member briefing took place on 28 th June 2021 and the strategy has been considered by the Corporate Resources Overview and Scrutiny Committee.
4.02	It is proposed to consult user groups on the strategy especially the proposed theme on digital inclusion.

5.00	APPENDICES
5.01	Appendix 1 – Digital Flintshire 2017-2022 Appendix 2 – Digital Flintshire 2021-2026

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	<p>Digital Strategy for Wales – publication date 23 March 2021 https://gov.wales/digital-strategy-wales-html</p> <p>Local Digital Declaration - https://localdigital.gov.uk/declaration/</p>
7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Lisa McQuaide – Project Manager Telephone: 01352 702357 E-mail: lisa.mcquaide@flintshire.gov.uk</p>
8.00	GLOSSARY OF TERMS
8.01	<p>Theme Lead: a senior manager responsible for overseeing and reporting against any projects which are assigned to their theme</p> <p>LFFN Programme – Local Full Fibre Network: a national programme to implement high quality broadband connections to key public buildings and sites, enabling providers to then offer packages to local business and residents who would not have been able to access these otherwise.</p> <p>HWB Programme: a national programme to invest in schools IT infrastructure and technology. The aim is to increase digital standards in schools across Wales by investing in a standard level of provision.</p> <p>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.</p> <p>Capital Funding: Capital funding is usually utilised to acquire or improve a long-term asset such as equipment or buildings.</p> <p>Revenue Funding: is utilised for items that will be used within a year. Examples include salaries, heating, lighting, services and small items of equipment. Routine repairs are revenue expenditures and can include significant repairs that do not extend the life of the asset or do not improve the asset.</p>

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Digital Flintshire

Supporting a Modern &
Efficient Council



2017 - 2022

Introduction

Since the development of the Council's previous IT Strategy, rapid developments in technologies have transformed the way that many people live their lives. This ranges from how they purchase goods and services to how they communicate with others. The public sector has also seen significant change against a backdrop of unprecedented financial challenges with little indication of this position changing within the lifetime of this Strategy. The future landscape for Local Government within Wales still remains uncertain which can make planning for long term investment in technology difficult. In the face of these challenges, there are many examples of councils using technology to deliver business efficiencies whilst improving services to customers.

Within Flintshire, we have embraced technology to deliver changes in; procurement through the introduction of an e-Procurement solution, human resources through introduction of manager and employee self-service; housing maintenance through introduction of mobile working; school admissions through development of online application for school admission; customer contact through development and implementation of a fully responsive website, Customer Relationship Management (CRM) system, contact centre telephony and a corporate mobile APP. We have almost 2000 employees able to work in an agile way with secure access to technology from locations of their choice. This has supported the Council's Asset Management Strategy enabling the reduction of office space across the Council. These examples represent just a few of the areas where

technology has been used to support improved business efficiency and customer service.



Within the IT service, we have realigned resources and investment to better meet the Council's priorities, the changing shape of the organisation and the compliance requirements surrounding information management and security.

Increased use of technology has also seen a growth in cybercrime. Balancing the needs of the Council to deliver flexible and reliable services to our customers whilst also ensuring the security and integrity of our digital infrastructure and information presents an increasing challenge.

It is clear that technology has, and will continue to play a significant role in the way that the council develops and delivers services and that it will make a major contribution to the council's priority to deliver a 'Modern & Efficient Council'.

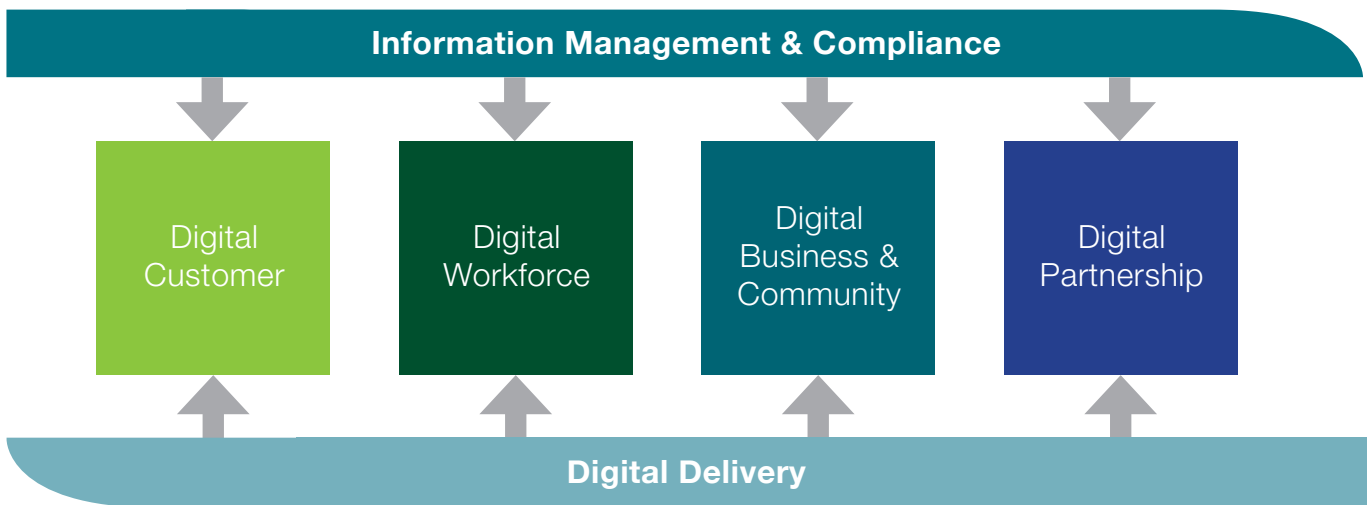
This Strategy will outline how Digital Information and Technology will be used to support the Council's Improvement Priorities and strategic plans over the next five years. A separate Information Management Strategy will also be developed to complement it.

Digital Flintshire: The Vision

This digital strategy sets out how the Council will embrace the opportunities that technologies offer for effective service delivery in an agile, mobile and responsive way. in *Supporting a Modern & Efficient Council* by:



- Using technology to offer customers increased flexibility in when and how they access our services
- Providing and promoting accessible and inclusive transactional services and information online
- Enabling our workforce to work smarter with the necessary skills and technologies to support
- Supporting our customers and communities in the use of, and access to digital technology to ensure that they can take advantage of all of the benefits it may offer them
- Working with and supporting our businesses to maximize opportunities that digital technology offers
- Using digital technology to work and collaborate with our partners efficiently and securely, including the effective sharing and use of data
- Ensuring that we treat Information as a key corporate asset ensuring it is compliant, accurate, relevant and secure so that we can use it to design and deliver more effective and efficient services
- Delivering a secure, reliable, resilient and cost effective digital infrastructure that is responsive to the needs of the council and its customers



Digital Customer

“Empowering customers to access the services and information they need online”

Principles:

- Continue to move transactional services to more effective and efficient digital channels by maximising self service
- Providing services and information online to customers in a user-friendly way
- Ensuring customers have the digital skills to access services and information online
- Delivering accessible, inclusive services and supporting customers to adopt digital services
- Providing choice of contact method whilst balancing efficiency with service quality
- Ensuring that customer needs and service efficiency are at the core of solutions development and implementation
- Delivering secure digital solutions so that customers trust us to protect their information



High Level Actions to Support Delivery:

No.	Action
1	Continued development of CRM to enable single view of the customer
2	Development of customer self-service facilities on the Council's website
3	Effective signposting to information and online resources on the Council's website
4	Working with services to ensure a "Digital First" approach to service delivery
5	Continue to move transactional services to more effective and efficient digital channels by maximizing self-service
6	Working with local training providers, partners and 3rd sector to identify and deliver effective customer training to ensure take up of digital services and support Digital Inclusion
7	Identify further opportunities for use of social media to support service delivery

Digital Workforce

“Equipping our workforce with the right tools and skills required to deliver ‘digital first’ services”

Principles:

- Employees will have the digital tools and skills required to deliver services effectively and efficiently
- Providing employees access to the information they need when and where they need it
- Equipping employees with the technology they need to deliver high performing services
- Supporting employees to adopt digital change
- Accelerating the move to digital only delivery where possible
- Designing new services ‘digitally by default’



High Level Actions to Support Delivery:

No.	Action
1	Continued implementation and development of agile and mobile technologies to enable employees to access business systems and information from any location
2	Development of mobile working to support service delivery
3	Implementation of collaboration and document management technologies
4	Appropriate workforce training to support use of digital technologies and systems
5	Implementation of technologies to support agile and mobile working
6	Extended provision of wireless in Council buildings
7	E-learning - Development of e-learning modules to support workforce development in use of new and existing technologies and to promote compliance with information management legislation
8	Implementation of a new intranet with ability for whole workforce access
9	Continued development and rollout of self-service systems across workforce and schools e.g. HR and Payroll

Digital Business & Community

“Encouraging the development of an effective digital infrastructure to maximize the opportunities that ‘digital’ offers to business, communities and learning centres”

Principles:

- Working with technology providers to ensure the best possible digital infrastructure and services are made available to Flintshire’s businesses and communities
- Supporting business growth in Flintshire regardless of location
- Supporting strong local economies and sustainable communities
- Working with partners to ensure businesses and communities have the knowledge and skills to embrace digital opportunities
- Providing information to support our young people using channels that they are most familiar with
- Providing all schools with an effective digital infrastructure to support their delivery of core education services
- Providing a platform for the delivery of the Digital Competency Framework to ensure all learners develop the appropriate skills to engage in the digital world

High Level Actions to Support Delivery:

No.	Action
1	Provision and support of digital services to schools through the Council’s new service delivery model for Schools IT support
2	Provision of training and support for school staff in delivering the Digital Competency Framework through access to Digital Leaders and the Regional Schools Improvement Service (GwE)
3	Modernising public IT facilities in community settings including Libraries, Connects etc.
4	Support communities in the development and implementation of town based wireless schemes
5	Lobbying telecommunication providers and Welsh Government to improve broadband coverage and speed
6	Work with the 3rd sector and other partners to identify opportunities to improve digital literacy within communities and small businesses
7	Provision of appropriate training for the Integrated Youth Provision Service (IYP) to ensure that they are able to take full advantage of modern communication channels and emerging technology to communicate and work with young people.

Digital Partnership

“Digital technology will enable the Council to work in partnership across local government, the wider public sector and the private sector to deliver improved services and drive change”

Principles:

- Developing digital services with partners to deliver more joined up, customer centric services
- Working with partners to develop and procure established technology ensuring best value for money
- Exploring opportunities for alternative service delivery models with other public and private sector organisations
- Simple and secure information sharing with partners
- Embracing technologies which support and enable collaborative service delivery such as cloud, open systems



High Level Actions to Support Delivery:

No.	Action
1	Enable the secure exchange of information with our partners
2	Working with partners to simplify the approach to identity management
3	Promotion of collaboration on regional and national projects e.g: <ul style="list-style-type: none"> • North Wales/All Wales Public Services Directory • Welsh Community Care Information System (WCCIS) • All Wales Library Management System • North Wales Legal Case Management System • Capita ONE Hosted service • North Wales Councils Regional Emergency Planning Service • Procurement

Information Management

“Information Management is a key foundation for ensuring the success and sustainability of digital developments”

Principles:

- Treating information as a key corporate asset to support improved decision making and resource allocation
- Driving out duplication and inconsistency in our customer, property and business data to reduce waste and have confidence in accuracy of information
- Ensuring that we actively monitor compliance with our legal obligations under Information and Records Management and Technology legislation, regulations, statutory guidance, accreditations and standards including; Data Protection Act 1998, Freedom of Information Act 2000, Environmental Information Regulations 2004, Re-Use of Public Sector Information Regulations 2015 and Public Sector Network Accreditation
- Ensuring compliance with security and information standards to support data exchange with other relevant partners
- Proactively addressing the risks posed by evolving cyber threats and investing in appropriate detection and prevention solutions

High Level Actions to Support Delivery:

No.	Action
1	Development and delivery of an information management strategy
2	Development and implementation of Infrastructure and Information Security technologies <ul style="list-style-type: none"> • Secure email • Event and log management • Unified Threat Management
3	Evaluation of requirements of new General Data Protection Regulations and implementation of processes and procedures to ensure compliance
4	Review and development of Information Security Policies
5	Development of systems and policies to support compliance with our legal obligations under Information and Records Management and Technology legislation, regulations, statutory guidance, accreditations and standards including; Data Protection Act 1998, Freedom of Information Act 2000, Environmental Information Regulations 2004, Re-Use of Public Sector Information Regulations 2015 and Public Sector Network Accreditation.
6	Consider ways of reducing both the physical and financial burden of storage on the Council whilst ensuring compliance
7	Use of technology to reduce duplication of data, to enable more efficient management of core council data and to help reduce the storage burden e.g. Electronic Document Management (EDM)
8	Maximise the potential that information offers in improving efficiency, resource planning and reducing failure demand by using data visualisation tools such as Geographical Information Systems (GIS)

Digital Delivery

“Digital Delivery enables the provision of resilient, robust and cost effective IT infrastructure and systems to underpin service delivery and facilitate organisational change”

Principles:

- Delivering reliable, secure and resilient IT infrastructure and systems to ensure continuity of service provision
- Improved governance to ensure that investment in technology is aligned with the priorities for the organisation
- Achieving best value from investments made in existing infrastructure by ensuring compliance with industry best practice
- Harnessing new and emerging technologies where they can deliver increased efficiency and improved service delivery
- Reducing the number of business systems and improving integration in order to standardise and simplify business processes

High Level Actions to Support Delivery:

No.	Action
1	Technology Roadmap (refresh of Technology Blueprint)
2	Development of improved governance arrangements
3	Facilitate the use of Welsh language through technology
4	Improved capacity management within the service
5	Effective prioritisation across the Council to ensure that resources are targeted to delivering solutions effectively and appropriately
6	Support for Asset rationalisation programme
7	To ensure that we have a clear picture of all the corporate IT assets, their value, relevant contract and license information and warranty and replacement schedules. This will ensure both license compliance as we as assisting with financial asset management planning.
8	Implement Enterprise Unified Communications: <ul style="list-style-type: none"> • Microsoft Exchange • Skype for business • Integrated technology
9	Consolidation of Business Systems: <ul style="list-style-type: none"> • Removal of Lotus Notes • Review of business systems to ensure we are getting best value from investments in 3rd part software • Rationalisation of systems to see if we can reduce the number of business systems with the potential to make efficiencies from licence reduction and system management overheads
10	Implementation of Financial System to support Alternative Delivery Models (ADM's)
11	Review of Masterpiece financial system
12	Evaluation and implementation of cloud technologies; <ul style="list-style-type: none"> • Microsoft Office 365 • Microsoft Azure

Governance Arrangements

There needs to be a mechanism to oversee and ensure the effective delivery of the Digital Strategy. This will be achieved through setting up a specific project board. The benefit of a specific board will be that it provides a mechanism to resolve any resource, capacity and prioritisation issues which could occur across the range of priorities and actions to be delivered.

- The Digital Strategy will be included in the Improvement Plan for the council and the Board will therefore be required to report on progress through the appropriate channels.
- Any bids for resources to deliver actions which support the delivery of the Strategy will also need to be approved by the Board following the development of a business case.
- The Board will be responsible for securing organisational acceptance of the risks associated with selected priority and ensure that they are managed appropriately through identified mitigation.

Delivery

- Each priority within the Strategy should be led by a senior manager supported by an IT Business Partner. Allocation of priority lead officers will be undertaken at the Flintshire Management Academy.
- The lead officers will sit on the Project Board in order to report progress against their particular priority.
- The lead officers will be responsible for prioritising work and will be supported by officers and partners with the appropriate knowledge and skills.



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Digital Strategy **2021-2026**

Introduction

The Council adopted “Digital Flintshire” in 2017. Since that time much has changed within the Council and the wider world. At the time the strategy marked a change of direction and ownership; from a document being solely about the IT Services’ plans to a wider statement of the whole Council’s ambitions in the digital arena. As the Council’s understanding of what is digitally possible has grown, so too has the acceptance and demand for digital services, particularly following the imposition of different levels of lock down in response to the coronavirus pandemic. It is now an appropriate time to review and revise the strategy in light of those changes and our experience.

In the four years since adopting the first iteration of Digital Flintshire the Council has made solid progress in delivering the aims and ambitions within that document. For example it has:

- Updated our website and developed our own Customer relationship Management System (CRM) which has seen us process almost 200,000 electronic forms from customers over the past 3 years, many of which have integrated directly into our business systems providing an end to end digital experience.
- Developed a customer account to enable customers to securely access services personal to them. These services have included school admissions, planning applications, garden waste schemes and a range of services for council tenants. To date we have in excess of 17,500 customers signed up for this service.
- Implemented modern and up to date infrastructures within schools aligned to agreed national digital standards as part of the Welsh Government HWB programme, ensuring they meet the needs of schools and provide a solid foundation for the delivery of the curriculum.

Our partners and other public sector bodies have made progress in delivering their ambitions that affect or support our own digital ambitions, for example, the North Wales Economic Ambition Board has been successful in securing government grant to improve broadband connection speeds within the region.

The Council’s delivery of digital services accelerated during and as a result of the physical restrictions imposed to contain the coronavirus pandemic. With an already agile workforce, the Council was well placed for its employees to work from home wherever possible. The legislation governing Council committee and Cabinet meetings was swiftly amended and all meetings now take place virtually, which has opened up

access to meetings that previously were little seen despite being open to the public. The widespread adoption of video conferencing, to complement existing agile technologies, has also had significant benefits in terms of reducing travel and the consequent carbon emissions whilst improving productivity and work life balance for employees. It has also further supported the council's asset rationalization programme.

The demand for digital services has accelerated within the council and those who use its services. Our experiences of what is now possible and acceptable has lifted our ambition and the Council has refreshed its long term ambitions in light of that experience, allocated additional resources to support the delivery of the action plan and recognise that further resourcing will be critical for the success of the strategy moving forward.

The strategic context for digital has developed within Wales. Welsh Government has published its own digital strategy and digital standards which set out expectations for local government on the digital transformation of services. We have built those standards into this document and signed up to the Local Digital Declaration to ensure that the Council keeps pace with other organisations in the public sector.

The Council's own policy context has also changed. The Council Plan has always had a strong emphasis on tackling the effects of poverty and exclusion, but the 2021/22 plan saw the inclusion of a specific theme on tackling digital poverty to ensure that no one is excluded by a lack of skills or access to digital technology. This has carried through into a new wrap-around theme within the digital strategy to ensure that digital inclusion is addressed as a consideration in all projects we undertake.

What has changed in updated the strategy

The Council has:

- removed those aspirations or milestones that have been completed and updated its ambitions and long term aims
- for the first time been able to include a clear action plan showing the timescale for project delivery
- shown how the digital strategy delivers the aims and ways of working mandated under the Well Being of Future Generations Act
- separated out some themes to give them greater clarity and reframed/refocused its aims around education, learning, culture and the arts
- set out clear digital standards that all projects must meet if they are to be supported and delivered by IT Services

Wider strategic context

Digital Strategy for Wales

Since the first iteration of Digital Flintshire, Welsh Government has published its own [Digital Strategy for Wales](#), which sets out its vision for a consistent standard of digital public service. It contains 6 missions below which clearly overlap with the aims in this updated strategy:

Mission 1: digital services

Deliver and modernise services so that they are designed around user needs and are simple, secure and convenient.

Mission 2: digital inclusion

Equip people with the motivation, access, skills and confidence to engage with an increasingly digital world, based on their needs.

Mission 3: digital skills

Create a workforce that has the digital skills, capability and confidence to excel in the workplace and in everyday life.

Mission 4: digital economy

Drive economic prosperity and resilience by embracing and exploiting digital innovation.

Mission 5: digital connectivity

Services are supported by fast and reliable infrastructure.

Mission 6: data and collaboration

Services are improved by working together, with data and knowledge being used and shared.

Local Digital Declaration

UK Government has also created a vision for the delivery of digital services called the [Local Digital Declaration](#). Signing the declaration is statement of intent to follow a common approach to delivering digital services, which will facilitate and increase collaboration and connections between different public bodies.

The 5 principles of the Local Digital Declaration are set out below and Flintshire will adopt these as its preferred way of working to deliver the ambitions and projects within Digital Flintshire:

1. We will go even further to redesign our services around the needs of the people using them. This means continuing to prioritise citizen and user needs above professional, organisational and technological silos.
2. We will 'fix our plumbing' to break our dependence on inflexible and expensive technology that doesn't join up effectively. This means insisting on modular building blocks for the IT we rely on, and open standards to give a common structure to the data we create.
3. We will design safe, secure and useful ways of sharing information to build trust among our partners and citizens, to better support the most vulnerable members of our communities, and to target our resources more effectively.
4. We will demonstrate digital leadership, creating the conditions for genuine organisational transformation to happen, and challenging all those we work with to embrace this Local Digital Declaration.
5. We will embed an open culture that values, incentivises and expects digital ways of working from every member of our workforce. This means working in the open wherever we can, sharing our plans and experience, working collaboratively with other organisations, and reusing good practice.

Digital Standards

National digital standards serve to provide a set minimum design principles for digital services, specifying criteria that all digital services developed by public services must meet. Scotland has published its [Digital First Service Standard](#), which sets 22 different criteria that each project meet to ensure that it is contributing to the vision created by the Scottish Government. As stated within the document

“The standard has 3 themes:

- user needs - focus on what your users want to do rather than the organisation's objectives or the mechanics of delivering your service
- technology - how you've built your service
- business capability and capacity - having the right team with enough time to maintain the service

The standard aims to make sure that services in Scotland are continually improving and that users are always the focus.”

Welsh Government has not yet published a similar standard for digital projects in Wales. However, learning from the Scottish standard, Digital Flintshire contains 12 maturity points for consideration which ensure that any project undertaken within the Council will help to achieve the aims and objectives of the overall policy. These are:

Usability and Accessibility

1. Website content and online service

2. Relationship with 'My Account'
3. Omni-channel
4. Online payments
5. Online bookings
6. eSignatures

Data

7. Reporting – Management Information and Business Information
8. Data strategy links
9. Document management

Technology

10. Hosting – cloud or on premise?
11. Integration requirements
12. Mobile working

Links with Other Strategies

Digital Flintshire touches upon the work of the whole Council and needs to both influence and be influenced in turn by other corporate strategies if it is to be successfully delivered. The links and interdependencies with other strategies are as follows:

- HR Strategy – Digital Flintshire contains a specific theme on delivering digital processes for its employees. In turn it relies upon employee development, in accordance with the HR Strategy, to build/recruit digital skills within the workforce;
- Customer Strategy – the Customer Strategy revolves around providing effective services at the first point of contact and enabling customers to self-serve wherever possible. Close integration between digital services provided on the website and the Council's own customer relationship management software enables employees in the Contact Centre to support customers if required
- Environmental Strategy – the Council has set the goal of becoming carbon neutral by 2030. Digital services remove the need for officers/residents to travel in order to deliver/access services thereby reducing the council's carbon footprint. Increased data usage has its own carbon cost which is in turn mitigated by purchasing, or generating our own, green energy.

Future Generations

This strategy will contribute towards progressing the well-being goals. Embracing digital innovation and improving access to faster broadband can lead to greater economic opportunities and the strategy has a theme directed to this end, thereby creating a more

prosperous and resilient society. Equipping people with the digital skills they need and designing services around the user will also improve social cohesion, create a healthier and more equal society with well-connected communities and contribute to a thriving Welsh language.

Through supporting remote working, designing public services effectively, using data smartly and modernising the technology we use we can support our ambition to reduce carbon usage (noting that through purchasing, or even generating our own, “green energy” this can offset the carbon cost of increased data usage).

Achieving real digital transformation of public services provides an opportunity to support the ways of working described in the Well-being of Future Generations (Wales) Act. Digital services join up and integrate departments for residents so they can seamlessly conclude their request for service in a single process. Good engagement supports the design of user-facing services that prevent inefficiencies and inconsistent experience for the citizen. Designing services in an iterative, agile and user-focused way will ensure services are designed for the long-term.

Some examples of how the strategy is taking forward the Wellbeing of Future Generations Act:

Long term	Recognising that our population is aging and becoming more diverse, digital services mean more focus can be given to supporting those more in need of support. Recognising the threat of climate change, more flexible working practices mean less journeys impacting on Co2 emissions and air quality.
Preventative	Easy access to information and ability to easily manage day-to-day tasks digitally can help people to be self-reliant and prevent loss of independence.
Involvement	Consultation results have underpinned the strategy and ongoing programmes of learning from feedback from citizens and users will inform future development.
Integration	Benefits across the wellbeing goals from improved digital services e.g. an equal Wales. Working with our partners to deliver digital services that enable Health and Social Care Integration e.g. Single Point of Access (SPOA).
Collaboration	Working with schools to ensure children are equipped to thrive in a digital world. Working with partners to help build skills within the community and ensure access to digital services
A prosperous Wales	Improving local infrastructure to support developing businesses. Helping local people gaining relevant skills.

A resilient Wales	Changing working practices and developing skills for more resilient services and communities as the population and climate changes in the long-term.
A healthier Wales	Timely access to information to ensure support can be provided promptly preventing further deterioration, supported by real time information.
A more equal Wales	Flexible services, responsive to the needs of the most vulnerable.
A Wales of Cohesive communities	Supporting improved internet connectivity so that information is easily and reliably available to enable all communities to be well-connected, informed and involved in their local area.
A Wales of vibrant culture and thriving	Ensuring all services and information are provided bilingually.
A globally responsive Wales	More digital services reduces the need for journeys and resources such as fuel and paper, reducing Co2 emissions and use of resources.

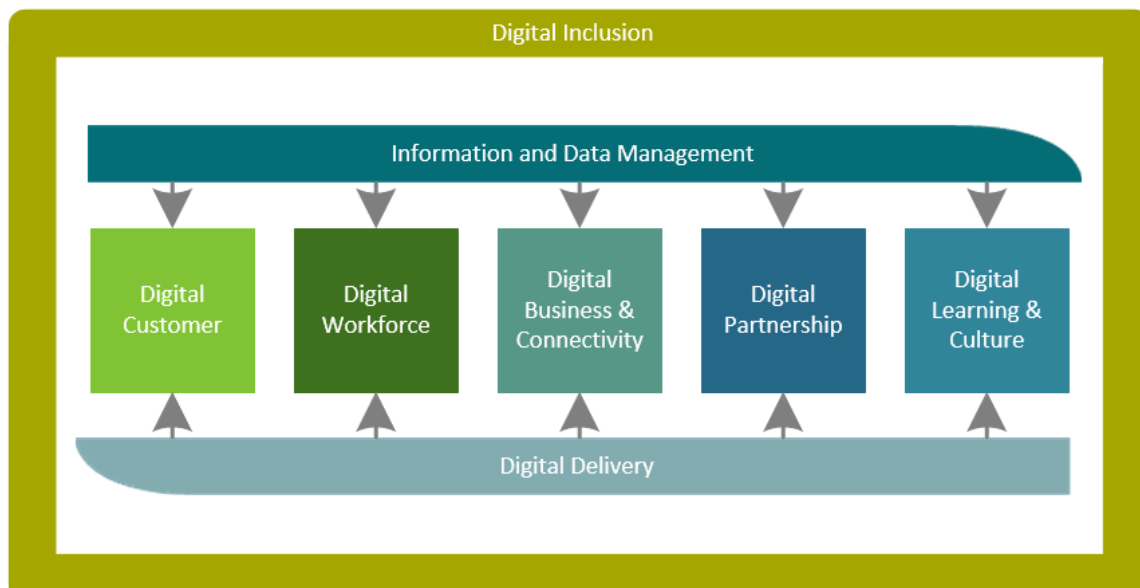
Socio Economic Duty

The Council recognises that inability to access digital services can disproportionately impact people from lower socio economic groups, perpetuating or even exacerbating the disadvantages they face. This revised strategy seeks to tackle these issues through very theme, and also includes a theme aimed at specifically targeting these challenges.

Digital Flintshire: The Vision

This digital strategy sets out how the Council will embrace the opportunities that digital technologies, innovation and information offer to ensure the effective delivery of modern, efficient public services by adopting the following principles:

- Using technology to offer customers increased flexibility in when and how they access our services
- Ensuring our customers have the access, skills and confidence to engage with an increasingly digital world, based on their needs - no one is left behind
- Providing and promoting accessible and inclusive digital services that are simple, secure and convenient enabling people to use the Welsh Language on a day-to-day basis
- Creation of a workforce which is efficient, informed, and able to interact confidently and effectively in a digital world
- Demonstrating digital leadership, creating conditions for genuine organisational transformation to take place and challenging those we work with to embrace this culture
- Working with and supporting our businesses to maximize and exploit opportunities that digital technology and innovation offers
- Using digital technology to work and collaborate with our partners efficiently and securely, including the effective sharing and use of data
- Ensuring that we treat Information as a key corporate asset ensuring it is compliant, accurate, relevant and secure so that we can use it to design and deliver more effective and efficient services
- Delivering a secure, reliable, resilient and cost effective digital infrastructure that is responsive to the needs of the Council and its customer



Digital Customer

“Empowering customers to use digital channels to access information, engage and complete a transaction”

Principles:

- Our services will be modern, efficient and streamlined to meet the needs of customers.
- Digital services will be simple, secure and convenient
- Our residents will be able to access high quality services in Welsh and English because they are designed bilingually from the outset
- Our services will have a consistent user experience and design.
- Services that can be online will be available online and other channels will be available where they are needed
- People will choose to use digital services, increasing self-service interactions between customers and services
- No person is left behind as we embrace a digital services, keeping digital inclusion at the heart of all we do

High Level Actions to Support Delivery:

1. Continue to develop modern, efficient and secure digital services
2. Ensure bilingual user experience in service design and delivery
3. Modernise online payment facilities
4. Create a Digital Hub for information, resources and support to help people to use digital services
5. Develop the use of social media as a channel to support service delivery
6. Develop the Customer Relationship Management system to enable a single view of the customer

Digital Workforce

“Equipping our workforce with the digital skills, capability and confidence required to deliver ‘digital first’ services”

Principles:

- We will ensure our employees have the digital tools and skills required to deliver services effectively and efficiently
- We will support changes in working practices that enable employees to work more transparently and flexibly.
- Unify our offline and online communications by keeping employees connected through their mobile devices to provide anywhere, anytime access to business tools and information
- Continue to support virtual work environments that allow employees to stay connected in virtual workplaces while balancing business needs and operational risks.
- We will help to minimize spending and enhance productivity by providing employees with the right tools and right information at the right time
- We will support our employees to adopt digital change
- Ensuring we accelerate the move to digital delivery where possible

High Level Actions to Support Delivery:

1. Continued implementation and development of agile and mobile technologies to enable employees to access business systems and information from any location
2. Development of mobile working to support service delivery
3. Implementation of collaboration and document management technologies
4. Appropriate workforce training to support use of digital technologies and systems
5. Undertake a Digital Workforce Skills Assessment for all existing and new employees
6. Extended provision of wireless in Council buildings
7. Development of e-learning modules to support workforce development in use of new and existing technologies and to promote compliance with information management legislation
8. Implementation of a new intranet with ability for whole workforce access
9. Continued development and rollout of self-service systems across workforce and schools e.g. HR and Payroll

Digital Business and Connectivity

“Working with and supporting our businesses to maximize and exploit opportunities that digital technology and innovation offers”

Principles:

- We will promote and deliver projects that increase ultra-fast broadband and mobile coverage, enabling our businesses to access new markets and our residents to access employment, education and services
- We will promote and deliver projects that facilitate Internet of Things deployment by public services and businesses
- We will promote and deliver projects that facilitate Internet of Things deployment by public services and businesses

High Level Actions to Support Delivery:

1. Participate in North Wales Growth Deal project to create 5G infrastructure along strategic transport corridors and at key employment sites.
2. Contribute to the development of a more streamlined policy framework for North Wales that makes it more cost effective for telecoms infrastructure companies to make investments.
3. Participate in North Wales Growth Deal project to expand rural broadband coverage.
4. Complete installation of fibre connectivity to public buildings through Local Full Fibre Network project.
5. Provide officer resource to support rural households in identifying solutions to connectivity issues and to promote community broadband projects.
6. Develop projects to improve connectivity at community facilities.
7. Develop monitoring infrastructure in town centres to provide data to inform management and investment.
8. Compile IoT (Internet of Things) use cases for public sector and businesses.

Digital Partnership

“Digital technology will enable people and organisations to work together to design and deliver improved services”

Principles:

- Digital technology will enable partners to deliver better, seamless, services and outcomes
- Appropriate data and knowledge will be shared and used by partners to develop and improve services
- There will be open and agile ways of working across partnerships, enabling co-located services
- We will maximise technologies which support and enable collaborative service delivery such as cloud and open systems
- We will work with partners to develop and procure established technology ensuring best value for money
- We will explore opportunities for alternative service delivery models with other public, private and third sector organisations

High Level Actions to Support Delivery:

1. Establish a set of ‘digital commitments’ with our key partners to align our strategic direction, timelines and capacity, improving outcomes
Our ambition will include:
 - the NHS and North Wales Police
 - schools and higher and further education organisations
 - Newydd and Aura (Alternative Delivery Models)
2. Identify opportunities to work together on digital initiatives to get the most out of our data:
 - develop consistency by agreeing and adopting common data and architecture standards and using platforms that will support the re-use of data and collaboration more generally
 - work with partners to identify data sources that can help create a rich and inclusive picture of society to inform service development and commissioning intentions
3. Explore how Sharepoint, or other technology, can be effectively deployed to support partnership working and outcomes whilst ensuring compliance to data and information governance standards.
4. Develop a Blueprint for co-located services, and the associated infrastructure (e.g. telephony), to facilitate partnership working and seamless services for

citizens. This will include co-location with Health, Police and 3rd sector organisations.

5. Promotion and collaboration on regional and nation projects including:
 - Phase 2 of All Wales Library Management System
 - Replacement of social care client and finance systems
 - Work to move to digital solutions for court work
 - Replacement system for schools
 - Procurement

Information and Data Management

“We can improve the services provided to the public by working together and ensuring that our information and data is used effectively, well organised, protected and gets to where it needs to go”

Principles:

- People and organisations will have full confidence that their data is being treated responsibly, securely and ethically, in line with appropriate Information and Records Management legislation and by following industry best practice around Information Management and Security.
- We will deliver better, seamless, services with improved outcomes due to data being used effectively and innovatively.
- We will limit the amount of times citizens need to provide the same information by developing improved data mapping across the council to support easy and secure use and reuse of data to deliver joined-up services
- We will make our data available so that it can be accessed by people and organisations that need it, when they need it, in a format that is easy to use.
- We will design safe, secure and useful ways of sharing information to build trust among our partners and citizens, to better support the most vulnerable members of our communities, and to target our resources more effectively.
- We will treat information as a key corporate asset to support improved decision making and best use of resources.

High Level Actions to Support Delivery:

1. Develop an Information and Data Management Strategy that considers the needs of our citizens, demands of the business, industry best practice and changes in technology and legislation.
2. Ensure that we meet our legislative and ethical obligations in the way that we manage our information, building the trust of our citizens and partners e.g.:
 - Data Protection Legislation
 - Freedom of Information Act 2000.
 - Environmental Information Regulations 2004.
 - Public Services Network (PSN) Accreditation.
 - Cyber Essentials Accreditation.
3. Reduce both the physical and financial burden of information and data storage on the council whilst maintaining compliance:
 - Contracts review for storage and destruction.

- Review of corporate fileshare as part of O365 migration.
 - Maximise opportunities for the re-use of information.
 - Reduce duplication of information.
4. Use of technology to enable more efficient management and information sharing within the council and with its partners:
 - Implementation of SharePoint and associated technologies to support improved records management and information sharing
 - Develop a strategic framework for information sharing
 5. Maximise the potential that improved information management offers in terms of improving business efficiency, resource planning and reduction of failure demand:
 - Improved data standards
 - System consolidation and integration
 - Wider use of data mapping to reduce duplication
 - Review of information lifecycles from collection through to destruction or archive
 - Use of business intelligence technologies to support improved decision making and resource planning.
 - Continued development of single view of customer
 6. Ensure that the councils leadership team, members and officers understand both their legal obligations and opportunities for improving service delivery through improved information management:
 - Policy review, promotion and awareness.
 - Targeted training and further development of e-learning

Digital Delivery

“Digital Delivery enables the provision of resilient, robust and cost effective IT infrastructure and systems to underpin service delivery and facilitate organisational change”

Principles:

- We will deliver reliable, secure and resilient IT infrastructure and systems to ensure continuity of service provision.
- Ensure that our investment in technology is aligned with the priorities for the organisation
- Achieving best value from investments made in existing infrastructure by ensuring compliance with industry best practice.
- We will harness new and emerging technologies where they can deliver increased efficiency and improved service delivery
- Working to reduce the number of business systems and improving integration in order to standardise and simplify business processes

High Level Actions to Support Delivery:

1. Develop and maintain Cloud and Datacentre strategies to define the Council’s “Cloud First” policy and inform the Council’s Asset Rationalisation Plan.
2. Undertake infrastructure upgrades to ensure there is sufficient capacity to support service provision.
3. Ensure infrastructure software is up to date to ensure licensing compliance, provision of a secure infrastructure and platforms capable of running the latest business applications.
4. Implementation of cloud technologies:-
 - Microsoft Office 365
 - Microsoft Teams
 - Microsoft SharePoint
5. Support the implementation of new or upgraded business systems
6. Consolidation of Business Systems:-
 - Review business systems to ensure we are getting best value from investments in 3rd party software
 - Rationalisation of systems to see if we can reduce the number of business systems with the potential to make efficiencies from license reduction and system management overheads

7. To ensure that we have a clear picture of all the corporate IT assets, their value, relevant contract and license information and warranty and replacement schedules. This will assist with financial asset management planning.
8. Support the Councils Asset rationalisation programme
9. Facilitate the use of Welsh Language through the use of technology
10. Support the delivery of projects within other workstreams in the programme through the provision of technology, systems and resources.

Digital Inclusion:

“To bring the Council closer to residents by equipping people with the motivation, access, skills and confidence to engage with an increasingly digital world, based on their needs.”

Principles:

- We will promote introduce and develop digital for people in a way that benefits them; helping them do things they care about and can only do online
- Make it easier for our residents to stay safe online by providing simple and straightforward advice and tools
- Working with our partners to maximise expertise, experience and resources to better meet user needs.
- Supporting people with access to appropriate connectivity and equipment to enable access to digital services
- We will identify wider outcomes that can be delivered by helping people become independently confident online

High Level Actions to Support Delivery:

1. Work with our partners to develop and promote a volunteer programme to support people to get online
2. Support and enable access to the internet and devices to ensure people are not excluded from a digital world
3. Develop digital services that are accessible and responsive
4. Continue to work with 3rd sector and other partners to identify opportunities to improve digital literacy within communities and small businesses
5. Promote initiatives to help people to use digital technology now and in the future
6. Highlight initiatives that support people’s health and wellbeing through participation in digital activities

Digital Learning and Culture

“We want learners of all ages to be able to engage with what it means to be a conscientious digital citizen who engages with and contributes positively to the digital world around them.”

Principles:

- We will work with other organisations to promote and develop inclusive opportunities for digital accessibility, participation and culture growing sustainable communities
- Provide the most effective digital infrastructure and services for education and youth providers, embedding technology in the classroom
- Continue to explore and develop digital channels to provide learning opportunities throughout Flintshire
- Enhance the digital capability and skills of learners of all ages by:
 - Working with schools, partners and the workforce to ensure they are equipped to deliver digital opportunities for learners as part of the curriculum for Wales
 - Supporting the evolving digital requirements of adult learning as part of Digital 2030

High Level Actions to Support Delivery:

1. Continued provision of digital services and support to schools through the Council’s service delivery model for Schools IT support
2. Work in partnership with the Regional School Improvement Service (GwE) to provide training and support for schools in delivering the Digital Competency Framework and embedding this within Curriculum Wales 2022
3. Work with Welsh Government to deliver and develop school IT infrastructure to align with agreed digital standards and design
4. Support schools and the workforce to maximise the use of HWB, a bilingual platform hosting a national collection of tools and resources to support education in Wales
5. Work with the adult learning partnership (North East Wales) to identify opportunities to improve digital literacy within communities
6. Provide ongoing professional development for Education and Youth Services to ensure that they are able to take full advantage of modern communication channels and emerging technology to communicate and work with young people
7. Create a cultural hub via NEWA (North East Wales Archives) improving accessibility and engagement with all sectors of the community

Governance Arrangements

The Digital Strategy Board is responsible for overseeing and ensuring the effective delivery of the Digital Strategy. It will provide a mechanism to monitor and evaluate progress and resolve any resource, capacity and prioritisation issues which could occur across the range of priorities and actions to be delivered.

- The Digital Strategy will be included in the Improvement Plan for the council and the Board will therefore be required to report on progress through the appropriate channels
- Any bids for resources to deliver actions which support the delivery of the Strategy need to be approved and ranked by the relevant Senior Management Team prior to the development of a business case for submission to the Board
- The Board will utilise a set of defined criteria for assessing and prioritizing business cases ensuring that these are aligned with the Council's Digital Strategy priorities and ambitions
- The Board are responsible for highlighting and securing organisational acceptance of the risks associated with each selected priority, ensuring that they are managed appropriately through identified mitigation

Delivery

- The Board is made up of a number of representatives to include all areas within the organization
- Each priority within the Digital Strategy is led by a Senior Manager who will sit on the Board in order to report progress against their particular priority
- Lead officers will be responsible for assisting in prioritizing work and will be supported by officers and partners with the appropriate knowledge and skills throughout the organization

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CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Care Inspectorate Wales – Assurance Visit Outcomes
Cabinet Member	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Strategic

EXECUTIVE SUMMARY

Care Inspectorate Wales (CIW) are the independent regulator of Social Care and Childcare in Wales. They regulate social care and early years services using the regulations and national minimum standards set out by Welsh Government through the Social Services and Well-being (Wales) Act 2014.

This report presents the findings of the recent CIW Assurance Check of Flintshire Social Services and sets out the executive response and action plan to improvement areas identified in the findings letter of the 26th May 2021.

The Assurance Check visit took place from the 19th to 23rd April 2021 with eight inspectors undertaking case file reading, meetings with individuals, families, practitioners, managers and partner agencies. All activities were undertaken virtually through Webex and some telephone conversations where this was appropriate. The inspectors were afforded remote access to PARIS for the duration of the visit.

CIW concentrated its key lines of enquiry within the four principles of the Social Services and Well-being (Wales) Act 2014 which are:

- People – Voice and Control
- Prevention
- Well-being
- Partnership and Integration.

The Inspectorate also paid particular attention to:

1. How well is the local authority discharging its statutory functions to keep people who need care and support and carers who need support, safe and promote their well-being during the pandemic?

2. What is the local authority doing to prevent the need for children to come into care; and are children returning home to their families quickly enough where safe to do so?

This report reflects CIW feedback that there are many strengths in Flintshire Social Services and the inspectors were “assured” that Flintshire is discharging its statutory functions to keep people safe and promote their well-being during the pandemic, and that the Council prevent the need for children to come in to care; and are children returning home to their families where appropriate.

In the verbal feedback received on the final day of the visit, inspectors found evidence of “very good practice” across all areas in Social Services and that staff were “dedicated, knowledgeable and focused on outcomes” for people.

The letter also identified areas for improvement including giving further consideration to the value of independent advocates to support children and young people. It was also identified that an area of improvement was to ensure that there is sufficient evidence in children’s services of the analysis of need and decision making in care records.

Finally, during child protection enquiries it was noted that children are seen and seen alone by the social worker.

RECOMMENDATIONS

1	To approve the executive response and action plan.
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REPORT DETAILS

1.00	BACKGROUND
1.01	Care Inspectorate Wales undertook their Assurance Check of Flintshire Social Services from the 19 th to 23 rd April 2021. Eight inspectors reviewed 36 cases (18 in Children's Services and 18 in Adult Services) plus 6 carer assessments.
1.02	Ten cases were tracked, meaning that the inspectors met with all the key professionals involved in the case as well as the individuals themselves, their families or foster carers.
1.03	Over the course of the week, inspectors attended 61 virtual meetings consisting of tracked case interviews, meetings with practitioners, managers, partners, carers and young people.
1.04	It is worth noting that this is the first fully-virtual CIW visit undertaken in Flintshire Social Services and it was pleasing to note that with the full support of IT colleagues, the 5 days took place with no technical issues or concerns.
1.05	Summary of findings and priorities for improvement
1.06	<u>People – Voice and Control</u> CIW asked 'how well is the local authority ensuring people, carers and practitioners are having their voices heard, making informed choices and maintaining control over their lives?' The Inspectorate was also mindful of the Public Health Wales and Welsh Government guidelines associated with the COVID-19 pandemic.
1.07	The Inspectorate found evidence that people are involved in the planning and delivery of their care and support and that they were supported to identify what matters to them. In most cases outcomes were clearly described and actions to achieve them identified.
1.08	There was evidence that people were supported by informal advocates who assisted them to participate in assessments and decisions affecting them. There was also positive reference to the Case Conference buddies who support children and young people through the child protection case conference process. There was also recognition by the inspectors that whilst the offer of advocates was made, it was always accepted.
1.09	CIW also noted that it was positive to see practitioners seeing themselves as advocates for the children they work with, but as an area of improvement it was identified that there needs to be an increased understanding of the added value and function of independent advocacy and is included in the Action Plan (appendix 2). This is an area where practitioners need to refresh to ensure consistent consideration is given to both informal and formal advocacy offers.

1.10	There was also recognition by CIW of the additional pressures the pandemic had placed on carers and evidence seen that they had been appropriately supported by the service. Particular positive regard was given to the direct payment offer which allows people the opportunity to manager their own tailored support. The inspectors also commented positively on the work being undertaken to support young carers.
1.11	The inspectors commented on the positive work undertaken by the new in-house direct payment team who have created a pool of personal assistants and used technology to support people to search for a personal assistant and make informed choices about who will support them.
1.12	Practitioners responded to CIW through either a survey or during virtual meetings and they reported feeling supported by colleagues, managers and described feeling valued and said managers were supportive and accessible, whilst senior managers were described as being visible and responsive.
1.13	<u>Prevention</u> CIW asked 'to what extent is the local authority successful in promoting prevention and reducing need for increased or formal support from statutory agencies?' Linked to this inspectors also sought evidence of the support for people bringing up children and how their own mental health was cared for.
1.14	The inspectors noted in their letter that the Council works hard to ensure prevention is an inherent part of its business. They found positive integrated approaches with partners and the allocation of resources to provide the right help and the right time.
1.15	In adult services the inspector saw a clear emphasis on preventative and targeted support including specialist dementia support workers, timely access to equipment and assistive technology. They also heard about a solutions focused approach in mental health services to avoid escalation.
1.16	In children's services there was much emphasis on the Early Help Hub and the development of parental coping mechanisms from a range of resources. The close working arrangements between agencies was positively commented upon during the pandemic and examples given around children and young people's mental health services (CAMHS) represented in the Early Help Hub.
1.17	CIW also commented that senior managers had a good understanding of the looked after children population in Flintshire and that the well-being of the child was seen as a priority in all decisions. Positive reference was also made about the authority's investment in Multi-Systemic Therapy.
1.18	<u>Partnership and Integration</u> CIW were looking to extent the local authority was able to assure itself opportunities for partnership working and positively exploit it to maximise person centred planning.

1.19	The inspectors found that partnership worked well at all levels and that there was evidence of integrated sustainable approaches which met the needs of individuals and promoted well-being.
1.20	Senior leaders and partners were asked to complete a survey and the outcomes from that told CIW that the strategic partnership between Flintshire County Council and Betsi Cadwaladr University Health Board had developed and strengthened during the pandemic. Reference was made to the work undertaken to establish Ysbyty Enfys Glannau Dyfrdwy.
1.21	Care Providers spoke positively of the support they had received during the pandemic and that they had valued the communication, and quality of advice and support provided to them by the local authority.
1.22	CIW also recognised the strategic approach used by the local authority to manage the pandemic and the targeted collaboration working across portfolios. Particular mention was made around the effective collaborative working between education and children's services to make appropriate provision for the most vulnerable children. The work of the Play Officers, Theatr Clwyd and Aura Sports was also singled out for positive comment.
1.23	Finally, the inspectors commented positively on the work undertaken to expand the North East Wales Community Equipment Stores to provide a PPE Hub and promote the effective delivery of PPE to the sector.
1.24	<u>Well-being</u> The inspectors asked 'to what extent is the local authority promoting well-being, ensuring people maintain their safety and achieving positive outcomes that matter to them?'
1.25	CIW gave positive regard to the strong political support for both adults and children's services and noted that there was a well-developed and thorough understanding of the services' strengths and current challenges.
1.26	The inspectors saw evidence of good practice with child protection review minutes being written directly to the child, acknowledging the child's wishes and explaining in child-friendly language the outcomes and decisions affecting them.
1.27	Inspectors found in some cases, timely responses to child protection concerns but also found in other cases reviewed there was a delay in the development of multi-agency safety plans. This is an area of improvement for the authority and is identified in the Action Plan (appendix 2).
1.28	The inspectors also identified that the local authority needs to assure itself that children are seen and seen alone during the child protection enquiry stage and that core groups for children on the child protection register are consistently conducted in line with statutory requirements. This too is addressed in the Action Plan.
1.29	CIW saw evidence of good working relationships between the care management teams and key partners and that the right people were around involved in discussions.

1.30	In adult services, the importance of timely hospital discharges was understood and the authority had created additional capacity during the pandemic to facilitate safe discharges and support people to return home, thus avoiding unnecessary hospital delays.
1.32	Next Steps
1.33	The CIW Assurance Visit letter is being presented to the Council's Social and Health Care Overview and Scrutiny Committee and Audit Committee for member's scrutiny and approval of the action plan.
1.34	CIW will be reviewing progress on the areas of improvement through performance evaluation review meetings and the heads of service and director.
1.35	To facilitate this progress an Action Plan has been brought together to capture the areas of improvement. The timeframe for completion is the end of September 2021 with the majority of actions to be completed by the end of June 2021.

2.00	RESOURCE IMPLICATIONS
2.01	Resources necessary to implement improvements identified by CIW are within existing budgets.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The risk relates to the reputation of the Council should there be significant areas for improvement identified by CIW which were not addresses by the service, resulting in non-compliance. The level of risk is currently low.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Regular meetings between managers and CIW representative.
4.02	Information and feedback from the Assurance Check has been shared with the workforce and regular update are provided on any feedback received from CIW.

5.00	APPENDICES
5.01	CIW Assurance Visit Letter
5.02	Action Plan

6.00	CONTACT OFFICER DETAILS
6.01	Contact Officer: Jane Davies Telephone: 01352 702503 E-mail: jane.m.davies@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	<p>The Care Inspectorate Wales (CIW): The Inspectorate for Care and Social Services formally known as Care and Social Services Inspectorate Wales (CSSIW).</p> <p>Early Help Hub: The newly developed multi agency Hub for Children and Families in Flintshire. This collective response to future referrals will negate the need for no further action responses and will provide a transformation of practice.</p> <p>Direct Payments: Are a payment made by a local authority social services department to an individual who has been assessed as having care and support needs who wish to arrange their own care and support services.</p> <p>Carer: Someone, usually unpaid, and often a friend or family member who supports a person with social care needs either full time or part time.</p>

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Neil Ayling
Director of Social Services
Flintshire County Council
County Hall
Mold
Flintshire
CH7 6NB

Dyddiad/Date: 26 May 2021

Dear Director,

Care Inspectorate Wales (CIW) – Assurance Check 2021: Flintshire County Council

This letter summarises the findings of our assurance check on 19 to 23 April 2021. The purpose of this assurance check was to review how well local authority social services continue to help and support adults and children with a focus on safety and well-being.

We focused our key lines of enquiry within the four principles of the Social Services and Well-being (Wales) Act 2014 and have recorded our judgements and findings aligned to these - People - Voice and Control, Prevention, Well-Being, Partnerships and Integration.

Overview

In March 2020, CIW suspended its routine programme in response to the COVID-19 pandemic to enable local authorities and providers to focus fully on responding to the challenging circumstances. A revised programme with local authorities recommenced in September to provide assurance about how people are being safeguarded and well-being promoted during the pandemic. We considered safety and well-being of people who use or may need to use services, the safety of services they access and the safety and well-being of people who work in services. We focused our key lines of enquiry within the four principles of the Social Services and Well-being (Wales) Act 2014 and have recorded our judgements and findings aligned to these: People - Voice and Control, Prevention, Partnerships and Integration, Well-being.

Our focus was on:

1. How well is the local authority discharging its statutory functions to keep people who need care and support and carers who need support, safe and promote their well-being during the pandemic?

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

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We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

2. What is the local authority doing to prevent the need for children to come into care; and are children returning home to their families quickly enough where safe to do so?

Summary of findings and priorities for improvement

People - voice and control - We asked: How well is the local authority ensuring people, carers and practitioners are having their voices heard, making informed choices, and maintaining control over their lives. While also balancing the recommendations and requirements made by Public Health Wales and Welsh Government to limit the spread of COVID-19?

People are involved in the planning and delivery of their care and support services. They are supported to identify what matters to them and how they might achieve their personal well-being outcomes. In most of the cases we reviewed, outcomes are clearly described and the actions to achieve them are identified.

There was evidence of people being supported by informal advocates to participate in assessments and decisions that affect them and of children and families being supported by buddies to ensure their views are represented at child protection case conferences. The local authority gives regard to the rights of children to be offered formal advocacy. Whilst we heard and saw some examples of this offer being made, it was not always accepted. In speaking with practitioners it was positive that they see themselves as advocates for the children they work with, but it was less clear that there is a shared understanding of the added value and function of independent advocacy. This is an area where practitioners need to refresh to ensure consistent consideration is given to both informal and formal advocacy as outlined in Part 10 Code of Practice for the 2014 Act.

There was a recognition of the additional pressures experienced by carers during the pandemic. We found evidence of carers' needs including young carers being appropriately considered and supported alongside the cared for person.

People, including carers, were given the opportunity to tailor and manage their own support through use of direct payments. Evidence was seen of direct payments working well for individuals and carers and used creatively during the pandemic as a means of providing alternative respite.

The challenges of recruitment and retention of personal assistants is being addressed by the Flintshire Direct Payment Team who have re-designed the direct payment web page and created the Personal Assistant Portal. The web page provides the information and advice people need to enable them to make an informed choice whilst the portal aims to help people search for personal assistants as well as assisting personal assistants to find suitable employment. Alongside a learning provider, the team are designing specific training for personal assistants which includes an Induction Certificate which will be accessible to all employers wanting to provide training & development opportunities to their personal assistants.

People we spoke with told us the local authority had maintained safe contact with them throughout the pandemic. Where needed, direct safe face-to-face contact has continued, subject to a COVID risk assessment and Public Health Guidance. We saw examples of practitioners and providers working creatively as means of delivering their professional responsibilities, ensuing peoples voices were heard.

Most practitioners who responded to our survey felt supported by colleagues and managers and regarded their workload as manageable. We found the workforce to be knowledgeable, dedicated, and practitioners focused on positive outcomes for people. Whilst a small number of practitioners identified that vacancies and sickness created pressure for some teams, overall we found morale was good and practitioners were positive about their experience of working for the local authority. Staff described feeling valued and said managers were supportive and accessible, whilst senior managers were described as being visible and responsive.

Training opportunities have continued with a number of digital platforms used to enable the workforce to access online training. Flintshire County Council continue to support the professional development of practitioners and managers. Newly qualified staff told us they are supported in their first year of practice by regular supervision, mentoring arrangements, and a protected caseload. Whilst a senior practitioner told us of the support the local authority commissioned to develop her leadership skills.

Prevention - We asked: To what extent is the local authority successful in promoting prevention and reducing need for increased or formal support from statutory agencies? Including taking all necessary steps to support the upbringing of the child by the child's family and supporting people with mental health issues before they reach crisis.

Flintshire County Council have worked hard to ensure that prevention is an inherent part of the local authority's business and the importance of community support has been recognised during the pandemic.

We found a positive integrated approach resulting in a culture of prevention through joint working, supportive infrastructures, and aligned delivery systems. This was evident in a prudent approach to resource allocation ensuring the right help was available at the right time which prevents escalation of need and improves the quality of the individual's journey through the health and social care system.

In adults services we saw a focus on preventative and targeted support with the availability of step up/down and community resources to support people. This included specialist dementia workers, timely access to equipment, minor adaptations, and assistive technology. We heard how the solution focused approach in mental health prevented people from going on to need more intensive services.

In children's services the emphasis in the Early Help Hub is on helping parents to develop their own abilities, their coping mechanisms and strengths to identify and manage problems. Practitioners valued the range of resources available to support placement stability and improve emotional well-being and a better understanding of children's behavioural issues. We heard how closer working with other agencies during the pandemic had helped the authority to develop a better-shared awareness of the range of community

preventive services available to children and families. The inclusion of representation of the children and young people's mental health service (CAMHS) in the Early Help Hub during the pandemic was identified as a significant strength by practitioners. However, there is still a need to ensure the evidence/analysis which informs decision making in the Early Help Hub is consistently recorded to ensure people are getting the right support and assistance at the right time.

Senior managers have a good understanding and knowledge of the profile of children looked after. The well-being of the child is seen as the priority in all planning decisions, and there is a strong commitment to the preventative agenda and to the safe reduction of the children looked after population. The local authority has invested in Multi-Systemic Therapy and we heard how the team has worked to enable children at risk of coming in to care to remain with families without recourse to statutory services.

Partnership and Integration - We asked: To what extent is the local authority able to assure itself opportunities for partnership working are positively exploited to maximise person centred planning and ensure integrated service delivery and service sustainability?

Partnerships were found to be working well at all levels and are delivering an integrated sustainable approach to meeting need and promoting well-being in line with legislation and expectations. In the cases we reviewed we saw evidence of practitioners developing a professional working relationship with people built upon co-operation to promote independence and developing a shared understanding of what matters.

Senior leaders and partners who responded to our survey told us the strategic partnership between the Flintshire County Council and Betsi Cadwaladr University Health Board (BCUHB) has developed and strengthened during the pandemic. Partners worked together in the early stages of the pandemic to prepare the Ysbyty Enfys in Deeside, as well as expanding care home provision to alleviate pressure on hospitals and to ensure positive well-being outcomes for the people of Flintshire.

Managers and practitioners described well-established operational relationships with partners and a clear commitment to collaborative working across the authority. The increased use of digital platforms has meant agencies are contributing more effectively in statutory meetings including safeguarding strategy discussions and reviews.

Practitioners told us some key partners were not undertaking face-to-face visits until recently and how this had hindered the completion of assessment and care planning during the pandemic. Providers spoke positively of the support they had received from the local authority during the pandemic. They valued the level of communication and the quality of the advice and support received.

The strategic approach implemented by the local authority during the pandemic facilitated targeted collaborative working across portfolios and services. In children's services for example, we saw effective working relationship between children's services and education in identifying and making appropriate provision for the most vulnerable children during the pandemic. In addition, we saw partners working creatively with children's services to support families. Parents told us how much they valued the package of care and activities

developed with Play Officers, Theatre Clwyd and Aura Sports to give children and young people the opportunity to try something different during school holidays. In adults services we heard how departments within the local authority worked together to identify a building to become the North East Wales Personal Protective Equipment (PPE) Hub. Within three days of acquiring the building, the service was fully operational and enabled the North East Wales Community Equipment Service (NEWCES) to promptly set-up an efficient delivery system.

Well-being - We asked: To what extent is the local authority promoting well-being, ensuring people maintain their safety and achieve positive outcomes that matter to them?

Flintshire County Council benefits from an experienced senior management team. There is strong commitment and political support for both adults and children's services and a thorough and well-developed understanding of their strengths and current challenges.

The local authority has exercised its functions under the Social Services and Well-being (Wales) Act 2014 and ensures it makes a positive contribution to the well-being of people who need care and support.

The timeliness and quality of statutory reviews seen were good in both adults and children's services. In children's services we saw good practice with minutes being written directly to the child, acknowledging the child's wishes, and explaining in child-friendly language the outcomes and decisions of their review. Independent reviewing officers (IROs) told us they contact children prior to the review and it was positive that they undertook midpoint checks on progress. We found issues were escalated as needed and relationships between professionals supported through a constructive early resolution approach.

We found variable practice in relation to how well the local authority responded to children safeguarding matters. The best examples involved timely responses with prompt information gathering to help address child protection concerns. Whilst in some of the case files reviewed, responses were delayed including the development of multi-agency safety plans. The local authority should review how it conducts safeguarding enquiries to ensure the individual needs of each child is identified and addressed and is resulting in safety plans. The local authority should assure itself children are seen and seen alone as appropriate during the enquiry period, and core groups for children named on the child protection register are consistently conducted in line with statutory requirements.

In the cases we reviewed adult safeguarding reports were screened and enquiries were conducted within statutory requirements. Safeguarding discussions and meetings involved the right people and evidenced good working relationships with care management teams as well as key partners. Providers felt supported by the safeguarding team, their willingness to offer advice and guidance was appreciated.

The importance of timely hospital discharge is understood and remains a priority for the local authority and partners. During the pandemic, the local authority has sought to promote the well-being of people in need of care and support by creating additional capacity to facilitate safe discharges and to support people at home therefore avoiding unnecessary hospital admissions. The local authority has implemented the discharge to assess model

and in the cases we reviewed we saw a focus on supporting people to regain their independence, enabling people to return home in accordance with their wishes.

Whilst the changing patterns of work in response to the pandemic has created challenges, the local authority has also been proactive and innovative in its approach to promoting people's well-being. During the assurance check, many positive examples of how the partnership responded to the pandemic were shared with us. This included promoting the well-being of people by loaning iPads to people to enable them to call family/friends, to attend online activities and access services such as virtual consultations with GP.

The local authority has continued to identify opportunities to use existing transformation programme to drive further integration as well as to develop new models of care and support to improve outcomes for people.

Method:

- we reviewed documentation supplied in advance of our visit
- we spoke with carers and people who were receiving or had received care and support
- we reviewed 26 case files
- we held case tracking discussions on a further ten case files
- we administered eight surveys
- we held six focus groups

Next Steps

We have identified strengths and areas for priority improvement and we will review the progress of these areas through our performance evaluation review meetings with the heads of service and director. We expect the areas of improvement we have identified to be included in the local authority's improvement plans. We would like to extend our thanks to all those who helped with the arrangements for this assurance check and to those people and staff who spoke with us.

Please see our Privacy Notice at <https://careinspectorate.wales/how-we-use-your-information>

Yours sincerely,



Lou Bushell-Bauers

Head of Local Authority Inspection

Care Inspectorate Wales

**Care Inspectorate Wales (CIW) – Assurance Check 2021
Flintshire County Council**

1. Promote and encourage the rights of children to be offered formal advocacy	
Lead: Service Manager: Corporate Parenting	
Challenges & Baseline to be addressed	What success looks like
<ul style="list-style-type: none"> • Good evidence that an active offer of advocacy is being made • However, there is a low take up the active offer • Need to better understand why young people do not take up the service • Practitioners can see themselves as an advocate - need to ensure this is complemented with a deeper appreciation of the added value of independent advocacy 	<ul style="list-style-type: none"> • All eligible children have an active offer of advocacy • Higher take up of the active offer – aim to double numbers • Understanding of why active offer is declined by young people and any associated corrective action if needed • Practitioners have a strong understanding of the added value of independent advocacy

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
1.1	Improve staff awareness of the independent advocacy provision and referral pathways	Peter Robson	12/05/21	30/09/2021	Service and access pathway promoted	Agreed plan for ongoing comprehensive awareness raising programme for independent advocacy	Open: On Track
1.1a	<ul style="list-style-type: none"> • Information sent to all staff on the service and how to refer a child for independent advocacy 	Peter Robson	12/05/21	30/06/2021	Service and access pathway promoted	Service and access pathway promoted	
1.1.b	<ul style="list-style-type: none"> • Provider to meet all Teams to share information with staff directly and to discuss 	Claire Clements	12/05/21	30/09/2021	Provider attends Team Meetings	Provider attends Team Meetings	12/5/21 Provider attended Children's Team Managers Meeting

	approaches for promoting the service with children and their families.						
1.1.c	<ul style="list-style-type: none"> Provider to meet with newly qualified social workers as part of their development/ induction 	Jenny Frost	30/06/2021	30/09/2021	Advocacy built into induction programme	Delivery of advocacy session on	
1.1.d	<ul style="list-style-type: none"> Ensure there is information included on Community Care Inform of the rights of children to be offered independent advocacy 	Jenny Frost & Katrina Shankar	30/06/2021	30/07/2021	Prepare information and develop webpages	Advocacy information fully integrated into Community Care Inform	
1.2	Systems in place to monitor and understand take up/decline	Jacque Slee	30/06/2021	30/09/2021	Systems in place	Systems in place to monitor and understand take up	Open: On Track
1.2a	Include a tick box in Paris to prompt practitioners to record their offer for advocacy, similar to the Welsh active offer, in the Part 2 Enquiry (What Matters) and Part 3 Assessment	Carol Dove Denise Allman Laura D'Arcy	30/06/2021	30/09/2021	System changes developed	System changes launched	
1.2b	Audit of why young people have declined the active offer and associated action	Jacque Slee	30/06/2021	30/09/2021	/	Prepare audit tool and complete case file audit	
1.2c	Quality assurance mechanisms refined to ensure independent advocacy is offered to children at appropriate points including: <ul style="list-style-type: none"> child protection case conference meetings 	Jacque Slee & IRO's	30/06/2021	30/09/2021	/	Prepare audit tool and complete case file audit	

	<ul style="list-style-type: none"> • review meetings • IRO mid-review monitoring • PLO processes 						
1.2d	Seek feedback from practitioners and partners on their experience of the current service to inform the future procurement of the service, regional tendering process.	Peter Robson	12/05/21	30/06/2021	Questionnaire circulated	Results analysed and used to inform specification for procurement	21/6/21 Questionnaire circulated to all Practitioners and results currently being analysed

2. Strengthening the recording of the evidence of front door decision making and analysis on PARIS

Lead: Service Manager: Protection and Support

Challenges & Baseline to be addressed

- Rationale for decisions not always recorded where referrals do not meet thresholds/need for support
- Volume of work can challenge capacity for detailed recording
- Timeliness of recording in some specific areas needs to be improved

What success looks like

- Timely and proportionate recording
- Consistent adherence to Recording Policy
- Case file audits consistently reach the criteria for a score of '2' for recording

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
2.1	Map front door recording processes to ensure that we are demonstrating the child's journey and the associated decision making.	Jane Turvey/ Karen Edwards	12/05/21	30/09/2021	Agree recording process for completed a Part 2 assessment	Reissue Service recording policy with Practice guidance for staff	Open: On Track
2.2	Finalise and implement 'Family Support Framework' to ensure	Jenny Frost/ Peter Robson	12/05/21	30/09/2021	First review and revisions completed	QA audit to evidence of positive use of	Open: On Track 21/6/21 Draft framework presented to team

consistency of threshold decision making and the associated recording requirements						thresholds in Service delivery	managers and mapped against real cases to understand potential impact
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3. Review of how we conduct our safeguarding enquiries, ensuring children are seen, seen alone within the enquiry period and that core groups for children on the child protection register are consistently conducted in line with statutory requirements.

Lead: Service Manager: Protection and Support

<p>Challenges & Baseline to be addressed</p> <ul style="list-style-type: none"> Processes for managing high volume of work to be streamlined Resources needed at the front door to facilitate recording and processing of reports Consistent compliance with timeliness and processes required from some partners 	<p>What success looks like</p> <ul style="list-style-type: none"> “Live time” recording of referrals and reports and associated decision making on PARIS Processes are lean with work following the most appropriate pathway Good quality referrals, reports and responsiveness of partners facilitating decision making and compliance with Procedures
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Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
3.1	Facilitated event with Team Managers and Senior Practitioners to review existing practice and approaches, any barriers to compliance and to re-process our approach as part of the wider Vanguard review, ensuring compliance with statutory requirements.	Jenny Frost & Karen Edwards	30/06/2021	30/09/2021	Support commissioned to work with Managers and develop a detailed action plan to ensure our systems are effective to support informed decision making and compliance	Action plan in place Review to ensure consistency of compliance with Safeguarding Procedures	Open: On Track Partner agencies have been advised of our refocus and their role in working in partnership to meet prescribed timelines

3.2	A Practice Directive will be issued to staff to ensure that core groups are held within statutory timeframes.	Jenny Frost & Jacque Slee	30/06/2021	30/09/2021	Practice Directive issued. New process requires authorisation to take a core group meeting outside of prescribed timeframes.	Audit of compliance	Open: On Track
3.3	Redistribute capacity to our front door to ensure timely processing of reports (referrals) on our IT system	Jenny Frost & Claire Clements	12/05/21	30/09/2021	New process launched	Review to assess impact of new system	Open: On Track

4. . Whilst a small number of practitioners identified that vacancies and sickness created pressure for some teams, overall we found morale was good and practitioners were positive about their experience of working for the local authority.

Lead: Senior Manager: Children's Services

Challenges & Baseline to be addressed

- Social work vacancies not attracting applications
- Reliance agency worker in key Teams
- Volume and complexity of cases impacting on morale and wellbeing in small number of Teams – where there are vacancies and staff sickness
- Development of management experience and consistency of approach to support/supervise staff

What success looks like

- Fully staffed Teams with a reputation that attracts high quality practitioners
- Career and development pathways for staff
- Sufficiency of experienced managers
- Sufficiency of business support staff to ensure that our systems and processes support practitioners
- Framework for promoting staff well-being

Action Ref	Action /Task	Lead	Start	Finish	Milestone 30/06/2021	Milestone 30/09/2021	Status Update
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4.1	Improving Recruitment	Jenny Frost	30/06/2021	30/09/2021	Plan to improve recruitment	Implementation of new approaches	Open: Amber
4.1.a	Recruitment to permanent Social Worker posts – develop innovative approach to targeted recruitment including a cohort of newly qualified staff	Jenny Frost	30/06/2021	30/09/2021	Event to meet and attract 3 rd years students at Glyndwr	New approach to ‘marketing’ social worker leading to improved applications and recruitment	
4.1.b	Recruitment to permanent Business Support posts	Claire Clements	30/06/2021	30/09/2021	/	New approach to ‘marketing’ leading to improved applications and recruitment	
4.2	Development	Craig Macleod	30/06/2021	30/09/2021	Development of pathways	Implementation of new approaches	Open: To be developed
4.2a	Development of CSA role and career development	Allison Lowry-Phillips	30/06/2021	30/09/2021	/	Development pathway agreed with aligned training	
4.2b	Updated first 3 years in Practitioner programme	Allison Lowry-Phillips	30/06/2021	30/09/2021	/	Development pathway agreed with aligned training	
4.3	Retention	Craig Macleod	30/06/2021	30/09/2021	Plan to improve retention	Implementation of new approaches	Open: Amber
4.3a	Conduct focus groups with Children’s Social workers to better understand what keeping them in post, what has stopped them from leaving and what would make them leave in future.	Craig Macleod	30/06/2021	30/09/2021	Focus groups	Associated action plan	

4.3b	Embedding good practice from the BSWA document in to our work regionally focused on wellbeing and support.	Allison Lowry-Phillips	30/06/2021	30/09/2021	/	Associated action plan	
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CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Social Services Annual Report
Cabinet Member	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Report Author	Chief Officer (Social Services)
Type of Report	Strategic

EXECUTIVE SUMMARY

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

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

RECOMMENDATIONS

1	Members to approve the final report, taking into account the feedback received following Social Services Overview and Scrutiny, the report includes the key developments of the past year and our priorities for next year.
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REPORT DETAILS

1.00	BACKGROUND
1.01	This is the fifth year of a new format for the Social Services Annual Report which is prepared under the requirements of the Social Services and Wellbeing (Wales) Act 2014 and the Regulation and Inspection of Social Care (Wales) Act 2016 (RISCA).
1.02	The format is closely aligned to the National Outcomes Framework and demonstrates our performance in meeting the wellbeing outcomes of the people of Flintshire.
1.03	<p>All improvement priorities set sit under one of the six National Quality Standards (NQS) and everyone's personal wellbeing outcomes will relate to one of these, they are:</p> <ul style="list-style-type: none">• NQS 1 Working with people to define & co-produce personal well-being outcomes that people wish to achieve• NQS 2 Working with people and partners to protect and promote people's physical and mental health and emotional well-being• NQS 3 Taking steps to protect and safeguard people from abuse, neglect or harm• NQS 4 Encouraging and supporting people to learn, develop and participate in society• NQS 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships• NQS 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs
1.04	The final draft of the Social Services Annual Report for 2020/2021 is attached as Appendix 1.
1.05	The report is intended to provide the public, the regulator and wider stakeholders with an honest picture of services in Flintshire and to demonstrate a clear understanding of the strengths and challenges faced.
1.06	The Report illustrates how services have met the challenges presented by COVID-19.
1.07	The report will form an integral part of Care Inspectorate Wales' (CIW) performance evaluation of Flintshire Social Services. The evaluation also informs the Wales Audit Office's assessment of Flintshire County Council as part of the annual improvement report.

1.08	The draft Social Services Annual Report has been prepared following an in-depth review of current performance by the Social Services Senior Management Team, Service Managers and Performance Officers. The improvement priorities contained within the report are aligned to the priorities contained within our Portfolio Business Plan and the Council Plan.				
1.09	<p>The report is scheduled to be presented at the following meetings:</p> <table border="1" data-bbox="316 427 1331 555"> <tr> <td data-bbox="323 427 1121 488">Social Care and Health Scrutiny Committee Scrutiny</td> <td data-bbox="1129 427 1331 488">1st July</td> </tr> <tr> <td data-bbox="323 488 1121 555">Cabinet</td> <td data-bbox="1129 488 1331 555">13th July</td> </tr> </table>	Social Care and Health Scrutiny Committee Scrutiny	1 st July	Cabinet	13 th July
Social Care and Health Scrutiny Committee Scrutiny	1 st July				
Cabinet	13 th July				
1.10	The style of previous reports will be adopted again this year, and the report will be produced in an electronic friendly style by Double Click. The report will also be translated into Welsh and be made available on the Flintshire County Council website.				
1.11	<p>The draft Annual Report also outlines the improvement priorities identified for 2021/2022, including:</p> <ul style="list-style-type: none"> • Contribute to the Regional Population Needs Assessment and Market Stability Report • Move Micro-care from a pilot programme to part of the ongoing Social Services offer. • Developing a Strategy and Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council ‘Working Towards Becoming Dementia Friendly’ • Implement the new model of care and support at Arosfa • Encouraging employees to complete the Welsh Government’s e-learning module “Domestic Abuse and Sexual Violence Against Women” to achieve 100% completion rate. • Implement the Liberty Protection Safeguards • Further develop Project SEARCH • Developing opportunities for Autistic individuals to access services locally. • Continue to work to safely reduce the numbers of children in care and improve outcomes for those in care. • Further roll out of Mockingbird model of Fostering • Completion of the Extra Care Programme • Progress in-house residential care expansion schemes • Launch a short term residential service to inform the most appropriate move-on placement and support package for young people • Develop the ‘Small Homes’ scheme for children 				

2.00	RESOURCE IMPLICATIONS
2.01	The priorities identified within the report are aimed at delivering service improvements, improving outcomes and meeting local needs within the context of achieving challenging financial efficiencies and value for money. The improvement priorities contained within the report have been identified for delivery within existing resources.
3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The report is to be published by September 2021.
4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Work began with Social Services Managers in September 2020 to identify the emerging priorities from their areas of work.
4.02	The views of Scrutiny Members has been sought where the proposed content of the report was discussed.
4.03	The draft Social Services Annual Report has be discussed at Social Services Programme Board.
5.00	APPENDICES
5.01	Draft Social Services Annual Report 2020/21.
6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Dawn Holt Telephone: 01352 702128 E-mail: dawn.holt@flintshire.gov.uk
7.00	GLOSSARY OF TERMS
7.01	CIW - Care Inspectorate Wales ensure that services meet the standards the pubic expect. They register, inspect and take action to improve the quality and safety of services for the well-being of the people of Wales.

FLINTSHIRE COUNTY COUNCIL

SOCIAL SERVICES ANNUAL REPORT 2020/21

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& 2021/22 PRIORITIES



Gyda'n gilydd gallwn ni i gyd helpu i gadw **Sir y Fflint** yn ddiogel
Together we can all help to keep **Flintshire** safe



Section 1

Section 2

Section 3

Section 4

Section 5

Section 6

Glossary of Terms

Appendix 1

Introduction

Director's Summary of Performance

How Are People Shaping our Services?

Promoting and Improving the Well-being of Those We Help

NQS1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve.

NQS2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being.

NQS3: Taking steps to protect and safeguard people from abuse, neglect or harm.

NQS4: Encouraging and supporting people to learn, develop and participate in society.

NQS5: Supporting people to safely develop and maintain healthy domestic, family and personal relationships.

NQS6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

How We Do What We Do

a) Our Workforce and How We Support their Professional Roles

b) Our Financial Resources and How We Plan For the Future

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

Accessing Further Information and Key Documents

Contextual data and national performance measures



I am so proud that the Council has continued to uphold its reputation as a leading light in the social care sector.

It says so much about the commitment and dedication of our internal teams, and of our commissioned providers and partners, that we have not only come through such a seismic pandemic but have gone from strength to strength.

Our social care colleagues have been local heroes over the past year and should have our absolute respect. A glimmer of hope from these darkest times is that social care will finally be given the national recognition, and the funding, it rightly deserves.

We continue to innovate - for example in Micro-care and support

services for Looked After Children; to invest - for example in Hwb Cyfle and Marleyfield Residential Care Home; and to lead the way - for example in foster care, the Early Help Hub (EHH) and Dementia friendliness.

Flintshire is built on shared social values. Our social care workforce has been a beacon of light over the past year, being there and caring for the most vulnerable throughout. This will be my final year with Flintshire and I look back with pride on all that we have achieved together.

I wish you well for the future in the knowledge that Flintshire will continue to light the way for others to follow.

Colin Everett
Chief Executive
Flintshire County Council



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

The focus of this legislation is on well-being, and our report summarises the key things that we are doing in Flintshire to support our most vulnerable residents. It describes our challenges, provides our stakeholders with a picture of how we have performed and improved over the last year, and sets out our priorities for the coming year. Stakeholders include the people using our services, our staff, elected members, the general public, our partners, regulators and Welsh Government. Engagement with stakeholders is fundamental to what we do, and informs the development of our services and future plans.

In the report we evaluate our performance against last year's improvement priorities and set out our priorities for next year. These focus on well-being and are linked to the six National Outcomes Standards, which are:

NQS 1 Working with people to define and co-produce personal well-being outcomes that people wish to achieve

NQS 2 Working with people and partners to protect and promote people's physical and mental health and emotional well-being

NQS 3 Taking steps to protect and safeguard people from abuse, neglect or harm

NQS 4 Encouraging and supporting people to learn, develop and participate in society

NQS 5 Supporting people to safely develop and maintain healthy domestic, family and personal relationships

NQS 6 Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

Section 2

Director's Summary of Performance

Welcome to the Social Services Annual Report.

The purpose of the report is to reflect on how we have performed during 2020/21, and to highlight our priorities and intentions for 2021/22.

There is no doubt that our plans for this year have been disrupted by COVID-19, which has had a significant impact on our planned work. You will see in this report, that some of the priorities for our work will have carried over from last year. However, we have been able to progress a number of things alongside the response to COVID-19.

To echo the words of our Chief Executive, we must first recognise the courage, commitment and resilience of our staff and those in the independent sector and partners, as they continue to improve the health and wellbeing of Flintshire's residents.

On 23 March 2021, we observed a minute's silence as part of a day of reflection to mark the Anniversary of the United Kingdom's first lockdown, when those who have died in the pandemic were remembered. The pandemic, and especially the early months of 2021 were challenging, and will no doubt leave a lasting impact on all of those working to support individuals and the sector for many years to come.



In tackling COVID-19 locally, new work streams emerged, including:

- The community approach with third sector partners to deliver a coordinated response to the pandemic locally.
- The establishment of the PPE hub by NEWCES, which enabled the distribution of Personal Protective Equipment (PPE) to over 80 settings across Flintshire.
- The partnership work between Social Services staff and Environmental Health Officers in providing support to social care providers affected by COVID-19.
- The financial support we have been able to facilitate from Welsh Government's Hardship Fund to social care services.
- The creation of a temporary care home, Ty Treffynnon, to supply additional beds.
- Supporting an independent sector to develop a temporary 'step down' facility, which enabled people to move out of hospital beds as their health returned to them. This home is now moving to long-term model of EMI residential.

The challenges of COVID-19 has not stopped us deliver on our priorities and progress with as much 'business and usual' as possible.

The report will go in to more detail, but some additional successes from the last year include:

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

As we move forward, we know that COVID-19 will continue to impact our community and services in to 2021/22, and a theme running through this report is our continued response to this, and the recovery of services when safe to do so.

As a final note from myself and Cllr Jones, we would like to say again, as ever, how proud we are of our workforce when we have all faced unprecedented challenges, and yet were still able to continue to support our most vulnerable residents. This is testament to the hard work and dedication of our wonderful employees.



Neil Ayling
Chief Officer
Social Services



**Councillor
Christine Jones**
Cabinet Member for
Social Services

THE ODE OF A KEY WORKER

We give you our hearts. Although they are broken, they are still beating

We give you our souls. Although they are lost, we are still breathing

We give you our light. Although they are dimming we are still shining.

We give you our sunshine. Although there is rain, there are still rainbows

We give you our smile. Although there is hurt, there is still laughter

We give you our calm. Although there's a storm there is still peace

We give you our hope. Although moments fade we still have faith.

We give you our hands. Although we are apart, we can still hold together.

By Carol Morgan, whilst working as a Senior Support Worker at Llys Raddington Extra Care, Flint.

Section 3

How are People Shaping our Services?

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

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Officers have kept in constant contact with the providers we work with, to ensure they are supported by answering their enquiries and hearing feedback on the impact that COVID-19 has had on their services and the people who use them.

Going forward, investment will be made in reviewing and redeveloping user surveys and methods of engagement with a view to making them more relevant, accessible and targeted to specific service areas.

The Contracts and Commissioning Team have facilitated **regular meetings with residential care, domiciliary care and Supported Living providers**. Whilst these meetings took place before the pandemic, their frequency increased. The support and networking became a vital resource for providers. The meetings were also attended by colleagues from the Environmental Health Team, Health and Safety Officers and BCUHB officers so partners could advise and support when needed.

Alongside these meetings, a dedicated email address has been established where providers could pose COVID-19 related questions and queries where they could be responded to in a timely manner.

'Virtual coffee mornings' have been held to support managers of services who may have been working in isolation during this period. This event is more relaxed, with no agenda, but a chance to network and perhaps have some peer support.

The team have also had daily phone contact with providers to collect data, enquire about PPE supplies, discuss any arising issues or just to be there to listen and support in this difficult time.

Senior Managers and Environmental Health Officers are available daily, including weekends, to provide support and to liaise with colleagues in Public Health Wales.

"Thank you and your team for the ongoing support over the past twelve months you have all been amazing". (Independent sector provider)

"I want to take this opportunity also say thank you to each of you for the continued support, guidance and collaborative working we've shared over the last 18 months. It's been a pleasure and a privilege to have worked with some amazing people and, such a brilliant, forward thinking and innovative Local Authority." (Independent sector provider)

Young Voices Speak Out (YVSO) is a group of young people that are looked after or leaving care aged between 13 and 18 years old. The group have continued to meet online to represent the voices of looked after children in Flintshire. Workshops and discussions have taken place covering health and relationships, and models of fostering.

Representatives from the National Assembly for Wales and the Children's Commissioner for Wales have also attended their meetings to seek the views of the group. In May a Welsh Youth Parliament member approached YVSO about how they would like Flintshire and Wales to look like once out of lockdown. This was fed back to Hannah Blythyn (MS) to take to Welsh Government.

Members of the group regularly attend the Children's Services Forum, which is made up of Elected Members, Senior Managers and representatives from Children's Services and Education. At these meetings they share their views on topics which have included Housing, education and sexual health advice for young people. The group attended the first virtual Children's Services Forum in September, and spoke about how the pandemic has affected them. Some of their comments included:

"It's impacted on me mostly in a good way because it's given me time to work on myself and my attitude towards things like school, friends and family. It's made me appreciate them and appreciate things like going outside. It's obviously been hard but the good outweighs the bad."

The group have also interviewed candidates for the new staff for the Multi Systematic Therapy project and the Permanency and Court Team Manager position.

People living with dementia and their carers worked with the Council and NEWCIS to develop an **interactive map** and a user guide as part of the Council's commitment to further develop dementia awareness and support across the county.

The map shows the locations of Dementia Friendly Communities, memory cafés and organisations and services which are part of a local dementia friendly businesses programme run through NEWCIS.

Users will be able to search the map to find dementia friendly locations in their area, alongside bus stops and other community facilities which may help them to plan their journey.



The map and user guide has been developed as a result of an idea by officers in the IT department, after attending an awareness session run by a Dementia Friends champion for County Council employees.

Chris Roberts, a person living with dementia, said:

“This project is very innovative and will be so helpful for folk to know where and which establishments will make them feel safe and understood, especially in a time where we are all feeling very alone and isolated.”

This work builds on the development of the existing **Dementia Webpages**, which bring together a range of information in to one place, acting as a directory of support services.

Young Carers have also been involved in the development of a new service specification to help in the commissioning of a new service for **Young Carers**. The engagement was informal, via social media and meetings. Four young carers were also involved in the procurement process.

The young carers interviewed all bidding organisations by asking questions they had chosen, had an equal say on the outcome of the procurement exercise. As result, NEWCIS were successfully selected to deliver the service in Flintshire, now offering all carers in Flintshire an equitable service.

In the words of one young carer who interviewed the successful organisation, “they are amazing”.

There have been new service changes in Learning Disability services with the relocation of the Castle Connections work opportunities site to new premises in Greenfield Business Park. Families and individuals were invited to view the space and give their input in to how they feel the site should be developed.

The site began as two workshops which were partitioned in to 4 separate activity rooms – one for general use, one for furniture repair and recycling, one is a salon area to teach beauty skills and the last is an IT suite for the

people supported. In addition, a changing areas was installed creating a large changing area for personal care and adapted toilet.

The building works finished in December, ready for activities to begin once restriction allow. After consultation, the new premises has been named **Hwb Dyffryn**, or Abbey Hub, in reference to the Basingwerk Abbey located in Greenfield Valley Heritage Park.

Families of individuals with Learning Disabilities have been part of **commissioning a new supported living service** for their loved ones. Two families agreed to be part of the commissioning process and attended several online meetings, provided feedback over email and were members of the interview and evaluation panels.

The families voice influenced the service that was being commissioned and were part of selecting the provider that they believed would provide the best care to their loved ones. They also assisted in developing a transition plan that was right for them and their family member. The families felt informed, valued and involved throughout the process, and had an insight in to the processes a local authority goes through when developing services. The officers supporting the process gained a better understanding of the well-being outcomes of the individuals requiring care and support.

Promoting and Improving the Well-being of Those We Help

Quality Standard 1: Working with people to define and co-produce personal well-being outcomes that people wish to achieve

COVID-19 continues to have an impact on people living in their own homes and those who deliver services to them through domiciliary care and reablement services. Where possible, services have maintained business as usual, with some adaptations to ensure people and staff are safe.

Visits have continued using full PPE and with full risk assessments in place and other face to face meetings have continued, albeit virtually.

The services have needed to be flexible to changing demand and circumstances, such as an increase in support needed as family members returned to work after furlough and when lockdown restrictions eased. Direct Payments were also utilised, for example, to enable a carer to take someone out for a walk.

The teams have received so many wonderful compliments, from people in receipt of care and support, their families and carers.

“I would like it be known that the Flintshire team have without exception always provided exceptional care, and compassion to my Dad, taking the time to understand his needs and ensure his whole person is cared for. They treat him with dignity, respect, patience and good humour. His mood visibly lightens when he knows the Flintshire team are attending.”

“The carers are so thorough, professional and people who really care about my Mum and I’m sure so many other vulnerable people too. (Mum) has improved 100%, her confidence is back which has helped her wellbeing... Adult Social Care who are unsung heroes, deserve to be recognised for the fantastic work they do for the residents in Flintshire.”

The Council’s Hospital Social Workers played a key role in supporting people to return to their homes and worked with individuals, providers and families to ensure people were discharged safely. Working with each acute hospital in the area, this resulted in hundreds

of people returning home in a safe and timely manner, shortening the time they needed to spend in hospital.

Teams across the Council also worked to prevent hospital admission, such as the Dementia Support Workers, who provided emotional support to families and piloted a 'dementia sitting service', giving carers a break from their caring role. This made a significant difference for people who needed it as many carers had not been able to access their usual support structures due to COVID-19 restrictions.

In November 2019, Flintshire County Council introduced Micro-care, which was designed to promote social care as a career option and help develop micro-care enterprises to support vulnerable people across Flintshire. Micro-care was a new concept in Flintshire. The aim was to encourage people to become micro-carers who were either:

- Interested in providing social care services to older people but may have no experience.
- Currently working in the care sector but interested in being their own boss.
- Actively supporting people in their local communities.
- Wanting to do something that supports others and makes a difference.

Two Micro-care Development Officers, have been working with individuals to:

- Support them develop their business or idea.
- Provide information on training, funding and other available support and resources.
- Support individuals to develop and deliver a quality service in line with current Welsh Government legislation and regulations.
- Providing links to a network of other micro-care providers for mutual support.
- Over the last year, the development officers have been busy promoting the project and supporting interested parties to start their own businesses and as a result, they have eight new micro-care enterprises currently offering services across Flintshire, with another six people currently working through the Micro-care Programme.

There are now 12 Micro-care enterprises delivering services in Flintshire, all of whom are helping people to either remain in their own homes longer or supporting a person's ongoing wellbeing.

More information about Micro-care, how to become a Micro-carer and who is delivering services can be found on the **Care@Flintshire website**.



In 2020/21, the Progress for Providers Programme has been introduced to providers within learning disability services, where person-centred practice has long been a feature of care and support within this sector. Working with Helen Sanderson Associates once again, providers were engaged to review and adapt the existing Progress for Providers self-assessment tool to ensure it was aspirational and reflective of existing high standards within the sector.

Representatives from in-house and independent provider services worked with the Council to create a new, bespoke version of Progress for Providers, a version that acknowledges the particular importance of digital communication for people with learning disabilities. The programme supports the implementation of both the North Wales Learning Disability Strategy and Welsh Government Improving Lives Programme.

12 independent sector providers and the Council's in-house services have signed up to the part of the programme.

By law all local authorities in Wales must have advocacy services for children and young people to use, and that an **Active Offer for Advocacy** must be made.

Advocacy services can help by speaking up for children and young people, making sure that the rights of the child or young person are respected.

When children and young people need services, sometimes an advocate need to meet with them to explain what these services are. This helps them to understand what's on offer and how the service is able to help them. This is called an active offer.

An active offer must be made to:

- Children in care.
- Young people leaving care.
- Children and young people who need extra support.

A regional contract has been in place commissioning already in place and Tros Gynnal Plant provide advocacy services to children and young people looked after by Flintshire County Council.

The take up of the active offer can now be monitored. 13 children have received an active offer of advocacy since April 2020, nine of which went on to work with an Independent Professional Advocate.

One young person said:

"I have a right to be listened to. Thank you for making me understand this."

In March 2021, the new **North Wales Young Carers ID card** was launched to give recognition to the amazing young carers in North Wales. The card will provide photo-identification for any young carer aged 18 or under who would like one. This will enable them to easily identify themselves to professionals without having to share personal details about their caring role.



Young Carers have asked for an ID card so that teachers, health professionals and retailers know that they carry important responsibilities. In response the Deputy Minister for Health and Social Services, Julie Morgan, outlined her commitment to this initiative in rolling out a national young carers identification card in response to the National Assembly's Health, Social Care and Sport Committee Inquiry into the Social Services and Well-being Act 2014 and its impact on carers, as well addressing the three national priorities for carers in Wales.

Flintshire has been instrumental in achieving this unique regional approach in North Wales and ensuring its success. Young carers provide essential support to their families and loved ones and the Council greatly values them for their commitment and selflessness. The Council will continue to support young carers and provide opportunities for education and employment that other young people have access to.

There will be a phased roll-out of a national ID card, with all local authority areas in Wales having launched their card by April 2022.

Children's Social Services have been working to **embed outcomes based approaches** in

their work. An investment has been made in workshops to support practitioners to develop their knowledge of assessments and eligibility as well as giving practical support to case recording and the role supervision and management play in embedding outcome focused care planning.

This has resulted in changes to practice and inspired staff to work in an outcome focused way, which is making a real difference to children and families.

North Wales Together, the Regional Transformation Programme for Learning Disabilities (LD), have reviewed their website and populated it with good practice regionally and beyond, lessons learnt and resources.

Over the past year, the team have implemented a small projects fund, and over 50 small projects have been awarded funding, including:

- I-Team aims to help people to build their own I-Teams, made up of friends, family and associates, who can be there to support the individual. This has been adapted to be delivered virtually.
- Outside Lives runs various working groups which coproduce activities and events

(e.g. theatre, music, wildlife, conservation etc.) around particular themes. Their proposal involved specific outreach (and associated training) to people with LDs, to join in inclusive groups and develop inclusive community activities.

- Gig Buddies is a befriending scheme that matches people with a learning disability with a volunteer who shares the same interests, so they can go to gigs and events together. The project was formally launched 20th November at the Learning Disability Wales Annual Conference.
- Love to Meet U. Funding was awarded to Hft to host a relationships and dating Network across the east of the region although increased use of virtual means has enabled their reach to cover most of the central area and East.

The Additional Learning Needs (ALN) work stream is working to develop a resource for young people and their families to help with decision making on leaving school and entering adult services. The team are also looking in to an innovative app that will support the development of Active Support plans for people with learning disabilities.

The programme also set up a Provider Forum in the wake of the COVID-19 pandemic

where partners have collaborated well and shared good practice and pooled resources to meet the needs of people with learning disabilities across North Wales.

Through the **Regional Transformation Programme for Mental Health**, the Flint 'ICAN' Community Hub opened in April 2020 at Flint Library. The Hub is designed to assist people to link in with support and activities which are most relevant to them with the aim of provide early intervention to prevent issues escalating.

The Hub team consists of two MIND Community Wellbeing Coordinators, Flintshire County Council Wellbeing and Recovery Social Worker and will be expanded with volunteers.

Due to the COVID-19 situation it was not possible to have a physical presence in the library, which was closed. The service was adapted to the new situation to provide much needed programmes of support, which explore a person's strengths, build confidence and life skills and support people to approach difficult situations.

The Flintshire Father Figures group also began in March 2021, giving any male

care giver support with parenting and improving their mental health, with the aim of developing a peer support network.

As a result of the pandemic, the **Regional Transformation Programme for Community Support** was paused for a number of months. The team delivering the programme were diverted to support the opening of two additional care to provide additional beds to accommodate the anticipated surge in demand.

At the start of the global pandemic, team members also undertook preparation work for the development of a deployment pathway for volunteers and took a central role in the development of the first iteration of a recovery plan for social services in Flintshire.

As the team members were stood down from their emergency response, work resumed across the East area to develop the model of care and support for the new short term care beds at Marleyfield House, to develop some additional support for people living with dementia and the expansion of multidisciplinary working to meet the needs of residents with complex needs.

Priorities

Our priorities for 2021/22 will be to:

Contribute to the **Regional Population Needs Assessment and Market Stability Report**

Move **Micro-care** from a pilot programme to part of the ongoing **Social Services offer**.

Quality Standard 2: Working with people and partners to protect and promote people's physical and mental health and emotional well-being

Throughout the pandemic, the Council have been working closely with the independent sector to support the social care workforce across the county. This has included working with Welsh Government to administer the **£500 scheme** to recognise and reward the hard work and commitment of social care staff who provided essential care to our most vulnerable citizens during the most challenging period of the COVID-19 pandemic. The scheme was aimed at staff within registered care homes and domiciliary care services and included Personal Assistants (PA's).

The total paid out is £2,131,230 which is broken down as 442 Council employees, 319 PAs, 56 Newydd staff and 2391 staff from independent care settings.

The Council also supported the administration of the COVID-19 Statutory Sick Pay (SSP) Enhancement Scheme. The scheme supports social care workers who are required to stay off work due to actual or suspected COVID-19, enabling employers to pay eligible workers at full pay if they cannot work due to COVID-19. This removes the financial disadvantage to social care workers of staying away from work.

Additional funding was also provided to establish safe testing spaces in care homes and to support the testing programme.

Finally, the Welsh Government's **Hardship Fund** provided additional financial support to the sector which included:

- Support towards the cost of void beds in care homes, plus an additional £50 per week per resident.
- An additional £1 per hours for domiciliary care staff.
- Additional £37 per week per individual for Supported Living providers.
- Other support, for example, funding for additional staff capacity to support individuals who found it difficult to isolate in care homes.

Flintshire Local Voluntary Council (FLVC) has been an active and valued member of the Flintshire County Council's and Welsh Health Board's tactical response groups in their efforts to combat the COVID-19 crisis.

To enable this support FLVC assigned two **Social Prescribers** in Flintshire's Single Point of Access Service (SPoA) and one in the Early Help Hub Support Service.

The SPoA received a 700% increase of calls for assistance during the first lockdown, compared to an average number of referrals a month prior to the COVID-19 pandemic. In April 410 new referrals were received.

The calls covered many areas requesting support, from support with food parcels and prescription collections alongside a noticeable increase of calls for emotional support and help to ease people's loneliness.

The Social Prescribers have been playing a vital role by signposting people to local, self-organised and volunteer run community groups, food deliveries and third sector organisations such as Flintshire Food Bank, Age Connects, the Well-Fed programme and Homestart.



The Council has been working with registered day care settings, Aura and Theatr Clwyd to put together a programme of **support for vulnerable children, young people and their families over holiday periods**. The schemes provided children and young people with a much needed break following the lockdown, where they were able to make new friends and be involved with activities that they might not have tried before.

As part of the additional support to vulnerable families through the pandemic, the Early Years Support Team has worked hard to arrange for 20 children aged between five and eight to be supported in registered day care settings over the summer period. Aura provided 'Summer Multi Sports Camps' which were set up in various locations across the County. Children who attended the camps could take part in sport activities and work on their individual skills. During the sessions a range of different sports and activities were offered within guidelines, including football, hockey, basketball, athletics, gymnastics, cricket, golf, foot golf, throw golf and tennis.

Both children and parents gave very positive feedback and the coaches reported that they saw the confidence of the children steadily increase during the five weeks of activities. Theatr Clwyd set up a four week programme for children and young people which could be attended five days a week. The scheme was designed to be a fun-filled creative experience with music, dance, drama and craft.

Gwennan Mair, Director of Creative Engagement at Theatr Clwyd, said

“We feel privileged to have been able to open our doors once again to some incredible young people. We watched them grow in confidence and develop their performing skills and on the final day perform on our huge AHT stage. Everyone had such an inspiring time this summer. It was evident that the arts can make a huge difference to people’s lives”.

Double Click continues to flourish as a Social Enterprise supporting people with mental health problems to achieve their personal outcomes. Double Click achieve the perfect balance of operating a design and print service whilst offering opportunities for people to learn new skills and continue on their recovery journey.

Mental Health support services have been very creative during lockdown, adapting and developing safe ways to continue to support people. Examples included online training and learning sessions and craft kits delivered to people in the community.

The Council has been working closely with partners in the community to deliver a pilot project, to improve **community resilience and wellbeing**. This focus of the pilot is to deliver a ‘Community Resilience framework’ in two communities in Flintshire, Flint and Holywell (Holway) where there had been comparatively low health and wellbeing outcomes for a 12-month period. The purpose of the pilot is to develop an evidence base to support a case for wider systems change, demonstrating the effectiveness of this approach in improving community resilience levels and the wellbeing of children and young people within the local area.

The methodology of Systems Leadership, with its participatory based approaches, building on community assets, developing partnership working built around coproduction, is ideally suited to addressing the challenges of improving community resilience. A number of community members and organisations have been engaged.

The project has supported access to both a Community Centre and ‘Community House’ in the Holway. These can be places of contact with services as well as with other members of the community, where local people can take pride in their area. A community garden has also been installed at the Holway community centre which has already had a positive impact on the local aesthetic and attracted wildlife. As the pandemic recedes, the project will be able to be more visible within the community and engage with more local residents and schools.

Supporting people living with Dementia, their families and carers remains a key priority area within the Flintshire’s Council Plan, and there is much progress to build on.

The **Regional Dementia Strategy** was published in March 2020 to set out how services will work towards integrated dementia services in North Wales. It has been developed jointly by the six North Wales councils and Betsi Cadwaladr University Health Board (BCUHB) supported by Public Health Wales, Bangor University and other partners.

In response to this strategy, the Council will be working with local partners to develop a Flintshire Strategy to meet the outcomes

on the regional strategy, alongside local actions that will be defined by the community and partners. This will encompass much of the work already taking place in Flintshire, alongside new areas for development which have been influenced by engagement with Flintshire network of Dementia Friendly Communities and people with lived experience.

The Council, have again, been recognised by the Alzheimer's Society as an organisation 'moving towards becoming Dementia Friendly'. The Council remains committed to raising awareness of the impact of dementia through regular Dementia Friends sessions with in-house Dementia Friends Champions. This work will further be strengthened by the development of a local Strategy.

Further information on services for people living with dementia and their carers can be found on the **Council's Dementia webpages**.

Alongside support for Dementia Friendly Communities, a number of Age-Friendly Communities are developing following the Older People's Commissioner for Wales' work towards making Wales a nation of Age-Friendly Communities under the Ageing Well priority of her Strategy.

Following a series of workshops on Age-

Friendly community development and presentations to Community Councils, Leeswood & Pontblyddyn became the first community to work towards being Age-friendly. It is now in its third year of Age-Friendly Community development and two further communities, Alyn Villages (Hope, Caergwrle, Abermorddu) and Holywell & district, are working towards being Age-Friendly alongside Dementia-Friendly development.

Children and families have benefitted from **flexible and creative respite support**, in partnership with Action for Children (AFC) and other third sector organisations. Arosfa is a well-established service providing short term breaks / respite for children with disabilities. The unused left wing at Arosfa has been refurbished to provide two additional bed spaces at the facility. The two new beds, are in addition to the current short break respite provision for up to three children.

The new rooms enable a maximum of five children to be supported at any one time, reducing reliance on expensive out of county placements, with local children being supported in their own county.



Priorities

Our priorities for 2021/22 will be to:

Developing a Strategy and Action Plan to support people living with Dementia and their cares and continue to be recognised as a Council 'Working Towards Becoming Dementia Friendly'

Implement the new model of care and support at Arosfa

Quality Standard 3: Protecting and safeguarding people from abuse, neglect or harm

Safeguarding is supported by Council employees across services and the workforce has been accessing training throughout the year to embed the All Wales Safeguarding Procedures introduced in 2019.

The implementation of the Liberty Protection Safeguards has been delayed, with a new implementation date of April 2022. A draft Code of Practice is to be issued for consultation in 2021, following which a detailed plan for staff training and system changes will be implemented.

Violence Against Women, Domestic Abuse and Sexual Violence

(VAWDASV) is an incredibly important area of work for the Council, across all directorates and the Council host the regional VAWDASV team. Since the start of the pandemic, Flintshire based specialist services have seen a 40% increase in referrals for support, despite

the obvious difficulties in providing this during lockdown restrictions.

During the last year, the Council have worked hard to acquire White Ribbon accreditation, the only Local Authority in North Wales to do so. This means that the Council recognise that male violence in all its forms has a negative impact on the well-being of staff as well as their safety and wish to promote a workplace culture of respect for all, by improving safety and morale.

The Flintshire VAWDASV Forum has been established and is attended by frontline workers from across the council, as well as partners from the statutory and third sectors. The forum feeds into the regional MARAC steering group to ensure more consistent provision across North Wales.

The Welsh Government established the National Training Framework in 2015, to ensure that all public sector workers had an awareness of VAWDASV and those working with vulnerable people at risk of abuse, had more enhanced training. The awareness programme for all staff (Group 1 E-Learning) has been made available to staff. The Group 2 (Ask and Act) programme has been embraced by the Council, with 9 staff undertaking 'Train the Trainer' module, ready to roll out the

programme across the authority in 2021/22. An initiative launched by the Home Office in January, Ask ANI, involves training pharmacy staff to listen to, and signpost victims of domestic abuse. Those seeking help are advised to "Ask for Ani", where they will be taken to a confidential space within the pharmacy, and signposting services will be offered. Information about the scheme was disseminated via the Intranet in January 2021 to all Council staff.

The Families First Programme in Flintshire has led the way in delivering key services to parents, young people and families with disabled children. The innovative delivery of the programme over the last three years, with its unique arrangement of being embedded in Flintshire's multi-agency Early Help Hub has been a real success.

Flintshire established a multiagency Families First Management Board (FFMB) to oversee local delivery of this Welsh Government funded programme and a plan was agreed with focus on:

- Early identification and engagement of families at more risk of escalating problems;
- More 'whole-family' approaches to work with young people and families with

- multiple needs; and
- Embedding inclusive practices across early support and prevention services for families with children with disabilities and for families preferring support in the Welsh language or language of choice.

During the lockdowns and fire breaks, pupils eligible for free schools meals and unable to attend school full-time have received a secure **Direct Payment** to give families more flexibility to buy food for children. Parents/carers have been able to sign up to the service through a secure portal on the Council's website.

Under 4 restrictions have been especially difficult for the most vulnerable residents, people living alone and those who have been identified as Clinically Extremely Vulnerable, particularly over the Christmas and New Year period.

During this time, the Council circulated information of key contacts who can help and can arrange for food and medicine to be delivered to homes.

'Well-Fed', in partnership with Flintshire County Council, Clwyd Alyn and Can Cook, has been delivering meals, slow cooker bags and safety boxes to hundreds of vulnerable

households in Flintshire free of charge - ensuring that residents in difficulty, residents who are self-isolating and unable to get out and residents in need in sheltered schemes and supported housing will receive good, fresh food.

Over the pandemic, the service has been able to support those shielding and the most vulnerable tenants with nutritious healthy meals and provide fresh provisions in the form of Well-Fed shielding boxes. These consist of freshly prepared meals as well as provisions such as bread, milk, eggs and other fresh produce as well as any kind donations we have received to keep residents nourished. The deliveries reduced the need to visit supermarkets and are often the only food some residents, forced to shield, will receive.

"I am so thankful to your service for the excellent meals and produce delivered to me and my partner ... I am eternally grateful to you for the gift of your food package and it was delicious too. I just wanted to say THANK YOU."

In addition, NEWCIS supports over 9,000 unpaid carers in Flintshire, in partnership with Social Services. They offer a wide range of support to unpaid carers, ranging from



information, advice, carers assessments, counselling, grants, social opportunities and respite.

COVID-19 has had a massive impact on **unpaid carers**, who were suddenly unable to access the normal types of support they needed to look after themselves and their loved ones.

As a result, NEWCIS adapted the way they support unpaid carers, by providing information and support over the telephone and online, whichever is best for the carer. They have also helped with practical support, such as access to food and ‘busy boxes’, increasing their access to on-line support, emotional support and keeping in touch with them throughout this uncertain period.

NEWCIS’ **Bridging the Gap** respite service won a Social Care Accolade 2020 for the category ‘Improving care and support at home together’. Bridging the Gap was developed in partnership by the Carers Strategy Group, NEWCIS and Flintshire Social Services in recognition of the gap in short term, flexible and accessible respite for carers. A short video about the award winning programme can be found here.

Since its inception in 2013, the service has continued to evolve and work with over 40

different providers of replacement care and support. Recent additions to the service include the use of the new micro-carers and family support to offer greater flexibility for respite during the recent pandemic.

‘Bridging the Gap’ service enables carers to take a break from their caring role at times to suit them and to do the things that matter to them, offering truly person-centred respite. Carers can access the service following a Carers Needs Assessment where respite is identified as a well-being outcome for the carer. The carer is then allocated a respite code to the value of £300 to use as they choose over a 6 month period.

The Council are proud to have acted as the lead employer for the new North Wales Contact Tracing Service, and recruited tracing teams aligned to each of the six North Wales councils, working to keep people informed and safe during the pandemic.

Priorities

Our priorities for 2021/22 will be to:

Encouraging employees to complete the Welsh Government’s e-learning module “Domestic Abuse and Sexual Violence Against Women” to achieve 100% completion rate.

Implement the Liberty Protection Safeguards



Gwasanaeth Olrhain Cysylltiadau Gogledd Cymru

North Wales Contact Tracing Service



Quality Standard 4: Encouraging and supporting people to learn, develop and participate in society

The partnership with Hft to deliver Learning Disability Services has continued to go from strength to strength, despite the challenges of the pandemic. During this time, individuals have continued to be supported through a blended approach, including virtual activities provided online, socially distanced visits at people's homes, socially distanced walks, support at home for people living in Supported Living and regular phone calls. Plants, compost and pots have also been delivered to those who access Tri-Ffordd so they can continue with their horticultural activities.

The service now has a digital library of 87 tablets which have been purchased through charitable grants and donated from the Council. The online activities, delivered as part of a 'virtual day centre' have been extremely popular and have enabled people to feel connected whilst



at home, combating loneliness. To support the virtual day centre, activity packs have also been given out for people to take part in on the Zoom sessions or to complete themselves. These include salt dough kits, dreamcatcher sets, art packs and sunflower growing packs.

The service has continued to make improvements to their facilities. As well as the developments of **Hwb Dyffryn**, Hft received £15,000 for the Postcode Lottery to enhance the garden at Hwb Cyfle. The people supported now have access to wheelchair accessible raised beds, grass sofa's, outdoor musical instruments and a Wheelchair swing.

Activities are also changing at Abbey Metal, following a review of the tasks. Now renamed **Abbey Up-Cycling**, the workshop space is being redesigned to upcycle bikes. A short campaign on Facebook provided the service with over 35 bikes in various conditions all



ready to be worked on. Five stations for bike stands and a painting booth have been installed. In addition the upstairs area will be allocated for electrical working. There will also be an area for refurbishing larger pieces of furniture and the front of the building will be redesigned in to a shop front to display items for sale.

Hft have been successful in launching Luv2meetU. Luv2meetU Flintshire, is focused on supporting people with learning disabilities and their families to develop and sustain relationships, improve their health and wellbeing and extend their social networks. Now more than ever, people need support to enable them to strengthen their social connections which are critical for everyone's wellbeing and happiness.



The Council and Hft were also recognised by the Social Care Wales Accolades as 'Highly Commended' for their work in providing meaningful daytime activities for more than 250 people with learning disabilities. A short video on the project can be found here.

The 19/20 **Project SEARCH** interns have graduated from the programme, with four young people now working at more than 16hrs a week, two of whom have secured positions in the Council. Follow on job coaching is still taking place through a job club for those not currently in employment.



Letitia on her first day working at Llys Raddington

Owen said:

“Being a part of Project SEARCH was very good I got to make new friends and got to know what working independently feels like. Working for Flintshire County Council is brilliant the staff are nice to work with and it keeps me busy throughout the day”.

Seven interns have now begun the next Project SEARCH programme, which is run as a partnership between the Council, Hft, Clwyd Alyn Housing Association and Coleg Cambria. The interns are all enjoying the programme and their volunteering, however, they are keen to get out of the classroom and into their work placements.

To help prepare young people for adulthood, and following a review of the current transition services for young people with disabilities, the new **Child to Adult (C2A) Team** have been established.

The team have invested in training to embed principles and actions required in the Social Services and Well-being (Wales) Act 2014 in relation to children with disabilities. This includes a focus on hearing the voice of the child, the child's lived experience and working to achieving personal outcomes.

An action plan records the many achievements to date, and the developmental actions which are constantly evolving from this dynamic and developing service. The service changes are having an impact, with one young person reporting:

If it wasn't for X, I wouldn't have got through this. She has made my life easier during lockdown, sometimes with actions or sometimes just a phone call. When I heard that schools were closing from March to Sept, it was awful. X was there to talk me through this”.

Flintshire County Council has been awarded £4,890,000 by Welsh Government to improve childcare provision near or on school premises, referred to as, **‘the Childcare Offer Large Capital Grant Schemes’**. There are currently ten primary school sites that will benefit from this funding.

This is a significant amount of funding for Flintshire and will benefit many working parents in need of pre-school childcare and for children to have modern facilities in which to play, learn and develop. After a period of planning and working with colleagues in childcare and education, Wynne Construction won the contract to carry out this work.

Challenges presented by COVID-19 had to be overcome to ensure the work stayed on schedule and through a great team effort, significant progress has been made with this ambitious programme of works. The Council has worked closely with Wynne Construction to design what will be a modern airy space for children to play and flourish. It is hoped that construction will start in Spring 2021, with a finish date by March 2022.

After a successful bid, Flintshire County Council has been also awarded £622,000 by Welsh Government to provide capital support to childcare settings, referred to as, **The Childcare Offer Small Capital Grant Schemes**. This grant supported the provision of quality childcare settings in Flintshire with improvements to childcare rooms, kitchens, outdoor space, furnishings and digital capability. It also supported settings impacted by COVID-19 carrying out works, such as improving ventilation, and to purchase items to improve their outdoor provision.

The North Wales Integrated Autism Service (NWIAS) has modified consultation procedures for clients and staff to remain safe during the pandemic. The team are running training and groups online, such as 'Understand Autism' for newly diagnosed Autistic Adults.

The service continues to receive compliments for their work and have been complimented on the number of excellent 'lifestory' outcomes submitted to WLGA for making a difference to everyday lives of Autistic Adults.

One service user said:

“Without over-egging the pudding, you have provided me with the first step on an entirely new path in my life, and I am sure I will be thanking you again in the future for the success I am sure I can achieve now that I have a greater understanding of who I am, and who I have always been.”

To further support Autistic individuals, the Autism.Wales website (previously ASDinfoWales) has been launched by the National Autism Team.

Priorities

Our priorities for 2021/22 will be to:

Further develop Project SEARCH

Developing opportunities for Autistic individuals to access services locally

Quality Standard 5: Supporting people to develop safely and to maintain healthy domestic, family and personal relationships

Children's Services continue to work towards the ambitions set out in the Support & Placement Strategy to work to **safely reduce the numbers of children entering care and improve outcomes for those in care**, with a number of interventions in place including:

- The Targeted Support Team
- The Adolescent Strategy Team
- Family Support Team Officers put in place bespoke programmes of support, which are monitored and reviewed.
- The Missing Exploited Trafficked (MET) panel meets to keep children safe from trafficking, Child Sexual Exploitation (CSE), Child Criminal Exploitation (CCE) and County Lines and provides a forum to bring professional together or to escalate to relevant agencies.

- Direct Payment support for families to implement preventative approaches.
- Support for families through the Team Around the Family (TAF) and Family Group Meetings (FGM).

The **Early Help Hub (EHH)** received 2641 referrals between April 2020 and end of March 2021 and the team have adapted to meet needs during the pandemic. All EHH members quickly reverted to having discussions online and agencies adapted well during lockdown and there was no interruption with meetings. Referrals slowed down slightly during April/May but started to pick back up again from June.

Following a rise in referrals for **parents with low to moderate Mental Health difficulties** in the EHH, a dedicated worker has been employed to work with parents to give advice and guidance, 1:1 support and to signpost to other services available locally, including the ICAN hub in Flint, and statutory mental health services.



The services feel that there is much to learn from the time during COVID-19 and should continue to implement different ways of contact and virtual meetings as staff feel they are less stressful for families.

During the year, local authorities were provided greater flexibility in the use of the **Flexible Funding Programme** to respond to COVID-19. Flexible Funding is the approach developed by the Welsh Government that enables local authorities to adopt a more strategic way of delivering early intervention, prevention, and support to families.

Together partner agencies continued to support children and families through digital channels and adopted new approaches to meet the needs of families and support their resilience. As required by Welsh Government a 'Lessons Learnt' report was produced reflecting the learning during the pandemic. A revised Delivery Plan was also submitted to Welsh Government reflecting priorities for the Programme from 1st October 2020 – 31st March 2021.

In 2017 the Fostering Team began partnering with Y Lab through the 'Innovate to Save' project to develop a model that could spark a new way of doing things in fostering services. The **Mockingbird Family Model (MFM)** replicates an extended family in 'Constellations' of 6-10 fostering households.

The Constellation is supported by a 'Hub carer' who provides planned and emergency sleepovers, as well as advice, training and support.

The model provides a more 'normal' experience for foster children, including interaction with a wider range of children and trusted adults and gives foster families a wider support network. This leads to placements becoming more stable as the children and carers are more supported, reducing placement breakdown and the need for high cost emergency placements and residential care.

Following testing, development and feasibility stages Flintshire Council was awarded £1.15million innovation funding to roll-out Mockingbird to 50 families in North Wales. The Flintshire project has the potential to save £2.4 million over six years by avoiding costs for the Local Authority.

The first Constellation was launched in Flintshire in January 2020 which now supports one Hub carer and six satellite families comprising six looked after children, one birth child and two young people in 'When I'm Ready' arrangements. Over the last 12 months the constellation has provided a range of:

- Emergency and planned sleepovers/short breaks.
- Monthly social activity events.
- Peer Foster Carer support and training opportunities.
- Family and sibling contact.

Although concerned about the impact COVID-19, the families involved have found new ways to communicate in order to stay in touch and offer support to each other.

The second constellation recently launched in February 2021 and consists of one Hub Carer and five Satellite families comprising eight looked after children, 10 birth children and two young people part of the 'When I am Ready' scheme.

Flintshire are planning five additional Constellations by the end of 2022, directly supporting up to 80 young people and 50 fostering households.

Since the onset of the coronavirus pandemic, care home managers and staff have worked tirelessly to keep residents physically safe and well, but there is so much more to well-being than physical health, and one of the most painful aspects of the pandemic has been restrictions on face-to-face **visits to care homes** by families and loved ones.

The Older People's Commissioner for Wales captured the deep impact of these restrictions recently, saying that 'the trauma of not being able to visit relatives in care homes will stay with people for years'.

Under Welsh Government policy, care home visits were cancelled in March 2020, although end-of-life visits were allowed regardless of any local restrictions or national lockdown. Local care homes have worked hard to facilitate permitted outdoor visits, rising to the challenge of keeping residents connected with their families.

Facilitating these much-needed visits has involved extensive planning, effort, innovation and creativity on the part of our care homes, and we are extremely proud of what is being achieved in Flintshire.

Services were happy to welcome visitors back from 12th March 2021.





Priorities

Our priorities for 2021/22 will be to:

Further develop Project SEARCH

Developing opportunities for Autistic individuals to access services locally

Quality Standard 6: Working with and supporting people to achieve greater economic well-being, have a social life and live in suitable accommodation that meets their needs.

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January 2020 saw the introduction of a new Policy for 'Adaptations to Foster Carers' Homes'. Flintshire is supporting foster carers in making necessary adaptations to their home to provide adequate space for children and young people to live and thrive in their care. This policy supports siblings to be placed together, to meet the needs of children with multiple disabilities, secure extra capacity for current or potential fostering placements and to meet health and safety requirements which would otherwise result in a child being moved.

The grant funding will complement the existing range of support provided to foster carers, and this funding is another step forward in securing local and stable placements for children. Applications for granting funding will be considered up to a maximum of £36,000, with a £20,000 maximum grant for the relocation to a more suitable property. In order to access the grant, the carers and social worker must first exhaust all other options and resources to increase capacity at the placement.

The grant is not only available to approved foster carers, but also to also available to others including existing or prospective adoptive families, Family and friends / carers of children who are under a Special Guardianship Order and carers who are committed to their caring role for the long term, or at least until the child reaches 18.

Theatr Clwyd and Flintshire County Council together with members of the local community put out a public call for donations of **shoe boxes full of fun**, colourful treats to make the world a brighter place for a young person in Flintshire.

The appeal saw the public donate over 300 shoeboxes over two days which have now been distributed by Flintshire County Council

to the most vulnerable young people in the county.

Completed in Autumn of 2020, **Llys yr Iarll / Earl Street** was developed by Wales and West Housing Association in partnership with the Council to provide accommodation for adults with learning disabilities, Autism and physical disabilities. The development consists of 12 individual apartments suitable for independent living and, where support is required, a two bedroom apartments allow for carers to live-in.

The Council has nomination rights for the four ground floor apartments, of which two are bariatric and two are adapted for wheelchairs. The remaining eight 'general needs' apartments are being retained by Wales and West Housing Association.

One new resident put her thumbs up in the air and stated 'It's brilliant, I love it here'. Her Mum also said how well her daughter is doing and has settled in much better than they could ever have anticipated.

Another resident said,

"I was a bit nervous at first, but now I am used to it and I like my neighbours who are also my friends. I like how work is only

across the road. I also like that my mum can't nag me to tidy up all of the time now I am in my own flat'.

Glan y Morfa house is a temporary step up / step down shared accommodation for people who have a physical disability. The people accessing the house may be homeless, or temporarily unable to return home due to planned adaptations being made to their existing home. Whilst at the house, the individuals will be supported to improve their wellbeing and independence, so they are able to live as independently as possible when they have returned to their own or more permanent accommodation. This is a joint initiative between Social Services and Housing Services and commenced in February 2021.

Flintshire Social Services and Wales & West Housing Association will be opened Flintshire's fourth extra care scheme in Holywell, Plas yr Ywen Extra Care Scheme, on the 22nd March 2021, welcoming it's first tenants.

The new £8.5m Plas yr Ywen extra care scheme offers 55 one and two bedroom apartments for people aged 50 and over living in Flintshire who have a care and support need.

The scheme will follow the successful 'housing with care' model, with an on-site care and support team and a range of facilities to promote and support independent living. In addition, it will have seven apartments on its memory floor to support individuals living with dementia or memory loss.

Plas yr Ywen benefits from new smart digital system which features a digital emergency alarm, voice and video calling, video door entry, telecare compatibility and smart home connectivity. This is a positive step forward which will enable individuals to be more empowered to lead independent and fulfilled lives through a blend of support and technology.

Embracing innovative, construction firm Willmott Dixon and Flintshire County Council are on schedule to complete the major expansion of the **Marleyfield House Care Home** in Buckley.

The £8.4 million redevelopment project will double the number of beds at Marleyfield House from 32 to 64 and increase communal outdoor spaces and accessibility to support residents' well-being, reaffirming the Council's commitment to quality services, investing money in critical services.

Each room will have personal outdoor space either through a balcony on the first floor or a patio on the ground, while the extension will also see the creation of new communal areas, medical facilities, offices and store-rooms, extended car parking facilities and extensive sensitive landscaping.

This is an example of the local authority's pro-active approach to addressing the current significant pressures and fragility in the care sector across the country, the project is set to complete in summer 2021, with work having continued amid the challenges of the global pandemic.

During COVID-19, the home entered into lockdown and Willmott Dixon adjusted its construction practices to make sure the site was separated from the existing home at all times. This included a dedicated site access, the construction of additional parking bays for the home and deliveries.

To continue the improvement of the Council's care home provision, it has been agreed to look at the feasibility of developing a new residential care home at the old Flint Community hospital site. This building will have approximately 55 beds and will include moving residents from the current Croes Atti residential care home into the new building.



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The project will be in close partnership with health colleagues to delivery on some of the health needs of the community as well as increasing capacity within Flintshire's in-house residential care sector. The feasibility is estimated to be completed by early summer 2021.

Following feasibility, an options appraisal is to be completed for the council to consider which option will best meet the needs of the authority and the local residents of Flint. Once an option is agreed it is estimated that the building will be completed in 2023.

A similar approach to Marleyfield and Croes Atti will be taken in due course with Llys Gwenffrwd in Holywell. The council will consider whether a new site is required or whether improvements to the existing site should be made.

Children's Services continue to work with Housing through the Integrated Young Person's Service (IYPS) for young people aged 16+, and two officers have been employed to support **young people presenting as homeless**, or families requiring additional support. An additional officer works within housing to support young people ages 18+.

Families will be supported to keep the young person at home or having a planned or managed moved involving other agencies, such as Supported Living, hostels and the Quay project. During this time the IYPS service can provide emotional support through this time, to ensure young people are safe and their well-being is improved. Funding needs to be secured to support sustainability of this service.

A Children's Residential Assessment Centre will provide short term (up to 20 week) residential assessment and support provision for children and young people up to the age of 18 years. The centre will provide the time and space to undertake an intensive assessment and support to meet the needs of young people whilst seeking family reunification, or a longer term local fostering/residential placement.

The Centre will be able to accommodate up to eight children or young people at any one time across all three buildings, including emergency placements. The staff team will be trained in the Multi Systemic Therapy (MST). As outlined in Quality Standard 1, MST is an intensive family and community based clinical intervention for children and young people aged 11-17, where young people are at risk of out of home placement

in either care or custody. MST teams focus on the whole world of the young person - their homes and families, schools and teachers, neighbourhoods and friends. MST staff go to where families live and work with them intensively for three to five months, including being on call to families 24 hours a day, seven days a week.

Flintshire County Council will take ownership of the building by the end of March 2021 and will then be going out to tender to appoint a contractor to undertake the refurbishment work. It is envisaged that the refurbishment of three properties should be fully complete by Autumn 2022.

To further support children, the Council are looking to establish **small registered homes**, supporting one or two children. The model has a strong community and family feel to support children who would succeed in a smaller setting with more intensive levels of support. This model is being delivered successfully in other areas in the UK and will be adapted for Flintshire. It is intended that the first of two small homes will be operational during 2021/22.



Priorities

Our priorities for 2021/22 will be to:

Completion of the Extra Care Programme

Progress in-house residential care expansion schemes

Launch a short term residential service to inform the most appropriate move-on placement and support package for young people

Develop the 'Small Homes' scheme for children

How We Do What We Do

5.1 Our Workforce and How We Support their Professional Roles

The Workforce Development Team's core business is broad and covers both a planned and re-active approach to supporting the social care workforce training needs

The annual training directory has once again been developed based on sound analysis of a needs analysis from colleagues within the department and from external Care providers; reviewed against the new qualification frameworks; and through evaluations of previous courses. The courses are delivered through both internal and external providers and this year, more than ever before, has seen the strengthening of partnerships in order to meet and overcome the challenges the pandemic has presented.

Despite the challenges that last 12 months have presented, the team have achieved a great deal:

- Successfully transitioned a number of training courses to delivery on a range of virtual platforms
- Facilitated 313 training sessions on 87 subject matters.
- Development of an induction training programme for volunteers who were 'recruited' as part of the COVID-19 response. This was completed by 77 volunteers, most of whom went on to volunteer for the Council during the first stage of the pandemic.
- Continue to work in partnership with many internal and external training providers who kindly offer their training to us free of charge.
- In partnership with Communities for Work, the 'Pathways in to Social Care' has been offered virtually. This comprehensive intensive programme provides unemployed people with a pathway into working in social care and is closely aligned with both the All Wales Induction Framework and for the purposes of registration for support staff.
- A revised distribution of the Training Voucher Scheme went ahead this year, although there were limited opportunities for the vouchers to be utilised.
- A number of Digital Champions were trained, sharing of a wide range of information supplied by Digital Wales.

- Devised and delivered a programme of teaching and learning for the core qualifications in social care, that is fit for purpose and meets the awarding body requirements
- The Centre had a very positive European Quality Assurance (EQA) report from the November 2020 remote visit
- Supporting 38 Social Work students across teams in the statutory, independent and voluntary sectors this year across North Wales. 16 Social Workers have completed their Consolidation award to enable them to re-register in their 1st period of practice after qualifying which is now a requirement of Social Care Wales.

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 In response to feedback from both internal and external managers, the team have developed an 'induction programme' of mandatory training that new starters are able to complete within a 3-week period, enabling them to meet a number of competencies essential for delivering quality care.

Behind the scenes, the Council's IT department have played a vital role in supporting the continued work of Social Services and undertook a major operation to **ensure staff are able to work remotely** and that services were not disrupted by the new ways of working. The team have:

- Researched and implemented Video Conferencing facilities for 780 people working in Social Services
- Responded to 140 orders from Social Services for additional IT equipment, much of which was required for the move to home working
- Responded to 400 requests for remote access tokens to be set up
- Researched and implemented an eSignature solution for the Foster Service to minimise the need for face to face contact.
- Provided alternative methods of engagement with clients use of WhatsApp and deployed to Social worker phones
- Donated 39 recycled iPad to service users at Hwb Cyfle
- Provided telephony facilities for Social Care contact centre staff to operate from home
- Development of a range of online forms including enhancements to the Child Care offer and well-being evaluations

In response to ongoing recruitment challenges and difficulty recruiting experienced social workers, it was agreed to take a different approach to **recruitment of social workers** and a new pathway for social work students to join teams has been developed. The pathway created a link between their university learning and the first year of practice. All of this happened during the pandemic and was supported by a robust

induction plan, including weekly virtual group sessions where there was the space for peer support, discussion and learning.

Induction processes for Social Workers joining Children's Services have been strengthened through a partnership with Community Care Inform (CCI). CCI is a well established online portal for social care staff working with children and families, housing a wealth of information and resources to support them with their practice.

The Council now have dedicated pages within CCI to act as a hub, with information about each team and links to relevant documents and policies to support staff in their development and practice.

Newly qualified staff also meet virtually each week for peer support and learning and induction sessions. Infrastructure in place to support development. One newly qualified social worker said:

"I have been very blessed in my experience working for Flintshire. I have been in two team TAF and the Targeted Support Team. Each team has massively supported me as a new employee who started during the COVID-19 world and as a newly qualified social worker, they were each very warm and welcoming."

Communities For Work (CFW) are working in partnership with Flintshire County Council's Workforce Development Team to continue to deliver the 'Pathway into Social Care' training programme.

This programme gives local people an opportunity to gain the training and skills necessary to work in the Social Care, providing care and support to the most vulnerable in our society.

The training which will take place virtually involves accredited training on a variety of subjects including; first aid, health & safety and infection control, food safety and safeguarding. At the end of the programme local care employers will be on hand to provide information on available vacancies for participants to apply.

The Council has also embarked on an exciting journey to challenge and change their traditional recruitment processes to recruit people with the right values in to social care roles.

The WeCare Wales campaign states that 'Wales needs around 20,000 more people to work in care by 2030', and in order to meet this demand, more needs to be done to showcase and promote working in care as a

rich and fulfilling career.

A small team of Social Services officers has been trained by Helen Sanderson Associates and Well-being Teams in **Values Based Recruitment**, and have since been working to develop their own new approaches to recruit people in to social care.

Our values and beliefs drive the way we behave, and people tend to thrive in places where they are able to demonstrate their values. Social Services needed to understand their own values, before they could look for those values in others, and are now looking to recruit people who share the services values.

Before COVID-19, Flintshire County Council began a series of recruitment days with a focus on encouraging participant to demonstrate the values they live by. These sessions included a team, listening and communication exercises and 'what if' scenarios. For part of the day, the candidates also took afternoon tea with people they may be providing care and support for. The workshops are observed by staff and individuals receiving services, who will look out for the ways in which the candidates interact with individuals and demonstrate their personal values.

In excess of 20 workshops for direct care and support workforce have been held, appointing over 60 people across services, some of whom have come from previous care roles, and others who have had no care experience but wanted to make a change.

Feedback from candidates has been positive with some feeding back that it was the 'best interview I have ever attended' and that they 'didn't feel like I was being interviewed'. Candidates enjoyed meeting the tenants and left with a feeling of knowing more about the role.

The Council continues to work closely with the national WeCare Wales campaign, promoting opportunities to work in social care during WeCare Wales week in November 2020. The campaign has also relaunched their jobs portal, where providers from across Wales can advertise vacancies for free, and candidates can search for social care jobs in their area.

The Council recognised that working in social care over the past year has often been a difficult and emotional experience. **Care First** is an Employee Assistance Service which is available to Council employees, which provides emotional and practical support for issues at home or in work. The services are available online, and via a Freephone number 24 hours a day, 365 days of the year.

Every call is answered by a Care First counsellor, accredited to the British Association for Counselling and Psychotherapy (BACP) and support is available in Welsh, via a translation service, if required. Following an assessment with a telephone counsellor, Face-to-face or online CBT counselling may be suggested. In July 2020, the Council extended access to Care First to all staff in independent sector care providers.

The Council have also worked with Mind in North East Wales to provide extra support for social care workers. Information, talking therapies and activities designed to support wellbeing during this difficult time were available.

Essential to tackling COVID-19 locally has been the effective supply of **Personal Protective Equipment (PPE)**. The North East Wales Community Equipment Service was identified in the early stages of the pandemic as the main platform to distribute the Welsh Government's provision of Personal Protective Equipment (PPE) in North East Wales.

Preparation work began in March 2020 to adapt NEWCES in Hawarden to cope with the stock management for both Flintshire and

Wrexham Counties. The first delivery of PPE arrived on the 24th March 2020 and was distributed within days to protect care staff across Flintshire.

As stock levels and demand increased significantly, grateful assistance soon came from valued volunteers who gave up their own time to get the PPE packs out to over 80 locations a week throughout Flintshire.

The allocated space at Hawarden could not accommodate the amount of stock coming in, so a second unit in was opened. Three days later, after some challenging work, the new stores was operational.

Since the service started in March last year, in Flintshire, we have issued approximately:

- 2.5 million aprons
- 4 million gloves
- 3.5 million masks
- 60,000 visors

The British Army Logistics Team were visiting all distribution sites across Wales to give advice, guidance and support. NEWCES received a glowing report with no key recommendations. The Military Team promoted our Flintshire systems and approaches across other areas in Wales,



which led to presentations on our systems of work to other Authorities.

NEWCES are proud to have linked in with Project SEARCH, and have welcomed Owen into the NEWCES Team. Owen is involved with the front line service of the PPE Hub, in all aspects of stock management and delivering stock to Wrexham Social Services and is a real asset to the team.

NEWCES staff were praised:

“...they are playing a blinder with supporting at the moment. They could not be more helpful. Deliveries are very quick and accurate. If there’s an issue they are very helpful in problem solving.”

A small supply of equipment was also available from Preswylfa in Mold, which could be distributed quickly to where it was need most.

The recruitment of volunteers began at the start of April, initiated by colleagues in FLVC. In mid-April, FLVC handed over a group of around 70 volunteers to the Social Services Deployment Team.

The Workforce Development Team, supported by FLVC, provided some basic training to volunteers, relating to

safeguarding, food hygiene, health and safety, consent, data protection, dignity, principles of care and confidentiality. By the end of April 2020, following the training and required DBS checks, a group of 64 volunteers were available for deployment to volunteering opportunities across the county.

The volunteer group provided support from April to August to a number of activities and initiatives including twice-weekly delivery of PPE for staff at older people’s care homes and domiciliary providers and schools, weekly shopping deliveries to two Supported Living Homes, delivery of donates chocolate eggs, 1:1 telephone support, Well Fed project and Food Bank Food parcel delivery; and delivery of iPads and Codgers Quarterly Newsletter to reduce isolation in care settings. Volunteers also supported the opening of Ty Treffŷnon care home and transported an employee to shifts at an independent sector care home.

In August, with many volunteering activities either ceased or reduced greatly, the coordination of the volunteer group was handed over to FLVC’s third sector coordination team. The Social Services team remain in close contact with FLVC to collaborate on any future volunteering activities.

There have been a number of **digital** developments. A Contract Management System has been developed within our Paris system to hold provider details, which is with contract information and stored confidentially.

Flintshire County Council Direct Payments Support Team have launched a new Direct Payments Homepage. These pages include information on what are Direct Payments alongside information on how to employ a Personal Assistant (PA) and other useful links.

A new Personal Assistant Portal also provides a register of Personal Assistants (PAs) available for employment for Flintshire Direct Payment recipients. The register aims to help citizens and their families search for PAs and find the best PA for them, but also to help PAs find suitable employment in this growing and rewarding sector.

Social Services are continuing to move forward to implement the finance module of the **Welsh Community Care Information System** (WCCIS). The system will improve the way we are able to pay social care providers.

5.2 Our Financial Resources and How We Plan For the Future

The **Social Value** Development Officer has worked with partners to make a video to explain what Social Value is and how the Council is looking to get the best value for local citizens, out of every pound that the council spends.

The new Social Value Procurement Policy was approved by cabinet in March 2020, and to compliment this, a new system, IMPACT, has also been introduced to support measuring, monitoring and reporting on social value outcomes. This assists suppliers to report on a quarterly basis against their social value commitments. Inclusion on IMPACT will be part of procurement moving forward.

The Council's social value website is now live to promote the outcomes of this work stream through interactive videos, case studies, events and blogs. The website will also support Council staff, the Council's current suppliers and other

external businesses with a further understanding of social value, the Council's Social Value Policy, procurement process and Impact Reporting System.

The Council continues to support **Social Enterprises** linked with a wellbeing function who are contribution to the social value sector as defined by the Social Services and Well-being (Wales) Act 2014. These groups have been supported to become COVID-19 compliant so they can work towards reopening.

The Council developed a **Corporate Recovery Strategy** for the pandemic emergency situation. The strategy covered the following:

- The chronology of the emergency response phase and transition to recovery
- The handover arrangements for recovery
- The organisational recovery of the Council
- Community recovery of the communities we serve
- The Council's strategic priorities and performance for the remainder of 2020/21
- The roles the Council will play in regional recovery
- The democratic governance of recovery

Aligned to this strategy, Social Services

developed a Recovery Plan, setting out the objectives and timeline for the recovery of services, any risks and their planned mitigations, our contribution to any Council strategic priorities for 202/21, and performance indicators to measure how well we are progressing towards full recovery.

Social Services will also look at how new ways of working can continue to be embedded, which have resulted in efficient use of time and contributed to a reduced carbon footprint.

The Welsh Government's **Integrated Care Fund** (ICF) programme has supported the delivery of revenue and capital based projects under four structured themes:

- Early Intervention
- Learning Disabilities, Children with Complex Needs and Carers
- Older People
- Dementia Action Plan

Although the ICF programme was due to come to an end in March 2021, Ministers have agreed a 12 month extension until March 2022. This will allow time for a new approach to regional resourcing to be developed in readiness for April 2022. The scope and scale of future resourcing for three

themes - Early Intervention, Learning Disabilities, Children with Complex Needs and Carers, and Older People - will be reviewed as part of this process. The Dementia Action Plan theme will have recurrent funding, but will be subject to an ongoing evaluation to inform the content of future action plans and its subsequent outcomes.

Flintshire Social Services worked with care providers and the internal workforce to ensure that services were well prepared for **Brexit**. A number of meetings were held with care providers to share key information around Brexit preparations and the EU Settled Status scheme. Business Continuity Plans were also prepared and information shared on business preparations regarding medical devices, clinical consumables, food and medication.

5.3 Our Partnership Working, Political and Corporate Leadership, Governance and Accountability

Who we are

Elected Members represent the residents of Flintshire and play an important part in the governance of the Council. They agree the Council's priorities and approve policies to deliver its continuous improvement. Flintshire Council has 70 Elected Members who represent their ward interests and participate in full Council meetings to oversee the performance of all aspects of the Council. One Member is elected by their peers to represent each portfolio area. These are known as Cabinet Members and together with the Leader and Deputy Leader, Chief Executive Officer and Chief Officers, they form the Council's Cabinet.

How we make decisions

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

The officers of the Council are led by the Chief Executive Officer who is supported by Chief Officers responsible for each of the portfolio areas. The Chief Officer for Social Services has the statutory "Director of Social Services" role. The Council's structural arrangements for both members and officers are clearly laid out. The constitution details how the Council operates, how decisions are made and the procedures that are followed to

make sure that these decisions are efficient, transparent and accountable to local people. The Council also has its own internal governance through a system of internal audit. The outcomes of audits are monitored by the Audit Committee and officers can be called to give evidence to the committee should concerns be raised regarding their service areas.

Our partnership working

Flintshire has a strong record of partnership working, and in Section 4 we describe some of the services and initiatives that we have developed with other bodies and agencies. At the heart of our collaborative culture is the Flintshire Public Services Board. Established in April 2016, this statutory body is made up of senior leaders from public and voluntary sector organisations. It aims to ensure that statutory and third sector partners work together to manage shared priorities through collaboration, and these priorities are set out in the Well-being Plan for Flintshire 2017-2023.

The North Wales Regional Partnership Board was also established in 2016 and has a membership representing statutory bodies, third sector partners, carers and users of services. The Board works to enhance the

integration, efficiency and effectiveness of outcomes-focused care and support services in North Wales, and has been successful in its bid for a new Welsh Government fund made available to transform health and social care services in Wales.

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

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



A NEWCIS volunteer delivering supplies to carers in the community

Accessing Further Information and Key Documents

Social Care Legislation & Information Links:

National Outcomes Framework for people who need care and support and carers who need support

Regulation and Inspection of Social Care (Wales) Act 2016

The Social Services and Well-being (Wales) Act 2014

Well-being of Future Generation (Wales) Act 2015

North Wales Population Needs Assessment

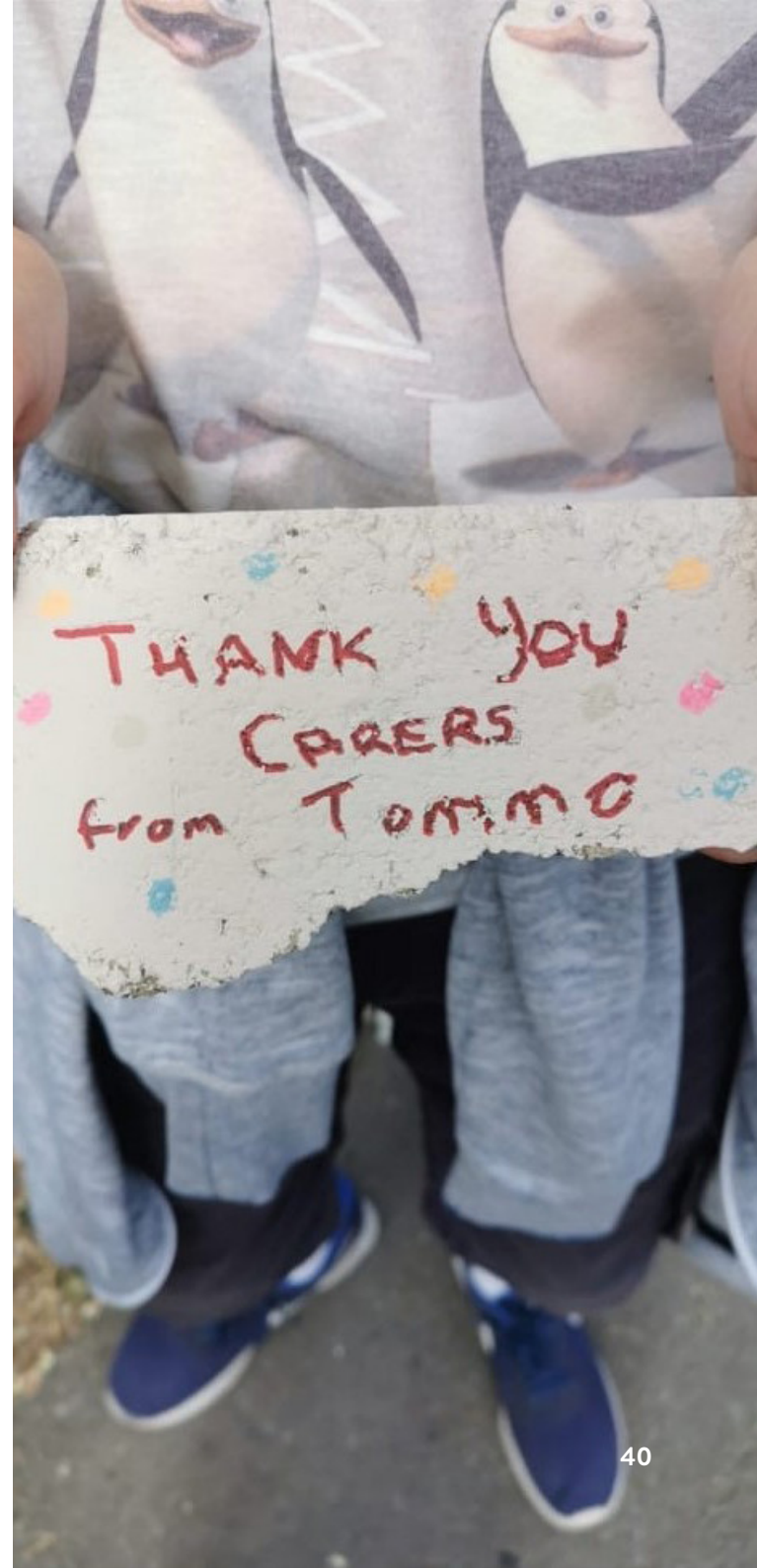
North Wales Safeguarding Board

Flintshire County Council's Key Strategic Documents Links:

Council Plan 2018-23

Corporate Parenting Strategy 2018-2023

Digital Flintshire 2017 - 2022



Adverse Childhood Experiences (ACEs) - a term used to describe a wide range of stressful or traumatic experiences that children can be exposed to when growing up. ACEs range from experiences that directly harm a child to those that affect the environment in which a child grows up.

Advocacy - the act of speaking on the behalf of or in support of another person.

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

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

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

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

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

Flintshire Local Voluntary Council (FLVC) - the umbrella and support organisation for over 1200 voluntary and community groups based in Flintshire.

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

Integrated Care Fund (ICF) - a Welsh Government fund that “aims to drive and enable integrated working between Social Services, Health, Housing, the third and independent sectors.

Multi Systemic Therapy (MST) - MST is an intensive family and community based clinical intervention for children and young people aged 11-17, where young people are at risk of out of home placement in either care or custody.

Outcomes-focused - the definition of outcomes is the impact or end results of services on a person's life. Outcome focused services and support therefore aim to achieve the aspirations, goals and priorities identified by service users (and carers) – in contrast to services whose content and/or form of delivery are standardised or determined solely by those who deliver them.

Personal Protective Equipment (PPE) - PPE is equipment that will protect the user against health or safety risks at work.

Person-centred Care - an approach that moves away from professionals deciding what is best for a patient or service user, and places the person at the centre, as an expert in their own experience. The person, and their family where appropriate, becomes an equal partner in the planning of their care and support, ensuring it meets their needs, goals and outcomes.

Respite – a short period of temporary care in order to provide rest or relief for carers who require a break in their role

Responsible Individual - someone in charge of providing the service at an organisation or local authority.

Safeguarding - a term used to denote measures to protect the health, well-being and human rights of individuals, which allow people to live free from abuse, harm and neglect

Social Enterprise - an organisation that applies commercial strategies to maximise improvements in human and environmental well-being - this may include maximising social impact alongside profits for external stakeholders.

Social Value - Social value looks beyond the financial cost of a service and considers what wider additional benefits to the community can be generated. Implementing the Social Value Strategy will be a key element in delivering the Well-being of Future Generations Act.

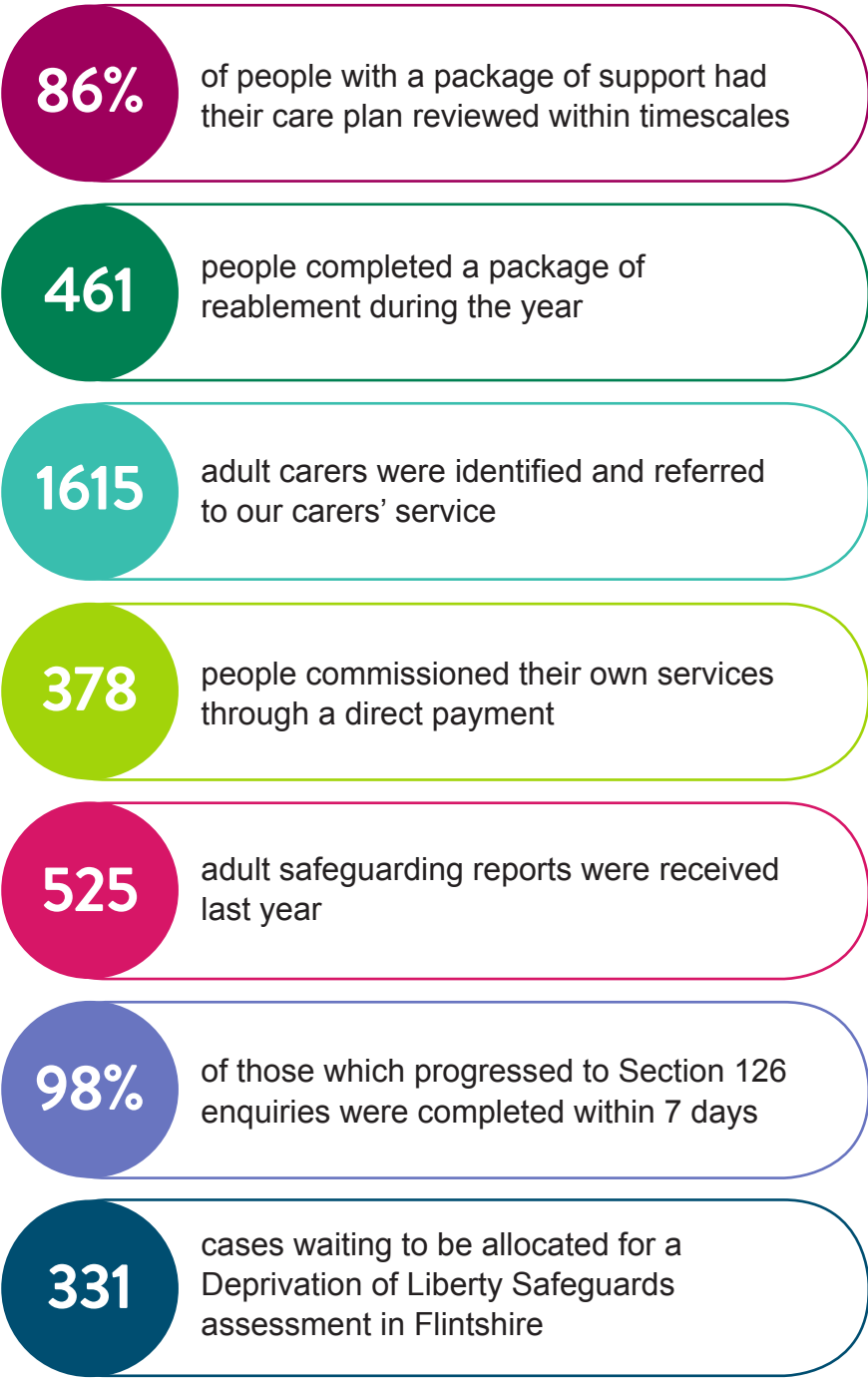
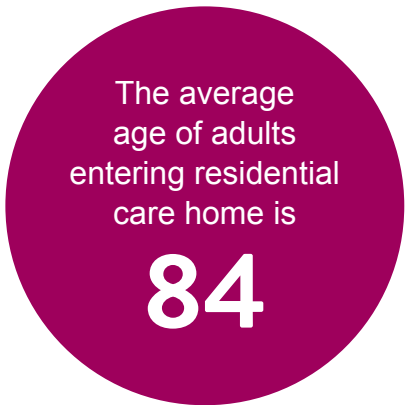
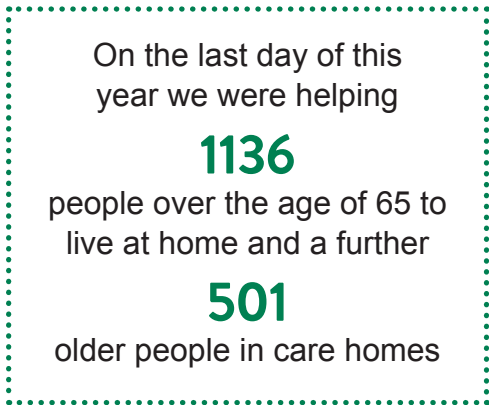
Statutory Services – services provided by the Local Authority as a matter of course, examples of these types of services are domiciliary care and respite breaks.

Step up / step down – This provision enables professionals to support an individual's return to independence, as an alternative to hospital admission or to support discharge from hospital. Sometimes called 'discharge to assess'.

Third Sector - the part of an economy or society comprising non-governmental and non-profit making organisations or associations, including charities, voluntary and community groups, co-operations etc.

Well-being - the state of being comfortable, healthy or happy.

'When I am Ready' scheme - The overall outcome of the 'When I am Ready' is that a young person leaving foster care will have the time and support to develop the necessary skills and resilience to make a successful transition to independent living.



* The majority of the measures are Welsh Government experimental data as this is the introduction year and therefore trends and national comparisons are not available for 20/21.

11571 Between 1 April 2020 and 31 March 2021, statutory social services received 11571 contacts

4348 of those contacts were provided with advice or assistance

1257 The total number of families that received information and support through the Early Help Hub

There were **137** children on the Flintshire Child Protection Register on the 31 March 2021. 95% of initial child protection conferences and 99% of review conferences were carried out within timescales. 9% of children on the register were re-registered within 12 months of deregistration (18 children from 6 families), and the average time that children remained on the Register was 270 days.

On 31 March 2021 there were **113** children with a care and support plan where needs were being met through a direct payment.

181 children/young people are being supported through edge of care services, 77 young people up to the age of 25 who have left care.

794
New assessments completed during the year

56%
went on to have a care and support plan

23%
had needs which could be met by any other means

21%
had no eligible needs

256 children were looked after in Flintshire on 31 March 2021. We have a pool of committed and enthusiastic foster carers, with 71 foster carers (excluding kinship carers), offering 111 placements. 93 placements are currently occupied. Where the need cannot be met in-house, children are placed with agency carers or in residential care. 9.4% of children moved more than twice in the year, although some of these moves were planned as part of their care package.

174 young carers were identified this year and referred to our young carers service Providers

There were **133** children who received the active offer of advocacy



CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Medium Term Financial Strategy and Budget 2022/23
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager and Chief Executive
Type of Report	Strategic

EXECUTIVE SUMMARY

The Council reviews and updates the Medium Term Financial Strategy (MTFS) annually, and in advance of planning the annual budget for the following financial year.

The MTFS forecasts the resources the Council will need to meet our ever-changing cost base for the years ahead. Refining our forecast is the first step in planning our budget requirement for the following financial year. Our forecast for the 2022/23 financial year has been updated in detail and will be presented to the Committee at this meeting.

The updated forecast shows that we are likely to have a minimum budget requirement of an additional £16.750m of revenue resources for 2022/23. How this estimate is built up will be explained in full at the meeting.

This is the first stage of developing our budget for 2022/23. During September and October, the Overview and Scrutiny Committees will be invited to review the cost pressures, and the opportunities for cost control and efficiency, under their respective terms of reference.

Once this work is complete, the Council will be in a strong position to communicate to Governments, local partners and stakeholders and the public how a legal, safe and balanced budget might be achieved for 2022/23 and what will be required for national funding through Revenue Support Grant (RSG). Engagement is already taking place with the new Welsh Government through the Welsh Local Government Association (WLGA) and separately.

Members will be acutely aware that whilst we can always identify some cost savings and efficiencies as part of our annual budget setting process, there are no cost savings of scale remaining following a decade of under-funding of local government.

The Council has rightly stood on the principle that it will not reduce the budget for any service to the point where the service is unsafe or to do so would mean we would fail to meet our quality standards and/or fail to meet our statutory duties.

The Council has also taken a stance that annual rises in Council Tax should not exceed 5%. This figure should be treated as a maximum and not an entitlement to raise local income. Council Tax is at risk of becoming unaffordable for an increasing minority, and this Council believes that the responsibility for full and fair funding for local government needs to sit with Governments and not local taxpayers.

Therefore, the Local Government Settlement for 2022/23 – set and funded by Welsh Government – will need to be sufficient.

RECOMMENDATIONS

1	To receive and note the additional budget requirement and receive feedback from Corporate Resources Overview and Scrutiny Committee.
2	To refer the cost pressures to the Overview and Scrutiny Committees in September/October for review.
3	To note the solutions available to meet the cost pressures, and re-set the funding strategy for 2022/23.

REPORT DETAILS

1.00	EXPLAINING THE MEDIUM TERM FINANCIAL STRATEGY FORECAST 2022/23 AND ANNUAL BUDGET
1.01	The Council reviews and updates the Medium Term Financial Strategy (MTFS) annually, and in advance of planning the annual budget for the following financial year.
1.02	The MTFS forecasts the resources the Council will need to meet our ever-changing cost base for the years ahead. Refining our forecast is the first step in planning our budget requirement for the following financial year. Our forecast for the 2022/23 financial year has been updated in detail and will be presented to the Committee at this meeting. It takes into account economic market factors e.g. commodity price inflation, the national position on public sector pay, the costs of employment functions e.g.

	pensions, new or changing functions required of local government through legislation e.g. flood prevention, demands on services e.g. adult and children's social services, organisational change e.g. digital, and our policy aspirations e.g. anti-poverty.
1.03	The forecast shows that we are likely to have a minimum budget requirement of an additional £16.750m of revenue resources for 2022/23. The estimate has been built up in great detail and every cost pressure has been reviewed and challenged at a senior level. All cost pressures are supported by an explanatory method statement. The principal cost pressures are for pay awards, and for increasing and changing service demands within the two portfolios of Education and Youth and Social Services. The impact of the disruption caused to services and the loss of income caused by the ongoing pandemic/endemic situation is built into these estimates
1.04	How this estimate is built up will be explained in full at the meeting. Full details will be presented to the Overview and Scrutiny Committees in September and October for review, challenge and assurance.
1.05	This is the first stage of developing our budget for 2022/23. During September and October the Overview and Scrutiny Committees will be invited to review the costs pressures, and the opportunities for cost control and efficiency under their respective terms of reference. This will give us the opportunity to set a draft budget requirement for 2022/23 in November to coincide with the Autumn Statement of the Chancellor of the Exchequer and the Provisional (draft) Welsh Local Government Settlement of Welsh Government. There is a risk that both of these key announcements might be delayed as national fiscal decision-making is made even more complex by the economic uncertainties caused by the ongoing pandemic/endemic.
1.06	Members will be acutely aware that whilst we can always identify some cost savings and efficiencies as part of our annual budget setting process, there are no cost savings of scale remaining following a decade of under-funding of local government. The Council has rightly stood on the principle that it will not reduce the budget for any service to the point where the service is unsafe or we will fail to meet our quality standards and/or we will fail to meet our statutory duties. The impacts of budget reduction options have been risk-assessed year on year. Any options which Committees would recommend we explore as a contribution to the budget will be risk-assessed using this method. Our target for annual budget efficiencies for 2022/23 cannot realistically go above £2.0m.
1.07	The Council has adopted a comprehensive policy for fees and charges for chargeable services. By applying this policy we have balanced cost recovery of service provision with affordability and fairness for the payer. The annual review of the policy is to be presented to Cabinet later this month. There is no more scope for generating additional income or new income streams for 2022/23 over and above this report.
1.08	The Council has also taken a stance that annual rises in Council Tax should not exceed 5%. This figure should be treated as a maximum and not an entitlement to raise local income. Council Tax is at risk of becoming unaffordable for an increasing minority, and the responsibility for full and

	fair funding for local government needs to sit with Governments and not local taxpayers.
1.09	Therefore, the Local Government Settlement for 2022/23 – set and funded by Welsh Government – will need to be sufficient. The Settlement for 2021/22 gave local authorities in Wales an average uplift of 3.7%. Flintshire was on the average.
1.10	Taking into account all of the above cost estimates, budget options, and limiting factors an uplift in the Settlement of a minimum 4.5% is likely to be required if the Council is to be able to set a legal, safe and balanced budget for 2022/23. Welsh Government and the WLGA will be put on early notice of this requirement.

2.00	RESOURCE IMPLICATIONS
2.01	<p>Revenue: the revenue implications for the 2022/23 budget are set out in the report.</p> <p>Capital: the borrowing needs for the capital programme are built into the revenue estimates for 2022/23.</p>

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT										
3.01	<p>Ways of Working (Sustainable Development) Principles Impact</p> <table border="1"> <tr> <td>Long-term</td> <td>Negative – the absence of longer-term funding settlements from Welsh Government means that sustainable support for service delivery is challenging for the longer term. Sustainable funding from Welsh Government that provides additional funding for Indexation, Service demands and new legislation will provide a positive and sustainable position for the Council in the longer term.</td> </tr> <tr> <td>Prevention</td> <td>As above</td> </tr> <tr> <td>Integration</td> <td>Neutral Impact</td> </tr> <tr> <td>Collaboration</td> <td>Services continue to explore opportunities for collaboration with other services and external partners to support positive impacts.</td> </tr> <tr> <td>Involvement</td> <td>Communication with Members, residents and other stakeholders throughout the budget process.</td> </tr> </table> <p>Well-Being Goals Impact</p>	Long-term	Negative – the absence of longer-term funding settlements from Welsh Government means that sustainable support for service delivery is challenging for the longer term. Sustainable funding from Welsh Government that provides additional funding for Indexation, Service demands and new legislation will provide a positive and sustainable position for the Council in the longer term.	Prevention	As above	Integration	Neutral Impact	Collaboration	Services continue to explore opportunities for collaboration with other services and external partners to support positive impacts.	Involvement	Communication with Members, residents and other stakeholders throughout the budget process.
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Prevention	As above										
Integration	Neutral Impact										
Collaboration	Services continue to explore opportunities for collaboration with other services and external partners to support positive impacts.										
Involvement	Communication with Members, residents and other stakeholders throughout the budget process.										

Prosperous Wales	Longer term funding settlements from Welsh Government that provide additional funding for indexation, service demands and new legislation will aid sustainability and support a strong economy that encourage business investment in the region. The opposite will be true if settlements are inadequate.
Resilient Wales	Continuation of services to support communities and social cohesion will have a positive impact. The opposite will be true if settlements are inadequate.
Healthier Wales	An appropriate level of funding will ensure that communities are supported and will have a positive impact. The opposite will be true if settlements are inadequate.
More equal Wales	A positive impact with greater parity of funding from Welsh Government for all Welsh Local Authorities. The opposite will be true if settlements are inadequate.
Cohesive Wales	Appropriate level of funding will support services working alongside partners. The opposite will be true if settlements are inadequate.
Vibrant Wales	As Healthier and Cohesive Wales above
Globally responsible Wales	Neutral impact.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	Consultation has taken place with Portfolio Management Teams and the Chief Officer Team, the Finance Team, Cabinet Members, Group Leaders and Members. The next steps for the engagement of the Overview and Scrutiny Committees are set out in this report.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Gary Ferguson Corporate Finance Manager Telephone: 01352 702271 E-mail: gary.ferguson@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Medium Term Financial Strategy (MTFS): 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.</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>Capital: Expenditure on the acquisition of non-current assets or expenditure which extends the useful life of an existing asset.</p> <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>Revenue Support Grant: the annual amount of money the Council receives from Welsh Government to fund what it does alongside the Council Tax and other income the Council raises locally. Councils can decide how to use this grant across services although their freedom to allocate according to local choice can be limited by guidelines set by Government.</p> <p>Specific Grants: An award of funding from a grant provider (e.g. Welsh Government) which must be used for a pre-defined purpose.</p> <p>Welsh Local Government Association: the representative body for unitary councils, fire and rescue authorities and national parks authorities in Wales.</p> <p>Financial Year: the period of 12 months commencing on 1 April.</p> <p>Local Government Funding Formula: The system through which the annual funding needs of each council is assessed at a national level and under which each council's Aggregate External Finance (AEF) is set. The revenue support grant is distributed according to that formula.</p>

Aggregate External Finance (AEF): The support for local revenue spending from the Welsh Government and is made up of formula grant including the revenue support grant and the distributable part of non-domestic rates.

Provisional Local Government Settlement: The Provisional Settlement is the draft budget for local government published by the Welsh Government for consultation. The Final Local Government Settlement is set following the consultation.

Funding Floor: a guaranteed level of funding for councils who come under the all-Wales average change in the annual Settlement. A floor has been a feature of the Settlement for many years.

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CABINET

Date of Meeting	Tuesday 13th July, 2021
Report Subject	Revenue Budget Monitoring Report Final Outturn 2020/21
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides the revenue budget final outturn position for the Council Fund and Housing Revenue Account for the financial year 2020/21. The report takes into account the latest position on claims made to the Welsh Government Hardship Fund.

The formal Statement of Accounts and supporting notes were submitted to Audit Wales on 15 June and will now be subject to audit over the summer with the final audited accounts presented to Audit Committee in September for formal approval. The COVID-19 pandemic has provided unprecedented challenges for the Council; the financial impact in the last 12 months has been significant and has included cost pressures as a result of the response, such as purchasing PPE, payments to social care providers, accommodation for the homeless, and significant reductions in planned income from Council services.

The Welsh Government Emergency Hardship Funding Grant provided financial assistance for dealing with the additional costs arising from the pandemic, together with financial assistance to mitigate loss of income from Council Services. In total the Council is projecting funding of £13.5m for additional expenditure and £4.3m for lost income and this is reflected in the outturn position.

As reported previously measures were introduced to review and challenge non-essential spend and recruitment to vacancies with the aim of reducing in-year expenditure to 'dampen' the projected overspend at that time. This work made a positive impact on the outturn position.

The final year end position is:

Council Fund

- An operating surplus of £2.185m (excluding the impact of the pay award which has been met by reserves), which is a favourable movement of £0.273m from the surplus figure of £1.912m reported at Month 11.
- The operating surplus of £2.185m equates to 0.8% of the Approved Budget, which is marginally above the target MTFS KPI for a variance against budget of 0.5%.
- A contingency reserve balance as at 31st March, 2021 of £5.973m

Housing Revenue Account

- Net in-year revenue expenditure to be £2.866m lower than budget
- A closing un-earmarked balance as at 31st March, 2021 of £5.039m

RECOMMENDATIONS

1	To note the overall report and the Council Fund contingency sum as at 31 st March 2021.
2	To note the final level of balances on the Housing Revenue Account (HRA).
3	To approve the carry forward requests included in paragraph 1.18.

REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING POSITION (OUTTURN 2020/21)
1.01	Council Fund Projected Position The final year end position is as follows: <ul style="list-style-type: none">• An operating surplus of £2.185m (excluding the impact of the pay award which has been met by reserves)• A projected contingency reserve available balance as at 31 March 2021 of £5.973m.

1.02	<p>Table 1. Projected Position by Portfolio</p> <p>The table below shows the final position by portfolio:</p> <table border="1" data-bbox="320 255 1394 1211"> <thead> <tr> <th data-bbox="320 255 786 450">Portfolio/ Service Area</th> <th data-bbox="786 255 975 450">Approved Budget £m</th> <th data-bbox="975 255 1182 450">Projected Outturn £m</th> <th data-bbox="1182 255 1394 450">In-Year Over / (Under) spend £m</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 450 786 506">Social Services</td> <td data-bbox="786 450 975 506">68.472</td> <td data-bbox="975 450 1182 506">68.218</td> <td data-bbox="1182 450 1394 506">(0.255)</td> </tr> <tr> <td data-bbox="320 506 786 562">Out of County Placements</td> <td data-bbox="786 506 975 562">11.940</td> <td data-bbox="975 506 1182 562">12.649</td> <td data-bbox="1182 506 1394 562">0.708</td> </tr> <tr> <td data-bbox="320 562 786 618">Education & Youth</td> <td data-bbox="786 562 975 618">8.790</td> <td data-bbox="975 562 1182 618">8.215</td> <td data-bbox="1182 562 1394 618">(0.575)</td> </tr> <tr> <td data-bbox="320 618 786 674">Schools</td> <td data-bbox="786 618 975 674">98.701</td> <td data-bbox="975 618 1182 674">98.701</td> <td data-bbox="1182 618 1394 674">0.000</td> </tr> <tr> <td data-bbox="320 674 786 730">Streetscene & Transportation</td> <td data-bbox="786 674 975 730">30.650</td> <td data-bbox="975 674 1182 730">31.154</td> <td data-bbox="1182 674 1394 730">0.504</td> </tr> <tr> <td data-bbox="320 730 786 786">Planning & Environment</td> <td data-bbox="786 730 975 786">5.789</td> <td data-bbox="975 730 1182 786">5.821</td> <td data-bbox="1182 730 1394 786">0.032</td> </tr> <tr> <td data-bbox="320 786 786 842">People & Resources</td> <td data-bbox="786 786 975 842">4.459</td> <td data-bbox="975 786 1182 842">4.387</td> <td data-bbox="1182 786 1394 842">(0.072)</td> </tr> <tr> <td data-bbox="320 842 786 898">Governance</td> <td data-bbox="786 842 975 898">9.193</td> <td data-bbox="975 842 1182 898">8.555</td> <td data-bbox="1182 842 1394 898">(0.638)</td> </tr> <tr> <td data-bbox="320 898 786 954">Strategic Programmes</td> <td data-bbox="786 898 975 954">4.943</td> <td data-bbox="975 898 1182 954">4.558</td> <td data-bbox="1182 898 1394 954">(0.385)</td> </tr> <tr> <td data-bbox="320 954 786 1010">Housing & Assets</td> <td data-bbox="786 954 975 1010">16.135</td> <td data-bbox="975 954 1182 1010">15.197</td> <td data-bbox="1182 954 1394 1010">(0.938)</td> </tr> <tr> <td data-bbox="320 1010 786 1066">Chief Executive</td> <td data-bbox="786 1010 975 1066">2.750</td> <td data-bbox="975 1010 1182 1066">2.486</td> <td data-bbox="1182 1010 1394 1066">(0.264)</td> </tr> <tr> <td data-bbox="320 1066 786 1122">Central & Corporate Finance</td> <td data-bbox="786 1066 975 1122">24.165</td> <td data-bbox="975 1066 1182 1122">23.861</td> <td data-bbox="1182 1066 1394 1122">(0.304)</td> </tr> <tr> <td data-bbox="320 1122 786 1211">Total</td> <td data-bbox="786 1122 975 1211">285.986</td> <td data-bbox="975 1122 1182 1211">283.801</td> <td data-bbox="1182 1122 1394 1211">(2.185)</td> </tr> </tbody> </table>	Portfolio/ Service Area	Approved Budget £m	Projected Outturn £m	In-Year Over / (Under) spend £m	Social Services	68.472	68.218	(0.255)	Out of County Placements	11.940	12.649	0.708	Education & Youth	8.790	8.215	(0.575)	Schools	98.701	98.701	0.000	Streetscene & Transportation	30.650	31.154	0.504	Planning & Environment	5.789	5.821	0.032	People & Resources	4.459	4.387	(0.072)	Governance	9.193	8.555	(0.638)	Strategic Programmes	4.943	4.558	(0.385)	Housing & Assets	16.135	15.197	(0.938)	Chief Executive	2.750	2.486	(0.264)	Central & Corporate Finance	24.165	23.861	(0.304)	Total	285.986	283.801	(2.185)
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1.03	<p>The reasons for the favourable net movement of £0.273m from the previous month are shown in Appendix 1.</p> <p>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.</p> <p>It is important to note that the majority of the positive movements give only a one-off benefit and would not have been material to the budget setting process for 2021/22.</p>																																																								
	<p>Significant Movement from Month 11</p>																																																								
1.04	<p>Out of County Placements (£0.088m) The movement is mainly due to a reduction in the provision for bad debts and a small number of low cost placements that have now ended.</p> <p>Streetscene & Transportation £0.115m The movement is due to a number of factors :</p> <ul style="list-style-type: none"> • Additional pressures in CCTV hardware upgrades and equipment rental of £0.276m. 																																																								

- Highways network principal inspections and additional salt usage in winter maintenance due to the number of turn outs totaling £0.184m.
- Further costs on school transport of £0.035m.

These additional costs are mitigated by a positive outturn in domestic rates at Parc Adfer and the updated position on the Welsh Government Hardship Fund claims including reimbursement of increased residual waste tonnages (£0.381m).

Governance (£0.085m)

The positive movement relates to the confirmation of Welsh Government Hardship Funding for Income losses for Registrars service (£0.045m). Minor movements across the portfolio (£0.040m) account for the remainder.

Housing & Assets (£0.161m)

The positive movement relates to the reduced usage of utilities (£0.087m) together with Service Contract costs being lower than anticipated (£0.035m) and further funding identified from the Welsh Government Hardship Fund (£0.038m).

People & Resources £0.066m

Salary sacrifice costs and Criminal Records Bureau disclosure costs were £0.034m higher than previously anticipated within Human Resources & Organisational Design Services. Within Corporate Finance Grant Income generated was £0.031m less than previously anticipated.

Chief Executives £0.054m

The movement is due to an agreed carry forward of funding to contribute to the first year implementation costs for the replacement CAMMS software package following a successful procurement exercise for £0.030m and the carry forward of an underspend on core funding Voluntary Sector budget to further support the third sector applying to the Community Chest in 2021/22 of £0.016m.

Central and Corporate Finance (£0.304m)

The positive movement is due to the following areas:

- Employer Pension Fund contributions higher than previously projected (£0.035m).
- A one-off saving of (£0.034m) on soft loan interest costs within the Central Loans and Investment Account
- Increased contribution from the TTP to the Apprentice Tax Levy (£0.014m).
- Audit Wales costs lower than projected following the reduced requirement to audit specific grants (£0.040m).
- Additional costs for the Coroners Service of £0.038m.
- Inflationary pressure for Fuel no longer required (£0.051m).
- An increase in the one off benefit of Matrix Agency rebates received of (£0.050m).
- Minor movements account for the remainder each less than (£0.025m).

1.05	<p>Key Financial Risks – Council Tax Income and Council Tax Reduction Scheme</p> <p>There have been significant impacts on Council Tax income and the Council Tax Reduction Scheme during the year.</p> <p>The potential financial impact of these two areas have been reported separately due to 1) the difficulties in predicting the impacts of these risks and 2) the potential for these areas to be further supported by additional Welsh Government funding.</p> <p>An update on the final position on each area is detailed below.</p>
1.06	<p>Council Tax Income</p> <p>As with all Councils, the pandemic has significantly impacted on council tax collection during 2020/21. Despite this, an ‘in-year’ collection level of 97.0% was achieved - a reduction of 0.9% in percentage terms compared to the previous financial year outturn of 97.9%. In monetary terms this equates to £900k. Income is recovering now that recovery processes have resumed in full. Welsh Government have provided financial support of £22.6m across Wales as a contribution towards these potential losses. As a result of this, the Council has received an additional £1.051m from the Welsh Government COVID Hardship Fund Council Tax Collection which has been set aside in a provision to safeguard against potential future bad debts arising from the current shortfall.</p>
1.07	<p>Council Tax Reduction Scheme (CTRS)</p> <p>During the early stages of the pandemic there was a significant increase in demand identified. Welsh Government have provided funding to meet the full financial impact of £0.294m.</p>
1.08	<p>Achievement of Planned In-Year Efficiencies</p> <p>The 2020/21 budget contained £5.206m of specific efficiencies which were closely tracked and monitored. The Council aims to achieve a 95% rate in 2020/21 as reflected in the MTFs KPI’s.</p> <p>The final assessment of efficiencies achieved in 2020/21 was that £5.357m or 100% of the efficiencies were achieved. This included an over recovery of £0.151m on Discretionary Transport Review – Post 16 Transport.</p> <p>Further details on the current status on efficiencies can be seen in Appendix 3.</p>
1.09	<p>Reserves and Balances</p> <p>Un-earmarked Reserves</p> <p>The level of Council Fund Contingency Reserve brought forward into 2020/21 was £2.370m as detailed in the 2019/20 outturn report. This is the amount available for general purposes following the set-aside of £3.0m for</p>

	Emergency Funding. During 2020/21 a total of £0.609m has been drawn down to fund ineligible COVID-19 expenditure, the balance remaining to available forward into 2021/22 is £2.277m.																																																																																				
1.10	<p>Taking into account the above, the final outturn position, and previously agreed allocations, the balance on the Contingency Reserve at 31 March 2021 is projected to be £5.973m as detailed in Appendix 4.</p> <p>Although the overall level of Contingency Reserve has increased, it still only brings it to similar levels of recent years. The use of this reserve will be subject to further consideration but will need to include potential 'top ups' to existing earmarked reserves (e.g. Investment to Save/Workforce) as well as being a safeguard against the reported risks in the 2021/22 budget (e.g. pay provision/Out of County Placements).</p>																																																																																				
1.11	<p>Council Fund Earmarked Reserves 2020/21</p> <p>Monitoring Summary - Outturn</p> <table border="1"> <thead> <tr> <th>Reserve Type</th> <th>Balance as at 01/04/20</th> <th>Balance as at 31/03/21</th> </tr> </thead> <tbody> <tr> <td>Service Balances</td> <td>1,828,696</td> <td>4,140,168</td> </tr> <tr> <td>Single Status/Equal Pay</td> <td>1,120,944</td> <td>1,042,570</td> </tr> <tr> <td>Investment in Organisational Change</td> <td>1,693,729</td> <td>1,464,329</td> </tr> <tr> <td>Benefits Equalisation</td> <td>132,822</td> <td>0</td> </tr> <tr> <td>Property Claims</td> <td>36,363</td> <td>0</td> </tr> <tr> <td>County Elections</td> <td>211,990</td> <td>235,913</td> </tr> <tr> <td>Local Development Plan (LDP)</td> <td>180,000</td> <td>242,360</td> </tr> <tr> <td>Warm Homes Admin Fee</td> <td>0</td> <td>322,068</td> </tr> <tr> <td>Waste Disposal</td> <td>82,648</td> <td>23,360</td> </tr> <tr> <td>Enterprise Centres</td> <td>6,993</td> <td>0</td> </tr> <tr> <td>Design Fees</td> <td>200,000</td> <td>170,000</td> </tr> <tr> <td>Winter Maintenance</td> <td>250,000</td> <td>250,000</td> </tr> <tr> <td>Car Parking</td> <td>45,403</td> <td>45,403</td> </tr> <tr> <td>Insurance Reserves</td> <td>2,203,010</td> <td>2,224,462</td> </tr> <tr> <td>Cash Receipting Review</td> <td>3,181</td> <td>3,595</td> </tr> <tr> <td>Flintshire Trainees</td> <td>524,106</td> <td>612,843</td> </tr> <tr> <td>Rent Income Shortfall</td> <td>30,979</td> <td>30,979</td> </tr> <tr> <td>Customer Service Strategy</td> <td>22,468</td> <td>22,468</td> </tr> <tr> <td>Capita One</td> <td>18,827</td> <td>18,827</td> </tr> <tr> <td>NWEAB</td> <td>0</td> <td>92,319</td> </tr> <tr> <td>Supervision Fees</td> <td>48,798</td> <td>48,798</td> </tr> <tr> <td>LMS Curriculum</td> <td>420,896</td> <td>427,268</td> </tr> <tr> <td>Organisational Change/ADM</td> <td>33,500</td> <td>33,500</td> </tr> <tr> <td>Carbon Reduction</td> <td>25,221</td> <td>0</td> </tr> <tr> <td>Employment Claims</td> <td>107,998</td> <td>124,846</td> </tr> <tr> <td>Community Benefit Fund NWRWTP</td> <td>64,727</td> <td>229,792</td> </tr> <tr> <td>Sub-Total Earmarked Balances</td> <td>7,464,602</td> <td>7,665,699</td> </tr> </tbody> </table>	Reserve Type	Balance as at 01/04/20	Balance as at 31/03/21	Service Balances	1,828,696	4,140,168	Single Status/Equal Pay	1,120,944	1,042,570	Investment in Organisational Change	1,693,729	1,464,329	Benefits Equalisation	132,822	0	Property Claims	36,363	0	County Elections	211,990	235,913	Local Development Plan (LDP)	180,000	242,360	Warm Homes Admin Fee	0	322,068	Waste Disposal	82,648	23,360	Enterprise Centres	6,993	0	Design Fees	200,000	170,000	Winter Maintenance	250,000	250,000	Car Parking	45,403	45,403	Insurance Reserves	2,203,010	2,224,462	Cash Receipting Review	3,181	3,595	Flintshire Trainees	524,106	612,843	Rent Income Shortfall	30,979	30,979	Customer Service Strategy	22,468	22,468	Capita One	18,827	18,827	NWEAB	0	92,319	Supervision Fees	48,798	48,798	LMS Curriculum	420,896	427,268	Organisational Change/ADM	33,500	33,500	Carbon Reduction	25,221	0	Employment Claims	107,998	124,846	Community Benefit Fund NWRWTP	64,727	229,792	Sub-Total Earmarked Balances	7,464,602	7,665,699
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	Schools Balances	111,957	6,902,451
	Grants & Contributions	3,887,337	5,730,074
	TOTAL	13,292,592	24,438,392
	A more detailed analysis of the Reserves and the reason for movement in 2020/21 is shown in Appendix 7.		
1.12	Request for Carry Forward of Funding A number of requests to carry forward funding are included in Appendix 6 and are recommended for approval.		
1.13	Housing Revenue Account The 2019/20 Outturn Report to Cabinet on 16 June 2020 showed an un-earmarked closing balance at the end of 2019/20 of £2.009m and a closing balance of earmarked reserves of £0.437m.		
1.14	The 2020/21 budget for the HRA is £36.672m which includes a movement of £0.164m to reserves.		
1.15	The monitoring for the HRA is projecting in year expenditure to be £2.866m lower than budget and a closing un-earmarked balance as at 31 March 2021 of £4.875m (£5.039m less earmarked reserve of £0.164m), which at 14.47% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%. Appendix 5 attached refers.		
1.16	Housing Revenue Account £1.675m There has been an increased contribution to reserves due to the improvement in the projected outturn. This is due to the rephasing of the SHARP and capital scheme expenditure into 2021/22 due to COVID-19 restrictions and the resulting reduction of in year Prudential Borrowing costs. The increased contribution to reserves in 2020/21 will fund the rephased capital works now anticipated in 2021/22 and will offset future borrowing associated with these works.		
1.17	The budget contribution towards capital expenditure (CERA) is £11.955m.		

2.00	RESOURCE IMPLICATIONS
2.01	As set out within the report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The financial impacts of the emergency as set out in the report are a combination of actual costs and losses to date and estimates of costs and

	losses for the future. There is the possibility that the estimates will change over time. The budget will be monitored closely and mitigation actions taken wherever possible.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	None specific.

5.00	APPENDICES
5.01	Appendix 1: Council Fund – Movement in Variances from Month 11 Appendix 2: Council Fund – Budget Variances Appendix 3: Council Fund – Programme of Efficiencies Appendix 4: Council Fund – Movement on Un-earmarked Reserves Appendix 5: Housing Revenue Account Variances Appendix 6: Request for Carry Forward Funding Appendix 7: Council Fund Earmarked Reserves

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Various budget records.

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

8.00	GLOSSARY OF TERMS
8.01	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. Council Fund: the fund to which all the Council's revenue expenditure is charged. Financial Year: the period of twelve months commencing on 1 April. 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.

Intermediate Care Fund: Funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.

Projected Outturn: projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.

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.

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.

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.

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

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Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
Social Services		
Older People		
Localities	-0.018	There has been an increase in the amount of income received from health towards free nursing care as well as increases in income from service users, such as client contributions and property charges. Offsetting this is a carry forward to fund a post in 21/22 to assist in maximising Continuing Health Care Funding.
Reablement Services	0.032	The change is due to the difference in valuation of stock which was held at the start of the year when compared to the valuation held at the end of the year.
Resources & Regulated Services	-0.081	Additional ICF funding was allocated to the Councils residential care service to offset costs associated with minimising hospital admissions. There was also a reduction in some employee costs which vary depending on the care provided each month.
Minor Variances	0.004	
Adults of Working Age		
Resources & Regulated Services	-0.224	There has been a reduction in care package costs for some service users, due to increased numbers of family members being at home, through homeworking or furlough, there has been a reduction in the budgeted levels of domiciliary care provided. These reductions were only able to be identified late in the year once all care provider invoices had been received and identified.
Disability Services	0.101	Late notification of funding contributions meant the projected income levels were less than anticipated.
Minor Variances	-0.012	
Children's Services		
Family Placement	0.085	This is due to a carry forward for payments in lieu to foster carers for respite days unable to be taken in 20/21
Grants	-0.036	The final contribution to the Integrated Family Support Service was lower than originally anticipated.
Early Years & Family Support	-0.067	Changes in eligibility in Welsh Government grant funding has meant costs usually funded from this service have been transferred to relevant grants to maximise the grant claim
Legal & Third Party	0.027	Family Intervention and Parenting Assessment costs and some other client related costs were higher than anticipated.
Residential Placements	-0.065	Changes in funding eligibility for some Welsh Government grants has meant costs normally funded from this budget have been transferred to the relevant grants to maximise grant claims
Professional Support	0.047	Changes in eligibility for some Welsh Government grant funding has meant services usually paid from this budget have been transferred to the grant to maximise the claim. There is a carry forward to contribute toward employing newly qualified social workers on a temporary basis which helps to reduce the amount of agency cover needed and assists in retaining staff.
Minor Variances	0.006	
Safeguarding & Commissioning		

Business Systems & Financial Assessments	0.084	The Social Services information system is due for renewal in the coming years, this is a carry forward for the recruitment of temporary staff to assist with the planning and implementation of this significant project
Management & Support	-0.031	Telephone recharges are calculated at year end and until this time are unknown. This years charges are less than budgeted for.
Impact of Covid-19	0.181	Adjustment to Welsh Government Hardship income mostly due to in-house provided homecare which had been overclaimed.
Minor Variances	0.010	
Total Social Services (excl Out of County)	0.042	
Out of County		
Children's Services	-0.023	
Education & Youth	-0.065	Reduction in provision for bad debt increase and a small number of ended low cost placements
Total Out of County	-0.088	
Education & Youth		
Archives	0.029	Increased costs of consultancy for shared service model
Minor Variances	0.035	
Total Education & Youth	0.063	
Schools		
Schools	0.000	
Streetscene & Transportation		
Service Delivery	0.276	Additional pressures in CCTV hardware upgrades and equipment rental.
Highways Network	0.184	£0.100m Principal Inspections carried forward and remaining pressures in winter maintenance.
Transportation	0.035	Additional costs on school transport
Regulatory Services	-0.310	Parc Adfer £0.200m positive outturn in domestic rates and successful Covid Claim. Remaining variance is a mix of Permits Income and reduction in internal charges.
Impact of Covid-19	-0.071	Updated position on the proposed Hardship claims due from Welsh Government, including increased residual waste tonnages.
Other Minor Variances	0.000	
Total Streetscene & Transportation	0.115	
Planning, Environment & Economy		
Business	-0.091	Additional hours from the Enforcement Teams acting as FCC's response to the COVID pandemic have been recharged against the WG COVID Hardship Grant
Community	-0.041	Additional hours from the Enforcement Teams acting as FCC's response to the COVID pandemic have been recharged against the WG COVID Hardship Grant
Regeneration	0.107	Agreed carry forward of Admin Grant £0.058m; additional capital expenditure of £0.023m. Minor movements across the service
Management & Strategy	-0.011	Commitment challenge across the service, minor variances
Minor Variances	-0.003	
Total Planning & Environment	-0.039	
People & Resources		
HR & OD	0.034	Final outturn on salary sacrifice costs and CRB Disclosure higher than anticipated
Corporate Finance	0.031	Revised outturn on the Grant Maximisation Income impacted by COVID
Impact of Covid-19	-0.000	
Total People & Resources	0.066	
Governance		
Customer Services	-0.045	Fee Income losses claimed from the WG Hardship Fund, vacant posts and commitment challenge
Minor Variances	-0.040	Cumulative minor movements across the portfolio
Total Governance	-0.085	

Strategic Programmes		
Leisure	-0.040	Reduced Utility costs and reduced usage have contributed to the positive variance
Minor Variances	0.001	
Total Strategic Programmes	-0.039	
Housing & Assets		
Centralised Costs	-0.087	Positive movement of (£0.075)m on Gas and Electric. Consumption less than anticipated. Minor variances.
Council Fund Housing	-0.035	Changes to service contract costs
Impact of Covid-19	-0.038	Additional recovery of income claimed from the Welsh Government COVID-19 Hardship Fund
Minor Variances	-0.001	
Total Housing & Assets	-0.161	
Chief Executive's	0.054	Agreed carry forward £0.030m to contribute to the first year costs of the replacement CAMMS Software in the new financial year following successful procurement exercise
Impact of Covid-19	-0.000	
Central & Corporate Finance	-0.204	Final outturn on the Corporate Central Loans & Investment Account, Matrix Rebates, Pension contributions and inflationary pressures not required
Impact of Covid-19	0.004	
Grand Total	-0.273	

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Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Social Services							
Older People							
Localities	19.096	18.473	-0.623		-0.605	The net position of residential care was £0.573m underspent. This includes the cost of residential care placements net of income received such as property charges and contributions from Health. There was a decline in the demand for residential care placements due to COVID-19. Day care is £0.058m under budget, this service is currently closed and will be reopened only when it is safe to do so. Domiciliary and Direct Payments are reporting a combined overspend of £0.203m based on the amount of care provided. The Localities Team staff budget was underspent by £0.141m due to a number of staff not yet on top of scale, some temporary reduced hours and in-year savings on travel costs. The minor adaptations budget was £0.058m underspent.	
Community Transformation Fund	0.000	0.061	0.061		0.045	The Community Transformation grant was overspent due to costs for a temporary residential home, opened to assist with the pandemic, being higher than expected. These costs are mitigated by underspend on other budgets with Older Peoples services.	
Resources & Regulated Services	8.035	7.476	-0.560		-0.478	The Councils in-house care provision underspent by £0.554m. Day care was underspent by £0.006m, day centres were closed and will only open once it is safe to do so. The day centre staff are deployed to residential care to assist in delivering the service, however the staff costs are still recorded against the day care budget. Homecare is £0.052m underspent. Employee costs are incurred as a result of the amount of homecare delivered. Residential care was underspent by £0.055m. Extra care was underspent by £0.441m due to the delayed opening of Plas yr Ywen in Holywell.	
Impact of Covid-19	0.000	0.006	0.006	0.006	0.006		
Minor Variances	1.224	1.216	-0.008		-0.028		
Adults of Working Age							
Resources & Regulated Services	25.464	25.155	-0.309		-0.085	The outturn represents the full cost of care packages for the financial year.	
Disability Services	0.657	0.839	0.182		0.082	The overspend was due to the cost of care packages for young people transferring into Adult Social Services, net of any contributions from Welsh Government and Health.	
Administrative Support	0.328	0.247	-0.081		-0.072	Not all staff have been paid at top of grade and there are also some staff who were seconded from this service. In addition there have been in-year savings on staff travel costs.	
Residential Placements	1.297	2.004	0.707		0.704	The overspend was the cost of social care for people within the Mental Health service. These costs include nursing and residential care, domiciliary care and Direct Payments.	
Minor Variances	3.450	3.218	-0.232		-0.227		
Children's Services							
Flintshire Independent Co-Ordinator	0.112	0.040	-0.073		-0.082	Eligibility criteria for the Flying Start grant was adjusted to allow for some costs, usually funded from this budget, to be funded from the grant instead. The underspend was due to transferring these costs to the grant.	

Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Family Placement	2.621	2.843	0.223		0.138	The overspend was due to service demand from the number of foster placements. In some instances, these avoid having to make expensive Out of County placements. The main pressures are payments for foster carers, foster agencies and special guardianship payments.	
Early Years & Family Support	0.306	0.232	-0.074		-0.007	Changes to the eligibility for the Children and Communities Grant has meant costs usually funded from this budget have been transferred to the grant to maximise the claim.	
Legal & Third Party	0.225	0.545	0.320		0.293	Legal costs are overspent due to the number of cases going through the courts and use of some external legal professionals. Direct Payments have also increased in demand	
Residential Placements	0.441	0.378	-0.062		0.003	Changes to the eligibility for the Children and Communities Grant has meant costs usually funded from this budget were transferred to the grant to maximise the claim.	
Professional Support	5.346	5.468	0.122		0.075	To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are therefore minimised and additional temporary posts are necessary.	
Minor Variances	0.624	0.582	-0.042		-0.003		
Safeguarding & Commissioning							
Charging Policy income	-3.060	-2.535	0.525		0.513	A misinterpretation of complex financial assessment rules was detected. This resulted in a number of service users being overcharged over a number of years. The overspend is due to the cost to reimburse service users of any overcharges. This is being partially mitigated by recoupment of some Direct Payments.	
Business Support Service	1.224	1.146	-0.077		-0.073	This variance is on employee costs and due to some staff not yet paid top of scale and some staff opting out of the pension scheme	
Management & Support	-2.057	-2.145	-0.088		-0.058	The underspend is due to not having to contribute towards the Regional Collaboration unit in 2020/21. There is a carry forward for additional Social Worker qualification costs.	
Impact of Covid-19	0.000	-0.219	-0.219	-0.219	-0.400	The underspend is due to Hardship funding received from Welsh Government to support the Councils in-house care provision. Most additional costs incurred due to COVID-19 are staff costs reported within their respective service areas.	
Minor Variances	3.141	2.916	-0.225		-0.038		
Total Social Services (excl Out of County)	68.472	68.218	-0.255	-0.214	-0.296		
Out of County							
Children's Services	7.437	8.274	0.837		0.860	The pressure reflects the current cohort of placements with significant numbers of new placements in recent months together with a number of placement changes at higher cost due to breakdowns of placements	
Education & Youth	4.504	4.375	-0.129		-0.064	The underspend reflects the current cohort of Education placements with demand for new placements still being maintained.	
Total Out of County	11.940	12.649	0.708	0.000	0.796		
Education & Youth							

Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Inclusion & Progression	4.312	4.299	-0.013		-0.004	The service has had an agreed budget carry forward amount of £0.131m.	
Integrated Youth Provision	1.353	1.143	-0.210	-0.090	-0.234	Includes an underspend of -£0.090m on Youth Centres due to closures arising from COVID-19 safety measures producing savings on building cleaning and some relief staffing costs. Also includes a total saving of -£0.101m on the Youth Justice Service mainly due to a delay in recruitment to a new post and savings on staff travel and third party payments	
School Improvement Systems	1.709	1.380	-0.329		-0.339	Savings arising from the challenge of non-essential spend. Early Entitlement savings due to demography and reduced number of settings requiring funding. COVID-19 has caused a significant reduction of non-maintained settings requiring funding due to low numbers. WG recently announced top-up funding to support payments to non-maintained settings which caused another favourable variance within the service.	
School Planning & Provision	0.676	0.622	-0.054		-0.056	Mainly a saving against the provision for third party/public liability insurance claims	
Minor Variances	0.739	0.770	0.031		-0.005		
Total Education & Youth	8.790	8.215	-0.575	-0.090	-0.638		
Schools	98.701	98.701	-0.000		-0.000		
Streetscene & Transportation							
Service Delivery	8.839	9.537	0.698		0.422	The service has incurred pressures of £0.110m security costs driven by vandalism at the Household Recycling Centres, followed by additional costs of £0.190m in CCTV hardware upgrade. There have been costs of £0.057m in JCB vehicles that were not covered by capital grant. Additional incurred costs in Waste Operations: £0.180m of hire and repairs, £0.130m rental of equipment and traffic management. Streetlighting incurred an £0.080m income pressure on the Community Income Budget.	
Highways Network	7.764	8.321	0.558		0.373	Highways network incurred this variance as a result of a carry forward request being required in relation to a match funding contribution on electric recycling vehicles following grant funding being confirmed by WG on 15th March 2021. The Council ordered the vehicles and they are due to be delivered in September 2021 and this contribution will meet the terms and conditions of the grant funding. The service incurred a further £0.098m of expenditure on Principal inspections. The remaining overspend is related to winter maintenance costs following above average winter conditions and additional salt usage requirements.	

Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Transportation	9.366	8.715	-0.651		-0.687	School Transport operators have been supported during school closures by receiving 75% of their contracted values. In addition, a number of school routes have been re-procured to reflect current arrangements for operation in the school year. This has resulted in a net underspend in School Transport of £0.499m. It should be noted however that the improvement from the 75% will only impact during COVID-19 circumstances. There are increased cost pressures for Social Services and Childrens Services transport totalling £0.080m. In addition Transportation Strategy is £0.100m underspent, due to a delay in School Crossing Patrol's recruitment due to COVID-19.	
Regulatory Services	4.681	4.587	-0.095		0.215	Parc Adfer has experienced a positive outturn of £0.200m caused by a reduction of non domestic rates and successful COVID-19 Claim. This has been offset by car park income losses of £0.255m, following amendments to WG Income Loss Funding eligibility criteria. In mitigating the overall overspend, higher income in burial fees of £0.040m was received due to increased death rates.	
Impact of Covid-19	0.000	-0.006	-0.006	-0.006	0.065	Following a full reconciliation and review of Streetscene expenditure and income loss relating to the COVID-19 Pandemic, all relevant details are consolidated in one code. This has been done to facilitate enhanced reporting and monitoring of the impact.	
Other Minor Variances	0.000	0.000	0.000		0.000		
Total Streetscene & Transportation	30.650	31.154	0.504	-0.006	0.389		
Planning, Environment & Economy							
Business	1.692	1.628	-0.065		0.027	Underspend as a result of additional hours of Enforcement Staffing due to the pandemic recharged to the COVID Hardship Fund	
Development	0.023	-0.066	-0.089		-0.072	Higher than anticipated actual fee income levels received during the month for Planning, Building Control and Land Charges services	
Regeneration	0.511	0.664	0.153		0.046	Agreed carry forward of WG COVID Admin Fee Grant £0.058m; additional capital expenditure funded by service £0.023m ; Markets fee income loss and unachieved historic efficiency £0.060m	
Management & Strategy	1.272	1.221	-0.051		-0.040	Vacant posts and commitment challenge across the service	
Minor Variances	2.290	2.374	0.084		0.111		
Total Planning & Environment	5.789	5.821	0.032	-0.000	0.071		
People & Resources							
HR & OD	2.398	2.327	-0.070		-0.104	Favourable variance due to the agreed recharge for overheads claimed from the TTP project for hosting the service on behalf of the region.	
Corporate Finance	2.062	2.060	-0.001		-0.033		
Impact of Covid-19	0.000	0.000	0.000	0.000	0.000		
Total People & Resources	4.459	4.387	-0.072	0.000	-0.137		
Governance							

Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Legal Services	0.736	0.844	0.108		0.129	Overspend as a result of employing locums covering absence to ensure continuing client service delivery in the area of child protection; historical efficiency target that was dependant on demand reduction in another service that has not occurred therefore preventing the consequent achievement of the efficiency. The overspend is mitigated by vacant posts and higher than anticipated fee income levels and commitment challenge across the service.	
Democratic Services	2.098	1.991	-0.107		-0.098	Reduced take up of Members Allowances and savings from travelling expenses due to remote working, non requirement to resource Electoral Canvassers; commitment challenge across the service	
Internal Audit	0.826	0.766	-0.061		-0.055	Vacant post within Internal Audit ; reduced expenditure on postage costs within Central Despatch	
ICT	4.445	4.384	-0.062		-0.060	Reduced expenditure on Records Management together with commitment challenge across the service	
Customer Services	0.731	0.632	-0.099		-0.054	Favourable variance following the receipt of the Welsh Government Hardship Fund Fee Income Loss claim; vacant posts and commitment challenge across the service.	
Revenues	0.037	-0.345	-0.382		-0.377	Favourable variance as a result of the surplus on the Council Tax Collection Fund, Welsh Government Lockdown Grant Admin Fees received, vacant posts and minor variances across the service	
Impact of Covid-19	0.000	0.000	0.000	0.000	-0.000		
Minor Variances	0.320	0.284	-0.036		-0.038	Cumulative minor variances across the portfolio	
Total Governance	9.193	8.555	-0.638	0.000	-0.553		
Strategic Programmes							
Leisure	4.943	4.527	-0.416		-0.376	The Climate Change Levy (CCL) was in prior years paid as a separate one off charge. However from 2019 the energy provider changed the way they issued costs for CCL and these charges are now included in service specific utility bills within the centralised budgets.	
Minor Variances	0.000	0.031	0.031		0.030	Cumulative minor variances across the portfolio	
Total Strategic Programmes	4.943	4.558	-0.385	0.000	-0.346		
Housing & Assets							
Enterprise Centres	-0.217	-0.112	0.105		0.099	Pressure due to loss of income in respect of void units	
Property Holdings	-0.095	-0.041	0.054		0.048	Reduced rent income following sale of asset	
Caretaking & Security	0.262	0.179	-0.083		-0.066	Mainly staffing cost savings due to vacancies	
CPM & Design Services	0.505	0.574	0.069		0.070	Due to a shortfall of fee income recovered by the Design Services team following impacts of a change to the way fees are charged for their work supporting the Council's capital programme. This has been partly mitigated by an allocation from a reserve earmarked for this purpose.	
Centralised Costs	3.353	2.255	-1.098		-1.011	Overall positive variance of (£1.098m). (£0.580m) from NDR savings - predominantly from the demolition of Phases 3&4 at County Hall. (£0.718m) savings on Electric, gas and water due to reduced consumption over the year as well as benefitting from reduced rates .	

Budget Monitoring Report
Council Fund Variances

MONTH 12 - SUMMARY

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Benefits	11.665	11.814	0.149		0.135	Staffing cost pressures are being partly offset by WG through the COVID-19 Hardship Fund.	
Housing Solutions	1.091	0.902	-0.190		-0.186	Savings on Bed and Breakfast accommodation due to managing demand through use of temporary accommodation	
Council Fund Housing	-0.324	-0.198	0.126		0.161	Reduction of internal Housing Support grant allocation due to eligibility issues and pressure arising from new service contract for Carelink with additional increase in pressure arising from charges from the outgoing contractor.	
Impact of Covid-19	0.000	-0.027	-0.027	-0.027	0.011		
Minor Variances	-0.106	-0.150	-0.043		-0.038		
Total Housing & Assets	16.135	15.197	-0.938	-0.027	-0.777		
Chief Executive's	2.750	2.486	-0.264		-0.318	Vacant posts across the Service	
Impact of Covid-19	0.000	0.000	0.000	0.000	0.000		
Central & Corporate Finance	24.165	23.858	-0.307		-0.102	Over recovery of planned pension contributions recoupment against actuarial projections based on the level of contributions received during the year. Final outturn on Matrix rebates, and inflation pressures anticipated, but not required in 2020/21.	
Impact of Covid-19	0.000	0.004	0.004	0.004	0.000		
Grand Total	285.986	283.801	-2.185	-0.333	-1.912		

2020/21 Efficiencies Outturn Tracker - Master Outturn

Efficiency Description	Accountable Officer	Efficiency Target	Projected Efficiency	(Under)/Over Achievement	Efficiency Open/Closed (O/C)	Confidence in Achievement of Efficiency - Based on (see below) R = High Assumption A = Medium Assumption G = Figures Confirmed
		2020/21 £m	2020/21 £m	2020/21 £m		
Portfolio						
Corporate						
Employer Pension Contributions	Reduced requirement due to recovery	Rachel Parry Jones	0.800	0.800	0.000	C G
Actuarial Review	Reduced contribution rate	All	2.646	2.646	0.000	C G
Single Person Discount Review	One Off Efficiency	David Barnes	0.300	0.300	0.000	O G
Total Corporate Services			3.746	3.746	0.000	
Social Services						
Reviewing Function	Reduction of Post	Neil Ayling	0.025	0.000	(0.025)	C G
Supported Living	Reduction of Voids	Neil Ayling	0.025	0.000	(0.025)	C G
Communications	Reduction in Mobile Hardware	Neil Ayling	0.030	0.000	(0.030)	C G
Vacancy Management Saving	Appropriate Vacancy Management	Neil Ayling	0.030	0.070	0.040	C G
Strategic Use of Grant Funding	Core Funding Replacement Solution	Neil Ayling	0.100	0.170	0.070	C G
Regional Collaboration Wrexham CBC	Reduction in Posts	Neil Ayling	0.030	0.000	(0.030)	C G
Additional Social Services Grant	Social Services Grant	Neil Ayling	0.426	0.426	0.000	C G
Total Social Services			0.666	0.666	0.000	
Education & Youth						
Integrated Youth Provision	Youth Centres - Premises	Claire Homard	0.014	0.014	0.000	O G
Total Education & Youth			0.014	0.014	0.000	
Streetscene & Transportation						
Discretionary Transport Review - Post 16 Transport	Joint with Education	Katie Wilby	0.449	0.600	0.151	O G
Income from External Works		Katie Wilby	0.010	0.010	0.000	O G
Garden Waste Charges	Additional take up of service	Katie Wilby	0.030	0.030	0.000	O G
NWRWTP Gate Fee Benefit	Utilisation of WG Grant funding	Katie Wilby	0.200	0.200	0.000	O G
Total Streetscene & Transportation			0.689	0.840	0.151	
Planning, Environment & Economy						
Countryside	Additional Tree Income	Tom Woodall	0.010	0.010	0.000	O G
Countryside	Review of Spending	Tom Woodall	0.017	0.017	0.000	O G
Review of Pest Control	Trading Standards Investigations and Community Safety	Sian Jones	0.035	0.035	0.000	O G
Development Management	Increased Planning Fee Income	Mandy Lewis	0.015	0.015	0.000	O G
Minerals & Waste	Adoption of new SLA with Partners	Gary Nancarrow	0.005	0.005	0.000	O G
Portfolio Admin	Supplies and Services Review	Lynne Fensome	0.005	0.005	0.000	O G
Regeneration	Bus Dev, Housing and Markets	Niall Waller	0.004	0.004	0.000	O G
Total Planning, Environment & Economy			0.091	0.091	0.000	
Total 2020/21 Budget Efficiencies			5.206	5.357	0.151	

	%	£
Total 2020/21 Budget Efficiencies	100	5.206
Total Projected 2020/21 Budget Efficiencies Underachieved	3	0.151
Total Projected 2020/21 Budget Efficiencies Achieved	103	5.357
Total 2020/21 Budget Efficiencies (Less Previously agreed Decisions)	100	0.000
Total Projected 2020/21 Budget Efficiencies Underachieved	0	0.000
Total Projected 2020/21 Budget Efficiencies Achieved	0	0.000

Corporate Efficiencies Remaining from Previous Years

Income Target Remaining	£m	
Income Target Efficiency remaining from Previous Years	All Portfolios	(0.150)
Pressure 2020/21		0.100
Total Income Efficiency Remaining		(0.050)

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Movements on Council Fund Unearmarked Reserves

	£m	£m
Total Reserves as at 1 April 2020	11.025	
Less - Base Level	(5.769)	
Total Reserves above base level available for delegation to Cabinet		5.256
Less - amount approved for Childrens Services ' Front Door Pressures'		(0.122)
Less - COVID-19 Emergency Funding Allocation		(2.886)
Plus Month 12 outturn		2.184
Plus COVID Digital Transformation Support for Services		1.181
Plus Support for Unachieved Savings Hardship Fund Support		1.181
Less - projected national pay award increase		(0.821)
Total Contingency Reserve available for use		5.973

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Budget Monitoring Report
Housing Revenue Account Variances

MONTH 12 - SUMMARY

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
Housing Revenue Account						
Income	(36.676)	(36.540)	0.136	0.172	There is a pressure forecast of £0.136m. Of this £0.120m relates to loss of income voids which are currently running at 2.00% void rate compared to 1.75% in the Business Plan. £0.074m relates to garages, £0.035m relates to void water charges. Additional new build rental income projected at £0.048m. There was an increase in AHG grant income received of £0.053. The remaining £0.008m is attributed to Minor Variances	
Capital Financing - Loan Charges	9.027	7.797	(1.230)	(1.111)	Reduction in borrowing costs due to the rephasing of SHARP and other capital schemes into 2021/22, as a result of the delays caused by Covid. This balance has been transferred to reserves to offset the cost of borrowing in future years.	
Estate Management	1.846	1.599	(0.246)	(0.215)	Additional expenditure of £0.061m is anticipated during the year in respect of the purchase of software. This is offset by salary efficiencies arising from vacancy savings and the pay award of £0.210m. There is also a saving of £0.030m relating to court costs as action has been suspended due to Covid. There has been an underspend on CCTV costs of -£0.024. The remaining £0.043m is minor variances	
Landlord Service Costs	1.434	1.365	(0.069)	(0.071)	There is a saving of £0.053m which relates to servicing costs which are lower due to some Covid restrictions, and £0.016m of minor variances	
Repairs & Maintenance	8.907	8.433	(0.475)	(0.466)	Overall positive variance of (£0.475m). Contributory factors : Reduction in Materials for Responsive and Voids expenditure due to Covid restrictions (£0.196m). Reduced projection of Responsive sub-contractor spend on basis of Covid restrictions (£0.232m). Staffing Vacancy savings (£0.065m). Overall NI staffing saving (£0.089m). Increased Fleet projection based on Q2 charges £0.104m. Minor variances 0.003m.	
Management & Support Services	2.523	2.532	0.009	0.011	There is a pressure projected of £0.007m of this £0.028m relates to salary savings. £0.019m relates to underspend on training due to Covid restrictions. There has been an increase in insurance costs of £0.086m. Underspend on IT -£0.021. -£0.042m minor variances.	
Capital Expenditure From Revenue (CERA)	12.928	11.955	(0.973)	0.000	Lower than anticipated contribution from revenue to capital	
HRA Projects	(0.153)	(0.172)	(0.019)	0.004	Positive variance of £(0.019m) for Feasibility works due to WG funding secured.	
Contribution To / (From) Reserves	0.164	3.031	2.866	0.000	Increased contribution to reserves as a result of the underspends in year caused by the ongoing pandemic.	
Total Housing Revenue Account	0.000	0.000	0.000	(1.675)		

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Requests for Carry Forward of Funding – Final Outturn**Education & Youth**

Request for carry forward of **£0.020m** underspend – for contribution to the costs of an additional Learning Adviser (post 16) temporary post for 2021-2022 to support schools with post 16 collaboration and also to lead on our Adult Community Learning developments. (Starting date 12th April). This will enable the funding of this work for a longer period. Circa £0.011m of this underspend is as a result of not needing this year to make an annual contribution to the Music Service for Easter and Summer Residential courses due to COVID.

Request to carry forward **£0.017m** from the reported £0.343m underspend on the Early Entitlement service (EES) - this is in part due to needing to pay less to settings (exceptional circumstances as a result of the pandemic) and also because we were unsure until this term whether or not WG would continue to provide the full top-up support received as a pilot LA. Assuming 21/22 is a normal year i.e. same as pre-covid and we receive full top-up support from WG (although this is not yet confirmed), EES would be in an underspend position of £0.140m. Without this top-up however, the underspend would diminish to an overspend of approx. £0.017m. The numbers of children accessing EES each year is also extremely difficult to predict, even in normal years, which is another reason why we experience such variance. The carry forward request of £0.017m will protect the increased staffing hours that we do need for additional support for settings and children with Additional Learning Needs, particularly in light of the additional support that will be needed from the team given that our very youngest children have had such a disrupted experience and have been least able to access online learning. This would however still leave a budget saving of £0.326m for this year from this service area.

Request from Archives for a further c/f of **£0.003m** following being approved initially as a c/f from 2019/20 to purchase a new microfilm reader. Purchase has not been possible due to office closures as a result of COVID-19.

Request to carry forward **£0.030m** to support the expansion of our Counselling service. We have received some WG funding to increase the capacity of the team however, we have significant waiting lists within the secondary school sector and increasing need within the primary cohort where our provision is extremely limited with the current service only delivers to pupils in Year 6. We are in the process of recruiting staff and the additional funding will be used to increase the provision to the primary sector.

Request to increase by **£0.037m** an agreed carry forward of £0.020m to £0.057m for Plas Derwen as there is a larger underspend than anticipated. The funding is required to support the move into the new building which will be completed in September 2021. The funding will be used to facilitate the move to the new build, e.g. staff cover, additional staff support and resources to enable a smooth transition.

Total Education & Youth £0.107m

Streetscene & Transportation

Request to carry forward **£0.098m** in order to enable the large number of Principal inspections that were not completed last financial year due to a tender not being advertised due to COVID-19, being carried out early 2021/22. These inspections are carried out on Flintshire's main principal structures on a 6 year cycle to ensure safety and highlight any future maintenance. The intention is to procure the 50 outstanding inspections through the NMWTRA consultancy framework. Discussions with potential contractors have already taken place.

Fleet Workshop repairs for **£0.033m**. Quotes received in 2020/21 for repairs and floor painting have not taken place due to COVID-19, which are now due to be completed in 2021/22.

CCTV in Alltami Depot **£0.190m** – upgrade of CCTV hardware at all HRC sites and Alltami Depot, which was unable to be installed during 2020/21 due to the impact of COVID-19.

Small plant and machinery **£0.052m** – new and additional items of equipment for grounds and highways maintenance and cemetery/burials. Unfortunately, these were unable to be procured in 2020/21 due to delays as a result of the COVID-19 pandemic.

Total Streetscene & Transportation £0.373m

Housing & Assets

Study of Castle Park and Greenfield Business park - request to carry forward **£0.015m** - A study has been commissioned which was expected to have been completed in 2020/21. The consultants have been appointed and have begun reviewing background material to inform the options appraisal but work isn't expected to be completed until part way through 2021/22.

Deeside Leisure Centre – request to carry forward **£0.004m** Feasibility Study It was agreed that a study commissioned by Aura would be part funded by way of a 2/3 contribution from the Council towards the total costs to be funded from an underspend on the Property and Asset budget. Phases 1 and 2 were completed in 2020/21 and costs paid by Aura with a 2/3 contribution being recharged to the Council. Works are ongoing on Stage 3 and a c/f of £3,800 as the Council's 2/3 contribution towards the remaining costs for Stage 3 of the study.

Clearance of Dee Park, Connah's Quay -request to carry forward funding of **£0.004m** from the underspend is requested to be c/f towards the costs of clean-up of Dee Park as a community safety initiative which are to be completed early in 2021/22.

Total Housing & Assets £0.023m

Planning Environment & Economy

Request to carry forward an element of a WGLA COVID Grant allocated to Corporate Health & Safety from Schools **£0.005m** for Health & Safety training and PPE procurement.

Total Planning Environment & Economy £0.005m

Chief Executives

Request to carry forward an underspend on the core funding Voluntary Sector budget this year of approximately **£0.016m**; this is allowing for the £0.010m being provided to the Deeside Community Trust. The underspend is due in the main to the dissolution of OWL plus some of the review work i.e. partnering organisations together who provide services to similar client groups. The additional criteria for the Community Chest relating to the pandemic recovery is leading to increased applications. The carry forward would further support the third sector who apply to the Community Chest.

Total Chief Executive's £0.016m

Governance

Revenues: Request to carry forward **£0.117m** receipt of a further COVID Business Restrictions Fund Admin Grant received late March, 2021. This grant will be used to continue the Finance recovery objective of recovering income/debt over the following 12 months.

ICT: Request to carry forward **£0.151m** receipt of an additional payment for the HWB In Schools infrastructure Grant received late March, 2021.

Total Governance £0.268m

Social Services

Children's Fostering, payment in lieu of respite days unable to be taken in 20/21 due to COVID-19 totalling **£0.097m**.

Children's Newly Qualified Social Workers, there were some NQSW employed in 20/21 on a temporary basis to assist with bringing down agency costs, a carry forward of **£0.087m** is requested to fund the retention of the NQSW who have not yet gained permanent employment

Adults; CHC Coordinator, this post is in the MTFs for 22/23 but would want to bring forward recruitment to 2021/22, a carry forward would fund this for 12 months totalling around **£0.047m**.

Adults; PARIS replacement/upgrade. Again there is MTFs pressure in 2022/23 but two posts are requested to be funded for 2021/22 to start work earlier for this totalling around **£0.084m**.

Total Social Services £0.299m

Total Carry Forward Requests £1.091m

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Monitoring Summary Outturn					
Reserve Type	Description of Reserve	Balance as at 01/04/20	Balance as at 31/03/21	Movement 2020/21	Reason for Movement
Service Balances	Represents service departments carry forward of funding for specific purposes	1,828,696	4,140,168	2,311,472	Agreed Carry forwards with Cabinet approval Revenue Budget Monitoring Report 20/21 Months 9, 10, 11 and Outturn report.
Single Status/Equal Pay	Accumulated historic reserve set aside to fund one-off workforce costs following the implementation of the single status agreement	1,120,944	1,042,570	-78,373	Funded Workforce costs during 2020/21. Balance to fund future years costs.
Investment in Organisational Change	Reserve set aside to support investment in change and to support 'Invest to Save' projects	1,693,729	1,464,329	-229,400	Funded approved investment requirements during 2020/21. Balance committed for projects to be spent over next three years.
Benefits Equalisation	Reserve set aside to mitigate against the potential volatility in Housing Benefit Subsidy	132,822	0	-132,822	Drawn down to mitigate part of pressure on Housing Subsidy account due to the level of increase in the provision for bad debts
Property Claims		36,363	0	-36,363	£15,600 drawn down to meet legal costs, £20,763 transferred to service balances reserve
County Elections	Reserve set aside to fund the costs of future elections	211,990	235,913	23,922	Reserve increased to contribute to Elections in 2021
Local Development Plan (LDP)	Reserve set aside for costs associated with finalising and implementing the Local Development Plan (LDP)	180,000	242,360	62,360	Reserve increased to fund the necessary LDP work in year 2021/22
Warm Homes Admin Fee	Reserve set aside to support and resource the demand for the services of the Warm Homes Energy Team in their work to deliver energy efficiency improvements to those in fuel poverty	0	322,068	322,068	Energy Team historic fees and charges brought into revenue after being realigned from Capital
Waste Disposal	Reserve set aside for specific work on new wells on landfill site	82,648	23,360	-59,288	Brookhill & Standard former landfill sites. Aftercare provision for 2020/21
Enterprise Centres	Reserve to subsidise rent income shortfalls at the Enterprise Centres	6,993	0	-6,993	Drawn down to mitigate part of rent income pressure on Enterprise Centres
Design Fees	Reserve set aside to mitigate fee shortfalls	200,000	170,000	-30,000	Drawn down to mitigate part of income pressure on Design Fees
Winter Maintenance	Reserve set aside for when there is an above average winter exceeding the annual Winter Maintenance budget of £0.841m	250,000	250,000	0	No movement
Car Parking	Car Park income ring fenced for works/improvements to Mold Town Centre in accordance with Mold Town agreement	45,403	45,403	0	No movement
Insurance Reserves	Various Insurance related reserves, including the Council's internal insurance fund (IIF), to meet the costs of self-insurance as not all risks are externally insured	2,203,010	2,224,462	21,452	Movement reflects the balance between claims paid and the internal contribution to the IIF
Cash Receipting Review	Reserve created as a result of a review in the way cheque book schools are accounted for	3,181	3,595	414	Reserve increased in-year reflecting minor timing differences at year-end at cheque book schools
Flintshire Trainees	Reserve set aside to fund Flintshire Trainee programme	524,106	612,843	88,737	Reserve increased to fund additional trainees in 2020/21
Rent Income Shortfall	Reserve created to mitigate loss of income from industrial property rent	30,979	30,979	0	No movement
Customer Service Strategy	Reserve set aside to enable the role out of Customer Services Strategy. This will include improvements to Connect Centres, improving self-service facilities and investment in new software	22,468	22,468	0	No movement
Capita One	Regional IT system holding management information for schools hosted by Flintshire. Any funds held at the end of the financial year in excess of costs incurred will be spent on delivering the service in future years	18,827	18,827	0	No movement - balance given up
North Wales Economic Ambition Board	Council's share of the Joint Committee's reserves held by Gwynedd County Council.	0	92,319	92,319	Flintshire share of Year End Reserve
Supervision Fees	Reserve set aside for work carried out by the Development Control Team in supervising works on housing developments in connection with the adoption of roads and/or other related work deemed necessary	48,798	48,798	0	Balance held to fund new Back Office system following successful procurement exercise / consultant days, additional training and equipment costs following installation
LMS Curriculum	Reserve set aside to correct formula errors and targeted support to individual schools following estyn inspections.	420,896	427,268	6,372	Estyn inspections delayed due to pandemic.
Organisational Change/ADM	Reserve set aside to support initial set up costs and financial technical support for contingency against any financial issues arising as a result of implementing alternative service delivery methods	33,500	33,500	0	No movement
Carbon Reduction	Reserve set aside for costs associated with the design, R & M, security, planning costs, engineer fees etc of 2 Solar Farms	25,221	0	-25,221	Reserve fully utilised as revenue funded preparatory works now complete
Employment Claims	Reserve set aside to fund the estimated costs of employee claims against the Council	107,998	124,846	16,848	Reserve increased to fund legal costs
Community Benefit Fund NWRWTP	Contributions from NWRWTP Partnership and Wheelabrator Technologies Inc to fund environmentally beneficial projects in the locality of Flintshire. In the interim is being utilised as a 'Community Recovery Fund' to help local communities in the Deeside area from the impacts of the COVID-19 pandemic.	64,727	229,792	165,065	More collections than distribution of grants, delays of funds utilisation due to the COVID pandemic and will commence Autumn 2021.
Sub-Total Earmarked Balances		7,464,602	7,665,699	201,097	
Schools Balances	Represents the element of balance released under the delegation of budgets to schools which remained unspent at the end of the financial year	111,957	6,902,451	6,790,494	Reserves increased due to a combination of in-year savings due to the pandemic and the late notification of grants received in March 2021.
Grants & Contributions	Various grants and contributions from external providers that must be spent in accordance with associated restrictions on use	3,887,337	5,730,074	1,842,737	Grants Carried forward into 2021/22 following delay related to COVID
TOTAL		13,292,592	24,438,392	11,145,800	

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CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Capital Programme Monitoring 2020/21 (Outturn)
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The report summarises the final outturn position for 2020/21 together with changes made to the Capital Programme during the last quarter.

The Capital Programme has seen a net reduction in budget of £10.726m during the last quarter which comprises of:-

- Net budget reduction in the programme of £3.996m (See Table 2 - Council Fund (CF) (£4.082m), Housing Revenue Account (HRA) £0.086m);
- Net Carry Forward to 2021/22 (See Table 5 - approved at Month 9 of (£4.352m), additional School Maintenance Grant (£2.527m) partially offset by Carry Forward reversal of £0.799m) (all CF)
- Identified savings at Outturn (£0.650m) (all CF)

Actual expenditure for the year was £62.915m (See Table 3).

The final outturn funding surplus from the 2020/21 – 2022/23 Capital Programme is £1.968m.

The 2021/22 – 2023/24 Capital Programme was approved on the 8th December 2020, with a funding deficit of £1.317m. Following the final local government settlement, the Council received additional funding and this resulted in the programme being in a surplus position of £0.144m over the three year period. This surplus carry forward will lead to an opening funding position surplus of £2.112m, prior to the realisation of additional capital receipts and/or other funding sources.

RECOMMENDATIONS

1	Cabinet are requested to approve the overall report.
2	Cabinet are requested to approve the carry forward adjustments set out at 1.16.

REPORT DETAILS

1.00	EXPLAINING THE CAPITAL PROGRAMME MONITORING POSITION – OUTTURN 2020/21																																																																																																																		
1.01	<p>Background</p> <p>The Council approved a Council Fund (CF) Capital Programme of £42.582m and a Housing Revenue Account (HRA) Capital Programme of £30.464m for 2020/21 at its meeting of 28th January, 2020.</p>																																																																																																																		
1.02	For presentational purposes the Capital Programme is shown as a whole, with sub-totals for the Council Fund and HRA. In reality the HRA programme is ‘ring fenced’ and can only be used for HRA purposes.																																																																																																																		
1.03	<p>Changes since Budget approval</p> <p>Table 1 below sets out how the programme has changed during 2020/21. More detailed cumulative information relating to each Portfolio is provided in Appendix A:-</p> <p>Table 1</p> <table border="1"> <thead> <tr> <th rowspan="3">REVISED PROGRAMME</th> <th rowspan="3">Original Budget 2020/21</th> <th rowspan="3">Carry Forward from 2019/20</th> <th colspan="3">2020/21 Previously Reported</th> <th rowspan="3">Savings - This Period</th> <th rowspan="3">Changes - This Period</th> <th rowspan="3">Revised Budget 2020/21</th> </tr> <tr> <th>Changes</th> <th>Carry Forward to 2021/22</th> <th>Savings</th> </tr> <tr> <th>£m</th> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>People & Resources</td> <td>0.400</td> <td>0.170</td> <td>(0.260)</td> <td>0.000</td> <td>0.000</td> <td>0.000</td> <td>(0.050)</td> <td>0.260</td> </tr> <tr> <td>Governance</td> <td>1.176</td> <td>0.975</td> <td>0.207</td> <td>(0.374)</td> <td>0.000</td> <td>0.000</td> <td>1.348</td> <td>3.332</td> </tr> <tr> <td>Education & Youth</td> <td>10.166</td> <td>8.519</td> <td>(2.139)</td> <td>(6.496)</td> <td>(0.027)</td> <td>0.000</td> <td>2.570</td> <td>12.593</td> </tr> <tr> <td>Social Services</td> <td>1.247</td> <td>4.188</td> <td>4.151</td> <td>(0.288)</td> <td>0.000</td> <td>0.000</td> <td>0.820</td> <td>10.118</td> </tr> <tr> <td>Planning, Environment & Economy</td> <td>3.078</td> <td>0.905</td> <td>0.604</td> <td>(0.656)</td> <td>0.000</td> <td>(0.030)</td> <td>(0.047)</td> <td>3.854</td> </tr> <tr> <td>Streetscene & Transportation</td> <td>3.030</td> <td>1.302</td> <td>11.006</td> <td>(1.678)</td> <td>0.000</td> <td>(0.516)</td> <td>(3.595)</td> <td>9.549</td> </tr> <tr> <td>Strategic Programmes</td> <td>0.985</td> <td>0.636</td> <td>2.079</td> <td>(1.394)</td> <td>0.000</td> <td>0.000</td> <td>0.143</td> <td>2.449</td> </tr> <tr> <td>Housing & Assets</td> <td>22.500</td> <td>3.071</td> <td>(11.065)</td> <td>(1.428)</td> <td>(0.650)</td> <td>(0.104)</td> <td>(5.271)</td> <td>7.053</td> </tr> <tr> <td>Council Fund Total</td> <td>42.582</td> <td>19.766</td> <td>4.583</td> <td>(12.314)</td> <td>(0.677)</td> <td>(0.650)</td> <td>(4.082)</td> <td>49.208</td> </tr> <tr> <td>HRA Total</td> <td>30.464</td> <td>0.000</td> <td>(13.522)</td> <td>0.000</td> <td>0.000</td> <td>0.000</td> <td>0.086</td> <td>17.028</td> </tr> <tr> <td>Programme Total</td> <td>73.046</td> <td>19.766</td> <td>(8.939)</td> <td>(12.314)</td> <td>(0.677)</td> <td>(0.650)</td> <td>(3.996)</td> <td>66.236</td> </tr> </tbody> </table>	REVISED PROGRAMME	Original Budget 2020/21	Carry Forward from 2019/20	2020/21 Previously Reported			Savings - This Period	Changes - This Period	Revised Budget 2020/21	Changes	Carry Forward to 2021/22	Savings	£m	£m	£m	People & Resources	0.400	0.170	(0.260)	0.000	0.000	0.000	(0.050)	0.260	Governance	1.176	0.975	0.207	(0.374)	0.000	0.000	1.348	3.332	Education & Youth	10.166	8.519	(2.139)	(6.496)	(0.027)	0.000	2.570	12.593	Social Services	1.247	4.188	4.151	(0.288)	0.000	0.000	0.820	10.118	Planning, Environment & Economy	3.078	0.905	0.604	(0.656)	0.000	(0.030)	(0.047)	3.854	Streetscene & Transportation	3.030	1.302	11.006	(1.678)	0.000	(0.516)	(3.595)	9.549	Strategic Programmes	0.985	0.636	2.079	(1.394)	0.000	0.000	0.143	2.449	Housing & Assets	22.500	3.071	(11.065)	(1.428)	(0.650)	(0.104)	(5.271)	7.053	Council Fund Total	42.582	19.766	4.583	(12.314)	(0.677)	(0.650)	(4.082)	49.208	HRA Total	30.464	0.000	(13.522)	0.000	0.000	0.000	0.086	17.028	Programme Total	73.046	19.766	(8.939)	(12.314)	(0.677)	(0.650)	(3.996)	66.236
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1.04	<p>Carry Forward from 2019/20</p> <p>Carry forward sums from 2019/20 to 2020/21, totalling £19.766m (CF £19.766m, HRA £0.000m), were approved as a result of the quarterly monitoring reports presented to Cabinet during 2019/20.</p>																																																																											
1.05	<p>Changes during this period</p> <p>Funding changes during this period have resulted in a net reduction in the programme total of £3.996m (CF (£4.082m), HRA £0.086m). A summary of the changes, detailing major items, is shown in Table 2 below:-</p> <p>Table 2</p> <table border="1" data-bbox="333 651 1370 1570"> <thead> <tr> <th colspan="3" style="text-align: center;">CHANGES DURING THIS PERIOD</th> </tr> <tr> <th style="text-align: left;"><u>COUNCIL FUND</u></th> <th style="text-align: center;">Para</th> <th style="text-align: center;">£m</th> </tr> </thead> <tbody> <tr> <td colspan="3">Increases</td> </tr> <tr> <td>Education general</td> <td style="text-align: center;">1.06</td> <td style="text-align: right;">2.527</td> </tr> <tr> <td>Investment Grant for ICT in Schools</td> <td style="text-align: center;">1.07</td> <td style="text-align: right;">1.323</td> </tr> <tr> <td>Waste Services</td> <td style="text-align: center;">1.08</td> <td style="text-align: right;">0.507</td> </tr> <tr> <td>Children's Services</td> <td style="text-align: center;">1.09</td> <td style="text-align: right;">0.500</td> </tr> <tr> <td>Other Aggregate Increases</td> <td style="text-align: center;">1.12</td> <td style="text-align: right;">1.486</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right; border-top: 1px solid black;">6.343</td> </tr> <tr> <td colspan="3">Decreases</td> </tr> <tr> <td>Affordable Housing</td> <td style="text-align: center;">1.10</td> <td style="text-align: right;">(5.271)</td> </tr> <tr> <td>Transportation Grants</td> <td style="text-align: center;">1.11</td> <td style="text-align: right;">(4.102)</td> </tr> <tr> <td>Energy Services</td> <td style="text-align: center;">1.12</td> <td style="text-align: right;">(0.830)</td> </tr> <tr> <td>Other Aggregate Decreases</td> <td></td> <td style="text-align: right;">(0.222)</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right; border-top: 1px solid black;">(10.425)</td> </tr> <tr> <td>Total</td> <td></td> <td style="text-align: right; border-top: 1px solid black;">(4.082)</td> </tr> <tr> <td colspan="3"><u>HRA</u></td> </tr> <tr> <td colspan="3">Increases</td> </tr> <tr> <td>Other Aggregate Increases</td> <td style="text-align: center;">1.12</td> <td style="text-align: right;">1.373</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right; border-top: 1px solid black;">1.373</td> </tr> <tr> <td colspan="3">Decreases</td> </tr> <tr> <td>WHQS</td> <td style="text-align: center;">1.12</td> <td style="text-align: right;">(1.193)</td> </tr> <tr> <td>Other Aggregate Decreases</td> <td></td> <td style="text-align: right;">(0.094)</td> </tr> <tr> <td></td> <td></td> <td style="text-align: right; border-top: 1px solid black;">(1.287)</td> </tr> <tr> <td>Total</td> <td></td> <td style="text-align: right; border-top: 1px solid black;">0.086</td> </tr> </tbody> </table>	CHANGES DURING THIS PERIOD			<u>COUNCIL FUND</u>	Para	£m	Increases			Education general	1.06	2.527	Investment Grant for ICT in Schools	1.07	1.323	Waste Services	1.08	0.507	Children's Services	1.09	0.500	Other Aggregate Increases	1.12	1.486			6.343	Decreases			Affordable Housing	1.10	(5.271)	Transportation Grants	1.11	(4.102)	Energy Services	1.12	(0.830)	Other Aggregate Decreases		(0.222)			(10.425)	Total		(4.082)	<u>HRA</u>			Increases			Other Aggregate Increases	1.12	1.373			1.373	Decreases			WHQS	1.12	(1.193)	Other Aggregate Decreases		(0.094)			(1.287)	Total		0.086
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1.06	<p>In the final quarter, the Council was allocated additional Welsh Government (WG) grant funding to address maintenance backlog in schools amounting to £2.527m.</p> <p>This funding was used for existing expenditure on schools and a corresponding sum carried forward into 2021/22 (See Table 5) to be used in accordance with grant conditions.</p>																																																																											
1.07	<p>WG have awarded funding for the purchase of equipment to improve schools IT infrastructure to meet the National Digital Standard for Schools.</p>																																																																											

1.08	WG funding has also been introduced for improvement works at Greenfield Waste Transfer Station and funding for repair and reuse activities in town centres.
1.09	There has also been an introduction of grant funding from WG relating to the acquisition of a site to deliver an in house residential care provision for children.
1.10	As part of the Strategic Housing and Regeneration Programme (SHARP), the Council are building new affordable housing. The programme is currently developing the latest batch of sites for which expenditure will be incurred over a number of financial years. Re-profiling of prudential borrowing has been carried out to match actual expenditure at outturn.
1.11	Local Transport Funding has been re-profiled to match expenditure across financial years.
1.12	During the final quarter of the year there have been a number of adjustments made to schemes that are funded from grants, revenue contributions to fund capital expenditure (CERA) and prudential borrowing, reflecting the need to re-profile funding between financial years to align expenditure incurred with the relevant funding source. This is the case with a number of the movements above.
1.13	<p>Capital Expenditure compared to Budget</p> <p>Outturn expenditure, across the whole of the Capital Programme was £62.915m. The breakdown of expenditure is analysed in Table 3, along with the percentage spend against budget.</p> <p>This shows that 94.99% of the budget has been spent (CF 93.25%, HRA 100%). Corresponding figures for Outturn 2019/20 were 88.26% (CF 87.18%, HRA 100%).</p>
1.14	The table also shows a projected underspend (pending carry forward and other adjustments) of £3.321m on the Council Fund and a break even position on the HRA.

Table 3

EXPENDITURE	Revised Budget	Outturn Expenditure	Percentage Spend v Budget	Variance Budget v Outturn (Under)/Over
	£m	£m	%	£m
People & Resources	0.260	0.000	0.00	(0.260)
Governance	3.332	3.201	96.07	(0.131)
Education & Youth	12.593	11.519	91.47	(1.074)
Social Services	10.118	9.808	96.94	(0.310)
Planning, Environment & Economy	3.854	3.660	94.97	(0.194)
Streetscene & Transportation	9.549	8.700	91.11	(0.849)
Strategic Programmes	2.449	2.418	98.73	(0.031)
Housing & Assets	7.053	6.581	93.31	(0.472)
Council Fund Total	49.208	45.887	93.25	(3.321)
Buy Back / Strategic Acquisition	0.225	0.225	100.00	0.000
Disabled Adaptations	0.681	0.681	100.00	0.000
Energy Schemes	1.610	1.610	100.00	0.000
Major Works	2.153	2.153	100.00	0.000
Accelerated Programmes	0.259	0.259	100.00	0.000
WHQS Improvements	10.948	10.948	100.00	0.000
SHARP Programme	1.152	1.152	100.00	0.000
Housing Revenue Account Total	17.028	17.028	100.00	0.000
Programme Total	66.236	62.915	94.99	(3.321)

1.15 Details of the variances for individual programme areas are listed in Appendix B, which includes the reasons, and remedial actions which may be required, where those variances exceed +/- 10% of the revised budget. In addition, where carry forward into 2021/22 has been identified, this is also included in the narrative.

1.16 **Carry Forward into 2021/22**
During the quarter, carry forward requirements of £3.321m (all CF) has been identified which reflects reviewed spending plans across all programme areas; these amounts can be split into 2 areas, those required to meet the cost of programme works and/or retention payments in 2021/22 and Corporate provisions that are allocated as requested and approved.

1.17 The Corporate provisions are as follows:-

- 'Headroom' – A sum set aside for urgent works for which no other funding is available; and
- Health & Safety – A sum set aside for urgent health and safety works for which no other funding is available.

1.18 Information relating to each programme area is contained in Appendix B and summarised in Table 4 below:

Table 4

OUTTURN CARRY FORWARD - ANALYSIS		
	£m	£m
Contractually Committed		
Governance	0.131	
Education - General	0.624	
Primary Schools	0.180	
Secondary Schools	0.210	
Special Education	0.061	
Services to Older People	0.218	
Children's Services	0.092	
Engineering	0.023	
Townscape Heritage Initiatives	0.101	
Private Sector Renewal/Improvement	0.070	
Waste Services	0.730	
Highways	0.102	
Transportation	0.017	
Leisure Centres & Libraries	0.007	
Play Areas	0.024	
Administrative Buildings	0.424	
Disabled Facilities Grants	0.048	3.061
		3.061
Corporate Allocations		
'Headroom'	0.210	
Health & Safety Works	0.050	0.260
Total		3.321

1.19 In some instances amounts which had previously been identified as requiring carry forward have been reversed as it became clear that the expenditure was going to be incurred in the 2020/21 financial year, as shown below. Information relating to each programme area is contained in Appendix B and summarised in Table 5 below:-

Table 5

CARRY FORWARD INTO 2021/22								Total
	Month 4	Month 6	Month 9	Reversed	WG Grant	Sub Total	Outturn	
	£m	£m	£m	£m	£m	£m	£m	£m
People & Resources	0.000	0.000	0.000	0.000	0.000	0.000	0.260	0.260
Governance	0.171	0.000	0.306	(0.103)	0.000	0.374	0.131	0.505
Education & Youth	4.539	0.039	0.987	(1.596)	2.527	6.496	1.074	7.570
Social Services	0.000	0.288	0.000	0.000	0.000	0.288	0.310	0.598
Planning, Environment & Economy	0.187	0.030	0.461	(0.022)	0.000	0.656	0.194	0.850
Streetscene & Transportation	0.543	0.050	1.632	(0.547)	0.000	1.678	0.849	2.527
Strategic Programmes	0.200	0.962	0.235	(0.003)	0.000	1.394	0.031	1.425
Housing & Assets	0.780	0.000	0.731	(0.083)	0.000	1.428	0.472	1.900
Council Fund	6.420	1.369	4.352	(2.354)	2.527	12.314	3.321	15.635
TOTAL	6.420	1.369	4.352	(2.354)	2.527	12.314	3.321	15.635

1.20

Additional Allocations

No additional allocations have been identified in the programme in the last quarter.

1.21

Savings

The following savings have been identified in the programme in the last quarter.

- North Wales Residual Waste Treatment Project (NWRWTP) - £0.497m. As part of the Inter Authority Agreement, all partners in the NWRWTP agreed to contribute to building waste transfer stations at Denbighshire and Conwy. Following successful grant applications, the NWRWTP Joint Committee have approved that individual Councils can retain their contribution for their own use.
- Hope Bryn y Grog Cemetery - £0.019m. Cost of works were lower than the allocated budget for the scheme. This one-off saving can be released back into the Capital Programme.
- County Hall Demolition - £0.104m. A saving has been identified on the scheme now all works have been completed.
- Private Sector Renewal - £0.030m. A one-off saving has been identified in-year that can be released back into the Capital Programme.
- Member IT Support - £0.014m. 'Headroom' provision was approved in the Month 9 capital report to provide laptops to each Member who required one. Following the award of grant funding, this allocation has been returned back to the 'headroom' provision.

1.22

Funding of 2020/21 Approved Schemes

The position at outturn is summarised in Table 6 below for the three year Capital Programme between 2020/21 – 2022/23:-

Table 6

FUNDING OF APPROVED SCHEMES 2020/21 - 2022/23		
	£m	£m
Balance carried forward from 2019/20		(1.145)
Increases		
Shortfall in 2020/21 to 2022/23 Budget	2.264	
Additional allocation to Queensferry Campus	0.217	
		2.481
Decreases		
Actual In year receipts	(1.977)	
Savings	(1.327)	(3.304)
Funding - (Available)/Shortfall		(1.968)

1.23

The final outturn funding surplus from the 2020/21 – 2022/23 Capital Programme is £1.968m.

The 2021/22 – 2023/24 Capital Programme was approved on the 8th December 2020, with a funding deficit of £1.317m. Following the final local government settlement, the Council received additional funding and this resulted in the programme being in a surplus position of £0.144m over the three year period. This surplus carry forward will lead to an opening funding position surplus of £2.112m, prior to the realisation of additional capital receipts and/or other funding sources.

1.24

Investment in County Towns

At its meeting on 12th December 2017, the Council approved a Notice of Motion relating to the reporting of investment in county towns. The extent and format of the reporting was agreed at the Corporate Resources Overview and Scrutiny Committee on 14th June 2018.

1.25

Table 7 below shows a summary of the 2019/20 and 2020/21 actual expenditure, and budgets for future years as approved by Council at its meeting of 8th December, 2020. Further detail can be found in Appendix C, including details of the 2020/21 revised budget.

Table 7

INVESTMENT IN COUNTY TOWNS			
	2019/20	2020/21	2021 - 2023
	Actual £m	Actual £m	Budget £m
Buckley / Penyffordd	7.729	10.157	3.165
Connah's Quay / Shotton	3.844	1.412	4.634
Flint / Bagillt	3.048	2.181	2.906
Holywell / Caerwys / Mostyn	3.291	1.457	9.288
Mold / Treuddyn / Cilcain	3.406	5.655	12.860
Queensferry / Hawarden / Sealand	5.925	5.825	11.128
Saltney / Broughton / Hope	0.748	4.841	2.626
Unallocated / To Be Confirmed	0.728	1.256	18.100
Total	28.719	32.784	64.707

1.26 The inclusion of actuals for 2019/20 and approved schemes for future years allows a slightly fuller picture of investment plans. However, expenditure which has occurred in years' prior to 2019/20 has not be included, and the expenditure and budgets reported should be considered in that context.

1.27 There are two significant factors which increase allocations to particular areas, which are homes developed under SHARP, and new or remodelled schools. The impact of these can be seen in the detail shown in Appendix C.

1.28 Some expenditure cannot yet be allocated to specific towns as schemes are not yet fully developed or are generic in nature and not easily identifiable to one of the seven areas. As such schemes are identified the expenditure will be allocated to the relevant area.

1.29 Information on the split between internal and external funding can be found in Appendix C.

1.30 In addition to the information contained in Appendix C, there is also considerable capital expenditure on the HRA Welsh Housing Quality Standard (WHQS), which was originally outside the scope of this analysis. A summary is provided in Table 8 below, albeit using a slightly different catchment area basis.

Table 8

WHQS Programme			
	2019/20 Actual £m	2020/21 Budget £m	2020/21 Actual £m
Holywell	2.950	0.300	0.136
Flint	2.110	0.300	0.189
Deeside & Saltney	0.420	2.611	2.151
Buckley	0.600	4.579	3.568
Mold	7.130	1.432	1.160
Connah's Quay & Shotton	0.480	1.400	0.632
Total	13.690	10.622	7.836

2.00 RESOURCE IMPLICATIONS

2.01 Financial implications - As set out in the body of the report.

2.02 Personnel implications - None directly as a result of this report.

3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01 There are no risks associated with the information contained herein relating to capital outturn.

The adverse weather during the first quarter of the year caused significant damage to the highway network. Assessments are ongoing but impacts are likely to be numerous and expensive, resulting in a cost pressure to the programme. This will be reported in the second quarter of 2021/22 once cost certainty is obtained.

The impact of the pandemic will continue to be monitored closely during the new financial year. Due to the re-profiling of schemes from the 2020/21 and resources available to manage and deliver schemes, the levels of planned expenditure in 2021/21 may be affected, resulting in a high level of carry forward requests to re-phase budgets into the 2022/23 programme.

In addition to the above there are currently indications that material supplies, and demand, are being impacted by overseas supply market disruption leading to potential cost increases, higher tender prices and project delays.

Grants received will also to be closely monitored to ensure that expenditure is incurred within the terms and conditions of the grant. The

	<p>capital team will work with project leads to report potential risks of achieving spend within timescales and assist in liaising with the grant provider.</p> <p>The Council has a prudent policy of allocating its own capital receipts to fund capital projects only when receipts are actually received rather than when it is anticipated the receipt will be received, and this position continues to be the case. Due to the pandemic there may be a delay in obtaining capital receipts as the timing of these receipts are also subject to market forces outside of the Council's control. In line with current policy no allowance has been made for these receipts in reporting the Council's capital funding position.</p>
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	No consultation is required as a direct result of this report.

5.00	APPENDICES
5.01	Appendix A: Capital Programme - Changes during 2020/21
5.02	Appendix B: Variances
5.03	Appendix C: Investment in Towns

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Capital Programme monitoring papers 2020/21.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Chris Taylor, Strategic Finance Manager Telephone: 01352 703309 E-mail: christopher.taylor@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Budget Re-profiling: Capital schemes are very dynamic and a number of factors can influence their timing and funding. Budget re-profiling assures that the correct resources are available in the correct accounting period to finance the actual level of expenditure.</p> <p>Capital Expenditure: Expenditure on the acquisition of non-current assets or expenditure which extends the useful life of an existing asset</p> <p>Capital Programme: The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of</p>

future years. It also includes estimates of the capital resources available to finance the programme.

Capital Receipts: Receipts (in excess of £10,000) realised from the disposal of assets.

Carry Forward: Carry forward occurs when schemes due to be completed in a given financial year are delayed until a subsequent year. In this case the relevant funding is carried forward to meet the delayed, contractually committed expenditure.

CERA: Capital Expenditure charged to Revenue Account. The Council is allowed to use its revenue resources to fund capital expenditure. However the opposite is not permissible.

Council Fund (CF): The fund to which all the Council's revenue and capital expenditure is charged.

Housing Revenue Account (HRA): The fund to which all the Council's revenue and capital expenditure relating to its housing stock is charged.

MRA: Major Repairs Allowance. A general capital grant from WG for HRA purposes.

Non-current Asset: A resource controlled (but not necessarily owned) by the Council, from which economic benefits or service potential are expected to flow to the Council for more than 12 months.

Section 106: Monies are received from developers/contractors pursuant to Section 106 of the Town & Country Planning Act 1990. These sums are available for use once the relevant terms of the individual agreement have been met. The monies are most commonly used for educational enhancement, play areas, highways and affordable housing.

Target Hardening: Measures taken to prevent unauthorised access to Council sites.

Unhypothecated Supported Borrowing (USB), commonly referred to as Supported Borrowing - Each year Welsh Government provide Councils with a Supported Borrowing allocation. Councils borrow to fund capital expenditure equivalent to that annual allocation, Welsh Government then include funding to cover the revenue costs associated with the borrowing for future years within the Revenue Support Grant. The Council decides how this funding is spent.

Unsupported (Prudential) Borrowing: Borrowing administered under the Prudential Code, whereby Authorities can set their own policies on acceptable levels and types of borrowing. The Prudential Framework allows Authorities to take out loans in response to overall cash flow forecasts and other factors provided they can show that the borrowing is to meet planned capital expenditure in the current year or the next three years.

CAPITAL PROGRAMME - CHANGES DURING 2020/21

	Original Budget 2020/21	Carry Forward from 2019/20	2020/21 Previously Reported			Savings (Current)	Changes (Current)	Revised Budget 2020/21
			Changes	Carry Forward to 2021/22	Savings			
	£m	£m	£m	£m	£m	£m	£m	£m
Council Fund :								
People & Resources								
'Headroom'	0.350	0.170	(0.260)	0.000	0.000	0.000	(0.050)	0.210
Corporate Finance - H & S	0.050	0.000	0.000	0.000	0.000	0.000	0.000	0.050
	0.400	0.170	(0.260)	0.000	0.000	0.000	(0.050)	0.260
Governance								
Information Technology	1.176	0.975	0.207	(0.374)	0.000	0.000	1.348	3.332
	1.176	0.975	0.207	(0.374)	0.000	0.000	1.348	3.332
Education & Youth								
Education - General	1.500	2.668	(1.162)	(2.830)	0.000	0.000	2.274	2.450
Primary Schools	2.399	0.065	(0.288)	(0.221)	0.000	0.000	0.078	2.033
Schools Modernisation	5.365	0.072	(1.445)	(0.217)	0.000	0.000	(0.159)	3.616
Secondary Schools	0.652	5.784	0.711	(3.189)	(0.027)	0.000	0.377	4.308
Special Education	0.250	(0.070)	0.045	(0.039)	0.000	0.000	0.000	0.186
	10.166	8.519	(2.139)	(6.496)	(0.027)	0.000	2.570	12.593
Social Services								
Services to Older People	0.725	4.048	3.778	(0.288)	0.000	0.000	0.000	8.263
Children's Services	0.522	0.140	0.373	0.000	0.000	0.000	0.820	1.855
	1.247	4.188	4.151	(0.288)	0.000	0.000	0.820	10.118
Planning, Environment & Economy								
Closed Landfill Sites	0.000	0.250	0.000	(0.250)	0.000	0.000	0.000	0.000
Engineering	0.038	0.350	0.072	(0.348)	0.000	0.000	(0.034)	0.078
Energy Services	2.950	0.300	(0.278)	0.000	0.000	0.000	(0.830)	2.142
Ranger Services	0.040	0.005	0.000	0.022	0.000	0.000	0.000	0.067
Townscape Heritage Initiatives	0.050	0.000	0.459	(0.080)	0.000	0.000	0.434	0.863
Private Sector Renewal/Improv't	0.000	0.000	0.351	0.000	0.000	(0.030)	0.383	0.704
	3.078	0.905	0.604	(0.656)	0.000	(0.030)	(0.047)	3.854
Streetscene & Transportation								
Waste	2.430	0.497	(0.453)	(0.500)	0.000	(0.497)	0.507	1.984
Cemeteries	0.000	0.000	0.070	0.000	0.000	(0.019)	0.000	0.051
Highways	0.600	0.704	1.478	(1.132)	0.000	0.000	(0.289)	1.361
Local Transport Grant	0.000	0.055	9.911	0.000	0.000	0.000	(3.813)	6.153
Solar Farms	0.000	0.046	0.000	(0.046)	0.000	0.000	0.000	0.000
	3.030	1.302	11.906	(1.678)	0.000	(0.516)	(3.595)	9.549

	Original Budget 2020/21	Carry Forward from 2019/20	Previously Reported		2020/21 Savings	Savings (Current)	Changes (Current)	Revised Budget 2020/21
			Changes	Carry Forward to 2021/22				
	£m	£m	£m	£m	£m	£m	£m	£m
Strategic Programmes								
Leisure Centres	0.285	0.047	(0.033)	(0.100)	0.000	0.000	0.002	0.201
Play Areas	0.200	0.218	0.119	(0.327)	0.000	0.000	0.144	0.354
Libraries	0.000	0.012	0.033	(0.008)	0.000	0.000	0.000	0.037
Archives	0.000	0.000	0.000	0.000	0.000	0.000	0.026	0.026
Theatr Clwyd	0.500	0.359	1.960	(0.959)	0.000	0.000	(0.029)	1.831
	0.985	0.636	2.079	(1.394)	0.000	0.000	0.143	2.449
Housing & Assets								
Administrative Buildings	0.650	1.205	0.286	0.000	0.000	(0.104)	0.000	2.037
Community Asset Transfers	0.100	0.836	0.000	(0.697)	0.000	0.000	0.000	0.239
Food Poverty	0.050	0.042	0.300	0.000	0.000	0.000	0.000	0.392
Affordable Housing	20.000	0.000	(11.700)	0.000	0.000	0.000	(5.271)	3.029
Disabled Facilities Grants	1.700	0.988	0.049	(0.731)	(0.650)	0.000	0.000	1.356
	22.500	3.071	(11.065)	(1.428)	(0.650)	(0.104)	(5.271)	7.053
Housing Revenue Account :								
Buy Back / Strategic Acquisition	0.000	0.000	0.000	0.000	0.000	0.000	0.225	0.225
Disabled Adaptations	1.104	0.000	(0.413)	0.000	0.000	0.000	(0.010)	0.681
Energy Schemes	0.275	0.000	0.599	0.000	0.000	0.000	0.736	1.610
Major Works	1.811	0.000	(0.051)	0.000	0.000	0.000	0.393	2.153
Accelerated Programmes	0.742	0.000	(0.399)	0.000	0.000	0.000	(0.084)	0.259
WHQS Improvements	15.361	0.000	(3.220)	0.000	0.000	0.000	(1.193)	10.948
SHARP Programme	11.171	0.000	(10.038)	0.000	0.000	0.000	0.019	1.152
	30.464	0.000	(13.522)	0.000	0.000	0.000	0.086	17.028
Totals :								
Council Fund	42.582	19.766	4.583	(12.314)	(0.677)	(0.650)	(4.082)	49.208
Housing Revenue Account	30.464	0.000	(13.522)	0.000	0.000	0.000	0.086	17.028
Grand Total	73.046	19.766	(8.939)	(12.314)	(0.677)	(0.650)	(3.996)	66.236

PEOPLE & RESOURCES

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
'Headroom'	0.210	0.000	(0.210)	-100	0.000	Corporate provision - to be allocated as requested and approved.	Carry Forward - Request approval to move funding of £0.210m to 2021/22.	
Corporate Finance - Health & Safety	0.050	0.000	(0.050)	-100	0.000	Corporate provision - to be allocated as requested and approved.	Carry Forward - Request approval to move funding of £0.050m to 2021/22.	
Total	0.260	0.000	(0.260)	-100	0.000			

GOVERNANCE

Capital Budget Monitoring 2020/21 - Month Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Information Technology	3.332	3.201	(0.131)	-4	(0.306)	Air Conditioning Programme £0.042m continuing into 2021/22, ICT Server Technology £0.009m, £0.080m ICT Storage Technology implementation costs to take place in 2021/22.	Carry Forward - Request approval to move funding of £0.131m to 2021/22.	
Total	3.332	3.201	(0.131)	-4	(0.306)			

Variance = Budget v Projected Outturn

EDUCATION & YOUTH

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Education - General	2.450	1.826	(0.624)	-25	(0.274)	£0.068m for school kitchen ventilation, Health & Safety works and fire alarm upgrades. £0.556m for the ongoing R&M programme for completion in 2021/22.	Carry Forward - Request approval to move funding of £0.624m to 2021/22.	
Primary Schools	2.033	1.853	(0.180)	-9	(0.196)	£0.050m relates to investment work at Brynford CP. £0.043m for ongoing works at Ysgol Glanrafon. £0.087m for the ongoing R&M programme for completion in 2021/22.	Carry Forward - Request approval to move funding of £0.180m to 2021/22.	
Schools Modernisation	3.616	3.616	0.000	0	(0.217)			
Secondary Schools	4.308	4.098	(0.210)	-5	(0.300)	£0.210m relates to the ongoing R&M backlog programme, for completion in 2021/22.	Carry Forward - Request approval to move funding of £0.210m to 2021/22.	
Special Education	0.186	0.125	(0.061)	-33	0.000	DDA/SEN programme for works at Drury & Ysgol Trelogan CP.	Carry Forward - Request approval to move funding of £0.61m to 2021/22.	
Total	12.593	11.519	(1.074)	-9	(0.987)			

Variance = Budget v Projected Outturn

SOCIAL SERVICES

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Services to Older People	8.263	8.045	(0.218)	-3	0.000	Works to progress at Marleyfield House Care Home into 2021/22, as per schedule of works.	Carry Forward - Request approval to move funding of £0.218m to 2021/22.	
Children's Services	1.855	1.763	(0.092)	-5	0.000	£0.060m relating to Foster care extensions - applications have been received but works will progress into 2021/22. £0.032m relating to Arosfa - Final payment in relation to retention is still outstanding.	Carry Forward - Request approval to move funding of £0.092m to 2021/22.	
Total	10.118	9.808	(0.310)	-3	0.000			

Variance = Budget v Projected Outturn

PLANNING, ENVIRONMENT & ECONOMY

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Closed Landfill Sites	0.000	0.000	0.000	0	(0.250)			
Engineering	0.078	0.055	(0.023)	-29	(0.161)	Funding required for future FCERM works programme.	Carry Forward - Request approval to move funding of £0.023m to 2021/22.	
Energy Services	2.142	2.142	0.000	0	0.000			
Ranger Services	0.067	0.067	0.000	0	0.000			Works at Wepre Park to restore the Red Rock path due to a landslide have now been completed. The budget allocated to the scheme in next year's programme, will be brought forward to cover this expenditure.
Landscape Heritage Initiatives	0.863	0.762	(0.101)	-12	(0.050)	Bailey Hill Project allocation to cover additional costs arising due to archaeology and COVID-19. Works continuing into 2021/22.	Carry Forward - Request approval to move funding of £0.101m to 2021/22	
Private Sector Renewal/Improvement	0.704	0.634	(0.070)	-10	0.000	£0.070m - Group repair scheme is demand led and relates to historic schemes of work that the Council has a commitment to fund.	Carry Forward - Request approval to move funding of £0.070m to 2021/22	One-off saving identified of £0.030m in year.
Total	3.854	3.660	(0.194)	-5	(0.461)			

Variance = Budget v Projected Outturn

STREETSCENE & TRANSPORTATION

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Waste Services	1.984	1.254	(0.730)	-37	(0.500)	Works at Standard Waste Transfer Station to progress into 2021/22.	Carry Forward - Request approval to move funding of £0.730m to 2021/22.	Welsh Government grant was awarded in 2020/21 and used in place of core funding. This will be utilised in 2021/22. £0.497m saving identified relating to the NWRWTP Transfer Station.
Cemeteries	0.051	0.051	0.000	0	0.000			£0.019m saving identified.
Highways	1.361	1.259	(0.102)	-7	(1.132)	Carry Forward required for a number of highway improvement schemes that will progress into 2021/22.	Carry Forward - Request approval to move funding of £0.102m to 2021/22.	The schemes delayed as a result of the pandemic and the impact it had on supply chains.
Local Transport Grant	6.153	6.136	(0.017)	-0	0.000	Carry forward required to fund town centre signage in Holywell. Installation to take place during Summer 2021.	Carry Forward - Request approval to move funding of £0.017m to 2021/22.	
Total	9.549	8.700	(0.849)	-9	(1.632)			

Variance = Budget v Projected Outturn

STRATEGIC PROGRAMMES

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Leisure Centres	0.201	0.195	(0.006)	-3	(0.100)	Continuing works on the Leisure Centres and Library Estates.	Carry Forward - Request approval to move funding of £0.007m to 2021/22.	
Play Areas	0.354	0.330	(0.024)	-7	(0.127)	Continued programme of works to upgrade play areas.	Carry Forward - Request approval to move funding of £0.024m to 2021/22.	
Libraries	0.037	0.036	(0.001)	-2	(0.008)			
Archives	0.026	0.026	(0.000)	-1	0.000			
Theatr Clwyd	1.831	1.831	(0.000)	-0	0.000			
Total	2.449	2.418	(0.031)	-1	(0.235)			

Variance = Budget v Projected Outturn

HOUSING & ASSETS

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget £m	Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Administrative Buildings	2.037	1.613	(0.424)	-21	0.000	Programme of works to progress into 2021/22.	Carry Forward - Request approval to move funding of £0.424m to 2021/22.	£0.104m saving identified in relation to the demolition of phases 3 & 4 at County Hall.
Community Asset Transfers	0.239	0.239	0.000	0	0.000			Expenditure is incurred as and when schemes are signed off.
Food Poverty	0.392	0.392	0.000	0	0.000			
Affordable Housing	3.029	3.029	0.000	0	0.000			
Disabled Facilities Grants	1.356	1.308	(0.048)	-4	(0.731)	Delays in service delivery were experienced as a result of COVID-19 restrictions. This, in combination with a service re-design has resulted in works planned to be delivered in 2020/21 now being scheduled to take place in 2021/22.	Carry Forward - Request approval to move funding of £0.048m to 2021/22.	DFG spend is customer driven and volatile.
Total	7.053	6.581	(0.472)	-7	(0.731)			

Variance = Budget v Projected Outturn

HOUSING REVENUE ACCOUNT

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget	Outturn	Variance (Under)/ Over	Variance %age	Variance Prev Qtr	Cause of Variance	Action Required	Comments
	£m	£m	£m	%	£m			
Buy Back / Strategic Acquisition	0.225	0.225	0.000	0	0.000			
Disabled Adaptations	0.681	0.681	0.000	0	0.000			
Energy Services	1.610	1.610	0.000	0	0.000			
Major Works	2.153	2.153	0.000	0	0.000			
Accelerated Programmes	0.259	0.259	0.000	0	0.000			
WHQS Improvements	10.948	10.948	0.000	0	0.000			
SHARP	1.152	1.152	0.000	0	0.000			
Total	17.028	17.028	0.000	0.000	0.000			

Variance = Budget v Projected Outturn

SUMMARY

Capital Budget Monitoring 2020/21 - Outturn

Programme Area	Total Budget	Outturn	Variance (Under)/ Over	Variance %age	Variance Prev Qtr	Cause of Variance	Action Required	Comments
	£m	£m	£m	%	£m			
People & Resources	0.260	0.000	(0.260)	-100	0.000			
Governance	3.332	3.201	(0.131)	-4	(0.306)			
Education & Youth	12.593	11.519	(1.074)	-9	(0.987)			
Social Services	10.118	9.808	(0.310)	-3	0.000			
Planning, Environment & Economy	3.854	3.660	(0.194)	-5	(0.461)			
Streetscene & Transportation	9.549	8.700	(0.849)	-9	(1.632)			
Strategic Programmes	2.449	2.418	(0.031)	-1	(0.235)			
Housing & Assets	7.053	6.581	(0.472)	-7	(0.731)			
Sub Total - Council Fund	49.208	45.888	(3.320)	-7	(4.352)			
Housing Revenue Account	17.028	17.028	0.000	0	0.000			
Total	66.236	62.916	(3.320)	-5	(4.352)			

Variance = Budget v Projected Outturn

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INVESTMENT IN COUNTY TOWNS - 2020/21 REVISED BUDGET

APPENDIX C (Cont)

TOWN FUNDING	REVISED BUDGET £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	1,152	122		20		51		187		227		366					179		1,152	0	1,152
EDUCATION & YOUTH																					
Connah's Quay High School	264			69	195														69	195	264
Queensferry Campus	3,229												3,229						0	3,229	3,229
Ysgol Glanrafon	770									770									0	770	770
Castell Alun High School	3,511													3,511					3,511	0	3,511
SOCIAL CARE																					
Marleyfield EPH	8,223	4,443	3,780																4,443	3,780	8,223
PLANNING, ENVIRONMENT & ECONOMY																					
Solar PV Farms	2,058			433		1,625													2,058	0	2,058
STREETSCENE & TRANSPORTION																					
Highways Maintenance	1,361		131		54			40	398	50	156		53		243		84	242	1,119	1,361	
Transport Grant	6,153		45		641		505	181	708		30		2,103		1,087		853	181	5,972	6,153	
Improvements to Standard Yard Waste Transfer Station	1,177	730	447															730	447	1,177	
STRATEGIC PROGRAMMES																					
Trust Clwyd - Redevelopment	1,808									1,808									0	1,808	1,808
HOUSING & ASSETS																					
County Hall demolition	1,042									1,042									1,042	0	1,042
Affordable Housing	3,029	1,407								1,622									3,029	0	3,029
	33,777	6,702	4,403	522	890	1,676	505	408	1,106	2,941	2,764	366	5,385	3,511	1,330	331	937	16,457	17,320	33,777	
AREA TOTAL			11,105		1,412		2,181		1,514		5,705		5,751		4,841		1,268				

INVESTMENT IN COUNTY TOWNS - 2020/21- OUTTURN

APPENDIX C (Cont)

TOWN FUNDING	ACTUAL TO DATE £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	1,152	122		20		51		187		227		366					179		1,152	0	1,152
EDUCATION & YOUTH																					
Connah's Quay High School	264			69	195														69	195	264
Queensferry Campus	3,303												3,303						0	3,303	3,303
Ysgol Glanrafon	770										770								0	770	770
Castell Alun High School	3,511													3,511					3,511	0	3,511
SOCIAL CARE																					
Marleyfield EPH	8,005	4,225	3,780																4,225	3,780	8,005
PLANNING, ENVIRONMENT & ECONOMY																					
Solar PV Farms	2,058			433		1,625													2,058	0	2,058
STREETSCENE & TRANSPORTION																					
Highways Maintenance	1,259		131		54				398		156		53		243	140	84		140	1,119	1,259
Transport Grant	6,136		45		641		505	164	708		30		2,103		1,087		853		164	5,972	6,136
Improvements to Standard Yard Waste Transfer Station	447		447																0	447	447
STRATEGIC PROGRAMMES																					
Theatr Clwyd - Redevelopment	1,808										1,808								0	1,808	1,808
HOUSING & ASSETS																					
County Hall Demolition	1,042									1,042									1,042	0	1,042
Affordable Housing	3,029	1,407								1,622									3,029	0	3,029
	32,784	5,754	4,403	522	890	1,676	505	351	1,106	2,891	2,764	366	5,459	3,511	1,330	319	937		15,390	17,394	32,784
AREA TOTAL			10,157		1,412		2,181		1,457		5,655		5,825		4,841		1,256				

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INVESTMENT IN COUNTY TOWNS - 2021- 2023 BUDGET

APPENDIX C (Cont)

TOWN FUNDING	FUTURE BUDGET £000	BUCKLEY		CONNAH'S QUAY		FLINT		HOLYWELL		MOLD		QUEENSFERRY		SALTNEY		UNALLOCATED		TOTALS			
		Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Internal £000	External £000	Total £000	
EXPENDITURE																					
HOUSING - HRA																					
SHARP	14,052	968		817		306		7,798		3,285		878							14,052	0	14,052
EDUCATION & YOUTH																					
Queensferry Campus	7,250											2,149	5,101						2,149	5,101	7,250
Ysgol Glanrafon	3,347									201	3,146								201	3,146	3,347
Brynford CP	1,040							1,040											1,040	0	1,040
Castell Alun High School	2,626													2,626					2,626	0	2,626
Ysgol Croes Atti, Shotton	1,125			262	863														262	863	1,125
Joint Archive Facility, FCC and DCC	3,028									3,028									3,028	0	3,028
SOCIAL CARE																					
Marleyfield EPH	944	944																	944	0	944
Foster Care Homes Adaptations	120																120		120	0	120
Mockingbird	688																	688	0	688	688
PLANNING, ENVIRONMENT & ECONOMY																					
Solar PV Farms	1,192			1,192															1,192	0	1,192
STREETSCENE & TRANSPORTION																					
Highways Asset Management Plan:-	1,200																1,200		1,200	0	1,200
Improvements to Standard Yard Waste Transfer Station	1,253	1,200	53																1,200	53	1,253
Greenfield Waste Management Infrastructure	450							450											450	0	450
STRATEGIC PROGRAMMES																					
Theatr Clwyd - Redevelopment	2,300									1,100	1,200								1,100	1,200	2,300
HOUSING & ASSETS																					
Affordable Housing	24,092			1,500		2,600				900		3,000					16,092		24,092	0	24,092
	64,707	3,112	53	3,771	863	2,906	0	9,288	0	8,514	4,346	6,027	5,101	2,626	0	17,412	688	53,656	11,051	64,707	

AREA TOTAL

3,165

4,634

2,906

9,288

12,860

11,128

2,626

18,100



CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Prudential Indicators - Actuals 2020/21
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

Under the Prudential Code for Capital Finance in Local Authorities (the Prudential Code), as updated in 2017, Councils are required to set a range of Prudential Indicators. This report provides details of the Council's actual Prudential Indicators for 2020/21 compared with the estimates set for:-

- Prudential Indicators for Prudence
- Prudential Indicators for Affordability

RECOMMENDATIONS

1	That Members approve the report.
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REPORT DETAILS

1.00	EXPLAINING THE PRUDENTIAL INDICATORS
1.01	<p>Background</p> <p>The background to this item is provided in the reports to Cabinet on 16th June 2020, Prudential Indicators Actuals 2019/20, to Council on 28th January 2020, Prudential Indicators 2020/21 to 2022/23 and to Council on 8th December 2020, Capital Strategy including Prudential Indicators 2021/22 to 2023/24.</p>
1.02	<p>The Prudential Code has been developed by the Chartered Institute of Public Finance & Accountancy (CIPFA) as a professional code of practice to support local authorities in determining their programmes for capital investment in fixed assets. Local authorities are required by Regulation to have regard to the Prudential Code when carrying out duties under Part 1 of the Local Government Act 2003.</p>
1.03	<p>The framework established by the Prudential Code is intended to support local strategic planning, local asset management planning and robust option appraisal. The objectives of the Code are to ensure, within a clear framework, that the capital investment plans of local authorities are affordable, prudent and sustainable, and that treasury management decisions are taken in accordance with good professional practice.</p>
1.04	<p>The Prudential Code sets out the indicators that must be used, and the factors that must be taken into account in preparing them.</p>
1.05	<p>Changes to CIPFA's Codes of Practice 2017</p> <p>CIPFA published new editions of the Prudential Code for Capital Finance in Local Authorities and the Treasury Management in the Public Services: Code of Practice and Cross-sectoral Guidance in late December 2017 which complement each other.</p>
1.06	<p>Changes to the revised Codes which impact on the Prudential Indicators are minimal. The main difference being that there is no longer a need to include an indicator for the Estimated Impact of Capital Decisions on Council Tax and Rent levels. All changes within the 2017 Code which impact on Prudential Indicators below have therefore been made.</p>
1.07	<p>Actual Prudential Indicators for 2020/21 have now been calculated in respect of the following:-</p> <ul style="list-style-type: none"> • Estimates of Capital expenditure • Estimates of Capital Financing Requirement • Authorised Limit • Estimates of Financing Costs to Net Revenue Stream

The Code does not specify how the Council should have regard to these factors, but instead concentrates on the means by which it demonstrates that the proposals are affordable, prudent and sustainable.

Prudential Indicators for Prudence

Estimates of Capital Expenditure

1.08 The Prudential Indicators for capital expenditure are based on the Council's capital programme (that takes into account the Council's asset management and capital investment strategies), and are supplemented (for capital accounting purposes) by the value of finance leases held. The capital expenditure totals are the starting point for the calculation of the Prudential Indicators and essentially provide the base financial data from which all other indicators follow.

1.09 Actual 2020/21 capital expenditure for the Council Fund and the Housing Revenue Account (HRA) is £62.916m as shown in Table 1 below. Actual expenditure for 2019/20, and the 2020/21 and 2021/22 estimates are included for information.

Table 1

ESTIMATES OF CAPITAL EXPENDITURE				
	2019/20	2020/21	2020/21	2021/22
	Actual	Estimate	Actual	Estimate
	£m	£m	£m	£m
Council Fund	33.231	42.582	45.888	12.706
Housing Revenue Account	29.782	30.464	17.028	34.835
Total	63.013	73.046	62.916	47.541

1.10 Detailed analysis and commentary regarding 2020/21 outturn is provided in the Capital Programme Monitoring 2020/21 (Outturn) report elsewhere on this agenda.

Estimates of Capital Financing Requirement

- 1.11 The actual (average) capital financing requirement for 2020/21 is £351m as shown in Table 2 below. This is the measure of the Council's underlying need to finance capital expenditure by borrowing or other long term liabilities.

Table 2

ESTIMATES OF CAPITAL FINANCING REQUIREMENT				
	2019/20	2020/21	2020/21	2021/22
	Actual	Estimate	Actual	Estimate
	£m	£m	£m	£m
Council Fund	213.557	222.699	217.805	230.302
Housing Revenue Account	131.638	139.196	133.196	138.253
Total	345.195	361.894	351.000	368.555

Authorised Limit

- 1.12 Actual external debt for 2020/21 was £352.066m, with separately identified limits for borrowing and other long term liabilities such as finance leases, as shown in Table 3 below. It is compared with the Authorised Limit for borrowing, which allows headroom to absorb unforeseen unfunded expenditure. As can be seen, the actual position was well within the limit.

Table 3

AUTHORISED LIMIT FOR EXTERNAL DEBT				
	2019/20	2020/21	2020/21	2021/22
	Actual	Estimate	Actual	Estimate
	£m	£m	£m	£m
All Borrowing	342.340	395.000	347.017	390.000
Other Long Term Liabilities	5.980	35.000	5.049	35.000
Total	348.320	430.000	352.066	425.000

Prudential Indicators for Affordability				
Ratio of Financing Costs to Net Revenue Stream				
1.13	The actual ratio of financing costs to net revenue stream for 2020/21 are as indicated in Table 4 below.			
Table 4				
RATIO OF FINANCING COSTS TO NET REVENUE STREAM				
	2019/20	2020/21	2020/21	2021/22
	Actual	Estimate	Actual	Estimate
	%	%	%	%
Council Fund	4.3%	4.3%	4.4%	4.6%
Housing Revenue Account	21.4%	25.7%	21.2%	21.4%
1.14	As can be seen in the above, the actual ratio for the Council Fund are slightly higher than the estimated ratio for 2020/21.			

2.00	RESOURCE IMPLICATIONS
2.01	There are no resource implications as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	No consultation is required or carried out.

4.00	RISK MANAGEMENT
4.01	Decisions made which involve the Council's assets and its Capital Programme often have very large and long term financial implications which carry a variety of risks. This report assesses the affordability, prudence and sustainability of the capital plans to manage those associated risks.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Various Welsh Government papers.

7.00	CONTACT OFFICER DETAILS
7.01	<p>Contact Officer: Chris Taylor – Strategic Finance Manager Telephone: (01352) 703309 E-mail: christopher.taylor@flintshire.gov.uk</p>

8.00	GLOSSARY OF TERMS
8.01	<p>Capital Expenditure - Expenditure on the acquisition of Non-current Assets or expenditure that extends the life or value of an existing asset.</p> <p>Council Fund - The fund to which all the Council’s revenue and capital expenditure is charged.</p> <p>Financing - The process of allocating resources to meet the cost of capital expenditure, which can be done on a project, asset or whole programme basis. This contrasts with making the invoice payments relating to capital expenditure, which should be managed within the authority’s overall treasury management policy.</p> <p>Housing Revenue Account - The fund to which all the Council’s revenue and capital expenditure relating to its housing stock is charged.</p> <p>Minimum Revenue Provision (MRP) – A charge made to the Council Fund to repay borrowing taken out for capital expenditure. Councils must determine their own prudent MRP charge each year, taking into consideration statutory guidance issued by the Welsh Government.</p> <p>Prudential Code - The code of practice drawn up by the Chartered Institute of Public Finance and Accountancy (CIPFA) to underpin the requirements of the Local Government Act 2003 in respect of an authority’s duty to determine the affordability, prudence and sustainability of its capital investment needs.</p> <p>Prudential Indicators - Required by the Prudential Code, these take the form of limits, estimates or actual figures used to support the local decision making process for capital investment.</p> <p>Unsupported Prudential Borrowing - Borrowing administered under the Prudential Code, whereby authorities can set their own policies on acceptable levels and types of borrowing. The Prudential Framework allows authorities to take out loans in response to overall cash flow forecasts and other factors provided they can show that the borrowing is to meet planned capital expenditure in the current year or the next three years.</p>



CABINET

Date of Meeting	Tuesday 13 th July, 2021
Report Subject	Interim Revenue Budget Monitoring Report 2021/22
Cabinet Member	Cabinet Member for Finance, Social Value and Procurement
Report Author	Corporate Finance Manager
Type of Report	Operational

EXECUTIVE SUMMARY

The report provides the first overview of the budget monitoring position for the 2021/22 financial year. Here we report by exception on significant variances which may impact on the financial position in 2021/22.

At this early stage and based on the high level assumptions included in the report the potential variations to budget identified by Portfolios equate to a minimum net additional expenditure requirement of £1m.

Our ability to mitigate financial risks arising from the pandemic in the first half of the year will largely depend on the continuation of funds for hardship and income loss by Welsh Government.

At this stage it is uncertain whether the Hardship Fund will be extended beyond September should current restrictions around the pandemic continue. There is no account taken of the financial risks arising should no additional funding be made available during a prolonged pandemic situation.

A full detailed monitoring report will be provided in September which will update on the overall financial position.

RECOMMENDATIONS

1	To note the report and the estimated financial impact on the 2021/22 budget.
2	To approve a £0.175m budget virement between Localities Services to Resources and Regulated Services within Older People's Purchasing budget and a £0.300m budget virement between Localities Services to Mental Health Residential Budget (paragraph 1.04 refers)
3	To approve the ring-fencing of allocations from the Contingency Reserve for Investment in Change (£0.400m) and Severe Weather (£0.250m)

REPORT DETAILS

1.00	EXPLAINING THE REVENUE BUDGET MONITORING 2021/22
1.01	The report provides the first overview of the budget monitoring position for the 2021/22 financial year and one which reports by exception on variances and financial risks only. The first full monthly in-year budget monitoring report will be reported in September, up to Month 4.
1.02	Emergency Grant Funding – Additional Costs Only The Local Government Hardship fund has been allocated £206.6m in the Welsh Government Final Budget 2021-22 to support local government for the first six months of 2021-22. The budget will continue to be monitored on a monthly basis with any additional funding allocations being based on the path of the pandemic and any additional funding from the UK Government. Claims will continue to be submitted on a monthly basis retrospectively for additional costs incurred up to the end of September, 2021. Claims of £1.436m have been submitted for additional costs incurred in April and May and the first quarterly income loss claim is due for submission by 15 July.
1.03	OVERVIEW OF THE IN-YEAR BUDGET POSITION The following paragraphs set out the significant variances and financial risks identified at this early stage by portfolio.
1.04	Social Services Up to £0.230m over budget Localities (£0.485m) under budget; The commissioned Older People's Residential Care budget is projected to underspend by (£0.338m) due to the costs of care being offset by income such as Free Nursing Care, ICF funding and property income. There are also projected underspends of (£0.050m) on the Minor Adaptations budget and (£0.058m) on the Localities staffing budget.

Disability Services £0.123m over budget; mostly due to the in-house supported living service based on the number of hours to deliver the required care within each supported living home.

Mental Health Services £0.719m over budget; - based on the net costs of current commissioned care packages within the Mental Health service.

Children's Services – Fostering £0.223m over budget; - due to the current demands on the service from the number of fostering placements although it is important to note that these placements are less expensive than alternative Out of County placements.

Children's Services - Legal & Third Party £0.406m over budget- due to the number of legal cases going through the courts and the use of external legal professionals. Direct payments also continue to increase in demand.

Children's Services - Professional Support £0.341m over budget; to support adequate levels of child protection; the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are therefore minimised and additional temporary posts are sometimes required to be able to meet the challenges and demands of Children's Services.

Hardship Funding for in-house care provision (£0.300m) under budget; Last year Welsh Government provided for Council Provided Care Services through the Social Services allocation within the Hardship Fund. The fund has been extended to the first part of the year but no announcement has been made regarding funding for quarters 3 and 4, although it is anticipated that there will be some funding available.

Additional Continuing Health Care Funding (CHC) (£0.300m) under budget: A post is to be filled to assist the Authority in securing additional CHC funding from the health service. This is a complicated and complex process and this post will bring expertise to support social work and other staff to ensure we are compliant with the framework and its requirements in relation to Local Authority (LA) responsibilities and thus generate additional contributions.

Integrated Care Fund (ICF) Slippage and Winter Pressures funding (£0.250m) under budget; In past years there has been slippage on some ICF projects which was eligible to be transferred to Local Authority provided services. There has also been additional funding provided by Welsh Government to offset Winter Pressure costs within Social Services. Based on this historic trend, it is assumed that one or both of these situations will occur again this financial year.

Flexible use of Children's Services Grants (£0.250m) under budget; Last financial year the pandemic restricted grant funded activities within Children's Services and due to this Welsh Government allowed a more flexible approach with some grants which were able to be used to fund some service costs normally funded from the Council's revenue budget. As not all services have returned to normal, it is highly likely that some flexibility will be allowed again this year.

	<p><u>Budget Virement</u> It is recommended that an amount of £0.175m is transferred from the Localities Services budget to Resources and Regulated Services within Older People.</p> <p>Marleyfield Older People’s Residential Care Home has been expanded to increase bed capacity, and this has meant an increase in the required annual running costs estimated to be £0.879m.</p> <p>Within the budget for 2020/21 and 2021/22 there was additional budget provided totalling £0.529m to meet this pressure in addition to an expected contribution from BCUHB of £0.150m.</p> <p>In addition efficiencies of £0.200m were identified as contributing towards the increased costs; £0.025m from within the Resources and Regulated Services Budget and £0.175m from the Localities Service budget. This virement request is being made to formally approve the transfer of £0.175m from the Localities Services budget to the Resources and Regulated Services budget within the Older People’s Service.</p> <p>It is recommended that an amount of £0.300m is transferred from the Localities Services budget to Mental Health Residential budget.</p> <p>The Mental Health Residential Care budget is coming under increasing financial pressure and continued net increases to the number of service users supported has meant there is now insufficient budget to meet the current projected costs.</p> <p>The Localities Budget in recent years has been underspending due to an increase in contributions from Welsh Government, BCUHB and property income. Approval is requested for the transfer of £0.300m from the Localities Services budget to the Mental Health Residential Budget to assist in reducing some of this financial pressure.</p>
1.05	<p>Education and Youth (Up to £0.143m) under budget</p> <p>The Early Entitlement service is projecting a surplus balance of £0.143m but relies heavily on funding from Welsh Government in relation to top-up payments to non-maintained settings. This funding is projected at £0.158m but it is still unclear this early in the financial year whether this funding will be confirmed.</p>
1.06	<p>Streetscene & Transportation Up to £0.100m over budget</p> <p>This potential overspend within the Transportation Service is based on the number of additional school days due to Easter school holidays not being until April 2022 and re-procurement of one of the local bus services.</p>
1.07	<p>Planning & Environment Up to £0.360m over budget</p> <p><u>Fee Income Shortfalls</u> Building Control fee income is projected to be £0.205m less than budget over a full year. Delayed income loss will be evaluated after the second quarter and we aim to recoup the loss from the WG Hardship Fund.</p>

	<p>Planning Fee income is projected to meet current income targets based on actual income received to date. However, based on historic full year income totals, there is a projected income loss in the range of £0.035m to £0.085m for a full year. Delayed income loss will be evaluated after the second quarter and we aim to recoup the loss from the WG Hardship Fund. Markets fees were reinstated at 100% from June, 2021 and initial projections indicate a potential shortfall of £0.030m dependant on whether any further restrictions are placed due to potential increase in infection rates.</p> <p>Licensing Fee Income is projecting a shortfall of £0.083m as a consequence of the pandemic, falling numbers in taxi and alcohol licensing.</p>
1.08	<p>Housing & Assets (Up to £0.150m) under budget</p> <p>Claims will continue to be made from the Hardship Fund for additional staffing costs within the Benefits Service in 2021/22 and to date a total of £0.055m has been claimed for the months of April and May. Subject to continuity of full funding for the amounts we have claimed will there may be a potential underspend on the staffing budget which was increased in 2021/22 to assist with resourcing demand levels.</p>
1.09	<p>Corporate Services (Up to £0.105m) under budget</p> <p>A saving of £0.075m - £0.105m is forecast based on projected vacancy savings.</p>
1.10	<p>Governance (Up to £0.200m) under budget</p> <p>Based on current income levels there is a potential surplus on the budgeted Council Tax Collection Fund in the region of (£0.200m).</p>
1.11	<p>Central & Corporate Finance (Up to £0.100m) under budget</p> <p>In the previous financial year there was a significant underspend in employer pension fund contributions of £0.495m and the budget for 2021/22 was adjusted by £0.300m. Based on the contributions to date and the previous year trend a positive variance between £0.080m and £0.100m is projected.</p>
1.12	<p>Open Risks</p> <p>Members were made aware when setting the budget that there were a number of open risks that would need to be kept under close review. An update on these is provided below.</p>
1.13	<p>Council Tax Income</p> <p>In 2020/21 the Council achieved an 'in-year' collection level of 97%, a reduction of 0.9% from the previous year, a shortfall of £0.900m in cash terms.</p> <p>Recovery processes have re-commenced in full which has had a positive response and indicates that the collection fund will recover over the coming</p>

	<p>months. Welsh Government have provided financial support of £22.6m across Wales in 2020/21 as a contribution towards these potential losses. As a result of this, the Council received an additional £1.051m which has been set aside in a provision to safeguard against potential future bad debts. The position will be closely monitored but at this stage no shortfall is projected to the year end.</p>
1.14	<p>Pay Award (Teacher and Non Teacher)</p> <p>Based on the UK Government position on public sector pay no general provision was included in the 2021/22 budget other than funding to reflect the intention to provide for those staff earning less than £24k.</p> <p><u>NJC (Green Book)</u> National negotiations are ongoing although based on the latest offer by Employers of a 1.5% uplift this would add a minimum further £0.160m to the pay bill for schools and £0.799m for non-schools. In the absence of any further funding being made available this will need to be met from the Contingency Reserve and built into the base budget from 2022/23.</p> <p><u>Teachers</u> National negotiations are ongoing although based on a 1.75% uplift this would add a minimum further £0.736m to the pay bill for schools in 2021/22, with the full year impact in 2022/23 being £1.282m. Representations will continue to be made for further funding to meet these additional costs, although if unsuccessful it is likely that the council and schools will need to cost share the burden.</p>
1.15	<p>Out of County Placements</p> <p>There is a significant pressure on this volatile budget arising from the full year impacts of new placements made during 2020/21, including several new high cost placements which were agreed in March after the budget for 2021/22 had been set. At present, the projected overspend for the current cohort of placements is £0.890m. With over 9 months of the year remaining and the high potential for further new placements to emerge, it is anticipated that the final overspend may be significantly in excess of £1m.</p>
1.16	<p>Benefits</p> <p>Council Tax Reduction Scheme (CTRS) – Based on current demand costs are currently within budget although a surge in demand is expected from October when the UK Government furlough scheme ends. At this stage it is unclear how WG funding support for CTRS will operate in 2021/22. There is however £0.105m within reserves which could accommodate some partial mitigation should it be required</p>
1.17	<p>Homelessness</p> <p>There is a risk that demands on the service will continue to increase with the impacts of removal of restrictions on landlords to seek repossessions. In addition, the economic impacts on residents in the rented sector and owner occupiers following the end of the furlough scheme at the end of September continue to cause concern.</p>

	There is additional support in place with strategic use of the increased Housing Support Grant funding, but this may still not be sufficient.
1.18	<p>Summary of Overall Financial Impact</p> <p>At this early stage, and based on the high level assumptions included in the report the potential variations to budget identified by Portfolios equate to a minimum net additional expenditure requirement of £1m.</p> <p>Our ability to mitigate financial risks arising from the pandemic in the first half of the year will largely depend on the continuation of funds for hardship and income loss by Welsh Government.</p> <p>At this stage it is uncertain whether the Hardship Fund will be extended beyond September should current restrictions around the pandemic continue. There is no account taken of the financial risks arising from the pandemic should no additional funding be made available during a prolonged situation.</p> <p>A full detailed monitoring report will be provided in September which will update on the overall financial position.</p>
1.19	<p>Unearmarked Reserves</p> <p>The final level of Council Fund Contingency Reserve brought forward into 2021/22 was £5.973m as detailed in the 2020/21 outturn report. However, this increases to £6.444m when taking account of the budgeted contribution to Reserves in the 2021/22 budget. This is the amount available for general purposes following the set-aside of £3.0m for a COVID-19 Emergency Funding. There is likely to be a requirement to meet any unfunded impacts of the pay awards from the Contingency Reserve as detailed in para 1.14 following the the outcome of the national pay award negotiations.</p>
1.20	<p>It is recommended that the following amounts are ringfenced from the Contingency Reserve to help manage future risks:</p> <ul style="list-style-type: none"> - Investment in Change (£0.400m) - Severe Weather (£0.250m)

2.00	RESOURCE IMPLICATIONS
2.01	As set out within the report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	The financial impacts of the emergency as set out in the report are a combination of actual costs and losses to date and estimates of costs and losses for the future. There is the possibility that the estimates will change

	over time. The budget will be monitored closely and mitigation actions taken wherever possible.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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4.01	None specific.
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5.00	APPENDICES
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5.01	None.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	Various budget records.
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7.00	CONTACT OFFICER DETAILS
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7.01	<p>Contact Officer: Dave Ledsham Strategic Finance Manager</p> <p>Telephone: 01352 704503</p> <p>E-mail: dave.ledsham@flintshire.gov.uk</p>
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8.00	GLOSSARY OF TERMS
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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>Intermediate Care Fund: Funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.</p>
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Projected Outturn: projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.

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.

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.

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.

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

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CABINET

Date of Meeting	Tuesday 13 th July 2021
Report Subject	Annual Review of Fees and Charges 2021
Cabinet Member	Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

The 2021 review of fees and charges has been completed in line with the Council's Income Generation Policy, which sets out the rationale and process for an annual review of fees and charges. The outcome of this review is set out in Appendix A and will apply from 1st October 2021.

Applying the principles contained within the Council's Income Generation Policy, version two of which was endorsed by Cabinet in July 2020, has ensured that any changes to charging has been appropriately managed under the 2021 review.

This report also outlines the requirements of the annual review of fees and charges for 2022, particularly for those fees and charges subject to an inflationary uplift every three years.

RECOMMENDATIONS

1	That Cabinet approves the schedule of fees and charges documented in Appendix A for implementation on 1 st October 2021.
2	That Cabinet requests that a customer friendly version of the schedule of fees and charges, documented in Appendix A, to be produced and published.
3	That Cabinet notes the requirements of the annual review of fees and charges for 2022 and requests that the detail of the extent of the achievement of these requirements is captured in the annual review of fees and charges report for 2022, to be brought to Cabinet in July 2022.

REPORT DETAILS

1.00	EXPLAINING THE LATEST POSITION ON FEES AND CHARGES
1.01	Background The Council provides a wide array of services, some of which customers are required to pay a fee or charge for. The income generated from these fees and charges forms part of the strategy of options to meet the Medium Term Financial Strategy (MTFS).
1.02	The Council's rationale and guiding principles for charging is set out in its Income Generation Policy, version two of which was endorsed by Cabinet in July 2020.
1.03	The Policy requires an annual review of all fees and charges to be reported to Cabinet in July of each year in advance of implementation on 1 st October each year.
1.04	Annual Review of Fees and Charges 2021 The 2021 annual review of fees and charges has been completed and the results of this review are presented in Appendix A, as a collated schedule of fees and charges to be applied from 1 st October 2021 (unless otherwise stated).
1.05	In alignment with the Council's Income Generation Policy the review: <ul style="list-style-type: none">• Is linked to the Medium Term Financial Strategy, work for which is running concurrently;• Has been conducted annually and is being reported to Cabinet in July prior to implementation; and• Had a default position of increasing in line with inflation for all applicable fees and charges.
1.06	One of the principles of the Council's Policy on fees and charges is that charges are transparent and communicated to customers with reasonable notice. To fulfil this principle, it is proposed that a customer friendly version of the 2021 schedule of fees and charges, containing the key information presented in Appendix A, is produced and published on the Council's website.
1.07	Looking Forward: 2022 Annual Review of Fees and Charges In July 2019 and as formalised in version two of the Income Generation Policy in 2020, Cabinet agreed that all fees and charges should achieve full cost recovery or market comparable rate wherever possible, with a phased approach to achieving this by October 2022 for those fees and charges that were not already doing so.
1.08	In addition, it was agreed that some fees and charges applicable for an annual inflation uplift would only be uplifted every three years, with an uplift equivalent to the two preceding years, plus current year, inflation amounts. In most, but not all cases, this applies to fees and charges so small that an annual uplift is not practical.

1.09	These two factors will require a more thorough review of fees and charges under the 2022 annual review. It will be necessary to demonstrate whether or not full cost recovery is being achieved by all applicable fees and charges and to apply the three yearly uplifts to relevant fees and charges. This process will be instigated, co-ordinated and overseen by the Corporate Finance Team.
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2.00	RESOURCE IMPLICATIONS
2.01	The generation of income from fees and charges is part of the strategy of options to meet the challenge of the MTFS.
2.02	Estimations of income generated through the application of fees and charges, and any increases to them, is monitored and factored into budget setting and the MTFS. The 2021/22 budget for income generated through fees and charges is circa. £17m.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	As this report presents an annual, operational update report on progress against the process and policy for conducting the annual review of fees and charges, no Integrated Impact Assessment (IIA) has been completed.
3.02	In line with the Council's Income Generation Policy, applicable fees and charges have been subject to an annual inflation uplift using one of the three agreed inflation indices: the normative Consumer Prices Index including owner occupier Housing costs (CPIH) 12 month rolling rate as of March (1% for March 2021); market rate comparable changes; or the Council's inflation rate. This ensures that relative increases are applied and managed responsibly.
3.03	Whilst it is not the purpose of this report to outline the impact of the COVID-19 pandemic on income generation through fees and charges, it should be noted that demand for some services may not have fully recovered and in some areas fees and charges have been temporarily suspended.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	The principles and process for the annual review of fees and charges were considered and endorsed by the Corporate Resources and Overview Scrutiny Committee and Cabinet in July 2019. These were included within the Council's Income Generation Policy (version two), which was endorsed by Cabinet in July 2020.
4.02	The annual review of fees and charges, and introduction of any new fees or charges, is overseen and monitored by Portfolio Programme Boards.

4.03	New discretionary fees and charges are approved under Delegated Powers/Authority processes, prior to which an IIA should have been completed considering the Sustainable Development Principles, Wellbeing Goals and Council's Wellbeing Objectives, along with any potential equality and/or diversity issues.
4.04	For the purposes of transparency it is recommended that Cabinet request a customer friendly version of the schedule of fees and charges, which shows the frequency of charging (one off, weekly, monthly, etc.), is produced and published for 2021.

5.00	APPENDICES
5.01	Appendix A: 2021 Schedule of Fees and Charges

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	The 2019 Fees and Charges Report to Cabinet, along with recommendations and decisions, can be accessed online: https://committeemeetings.flintshire.gov.uk/ieIssueDetails.aspx?IId=27693&PlanId=0&Opt=3#AI19191&LLL=0
6.02	The 2020 Fees and Charges Report to Cabinet, along with version two of the Income Generation Policy can be accessed online: https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=391&MId=4462&Ver=4&LLL=0

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Kelly Oldham-Jones, Income Generation and Marketing Manager Telephone: 01352 702143 E-mail: kelly.oldham-jones@flintshire.gov.uk

8.00	GLOSSARY OF TERMS These are provided corporately on the Infonet (link) and maintained by the Executive Office
8.01	Full cost recovery: the fees and charges applied for services cover both the direct and indirect costs of service delivery/provision <ul style="list-style-type: none"> • Direct costs: costs that are completely associated with the delivery of a service or production of a product. • Indirect costs: also known as overheads these are the costs that are incurred by organisations as part of their operations but which are not directly attributable to a specific service or product.

Income Generation Policy: the Council's Policy which sets the rationale for income generation, including the setting and review of fees and charges

Inflation index: is a tool that measures the rate of inflation (rises in prices).

Inflation uplift: increase in price based on an inflation index

Integrated Impact Assessment (IIA): systematic analysis of a service or policy to identify the potential effects on different groups and/or the environment with an aim to then minimise any negative impacts and enhance any positive impacts.

Market rate: is the usual price charged for goods and services.

Medium Term Financial Strategy (MTFS): 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.

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Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Allotments									
Allotments 1/2 Plot	Discretionary	Outside scope	£30.45	£0.30	1	£30.75	Not applicable	£30.75	
Allotments - Full Plot	Discretionary	Outside scope	£60.90	£0.61	1	£61.51	Not applicable	£61.51	
Building Conservation - Pre-Application and Pre-Purchase									
General Advice	Discretionary	Outside scope	Free	Not applicable	0	Free	Not applicable	Free	
Advice Meeting	Discretionary	Outside scope	£55	Not applicable	0	£55	Not applicable	£55	
Detailed Advice Site Visit	Discretionary	Outside scope	£95	Not applicable	0	£95	Not applicable	£95	
Written Report - small/medium site	Discretionary	Outside scope	£50	Not applicable	0	£50	Not applicable	£50	
Written Report - large site	Discretionary	Outside scope	£65	Not applicable	0	£65	Not applicable	£65	
Technical Advice (per hour)	Discretionary	Outside scope	£40	Not applicable	0	£40	Not applicable	£40	
Building Control									
Site history/compliance check (per hour)	Discretionary	Outside scope	£65	£0.65	1	£65.65	Not applicable	£65.65	
Buy with Confidence Scheme									
Application Fee - 0 to 5 employees	Statutory	Standard Rate	£125	£0	0	£125	£25	£150	Fees set collaboratively - all N. Wales Trading Standards Depts. Reviewed annually
Annual Subscriptions fee - 0 to 5 employees	Statutory	Standard Rate	£250	£0	0	£250	£50.00	£300.00	
Application Fee - 6 to 20 employees	Statutory	Standard Rate	£167	£0	0	£167	£33.40	£200.40	
Annual Subscriptions fee - 6 to 20 employees	Statutory	Standard Rate	£375	£0	0	£375	£75.00	£450.00	
Application Fee - 21 to 49 employees	Statutory	Standard Rate	£208	£0	0	£208	£41.60	£249.60	
Annual Subscription fee - 21 to 49 employees	Statutory	Standard Rate	£500	£0	0	£500	£100.00	£600.00	
Application Fee - 50 plus employees	Statutory	Standard Rate	POA	£0	0	POA	POA	POA	
Annual Subscription fee - 50 plus employees	Statutory	Standard Rate	POA	£0	0	POA	POA	POA	
Cemeteries									
Earth Graves - Resident									
Plot Reservation/Cost	Discretionary	Outside scope	£296.94	£2.97	1	£299.91	Not applicable	£299.91	
New Grave single depth 4'6"	Discretionary	Outside scope	£818.10	£8.18	1	£826.28	Not applicable	£826.28	
New Grave double depth 6'0"	Discretionary	Outside scope	£899.91	£9.00	1	£908.91	Not applicable	£908.91	
New Grave triple depth 8'0"	Discretionary	Outside scope	£963.54	£9.64	1	£973.18	Not applicable	£973.18	
Re-open Existing Grave to depth 4'6"	Discretionary	Outside scope	£581.76	£5.82	1	£587.58	Not applicable	£587.58	
Re-open Existing Grave to depth 6'0"	Discretionary	Outside scope	£668.62	£6.69	1	£675.31	Not applicable	£675.31	
Re-open Existing Grave to depth 8'0"	Discretionary	Outside scope	£751.44	£7.51	1	£758.95	Not applicable	£758.95	
Earth Graves - Non-Resident									
Plot Reservation/Cost	Discretionary	Outside scope	£595.91	£5.96	1	£601.87	Not applicable	£601.87	
New Grave single depth 4'6"	Discretionary	Outside scope	£1,643.45	£16.43	1	£1,659.88	Not applicable	£1,659.88	
New Grave double depth 6'0"	Discretionary	Outside scope	£1,808.63	£18.09	1	£1,826.71	Not applicable	£1,826.71	
New Grave triple depth 8'0"	Discretionary	Outside scope	£1,936.17	£19.36	1	£1,955.54	Not applicable	£1,955.54	
Re-open Existing Grave to depth 4'6"	Discretionary	Outside scope	£1,168.81	£11.69	1	£1,180.50	Not applicable	£1,180.50	
Re-open Existing Grave to depth 6'0"	Discretionary	Outside scope	£1,344.45	£13.44	1	£1,357.89	Not applicable	£1,357.89	
Re-open Existing Grave to depth 8'0"	Discretionary	Outside scope	£1,509.63	£15.10	1	£1,524.73	Not applicable	£1,524.73	
Burial of Casket After Cremation - Resident									
Plot Reservation/Cost	Discretionary	Outside scope	£118.14	£1.18	1	£119.32	Not applicable	£119.32	
New Cremation Plot/Burial	Discretionary	Outside scope	£237.32	£2.37	1	£239.69	Not applicable	£239.69	
Each ashes interment (re-open)	Discretionary	Outside scope	£147.41	£1.47	1	£148.88	Not applicable	£148.88	
Burial of Casket After Cremation - Non-Resident									
Plot Reservation/Cost	Discretionary	Outside scope	£236.27	£2.36	1	£238.63	Not applicable	£238.63	
New Cremation Plot/Burial	Discretionary	Outside scope	£474.63	£4.75	1	£479.38	Not applicable	£479.38	
Each ashes interment (re-open)	Discretionary	Outside scope	£294.82	£2.95	1	£297.77	Not applicable	£297.77	
Interments for Persons of No Fixed Abode									
Common grave space (no exclusive right of burial) Resident	Discretionary	Outside scope	£312.59	£3.13	1	£315.72	Not applicable	£315.72	
Common grave space (no exclusive right of burial) Non Resident	Discretionary	Outside scope	£625.18	£6.25	1	£631.43	Not applicable	£631.43	
Bricked Graves - Resident									
Plot Reservation	Discretionary	Outside scope	£314.65	£3.15	1	£317.80	Not applicable	£317.80	
New Bricked Single Depth 4' 6"	Discretionary	Outside scope	£938.88	£9.39	1	£948.26	Not applicable	£948.26	
New Bricked Double Depth 6'	Discretionary	Outside scope	£1,026.17	£10.26	1	£1,036.43	Not applicable	£1,036.43	
Re Open Bricked Single Depth 4' 6"	Discretionary	Outside scope	£657.72	£6.58	1	£664.30	Not applicable	£664.30	
Re Open Bricked Double Depth 6'	Discretionary	Outside scope	£819.11	£8.19	1	£827.30	Not applicable	£827.30	
Bricking of Whole Chamber & Concrete Slab (in addition to above excavation) Breeze Block - Single Depth 4' 6"	Discretionary	Outside scope	£1,206.84	£12.07	1	£1,218.90	Not applicable	£1,218.90	
Bricking of Whole Chamber & Concrete Slab (in addition to above excavation) Breeze Block - Double Depth 6'	Discretionary	Outside scope	£1,397.66	£13.98	1	£1,411.63	Not applicable	£1,411.63	
Conventional Brick - Single Depth 4' 6"	Discretionary	Outside scope	£1,475.81	£14.76	1	£1,490.57	Not applicable	£1,490.57	
Conventional Brick - Double Depth 6'	Discretionary	Outside scope	£1,770.16	£17.70	1	£1,787.86	Not applicable	£1,787.86	
Bricked Graves Non-Resident									
Plot Reservation	Discretionary	Outside scope	£629.36	£6.29	1	£635.65	Not applicable	£635.65	
New Bricked Single Depth 4' 6"	Discretionary	Outside scope	£1,877.63	£18.78	1	£1,896.40	Not applicable	£1,896.40	
New Bricked Double Depth 6'	Discretionary	Outside scope	£2,051.17	£20.51	1	£2,071.68	Not applicable	£2,071.68	
Re Open Bricked Single Depth 4' 6"	Discretionary	Outside scope	£1,316.22	£13.16	1	£1,329.38	Not applicable	£1,329.38	
Re Open Bricked Double Depth 6'	Discretionary	Outside scope	£1,637.17	£16.37	1	£1,653.55	Not applicable	£1,653.55	
Bricking of Whole Chamber & Concrete Slab (in addition to above excavation) Breeze Block - Single Depth 4' 6"	Discretionary	Outside scope	£1,206.45	£12.06	1	£1,218.51	Not applicable	£1,218.51	
Bricking of Whole Chamber & Concrete Slab (in addition to above excavation) Breeze Block - Double Depth 6'	Discretionary	Outside scope	£1,397.77	£13.98	1	£1,411.74	Not applicable	£1,411.74	
Conventional Brick - Single Depth 4' 6"	Discretionary	Outside scope	£1,476.18	£14.76	1	£1,490.94	Not applicable	£1,490.94	
Conventional Brick - Double Depth 6'	Discretionary	Outside scope	£1,769.95	£17.70	1	£1,787.65	Not applicable	£1,787.65	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Bricked Graves - Resident and Non-Resident									
Whitewash Charges - Single Depth 4' 6"	Discretionary	Outside scope	£81.55	£0.82	1	£82.36	Not applicable	£82.36	
Whitewash Charges - Double Depth 6'	Discretionary	Outside scope	£101.41	£1.01	1	£102.42	Not applicable	£102.42	
Other Fees									
Right to erect headstone	Discretionary	Outside scope	£149.50	£1.49	1	£150.99	Not applicable	£150.99	
Right to erect tablet	Discretionary	Outside scope	£77.36	£0.77	1	£78.14	Not applicable	£78.14	
Additional inscription	Discretionary	Outside scope	£36.59	£0.37	1	£36.96	Not applicable	£36.96	
Saturday burials (in addition to normal charge) Resident	Discretionary	Outside scope	£360.68	£3.61	1	£364.29	Not applicable	£364.29	
Saturday burials (in addition to normal charge) Non Resident	Discretionary	Outside scope	£721.36	£7.21	1	£728.57	Not applicable	£728.57	
Saturday ashes interment (in addition to normal charge) Resident	Discretionary	Outside scope	£94.09	£0.94	1	£95.03	Not applicable	£95.03	
Saturday ashes interment (in addition to normal charge) Non Resident	Discretionary	Outside scope	£188.18	£1.88	1	£190.06	Not applicable	£190.06	
Use of chapel (1 hr)	Discretionary	Outside scope	£135.91	£1.36	1	£137.27	Not applicable	£137.27	
Exclusive Right of Burial Transfer of Ownership	Discretionary	Outside scope	£31.47	£0.31	1	£31.78	Not applicable	£31.78	
Exclusive Right of Burial Transfer of Ownership (Statutory Declaration)	Discretionary	Outside scope	£46.69	£0.47	1	£47.16	Not applicable	£47.16	
Supply & Fix Memorial Bench (Monmouth)	Discretionary	Standard Rate	£840.72	£8.41	1	£849.12	£169.82	£1,018.95	
Supply & Fix Memorial Bench (Colwyn)	Discretionary	Standard Rate	£840.72	£8.41	1	£849.12	£169.82	£1,018.95	
Supply & Fix Memorial Bench (Cavendish)	Discretionary	Standard Rate	£885.15	£8.85	1	£894.00	£178.80	£1,072.80	
Supply & Fix Memorial Bench (Westminster)	Discretionary	Standard Rate	£960.07	£9.60	1	£969.67	£193.93	£1,163.61	
Memorial Plaque (Kelsterton Garden of Remembrance)	Discretionary	Standard Rate	£171.63	£1.72	1	£173.34	£34.67	£208.01	
Memorial Plaque (space reservation)	Discretionary	Standard Rate	£124.58	£1.25	1	£125.83	£25.17	£150.99	
Child's Memorial Plaque (Row 1)	Discretionary	Standard Rate	£0.00	Not applicable		£0.00	£0.00	£0.00	Welsh Government Guidelines stipulate this service should be offered free of charge
Child's Memorial Plaque (Row 2)	Discretionary	Standard Rate	£0.00	Not applicable		£0.00	£0.00	£0.00	
Child's Memorial Plaque (Row 3)	Discretionary	Standard Rate	£0.00	Not applicable		£0.00	£0.00	£0.00	
Child's Memorial Plaque (Row 4)	Discretionary	Standard Rate	£0.00	Not applicable		£0.00	£0.00	£0.00	
Child's Memorial Plaque (Row 5)	Discretionary	Standard Rate	£0.00	Not applicable		£0.00	£0.00	£0.00	
Carelink									
Alarm installation Unless relief applies	Discretionary	Exempt	£25.38	£0.00	0	£25.38	Not applicable	£25.38	Full review to be conducted in year
Alarm Monitoring - weekly charge Unless relief applies	Discretionary	Exempt	£2.20	£0.00	0	£2.20	Not applicable	£2.20	
Civil Parking Enforcement									
Higher rate Penalty Charge Notice	Statutory	Outside scope	£70	Not applicable	0	£70	Not applicable	£70	
Higher rate Penalty Charge Notice - payment within 14 days	Statutory	Outside scope	£35	Not applicable	0	£35	Not applicable	£35	
Higher rate Penalty Charge Notice - Charge Certificate	Statutory	Outside scope	£105	Not applicable	0	£105	Not applicable	£105	
Lower rate Penalty Charge Notice	Statutory	Outside scope	£50	Not applicable	0	£50	Not applicable	£50	
Lower rate Penalty Charge Notice - payment within 14 days	Statutory	Outside scope	£25	Not applicable	0	£25	Not applicable	£25	
Lower rate Penalty Charge Notice - Charge Certificate	Statutory	Outside scope	£75	Not applicable	0	£75	Not applicable	£75	
Countryside									
Hire of Wepre field	Discretionary	Exempt	£406.00	£4.06	1	£410.06	Not applicable	£410.06	
Hire of Buckley field	Discretionary	Exempt	£406.00	£4.06	1	£410.06	Not applicable	£410.06	
Hire of Garden Room (per hour)	Discretionary	Exempt	£15.73	£0.16	1	£15.89	Not applicable	£15.89	
Hire of Garden Room Half Day (4 hours)	Discretionary	Exempt	£52.27	£0.52	1	£52.80	Not applicable	£52.80	
Hire of Garden Room Full Day (8 hours)	Discretionary	Exempt	£83.74	£0.84	1	£84.57	Not applicable	£84.57	
Education Visit Wepre Half Day - per child Minimum £60 for 2 hours	Discretionary	Outside scope	£3.00	Not applicable	0	£3	Not applicable	£3	Annual uplift to be applied every three years with the first uplift due in 2022
Education Visit Wepre Full Day - per child Minimum £80 for 4 hours	Discretionary	Outside scope	£4.00	Not applicable	0	£4	Not applicable	£4	
Evening ranger talk	Discretionary	Outside scope	£33.50	£0.33	1	£33.83	Not applicable	£33.83	
Domestic Energy Efficiency Project (DEEP)									
LA Flex Declarations	Discretionary	Standard Rate	£101.50	£1.02	1	£102.52	£20.50	£123.02	
Electoral Services									
Full register of electors and the notice of alteration (data format)	Statutory	Outside scope	£20	Not applicable	0	£20	Not applicable	£20	
For each 1,000 entries (or part thereof) of full register (data format)	Statutory	Outside scope	£1.50	Not applicable	0	£1.50	Not applicable	£1.50	
Full register of electors and the notice of alteration (printed format)	Statutory	Outside scope	£10	Not applicable	0	£10	Not applicable	£10	
For each 1,000 entries (or part thereof) of full register (printed format)	Statutory	Outside scope	£5	Not applicable	0	£5	Not applicable	£5	
List of overseas electors (data format)	Statutory	Outside scope	£20	Not applicable	0	£20	Not applicable	£20	
For each 100 entries (or part thereof) overseas electors (data format)	Statutory	Outside scope	£1.50	Not applicable	0	£1.50	Not applicable	£1.50	
List of overseas electors (printed format)	Statutory	Outside scope	£10	Not applicable	0	£10	Not applicable	£10	
For each 100 entries (or part thereof) of overseas electors (printed format)	Statutory	Outside scope	£5	Not applicable	0	£5	Not applicable	£5	
Edited register (data format)	Statutory	Outside scope	£20	Not applicable	0	£20	Not applicable	£20	
For each 1,000 entries (or part thereof) edited register (data format)	Statutory	Outside scope	£1.50	Not applicable	0	£1.50	Not applicable	£1.50	
Edited register (printed format)	Statutory	Outside scope	£10	Not applicable	0	£10	Not applicable	£10	
For each 1,000 entries (or part thereof) edited register (printed format)	Statutory	Outside scope	£5	Not applicable	0	£5	Not applicable	£5	
Marked electoral registers and absent voters' lists	Statutory	Outside scope	£10	Not applicable	0	£10	Not applicable	£10	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Per 1,000 entries (or part thereof) marked electoral registers (printed)	Statutory	Outside scope	£2	Not applicable	0	£2	Not applicable	£2	
Per 1,000 entries (or part thereof) marked electoral registers (data)	Statutory	Outside scope	£1	Not applicable	0	£1	Not applicable	£1	
Overseas pensions - proof of life confirmation (at County Hall)	Statutory	Outside scope	£20	Not applicable	0	£20	Not applicable	£20	
Overseas pensions - proof of life confirmation (at home)	Statutory	Outside scope	£40	Not applicable	0	£40	Not applicable	£40	
Enforcement Agent fees									
Compliance Notice	Statutory	Outside scope	£75	Not applicable	0	£75	Not applicable	£75	
Enforcement Visit	Statutory	Outside scope	£235	Not applicable	0	£235	Not applicable	£235	
Enforcement Visit - debt over £1,500	Statutory	Outside scope	Plus 7.5%	Not applicable	0	Plus 7.5%	Not applicable	Plus 7.5%	
Removal Fee	Statutory	Outside scope	£110	Not applicable	0	£110	Not applicable	£110	
Removal Fee - debt over £1,500	Statutory	Outside scope	Plus 7.5%	Not applicable	0	Plus 7.5%	Not applicable	Plus 7.5%	
Environmental Permitting									
The local authority permits for part B installations and mobile plant and solvent emission activities (fees and charges)(Wales) scheme 2016	Statutory	Outside scope		Not applicable					Up to date information on fees is available online at: https://gov.wales/local-authority-permits-part-b-installations-and-mobile-plant-and-solvent-emission-activities-fees
Explosives and Petroleum									
Storage of explosives up to 2000kg	Statutory	Outside scope		Not applicable					The schedule of fees can be found under Schedule 7; Part 3; of the Health and Safety and Nuclear Fees Regulations 2016. Available from: http://www.legislation.gov.uk/ukSI/2016/253/made
Petroleum (Consolidation) Regulations 2014	Statutory	Outside scope		Not applicable					The schedule of fees can be found under Schedule 7; Part 5; Regulation 6 and 14 of the Health and Safety and Nuclear Fees Regulations 2016. Available from: http://www.legislation.gov.uk/ukSI/2016/253/made
Food Export Certificate									
Food Export Certificate	Discretionary	Outside scope	£51.00	£0.51	1	£51.51	Not applicable	£51.51	
Food Export Certificate visit (if required) - per hour	Discretionary	Outside scope	£68	£0.68	1	£68.68	Not applicable	£68.68	
Food Hygiene Rating Scheme - Re-rating									
Re-rating inspection	Statutory	Outside scope	£180	£0	0	£180.00	Not applicable	£180.00	
Food Safety Business Advice									
Food Safety Business Advice - up to two hours	Discretionary	Outside scope	£152	£1.52	1	£153.77	Not applicable	£153.77	
Food Voluntary Surrender Certificate									
Food Voluntary Surrender Certificate	Discretionary	Outside scope	£51.00	£0.51	1	£51.51	Not applicable	£51.51	
Food Voluntary Surrender Certificate visit (required) - per hour	Discretionary	Outside scope	£68	£0.68	1.00	£68.68	Not applicable	£68.68	
Health and Safety									
Factual Statement - per hour	Discretionary	Outside scope	£67	£0.67	1.00	£67.67	Not applicable	£67.67	
Highway Network									
Section 50 licence	Statutory	Outside scope	£551	£11	2.00	£562	Not applicable	£562	Highways Network fees and charges are subject to review and change in April of each year. Prices shown are correct for April 2021 to March 2022 inclusive. Council/local inflation index used to achieve cost recovery within statutory recharging scheme
Emergency road closure	Statutory	Outside scope	£809	£16.00	1.98	£825	Not applicable	£825	
Temporary traffic order	Statutory	Outside scope	£1,967	£39.00	1.98	£2,006	Not applicable	£2,006	
Switching off of traffic lights (during working day)	Statutory	Outside scope	£132	£2.00	1.52	£134	Not applicable	£134	
Switching off of traffic lights (out of hours)	Statutory	Outside scope	£197	£3.00	1.52	£200	Not applicable	£200	
Bus stop closure (during working day)	Statutory	Outside scope	£132	£2.00	1.52	£134	Not applicable	£134	
Bus stop closure (out of hours)	Statutory	Outside scope	£197	£3.00	1.52	£200	Not applicable	£200	
Skip and Scaffold Licence	Statutory	Outside scope	£60	£0.00	0.00	£60	Not applicable	£60	
Unauthorised Scaffolding/Skip	Statutory	Outside scope	£154	£0.00	0.00	£154	Not applicable	£154	
Consent to temporarily deposit building materials etc.	Statutory	Outside scope	£44	£0.00	0.00	£44	Not applicable	£44	
Unauthorised consent to temporarily deposit building materials etc.	Statutory	Outside scope	£154	£0.00	0.00	£154	Not applicable	£154	
Land Charges									
Land Charges - LLC1 only (whole part of register)	Statutory	Not applicable	£6	Not applicable	0	£6	Not applicable	£6	Current fees achieve full cost recovery and are to remain the same for 2021/22
Full Official Search £6 LLC1 fee included, for which VAT is not applicable	Statutory	Standard Rate	£120.43	£0.00	0.00	£120.43	£22.89	£143.32	
CON29 enquiries only	Statutory	Standard Rate	£114.43	£0	0.00	£114.43	£22.89	£137.32	
CON29 optional enquiries (each)	Statutory	Standard Rate	£12.57	£0.00	0.00	£12.57	£2.51	£15.08	
Applicant's additional question	Statutory	Standard Rate	£24.52	£0.00	0.00	£24.52	£4.90	£29.42	
Additional Parcel of land (each) £1 LLC1 element included, for which VAT is not applicable	Statutory	Standard Rate	£13.58	£0.00	0.00	£13.58	£2.52	£16.10	
Expedited Search (official search)	Statutory	Standard Rate	£28.92	£0.00	0.00	£28.92	£5.78	£34.70	
Liability Orders									
Council Tax	Statutory	Outside scope	£70	Not applicable	0	£70	Not applicable	£70	
Business Rates	Statutory	Outside scope	£70	Not applicable	0	£70	Not applicable	£70	
Licensing									
HMO/Housing									
HMO Licence application fee for the first five units:	Discretionary	Outside scope	£324.00	£3.24	1.00	£327.24	Not applicable	£327.24	
HMO each additional unit:	Discretionary	Outside scope	£31.00	£0.31	1.00	£31.31	Not applicable	£31.31	
Service of an Improvement/Prohibition/ Emergency Prohibition Notice under Housing Act 2004	Discretionary	Outside scope	£317.00	£3.17	1.00	£320.17	Not applicable	£320.17	
Immigration Housing Inspections	Discretionary	Outside scope	£106.00	£1.06	1.00	£107.06	Not applicable	£107.06	
Caravan and Residential Licences									
Non-principle residence									
New Site Licences Application 0-14 units	Discretionary	Outside scope	£348	£3.48	1.00	£351.48	Not applicable	£351.48	
New Site Licences Application 15-49 units	Discretionary	Outside scope	£413	£4.13	1.00	£417.13	Not applicable	£417.13	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
New Site Licences Application 50+ units	Discretionary	Outside scope	£435	£4.35	1.00	£439.35	Not applicable	£439.35	
Variation of existing licence	Discretionary	Outside scope	£217	£2.17	1.00	£219.17	Not applicable	£219.17	
Private Hire/ Hackney Carriage Driver Licence									
Pre Licensing Checks for new Driver	Discretionary	Outside scope	£187.00	£1.87	1.00	£188.87	Not applicable	£188.87	
Grant of 3 year Joint Driver Licence	Discretionary	Outside scope	£120.00	£1.20	1.00	£121.20	Not applicable	£121.20	
Grant of 12 month Joint Driver Licence	Discretionary	Outside scope	£64.00	£0.64	1.00	£64.64	Not applicable	£64.64	
Renewal 1 year	Discretionary	Outside scope	£156.00	£1.56	1.00	£157.56	Not applicable	£157.56	
Renewal 3 year	Discretionary	Outside scope	£212.00	£2.12	1.00	£214.12	Not applicable	£214.12	
Vehicle Plate Deposit	Discretionary	Outside scope	£15.00	£0.15	1	£15.15	Not applicable	£15.15	
Replacement Plate	Discretionary	Outside scope	£15.00	£0.15	1	£15.15	Not applicable	£15.15	
Enhanced DBS Check (Set by DBS)	Discretionary	Outside scope	£44.00	-£4.00	-9.09	£40	Not applicable	£40	
Change of Vehicle Reg.	Discretionary	Outside scope	£30.00	£0.30	1	£30.30	Not applicable	£30.30	
Missed Appointment	Discretionary	Outside scope	£26.00	£0.26	1	£26.26	Not applicable	£26.26	
Private Hire and Hackney Carriages									
Private Hire Operator Licence (grant or renewal) 5 year	Discretionary	Outside scope	£619.00	£6.19	1.00	£625.19	Not applicable	£625.19	
Private Hire Operator Licence (grant or renewal) 1 year	Discretionary	Outside scope	£251.00	£2.51	1.00	£253.51	Not applicable	£253.51	
Transfer of Licence (vehicle)	Discretionary	Outside scope	£81.00	£0.81	1.00	£81.81	Not applicable	£81.81	
Transfer of licence (operator)	Discretionary	Outside scope	£94.00	£0.94	1.00	£94.94	Not applicable	£94.94	
New vehicle - six monthly	Discretionary	Outside scope	£103.00	£1.03	1.00	£104.03	Not applicable	£104.03	
Renewal vehicle - six monthly	Discretionary	Outside scope	£87.00	£0.87	1.00	£87.87	Not applicable	£87.87	
Animal Licensing									
Animal Boarding	Discretionary	Outside scope	£143.00	£1.43	1.00	£144.43	Not applicable	£144.43	
Home Boarding of Dogs	Discretionary	Outside scope	£102.00	£1.02	1.00	£103.02	Not applicable	£103.02	
Animal Breeding	Discretionary	Outside scope	£222.00	£2.22	1.00	£224.22	Not applicable	£224.22	
Dangerous Wild Animals Vet fees for first inspection are charged for in addition	Discretionary	Outside scope	£213.00	£2.13	1.00	£215.13	Not applicable	£215.13	
Pet Shops Vet fees for first inspection are charged for in addition	Discretionary	Outside scope	£138.00	£1.38	1.00	£139.38	Not applicable	£139.38	
Riding Establishments	Discretionary	Outside scope	£138.00	£1.38	1.00	£139.38	Not applicable	£139.38	
Zoos Vet fees for first inspection are charged for in addition	Discretionary	Outside scope	£157.00	£1.57	1.00	£158.57	Not applicable	£158.57	
Other Licences									
Sex Establishments and Sexual Entertainment Venues	Discretionary	Outside scope	£980.00	£9.80	1	£989.80	Not applicable	£989.80	
Scrap Metal Dealer 3 year - Site (not due until 2020)	Discretionary	Outside scope	£597.00	£5.97	1.00	£602.97	Not applicable	£602.97	
Scrap Metal Dealer 3 year - Collector (not due until 2020)	Discretionary	Outside scope	£231.00	£2.31	1.00	£233.31	Not applicable	£233.31	
Sunday Trading - Loading Control Area	Discretionary	Outside scope	£79.00	£0.79	1.00	£79.79	Not applicable	£79.79	
Gaming Establishments									
Bingo Premises Licence fees									
New	Statutory	Outside scope	£3,500.00	Not applicable	0	£3,500	Not applicable	£3,500	
Annual Fee	Statutory	Outside scope	£800.00	Not applicable	0	£800	Not applicable	£800	
Variation	Statutory	Outside scope	£1,400.00	Not applicable	0	£1,400	Not applicable	£1,400	
Transfer	Statutory	Outside scope	£960.00	Not applicable	0	£960	Not applicable	£960	
Re-instatement Fee	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Provisional Statement	Statutory	Outside scope	£3,500.00	Not applicable	0	£3,500	Not applicable	£3,500	
Provisional Statement Holders	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Copy Licence	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Notification of Change	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Adult Gaming Premises Licence fees									
New	Statutory	Outside scope	£2,000.00	Not applicable	0	£2,000	Not applicable	£2,000	
Annual Fee	Statutory	Outside scope	£800.00	Not applicable	0	£800	Not applicable	£800	
Variation	Statutory	Outside scope	£800.00	Not applicable	0	£800	Not applicable	£800	
Transfer	Statutory	Outside scope	£960.00	Not applicable	0	£960	Not applicable	£960	
Re-instatement Fee	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Provisional Statement	Statutory	Outside scope	£2,000.00	Not applicable	0	£2,000	Not applicable	£2,000	
Provisional Statement Holders	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Copy Licence	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Notification of Change	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Betting Track Premises Licence fees									
New	Statutory	Outside scope	£2,500.00	Not applicable	0	£2,500	Not applicable	£2,500	
Annual Fee	Statutory	Outside scope	£800.00	Not applicable	0	£800	Not applicable	£800	
Variation	Statutory	Outside scope	£1,000.00	Not applicable	0	£1,000	Not applicable	£1,000	
Transfer	Statutory	Outside scope	£760.00	Not applicable	0	£760	Not applicable	£760	
Re-instatement Fee	Statutory	Outside scope	£950.00	Not applicable	0	£950	Not applicable	£950	
Provisional Statement	Statutory	Outside scope	£2,500.00	Not applicable	0	£2,500	Not applicable	£2,500	
Provisional Statement Holders	Statutory	Outside scope	£950.00	Not applicable	0	£950	Not applicable	£950	
Copy Licence	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Notification of Change	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Betting Shop Premises Licence fees									
New	Statutory	Outside scope	£3,000.00	Not applicable	0	£3,000	Not applicable	£3,000	
Annual Fee	Statutory	Outside scope	£480.00	Not applicable	0	£480	Not applicable	£480	
Variation	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Transfer	Statutory	Outside scope	£960.00	Not applicable	0	£960	Not applicable	£960	
Re-instatement Fee	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Provisional Statement	Statutory	Outside scope	£3,000.00	Not applicable	0	£3,000	Not applicable	£3,000	
Provisional Statement Holders	Statutory	Outside scope	£1,200.00	Not applicable	0	£1,200	Not applicable	£1,200	
Copy Licence	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Notification of Change	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Family Entertainment Centre Premises Licence fees									
New	Statutory	Outside scope	£2,000.00	Not applicable	0	£2,000	Not applicable	£2,000	
Annual Fee	Statutory	Outside scope	£600.00	Not applicable	0	£600	Not applicable	£600	
Variation	Statutory	Outside scope	£800.00	Not applicable	0	£800	Not applicable	£800	
Transfer	Statutory	Outside scope	£760.00	Not applicable	0	£760	Not applicable	£760	
Re-instatement Fee	Statutory	Outside scope	£950.00	Not applicable	0	£950	Not applicable	£950	
Provisional Statement	Statutory	Outside scope	£2,000.00	Not applicable	0	£2,000	Not applicable	£2,000	
Provisional Statement Holders	Statutory	Outside scope	£950.00	Not applicable	0	£950	Not applicable	£950	
Copy Licence	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Notification of Change	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
FEC Machine Permit									
New	Statutory	Outside scope	£300.00	Not applicable	0	£300	Not applicable	£300	
Fast Track (Clubs)	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Annual Fee	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Renewal	Statutory	Outside scope	£300.00	Not applicable	0	£300	Not applicable	£300	
Renewal if holder of CPC	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Variation	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Transfer	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Change of name	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Copy of permit	Statutory	Outside scope	£15.00	Not applicable	0	£15	Not applicable	£15	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Club Gaming Permit									
New	Statutory	Outside scope	£200.00	Not applicable	0	£200	Not applicable	£200	
Fast Track (Clubs)	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Annual Fee	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Renewal	Statutory	Outside scope	£200.00	Not applicable	0	£200	Not applicable	£200	
Renewal if holder of CPC	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Variation	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Transfer	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Change of name	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Copy of permit	Statutory	Outside scope	£15.00	Not applicable	0	£15	Not applicable	£15	
Club Machine Permit									
New	Statutory	Outside scope	£200.00	Not applicable	0	£200	Not applicable	£200	
Fast Track (Clubs)	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Annual Fee	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Renewal	Statutory	Outside scope	£200.00	Not applicable	0	£200	Not applicable	£200	
Renewal if holder of CPC	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Variation	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Transfer	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Change of name	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Copy of permit	Statutory	Outside scope	£15.00	Not applicable	0	£15	Not applicable	£15	
Licensed Premises 2 Machines									
New	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Fast Track (Clubs)	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Annual Fee	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Renewal	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Renewal if holder of CPC	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Variation	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Transfer	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Change of name	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Copy of permit	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Licensed Premises More than 2									
New	Statutory	Outside scope	£150.00	Not applicable	0	£150	Not applicable	£150	
Fast Track (Clubs)	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Annual Fee	Statutory	Outside scope	£50.00	Not applicable	0	£50	Not applicable	£50	
Renewal	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Renewal if holder of CPC	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Variation	Statutory	Outside scope	£100.00	Not applicable	0	£100	Not applicable	£100	
Transfer	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Change of name	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Copy of permit	Statutory	Outside scope	£15.00	Not applicable	0	£15	Not applicable	£15	
Prize Gaming									
New	Statutory	Outside scope	£300.00	Not applicable	0	£300	Not applicable	£300	
Fast Track (Clubs)	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Annual Fee	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Renewal	Statutory	Outside scope	£300.00	Not applicable	0	£300	Not applicable	£300	
Renewal if holder of CPC	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Variation	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Transfer	Statutory	Outside scope	N/A	Not applicable	N/A	N/A	Not applicable	N/A	
Change of name	Statutory	Outside scope	£25.00	Not applicable	0	£25	Not applicable	£25	
Copy of permit	Statutory	Outside scope	£15.00	Not applicable	0	£15	Not applicable	£15	
Markets									
Connahs Quay - Thursday	Discretionary	Exempt	£5.25	Not applicable	0	£5.25	Not applicable	£5.25	
Holywell - Thursday up to 3m x 3m	Discretionary	Outside scope	£7.80	Not applicable	0	£7.80	Not applicable	£7.80	
Holywell - Thursday up to 6m x 3m	Discretionary	Outside scope	£11.05	Not applicable	0	£11.05	Not applicable	£11.05	
Holywell - Thursday over 6m x 3m	Discretionary	Outside scope	£14.50	Not applicable	0	£14.50	Not applicable	£14.50	
Mold High St - Weds & Sat	Discretionary	Outside scope	£15.75	£0.16	1	£15.91	Not applicable	£15.91	
Mold Daniel Owen Sq - Weds & Sat	Discretionary	Outside scope	£14.30	Not applicable	0	£14.30	Not applicable	£14.30	
Public Liability Insurance	Discretionary	Outside scope	£4	Not applicable	0	£4	Not applicable	£4	
Community Pitch	Discretionary	Outside scope	£5.25	Not applicable	0	£5.25	Not applicable	£5.25	
Registration Fee (all markets)	Discretionary	Outside scope	£9	Not applicable	0	£9	Not applicable	£9	
Car Boot Space, Love Lane, Mold - Car	Discretionary	Exempt	£6	Not applicable	0	£6	Not applicable	£6	
Car Boot Space, Love Lane, Mold - Van	Discretionary	Exempt	£10	Not applicable	0	£10	Not applicable	£10	
Car Boot Space, Love Lane, Mold - Charity (Car)	Discretionary	Exempt	£2	Not applicable	0	£2	Not applicable	£2	
Mold Indoor - Unit 1	Discretionary	Exempt	£114.53	£1.15	1	£115.68	Not applicable	£115.68	
Mold Indoor - Unit 2	Discretionary	Exempt	£180.89	£1.81	1	£182.70	Not applicable	£182.70	
Mold Indoor - Unit 3	Discretionary	Exempt	£50.28	£0.50	1	£50.79	Not applicable	£50.79	
Mold Indoor - Unit 4	Discretionary	Exempt	£87.60	£0.88	1	£88.48	Not applicable	£88.48	
Mold Indoor - Unit 5	Discretionary	Exempt	£79.11	£0.79	1	£79.90	Not applicable	£79.90	
Mold Indoor - Unit 6	Discretionary	Exempt	£135.52	£1.36	1	£136.88	Not applicable	£136.88	
Mold Indoor - Unit 7A	Discretionary	Exempt	£65.47	£0.65	1	£66.12	Not applicable	£66.12	
Mold Indoor - Unit 7B	Discretionary	Exempt	£87.13	£0.87	1	£88.00	Not applicable	£88.00	
Mold Indoor - Unit 7C	Discretionary	Exempt	£65.47	£0.65	1	£66.12	Not applicable	£66.12	
Mold Indoor - Unit 8	Discretionary	Exempt	£132.84	£1.33	1	£134.17	Not applicable	£134.17	
Mold Indoor - Unit 9	Discretionary	Exempt	£70.56	£0.71	1	£71.27	Not applicable	£71.27	
Mold Indoor - Unit 10	Discretionary	Exempt	£76.71	£0.77	1	£77.48	Not applicable	£77.48	
Mold Indoor - Unit 11	Discretionary	Exempt	£53.15	£0.53	1	£53.68	Not applicable	£53.68	
Mold Indoor - Unit 12	Discretionary	Exempt	£87.76	£0.88	1	£88.63	Not applicable	£88.63	
Mold Indoor - Unit 13	Discretionary	Exempt	£159.53	£1.60	1	£161.12	Not applicable	£161.12	
Mold Indoor - Unit 14	Discretionary	Exempt	£143.96	£1.44	1	£145.40	Not applicable	£145.40	
Licence Events/Car Boot Sales - Commercial	Discretionary	Outside scope	£86.28	£0.86	1	£87.14	Not applicable	£87.14	
Licence Events/Car Boot Sales - Charity	Discretionary	Outside scope	£8.50	Not applicable	0	£8.50	Not applicable	£8.50	
Licence Local Produce/Craft	Discretionary	Outside scope	£21.50	£0.22	1	£21.72	Not applicable	£21.72	
Licence Permits - Commercial	Discretionary	Outside scope	£8	Not applicable	0	£8	Not applicable	£8	
Licence Permits - Charity/Community	Discretionary	Outside scope	free	Not applicable	0	free	Not applicable	free	
Ordinance Survey Map Sales									
A4 - scale 1:500 1 to 6 (max) copies	Discretionary	Standard Rate	£12.06	£0.23	1.91	£12.29	£1.46	£13.75	
A4 - scale 1:1250 1 to 6 (max) copies	Discretionary	Standard Rate	£15.65	£0.21	1.34	£15.86	£1.89	£17.75	
A4 - scale 1:2500 1 to 6 (max) copies	Discretionary	Standard Rate	£16.58	£0.21	1.27	£16.79	£0.96	£17.75	
A3 - scale 1:500 1 to 6 (max) copies	Discretionary	Standard Rate	£12.25	£0.21	1.71	£12.46	£1.29	£13.75	
A3 - scale 1:1250 1 to 6 (max) copies	Discretionary	Standard Rate	£16.18	£0.20	1.24	£16.38	£1.37	£17.75	
A3 - scale 1:2500 1 to 6 (max) copies	Discretionary	Standard Rate	£25.25	£0.21	0.83	£25.46	£0.29	£25.75	
Parking, Parking Permits and Parking Dispensations									
Pay and Display Car Parking									
Pay and Display Charges	Discretionary	Off street - Standard Rate On street - Outside Scope	Variable	Not applicable	0	Information on pay and display car parking, including chargeable hours and charges can be found at: https://www.flintshire.gov.uk/en/Resident/Streetscene/Pay-and-Display-Car-Parking.aspx			No inflation uplift in line with annual review of fees and charges.

Market charges which are not uplifted annually are subject to a three yearly uplift, with the first uplift being due in 2022

VAT only applies to some elements of the fee/charge

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Permits									
Trader Parking Permit (per annum)	Discretionary	Standard Rate	£40	£0.00	0	£40.00	£8.00	£48.00	No inflation uplift in line with annual review of fees and charges. Parking charges are reviewed in line with the Car Parking Strategy
Designated and Other Parking Permit (per annum)	Discretionary	Standard Rate	£250	£0.00	0	£250.00	£50.00	£300.00	
Resident Parking Permit (per annum)	Discretionary	Standard Rate	£20.83	£0.00	0	£20.83	£4.17	£25.00	
Staff Parking Permit (per annum)	Discretionary	Standard Rate	£40	£0.00	0	£40.00	£8.00	£48.00	
Parking Dispensations									
Daily Permit - per day	Discretionary	Standard Rate	£10.00	£0	0	£10	£2	£12	Annual uplifts to be applied every three years with the first uplift due in 2022
Weekly Permit - per week	Discretionary	Standard Rate	£29.17	£0	0	£29.17	£5.83	£35.00	
Pest Control									
Rats & Mice – Private Household. Potential Disease Vectors.	Discretionary	Standard Rate	£55	£0.55	1.00	£55.55	£11.11	£66.66	
Fleas – Private Household.	Discretionary	Standard Rate	£58	£0.58	1.00	£58.08	£11.62	£69.69	
Wasps – Private Household.	Discretionary	Standard Rate	£50	£0.50	1.00	£50.50	£10.10	£60.60	
Ants – Private Household.	Discretionary	Standard Rate	£45	£0.45	1.00	£45.45	£9.09	£54.54	
Bees (advice only) - Private Household	Discretionary	Standard Rate	£33	£0.33	1.00	£32.83	£6.57	£39.39	
Rats, Mice, Wasps, Ants, Fleas – Commercial Business Premises & Internal Council Depts	Discretionary	Standard Rate	£53	£0.53	1	£53.03	£10.61	£63.63	
Missed calls Home Owner / Tenant not available at appointment	Discretionary	Standard Rate	£33	£0.33	1.00	£32.83	£6.57	£39.39	
Concessionary rate	Discretionary	Standard Rate	£31.67	£0.32	1	£31.98	£6.40	£38.38	
Planning									
Planning Pre -Application (Cat A - major development up to 10 dwellings) Plus £160 per additional dwelling	Discretionary	Outside scope	£1,200	£12.00	1	£1,212.00	Not applicable	£1,212.00	
Planning Pre -Application (single dwelling)	Discretionary	Outside scope	£80	£0.80	1	£80.80	Not applicable	£80.80	
Planning Pre -Application (two to nine dwellings) - per dwelling	Discretionary	Outside scope	£120	£1.20	1	£121.20	Not applicable	£121.20	
Planning Pre-Application (non-residential)	Discretionary	Outside scope	£80	£0.80	1	£80.80	Not applicable	£80.80	
Planning Pre-Application (householder)	Discretionary	Outside scope	£65	£0.65	1	£65.65	Not applicable	£65.65	
Compliance and confirmation letter - per hour	Discretionary	Outside scope	£130	£1.30	1	£131.30	Not applicable	£131.30	
Planning research - per hour	Discretionary	Outside scope	£130	£1.30	1	£131.30	Not applicable	£131.30	
Rights of Way legal order	Discretionary	Outside scope	Variable to cover full costs	£0.00	0	Variable to cover full costs	Not applicable	Variable to cover full costs	
Road adoption Section 38 agreement	Discretionary	Outside scope	10% bond	Not applicable	0	10% bond	Not applicable	10% bond	
Section 278	Discretionary	Outside scope	10% bond	Not applicable	0	10% bond	Not applicable	10% bond	
Vehicular Crossings	Discretionary	Outside scope	£200	£2.00	1	£202.00	Not applicable	£202.00	
Stopping Up Orders (minimum charge)	Discretionary	Outside scope	£1,800	£18.00	1	£1,818.00	Not applicable	£1,818.00	
Road & Traffic Scheme Info	Discretionary	Outside scope	£3.00	Not applicable	0	£3.00	Not applicable	£3.00	Three yearly inflation uplift with the first uplift applicable in 2022
Search Highways	Discretionary	Outside scope	£45	£0.45	1	£45.45	Not applicable	£45.45	
Other Planning fees	Statutory	Outside scope	N/A	Not applicable		All other Planning fees are set in legislation. Details of current fees can be found at: https://ecab.planningportal.co.uk/uploads/welsh_application_fees.pdf			
<i>The Planning, Environment and Economy Portfolio requires any applicant, agent or relevant third party to pay for any costs incurred by the portfolio when commissioning specialist consultant's to appraise evidence submitted to justify a development proposal</i>									
Primary Authority									
Primary Authority - hourly rate	Discretionary	Outside scope	£68	£0.68	1.0	£68.68	Not applicable	£68.68	
Private Water Supply									
Private water supply sampling and testing	Statutory	Outside scope	N/A	Not applicable		Individually priced on the basis of cost recovery including officer time, testing, and all other associated activities. Details of the statutory upper fee levels can be found at: http://www.legislation.gov.uk/wsi/2017/1041/schedule/6/made			
Property Rental									
Licence to allow farmers to use land	Discretionary	Outside scope	Variable	1.00%	1	Variable	Not applicable	Variable	
Rental of adhoc plots of land	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Adhoc buildings that are rented out to external clients	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Recharge of services from Enterprise Centre	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Rental from industrial units	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Service charges for Industrial units	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Building Insurance for Industrial units	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Rental from farms	Discretionary	Exempt	Variable	1.00%	1	Variable	Not applicable	Variable	
Charge for setting up Tenancies	Discretionary	Standard Rate	£76.13	£7.20	9.46	£83.33	£16.67	£100	Increase to apply from 1st July 2021
Quarry's and Landfill									
Inspection/monitoring	Statutory	Outside scope	N/A	Not applicable		Fees are set in legislation and price per site is dependent on the number of visits required. Fee legislation can be found at: http://www.legislation.gov.uk/wsi/2015/1522/regulation/14/made (paragraph 14)			
Records Office									
Photocopying, scans, permits, reproductions and other services						North East Wales Archives launched in April 2020. A list of services provided by North East Wales Archives, along with their associated charges, can be found at: https://www.newa.wales/wp-content/uploads/2020/04/List-of-charges-Eng.pdf			
Registration Services (births, deaths, marriages and civil partnerships)									
Change of forename added within 12 months of birth registration	Statutory	Outside scope	£40	Not applicable	0	£40	Not applicable	£40	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Consideration by Registrar / Superintendent Registrar of a correction	Statutory	Outside scope	£75	Not applicable	0	£75	Not applicable	£75	Registration Services fees and charges are set at least two years in advance, with any changes applied from 1st April annually. Inflationary increases are applied and charges set to achieve full cost recovery where applicable/permitted
Consideration by the Registrar General of a correction	Statutory	Outside scope	£90	Not applicable	0	£90	Not applicable	£90	
Standard certificate for birth, death, marriage or civil partnership	Statutory	Outside scope	£11	Not applicable	0	£11	Not applicable	£11	
Certificate issued after registration from an archived register - priority service (24 hours)	Statutory	Outside scope	£35	Not applicable	0	£35	Not applicable	£35	
Certificate postage and packaging	Discretionary	Outside scope	£2	£1	45.63	£3.00	Not applicable	£3.00	
Short birth certificate on the day of registration	Statutory	Outside scope	Free	Not applicable	0	0	Not applicable	0	
Fee for Notice of Marriage or Civil Partnership - per person	Statutory	Outside scope	£35	Not applicable	0	£35	Not applicable	£35	
Deposit for Register Office Ceremonies (non refundable but deducted from full ceremony fee)	Discretionary	Outside scope	£30	Not applicable	0	£30	Not applicable	£30	
Deposit for Ceremony Room (non refundable but deducted from full ceremony fee)	Discretionary	Outside scope	£100	Not applicable	0.00	£100	Not applicable	£100	
Deposit for Approved Premises Ceremonies (non refundable but deducted from full ceremony fee)	Discretionary	Outside scope	£100	Not applicable	0.00	£100	Not applicable	£100	
Advance Booking Fee for all ceremonies between 12-24 months in advance	Discretionary	Outside scope	£75	Not applicable	0	£75	Not applicable	£75	
Ceremony at Flintshire Register Office, Mold - Superintendent Registrars Office (Mon - Wed only)	Statutory	Outside scope	£46	Not applicable	0	£46	Not applicable	£46	
Ceremony at The Ceremony Room Llwynegryn Hall (Mon - Thurs)	Discretionary	Outside scope	£205	£11	5.37	£216	Not applicable	£216	
Ceremony at The Ceremony Room Llwynegryn Hall (Fri)	Discretionary	Outside scope	£250	£9	3.60	£259	Not applicable	£259	
Ceremony at The Ceremony Room Llwynegryn Hall (Sat)	Discretionary	Outside scope	£275	£5	1.82	£280	Not applicable	£280	
Ceremony at The Ceremony Room Llwynegryn Hall (Sun or Bank Hol)	Discretionary	Outside scope	£305	£40	13.11	£345	Not applicable	£345	
Ceremony at Secular Approved Premises (Mon - Thurs)	Discretionary	Outside scope	£420	£5	1.19047619	£425	Not applicable	£425	
Ceremony at Secular Approved Premises (Fri)	Discretionary	Outside scope	£505	£5	0.99	£510	Not applicable	£510	
Ceremony at Secular Approved Premises (Sat)	Discretionary	Outside scope	£530	£22	4.15	£552	Not applicable	£552	
Ceremony at Secular Approved Premises (Sun or Bank Hol)	Discretionary	Outside scope	£590	£5	0.85	£595	Not applicable	£595	
Marriage at Place of Worship (Registrars attendance to register marriage)	Statutory	Outside scope	£86	Not applicable	0	£86	Not applicable	£86	
Celebrants attendance at Celebratory Services at the Ceremony Room (Mon - Thur)	Discretionary	Standard Rate				£116	£23	£139	
Celebrants attendance at Celebratory Services at the Ceremony Room (Fri)	Discretionary	Standard Rate				£138	£28	£166	
Celebrants attendance at Celebratory Services at the Ceremony Room (Sat)	Discretionary	Standard Rate				£268	£54	£321	
Celebrants attendance at Celebratory Services at the Ceremony Room (Sun or Bank Hol)	Discretionary	Standard Rate				£224	£45	£269	
Celebrants attendance at Celebratory Services at an Approved Premises (Mon - Thur)	Discretionary	Standard Rate				£269	£54	£323	
Celebrants attendance at Celebratory Services at an Approved Premises (Fri)	Discretionary	Standard Rate				£292	£58	£350	
Celebrants attendance at Celebratory Services at an Approved Premises (Sat)	Discretionary	Standard Rate				£383	£77	£459	
Celebrants attendance at Celebratory Services at an Approved Premises (Sun or Bank Hol)	Discretionary	Standard Rate				£459	VAT included	£459	
Approved Premises Applications - Secular Premises - New application	Discretionary	Outside scope	£1,520	Not applicable	6.91	£1,625	Not applicable	£1,625	
Approved Premises Applications - Secular Premises - Renewal application	Discretionary	Outside scope	£1,400	Not applicable	5.36	£1,475	Not applicable	£1,475	
Approved Premises Applications - Religious Premises - New application	Discretionary	Outside scope	£830	Not applicable	0	£830	Not applicable	£830	
Approved Premises Applications - Religious Premises - Renewal	Discretionary	Outside scope	£567	Not applicable	0	£567	Not applicable	£567	
Ceremony Drink/Food Package - non-refundable deposit (packages 1 to 5)	Discretionary	Outside scope	£60.90	£0.61	1	£61.51	£12.30	£73.81	
Ceremony Drink/Food Package - non-refundable deposit (package 6)	Discretionary	Outside scope	£16.24	£0.16	1	£16.40	£3.28	£19.68	
Rights of Way									
Temporary closures and extensions by Order	Discretionary	Outside scope	£1,798.58	£17.99	1	£1,816.57	Not applicable	£1,816.57	
Closure by notice	Discretionary	Outside scope	£537.95	£5.38	1	£543.33	Not applicable	£543.33	
Permanent closures and diversions Advert costs are charged in addition	Discretionary	Outside scope	£1,614.87	£16.15	1	£1,631.01	Not applicable	£1,631.01	
Follow up Property Search queries - per request	Discretionary	Outside scope	£75.11	£0.75	1	£75.86	Not applicable	£75.86	
Authorisation for rallies - per request	Discretionary	Outside scope	£107.59	£1.08	1	£108.67	Not applicable	£108.67	
Room Hire									
Greenfield Enterprise Centre									
Mill Suite	Discretionary	Standard Rate	£30.45	£0.00	0	£30.45	£6.09	£36.54	
Abbey Room	Discretionary	Standard Rate	£40.60	£0.00	0	£40.60	£8.12	£48.72	
Room 80 & 81	Discretionary	Standard Rate	£40.60	£0.00	0	£40.60	£8.12	£48.72	
Chater Room	Discretionary	Standard Rate	£81.20	£0.00	0	£81.20	£16.24	£97.44	
Deeside Enterprise Centre									

To be reviewed in year

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Gloucester Room	Discretionary	Standard Rate	£81.20	£0.00	0	£81.20	£16.24	£97.44	
Meeting Room 1	Discretionary	Standard Rate	£30.45	£0.00	0	£30.45	£6.09	£36.54	
Meeting Room 2	Discretionary	Standard Rate	£30.45	£0.00	0	£30.45	£6.09	£36.54	
Meeting Room 33	Discretionary	Standard Rate	£45.68	£0.00	0	£45.68	£9.14	£54.81	
Roundabout Sponsorship									
Sponsorship of a Roundabout	Discretionary	Standard Rate	£2,537.50	£25.38	1	£2,562.88	£512.58	£3,075.45	
Ship Sanitation Certificate									
Up to 1,000 tonnes	Statutory	Outside scope	£100	£5	5.00	£105	Not applicable	£105	
Up to 3,000 tonnes	Statutory	Outside scope	£135	£5	3.70	£140	Not applicable	£140	
Up to 10,000 tonnes	Statutory	Outside scope	£205	£5	2.44	£210	Not applicable	£210	
Up to 20,000 tonnes	Statutory	Outside scope	£265	£5	1.89	£270	Not applicable	£270	
Up to 30,000 tonnes	Statutory	Outside scope	£340	£5	1.47	£345	Not applicable	£345	
Over 30,000 tonnes	Statutory	Outside scope	£400	£5	1.25	£405	Not applicable	£405	
Vessels with 50 – 1000 persons	Statutory	Outside scope	£400	£5	1.25	£405	Not applicable	£405	
Vessels with over 1000 persons	Statutory	Outside scope	£680	£10	1.47	£690	Not applicable	£690	
Extensions	Statutory	Outside scope	£70	£5		£75	Not applicable	£75	
Skin Piercing Registration									
Skin Piercing Registration - Premises	Discretionary	Outside scope	£131	£0	0	£131	Not applicable	£131	
Skin Piercing Registration - Person	Discretionary	Outside scope	£66	£0	0	£66	Not applicable	£66	
Social Care									
Day Care - flat rate meal charge Meals for residents if these are part of their care are not subject to VAT. VAT applies for employees, visitors and residents where meals are not part of their care	Discretionary	Outside scope	£6	£0.50	8.3	£6.50	Not applicable	£6.50	Local inflation uplift applied based on full cost recovery
Non-residential Care (domiciliary) - Per week	Statutory	Outside scope	max. £100	Not applicable		max. £100	Not applicable	max. £100	This is the maximum cost for non-residential care and short term care stays that are no longer than 8 weeks. If service users have over £24,000 then they will automatically pay this charge. Any service user with capital less than this will be financially assessed based on their ability to pay.
Night care (non-residential) - per week	Statutory	Outside scope	max. £100	Not applicable		max. £100	Not applicable	max. £100	
Adult placement scheme	Statutory	Outside scope	max. £100	Not applicable		max. £100	Not applicable	max. £100	
Short-term care (Stays less than 8 weeks)	Statutory	Outside scope	max. £100	Not applicable		max. £100	Not applicable	max. £100	
Residential care - Local Authority	Statutory	Outside scope	£583	Not applicable	0.00	£583.44	Not applicable	£583.44	If an individual has capital in excess of £50,000 then they are required to fund their own care home fees. Any service user with capital less than this will be financially assessed based on their ability to pay.
Residential EMI care - Local Authority	Statutory	Outside scope	£608	Not applicable	0.00	£607.53	Not applicable	£607.53	
Nursing	Statutory	Outside scope	£632	Not applicable		£631.64	Not applicable	£631.64	
EMI Nursing	Statutory	Outside scope	£668	Not applicable		£667.80	Not applicable	£667.80	
Temporary Residential Care - Local Authority/Private	Statutory	Outside scope	£0	Not applicable		£0	Not applicable	£0	
Day Centre full day	Discretionary	Outside scope	£25.26	£0.25	1	£25.51	Not applicable	£25.51	Local inflation uplift applied based on full cost recovery
Day Centre half day	Discretionary	Outside scope	£12.63	£0.13	1	£12.76	Not applicable	£12.76	
Deferred Payment Agreed Charges - Valuations (one-off)	Discretionary	Outside scope	£85	Not applicable	0	£85	Not applicable	£85	
Deferred Payment Agreed Charges - Legal Fees (one-off)	Discretionary	Outside scope	£400	Not applicable	0	£400	Not applicable	£400	
Deferred Payment Agreed Charges - Set Up Fees (one-off)	Discretionary	Outside scope	£250	Not applicable	0	£250	Not applicable	£250	
Deferred Payment Agreed Charges - Annual Administration Fee	Discretionary	Outside scope	£92	Not applicable	0	£92	Not applicable	£92	
Deferred Payment Agreed Charges - Interest Charge	Discretionary	Outside scope	0.15% above the 'relevant rate'	Not applicable		0.15% above the 'relevant rate'	Not applicable	0.15% above the 'relevant rate'	
Interest will be charged from day 1 of the Deferred Payment Agreement and will be compounded plus an additional charge of 0.15% above the 'relevant rate'. The relevant rate is the Market Gilt Rate which is provided on the Determinants of the fiscal forecast table which can be accessed on the following website: http://budgetresponsibility.org.uk									
Telecare Monitoring Charge - per week	Discretionary	Exempt	£2.00	Not applicable	0	£2	Not applicable	£2	Recommend annual inflation uplift applied every three years - first uplift Oct 2022
Telecare Installation Cost (on-off) Only applicable to individuals who require Telecare and have no other social care needs	Discretionary	Exempt	£50.75	£0.51	1	£51.26	Not applicable	£51.26	Normative 1% unflation uplift applied in line with the Council's Income Generation Policy
Court of Protection fees - Set up fee (One off)	Statutory	Outside scope	£745	Not applicable	0	£745	Not applicable	£745	All Court Of Protection fees are set by the Office of the Public Guardian
Court of Protection fees - Annual Management Fee	Statutory	Outside scope	£650	Not applicable	0	£650	Not applicable	£650	
Court of Protection fees - Preparation and Lodgement of COP Report	Statutory	Outside scope	£216	Not applicable	0	£216	Not applicable	£216	
Court of Protection fees - Annual Property Management Fee	Statutory	Outside scope	£300	Not applicable	0	£300	Not applicable	£300	
Court of Protection fees - Capital Under 16k	Statutory	Outside scope	N/A	Not applicable	0	Annual fees are 3.5% of balance held in all accounts on the anniversary of the order			
Training - non-attendance charge half day	Discretionary	Outside scope	£25.38	£0.25	1	£25.63	Not applicable	£25.63	Normative 1% unflation uplift applied in line with the Council's Income Generation Policy
Training - non-attendance charge full day	Discretionary	Outside scope	£50.75	£0.51	1	£51.26	Not applicable	£51.26	
Stray Dogs									
Return direct to Owners	Discretionary	Outside scope	£30.45	£0.30	1	£30.75	Not applicable	£30.75	
Kennel fees (per day)	Discretionary	Standard Rate	£38.06	£0.38	1	£38.44	£7.69	£46.13	
Street Naming and Numbering									
House Name Change	Discretionary	Outside scope	£70	£0.70	1	£70.70	Not applicable	£70.70	
Re-name of street where requested by residents Plus £36 per additional property	Discretionary	Outside scope	£112	£1.12	1	£113.12	Not applicable	£113.12	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Re-numbering Houses/Buildings Plus £36 per additional property	Discretionary	Outside scope	£112	£1.12	1	£113.12	Not applicable	£113.12	
Confirmation of addresses for Conveyancing purposes	Discretionary	Outside scope	£35	£0.35	1	£35.35	Not applicable	£35.35	
Conversion of Buildings to form Dwelling/Flats Plus £10 per additional unit	Discretionary	Outside scope	£100	£1.00	1	£101.00	Not applicable	£101.00	
New road									
Single Dwelling, Self Build plots on existing Road/Street Plus £10 per additional unit	Discretionary	Outside scope	£100	£1.00	1	£101.00	Not applicable	£101.00	
New Development 2-5 plots Plus £25 per additional unit	Discretionary	Outside scope	£150	£1.50	1	£151.50	Not applicable	£151.50	
New Development 6-10 plots Plus £20 per additional unit	Discretionary	Outside scope	£250	£2.50	1	£252.50	Not applicable	£252.50	
New Development over 10 plots Plus £15 per additional unit	Discretionary	Outside scope	£500	£5.00	1	£505.00	Not applicable	£505.00	
Industrial - Allocation of addresses to commercial units (1 unit) Plus £25 per additional unit	Discretionary	Outside scope	£150.00	£1.50	1	£151.50	Not applicable	£151.50	
Sustainable Drainage Systems (SuDS) Pre-Application									
Early Engagement Advice	Discretionary	Outside scope	Free	Not applicable	0	Free	Not applicable	Free	
Detailed advice and review									
Single dwelling (householder)	Discretionary	Outside scope	£100	£1.00	1	£101.00	Not applicable	£101.00	
0.01 to 0.5 hectare	Discretionary	Outside scope	£200	£2.00	1	£202.00	Not applicable	£202.00	
>0.5 to 1.0 hectare	Discretionary	Outside scope	£400	£4.00	1	£404.00	Not applicable	£404.00	
>1.0 to 5.0 hectare	Discretionary	Outside scope	£600	£6.00	1	£606.00	Not applicable	£606.00	
>5.0 hectare	Discretionary	Outside scope	£1,000	£10.00	1	£1,010.00	Not applicable	£1,010.00	
Additional Services (per hour)	Discretionary	Outside scope	£40	£0.40	1	£40.40	Not applicable	£40.40	
Sustainable Drainage Systems (SuDS)									
Application	Statutory	Outside scope	N/A	Not applicable		Fees are set in legislation: http://www.legislation.gov.uk/wsi/2018/1075/contents/made			
Talks and Presentations									
Environmental Health, Trading Standards and Licensing	Discretionary	Outside scope	£68.01	£0.68	1	£68.69	Not applicable	£68.69	
Trading Standards									
Measuring Instruments Directive									
Automatic discontinuous totalisers, automatic rail weighbridges, automatic catchweighers, automatic gravimetric filling instruments and beltweighers Hourly Rate	Statutory	Standard Rate	£68.01	£22.33	32.83340685	£90.34	£18.07	£108.41	In year change 2020/21 Minimum one hour. In order to reflect additional cost associated with examination, testing and documentation, and maintenance of MID Notified Body Status, certain classes of instrument covered by MID will be subject to additional charges.
Cold water meters Hourly rate	Statutory	Standard Rate	£68.01	£22.33	32.83340685	£90.34	£18.07	£108.41	
Measuring instruments for liquid fuel and lubricants	Statutory	Standard Rate	10% surcharge on top of officer hourly rate (minimum 1 hour)			10% surcharge on top of officer hourly rate (minimum 1 hour)		10% surcharge on top of officer hourly rate (minimum 1 hour)	Verification under Measuring Instruments Directive (MID) 2004/22 EC
Measuring instruments for liquid fuel delivered from road tankers	Statutory	Standard Rate	10% surcharge on top of officer hourly rate (minimum 1 hour)			10% surcharge on top of officer hourly rate (minimum 1 hour)		10% surcharge on top of officer hourly rate (minimum 1 hour)	
Special Weighing and Measuring Equipment									
Examining, testing, certifying, stamping, authorising or reporting on special weighing or measuring equipment at the place where the service is provided. 1. Automatic or totalising weighing machines 2. Equipment designed to weigh loads in motion 3. Bulk Hourly rate	Statutory	Standard Rate	£68.01	£22.33	32.8358209	£90.34	£18.07	£108.40	In year changes Additional charges for officer travel time and equipment hire may apply where necessary. Verification under Measuring Instruments Directive (MID) 2004/22 EC
Weighing Instruments Non-NAWI									
Not exceeding 1 tonne - per item	Statutory	Standard Rate	£70.91	£0.50	0.71	£71.41	£14.28	£85.69	Verification under Measuring Instruments Directive (MID) 2004/22 EC
Exceeding 1 tonne to 10 tonne - per item	Statutory	Standard Rate	£114.87	£0.80	0.70	£115.67	£23.13	£138.80	
Exceeding 10 tonnes	Statutory	Standard Rate	£239.90	£1.68	0.70	£241.58	£48.32	£289.90	
Weighing Instruments NAWI									
Not exceeding 1 tonne - per item	Statutory	Standard Rate	£118.03	£0.83	0.70	£118.86	£23.77	£142.63	VAT will be charged for initial verifications, re-verification work will be charged at outside of scope
Exceeding 1 tonne to 10 tonne - per item	Statutory	Standard Rate	£182.67	£1.28	0.70	£183.95	£36.79	£220.74	
Exceeding 10 tonnes - per item	Statutory	Standard Rate	£399.88	£2.80	0.70	£402.68	£80.54	£483.22	
When testing instruments incorporating remote display or printing facilities, and where completion of the test requires a second person or a second series of tests by the same person, an additional fee may be charged	Statutory	Standard Rate	50% surcharge on officer hourly rate plus travel costs			50% surcharge on officer hourly rate plus travel costs	Standard Rate	50% surcharge on officer hourly rate plus travel costs	
Measuring Instruments for Liquid Fuel and Lubricants									
Single/multi-outlets (nozzles): First nozzle tested, per site	Statutory	Standard Rate	£132.99	£0.93	0.70	£133.92	£26.78	£160.70	Additional charges for officer travel time and equipment hire may apply where necessary.
Each additional nozzle tested	Statutory	Standard Rate	£81.70	£0.57	0.70	£82.27	£16.45	£98.72	
Testing of peripheral electronic equipment on a separate visit (per site)	Statutory	Standard Rate	£68	£22.33	32.83	£90.34	£18.07	£108.41	

Service and associated fees and charges	Discretionary or Statutory	VAT Status	2020 Fee/Charge (excl. VAT where this applies)	Uplift Amount	Percentage Increase/Decrease	Fee/Charge 1st Oct 2021	VAT Amount 1st Oct 2021	Fee/Charge 1st Oct 2021 incl. VAT (where applicable)	2021 Notes
Testing of credit card acceptor (per unit, regardless of no. of slots/nozzles/pumps)	Statutory	Standard Rate	£68	£22.33	32.83	£90.34	£18.07	£108.41	
Road Tanker Fuel Measuring Equipment (Above 100 Litres)									
Wet hose with two testing liquids - per item	Statutory	Standard Rate	£285.44	£2.00	0.70	£287.44	£57.49	£344.93	Additional charges for officer travel time and equipment hire may apply where necessary.
Wet hose with three testing liquids - per item	Statutory	Standard Rate	£333.02	£2.33	0.70	£335.35	£67.07	£402.42	
Dry hose with two testing liquids - per item	Statutory	Standard Rate	£317.12	£2.22	0.70	£319.34	£63.87	£383.21	
Dry hose with three testing liquids - per item	Statutory	Standard Rate	£364.88	£2.55	0.70	£367.43	£73.49	£440.92	
Wet/dry hose with two testing liquids - per item	Statutory	Standard Rate	£444.00	£3.11	0.70	£447.11	£89.42	£536.53	
Wet/dry hose with three testing liquids per item	Statutory	Standard Rate	£474.65	£3.32	0.70	£477.97	£95.59	£573.56	
Certificate of errors									
For supplying a certificate containing results of errors found on testing	Statutory	Outside scope	£57.85	£0.40	0.69	£58.25	£11.65	£69.90	Upon request and where no other fee is payable Additional charges for officer travel time and equipment hire may apply where necessary.
Traffic Regulation Orders									
Traffic Regulation Orders - Internal Minimum Charge	Discretionary	Outside scope	£2,161.95	£21.62	1	£2,183.57	Not applicable	£2,183.57	
Traffic Regulation Orders - Internal Maximum Charge	Discretionary	Outside scope	£3,197.25	£31.97	1	£3,229.22	Not applicable	£3,229.22	
Traffic Regulation Orders - External Minimum Charge	Discretionary	Standard Rate	£3,659.08	£36.59	1	£3,695.67	£739.13	£4,434.80	
Traffic Regulation Orders - External Maximum Charge	Discretionary	Standard Rate	£4,674.08	£46.74	1	£4,720.82	£944.16	£5,664.98	
Transport									
Concessionary Seat - per annum Payments split across three terms	Discretionary	Outside scope	£450	£0	0	£450	Not applicable	£450	
Replacement concessionary Bus Pass	Discretionary	Outside scope	£10	£0	0	£10	Not applicable	£10	
Arriva Scholar Passes	Discretionary	Outside scope	£25	£0	0	£25	Not applicable	£25	
Adult Social Services - concessionary Seat (per day)	Discretionary	Outside scope	£7	£0	0	£7	Not applicable	£7	
Waste									
Bulky Waste Collection - Collection of 1-5 items	Statutory	Outside scope	£40	£0	0	£40	Not applicable	£40	
Bulky Waste Collection - Each additional item	Statutory	Outside scope	£5	£0	0	£5	Not applicable	£5	
Bulky Waste Collection - Concessions for persons in receipt of benefits/OAPs *	Statutory	Outside scope	£20	£0	0	£20	Not applicable	£20	
Garden Waste Collection - online payments	Discretionary	Outside scope	£32	£0.00	0	£32.00	Not applicable	£32.00	Annual uplifts to be applied every three years with the first uplift due in 2022
Garden Waste Collection - payments made on or before 29th February	Discretionary	Outside scope	£32	£0.00	0	£32.00	Not applicable	£32.00	
Garden Waste Collection - payments made on or after 1st March	Discretionary	Outside scope	£35	£0.00	0	£35.00	Not applicable	£35.00	
Greenfield Household Recycling Centre - small trader green waste tipping gate fee	Discretionary	Outside scope	£35.53	£0.36	1	£35.88	Not applicable	£35.88	
Youth and Community Services - Room Hire									
Room Hiring - 11-25 age group organisations - per hour	Discretionary	Exempt	£3.66	Not applicable	0	£3.66	Not applicable	£3.66	Annual uplifts to be applied every three years with the first uplift due in 2022
Room Hiring - Organisations outside 11-25 - per hour	Discretionary	Exempt	£4.83	Not applicable	0	£4.83	Not applicable	£4.83	
Room Hiring - Profit making organisations - per hour	Discretionary	Exempt	£8.00	Not applicable	0	£8.00	Not applicable	£8.00	
Room Hiring - Hire on Saturdays - per hour	Discretionary	Exempt	£10.33	Not applicable	0	£10.33	Not applicable	£10.33	
Room Hiring - Hire on Sundays - per hour	Discretionary	Exempt	£13.33	Not applicable	0	£13.33	Not applicable	£13.33	



CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Side Waste Enforcement and Environmental Awareness
Cabinet Member	Cabinet Member for Streetscene
Report Author	Chief Officer (Streetscene And Transportation)
Type of Report	Operational

EXECUTIVE SUMMARY

In March 2018 the Council started enforcing against side waste, which is the presentation of excess residual waste outside the bin from residential properties throughout the County. This process resulted in the reduction of over 1,200 tonnes of residual waste being collected, which was diverted from treatment (disposal) to recycling. This had a positive impact on the Council's recycling performance, which brought about a 1% increase in recycling for the year 2018/2019.

Due to the COVID pandemic, side waste enforcement was suspended in March 2020 and, since that time, an increase of over 3,000 additional tonnes of residual waste has been collected from residential properties, which equates to a 12% increase in comparison to the year before the pandemic. During this time, collection crews collected all side waste presented at the kerbside, regardless of whether it was presented outside the black bin.

In addition to an increase in side waste presentation, there has been an increase in household residual waste being presented at communal waste collection points, in alley ways and on open green spaces, which has given rise to increased concern around fly tipping and littering. In order to encourage residents to continue to recycle, it is proposed that side waste restrictions need to be reinstated and enforcement reintroduced on kerbside collections.

This report sets out the Council's approach to reintroducing side waste enforcement from 1st September 2021 and how we propose to deal with the increase in environmental crimes in an attempt to reduce this antisocial behaviour and improve our Local Environmental Quality (LEQ).

RECOMMENDATIONS

1	That Informal Cabinet approves the reintroduction of side waste enforcement on kerbside collections for residual waste from 1 st September 2021.
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2	That Informal Cabinet approves the proposal for further work to take place to explore the options for a designated role to drive and deliver environmental improvement campaigns within local communities.
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REPORT DETAILS

1.00	BACKGROUND
1.01	<p>Under the terms of the Environmental Protection Act, 1990, Flintshire County Council (the “Council”) is classed as a Waste Collection and Disposal Authority and, as such, the Council has a statutory duty to collect household waste from all domestic properties in the County.</p> <p>Under Section 46(4) of the Act, the Council has specific powers to stipulate:</p> <ul style="list-style-type: none"> • The size and type of the collection receptacle(s); • Where the receptacle(s) must be placed for the purpose of collecting and emptying; • The waste types which may or may not be placed within each of the receptacle(s). <p>Under the legislation, the Council has specific powers to issue Fixed Penalty Notices (FPNs) to residents who habitually do not present their waste in an incorrect manner. i.e. the presentation of excess waste alongside the designated black bin, also known as side waste.</p>
1.02	<p>Most households should be able to fit their residual waste (i.e. waste that cannot be recycled) into their wheeled bin, especially if they are recycling as much as possible. Recycling is collected every week and there is no limit on the amount of recycling residents can place out for collection.</p> <p>Side waste is presented by a minority of residents and it has been identified that those who present it are often not making use of the kerbside recycling collection service. This is not acceptable or sustainable due to:</p> <ul style="list-style-type: none"> • The environmental problems that side waste causes when exposed to the elements when bags are split causing waste to spill onto the streets • The loss of valuable resources that can be recycled to make new products • The financial cost of disposing of residual waste and lost potential income from the sale of recyclable materials
1.03	<p>In July 2017, the Council’s Cabinet approved a report introducing changes to the Council’s waste and recycling collection services, as part of a revision to the ‘Household Waste Collection and Household Waste Recycling Centre Operations Policy’ (see Appendix 1). Included in the report was a commitment to enforce against the presentation of side waste outside the black wheeled bin.</p> <p>This new approach meant that residents who placed side waste out next to their wheeled bins could face being issued with an FPN if they chose not to follow the advice and refuse to use the available recycling services.</p>

1.04	<p>The enforcement process for side waste is a three staged approach with the initial emphasis on informing and educating residents on the correct way to present their waste and recycling. Formal action for continued non-compliance is taken only when no improvement is observed following the first stage.</p> <p>The three stage enforcement process is detailed in Appendix 2 which broadly consists of:</p> <ol style="list-style-type: none"> 1) Education and engagement with warning/improvement letter 2) A section 46 Notice served on the offending property 3) Issuing of a Fixed Penalty Notice
1.05	<p>Since the introduction of side waste enforcement in March 2018, over 2,000 warning/improvement letters have been issued to residents for not complying with the waste and recycling collection policy. Subsequently, following continued non-compliance, over 50 Section 46 Notices have been issued, which, on several occasions, have resulted in the issuing of a Fixed Penalty Notice.</p> <p>This evidence demonstrates that the first stage of education and engagement makes a significant impact on residents' waste disposal practices and that there are very few residents who then continue to present side waste and fail to recycle, which then results in formal enforcement action being taken.</p> <p>As a result of the introduction of side waste enforcement in 2018, there was a significant decrease in the amount of residual side waste being presented for collection, which resulted in an increase in annual recycling performance of 1% in 2018/2019. The 1% increase equated to the diversion of over 1,200 tonnes of waste from treatment (disposal) into recycling.</p>
1.06	<p>As a result of the COVID-19 pandemic, side waste enforcement has been suspended since March 2020. This was due to the health and safety risks posed to the enforcement team, who would be required to inspect the waste contained with the black bags for evidence in order to identify where the waste had come from. Additionally, owing to the closure of the Household Recycling Centres (HRCs) during this period, the opportunity for residents to dispose of any excess waste responsibly themselves was not available.</p> <p>Following a review of the waste tonnage data, we have observed an unprecedented increase in the amount of residual waste being disposed of at the kerbside. In comparison with the year before the pandemic, the amount of additional residual waste collected in 2020/2021 is over 3,000 tonnes at the kerbside, which equates to a 12% increase. This is attributable to a number of factors such as more people spending time at home, including people working from home, people taking the opportunity to undertake home improvements and more people shopping online.</p> <p>This increase is not sustainable and has had a significant impact on recycling performance, which has reduced from 69.16% in 2018/19 to 64.04% in 2020/2021.</p> <p>Due to strict national recycling targets set by the Welsh Government, this downturn in performance cannot be sustained. Additionally the financial impact of the increased disposal costs is unsustainable and, if not addressed, will create substantial budget pressures.</p>

1.07	<p>In addition to the increase in residual waste tonnages and side waste presentation, it has also been highlighted operationally that there has been an increase in residual waste being deposited at communal waste collection points, on community green open spaces and in alleys ways running behind terraced properties.</p> <p>Whilst this is not considered side waste and is in fact classed as fly tipping, the two forms of environmental crime are intrinsically linked and these behaviours are both antisocial and environmentally harmful, and reduce the Local Environmental Quality (LEQ) of the County.</p> <p>Again, through education and engagement, as well as the use of CCTV cameras as a deterrent, the Council has been able to target small localised campaigns to tackle these behaviours; an example of an education pack is detailed in Appendix 3.</p> <p>With the problem ever increasing in more locations around the County, there is an opportunity to take stock of the current situation and consider alternative approaches to addressing some of the problems experienced and ensure that the communities that are blighted by the issues are involved and engaged in providing a solution.</p>
1.08	<p>With the easing of restrictions by Welsh Government, it is proposed that side waste enforcement should be reintroduced from 1st September 2021 in order to reduce the amount of residual waste presented at the kerbside and start to recover our recycling performance ahead of 2024/2025 when the recycling target to be achieved is 70%.</p> <p>Prior to any reintroduction of side waste enforcement, a Countywide campaign will be undertaken to ensure that all residents are aware of the change. This would include, but not be limited to, press release, social media, YouGov emails to subscribers, briefings for elected members and notification to town and community councils.</p>
1.09	<p>In line with the Cabinet report from December 2019, approval was given to introduce enhanced enforcement as a means to increasing recycling rates, whereby a more robust enforcement approach would be taken for those properties found to be habitually failing to present any recycling out for collection.</p> <p>This means that an enforcement officer could inspect the contents of the black bin to identify whether recycling was not presented habitually for collection. If recyclable materials were found to be present in the black bin, enforcement action under the three stage approach would be taken subsequently.</p> <p>It is not proposed that the enhanced approach to enforcement is introduced at this time and that a period of time should be allowed to re-establish side waste enforcement and familiarise residents with restrictions on side waste.</p> <p>It is also proposed that in line with the reintroduction of side waste enforcement, a broader educational approach be adopted to the ongoing antisocial behaviours regarding waste being deposited in the natural environment.</p> <p>Given that prevention is often better than the cure, it would be reasonable for the Council to focus on education and engagement, as well as deterrents, to reduce</p>

	<p>environmental crimes, which would allow the available enforcement officers to concentrate on habitual offenders.</p> <p>It is anticipated that the improvements could provide efficiencies in terms of releasing resources from clearing up waste and a reduction in waste disposal costs.</p>
1.10	<p>Finally, options are being explored to determine whether there is scope for a designated role to be created to act as a conduit between the Council, the local community and community groups as well as key stakeholders such as Keep Wales Tidy and Fly Tipping Action Wales. Together, with a unified purpose, it could drive significant behavioural change and encourage communities to get involved and make a difference in tackling waste crime and improving their Local Environmental Quality.</p> <p>At present the Civil Parking and Environmental Enforcement team does undertake educational campaigns, but their key focus is on the enforcement of a wide range of parking and environmental offences, which can give little capacity to focus on community involved projects.</p> <p>With the Council adopting the Caru Cymru initiative, together with Keep Wales Tidy, there is an opportunity to focus on a project of this nature, as funding (up to £37k for the next two years) is available to procure resources for delivering, supporting and implementing such initiatives.</p>

2.00	RESOURCE IMPLICATIONS
2.01	Caru Cymru funding of £37,000 is available for the next two years to procure the resources to deliver environmental awareness campaigns and purchase associated equipment in support of the initiatives.
2.02	It is estimated that £50,000 would be required for the introduction of a designated role to deliver environmental awareness and engagement campaigns within the local communities.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	Only those residents not complying with the waste collection policy will be accountable for their actions. There will be no impact to those residents who continually present their waste correctly and recycle all that they can.
3.02	Improved recycling knowledge and understanding, promoting better engagement with Council services
3.03	Not meeting national recycling targets could have financial implications due to Welsh Government imposing infraction fines.
3.04	Significant financial budget pressures of over £200k if the increase in residual waste tonnages were to continue post-pandemic.

3.05	A positive impact has already been observed on the local environment where the Council does work with the local community to drive behavioural change.
3.06	Continued and sustained pressure on the waste collection operational teams to continue to collect the additional waste streams and collect fly tipped waste.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	Cabinet Member for Streetscene.
4.02	Elected Members.

5.00	APPENDICES
5.01	<p>Appendix 1 – Household Waste Collection and Household Recycling Centre Operations Policy.</p> <p>Appendix 2 – Side Waste Enforcement Process</p> <p>Appendix 3 – Example Education Pack</p>

6.0	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.1	<p>Caru Cymru https://www.keepwalestidy.cymru/pages/category/caru-cymru</p> <p>Zero Towards Waste https://gov.wales/sites/default/files/publications/2019-05/towards-zero-waste-our-waste-strategy.pdf</p> <p>Contact Officer: Ruth Cartwright Telephone: 01352 704796 E-mail: ruth.cartwright@flintshire.gov.uk</p>

7.00	GLOSSARY OF TERMS
7.01	<p>Side waste – excess black sack residual waste placed at the side of the designated residual black waste bin</p> <p>Residual waste – Waste that cannot currently be recycled</p> <p>Caru Cymru – Keep Wales Tidy initiative, (a Welsh phrase meaning ‘Love Wales’) aims to inspire everyone to take action and care for the environment.</p>

Managing the Local Environment

Flintshire County Council's Environmental Enforcement Policy

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1. Background

- 1.1 Flintshire County Council and its Statutory Partners have a responsibility to keep our streets clean and tidy, collect residents' refuse and recycled waste material, maintain and improve the quality of our public spaces and take action against those who act in a way that may affect these.
- 1.2 The local environment influences our quality of life and also impacts on our experience whether living, visiting or working within the County.
- 1.3 Whilst Flintshire County Council has a responsibility for maintaining a clean environment for all, our community also has an integral role and this policy recognises the need for partnership working in order to achieve a safer, cleaner and greener County.
- 1.4 Enforcement plays a vital role in maintaining a clean and safe environment by providing information and advice to individuals regarding their rights and citizenship duties. Where individuals and/or businesses fail to recognise and change their negative behaviour, enforcement ensures that they are made accountable for their actions through legislative processes.
- 1.5 The Clean Neighbourhoods and Environment Act 2005 saw the introduction of new powers for local authorities to help tackle environmental crime. The Act introduced effective powers and tools to tackle poor environmental quality and antisocial behaviour such as litter, graffiti, waste collections and dog control orders. This policy sets out how we use the powers in our current enforcement work to ensure an effective, clear and consistent approach to tackling environmental crime across Flintshire.
- 1.6 Across Flintshire County Council there are a number of departments that contribute to providing a clean and safe environment.

2. Aims and Objective of the Policy

- 2.1 Our aim is to improve the local environmental quality by reducing environmental crime across the County
- 2.2 To meet this aim, the policy will seek to achieve the following objectives:
 - To raise awareness of good waste management, litter control, dog control, highway obstructions and other local environmental quality issues to everyone across the County
 - To educate and work in partnership with residents, businesses and visitors around their role and responsibilities in terms of good waste

management, litter control, dog control, highway obstructions and other local environmental quality issues

- To undertake any enforcement action as necessary, in a reasonable, equitable and proportionate manner.
- To take all enforcement decisions in a proportionate manner and strive for high standards of consistency.
- To take all enforcement action without education and advice only when the severity of the situation dictates.

2.3 These objectives reflect Flintshire County Council enforcement principles, based upon national standards which state that good enforcement practice should have clear standards, be carried out in an open, helpful manner, have a proportionate and consistent approach and deal effectively with any complaints about the service.

This approach will ensure that:

- Enforcement is carried out in a fair and equitable way;
- We assist business and others in meeting their own legal obligations;
- We focus on prevention rather than just cure;
- We take firm action against those that flout the law;
- That all allegations of enforceable offences by delegated officers are properly recorded;
- That the policy underpins other National, Regional and Local strategies such as the Flintshire Green Space Framework Strategy.
- The proper investigation of all offences enforceable within the limits of the statutory requirements of the following statutes that may have been amended from time to time including:-

- (i) Environmental Protection Act 1990
- (ii) Refuse Disposal (Amenity) Act 1978
- (iii) Highways Act 1980
- (iv) The Traffic Management act 2004
- (v) Civil Enforcement of Road Traffic Contraventions Regulations 2013
- (vi) Town and Country Planning Act 1990
- (vii) The Antisocial Behaviour, Crime and Policing Act 2014
- (viii) Clean Neighbourhoods and Environment Act 2005
- (ix) Education Act 1996
- (x) Criminal Justice and Police Act 2001
- (xi) Various other Acts relating to Highways and the Environment

3. Scope of Policy

- 3.1 This policy sets out the standard and guidance that will be applied by Flintshire County Council, acting in their role as regulator and enforcement agency across the range of relevant legal powers and duties.
- 3.2 This policy applies to all waste and local environmental quality issues experienced across Flintshire on both public and private land. These issues affect the environmental, social and economic wellbeing of our County and have a major impact on the quality of life of those who live, work or visit.
- 3.3 All of the issues highlighted in this Policy are of great importance in creating and maintaining a clean and safe Flintshire. We seek, however, to prioritise work on certain issues to approach enforcement work in a structured way, targeting the most prevalent issues affecting Flintshire's environment.

The current priority areas for the Policy driven by the elements described are;

- Domestic refuse bags dumped on streets outside of collection times
- Commercial waste bags left on streets outside of collection times
- Fly tipping and illegal dumping of waste on public and private land
- Littering in town centre areas and other highways
- Graffiti on public infrastructure and in footpath areas
- Irresponsible dog ownership
- Sites detrimental to the amenity of a neighbourhood
- Abandoned Vehicles
- Obstacles / Hazards in the highway and on Rights of Way
- Enforcement within public space addressing issues which reduce our living, working and environmental quality.

4. Main Focus Areas:

4.1 Litter

1. It is illegal to purposely drop litter. The Environmental Protection Act 1990 (Section 87) states that litter is anything purposely dropped, thrown, left or deposited, in any place open to the air, including litter thrown from the street into a private garden or watercourse. Litter mainly consists of synthetic materials often associated with smoking, eating and drinking, including cigarette butts and chewing gum.

2. Flintshire County Council provides litter bins at selected busy locations along the highway and open spaces across the County. In order to keep Flintshire a clean place, these bins should be used for litter and dog fouling material or the material should be taken home for appropriate disposal.
3. We will aim to reduce the level of littering by undertaking general litter education and awareness raising across the County as well as issuing Fixed Penalty Notices (FPNs) to those people who choose not to follow the advice.
4. Where appropriate, authorised officers will use Fixed Penalty Notices (FPNs) to highlight that littering is regarded as unacceptable behaviour in Flintshire and along with other agencies such as North Wales Police, the Council will take a zero tolerance approach, if the authorised office is sure the litter was dropped deliberately.
5. The distribution of free literature can have a great impact on an area if the printed material is dropped, so creating litter, and by the distribution method leading to possible highway obstructions. Powers in the Clean Neighbourhoods and Environment Act 2005 (CNEA) enable us to introduce a consent system to permit businesses and individuals to distribute free literature in designated areas within the County.
6. Whilst traders cannot have control over their customers, the items they sell will often end up as litter, or their customers enjoyment of their premises will lead to litter such as cigarette butts at licensed pubs. We aim to work in partnership with business to minimise the impact of litter from shops. The introduction of Street Litter Control Notices will allow us to serve a legal notice on an establishment that contributes to an ongoing litter problem in an area. FPN powers may be used if the conditions of the Notice are breached.
7. Individuals using commercial premises and contributing to litter (such as smoking outside and discarding cigarette ends or fast food wrappers on the floor) will also be issued with a FPN.
8. Should individuals be witnessed throwing litter from cars, including cigarette ends, officers will note the registration number of the vehicle and the registered keeper of the vehicle will be issued with a FPN for the offence.
9. A FPN may be used as a means of disposing of the offence by means other than prosecution. It is the offender's opportunity to avoid a conviction if they pay in full a penalty instead. Non-payment or partial payment of a penalty notice is generally not an offence in its own right and should a recipient not pay in full the penalty offered within the timescale specified, prosecution may be necessary for the actual offence.

4.2 Waste

Flintshire is a Waste Collection Authority and has a duty to provide a household waste collection service which it does through the Streetscene and Transportation portfolio.

1. Residential Waste

- a. Black rubbish bins will be emptied on the same day of the week every fortnight, alternating with the brown garden waste bin.
- b. Food waste will be collected on the same day every week along with the recycling (blue box, blue bag and white sack).
- c. The only change to collection dates will be around the Christmas period (other bank holidays do not affect collections).
- d. Residents are asked to make sure that the wheeled bins are presented at the kerbside with the bin lid closed by 7am on their collection day, to ensure collection. If necessary and if it is safe to do so, bins can be placed out for collection the night before.
- e. All wheeled bins, food containers and recycling boxes/bags must be placed:
 1. At the boundary or curtilage of the property with the public highway, without causing obstruction
or
 2. At a designated collection point in the vicinity of the property which will be notified to the resident in advance.
- f. Containers may be placed on the driveway or footpath leading to the property however they must be reachable by the collection teams without the need for them to enter on the property to collect the container. No containers should be presented behind closed gates. The collection point for householders with long private drives will be the point where their drive meets the road/highway.
- g. In order to ensure that Recycling Targets are achieved, excess or side waste should not be left on collection day. The crew will note the location of any side waste that is presented and report the occurrence to Enforcement Officers in order who will issue a first warning letter to the property. If side waste continues to be presented a second notice will be served on the property and if side waste is evidence again the Authority will take enforcement action against the property through the use of a Fixed Penalty Notice.

- i. Bulky household items can be disposed of in several ways.
 - 1. By the specific Bulky collection service (charged)
 - 2. At the Council's Household Recycling Centres
- j. Our roadside collection team will be unable to collect these items as part of the normal domestic waste collection service and residents should refrain from putting these out on collection day.
- k. Information on how these items can be collected, as well as other frequently asked questions in relation to residential waste can be found by contacting;
- l. Where residents require to dispose of an item of waste that is not collected by the Authority they must use approved, registered, contractors under the waste Duty of Care regulations. Residents must be sure that their waste is transferred to a company authorised to take it and who will transport, recycle or dispose of it safely and compliantly. This transfer of waste must be officially recorded on a waste transfer note. Residents will receive a waste transfer note from their authorised waste company and this record must be kept and stored, for 2 years and must be produced if asked by an authorised officer.
- m. Failure to produce a waste transfer note can result in a FPN being issued by an Authorised Enforcement Officer.

Streetscene Contact Centre – 01352 701234 or on the Councils website
www.flintshire.gov.uk/streetscene

4.3 Commercial Waste

- 1. Businesses are under a duty to ensure that their waste is stored, presented and disposed of in accordance with the waste Duty of Care regulations. This duty states that businesses must take all reasonable steps to store and dispose of their waste in a compliant way.
- 2. Businesses must be sure that their waste is transferred to a company authorised to take it and who will transport, recycle or dispose of it safely and compliantly. This transfer of waste must be officially recorded on a waste transfer note. Businesses will receive a waste transfer note from their authorised waste company and this record must be kept and stored by the business, for 2 years and must be produced if asked by an authorised officer.
- 3. If a company transport waste as part of their business or otherwise for profit, they must register with Natural Resources Wales (NRW) as a waste carrier, unless they are carrying their own waste and it is not construction or demolition waste. A charity or voluntary organisation can collect or transport

waste on a professional basis but must also register with the NRW as a waste transporter.

4. Failure to produce a waste transfer note or waste carrier's license can result in a FPN and/or prosecution and seizure of the unregistered vehicle by an Authorised Enforcement Officer.

4.4 Fly tipping

1. The mismanagement of waste and waste dumping (fly tipping) degrades the amenity of an area and often attracts further environmental crimes.
2. Through the action of this Policy, we will educate and advise the community on how to properly manage their waste. We will use all relevant legislation at our disposal to prosecute those who fail to act on this education and advice.
3. Through linking the illegal disposal of waste (residential or commercial) back to a resident or company, Flintshire County Council will ensure that those dumping their waste on public or private land are prosecuted and that any clean-up costs are recovered from the offender.
4. The Council proactively use CCTV in known problem areas to identify offenders and this will be used in evidence on detection of illegal tipping.
5. Section 33 of the Environmental Protection Act 1990 provides that:

S33 – (8) a person who commits an offence under this section shall be liable
 - (a) on summary conviction to imprisonment for a term not exceeding six months or a fine not exceeding £20,000 or both; and
 - (b) on conviction or indictment, to imprisonment for a term not exceeding two years or a fine or both
6. Should a Flintshire resident be found disposing of their waste illegally (i.e. not at a designated Household Waste Recycling Site), the following actions will be taken;
 - The offence will be investigated, and the offender will receive a FPN if there is evidence linking the property or person to the waste. They will also be informed of the location of Household Waste Recycling Sites where waste can be disposed of safely and legally.

- An invitation to attend an interview under Caution and subsequent legal proceedings will be considered dependent upon the seriousness of the offence and all related circumstances e.g. persistent offenders
 - If the waste is in anyway harmful, then the information related to the case will be passed to Natural Resources Wales for consideration for prosecution
7. In appropriate cases involving criminal enterprise, an application may be made under the Proceeds of Crime Act for confiscation of assets to recover the financial benefit that the offender has obtained from a criminal conduct. Proceedings are carried out in accordance with the civil standard of proof and applications are made after a conviction has been secured but before the offender has been sentenced.

4.5 Graffiti

1. Graffiti is aesthetically unsightly and is criminal damage. In Flintshire, the problem is most prominent in housing and retail areas, and clearing it from public land creates a large cost for the Council.
2. We will remove any racist or offensive graffiti on public buildings or property within 6 hours of it being reported and all other graffiti on public buildings or property within 48 hours of the report (Streetscene standards). Council officers do not have the authority to enter private land unless permission is granted by the owner.
3. Part 6 of the Anti-Social Behaviour Act 2014 allows a local authority officer to issue a FPN in relation to minor graffiti and require, by notice, statutory undertakers, such as railways and port authorities, to remove graffiti, and to prevent the sale of paint sprays to anybody under 16.
4. If any person is found to be damaging any property with any form of graffiti then Flintshire County Council will take the following action;
 - A FPN will be issued by an authorised Enforcement Officer.
5. Where buildings owned by statutory undertakers are subject to graffiti, the Council will;
 - Serve a notice requiring the graffiti to be removed within 28 days, after which time we will remove the graffiti and reclaim our costs.

6. In order to regulate the sale of spray paints to under 16's
 - The Council will consider the institution of legal proceedings against anyone selling spray paints to under 16's.
7. A FPN may be used as a means of disposing of the offence by means other than prosecution. It is the offender's opportunity to avoid a conviction if they pay in full a penalty instead. Non-payment or partial payment of a penalty notice is generally not an offence in its own right and should a recipient not pay in full the penalty offered within the timescale specified, prosecution may be necessary for the actual offence.

4.6 Advertisements

1. General:

Those advertisements which require advertisement consent should be displayed in accordance with the Town and Country Planning (Control of Advertisement) Regulations 1994. These regulations provide the framework for controlling the display of some types of advertisements. These may include: posters and notices; placards and boards; fascia signs and projecting signs; pole signs and canopy signs; models and devices; advance signs and directional signs; estate agent boards; captive balloon advertisements; flag advertisements; price markers and price displays; traffic signs and town and village name signs. However, whether consent is required often depends on the size, position or illumination of the advertisement. Any enquiries regarding the erection of an advertisement which isn't on highway land should be submitted to planningenforcement@flintshire.gov.uk. The Planning Enforcement Policy January 2019 which is available on Flintshire.gov.uk website sets out the Planning Service's approach to investigation, what the enquirer may expect and any likely outcomes.

- a. The Highways Act 1980 required that all advertisements displayed on the public highway require the consent of the Highway Authority. The display of such advertisements without the appropriate consent is an offence under the Highway Act 1980.
- b. The Anti-social Behaviour Act 2014 allows a local authority officer to issue a fixed penalty notice in relation to fly posting offences.

2. On Highway Land:

a. Where advertisements are displayed on highway land, without the appropriate consent and/or licence, the following actions will be taken:

- If an advertisement has a serious detrimental impact on the environment and/or highway safety, the Council will remove it immediately and invoice the person(s) responsible for and/or benefiting from the advertisement for the costs of removal.
- All other advertisements will be investigated and the person(s) responsible for the display of the said advertisement(s) will be requested to remove them within a specified time period days.
- If they are not removed within that period, the Council will remove them and the person(s) responsible for and/or benefiting from the advertisement will be sent an invoice for the cost.
- A fixed penalty notice will be issued and/or legal proceedings instigated where offenders are uncooperative or are persistent offenders

3. On Private Land and/or Buildings:

a. Where advertisements are displayed on private land or on a building, without the appropriate consent the following action will be taken:

- If an advertisement has a serious detrimental impact on the environment, affects the character of a listed building or is detrimental to highway safety; the Council will request the removal of the advertisement immediately or within a specified time period.
- All other advertisements will be investigated and the person(s) responsible for the display of the said advertisement(s) will be requested to remove them within a specified time period.
- If they are not removed within that period, the Council will instigate legal proceedings against the person(s) responsible for and/or benefiting from the display of the advertisement where offenders are uncooperative or are persistent offenders
- Legal proceedings will be considered on a case by case basis e.g. consideration of particular circumstances and/or persistent offenders

4.7 Dog Orders

1. Allowing your dog to foul in Flintshire and to subsequently fail to clean up afterwards is an offence. Not only is dog fouling aesthetically unpleasant, it also has the potential to transmit diseases particularly to young children. All Dog mess should be bagged and placed in a waste bin.

2. Public Space Protection Orders (PSPO's) are an intervention to prevent individuals or groups committing anti-social behaviour in a public space. They form part of the Anti-Social Behaviour, Crime and Policing Act 2014 and Councils may adopt a PSPO after consultation with the Police, the Police and Crime Commissioner and community representatives.
3. Creating a PSPO provides an opportunity to introduce additional enforcement actions against other designated offences, such as the complete exclusion of dogs from certain land classifications and a requirement to keep dogs on leads at all times in some specified areas.
4. Flintshire has in force a Dog Control and Dog Fouling Public Space Protection Order which requires dog walkers to:
 - Remove dog waste immediately from the ground at all public locations.
 - Put their dog on a lead when directed to do so by an authorised officer. This only applies to any public land where a dog is considered to be out of control or causing alarm and distress.
 - Keep dogs on leads within cemeteries.
 - Have a means on their person to collect dog waste from the ground if asked by an authorised officer.

Dogs are also excluded from entering:

- equipped children's play areas
 - The playing area of specific sporting or recreational facilities
 - School Grounds
 - The playing areas of marked sports pitches
5. The following enforcement activities are in force in Flintshire in respect of dog control.

RESTRICTION	PSPO
1. Dog Owners, by order, to <u>remove their dogs faeces from all</u> of the land classifications discussed.	A Person in charge of a dog shall be guilty of an offence if in charge of a dog and does not remove dog faeces forthwith from public land.
2. Dog Owners <u>must place their dog on a lead</u> , when requested by an authorised officer, in response to a dog under their control being loose and causing a nuisance or annoyance to any other person, bird or animal, <u>on all</u> the land classifications discussed.	A person in charge of a dog shall be guilty of an offence if he/she does not comply with a direction by an authorised officer to put and keep the dog on a lead.
4. Dogs to be <u>excluded</u> from entering the boundary of Marked Sports Pitches .	A person shall be guilty of an offence if, at any time, he/she takes a dog onto, or permits the dog to enter or remain on a marked sports pitch.
5. Dogs to be <u>excluded</u> from the playing area of formal recreation areas such as bowling greens and tennis courts .	A person shall be guilty of an offence if, at any time, he/she takes a dog onto, or permits the dog to enter or remain at designated sports areas.
6. Dogs to be <u>excluded</u> from equipped children's play areas .	A person shall be guilty of an offence if, at any time, he/she takes a dog onto, or permits the dog to enter or remain in an equipped Children's play area.
7. Dogs to be <u>excluded</u> from all areas within School Grounds .	A person shall be guilty of an offence if, at any time, he/she takes a dog onto, or permits the dog to enter or remain on school grounds.
8. Dogs to be kept on a <u>lead</u> in Cemeteries .	A person in charge of a dog shall be guilty of an offence if, at any time, does not keep the dog on a lead.

6 Stray Dogs

- a. A Dog roaming unattended in a public place is deemed to be a 'stray' and the Dog Warden will 'seize' and detain it. Members of the public

who find a stray dog are required to either return it to its owner, or take it to the local authority of the area where it was found.

- b. Current legislation requires a dog in a public place to be fitted with a collar and a tag bearing the name and address of the owner (Note: a microchip does not meet this statutory requirement). Where a stray dog has a form of identification or the owner of the dog is known, the Dog Warden will serve upon the owner a 'notice of seizure' (ss. 149(3)&(4) EPA). The notice specifies that the dog has been seized, where it is being kept and that it is liable to be disposed of if it is not claimed within seven clear days from the date of the notice. The Council can delegate it's duties to collect, detain and dispose of its stray dogs to its kennel operators.
- c. The owner of a stray dog is "not entitled" to the return of the animal until they have paid all the expenses incurred and a further prescribed sum (s.149 (5) EPA). Should the dog not be claimed, or the owner declines to pay the sums outstanding, the ownership of the dog is legally transferred to the Council after seven clear days. The Council is then entitled to sell or re-home the dog (except for the purposes of vivisection) or to have it humanely destroyed.
- d. The Environmental Protection Act specifies that in each case, a dog seized as a stray is required to be detained and a notice of seizure served upon the owner (where known). In addition, the policy of the Council is that, on the first occasion that a dog is seized, the Dog Warden will make all reasonable efforts to identify the owner and return it to them before taking it to kennels; i.e. not incurring any charges. The Dog Warden carries a scanning device to identify dogs fitted with a microchip. If the address of the owner is identified, the Dog Warden will either visit or telephone; if contact is made, the dog will be returned.
- e. A dog will only be returned to an address if there is someone able to receive the dog – it will not be left at an unoccupied property, for example where the owner is out. A dog seized on a second occasion is automatically taken directly to the kennels, thus incurring fees and charges.
- f. Kennelling fees are charged on a daily rate and the cost is subject to review. Fees are payable immediately when the animal is received; therefore a dog held overnight incurs two days kennelling costs, plus a Statutory fee. Thus any dog kennelled will immediately incur charges (plus any veterinary fees), even if it is only held for a matter of hours and reclaimed the same day.

- g. Stray dogs will only be accepted at the holding kennels during certain pre-agreed times. Working hours for Dog Wardens will include the period 08.30 hours –17.00 hours (Monday to Fridays). Outside this period all reports of stray dogs and lost dogs should be directed to the Carelink out of hours service, who will contact the Dog Warden on call to arrange collection and transport the dog to the kennels, or advise finder of stray dog of acceptance point where the dog can be taken if the finder so wishes or requests that they take the stray dog, the finder will be told that this is not recommended and should be done at their own risk and free will. The out of hours collection service will operate up to 22.00hrs, after that time advice will be given to the finder of the stray dog. Collection of stray dogs after 22.00hrs will be for emergency calls only.
- h. In circumstances where collection is not possible, finders are advised to either: i) retain the dog until it can be collected (usually next working day), or; ii) return it to the owner if known, iii) take the stray dog to the acceptance point at their own risk and free will. Advice will be given to the finder of the stray dog by the Dog warden on call.
- i. Any reports of stray dogs should be logged with our Streetscene Contact Centre.

4.8 Sites Detrimental to the Amenity of an Area

1. Derelict or unsightly properties can attract acts of anti-social behaviour and can be misused. They can also cause neighbourhoods to look unsightly and detrimentally affect property prices in close proximity.

Where the condition of land or a building is adversely affecting the amenity of a neighbourhood the Council may issue a Notice under Section 215 of the Town and Country Planning Act 1990, requiring the owner or occupier to remedy the condition of the land or building. Failure to comply with the Notice is a criminal offence. The Council also has powers, where a Notice has not been complied with, to enter the land and carry out the work itself and recover the cost from the owner. The Council's Planning Enforcement Policy adopted January 2019 available on the Council's website.

4.09 Drinking Alcohol in Public Places

1. Flintshire's Designated Public Protection Order (DPPO), which gave designated officers powers to restrict alcohol in public places, automatically transferred into a Public Spaces Protection Order under Section 75(3) of the

Anti-Social Behaviour, Crime and Policing Act 2014 on the 20th October 2017.

The conditions of the previous DPPO have not changed. And it is still an offence anywhere in the County to refuse to surrender alcohol to the police or authorised person if there is, or is likely to be, associated anti-social behaviour.

2. The Order does not mean that alcohol is banned in public places. A drinker's behaviour will be considered in any action taken by our Enforcement Officers. If you are drinking alcohol sensibly in a public place, you will not be affected.
3. North Wales Police have the power to ask you to stop drinking alcohol in a public place if in their opinion;
 - You are creating disorder or behaving in an anti-social manner when drinking or under the influence of alcohol
 - You are likely to behave in an anti-social or disorderly way when drinking or under the influence of alcohol
4. The action the officer takes will depend on your response to his request. This will vary from your alcohol being seized and disposed of to an arrest and conviction of a public order offence.
5. Flintshire County Council works in partnership with North Wales Police to ensure we reduce the harm of alcohol on those who live, work in, or visit our County.

4.10 Abandoned Vehicles

1. Residents and visitors to Flintshire are encouraged to ensure that vehicles are parked correctly on the highway and have an up to date tax disc to avoid them being mistaken for an abandoned vehicle.
2. The Refuse Disposal (Amenity) Act 1978 states the following on the Removal of Abandoned Vehicles;

[K] where it appears to a local authority that a motor vehicle in their area is abandoned without lawful authority on any land in the open air or on any land forming part of a highway, it shall be the duty of the authority to remove the vehicle.
3. If a vehicle is reported to be abandoned, then the following actions will be taken;
 - DVLA records will be checked in an attempt to find the owner. If this is unsuccessful, then officers are free to enter the vehicle to obtain any documents that may contain details of the owner.

- A 24 hour notice will be served on the vehicle if it is considered to be dangerous. If the owner takes no action, then it will be removed and disposed of or stored dependent upon the circumstances.
- All other vehicles will be served with a 7 day notice requesting the owner to remove it by an authorised Enforcement Officer.
- If no action has been taken by the owner after 7 days, the vehicle will be removed. A vehicle in good condition can be put forward for sale to reclaim any costs.
- In all circumstances, the previous registered owner (as registered with DVLA) will be issued with an invoice for costs of removal and/or disposal of the vehicle.

4.11 Abandoned Supermarket Trolleys

1. Shopping trolleys, taken from their original site and abandoned in the surrounding communities cause problems in many neighbourhoods in Flintshire. When abandoned, these trolleys have a negative effect on the quality of the local environment and trolleys abandoned in water courses have the further potential to cause blockages which result in a significant flooding risk.
2. In 2006, amendments made by the Clean Neighbourhoods and Environment Act 2005 have added powers to the Environmental Protection Act 1990 to assist local authorities in reclaiming charges associated with the removal, storage and disposal of trolleys.
3. The Council has a set standard charge within the legislation, based on the average cost of dealing with abandoned shopping and luggage trolleys in its area. The charge includes administrative costs, such as those arising from the notification requirements, staff time for collection and delivery as well as the cost for storage.
4. The Council may agree a trolley collection scheme with persons who own shopping or luggage trolleys in its area, and where such an agreement is made, the Council may not charge costs under the Schedule for any trolleys within the scheme that are recovered by it. This arrangement would be subject to regular review and removed if the service failed to meet an acceptable standard.
5. Should your store provide a trolley for your customers to use and you wish to discuss a trolley collection scheme, please contact the Streetscene Contact Centre.

4.12 Obstruction of the Public Highway

1. It is illegal to wilfully obstruct the highway as well as any items left in the road, on pavements or overhanging pavements posing a health and safety risk for

road users and pedestrians. Examples of obstructions which will be subject to Flintshire County Council enforcement policies are as follows:

Skips, Building Materials and Hoardings

2. Anyone wishing to place a skip, building materials or a hoarding on the public highway must first obtain a licence. Flintshire County Council issue licences for these purposes, which are governed by a specific set of conditions depending upon the licence required.
3. Licences can be obtained by contacting the Streetscene Contact Centre (01352 701234) – Charge applies

Vegetation Detrimentially Affecting the Public Highway

4. Where a hedge or tree is, in the opinion of the relevant officer, endangering highway users Flintshire County Council may request the owner, or occupier of the land where the vegetation is growing, to make it safe. This includes vegetation obstructing the carriageway, pavements, signs, street lighting and street furniture as well as vegetation obstructing visibility at junctions or bends over highways authority land.
5. Owner/occupiers of land adjacent to the public highway are required to maintain their vegetation to ensure adequate highway clearance. A minimum clearance of 2.3m over pedestrian rights of ways and 5.0m over the carriageway must be provided.
6. In addition Flintshire County Council may require remedial action where trees are considered seriously defective and could potentially fall onto the public highway.
7. The degree of risk will be carefully assessed before determining what steps, and the timescales involved, are reasonably necessary to remedy vegetation which endangers the safe use of the public highway. In addition when requiring remedial action Flintshire County Council must have regard to protected species (e.g. Birds, Bats) which might make it more appropriate for remedial work to be undertaken at a specific time of the year. To safeguard protected species Flintshire County Council may also recommend that remedial work is carried out in a certain way whilst also fulfilling its statutory obligations under the Highways Act 1980.
8. Where an owner/occupier does not comply with a request to carry out works and the vegetation remains a danger to highway users Flintshire County Council may serve a formal notice requiring the remedial work to be undertaken within 14 days.

9. Failure to comply with a formal notice may result in the Council carrying out the work specified in the notice and recovering the expenses reasonably incurred from the person served with the notice.

Advertising Boards / Signs

10. Advertising boards are a source of serious obstruction on the public highway as well as being a potential health and safety risk, particularly when these are placed indiscriminately with no pedestrians' concern in mind.
11. The Council will inspect and approve applications for placing A Boards on the public highway. Any non approved items will be removed and stored for a period of 7 days to allow collection by the owner. This is necessary action to maintain a clutter free, safe, local environment.
12. The approval will be provided by Streetscene Supervisors and a small charge will apply for the initial application.

Tables and Chairs

13. Anyone wishing to place tables and chairs on the highway must first obtain a licence. This is to ensure that obstructions to the pavements in our communities are minimised and that we protect the public using them. The licence will state the number of table and chairs permitted the location and during what hours they are allowed to be placed on the highway.
14. The approval will be provided by Streetscene Supervisors and a small charge will apply for the initial application.
15. Any individual or business found obstructing the public highway could be served with a Notice under the Highways Act 1980.

4.13 Obstructions to the Highway or Rights of Way Network

1. Rights of Way

- a. Rights of way provide the ability for those who live or visit our County to enjoy and access our great views and walks.
- b. Obstructions to our rights of way networks prevent those who are entitled to access land, as well as at times put their health and safety at risk.
- c. The preferred method of dealing with an obstruction will be by liaison with the person having control over it. Where their cooperation cannot be

obtained, a notice under section 143 of the Highways Act 1980 will be served, which will require the removal of the obstruction within one month.

- d. Failure to comply will result in the Council's removing the obstruction and recovering its costs in so doing from the person having control of the obstruction
2. Mud or other obstruction on the Public Highway
 - a. Given Flintshire's rural and industrial locations, there will be instances where agricultural as well as commercial vehicles will cause a nuisance as well as danger to other road users when spills or mud from tyres is left on the highway.
 - b. All reports of this nature will be investigated by staff from the Streetscene service. Every site will be assessed to evaluate the immediate risk to road users. Should the incident constitute an immediate risk to the health and safety of the highway immediate action will be taken to remediate the problem and return the highway to its original condition.
 - c. The waste carrier or road user found to have caused the problem, will be invoiced for the cost of the additional clean up.
 - d. In cases which do not justify immediate intervention the individual or company whose actions have caused the incident will be served notice to make good the highway.
 - e. Failure to comply with the timescales within the notice will result in Streetscene undertaking the clean up and recharging for the remediation work.

4.14 Car Parking and Parking Enforcement

1. The Council is currently responsible for managing parking within Council owned car parks in Flintshire. If you are found to be in breach of the parking regulations, you will receive a parking fine (Penalty Charge Notice) on the windscreen of your vehicle.
2. Flintshire is also responsible for managing on and off street car parking across the County.
3. The Police can still issue Fixed Penalty Notices to vehicles causing obstructions on the highway. All other parking, loading and waiting offences will come under the remit of the Council's Enforcement Officers.

4. The parking enforcement arrangement is not about raising revenue. There are a number of reasons why the new regime has been introduced, all of which benefit people living in, working in and visiting the County.
 - Encouraging safe and sensible parking
 - Improve safety for pedestrians and drivers
 - Improve general flow of traffic and journey times through the County
 - Prevent emergency and public service vehicles from finding their routes blocked
 - Improve the general environment
 - Free the police to concentrate on their resources on issues felt by the public to be more directly their responsibility.
5. It is your responsibility to park your vehicle correctly. Details of how to pay your Penalty Charge Notice will be shown on the back of the PCN.
6. The Wales Penalty Processing Partnership is responsible for processing parking fines and you can access their website through the Council's link as well as access details on restrictions and levels of offences:

www.flinthsire.gov.uk/parking

or via telephone 0845 6056556

4.15 **Other Environmental Issues**

Other departments of Flintshire County Council also contribute towards a safer and better environment by covering issues such as visual amenity, vermin infestations, empty properties, drainage and sewage issue. Further details can be obtained on the website.

5 **Application of Enforcement Policy**

- All age groups will be approached through the work and corrective action within this policy; however Fixed Penalty Notices will only be issued to persons aged above the age of sixteen. Offenders below this age will have details logged, and parents/guardians will be contacted to tackle unacceptable actions within the community.
- Payment of FPNs by instalments will not normally be accepted. Instalments will only be allowed where demonstrable hardship can be proven and prosecution is likely to result in a conditional/absolute discharge.
- Non payment of FPNs / invoices for work in default will result in legal proceedings being instigated by the Authority against the named individual.
- If enforcement action results in interference with the human rights of an individual, then the Council must be satisfied that the interference is necessary

and proportionate to what it seeks to achieve. Any covert surveillance requires approval through the Regulation of Investigatory Powers Act (RIPA) 2000.

- The standard approach and application of enforcement will be followed in addition to the above point as explained in the Public Protection Enforcement Policy 2012 which covers residents and businesses in Flintshire.
- It is the Council's approach to take a zero tolerance approach to environmental crime and to apply the maximum penalty appropriate in each case.
- The enforcement of the law will be accompanied by an education and information campaign.

Further information and advice should be sought from our Streetscene Contact Centre or via the Flintshire County Council website

01352 701234

www.flintshire.gov.uk

6 Environment Enforcement Protocols

Type	Action	Escalation	Service
Deliberate Littering Offences	Immediate issue of FPN	Prosecution if penalty unpaid	Streetscene Enforcement Officers as Authorised Officers / North Wales Police
Not clearing up after dog Fouling on Public Open Space	Immediate issue of FPN	Prosecution if penalty unpaid	Streetscene Enforcement Officers as Authorised Officers / North Wales Police
Other dog controls covered by PSPO	Immediate issue of FPN	Prosecution if penalty unpaid	Streetscene Enforcement Officers as Authorised Officers / North Wales Police
Stray Dogs	Payment of kennelling, vets fees and standard charge before release of dog	Failure to pay, or claim dog within 7 days will result in the dog transferring into the ownership of the Authority	FCC Dog Warden
Fly tipping (Minor incident)	Issue of FPN subject to evidence	Prosecution if penalty unpaid	Streetscene Enforcement Officers as Authorised Officers / North

Type	Action	Escalation	Service
			Wales Police
Fly tipping (significant incident)	PACE interview and court file prepared	Prosecution where sufficient evidence exists	Streetscene Enforcement Officers as Authorised Officers / North Wales Police Natural Resources Wales
Statutory Public Health Nuisances	Compliance reached to resolve problem	Improvement or abatement notice issued Prosecution where sufficient evidence exists	FCC Authorised Officers
Drinking alcohol in public places	Confiscation of alcohol based on each individual circumstance	Possible arrested and convicted of a public order offence	North Wales Police
Side Waste	Issue first warning letter and Section 46 formal notice for continuing non-compliance. FPN then issued	Possible prosecution where failure to comply	Streetscene Enforcement Officers as Authorised Officers.
Residential Waste	Issue of FPN for failure to produce Waste collection contract / Waste transfer Note	Prosecution if penalty unpaid	FCC Authorised Officers
Commercial Waste	Issue of FPN for failure to produce Waste collection contract / Waste transfer Note	Prosecution if penalty unpaid	FCC Authorised Officers

Type	Action	Escalation	Service
Commercial Waste	Issue of FPN for failure to produce waste carrier licence and/or prosecution and seizure of vehicle	Prosecution and seizure of vehicle	Natural Resources Wales
Graffiti	Criminal Damage	Prosecution	North Wales Police
Advertisements	Immediate issue of FPN Removal of posting from Council Buildings	Prosecution if penalty unpaid Removal of posting by Council - Remedial work charged to fly poster.	FCC Authorised Officers - Planning Streetscene
Civil Parking Enforcement	Immediate issue of PCN	Proceed to debt recovery if PCN unpaid	Streetscene Civil Parking Enforcement Officers
Abandoned Vehicles	Notice placed on vehicle requested movement within 7 days (Public Land) / 14 days (private land)	Removal of vehicle – costs of recovery through scrap value	Streetscene Enforcement Officers as Authorised Officers / North Wales Police
Abandoned Trolleys	Collection of trolley and stored for statutory timescale	Trolley owner charged for return	Streetscene Coordinators
Advertising Boards/A Frames and signs	Removed immediately if no licence be in place	Items kept for 7 days before disposal	Streetscene Enforcement Officers as Authorised Officers / North Wales Police

Type	Action	Escalation	Service
Skips, building materials and hoarding	Removal as soon as possible should licence not be in place		Streetscene Coordinators
Tables and Chairs	Removed immediately should no licence be in place	Items kept for 7 days before disposal	Streetscene Coordinators/ Planning enforcement
Overgrown hedges*	Issue request to carry out remedial work to resident or land owner	1. Issue formal warning after 14 days 2. FCC to complete remedial work and recharge if not carried out within 14 days of the end of the formal warning period	Streetscene Coordinators
Street lights obstructed by hedges/trees	Issue request to carry out remedial work to resident or land owner	1. Issue formal warning after 7 days 2. FCC to complete remedial work and recharge if not carried out within 14 days of the end of the formal warning period	Streetscene Coordinators
Mud on Road	Immediate verbal warning to person responsible Risk assessment carried out and immediate remedial action taken if necessary. Cost recharged to perpetrator	1. Written warning sent to perpetrator with timescale for remedial action 2. FCC to complete remedial work and recharge if not carried out within	Streetscene Coordinators

Type	Action	Escalation	Service
		appropriate period. (timescale subject to risk assessment)	
Dangerous or trees in need of maintenance	Issue request to carry out remedial work to resident or land owner (subject to risk assessment)	1. Issue formal warning after 7 days 2. FCC to complete remedial work and recharge if not carried out within 14 days of formal warning (or immediate if Risk Assessment requires)	Streetscene Coordinators for Highway trees Tree services for all other locations
Obstruction to public right of way (footpath/bridle way)	Issue request to carry out remedial work to resident or land owner	1. Issue formal warning after 7 days 2. FCC to complete remedial work and recharge if not carried out within 14 days of formal warning (or immediate if Risk Assessment requires)	Rights of Way

Side Waste Enforcement Procedure

Waste not presented in the correct receptacle provided by the authority will be classed as side waste. This is enforceable under Section 46 of the Environmental Protection Act. Below outlines the enforcement procedure that will take place if waste is presented outside of the correct container

1. Step One - Side waste presented on 1st Occasion

A warning sticker will be issued and placed on the wheel bin, the property address will be recorded by the collection crew and passed to the support service team.

The crew will:

Remove all side waste from property

The support service team will issue a notification letter to the property informing them of the requirement to use waste receptacles provided and the potential of enforcement action being taken.

2. Step Two - Side waste presented 2nd occasion

The collection crew will record the placement of side waste to the support services team who will request the attendance of an enforcement officer

The collection crew will leave the side waste in location for inspection to take place

The enforcement officer will attend the location and inspect the waste for evidence linking the waste to the property.

Should evidence be presented a Section 46 Notice will be served to the owner of property. This will detail the need to place the waste in the correct receptacle, on the correct day, in the correct location

3. Step Three - Side waste presented 3rd occasion

The collection crew will record the placement of side waste to the support services team who will request the attendance of an enforcement officer

The collection crew will leave the side waste in location for inspection to take place

The enforcement officer will attend the location and inspect the waste for evidence linking the waste to the property.

Should evidence be presented a Fixed Penalty Notice will be issued to the owner of the property.

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The Occupier

Dear Resident

FLY TIPPING

This area has been noted as having problems with fly tipping. Fly tipping is the unauthorised deposit of waste on land, and it ranges from one fridge/black bag on the side of the highway to tonnes of dumped rubble. It is a blight on our communities and countryside and a threat to our wildlife. While the vast majority of residents dispose of their waste responsibly, there are those who dispose of their waste in a way that constitutes 'fly-tipping'.

Residents have a legal Duty of Care to dispose of their own waste responsibly. The Council receives around 1,000 reports of fly tipping in the County every year. A small number of these are significant in size but the vast majority are small scale offences such as black bags and bulky household items.

FCC have amended the policy to tackle these problems, and future incidents will be investigated and may result in enforcement action being taken. This will be in the form of a Fixed Penalty Notice (FPN) set at £200 per offence or ultimately an appearance in Court.

WASTE NOT CONTAINED IN WHEELED BINS (SIDE WASTE)

In addition, we are continuing to monitor waste not contained in a wheeled bin during collection days (side waste). Flintshire County Council is fully committed to reducing its environmental impact and achieving the statutory recycling targets set by Welsh Government. To achieve this, weekly recycling and food collections are provided to encourage residents to recycle as much of their waste as possible.

Waste will only be collected if placed in the wheeled bin provided. Please remember bins should be presented by 7am for collection and removed back to your property following collection. We would recommend that you mark your containers with your house name or number before placing them out for collection. Additional black bin

Alltami Depot, Mold Road
Alltami, Mold. CH7 6LG
www.flintshire.gov.uk
Depo Alltami, Ffordd Yr Wyddgrug
Alltami, Yr Wyddgrug
www.siryfflint.gov.uk

The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg

waste not contained within the wheeled bin will be investigated and could result a Fixed Penalty Notice (FPN) set at £75 per offence.

DISPOSAL OF WASTE

If you can transport them, a range of items can be disposed of free of charge at your local recycling centre including wood, rubble, soil, asbestos and hazardous waste. We provide a network of 5 recycling centres for residents to recycle waste from their home. The centres are open 7 days a week and only close on Christmas day, and staff on site can provide you with assistance to help remove waste from your vehicle and place it in the skips. Further information is included within this pack.

Flintshire County Council will also collect certain bulky items from your property, further information regarding the items that can be collected, including costs to do so are included within the pack.

Local charity Refurbs Flintshire (01352 734111) can collect re-usable furniture and electrical items from your doorstep free of charge.

If you require additional recycling bags or boxes, or wish to report fly tipping please log a request via the Flintshire County Council website, your nearest Connects Centre or contact our helpline on 01352 701234.

Your cooperation would be appreciated.

Yours Faithfully,

Stephen Jones
Chief Officer (Streetscene & Transportation)

Y Preswlydd

Annwyl Breswlydd

TIPIO ANGHYFREITHLON

Nodwyd bod yr ardal hon gyda phroblemau o dipio anghyfreithlon. Tipio anghyfreithlon ydi taflu gwastraff heb awdurdod ar dir, ac mae'n amrywio o un oergell/un bag bin du ar ochr y ffordd i dunelli o rwbel wedi'i adael. Mae'n difetha ein cymunedau a chefn gwlad ac mae'n fygythiad i'n bywyd gwyllt. Tra bod mwyafrif ein preswylwyr yn taflu eu gwastraff mewn modd cyfrifol, mae rhai yn taflu eu sbwriel mewn modd sydd yn cael ei ystyried yn 'dipio anghyfreithlon'.

Mae gan breswylwyr ddyletswydd gofal i gael gwared ar eu gwastraff yn gyfrifol. Mae'r Cyngor yn derbyn tua 1,000 o adroddiadau o achosion o dipio anghyfreithlon yn y Sir bob blwyddyn. Mae nifer fechan o'r rhain yn sylweddol eu maint ond mae'r mwyafrif yn droseddau bychan megis bagiau bin du a nwyddau cartref swmpus.

Mae CSFf wedi addasu'r polisi i fynd i'r afael â'r problemau hyn, a bydd digwyddiadau pellach yn y dyfodol yn cael eu hymchwilio a gall hyn arwain at gamau gorfodi. Bydd y camau gorfodi hyn ar ffurf Rhybudd Cosb Benodedig, sef £200 am bob trosedd, neu, yn y pen draw, ymddangosiad ger bron y Lllys.

GWASTRAFF HEB EI GYNNWYS YN Y BINIAU OLWYNION (GWASTRAFF AR YR OCHR)

Yn ogystal â hyn, rydym ni'n parhau i fonitro gwastraff sydd heb ei gynnwys mewn biniau olwyn ar ddiwrnodau casglu (gwastraff ychwanegol). Mae Cyngor Sir y Fflint yn gwbl ymroddedig i leihau ei effaith amgylcheddol a chyflawni'r targedau ailgylchu statudol sydd wedi'u gosod gan Lywodraeth Cymru. Er mwyn cyflawni hyn, darperir casgliadau gwastraff bwyd ac ailgylchu wythnosol i annog preswylwyr i ailgylchu gymaint o wastraff â phosibl.

Alltami Depot, Mold Road
Alltami, Mold. CH7 6LG
www.flintshire.gov.uk
Depo Alltami, Ffordd Yr Wyddgrug
Alltami, Yr Wyddgrug
www.siryfflint.gov.uk

The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg

Bydd gwastraff ond yn cael ei gasglu os yw'n cael ei roi yn y bin olwynion a ddarparwyd. Cofiwch y dylai biniau fod yn y man casglu erbyn 7am, a'u symud yn ôl i'ch eiddo ar ôl y casgliad. Rydym yn argymhell eich bod yn marcio eich cynwysyddion gydag enw neu rif eich tŷ cyn eu rhoi allan i'w casglu. Bydd bagiau bin du sydd heb gael eu rhoi yn y bin olwynion yn cael eu hymchwilio a gall hyn arwain at gamau gorfodi.

GWAREDU GWASTRAFF

Os allwch chi eu symud i'ch canolfan leol, gallwch daflu ystod o eitemau yn rhad ac am ddim yn eich canolfan ailgylchu lleol gan gynnwys pren, rwbél, pridd, asbestos a gwastraff peryglus. Mae gennym rwydwaith o 5 canolfan ailgylchu er mwyn i breswylwyr ailgylchu gwastraff o'u cartrefi. Mae'r canolfannau ar agor 7 diwrnod yr wythnos a dim ond ar ddiwrnod Nadolig maent ar gau. Mae staff wrth law i'ch helpu i dynnu gwastraff o'ch cerbyd a'u gosod yn y sgiplau. Mae rhagor o wybodaeth wedi'i gynnwys yn y pecyn hwn.

Gall Cyngor Sir y Fflint ddod i gasglu eitemau swmpus o'ch eiddo, mae rhagor o wybodaeth ynghylch yr eitemau y gallwn eu casglu, gan gynnwys y gost o wneud hynny, wedi'u cynnwys yn y pecyn.

Gall yr elusen leol [Refurbs Flintshire](#) (01352 734111) gasglu dodrefn y gellir eu hailddefnyddio ac eitemau Trydanol o garreg eich drws, am ddim.

Os oes arnoch chi angen cynwysyddion neu fagiau ailgylchu ychwanegol, gwnewch gais drwy wefan Cyngor Sir y Fflint, eich Canolfan Sir y Fflint yn Cysylltu agosaf neu ffoniwch ein llinell gymorth ar 01352 701234.

Byddem yn gwerthfawrogi eich cydweithrediad.

Yn gywir,

Stephen Jones
Prif Swyddog (Gwasanaethau Stryd a Chludiant)

Bulky item / furniture collection

CHARGE FOR UP TO 5 ITEMS - £40.00

CHARGE FOR EACH EXTRA ITEM - £5.00

Maximum number of additional items is 5 (i.e. charges capped at £65.00 for a transaction with 10 items in total)

Please note the following discounted charges for bulk collections will apply from 1 May, 2015 i.e. residents claiming benefits (*Income Support, Job Seekers Allowance (Income Based), Employment & Support Allowance (Income Related), Disability Living Allowance (DLA) / P.I.P, State Pension or Guaranteed Pension Credits. Proof of benefit is required.*)

CHARGE FOR UP TO 5 ITEMS - £20.00

CHARGE FOR EACH EXTRA ITEM - £5.00

Maximum number of additional items is 5 (i.e. charges capped at £45.00 for a transaction with 10 items in total). Only two collections allowed per year at the discounted rate.

List of items we can collect

Bulk Item	Number of Items
2x Bin bag	1
3 Piece suite	3
Barbque	1
Bedside table	1
Bench	1
Bike	1
Bird table	1
Bookcase	1
Carpet (rolled)	1
Chairs (1)	1
Computer	1
Computer Desk	1
Cooker	1
Desk	1
Divan	1
Door – interior or exterior	1
Exercise equipment (dismantled)	5
Fence panel	1
Garden Statue	1

Fireplace	1
Footstool	1
Futon	1
Garage door	5
Garden arch	1
Garden Shed (Max size 6x4 - shed must be dismantled)	5
Gates - internal (baby gate)	1
Gates – external (discretion of size)	5
Headboard	1
Hearth	1
Hoover	1
Ironing board	1
Ladders	1
Lawnmower	1
Mantelpiece	1
Mattress	1
Microwave	1
Oil drum (empty)	1
Pallet	1
Planters (each)	1
Plastic wendy house (dismantled)	1
Printer	1
Rabbit hutch	1
Radiator	1
Sideboard	1
Side (dismantled)	1
Small domestic appliances	1
Swing set (dismantled)	5
Table	1
Tumble dryer	1
TV	1
TV unit	1
Tyres	1
Wardrobes (dismantled)	1
Washing machine	1
Wooden bed frame (dismantled)	1

Casglu eitemau mawr / dodrefn

COST AR GYFER HYD AT 5 O EITEMAU - £40.00

COST AR GYFER EITEM YCHWANEGOL - £5.00

Uchafswm o eitemau ychwanegol yw 5 (h.y. costau wedi capio yn £65.00 ar gyfer casgliadau gyda chyfanswm o 10 eitem)

Nodwch fod y costau gostyngol canlynol am gasgliadau mawr yn berthnasol o 1 Mai, 2015

h.y. preswylwyr yn hawlio budd-daliadau (*Cymhorthdal Incwm, Lwfans Ceisio Gwaith (Seiliedig ar Incwm), Lwfans Cyflogaeth a Chymorth (Yn berthnasol i Incwm), Lwfans Byw i'r Anabl (DLA) / P.I.P, Pensiwn y Wladwriaeth neu Gredydau Pensiwn Gwarantedig. Mae angen tystiolaeth o fudd-daliadau.*)

COST AR GYFER HYD AT 5 O EITEMAU - £20.00

COST AR GYFER EITEM YCHWANEGOL - £5.00

Uchafswm o eitemau ychwanegol yw 5 (h.y. costau wedi capio yn £45.00 ar gyfer casgliadau gyda chyfanswm o 10 eitem) Caniateir dau gasgliad y flwyddyn yn unig ar y raddfa ostyngol.

Rhestr o eitemau y gallwn eu casglu

Eitem Mawr	Nifer o Eitemau
2 x Bag bin	1
Soffa a chadeiriau breichiau	3
Barbiciw	1
Cypyrddau bob ochr i'r gwely	1
Mainc	1
Beic	1
Bwrdd adar	1
Silff lyfrau	1
Carped (wedi ei rhoio)	1
Cadeiriau (1)	1
Cyfrifiadur	1
Desg Gyfrifiadur	1
Popty	1
Desg	1
Divan	1
Drws – mewnol ac allanol	1
Offer ymarfer (datgymaledig)	5
Panel ffens	1
Cerflun Gardd	1

Lle Tân	1
Stôl droed	1
Ffwton	1
Drws garej	5
Bwa gardd	1
Sied ardd (uchafswm maint 6x4 - rhaid tynnu'r sied oddi wrth ei gilydd)	5
Giatiau – mewnol (giât babi)	1
Giatiau – allanol (maint call)	5
Pen gwely	1
Aelwyd	1
Hwfer	1
Bwrdd smwddio	1
Ysgolion	1
Peiriant torri glaswellt	1
Mantell simnai	1
Matres	1
Microdon	1
Drwm oel (gwag)	1
Paled	1
Planwyr (pob un)	1
Tŷ bach twt plastig (wedi'i dynnu oddi wrth ei gilydd)	1
Argraffydd	1
Cwt cwningen	1
Rheiddiadur	1
Seidbord	1
Side / Ochr (wedi'i dynnu oddi wrth ei	1
Peiriannau domestig bychain	1
Siglen (wedi'i dynnu oddi wrth ei gilydd)	5
Bwrdd	1
Peiriant sychu dillad	1
Teledu	1
Uned teledu	1
Teiars	1
Cypyrddau dillad (wedi'u tynnu oddi wrth ei gilydd)	1
Peiriant golchi dillad	1
Ffrâm wely bren (wedi'i dynnu oddi wrth ei gilydd)	1

Flintshire Household Recycling Centres



Helpline 01352 701234	Buckley CH7 3LY	Rockcliffe CH6 5SF	Greenfield CH8 7GJ	Mold CH7 4ED	Sandycroft CH5 2PX
Asbestos					
Batteries					
Cans					
Cardboard					
Carpets					
CDs / Videos / Tapes & Records					
Electrical Large					
Electrical Small					
Fluorescent tubes / bulbs					
Fridges					
Gas Bottles					
General					
Glass					
Green					
Hard Plastics					
Hazardous Small Items					
Oil / Oil Filters					
Paint					
Paper					
Plasterboard					
Plastic Bottles					
Scrap					
Shoes					
Soil / Rubble					
Tetra Pak					
Textiles					
TV & PC Monitors					
Tyres					
Mattresses					
Wood					

Canolfannau Ailgylchu Gwastraff y Cartref yn Sir y Fflint

	Bwcle CH7 3LY	Rockcliffe CH6 5SF	Maes Glas CH8 7GJ	Yr Wyddgrug CH7 4ED	Sandycroft CH5 2PX
Asbestos					
Batris					
Caniau					
Cardfwrdd					
Carped					
Cdau / Fideos / Tapiau & Recordiau					
Offer Trydanol Mawr					
Offer Trydanol Bach					
Tiwbiau / Fflwrol - euol / Bylbiau					
Oergelloed					
Poteli Nwy					
Cyffredinol					
Gwydr					
Gwyrdd					
Plastics Caled					
Eitemau Bach Peryglus					
Olew / Hidlyddion Olew					
Paent					
Papur					
Bwrdd Plastr					
Poteli Plastig					
Sgrap					
Esgidiau					
Pridd / Rwbel					
Tetra Pak					
Tecstilau					
Monitorau Teledu a CP					
Matres					
Teiars					
Pren					

FLY-TIPPING ACTION WALES

@ftaw



/FtAWales



Has this come from your house?

Make sure your waste doesn't end up dumped



Taking Pride In Our Communities
flytippingactionwales.org



Do any of these businesses take away your waste...

- Builders
- Electricians
- Plumbers
- Carpenters & joiners
- Kitchen, window & carpet fitters
- Painters & decorators
- Roofers
- Gardeners & tree fellers
- House clearers
- Waste oil collectors
- Scrap metal dealers
- Skip hire

If you give your waste to someone else, you must **use a waste carrier whose business is registered with Natural Resources Wales.**

You can help tackle fly-tipping...

Ask the carrier to show you proof that they are registered to carry waste. You may also want to make a note of their name, vehicle type and registration and the date they took the waste away.

Ask where your waste is going. If your waste is dumped, you could be fined.

If you have any doubts, call Natural Resources Wales on **0300 065 3000**. You can find the registered carriers in your area by visiting **naturalresourceswales.gov.uk** and search 'public registers'

Natural Resources Wales Customer Service Helpline
0300 065 3000

8am - 6pm weekdays charged at national rate.

Natural Resources Wales is a partner of Fly-tipping Action Wales. You can help us tackle fly-tipping in our communities. Visit **flytippingactionwales.org** to find out more.



Ddaeth Hwn o'ch tŷ chi?

Sicrhewch na theflir mo'ch gwastraff chi



Balchder Yn Ein Bro
taclotipiocymru.org

A yw unrhyw rai o, r busnesau hyn yn mynd a'ch gwastraff chi...

- Adeiladwyr
- Trydanwyr
- Plymeriaid
- Seiri coed
- Gosodwyr ceginau, ffenestri a charpedi
- Paentwyr ac addurnwyr
- Towyr
- Garddwyr a chwympwyr coed
- Clirwyr tai
- Casglwyr olew gwastraff
- Delwyr metel sgrap
- Llogwyr sgipiau

Os rhowch chi'ch gwastraff i rywun arall, **rheid i chi ddefnyddio cludwr gwastraff sydd â'i fusnes wedi'i gofrestru ag Cyfoeth Naturiol Cymru.**

Gallwch chithau helpu atal taflu sbwriel anghyfreithlon...

Gallwch chithau helpu atal taflu sbwriel anghyfreithlon... Gofynnwch i'r cludwr ddangos i chi brawf ei fod wedi'i gofrestru i gludo gwastraff. Efallai yr hoffech chi wneud nodyn o'i enw, math a rhif cofrestru ei gerbyd, a'r dyddiad yr aeth â'r gwastraff i ffwrdd, hefyd.

Gofynnwch i ble mae'r gwastraff yn mynd. Os ceir hyd i'ch gwastraff chi wedi'i daflu, gallech chi wynebu dirwy. Os ydych yn amau dim, galwch Cyfoeth Naturiol Cymru ar **0300 065 3000**.

Cewch hyd i gludwyr cofrestredig eich bro chi trwy ymweld ag **naturalresourceswales.gov.uk** a chwiliwch 'cofrestrau cyhoeddus'.

Llinell Gymorth Gwasanaethau Cwsmeriaid Cyfoeth Naturiol Cymru 0300 065 3000

8 y bore – 6 yr hwyr Llun – Gwener. Codir tâl cyfradd genedlaethol ar alwadau.

Mae Cyfoeth Naturiol Cymru bartner Taclo Tipio Cymru. Gallwch chi ein helpu ni i fynd i'r adael â thafu sbwriel anghyfreithlon yn ein cymunedau ni. Ymwelwch ag **taciotipiocymru.org** er mwyn canfod rhagor.

FLY-TIPPING ACTION WALES

@ftaw



/FtAWales



Attention all landlords

Has this come from your property?

Make sure your business waste doesn't end up dumped



Taking Pride In Our Communities
flytippingactionwales.org

As a landlord, your rental property is classed as a business. Any waste materials that come from clearing or maintaining your property are classed as business wastes. These materials must be managed safely, legally and responsibly. You must follow the Duty of Care. The information to follow will help you to do this.

You can help tackle fly-tipping...

It's a good idea to advise your tenant that they should dispose of their waste promptly and responsibly and not allow it to accumulate.

Any waste from clearing or maintaining your property must be taken to a waste facility that is authorised to accept that type of waste. Check with your Local Authority they have facilities that you can use.

If you give your waste to someone else, you must use a waste carrier whose business is registered with Natural Resources Wales.

Ask the carrier to show you proof that they are registered to carry waste and ask them where they are taking your waste. If your waste is dumped, you could be fined.

Any waste you dispose of must be accompanied by waste documentation, like a transfer note and this can be hard copy or via the Electronic Duty of Care (EDoC) System. To find out more information, go to the advice section on our web site: flytippingactionwales.org.uk

If you have any doubts, call Natural Resources Wales on **0300 065 3000**

You can find the registered carriers in your area by visiting naturalresourceswales.gov.uk and search 'public registers'.

TACLO
TIPLO
CAMRU

@ftaw



/FtAWales



Noddir gan
Lywodraeth Cymru
Sponsored by
Welsh Government

Talwch sylw landlordiaid

Ddaeth hwn o'ch eiddo chi?

Sicrhewch nad yw gwastraff eich busnes chi'n cael ei daflu



Balchder Un Ein Bro
taclotipiocymru.org

A chithau'n landlord, mae'r eiddo rydych chi'n ei osod ar rent yn fusnes. Mae unrhyw wastraff sy'n dod o glirio neu gynnal eich eiddo chi'n wastraff busnes. Rhaid cadw rheolaeth ddiogel, gyfreithlon a chyfrifol ar y deunyddiau hyn. Rhaid i chi gadw at y Ddyletswydd Gofal. Bydd yr wybodaeth isod o gymorth i chi wneud hynny.

Gallwch helpu atal taflu sbwriel anghyfeithlon...

Syniad da yw rhoi gwybod i'ch tenant y dylai gael gwared ar ei wastraff ar unwaith, ac mewn modd cyfrifol, a pheidio â gadael iddo grynhoi.

Rhaid mynd ag unrhyw wastraff sy'n deillio o glirio neu gynnal eich eiddo chi i gyfleuster gwastraff a awdurdodwyd i dderbyn y math hwnnw o wastraff. Gofynnwch i'ch Awdurdod Lleol chi a oes ganddynt gyfleusterau y gallwch chi eu defnyddio.

Os rhowch eich gwastraff i rywun arall, rhaid i chi ddefnyddio cludwr gwastraff sydd a'i fusnes wedi'i gofrestru ag Cyfoeth Naturiol Cymru.

Gofynnwch i'r cludwr ddangos i chi ei fod ef wedi'i gofrestru i gludo gwastraff, a holwch ef i ble mae o'n mynd â'ch gwastraff chi. Os teflir eich gwastraff chi'n anghyfreithlon, gallech chi wynebu dirwy.

Rhaid bod â dogfennau gwastraff, fel ffurflen drosglwyddo, ar gyfer unrhyw wastraff yr ydych yn cael gwared arno, a gall honno fod yn gopi papur neu'n un electronig trwy'r system Dyletswydd Gofal Electronig (DGE). Er mwyn gweld sut beth yw hwnnw, ewch at: flytippingactionwales.org.uk/wastetransfernote

Os oes gennych chi unrhyw amheuan, galwch Cyfoeth Naturiol Cymru ar **0300 065 3000**

Gallwch ganfod cludwyr cofrestredig eich ardal chi trwy fynd at naturalresourceswales.gov.uk a chwiliwch 'cofrestrau cyhoeddus'.



CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Welfare Reform Update
Cabinet Member	Cabinet Member for Corporate Management and Assets
Report Author	Chief Officer (Housing and Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

Flintshire County Council, together with its partners, have been working to mitigate the full impacts of welfare reforms from falling upon vulnerable Flintshire residents. This report considers how we will continue to manage the impacts of reforms introduced under the provisions of the Welfare Reform and Work Act 2016.

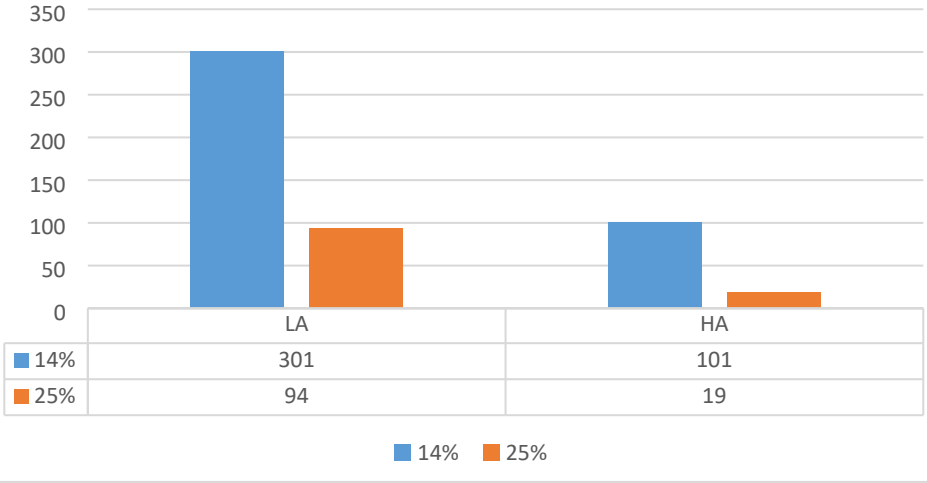
The report provides an update on the impacts that welfare reforms continue to have on Flintshire residents and the work that is ongoing to mitigate this and support these households.

Vulnerable households have been impacted significantly by COVID-19, the report also provides information around a range of measures that have been developed to help those affected by the current pandemic and the support provided to residents to help mitigate the negative impacts.

RECOMMENDATIONS

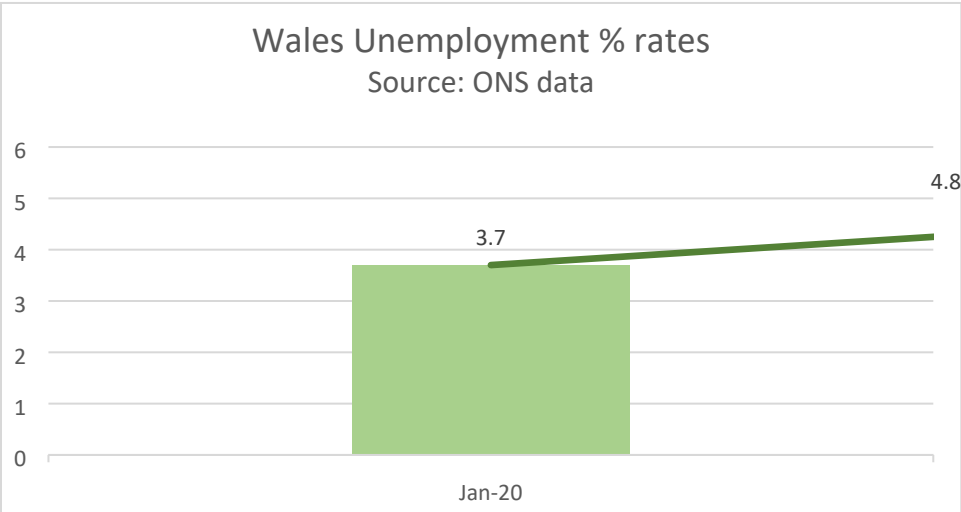
1	Cabinet support the report and the ongoing work to manage the impacts that Welfare Reform has and will continue to have upon Flintshire's most vulnerable households.
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REPORT DETAILS

1.00	EXPLAINING THE WELFARE REFORM UPDATE									
1.01	<p>Removal of the Spare Room Subsidy– More commonly referred to as the Bedroom Tax, this reform relates to restrictions of Housing Benefit or Universal Credit where the claimant is under occupying the property. The restrictions are:</p> <p>14% reduction to the eligible rent where a person living in a social landlord property, has one or more “spare bedroom” 25% reduction to the eligible rent where a person living in a social landlord property, has two or more “spare bedrooms”</p>									
1.02	<p>According to latest statistics provided by the Department for Work & Pensions (DWP) as at November 2020 155,884 recipients of Housing Benefit in Wales had a reduction to their weekly award. No equivalent data is currently published for Universal Credit customers.</p>									
	Impact in Flintshire									
1.03	<p>Currently, a total of 515 households in Flintshire are subject to a reduction in their housing benefit payments as a result of the Bedroom Tax.</p>									
1.04	<p>Residents Subject to Underoccupancy Reduction May-21</p>  <table border="1" data-bbox="331 1473 1262 1585"> <thead> <tr> <th></th> <th>LA</th> <th>HA</th> </tr> </thead> <tbody> <tr> <td>14%</td> <td>301</td> <td>101</td> </tr> <tr> <td>25%</td> <td>94</td> <td>19</td> </tr> </tbody> </table>		LA	HA	14%	301	101	25%	94	19
	LA	HA								
14%	301	101								
25%	94	19								
1.05	<p>113 households in Flintshire are subject to a 25% reduction in their weekly housing benefit payments and 402 households are subject to a 14% reduction in their weekly housing benefit payments.</p>									
1.06	<p>The reduction in Housing Benefit for people who are subject to the Bedroom Tax in Flintshire is around £9,200 per week which is around £480,500 per year.</p>									
1.07	<p>This means that tenants affected by this restriction have to find this extra money to pay their rent.</p>									

1.08	The data here is limited to those tenants who still claim housing benefit. The Bedroom Tax is a restriction that also is applied to Universal Credit (UC), however, the council does not have access to this data to be able to report on this position.
1.09	An indication of the number of tenants affected in UC can be shown by the number that have been supported via a Discretionary Housing Payment, which for 2020/21 this was 577.
	Benefit Cap
1.10	The total amount of annual 'out of work' benefit income which a 'working-age' household can receive is set at (figures for households outside of greater London): <ul style="list-style-type: none"> • £20,000¹ for couples and lone parents (£383.56pw) • £13,400 for single claimants (£256.99pw)
1.11	At May 2021 a total of 8,611 households in Wales were subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied.
	Impact in Flintshire
1.12	At May 2021 there were 26 households in Flintshire which were subject to a reduction in their housing benefit or UC as a result of the benefit cap being applied. This is a total loss of income for these residents of around £1,618 per year.
	Universal Credit
1.13	At March 2021 the DWP confirmed 282,272 customers in Wales were in receipt of UC of which 33% were working, this is comparable to the percentages for the rest of the United Kingdom.
	Impact in Flintshire
1.14	At February 2021 the caseload for Flintshire customers in receipt of UC has increased to 11,983 compared to 9,798 in April 2020. This represents a 22% increase.
1.15	In Flintshire the current UC caseload confirms 39% of those customers (4,721) are working which is above the average in Wales which is 35%
	Unemployment in Wales

¹ For information - in Greater London area the benefit cap is set at £23,000 for couples/lone parents and £15,410 for single claimants.

1.16	<p>The latest Labour Market Statistics, published April 2021, show that Wales' unemployment rate rose significantly when comparing January 2020 to January 2021:</p>  <p>The graph shows a line representing the unemployment rate in Wales. The y-axis is labeled from 0 to 6 in increments of 1. The x-axis has two points: 'Jan-20' and 'Jan-21'. A green bar is shown for 'Jan-20' with a value of 3.7. A line connects this bar to a point for 'Jan-21' with a value of 4.8. The title is 'Wales Unemployment % rates' and the source is 'Source: ONS data'.</p>
	Unemployment in Flintshire
1.17	<p>Based on the latest available national statistics, Flintshire's unemployment rates at 3.2% remain lower than the Welsh average of 3.7%. This is based on information up to December 2020.</p>
	Help to Claim Service
1.18	<p>From 1st April 2019 DWP withdrew funding to Local Authorities to provide Universal Support (which consisted of personal budgeting and digital assistance) but instead Citizens Advice (England and Wales) and Citizens Advice Scotland have taken on the responsibility for delivering the replacement service which is called "help to claim process".</p>
1.19	<p>As the Help to Claim model does not include the personal budgeting support element and is only available to a limited group of customers up to the date they receive their first full UC payment. The council continues to provide this support to our residents via the Welfare Reform Team.</p>
1.20	<p>Since April 2020 the provision has moved to a national call centre which operates a telephone service.</p>
1.21	<p>Since the start of UC, the council has seen high demand for services in relation to managing household finances, navigating the UC online systems and supporting customers to understand their claims and challenge where necessary.</p>
	UC "Managed Migration"

1.22	Managed migration is the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a 'natural' transfer to Universal Credit.
1.23	<p>In March 2019 DWP announced that Harrogate was going to be the pilot area for a major trial of 'managed migration' due to its diverse range of customers.</p> <p>Being part of the pilot is optional for customers and only those who consent to moving to UC are being included.</p> <p>Harrogate was selected as it was one of the first areas to implement UC. The pilot will run for a minimum of 12 months so at the earliest this was due to end in July 2020. Due to the pandemic the pilot remains paused.</p>
1.24	It is anticipated that the learning and evaluation once this pilot is reinstated will be shared in advance of 'managed migration' being introduced in the whole of Wales so that the Council can be prepared to support those customers in readiness for the move to Universal Credit. An update can be provided once the findings are released.
	Council Tax Reduction Scheme (CTRS)
1.25	Welsh Government have recognised that there has been a national trend in reducing caseloads and expenditure for CTRS in recent years.
1.26	<p>However this was not the case in the last financial year with expenditure and caseloads rising due to the pandemic.</p> <p>This will be tracked and monitored during 2021/22 to identify whether this continues to be the case as we move into recovery.</p>
1.27	<p>There may be longer term impacts due to the effects of three lockdowns resulting in consequential economic impact and potential job losses. Furlough is currently still in place but the risk of job losses could result in more residents requiring financial support and applying for CTRS.</p> <p>Aside from the current situation, we are aware that the introduction of UC has likely impacted the previously declining caseloads on the basis that there is a requirement to claim CTRS separately to UC rather than in one claim.</p>
1.28	The council has been actively promoting the scheme to remind people of its aim to support residents who are finding making payments to their council tax a struggle because they are on low income or receiving benefits (including UC).
1.29	Work is being undertaken through a combination of proactive and reactive methods with the aim of helping as many residents as possible for example there is ongoing work linking with Council Tax to ensure we support residents at the earliest opportunity, with the introduction of signposting to support with reminder notices.

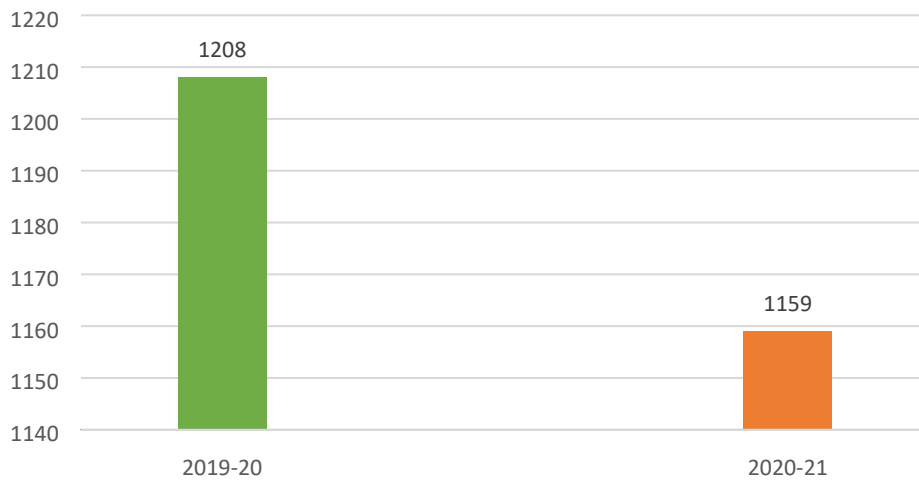
	<p>Job Retention Scheme</p>																																								
<p>1.30</p>	<p>The Job Retention Scheme was initially due to end 31st October 2020 but has been extended to 30th September 2021.</p> <p>As at May 2021, according to HM Revenue & Customs a total of 29,600 people are being paid through the Job Retention Scheme in Flintshire.</p> <p>It is expected that ongoing financial support and welfare advice will continue for those who may face redundancy or who are subject to reduced income through the Job Retention Scheme.</p>																																								
	<p>NHS Track and Trace Isolation Support Grant Payment</p>																																								
<p>1.31</p>	<p>The Self Isolation Support Scheme introduced in Wales in November 2020 provided a £500 payment for those who cannot work from home and must self-isolate, and for parents and carers on low incomes with children who are self-isolating.</p> <p>The scheme is to be reviewed June 2021.</p> <p>In order to receive the payment, residents are required to fulfil all four of the following criteria:-</p> <ol style="list-style-type: none"> 1. Residents are currently receiving Universal Credit, Working Tax Credit, Income-based Employment and Support allowance, Income-Based Jobseeker’s Allowance, Income Support, Housing Benefit and/or Pension Credit; 2. Are employed or self-employed; 3. Are unable to work from home and will lose income as a result ; 4. Have been told to self-isolate by NHS Test and Trace, either for 10 or 14 days. 																																								
<p>1.32</p>	<p>Latest statistics provided by Welsh Government show that Flintshire is following the Welsh trend.</p> <p style="text-align: center;"><u>Track & Trace – Flintshire</u></p> <table border="1"> <caption>Track & Trace – Flintshire Data</caption> <thead> <tr> <th>Date</th> <th>Received</th> <th>Processed</th> <th>Pending</th> <th>Approved (%)</th> </tr> </thead> <tbody> <tr> <td>3.2.21</td> <td>420</td> <td>60</td> <td>360</td> <td>30%</td> </tr> <tr> <td>17.2.21</td> <td>100</td> <td>150</td> <td>290</td> <td>15%</td> </tr> <tr> <td>3.3.21</td> <td>100</td> <td>150</td> <td>240</td> <td>45%</td> </tr> <tr> <td>17.3.21</td> <td>80</td> <td>160</td> <td>170</td> <td>42%</td> </tr> <tr> <td>31.3.21</td> <td>50</td> <td>140</td> <td>70</td> <td>45%</td> </tr> <tr> <td>14.4.21</td> <td>20</td> <td>40</td> <td>20</td> <td>35%</td> </tr> <tr> <td>28.4.21</td> <td>10</td> <td>30</td> <td>10</td> <td>25%</td> </tr> </tbody> </table>	Date	Received	Processed	Pending	Approved (%)	3.2.21	420	60	360	30%	17.2.21	100	150	290	15%	3.3.21	100	150	240	45%	17.3.21	80	160	170	42%	31.3.21	50	140	70	45%	14.4.21	20	40	20	35%	28.4.21	10	30	10	25%
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	<p>The welfare team administer the payments which provides opportunities to identify any wider support that may be required and join up with services at the earliest opportunity.</p>																																								
	<p>Carer's Bonus Payment</p>																																								
1.33	<p>On 1st May 2020 Welsh Government committed to pay a £500 bonus to care workers for their work during the Covid-19 Pandemic.</p>																																								
1.34	<p>In July 2021 Welsh Government are committed to also pay a bonus of £500 to the following staff; support workers in commissioned emergency/temporary accommodation, supported housing, floating support workers and homelessness outreach workers are included for payment with the team manager.</p> <ul style="list-style-type: none"> Local authority housing staff providing outreach service to homeless people and working within emergency accommodation. Ancillary staff in large 'hostel' type settings (providing all meals catering, large communal areas) – security, kitchen and domestic staff. 																																								
1.35	<p>As the bonus is to be treated as earned income, this will result in a reduction in HB/CTRS for the period for which it covers. If this is due for a past period will result in an overpayment of HB and CTRS</p> <p>Current volumes are not yet known, however work has been undertaken to minimise the impact on residents Flintshire have made a local decision to write off any related overpayments through the Bad Debt provision.</p>																																								
	<p>Support Services</p>																																								
1.36	<p>The Welfare Reform Team combines the administration of discretionary housing payment with general financial and holistic support for all customers inclusive of whether or not they are being impacted by Welfare Reforms and their objectives include:</p>																																								

	<ul style="list-style-type: none"> • Support the Poverty and vulnerability agenda • Contribute to building community and financial resilience • Provide interventions to residents with financial, fuel and child poverty concerns • Provide a range of supportive measures to mitigate the impacts of poverty and vulnerability.
1.37	<p>Assistance is offered and provided to residents who may be struggling to re-align their finances, e.g. assistance to navigate which benefits they could claim and help to access other support that may be available.</p> <p>As part of the drive for the holistic approach to supporting residents, partnership and collective working arrangements have been created with organisations such as; Warm Wales; and Flintshire Local Voluntary Council (FLVC)</p> <p>Working with and developing partnerships is key to successful outcomes for our residents.</p>
1.38	<p>This work is critical now and will provide an opportunity to reflect on the effectiveness of support and partnerships which will enable these services to be available to flexibly respond to emerging issues in the future.</p>
1.39	<p>Flintshire, are represented and play an active role in the Welsh Governments Regional Advice Network. North Wales Regional Advice Network priorities for 2021 are:-</p> <ul style="list-style-type: none"> • Provider mapping, directory and awareness for referral • Shared approach for referrals and referral portal • Understanding and overcoming rural barriers • Shared training for providers <p>The network aims to provide links between Welsh Government and local services which will support the development of a strategic approach to the provision of social welfare advice and information services across the region, by working collaboratively with other providers, funders and relevant stakeholders.</p>
1.40	<p>Flintshire manage and coordinate the work of the Tackling Poverty Partnership, this group has representatives from all sectors and its aim is to coordinate, influence and where possible align advice provision in the county in order to mitigate the negative impacts of Welfare Reform, identify need from within the communities and support our residents by tackling poverty and promoting well-being.</p>
1.41	<p>The Bevan Foundation's latest work on the Welsh Benefits System finds that schemes such as Free School Meals, Council Tax Reduction Scheme and Discretionary Assistance Fund require review to ensure accessibility and simplifying of benefits to help more families out of poverty (a link to the report is included below).</p>
1.42	<p>The Pandemic has highlighted and resulted in more residents experiencing negative impacts on their financial situation.</p>

	<p>The service has been adapted to provide welfare support over the telephone which has meant that the service has been able to respond promptly to the increased volume of referrals. Additionally, due to limited availability of front line face to face services, the team provides assistance and support to residents to make online applications for various benefit claims.</p>						
1.43	<div data-bbox="320 465 1283 1037" data-label="Figure"> <p>The bar chart, titled 'Welfare Referrals Comparison', displays the number of referrals for two financial years. The vertical axis (y-axis) represents the number of referrals, ranging from 760 to 940 in increments of 20. The horizontal axis (x-axis) shows the financial years 2019/20 and 2020/21. The bar for 2019/20 reaches the 814 mark, and the bar for 2020/21 reaches the 922 mark.</p> <table border="1"> <thead> <tr> <th>Financial Year</th> <th>Number of Referrals</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>814</td> </tr> <tr> <td>2020/21</td> <td>922</td> </tr> </tbody> </table> </div> <p>Welfare Reform Team data confirms a 13% increase in referrals for support when comparing 19/20 to 20/21. The assumption is this increase is due to the impacts of the pandemic.</p>	Financial Year	Number of Referrals	2019/20	814	2020/21	922
Financial Year	Number of Referrals						
2019/20	814						
2020/21	922						
	<p>Discretionary Housing Payments (DHP)</p>						
1.44	<p>Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (Housing Element), but who may still need further financial help with their housing costs.</p>						
1.45							

Volumes of Discretionary Housing Payment applications

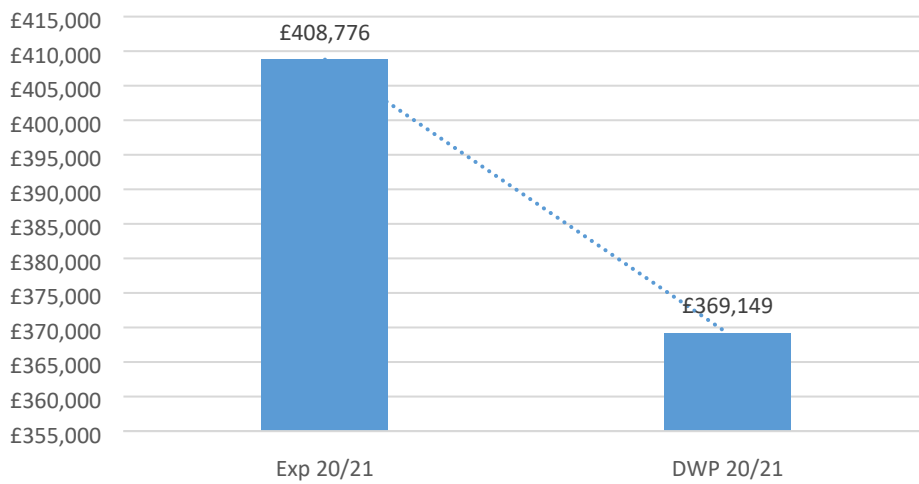


The assumption for the decrease in applications between 2019/20 and 2020/21 is due to the eviction process being paused and the subsequent increase to a 6 month notice period to seek possession. In addition residents also accessing financial support through the current Job Retention` Scheme.

Data shows that Bedroom Tax – under-occupancy is still the most common reason for DHP applications which indicates that finding available suitable accommodation remains difficult for customers.

1.46

DHP Expenditure 2020-21



The overspend in the budget was due to more residents accessing DHP support and longer awards of DHP have been granted during the early and ongoing pandemic to create a period of stability for those experiencing financial difficulties.

Additionally, DHP funding is often used to help residents with rent arrears. Experience has shown that these type of requests are usually when a person is in a crisis situation. When considering a payment of rent arrears

	the aim is to prevent the risk of homelessness, how best to safeguard a tenancy and the financial implications of not implementing support.
1.47	<p>In March 2021, Local Authorities received notice that Department for Works & Pensions (DWP) made an error in calculating funding arrangements and as a result of this error Flintshire were underpaid by £2,109. DWP confirmed that they would correct this error and this would be rectified in 2021/22.</p> <p>The total DHP funding for England and Wales in 2021-22 will be £140 million. The DWP only allocated £100m at the start of the year using each LA's individual funding amount for 2020-21 as a starting point. This amount was then corrected to the amount Flintshire would have received for 2020-21 if the errors had not occurred.</p> <p>At mid-year 2021-22 the DWP will allocate a reserved £40 million of funding based on the latest caseload data. This additional payment should be due in September 2021</p>

2.00	RESOURCE IMPLICATIONS						
2.01	Due to the changes in funding arrangements by DWP for 2021/22, the initial funding for Flintshire for 2021/22 is £205,444. Currently, Flintshire are unaware of how much funding will be received in September 2021.						
2.02	Delivery of Personal Budgeting Support is no longer funded by DWP. However, Welfare and budgeting support will continue to be provided by the Welfare Reform Team due to the extra resources that have been secured for the next two years and a further financial pressure has been highlighted for year three.						
2.03	<p>Since April 2020 to help meet the demands of new and existing customer needs support has been adapted. There has been a significant increase in the volumes of customers requiring support comparing 2019/2020 referrals to 2020/2021 that has been an approx. 13% increase.</p> <div data-bbox="319 1518 1204 2038" data-label="Figure"> <table border="1"> <caption>Welfare Support Provided - Comparison</caption> <thead> <tr> <th>Year</th> <th>No. of Referrals</th> </tr> </thead> <tbody> <tr> <td>2019-2020</td> <td>814</td> </tr> <tr> <td>2020-2021</td> <td>922</td> </tr> </tbody> </table> </div>	Year	No. of Referrals	2019-2020	814	2020-2021	922
Year	No. of Referrals						
2019-2020	814						
2020-2021	922						

2.04	The approach of the team has been really clear in terms of support being focused on the customer and their needs to move forward into a better position both financially and in terms of their general well-being.
2.05	<p>Our understanding is that there are long lead times to access debt advice which can exacerbate an already challenging financial situation. Additional resources are currently being considered to fund a specialist debt advisor within the Housing Benefits Service and a business case is being developed to secure funding resource this much needed position.</p> <p>The team have a good understanding of any emerging trends which could potentially put a customer at risk of losing their home or reaching crisis point and are able to share any such observations amongst other organisations both internal and externally.</p>
	FINANCIAL IMPLICATIONS
2.06	Since April 2019, the DWP have not provided funding for the Council to provide support to Universal Credit customers with Personal Budgeting Support and Assisted Digital Support. The team have continued to deliver this and during 2020/21 429 residents were provided with budgeting support alone.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT	
3.01	Under the five delivery principles of the Well-being of Future Generations Act the Welfare Reform Team can have the following impacts:	
	Long-term	Positive impact on longer term solutions to help people manage their financial commitment and sustaining their homes.
	Prevention	Positive impact by supporting people out of poverty.
	Integration	Positive impact by working with other organisations to promote positive changes.
	Collaboration	As above
	Involvement	As above
	Well-being Goals Impact	
	Prosperous Wales	Positive impact – support residents to address poverty and improve life chances particularly those most adversely impacted by Welfare Reforms.

	Resilient Wales	No impact
	Healthier Wales	Positive – supporting residents with skills and knowledge that influence better choices which promote better health and wellbeing.
	More equal Wales	Positive - By supporting residents to move out of poverty this also contributes to enabling residents to fulfil their potential no matter what their background.
	Cohesive Wales	No impact
	Vibrant Wales	No impact
	Globally responsible Wales	Positive –support residents to make simple changes such as reviewing energy providers and bank processes - such as the promotion of local credit unions.

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	This report was discussed in the Community, Housing and Asset Overview and Scrutiny Committee on 16 June 2021 and was supported.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	https://stat-xplore.dwp.gov.uk/webapi/jsf/dataCatalogueExplorer.xhtml
6.02	https://www.bevanfoundation.org/wp-content/uploads/2020/09/Welsh-Benefits-System-Final-Report-1.pdf
6.03	https://www.ons.gov.uk/employmentandlabourmarket/peoplenotinwork/uneemployment/timeseries/ycnm/lms

7.00	CONTACT OFFICER DETAILS
7.01	Contact Officer: Jen Griffiths Telephone: 01352 – 702929 E-mail: Jen.Griffiths@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	<p>Discretionary Housing Payment (DHP) Discretionary Housing Payments (DHPs) are payments that may be made by the Council to people that are receiving Housing Benefit or Universal Credit (Housing Element), but who may still need further financial help with their housing costs.</p> <p>Eligible Rent – this is the amount of rent (net of any ineligible services) that a claim for housing benefit or universal credit is calculated from.</p> <p>Housing Benefit - helps tenants pay all, or part of their rent if they have a low income. Housing Benefit is administered by Local Authorities.</p> <p>Ineligible Services – These are charges that may be included in rent that are not eligible for support through either housing benefit or universal credit. Such as: heating; lighting; hot water; meals.</p> <p>Registered Social Landlord (RSL) - RSLs are not-for-profit organisations that aim to provide good, low cost accommodation.</p> <p>Spare Bedroom – in the context of the spare room subsidy (or bedroom tax) this is where there are more bedrooms in the property than the household need. For example, a single person living in a two bedroom house would be deemed as having one “spare” bedroom.</p> <p>Universal Credit (UC) – is an integrated means-tested benefit for people of working age whose income is below a specified minimum amount. UC can be claimed by working age people in and out of employment.</p> <p>UC Managed Migration – Managed migration describes the transfer of existing legacy benefit claims to Universal Credit, where there has not been a change of circumstances that has resulted in a ‘natural’ transfer to Universal Credit.</p> <p>Working Age – for social security benefits ‘working age’ ends for both men and women at the female statutory retirement pension age. In May 2016 this is 63 years old. The female statutory retirement age is gradually increasing to equalise with men (65 year old) in October 2018. The pension age for both men and women will then increase to 66 in 2020.</p> <p>Welfare Reforms – changes introduced to a range of social security benefits and tax credits, which aim to ensure that the United Kingdom has an affordable benefit system.</p>



CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Housing Rent Income
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing and Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

This report provides Cabinet with an operational update on 2020/21 year end housing rent income collection performance for housing, including the 2021/22 latest collection position.

The outturn for 2020/21 resulted in rent arrears of £1.854m compared to £1.815m in the previous year – an increase in arrears of £39k. The data generally makes for positive reading especially when contrasted against earlier predictions for rent arrears for the service throughout the last twelve months, particularly at a time when the Covid-19 pandemic has impacted on the ability of some tenants to pay on time.

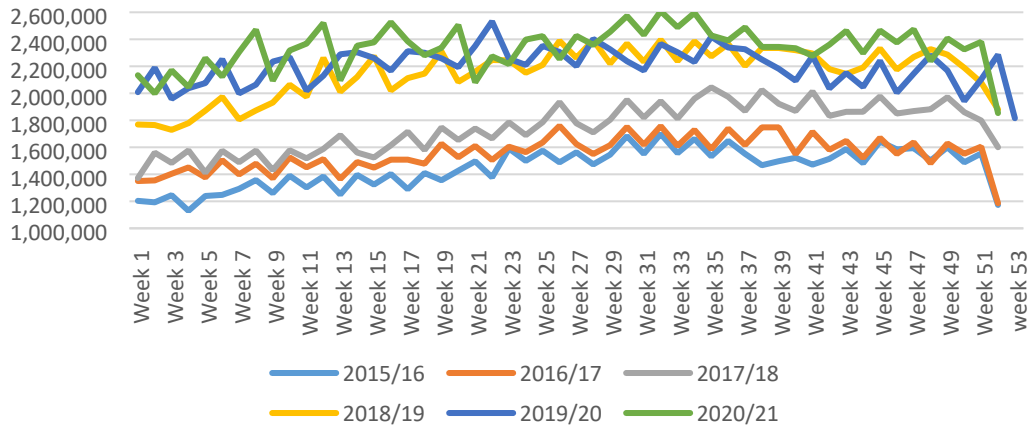
RECOMMENDATIONS

1	Cabinet support the report noting the £1.854m year-end position for rent arrears in 2020/21.
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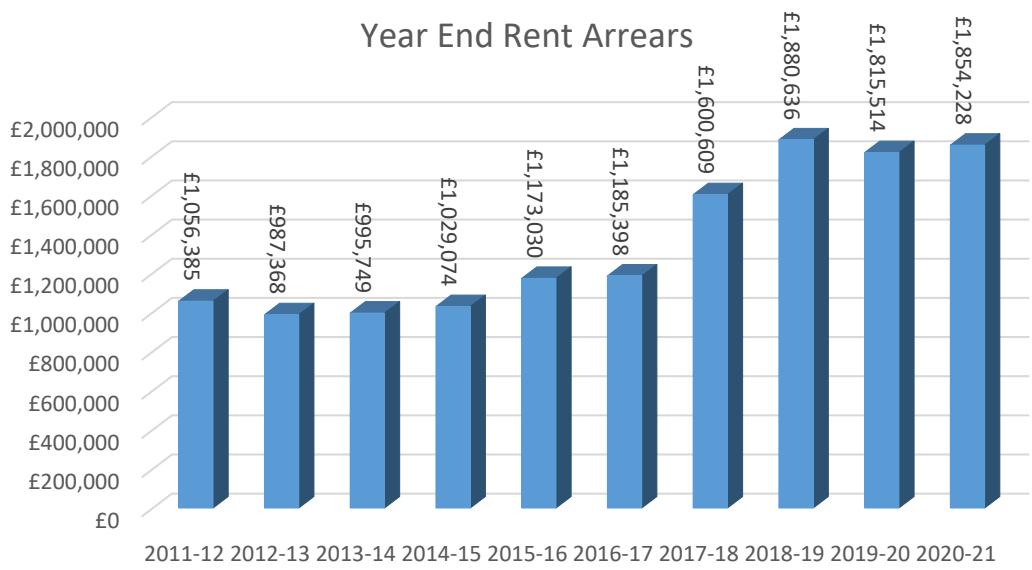
REPORT DETAILS

1.00	EXPLAINING THE LATEST POSITION OF RENT ARREARS																																																																		
1.01	The 2020/21 financial year has been one of the most challenging for the service in the same way as it has for other social landlords who have been responsible for supporting tenants during the pandemic.																																																																		
1.02	<p>The year-end position for 2020/21 shows rent arrears (£1.854m) have marginally increased by £39k compared to the previous years' outturn (Table 1). The data generally makes for positive reading especially when contrasted against earlier predictions for rent arrear at a time when Covid-19 continues to impact on the ability of some tenants to pay their rent on time.</p> <p>Table 1</p> <table border="1" data-bbox="368 808 1337 1417"> <thead> <tr> <th>Financial Year</th> <th>Gross Rent Yield</th> <th>Year End Rent Arrears</th> <th>Rent Arrears as % of Rent Yield</th> <th>Movement in Arrears (£)</th> <th>Movement in Arrears (%)</th> </tr> </thead> <tbody> <tr> <td>2020-21</td> <td>£39,949,266</td> <td>£1,854,228</td> <td>4.6%</td> <td>£38,714</td> <td>0.1%</td> </tr> <tr> <td>2019-20</td> <td>£39,969,296</td> <td>£1,815,514</td> <td>4.5%</td> <td>£65,000</td> <td>-0.4%</td> </tr> <tr> <td>2018-19</td> <td>£38,086,058</td> <td>£1,880,514</td> <td>4.9%</td> <td>£279,905</td> <td>0.5%</td> </tr> <tr> <td>2017-18 *</td> <td>£36,153,000</td> <td>£1,600,609</td> <td>4.4%</td> <td>£415,211</td> <td>0.9%</td> </tr> <tr> <td>2016/17</td> <td>£34,293,000</td> <td>£1,185,398</td> <td>3.5%</td> <td>£12,368</td> <td>-0.1%</td> </tr> <tr> <td>2015-16</td> <td>£32,857,000</td> <td>£1,173,030</td> <td>3.6%</td> <td>£143,956</td> <td>0.3%</td> </tr> <tr> <td>2014-15</td> <td>£31,452,000</td> <td>£1,029,074</td> <td>3.3%</td> <td>£33,325</td> <td>0.1%</td> </tr> <tr> <td>2013-14</td> <td>£30,859,000</td> <td>£995,749</td> <td>3.2%</td> <td>£8,381</td> <td>-0.2%</td> </tr> <tr> <td>2012-13</td> <td>£29,222,000</td> <td>£987,368</td> <td>3.4%</td> <td>£69,017</td> <td>-0.4%</td> </tr> <tr> <td>2011-12</td> <td>£28,097,000</td> <td>£1,056,385</td> <td>3.8%</td> <td>-</td> <td>-</td> </tr> </tbody> </table> <p>* denotes the period when Universal Credit full service was rolled out.</p>	Financial Year	Gross Rent Yield	Year End Rent Arrears	Rent Arrears as % of Rent Yield	Movement in Arrears (£)	Movement in Arrears (%)	2020-21	£39,949,266	£1,854,228	4.6%	£38,714	0.1%	2019-20	£39,969,296	£1,815,514	4.5%	£65,000	-0.4%	2018-19	£38,086,058	£1,880,514	4.9%	£279,905	0.5%	2017-18 *	£36,153,000	£1,600,609	4.4%	£415,211	0.9%	2016/17	£34,293,000	£1,185,398	3.5%	£12,368	-0.1%	2015-16	£32,857,000	£1,173,030	3.6%	£143,956	0.3%	2014-15	£31,452,000	£1,029,074	3.3%	£33,325	0.1%	2013-14	£30,859,000	£995,749	3.2%	£8,381	-0.2%	2012-13	£29,222,000	£987,368	3.4%	£69,017	-0.4%	2011-12	£28,097,000	£1,056,385	3.8%	-	-
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1.03	The chart (Arrears Comparisons) and bar chart (Year End Rent Arrears) below illustrates the year end position in 2020/21 as well as the comparable outturns for previous years.																																																																		

Arrears Comparisons (2015/16 - 2020/21)



Year End Rent Arrears



1.04

Most tenants have maintained their rent payments, but the pandemic has inevitably also impacted on the ability of some tenants to pay their rent on time.

There are some trends that are of concern, such as the notable increase in high-level arrears for tenants who owe in excess of £5k of unpaid rent. Despite everything that has been and is done to support tenants, a very small minority have failed to engage and continue to do so with the Council and appropriate recovery will be taken at the first opportunity against those tenants who do not effectively engage or pay.

Table 2 below shows the analysis of tenants who owe in excess of £250 in unpaid rent. Tenants who owe less than £250 and are generally up-to-date with their payments are excluded from the analysis.

Table 2 – Rent arrears analysis

Banded Arrears (£)	Apr-20		Nov-20		Mar-21	
	No.	Arrears (£)	No.	Arrears (£)	No.	Arrears (£)
250 - 500	504	185,702	603	218,371	460	169,224
500 - 750	334	206,413	327	200,747	244	150,878
750 - 1,000	197	171,180	201	174,160	155	132,552
1,000 - 2,500	489	768,287	481	754,234	432	674,751
2,500 - 5,000	134	444,175	156	530,271	132	449,779
5000+	8	44,787	21	126,509	28	176,290
Totals	1,666	1,820,544	1,789	2,004,292	1,451	1,753,474

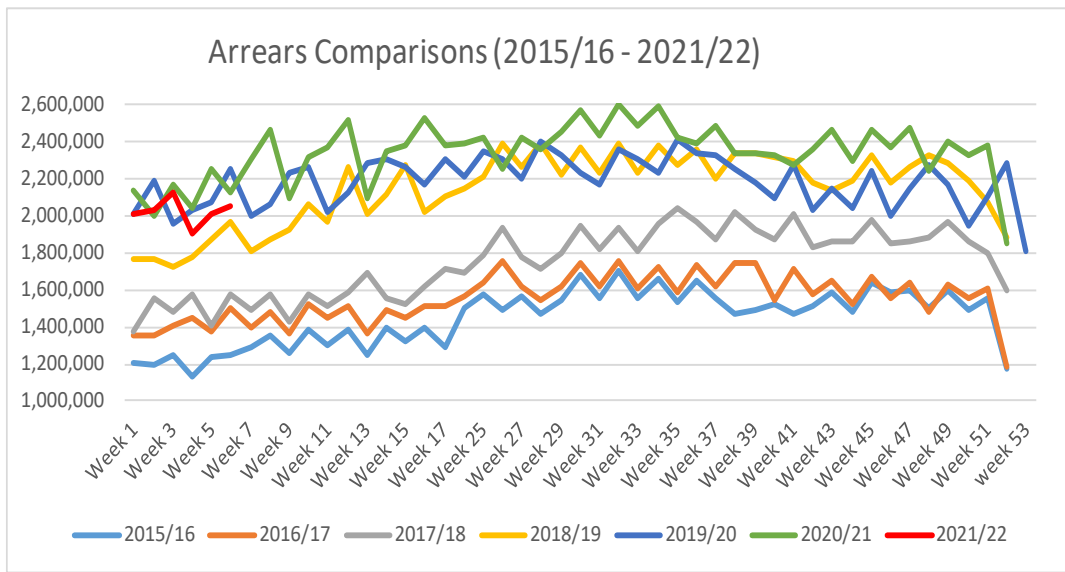
1.05 To support tenants during the Covid-19 pandemic, from March 2020, Welsh Government also introduced a package of measures to protect tenants from eviction and these measures remain in place until at least 30th June 2021. Consequently, no evictions have taken place during 2020/21.

1.06 There remains a small number of cases (5 in total) that were due to move to eviction prior to the lockdown, and these cases will be progressed when the moratorium ends. Rent arrears alone in these five serious cases of non-engagement now equates to a total of £34k, an increase of £20k since the start of the pandemic.

Table 3 - Evictions

Year	Number of Evictions for rent arrears	% Increase / Reduction
2020/21	0	-100.0%
2019/20	26	-13.3%
2018/19	30	36.4%
2017/18	22	15.8%
2016/17	19	-13.6%
2015/16	22	-

1.07 The current position for 2021/22 is starting to show an improving and more positive position as at week 6. Rent arrears are currently running at £2.05m, but are £75k lower than the same position in the previous year



1.08 Although rent arrears have stabilised since the introduction of Universal Credit and other welfare reforms, there remains several key risks to effective income management as a result of the pandemic. These risks include, the ending of the furlough scheme and uncertainty around the temporary Universal Credit uplift as well as other legislation such as the temporary suspension on evictions.

1.09 In addition to this, the introduction of the Breathing Space scheme in England and Wales from May 2021, is generally a welcome step as this will provide tenants in debt with a 60 day period of legal protections from their creditors, including what tenants owe in housing rent. The protections include pausing most enforcement action and contact from creditors.

1.10 The Breathing Space scheme is defined by legislation under The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020. These measures though may impact negatively on the cash flow for the HRA in the short term as debt advice agencies work with tenants to agree affordable repayments for the repayment of debts.

2.00	RESOURCE IMPLICATIONS
2.01	The continued deployment of the Mobyssoft 'Rent Sense software, funded by the HRA, is necessary to control rent arrears and to ensure resources are targeted effectively.
2.02	Resource levels are also under review in the Housing Rent Income service and may need to be increased to support the improvement of rent collections as part of the Covid recovery strategy. The HRA business plan

	for 2021-22 takes account of an additional resource for a temporary period of up to two years.
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3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
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3.01	To ensure financial risks to the HRA are minimised as far as possible, rent arrears continue to be tracked on a weekly basis and cases are identified as quickly as possible to ensure targeted intervention if provided to those tenants at highest risk of non-payment.
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4.00	CONSULTATIONS REQUIRED/CARRIED OUT
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4.01	This report was discussed in the Community, Housing and Asset Overview and Scrutiny Committee on 16 June 2021 and was supported.
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5.00	APPENDICES
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5.01	None.
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6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
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6.01	<ul style="list-style-type: none"> • Housing (Wales) Act 2014 • Welfare Reform Act 2012 • The Coronavirus Act 2020 – section 2 • The Debt Respite Scheme (Breathing Space Moratorium and Mental Health Crisis Moratorium) (England and Wales) Regulations 2020.
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7.00	CONTACT OFFICER DETAILS
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7.01	Contact Officer: David Barnes, Revenues Manager Telephone: 01352 703652 E-mail: david.barnes@flintshire.gov.uk
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8.00	GLOSSARY OF TERMS
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8.01	Housing Revenue Account (HRA): The Council is required to keep a HRA to record all income and expenditure relating to the provision of local authority housing. All rental income, including arrears, must be held with a ring fenced HRA account. This means that income can only be used for council housing purposes and not general expenditure. This also allows rental income to be invested locally to help improve and maintain council owned homes and also build new council homes.
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	<p>Welfare Reform: these are changes introduced to a range of social security benefits and tax credits which aim to ensure that the UK has an affordable benefits system.</p>
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CABINET

Date of Meeting	Tuesday, 13 th July 2021
Report Subject	Communal Heating Charges 2021/22
Cabinet Member	Cabinet Member for Housing
Report Author	Chief Officer (Housing & Assets)
Type of Report	Operational

EXECUTIVE SUMMARY

The Housing and Assets Portfolio currently operates eight communal heating schemes within Flintshire. The Council negotiates fuel costs in advance and tenants benefit from the Council's Industrial and Commercial Contract rate.

New communal heating charges are based on the previous year's energy use ensuring an accurate assessment of costs and impacts (negative or positive) on the heating reserve account.

The proposed recharges for 2021/22 are set out within this report and are pending Cabinet approval. In the majority of cases, the recharge to tenants has reduced for 2021/22, which as in other years, would allow Flintshire to recover the projected costs of the heating charges whilst still passing on the benefit of reduced energy costs to tenants.

RECOMMENDATIONS

1	Cabinet approve changes to the current heating charges at council properties with communal heating schemes as outlined in table 1, paragraph 1.07 of this report. All changes will take effect from 30 th August 2021.
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REPORT DETAILS

1.00	EXPLAINING THE COMMUNAL HEATING RECHARGES
1.01	<p>The Housing and Assets Portfolio currently operates eight communal heating schemes within Flintshire. The Council negotiates fuel costs in advance and tenants benefit from the Council's Industrial and Commercial Contract rate. The cost of fuel used within these schemes is paid for initially by the Authority through a heating reserve account and then collected from tenants in addition to their weekly rent.</p>
1.02	<p>New communal heating charges are based on the previous year's energy use ensuring a more accurate assessment of costs and impacts (negative or positive) on the heating reserve account.</p>
1.03	<p>Any proposed changes to charges are intended to ensure that each communal heating scheme recovers the full energy cost charged in respect of each scheme.</p>
1.04	<p>The Council charges tenants for the energy consumed within each block. This is a basic flat rate charge irrespective of individual usage. The method of applying tenants heating charges is to apply uplifts or decreases to tenants each year, based on previous year's usage plus energy rate costs.</p>
1.05	<p><u>2019/20</u> In April 2019, the average price increase was 18%. As a result of the mild winter the majority of schemes saw a small decrease in usage.</p> <p>During the year in 2019/20 works were completed on upgrading the heating systems at Panton Place, Holywell and in one area of Glan y Morfa Court, Connah's Quay. As a result of this work, these tenants are now billed directly by their chosen utilities provider based on their own meter readings and usage.</p>
1.06	<p><u>2020/21</u> In April 2020, the energy rates decreased by an average of 14% and in some properties, the energy usage fluctuated against the estimated usage used to calculate 2020/21 charges.</p> <p>The majority of tenants saw a reduction in their Communal Heating charges in 2020/21. Therefore, at the properties which have seen an increase in energy usage, this has resulted in a small deficit on the heating reserve. This will be recovered through the 2021/22 charges.</p>
1.07	<p><u>2021/22</u> The table below sets out recommended heating charges for 2021/22 based on actual usage in 2020/21. The assumption has been made that costs have reduced by an average of 14% in 2021/22 and that usage remains at similar levels for the next 12 months.</p> <p>Revised charges will be introduced from 30th August 2021.</p>

Table 1

Communal Area		Weekly Charge 2020/21		Increase 2021/22		Revised Weekly Charge 2021/22	
Bolingbroke Heights, Flint	1 Bed	£	4.10	-£	0.15	£	3.95
	2 Bed	£	4.92	-£	0.18	£	4.74
Richard Heights	1 Bed	£	4.10	-£	0.15	£	3.95
	2 Bed	£	4.92	-£	0.18	£	4.74
Castle Heights, Flint	1 Bed	£	4.70	-£	1.15	£	3.55
	2 Bed	£	5.64	-£	1.38	£	4.26
Llwyn Beuno, Holywell	1 Bed	£	6.00	£	0.50	£	6.50
	2 Bed	£	7.20	£	0.60	£	7.80
Llwyn Aled, Holywell	1 Bed	£	7.95	£	1.55	£	9.50
	2 Bed	£	9.54	£	1.86	£	11.40
Acacia Close, Mold	1 Bed	£	7.30	£	0.80	£	8.10
	2 Bed	£	8.76	£	0.96	£	9.72
	3 Bed	£	9.86	£	1.08	£	10.94
Glan-y-Morfa Court1, Connahs Quay	1 Bed	£	9.65	-£	1.35	£	8.30
	2 Bed	£	11.58	-£	1.62	£	9.96
Glan-y-Morfa Court2, Connahs Quay	1 Bed	£	5.30	£	1.65	£	6.95
Chapel Court, Connah's Quay	1 Bed	£	6.40	£	0.20	£	6.60
	2 Bed	£	7.68	£	0.24	£	7.92

Across all of our communal properties an options appraisal is being completed to assess the condition and efficiency of these heating systems and a plan will be put in place for improvements and upgrades over the coming years.

2.00 RESOURCE IMPLICATIONS

2.01 As identified above.

3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01 Tenants cannot claim Housing Benefit for the cost of domestic heating.

3.02 Estimates have been based on energy usage during 2020/21. A severe winter could lead to higher costs which may lead to an increased charge during 2022/23.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	This report was discussed in the Community, Housing and Asset Overview & Scrutiny Committee on 16 June 2021 and was supported.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None.

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

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

EXERCISE OF DELEGATED POWERS - DECISIONS TAKEN REPORTED TO CABINET – 13.07.21

Housing and Assets

- **Council Rent – Application to Write Off Tenancy Arrears**
Financial Procedure Rules (section 5.2) stipulates that individual bad and irrecoverable debts in excess of £5,000 are considered for write off in conjunction with the relevant Cabinet Member. The decision to write off is in respect of one housing tenant who is subject to a Bankruptcy Order. Rent Arrears of £6,278.04 are included in the order which are now irrecoverable as a result of the award of the order.

Streetscene and Transportation

- **Disposal of Surplus Land**
Surplus Flintshire County Council Land – Pentre Halkyn Playing Field to be transferred to a local community group under lease for 27 years, which will include responsibilities for future maintenance.
- **Suspension of Car Parking Charges**
To continue the suspension of car parking charges until 30th September 2021.

Education and Youth

- **Local Authority Appointed School Governors**
Appointment of Local Authority Governor (s) representatives on school governing bodies in accordance with The Government of Maintained Schools (Wales) Regulations 2005.
- **Queensferry Learning Campus – Gas Easement**
To request easements and rights for Wales and West Utilities to be given easement rights for gas connections and associated maintenance to the new buildings on the Queensferry Learning Campus.

Corporate Finance

- **Corporate Debt Write Offs**
Financial Procedure Rules (section 9.6) – Income and Expenditure – stipulate that individual debts between the values of £5,000 and £25,000 shall be reported to the Chief Finance Officer (Corporate Finance Manager/Section 151 Officer) for consideration to write off, in conjunction with the Cabinet Member for Finance.

The schedule gives full details of 3 write offs totalling £35,993.34 and provides the name, address, value and reason for each individual write off where the overall debt is greater than £5,000. All recovery remedies have now been exhausted including the use of debt collection agents and county court action. There is no further action that can be taken to recover the outstanding balance.

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

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**FLINTSHIRE COUNTY COUNCIL FORWARD WORK PROGRAMME ITEMS
COUNCIL, CABINET, AUDIT AND GOVERNANCE & SCRUTINY
1 June 2021 TO 30 November 2021**

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
June					
Governance and Audit Committee	2/06/21	Finance	Certification of Grants and Returns 2019/20 To inform Members of the grant claim certification by Audit Wales for the year ended 31 March 2020.	Operational	
Governance and Audit Committee	2/06/21	Governance	Internal Audit Annual Report To inform members of the outcome of all audit work carried out during 2020/21 and to give the annual Internal Audit opinion on the standard of internal control, risk management and governance within the Council.	All Report Types	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Governance and Audit Committee	2/06/21	Governance	Annual Governance Statement 2020/21 To endorse the Annual Governance Statement 2020/21 to be attached to the Statement of Accounts for adoption.	All Report Types	
Governance and Audit Committee	2/06/21	Governance	Internal Audit Progress Report To present to the Committee an update on the progress of the Internal Audit Department.	All Report Types	
Governance and Audit Committee	2/06/21	Governance	Audit Committee Action Tracking To inform the Committee of the actions resulting from points raised at previous Audit Committee meetings.	All Report Types	
Governance and Audit Committee	2/06/21	Governance	Forward Work Programme To consider the Forward Work Programme of the Internal Audit Department.	All Report Types	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	8/06/21	Overview and Scrutiny	Forward Work Programme and Action Tracking To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	
Environment & Economy Overview & Scrutiny Committee Page 307	8/06/21	Overview and Scrutiny	End of Year Performance Monitoring Report To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene, Cabinet Member for Economic Development
Environment & Economy Overview & Scrutiny Committee	8/06/21	Planning, Environment and Economy	Biodiversity Duty Update This report will provide an update on progress delivering the Section 6 Biodiversity Duty to date, the updated 2020 – 2023 plan and key areas of biodiversity work.	Operational	Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	8/06/21	Chief Executive's	Commencement of the Socioeconomic Duty To update Overview and Scrutiny of our preparedness for the commencement of the socio-economic duty	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Environment & Economy Overview & Scrutiny Committee	8/06/21	Streetscene and Transportation	Litter and Fly Tipping To receive an update as requested by the Committee on 9 February 2021.	Operational	Cabinet Member for Streetscene
Corporate Resources Overview & Scrutiny Committee	10/06/21	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.	Operational	
Corporate Resources Overview & Scrutiny Committee	10/06/21	Overview and Scrutiny	Action Tracking To inform the Committee of progress against actions from previous meetings.	Operational	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	10/06/21	Overview and Scrutiny	<p>End of Year Performance Monitoring Report To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	10/06/21	Chief Executive's	<p>Recovery Strategy Update To receive an update on the latest position with the recovery objectives.</p>	Operational	
Corporate Resources Overview & Scrutiny Committee	10/06/21	Chief Executive's	<p>Commencement of the Socio-Economic Duty To update Overview & Scrutiny of our preparedness for the commencement of the socio-economic duty.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	15/06/21	Social Services	<p>Developing Children's Residential Care Home Provision</p> <p>To seek approval for the strategic approach to developing In House Children's Residential Care.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Cabinet	15/06/21	Streetscene and Transportation	<p>NEWydd Catering and Cleaning - Annual Review</p> <p>To present the NEWydd three year business plan (2021/22 to 2023/24) for consideration, review and endorsement.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	15/06/21	Housing and Assets	<p>Procurement of Welsh Housing Quality Standard (WHQS) Envelope Works to Council Owned Properties</p> <p>To seek approval for the appointment of contractors to deliver the Council's Whole House Envelope programme through the Procure Plus framework.</p>	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	15/06/21	Chief Executive's	Welsh Language Annual Monitoring Report 2020/21 To receive the Welsh Language Annual Monitoring Report 2020/21 and an overview of progress in complying with the Welsh Language Standards.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	15/06/21	Planning, Environment and Economy	Update on the Biodiversity Duty To provide an update on progress delivering the Section 6 Biodiversity Duty to date, the updated 2020 – 2023 plan and key areas of biodiversity work.	Operational	Cabinet Member for Streetscene
Cabinet	15/06/21	Chief Executive's	End of Year Performance Monitoring To present the Performance Outturn for 2020/21.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	15/06/21	Chief Executive's	Mersey Dee Alliance (MDA) Economic Stimulus Package To seek support on the Mersey Dee Alliance (MDA) Economic Stimulus Package.	Strategic	Cabinet Member for Economic Development
Cabinet	15/06/21	Social Services	Welsh Government White Paper Consultation - Rebalancing Care and Support To consider the White Paper, to note and support the response to the consultation response submitted by the Council and approve the report.	Strategic	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Community, Housing & Assets Overview & Scrutiny Committee	16/06/21	Overview and Scrutiny	Forward Work Programme and Action Tracking (CH & E) To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	16/06/21	Housing and Assets	Welsh Housing Quality Standard (WHQS) Update To provide an update on the WHQS specific to environmental works	Operational	Cabinet Member for Housing
Community, Housing & Assets Overview & Scrutiny Committee	16/06/21	Housing and Assets	Welfare Reform Update To provide an update on the impact of Welfare Reform on Flintshire Residents.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Community, Housing & Assets Overview & Scrutiny Committee	16/06/21	Housing and Assets	Housing Rent Income - Year end outturn and latest position for 2021/22 To provide the Year end outturn for 2020/21 and an operational update on rent collection and current arrear levels for 2021/22.	Operational	Cabinet Member for Housing
Community, Housing & Assets Overview & Scrutiny Committee	16/06/21	Housing and Assets	Communal Heating Charges 2021/22 To consider the proposed heating charges in council properties with communal heating systems for 2021/22 prior to Cabinet approval.	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	16/06/21	Overview and Scrutiny	<p>End of Year Performance Monitoring Report To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets, Cabinet Member for Housing
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	17/06/21	Education and Youth	<p>Multi Systematic Therapy Project To provide an update on the multi-agency service to provide intensive therapeutic support to young people.</p>	Strategic	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	17/06/21	Education and Youth	<p>Safeguarding in Education To provide an update on the discharge of statutory safeguarding duties in schools and the Education portfolio</p>	Operational	Leader of the Council and Cabinet Member for Education
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	17/06/21	Education and Youth	<p>Looked After Children To provide an update on the provision for Looked After Children</p>	Operational	Leader of the Council and Cabinet Member for Education

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Joint Education, Youth & Culture and Social & Health Care Overview & Scrutiny Committee	17/06/21	Education and Youth	Additional Learning Needs (ALN) Transformation To provide an update on the Authority's implementation plan and any national/regional updates	Operational	Leader of the Council and Cabinet Member for Education
July					
Education, Youth & Culture Overview & Scrutiny Committee	1/07/21	Education and Youth	Commencement of the Socio-economic Duty To update Overview and Scrutiny of our preparedness for the commencement of the socio-economic duty	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Education, Youth & Culture Overview & Scrutiny Committee	1/07/21	Education and Youth	Annual Report from Regional School Improvement Service, GwE To receive an update on the support provided by the regional school effectiveness and improvement service, GWE and its impact on schools	Operational	

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Education, Youth & Culture Overview & Scrutiny Committee	1/07/21	Education and Youth	Social Media and Internet Safety To provide Members with an update on the Portfolio's Social Media and Internet Safety policy and provision	Operational	Leader of the Council and Cabinet Member for Education
Education, Youth & Culture Overview & Scrutiny Committee	1/07/21	Overview and Scrutiny	End of Year Performance Monitoring Report To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.	Operational	Leader of the Council and Cabinet Member for Education
Education, Youth & Culture Overview & Scrutiny Committee	1/07/21	Overview and Scrutiny	Forward Work Programme and Action Tracking (EY&C) To consider the Forward Work Programme of the Education Youth & Culture Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Leader of the Council and Cabinet Member for Education

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	1/07/21	Overview and Scrutiny	<p>End of Year Performance Monitoring Report To review the levels of progress in the achievement of activities, performance levels and current risk levels as identified in the Council Plan.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Social & Health Care Overview & Scrutiny Committee	1/07/21	Chief Executive's	<p>Commencement of the Socioeconomic Duty To update Overview and Scrutiny of our preparedness for the commencement of the socio-economic duty.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Social & Health Care Overview & Scrutiny Committee	1/07/21	Social Services	<p>Joint funded care packages To consider the implications of the lesser contribution by Betsi Cadwaladr University Health Board (BCUHB) towards joint-funded care packages.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	1/07/21	Social Services	<p>Corporate Parenting and Fostering Strategy update To inform Members of changes to Fostering nationally which could impact Flintshire and includes very sensitive information.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Social & Health Care Overview & Scrutiny Committee	1/07/21	Chief Executive's	<p>Disability and Discrimination To receive an update as requested the January meeting.</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Social & Health Care Overview & Scrutiny Committee	1/07/21	Social Services	<p>Childcare Sufficiency Assessment To provide an assessment of the strategic and operational response to securing sufficient, sustainable, and high quality, childcare within the County.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	1/07/21	Social Services	Early Years To share the achievements of the Early Years and Family Support Service and proposals for future priorities.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Social & Health Care Overview & Scrutiny Committee	1/07/21	Social Services	Social Services Director's Annual Report To consider the draft report prior to consideration at Cabinet.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Social & Health Care Overview & Scrutiny Committee	1/07/21	Overview and Scrutiny	Forward Work Programme and Action Tracking To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	
Environment & Economy Overview & Scrutiny Committee	6/07/21	Streetscene and Transportation	Reintroduction of Side Waste Enforcement To advise Scrutiny of the process to be followed for reintroducing side waste enforcement	Operational	Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	6/07/21	Planning, Environment and Economy	<p>North Wales Economic Ambition Board Annual Report & Q4 Performance To present the Quarter 4 (Jan-March) Growth Deal report, updated Portfolio Risk Register and the Portfolio Management Office Annual Report for 2020-21 for the North Wales Economic Ambition Board</p>	Operational	Cabinet Member for Economic Development, Cabinet Member for Planning and Public Protection
Environment & Economy Overview & Scrutiny Committee	6/07/21	Planning, Environment and Economy	<p>Town Centre Markets To receive a report as requested at Committee on 12 May, 2021</p>	Operational	Cabinet Member for Economic Development
Environment & Economy Overview & Scrutiny Committee	6/07/21	Streetscene and Transportation	<p>Update on Deeside Hydrogen Hub Project Following a request by the Committee in February 2021, this report provides an update on the work carried out to date by Jacobs to develop a Strategic Business Case (SBC) for a new hydrogen hub at Deeside and seeks comments from Members.</p>	Operational	Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment & Economy Overview & Scrutiny Committee	6/07/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (Env & E) To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Streetscene and Countryside
Corporate Resources Overview & Scrutiny Committee	8/07/21	Overview and Scrutiny	<p>Action Tracking To inform the Committee of progress against actions from previous meetings.</p>	Operational	
Corporate Resources Overview & Scrutiny Committee	8/07/21	Overview and Scrutiny	<p>Forward Work Programme To consider the Forward Work Programme of the Corporate Resources Overview & Scrutiny Committee.</p>	Operational	

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COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	8/07/21	Chief Executive's	Employment and Workforce End of Year Update To present the quarterly workforce statistics and their analysis.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee 18090322	8/07/21	Finance	Digital Flintshire To review and update the Council's current Digital Strategy.	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	8/07/21	Finance	Revenue Budget Monitoring 2020/21 (Outturn) and Capital Programme Monitoring 2020/21 (Outturn) To present the Revenue Budget Monitoring (Outturn) and Capital Programme Monitoring (Outturn) for 2020/21.	Operational	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	8/07/21	Finance	Revenue Budget Monitoring 2021/22 (Interim) To present the Revenue Budget Monitoring 2021/22 (Interim) Report.	Operational	Cabinet Member for Finance, Social Value and Procurement
Corporate Resources Overview & Scrutiny Committee	8/07/21	Chief Executive's	Joint funded care packages To explain the workings of the joint funding of care packages with the Health Board.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Corporate Resources Overview & Scrutiny Committee	8/07/21	Finance	Medium Term Financial Strategy (MTFS) and Budget 2022/23 To present the first estimate for the budget requirement for 2022/23 and the strategy for funding the requirement.	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	13/07/21	Social Services	Social Services Annual Report To approve the annual report.	Strategic	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	13/07/21	Education and Youth	Families First – Contract 2022-2024 Funding To request Approval for Procurement of Families First Services 2022-24.	Operational	Leader of the Council and Cabinet Member for Education
Cabinet	13/07/21	Streetscene and Transportation	Side Waste Enforcement and Environmental Awareness To agree the approach for reintroducing side waste enforcement from 1st September 2021.	Operational	Cabinet Member for Streetscene
Cabinet	13/07/21	Chief Executive's	Capital Programme Monitoring 2020/21 (Outturn) To note the Outturn Capital Programme information for 2020/21.	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	13/07/21	Chief Executive's	Medium Term Financial Strategy (MTFS) and Council Fund Budget 2022/23 To present the first estimate for the budget requirement for 2022/23 and the strategy for funding the requirement.	Strategic	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	13/07/21	Housing and Assets	Welfare Reform Update To receive an update on the impact of Welfare Reform on Flintshire Residents.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	13/07/21	Chief Executive's	Revenue Budget Monitoring Report (Outturn) To note the Outturn Revenue Budget Monitoring Report information for 2020/21.	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	13/07/21	Chief Executive's	Revenue Budget Monitoring 2021/22 (Interim) To receive the first budget monitoring report for the new financial year.	Operational	Cabinet Member for Finance, Social Value and Procurement
Cabinet	13/07/21	Chief Executive's	Prudential Indicators - Actuals 2020/21 To note the actual Prudential Indicator outcomes for 2020/21 compared with the estimates set for Prudence and Affordability.	Operational	Cabinet Member for Finance, Social Value and Procurement

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	13/07/21	Social Services	Care Inspectorate Wales – Assurance Visit Outcomes To note the outcome of the Care Inspectorate Wales (CIW) Assurance Visit and to approve the response and action plan.	Strategic	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Cabinet Page 326	13/07/21	Streetscene and Transportation	Annual Review of Fees and Charges 2021 To approve the outcomes of the annual review of fees and charges for 2021.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Cabinet	13/07/21	Governance	Digital Flintshire To review and update the Council's current Digital Strategy.	Strategic	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	13/07/21	Housing and Assets	Housing Rent Income To receive the year-end outturn for 2020/21 and an operational update on rent collection and current arrear levels for 2021/22.	Operational	Cabinet Member for Housing
Cabinet	13/07/21	Housing and Assets	Communal Heating Charges 2021/22 To approve the proposed heating charges in council properties with communal heating systems for 2021/22.	Operational	Cabinet Member for Housing
Recovery Committee	15/07/21	Governance	test test	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	22/07/21	Governance	<p>Appointment of an Independent Member to the Standards Committee To present details of the preferred candidate for the Independent Member vacancy on the Standards Committee for approval.</p>		
Flintshire County Council	22/07/21	Governance	<p>Adoption of International Holocaust Remembrance Definition of anti-Semitism For Council to formally adopt the International Holocaust Remembrance Alliance (IHRA) working definition of anti-Semitism.</p>		
Flintshire County Council	22/07/21	Governance	<p>Declaration of Diversity in Democracy To invite the council to support in principle the making of a declaration of Diversity in democracy.</p>		
Flintshire County Council	22/07/21	Governance	<p>Protocol on acting outside the ward To enable Council to consider the revised protocol.</p>		

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	22/07/21	Governance	Amendments to the Rules of Procedure To enable Council to consider the revised protocol.		
Flintshire County Council	22/07/21	Governance	Boundary Commission for Wales:2023 Review of Parliamentary Constituencies To apprise the Council of the process for the forthcoming review of Welsh Parliamentary constituencies.		
Flintshire County Council	22/07/21	Governance	Local Democracy & Boundary Commission for Wales: Review of Flintshire Ward Boundaries update To apprise Council of the current position on the review of Flintshire Ward Boundaries.		
Flintshire County Council	22/07/21	Governance	Schedule of Remuneration for 2021/22 For Council to approve the schedule of remuneration for elected and co-opted Members for 2021/22 for publication, now all appointments have been made.		

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Governance and Audit Committee	28/07/21	Chief Executive's	Draft Statement of Accounts 2020/21 To present the draft Statement of Accounts 2020/21 for Members' information only at this stage.	Operational	Cabinet Member for Finance, Social Value and Procurement
Governance and Audit Committee	28/07/21	Chief Executive's	Supplementary Financial Information to Draft Statement of Accounts 2020/21 To provide Members with supplementary financial information to accompany the draft accounts as per the previously agreed Notice of Motion.	Operational	Cabinet Member for Finance, Social Value and Procurement
Governance and Audit Committee	28/07/21	Chief Executive's	Treasury Management Annual Report 2020/21 and Treasury Management Update Q1 2021/22 To provide Members with the Treasury Management annual report 2020/21 and first quarterly update for 2021/22.	Operational	Cabinet Member for Finance, Social Value and Procurement
August					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
September					
Governance and Audit Committee	8/09/21	Chief Executive's	Risk Management Update To receive an update on actions to mitigate the strategic risks contained within the Council Plan.	Strategic	Leader of the Council and Cabinet Member for Education
Social & Health Care Overview & Scrutiny Committee	9/09/21	Social Services	Care Inspectorate Wales (CIW) Annual Performance Review Letter To note the content of the Annual Performance letter, Care Inspectorate Wales (CIW's) assessment of the authority's performance during the year 2020/21 and CIW's Performance Review Plan for 2020/21.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Social & Health Care Overview & Scrutiny Committee	9/09/21	Social Services	Compliment, Comments and Complaints To provide an annual report on the Compliments, Comments and Complaints received by the Social Services Portfolio during the last year.	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	9/09/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (S & H) To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
<p>Environment & Economy Overview & Scrutiny Committee</p> <p>14/09/21</p>	14/09/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (Env & E) To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene
Community, Housing & Assets Overview & Scrutiny Committee	15/09/21	Housing and Assets	<p>Disabled Facilities Grant (DFG) To provide an update on the ongoing work to improve the service</p>	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	15/09/21	Housing and Assets	Renting Homes (Wales) Act 2016 To provide an update on the Renting Homes (Wales) Act 2016 following it becoming fully enacted.	Operational	Cabinet Member for Housing
Community, Housing & Assets Overview & Scrutiny Committee	15/09/21	Overview and Scrutiny	Forward Work Programme and Action Tracking (CH & E) To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	16/09/21	Overview and Scrutiny	Forward Work Programme (CROSC) To consider the Forward Work Programme of the Corporate Resources O & S Committee	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	16/09/21	Overview and Scrutiny	Action Tracking (CROSC) To inform the Committee of progress against actions from previous meetings	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	16/09/21	Finance	Revenue Budget Monitoring 2021/22 (Month 4) and Capital Programme (Month 4) The purpose of this report is to provide Members with the Revenue Budget Monitoring 2020/21 (Month 4) Report and the Capital Programme 2020/21 (Month 4) Report and Significant Variances	Operational	Cabinet Member for Finance, Social Value and Procurement
Education, Youth & Culture Overview & Scrutiny Committee	16/09/21	Overview and Scrutiny	Forward Work Programme and Action Tracking (EY&C) To consider the Forward Work Programme of the Education Youth & Culture Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings	Operational	Leader of the Council and Cabinet Member for Education

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	21/09/21	Streetscene and Transportation	Shotton Master Plan To present the Master Plan, as agreed by Cabinet in their February 2021 meeting and following the update presented during Cabinet's July meeting.	Strategic	Cabinet Member for Economic Development
Cabinet	21/09/21	Governance	Business Rates – Write Offs For Cabinet to approve the write off of individual bad debts for Business Rates in excess of £25,000	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Page 335 October					
Environment & Economy Overview & Scrutiny Committee	12/10/21	Overview and Scrutiny	Forward Work Programme and Action Tracking (Env & E) To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	13/10/21	Overview and Scrutiny	Forward Work Programme and Action Tracking (CH & E) To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	14/10/21	Overview and Scrutiny	Forward Work Programme (CROSC) To consider the Forward Work Programme of the Corporate Resources O & S Committee	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets
Corporate Resources Overview & Scrutiny Committee	14/10/21	Overview and Scrutiny	Action Tracking (CROSC) To inform the Committee of progress against actions from previous meetings	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	14/10/21	Finance	<p>Revenue Budget Monitoring 2021/22 (Month 5) This regular monthly report provides the latest revenue budget monitoring position for 2021/22 for the Council Fund and Housing Revenue Account. The position is based on actual income and expenditure as at Month 5, and projects forward to year-end.</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Education, Youth & Culture Overview & Scrutiny Committee	21/10/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (EY&C) To consider the Forward Work Programme of the Education Youth & Culture Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Leader of the Council and Cabinet Member for Education
November					

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	4/11/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (S & H) To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Deputy Leader of the Council (Partnerships) and Cabinet Member for Social Services
Environment & Economy Overview & Scrutiny Committee 14/09/2021 0338	9/11/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (Env & E) To consider the Forward Work Programme of the Environment & Economy Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Planning and Public Protection, Cabinet Member for Streetscene

COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community, Housing & Assets Overview & Scrutiny Committee	10/11/21	Overview and Scrutiny	<p>Forward Work Programme and Action Tracking (CH & E)</p> <p>To consider the Forward Work Programme of the Community Housing & Assets Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.</p>	Operational	Cabinet Member for Housing
Corporate Resources Overview & Scrutiny Committee	11/11/21	Finance	<p>Revenue Budget Monitoring 2021/22 (Month 6) and Capital Programme (Month 6)</p> <p>The purpose of this report is to provide Members with the Revenue Budget Monitoring 2020/21 (Month 6) Report and the Capital Programme 2020/21 (Month 6) Report and Significant Variances</p>	Operational	Cabinet Member for Finance, Social Value and Procurement
Corporate Resources Overview & Scrutiny Committee	11/11/21	Overview and Scrutiny	<p>Forward Work Programme (CROSC)</p> <p>To consider the Forward Work Programme of the Corporate Resources O & S Committee</p>	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

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COMMITTEE	MEETING DATE	CHIEF OFFICER PORTFOLIO	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	11/11/21	Overview and Scrutiny	Action Tracking (CROSC) To inform the Committee of progress against actions from previous meetings.	Operational	Deputy Leader of the Council (Governance) and Cabinet Member for Corporate Management and Assets

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

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