

# Public Document Pack

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



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To: Cllr Richard Jones (Chair)

Councillors: Tina Claydon, David Coggins Cogan, Bill Crease, Gladys Healey, Ian Hodge, Alasdair Ibbotson, Gina Maddison, Allan Marshall, Billy Mullin, Vicky Perfect and Jason Shallcross

6 September 2024

Dear Sir/Madam

**NOTICE OF HYBRID MEETING**  
**CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**  
**THURSDAY, 12TH SEPTEMBER, 2024 at 10.00 AM**

Yours faithfully

Steven Goodrum  
Democratic Services Manager

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

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

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

# A G E N D A

## 1 **APOLOGIES**

**Purpose:** To receive any apologies.

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

**Purpose:** To receive any Declarations and advise Members accordingly.

## 3 **MINUTES** (Pages 5 - 18)

**Purpose:** To confirm as a correct record the minutes of the meetings held on 13 June, 19 July and 7 August 2024.

## 4 **ACTION TRACKING** (Pages 19 - 24)

Report of Democratic Services Manager -

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

## 5 **FORWARD WORK PROGRAMME** (Pages 25 - 32)

Report of Democratic Services Manager -

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

## 6 **FLINTSHIRE FUNDS IMPACT REPORT 2024** (Pages 33 - 76)

Report of Chief Executive - Cabinet Member for Finance and Social Value

**Purpose:** To present the Flintshire Funds Impact Report 2024 which has been produced by the Community Foundation in Wales.

## 7 **JOINT FUNDED CARE PACKAGES - UPDATE REPORT** (Pages 77 - 222)

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

**Purpose:** To provide an update on the latest position regarding outstanding Continuing Health Care invoices raised by the Council for payment by Betsi Cadwaladr University Health Board.

8 **MEDIUM TERM FINANCIAL STRATEGY AND BUDGET 2025/26** (Pages 223 - 236)

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

**Purpose:** To update on the budget estimates and strategy for the setting of the 2025/26 budget.

9 **COUNCIL TAX PREMIUM SCHEME FOR SECOND HOMES AND LONG-TERM EMPTY PROPERTIES** (Pages 237 - 344)

Report of Chief Officer (Governance) - Cabinet Member for Finance and Social Value

**Purpose:** To consider the feedback from the 12-week public consultation and the council tax premium rates on second homes and long-term empty properties and whether the rates should remain the same or be increased from April 2025.

10 **REVENUE BUDGET MONITORING 2024/25 (MONTH 4) AND CAPITAL PROGRAMME MONITORING 2024/25 (MONTH 4)** (Pages 345 - 398)

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

**Purpose:** To provide Members with the Revenue Budget Monitoring 2024/25 (Month 4) Report and the Capital Programme 2024/25 (Month 4) Report and Significant Variances.

11 **ANNUAL PERFORMANCE REPORT 2023/24 TO INCORPORATE THE COUNCIL PLAN END OF YEAR PERFORMANCE REPORT 2023/24** (Pages 399 - 590)

Report of Chief Executive - Cabinet Member for Corporate Services

**Purpose:** To consider the Annual Performance Report 2023-24, noting the Council Plan (2023-28) end of year performance for 2023-24.

12 **SETTING OF WELL-BEING OBJECTIVES** (Pages 591 - 628)

Report of Chief Executive - Cabinet Member for Corporate Services

**Purpose:** To review the recommendations for improvement advised by Audit Wales, along with the Council's response.

13 **CORPORATE SELF-ASSESSMENT 2023/24** (Pages 629 - 676)

Report of Chief Executive - Cabinet Member for Corporate Services

**Purpose:** To accept and approve the findings of the Corporate Self-Assessment 2023/24 and approve the opportunities for improvement identified in Corporate Self-Assessment 2023/24.

14 **FLINTSHIRE CONNECTS ANNUAL REPORT 2023-24** (Pages 677 - 684)

Report of Chief Officer (Governance) - Cabinet Member for Corporate Services

**Purpose:** To provide an overview of the annual performance of Flintshire Connects during 2023-24

15 **SOCIAL VALUE PROGRESS UPDATE** (Pages 685 - 690)

Report of Corporate Manager – Capital Programme & Assets - Cabinet Member for Finance and Social Value

**Purpose:** To present social value performance data for the latter six months of the financial year 2023/24.

16 **FLINTSHIRE AND WREXHAM PUBLIC SERVICES BOARD (PSB) ANNUAL REPORT 2023/2024** (Pages 691 - 708)

Report of Chief Executive - Deputy Leader of the Council and Cabinet Member for Streetscene and Transportation

**Purpose:** To present the Flintshire and Wrexham Public Services Board (PSB) Annual Report 2023.

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



## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

13 JUNE 2024

Minutes of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Thursday, 13 June 2024

**PRESENT:**                    **Councillor Richard Jones (Chair)**

Councillors:                    Tina Claydon, David Coggins Cogan, Bill Crease, Alasdair Ibbotson, Gina Maddison, Allan Marshall, Billy Mullin, Vicky Perfect, Jason Shallcross and Arnold Woolley

**ALSO PRESENT:**            Councillors: Helen Brown, Dave Hughes and Andrew Parkhurst attended as observers

**APOLOGIES:**                Councillor Ian Roberts (Leader of the Council) and Councillor Christine Jones (Deputy Leader and Cabinet Member for Social Services and Wellbeing)

**CONTRIBUTORS:**        Councillor Paul Johnson (Cabinet Member for Finance and Social Value); Councillor Linda Thomas (Cabinet Member for Corporate Services); Chief Executive; Chief Officer (Governance); Senior Manager (Safeguarding and Commissioning) for minute no. 7; Strategic Policy Advisor for minute no. 8; Corporate Manager - Capital Programme and Assets for minute no. 9; Corporate Manager, People and Organisational Development for minute no. 10; Internal Audit, Performance and Risk Manager for minute no. 11

**IN ATTENDANCE:**        Democratic Services Manager and team

**1.    APPOINTMENT OF CHAIR ([Link to recording](#))**

**RESOLVED:**

That the appointment of Councillor Richard Jones as Chair of the Committee for the 2024/25 municipal year be noted.

**2.    APPOINTMENT OF VICE-CHAIR ([Link to recording](#))**

**RESOLVED:**

That Councillor Bill Crease be appointed Vice-Chair for the 2024/25 municipal year.

**3.    DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

**RESOLVED:**

None.

**4. MINUTES ([Link to recording](#))**

It was noted that Councillor Coggins Cogan should be included in the circulation list for the action on minute number 81 (Social Value Update), as he had attended the meeting.

The minutes were approved, subject to a minor correction in the first paragraph of minute number 81.

**RESOLVED:**

That subject to the amendment, the [minutes](#) of the meeting held on 7 March 2024 be approved as a correct record.

**5. ACTION TRACKING ([Link to recording](#))**

The Democratic Services Manager presented an [update](#) on progress with actions from previous meetings. The recommendation in the report was supported.

**RESOLVED:**

That the Committee notes the progress which has been made.

**6. FORWARD WORK PROGRAMME ([Link to recording](#))**

The Democratic Services Manager presented the current [Forward Work Programme](#) for consideration.

It was noted that concerns about the availability of certain policies on the Council's website were being investigated by Customer Services. In addition, the Chief Officer (Governance) agreed to remind Chief Officers that information on their respective portfolios should be kept updated on the website.

The Chair asked that updates on Joint Funded Care and the Council Plan be scheduled quarterly on the Forward Work Programme.

**RESOLVED:**

(a) That the Forward Work Programme be approved;

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

(c) That the Constitution & Democratic Services Committee considers a request for alternating agendas of this Committee to include an item to enable the relevant Cabinet Members to answer questions from Members.

**7. JOINT FUNDED CARE PACKAGES - UPDATE REPORT ([Link to recording](#))**

The Senior Manager (Safeguarding and Commissioning) presented a [report](#) to update the Committee on current long-term debt with Betsi Cadwaladr University Health Board (BCUHB) in respect of the delivery of NHS Continuing Health Care packages in Flintshire.

Following discussion, the Chair reiterated concerns that the appeals process did not allow for representation by the Local Authority and that the Committee may wish to further reflect on this at the next update.

The recommendation was supported.

**RESOLVED:**

That the Committee notes the update on the current position regarding outstanding Continuing Health Care invoices raised by the Council for payment by Betsi Cadwaladr University Health Board.

**8. WELSH LANGUAGE ANNUAL MONITORING REPORT 2023/24 ([Link to recording](#))**

The Strategic Policy Advisor presented a [report](#) on the Council's progress in complying with the Welsh Language Standards and identifying areas for further progress and improvement.

In response to points raised, relevant Cabinet Members would be invited to future meetings where reports were submitted in their names.

The recommendations were supported, together with an additional motion.

**RESOLVED:**

a) That the draft Welsh Language Standards Annual Monitoring Report for 2023/24 be endorsed;

b) That the Committee is assured that the Council has been making progress to meeting the statutory requirements of the Welsh Language Compliance Notice; and

c) That the Strategic Policy Advisor liaise with the Democratic Services Manager to ensure that information on training and development initiatives are circulated to all elected Members to promote greater use of the Welsh language.

**9. AUDIT WALES - EQUALITY IMPACT ASSESSMENTS: MORE THAN A TICK BOX EXERCISE ([Link to recording](#))**

The Corporate Manager - Capital Programme and Assets and Strategic Policy Advisor presented a [report](#) on progress with actions arising from the Audit Wales report on the use of Equality Impact Assessments in Wales.

The recommendation in the report was supported.

**RESOLVED:**

That the Committee notes progress to meet the recommendations of Audit Wales 'Equality Impact Assessments: more than a tick box exercise?'

**10. EMPLOYMENT AND WORKFORCE END OF YEAR UPDATE ([Link to recording](#))**

The Corporate Manager, People and Organisational Development presented a report comprising organisational workforce data and analysis for the 2023/24 year-end position.

During the debate, the Corporate Manager clarified the employee absence rate and agreed to provide a follow-up response on whether full-time equivalent calculations and rates related to the number of employees or posts available. She would also provide information on the calculation used to identify days lost and would liaise with the Corporate Finance Manager to collate establishment report data on days lost due to unfilled posts across portfolios to share with the Committee. In response to comments, she agreed to include commentary in future reports where targets on attendance and agency spend were not achieved, along with reference to the performance appraisal process.

The recommendation in the report was supported.

**RESOLVED:**

That the Committee notes the year-end Workforce Information Report for 2023/24.

**11. USE OF PERFORMANCE INFORMATION: SERVICE USER PERSPECTIVE AND OUTCOMES ([Link to recording](#))**

The Chief Officer (Governance) and Internal Audit, Performance & Risk Manager presented a report on progress with actions arising from the Audit Wales review.

It was noted that the Consultation and Engagement Strategy would be scheduled for a future meeting.

The recommendation was amended to reflect the debate.

**RESOLVED:**

That having considered the response to the recommendations for improvement, the Committee comments to Cabinet as follows:

(a) In relation to key policy and service decisions including any changes to services, that reports include service user perspectives on the outcomes currently being delivered; and

(b) That Cabinet be asked to consider an annual survey of service users on the Council's performance, possibly around April to be incorporated with the issuing of Council Tax bills.

**12. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

None.

(The meeting started at 10am and ended at 12.45pm)

**Chair**

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Meetings of the Corporate Resources Overview & Scrutiny Committee are webcast and can be viewed by visiting the webcast library at <http://flintshire.public-i.tv/core/portal/home>

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## **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**

**19 JULY 2024**

Minutes of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Friday, 19 July 2024

**PRESENT:**                      **Councillor Richard Jones (Chair)**

Councillors:                      Tina Claydon, David Coggins Cogan, Bill Crease, Gladys Healey, Alasdair Ibbotson, Gina Maddison, Allan Marshall, Billy Mullin, Vicky Perfect and Jason Shallcross

**ALSO PRESENT:**              Councillor: Andrew Parkhurst attended as an observer

**APOLOGY:**                      Councillor: Arnold Woolley and Christine Jones (Deputy Leader and Cabinet Member for Social Services)

**CONTRIBUTORS:**              Councillor Ian Roberts (Leader of the Council); Councillor Dave Hughes (Deputy Leader and Cabinet Member for Streetscene & Transportation); Councillor Paul Johnson (Cabinet Member for Finance and Social Value and Procurement); Chief Executive; Chief Officer (Governance), Corporate Finance Manager; Strategic Finance Manager; Corporate Manager - People and Organisational Development; Corporate Manager - Capital Programme and Assets and Strategic Partnerships Advisor for minute no. 22

**IN ATTENDANCE:**              Democratic Services Manager and team

### **13. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

None.

### **14. ACTION TRACKING [\(Link to recording\)](#)**

The Democratic Services Manager presented a [report](#) on progress with actions from previous meetings.

In respect of the action arising from the March meeting, copies of responses from the Welsh Government and UK Government would be circulated to the Committee.

The recommendation in the report was supported.

### **RESOLVED:**

That the Committee notes the progress which has been made.

**15. FORWARD WORK PROGRAMME ([Link to recording](#))**

The Democratic Services Manager presented the Committee's [Forward Work Programme](#) for consideration, noting that Cabinet Member titles on the Terms of Reference required updating.

As requested, Finance officers would share analysis on grant funding and expenditure incurred by the Council on the implementation of 20mph zones.

A report would be scheduled for November/December 2024 to provide details of expenditure and financial controls within the Assets portfolio. On that basis, the recommendations were supported.

**RESOLVED:**

(a) That the Forward Work Programme be approved, as amended; and

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

**16. MEDIUM TERM FINANCIAL STRATEGY AND BUDGET 2025/26 ([Link to recording](#))**

The Corporate Finance Manager presented a [report](#) on the first stage of developing the budget for 2025/26 prior to consideration by Cabinet.

Separate responses would be shared with the Committee on (i) the rationale for funding transportation for pupils out of county to Chester Catholic High School as opposed to using local provision; (ii) the process for dealing with people presenting as homeless with no local connection; and (iii) potential benefits arising from the Public Service Vehicles Accessibility Regulations 2000.

On that basis, the recommendation was supported.

**RESOLVED:**

That the comments on the Medium Term Financial Strategy and Budget 2025/26 be reported back to Cabinet when it considers the report.

**17. REVENUE BUDGET MONITORING 2023/24 (OUTTURN) AND CAPITAL PROGRAMME 2023/24 (OUTTURN) ([Link to recording](#))**

The Corporate Finance Manager and Strategic Finance Manager presented reports on the 2023/24 final outturn for the [Council Fund and Housing Revenue Account](#) and [Capital Programme](#) prior to consideration by Cabinet.

Separate responses would be shared with the Committee on (i) the cost of purchasing vehicles for the Fleet contract renewal; (ii) percentage of reserves against revenue held by other local authorities for comparison purposes; (iii) information on the shared service accommodation charge from Gwynedd Council under Planning, Environment & Economy; and (iv) details of the previously understated £0.042m Food Poverty costs in Housing & Communities. Also, an update on mitigation options for homelessness was requested for the September meeting.



On that basis, the recommendations were supported.

**RESOLVED:**

(a) That having considered the Revenue Budget Monitoring 2023/24 (final outturn) report, the Committee confirms that there are no specific matters to be raised with Cabinet; and

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

**18. REVENUE BUDGET MONITORING 2024/25 (INTERIM) ([Link to recording](#))**

The Corporate Finance Manager presented a [report](#) which provided the first overview of the budget monitoring position for the 2024/25 financial year.

The recommendation was amended to reflect the debate.

**RESOLVED:**

(a) That having considered the Revenue Budget Monitoring 2024/25 (interim) report, the Committee confirms that there are no specific matters to be raised with Cabinet; and

(b) That comments on the process for dealing with exempt reports be referred to the Constitution & Democratic Services Committee for consideration.

*There was a brief adjournment at this stage of the meeting.*

**19. GOVERNANCE FOR THE TRANSFORMATION PROGRAMME ([Link to recording](#))**

The Chief Officer (Governance) presented a [report](#) on the proposed governance structure for the transformation programme which aimed to make savings to help meet the funding gap in the Medium Term Financial Strategy.

The Leader of the Council asked to put on record his thanks to the Chair for his engagement in the process.

During the debate, an amendment was put forward and lost. A subsequent amendment was put to the vote and carried, which reflected concerns around regularly reviewing progress on outcomes and resources. Officers noted the request for updates on the programme to indicate a 'failure standard' to identify any potential risks.

**RESOLVED:**

(a) That the Committee endorses the proposed governance structure and recommends it to Cabinet to commit to resourcing Year 1 (2024/25) of the programme; and

(b) That the Committee adjusts its own work programme to take account of the role it will play in the transformation programme.

**20. DIGITAL STRATEGY - AUDIT WALES REVIEW, RECOMMENDATIONS AND PROPOSED ACTIONS ([Link to recording](#))**

The Chief Officer (Governance) presented a [report](#) on the outcome of the audit on the Council's Digital Strategy, to gain approval for the proposed action plan in response to the recommendations from Audit Wales.

A suggestion was made for a future item on Principle 2 of the Local Digital Declarations within the Council's Digital Strategy.

The recommendation in the report was supported.

**RESOLVED:**

That the comments made by the Committee on the proposed action plan be noted by Cabinet.

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

**RESOLVED:**

That the press and public be excluded from the meeting as the following item was considered to be exempt by virtue of paragraph 14 of Part 4 of Schedule 12A of the Local Government Act 1972 (as amended).

**22. THIRD SECTOR GRANT FUNDING**

The Corporate Manager - Capital Programme and Assets presented an update on third sector funding; Community Chest and Strategic Funding which included progress on implementing actions from the last review and recommendations for next steps.

Officers agreed to follow up a request for clarity on the Community Chest funding to ensure consistency between the amount stated in the report and that on the Council's website. On that basis, the recommendations in the report were supported.

**RESOLVED:**

(a) That the Committee notes the information provided on third sector funding, along with the progress made in implementing a former review;

(b) That the Committee notes the recommendation of a further review of Strategic Funding to address the issues identified, including those highlighted by the recent Internal Audit, and that further reports are brought back to the Committee as the work progresses to provide updates; and

(c) That the Committee supports a continuation of the Community Chest grant funding scheme, subject to a review to be conducted in 2024/25, to include the terms of reference.

**23. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

None.

(The meeting started at 10am and ended at 2.25pm)

**Chair**

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## **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**

**7 AUGUST 2024**

Minutes of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held as a hybrid meeting on Wednesday, 7 August 2024

**PRESENT:**                      **Councillor Richard Jones (Chair)**

Councillors:                      Tina Claydon, David Coggins Cogan, Gladys Healey, Ian Hodge, Alasdair Ibbotson, Allan Marshall, Billy Mullin, Jason Shallcross

Substitutions:                      Councillors: Helen Brown (for Bill Crease), Geoff Collett (for Vicky Perfect) and Ryan McKeown (for Gina Maddison)

**ALSO PRESENT:**                      Councillors: Gillian Brockley, Carolyn Preece, Dan Rose and Sam Swash (in attendance as signatories to Call In Notice not on the Committee)

Councillors: Glyn Banks, Marion Bateman, Mared Eastwood, Chrissy Gee, David Healey and Debbie Owen (attended as observers)

**CONTRIBUTORS:**                      Councillor Christine Jones (Deputy Leader and Cabinet Member for Social Services & Well-being), Chief Executive, Chief Officer (Planning, Environment & Economy), Community and Business Protection Manager, Strategic Finance Manager and Trading Standards Manager

**IN ATTENDANCE:**                      Democratic Services Manager and team

### **24. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

None.

### **25. CONSIDERATION OF A MATTER REFERRED TO THE COMMITTEE PURSUANT TO THE CALL IN ARRANGEMENTS**

The Democratic Services Manager advised that Cabinet had considered a report on 'Annual Review of Fees and Charges 2024' at a meeting held on 23 July 2024. The decision (Record of Decision 4243) had been called in as shown in the [Call In Notice](#) on the agenda.

Copies of the Cabinet [report](#), [Record of Decision](#) and Endorsement of Call In were included in the agenda pack.

The Democratic Services Manager explained the procedure for the call in of a Cabinet decision as detailed in the [supporting document](#) which was included in the agenda.

The Chair invited the signatories to present the reasons for the call-in to the Committee.

**26. ANNUAL REVIEW OF FEES AND CHARGES 2004 ([Link to recording](#))**

Representations from Call In Signatories

On behalf of the five signatories, Councillor Alasdair Ibbotson outlined the reasons for the Call In, expanding on the reasons outlined within the agenda.

Responses from the Decision Maker

On behalf of the Cabinet Member for Finance who was not present, Councillor Christine Jones responded to the concerns raised by the Call In signatories.

The Chair invited Members of the Committee to ask questions of the Decision Makers and Call In signatories.

During discussion, officers provided clarity on the mis-alignment within the schedule and agreed to consider reformatting to separate statutory and discretionary fees and charges, excluding VAT.

When invited to sum up on behalf of the Call in signatories, Councillor Ibbotson welcomed the suggestions made by officers and seconded the proposal made by Councillor Gladys Healey for Option 3.

In response to comments, the Democratic Services Manager agreed to liaise with the Chief Officer (Governance) regarding the suggestion for a review of the Delegation of Powers scheme.

Councillor Christine Jones was also given the opportunity to sum up.

The Chair invited the Democratic Services Manager to remind Members of the options for decision making as detailed in item 3 of the Agenda.

On being put to the vote, the proposal for Option 3 was carried.

**RESOLVED:**

Having considered the decision, the Committee is still concerned about it and refers it back to the decision making body for reconsideration. The decision maker shall then reconsider, at the earliest scheduled meeting, amending the decision or not, before adopting a final decision.

**27. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

None.

(The meeting started at 2pm and ended at 3.15pm)

**Chair**

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Meetings of the Corporate Resources Overview & Scrutiny Committee are webcast and can be viewed by visiting the webcast library at <http://flintshire-public-i.tv/core/portal/home>



## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 12 September 2024
<b>Report Subject</b>	Action Tracking
<b>Report Author</b>	Democratic Services Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The report shows the action points from previous meetings of the Corporate Resources Overview & Scrutiny Committee and the progress made in completing them. The majority of the requested actions have been completed.

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

### RECOMMENDATIONS

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

<b>1.00</b>	<b>EXPLAINING THE ACTION TRACKING REPORT</b>
1.01	<p>In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points.</p> <p>Following the meeting of the committee in July 2018, it was recognised that there was a need to formalise such reporting back, as 'Matters Arising' is not an item which can feature on an agenda.</p>
1.02	<p>This paper summarises those points and where appropriate provides an update on the actions resulting from them.</p> <p>The Action Tracking details are attached in appendix A.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The creation of the Action Tracking report increases workflow but should provide greater understanding and efficiency.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Not applicable.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	In some cases, action owners have been contacted to provide an update on their actions.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A – CRO&SC Action Points

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

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

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	None.



**ACTION TRACKING FOR THE CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Status
19.07.2024	4. Forward Work Programme	It was agreed to share analysis with the Committee on grant funding and expenditure incurred by the Council on the implementation of 20mph zones.	Strategic Finance Manager	Response being collated with the Service.	Open
		A report was requested for the November/December 2024 meeting to provide details of expenditure and financial controls within the Assets portfolio.	Democratic Services Manager	Included on the Forward Work Programme	Closed
	5. Medium Term Financial Strategy and Budget 2025/26	It was agreed to provide responses to the Committee on:			
		<ul style="list-style-type: none"> <li>the rationale for funding transportation for pupils out of county to Chester Catholic High School as opposed to using local provision;</li> </ul>	Strategic Finance Manager	Response being collated with the Service.	Open
		<ul style="list-style-type: none"> <li>the process for dealing with people presenting as homeless with no local connection; and</li> </ul>	Strategic Finance Manager	Response provided by the Service.	Closed

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Status
		<ul style="list-style-type: none"> <li>potential benefits arising from the Public Service Vehicles Accessibility Regulations 2000.</li> </ul>	Strategic Finance Manager	Response being collated with the Service.	Open
Page 22	6. Revenue Budget Monitoring 2023/24 (Outturn) and Capital Programme 2023/24 (Outturn)	It was agreed to provide responses to the Committee on:			
		<ul style="list-style-type: none"> <li>the cost of purchasing vehicles for the Fleet contract renewal;</li> </ul>	Strategic Finance Manager	Response being collated with the Service.	Open
		<ul style="list-style-type: none"> <li>percentage of reserves against revenue held by other local authorities for comparison purposes;</li> </ul>	Strategic Finance Manager	Response being collated with the Service.	Open
		<ul style="list-style-type: none"> <li>information on the shared service accommodation charge from Gwynedd Council under Planning, Environment &amp; Economy; and</li> </ul>	Strategic Finance Manager	Response being collated with the Service.	Open
		<ul style="list-style-type: none"> <li>details of the previously understated £0.042m Food Poverty costs in Housing &amp; Communities.</li> </ul>	Strategic Finance Manager	Response being collated with the Service.	Open

Meeting Date	Agenda item	Action Required	Action Officer(s)	Action taken	Status
		An update on mitigation options for homelessness was requested at a meeting in the Autumn.	Democratic Services Manager	Included on the Forward Work Programme	Closed
	7. Revenue Budget Monitoring 2024/25 (Interim)	Comments on the process for dealing with exempt reports are to be referred to the Constitution & Democratic Services Committee for consideration.	Democratic Services Manager	A report will be presented to the September meeting of the Constitution & Democratic Services Committee.	Closed

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## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 12 September 2024
<b>Report Subject</b>	Forward Work Programme
<b>Report Author</b>	Democratic Services Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

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

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

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

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

### RECOMMENDATIONS

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

### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME</b>
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1.01	<p>The Forward Work Programme (FWP) is intended to set out the Committee's schedule of work for the coming months.</p> <p>It is a 'working document' that remains under constant review to ensure that the Committee is carrying out the proper level of scrutiny and is focussing on the appropriate areas in accordance with its Terms of Reference which are currently being reviewed.</p>
1.02	<p>Items feed into a Committee's Forward Work Programme from several sources.</p> <p>Members can suggest topics for review by Overview &amp; Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers.</p> <p>Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.</p>
1.03	<p>The Corporate Resources Overview and Scrutiny Committee will assume an oversight role of the 'Transformation Programme' that is currently being developed. It is anticipated that this role during the Autumn 2024.</p> <p>Ahead of that, the Committee's Terms of Reference will be reviewed by the Democratic Services Manager in conjunction with the Chair and Vice-Chair of the Committee.</p> <p>This review, along with the 'Transformation Programme' will then inform the Forward Work Programme from September.</p>
1.04	<p>A number of items from previous Committee meetings are still to be scheduled, as listed below.</p> <ul style="list-style-type: none"> <li>• Joint Procurement Service Annual Report 2022/23 To receive a performance update report on the Joint Procurement Service with Denbighshire County Council.</li> <li>• Council Tax Collections, Discretionary (s13a) Discounts/Write Offs That a report is brought back to committee following a Cabinet review and the production of a comprehensive policy on s13a discretionary discounts, taking into account the comments raised and consultation with Overview &amp; Scrutiny.</li> <li>• Delivering public services in the 21st century: Shared Services That officers liaise with the Chairman in order to schedule presentations on various themes at future meetings. <b>***This will be included under the 'transformation' element which CROSC is assuming responsibility for, and be scheduled accordingly.***</b></li> <li>• Community Asset Transfers To provide an update on the Community Asset Transfer (CAT) process.</li> </ul>

	<ul style="list-style-type: none"> <li>• Acquisition of land for Flintshire cemeteries To provide details of how Flintshire County Council provided value for money in its land acquisition for cemeteries.</li> <li>• Review of Industrial Estates To review the Council's business/commercial units, further to Paragraph 1.30 of agenda item 7 Capital Programme 2024/25 – 2026/27 from the County Council meeting of 6 December 2023.</li> </ul> <p>These items remain to be scheduled on the FWP.</p>
1.05	<p>At the July CROSC meeting, a report was requested for the November/December 2024 meeting to provide details of expenditure and financial controls within the Assets portfolio.</p> <p>An update on mitigation options for homelessness was also requested for the Autumn.</p> <p>Once dates have been confirmed for both items, they will be included on the Committee's FWP.</p>
1.06	<p>As well as the 'targeted' work items, there are standard, regular reports that follow a 'pattern'. These are included in Appendix 1 under 'Regular Items' and will be scheduled on the FWP accordingly.</p>
1.07	<p>Members are also encouraged to consider and propose items for inclusion on the FWP, noting the guidance at paragraph 1.08.</p>
1.08	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"> <li>1. Will the review contribute to the Council's priorities and/or objectives?</li> <li>2. Is it an area of major change or risk?</li> <li>3. Are there issues of concern in performance?</li> <li>4. Is there new Government guidance of legislation?</li> <li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li> <li>6. Is the issue of public or Member concern?</li> </ol>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	None as a result of this report.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
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4.01	Publication of this report constitutes consultation.
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<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

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

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



# CORPORATE RESOURCES OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

## Current FWP (September 2024)

Date of meeting	Subject	Purpose of Report / Presentation	Responsible / Contact Officer
10 <sup>th</sup> October 2024	<b>Revenue Budget Monitoring 2024/25 (Month 5)</b>	To provide the latest revenue budget monitoring position for 2024/25 for the Council Fund and Housing Revenue Account.	Corporate Finance Manager
14 <sup>th</sup> November 2024 Page 29	<b>Revenue Budget Monitoring 2024/25 (Month 6) and Capital Programme Monitoring 2024/25 (Month 6)</b>	To provide the latest revenue budget monitoring position for 2024/25 for the Council Fund and Housing Revenue Account.	Corporate Finance Manager
	<b>Employment and Workforce Mid-year Update</b>	To provide strategic updates in addition to the quarterly workforce statistics and their analysis	Corporate Manager, People and Organisational Development
12 <sup>th</sup> December 2024	<b>Revenue Budget Monitoring 2024/25 (Month 7)</b>	To provide the latest revenue budget monitoring position for 2024/25 for the Council Fund and Housing Revenue Account.	Corporate Finance Manager
	<b>Joint Funded Care Packages - Update Report</b>	To provide an update on the latest position regarding outstanding Continuing Health Care invoices raised by the Council for payment by Betsi Cadwaladr University Health Board.	Chief Officer (Social Services)

CORPORATE RESOURCES OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of meeting	Subject	Purpose of Report / Presentation	Responsible / Contact Officer
<b>16<sup>th</sup> January 2025</b>	<b>Revenue Budget Monitoring 2024/25 (Month 8)</b>	To provide the latest revenue budget monitoring position for 2024/25 for the Council Fund and Housing Revenue Account.	Corporate Finance Manager
<i>tbc</i>	<b><i>MTFS &amp; Budget Setting 25-26</i></b>	<i>To look at budget in the round (in light of local government settlement) and to which all members are invited.</i>	<i>Chief Executive / Corporate Finance Manager</i>
<b>13<sup>th</sup> February 2025</b>	<b>Revenue Budget Monitoring 2024/25 (Month 9) and Capital Programme Monitoring 2024/25 (Month 9)</b>	To provide Members with the Revenue Budget Monitoring 2024/25 (Month 9) Report and the Capital Programme 2024/25 (Month 9) Report and Significant Variances.	Corporate Finance Manager
<i>tbc</i>	<b><i>Public Services Ombudsman for Wales (PSOW) Annual Letter 2023-24 and Complaints against Flintshire County Council during the first half of 2024-25.</i></b>	<i>To share the Public Services Ombudsman for Wales Annual Letter 2023-24 and Complaints made against Flintshire County Council Services in the first half of 2024-25 (April-September 2024).</i>	<i>Chief Officer (Governance)</i>
<b>13<sup>th</sup> March 2025</b>	<b>Revenue budget monitoring 2024/25 (month 10)</b>	To provide the latest revenue budget monitoring position for 2024/25 for the Council Fund and Housing Revenue Account.	Corporate Finance Manager

## CORPORATE RESOURCES OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of meeting	Subject	Purpose of Report / Presentation	Responsible / Contact Officer
	<b>Joint Funded Care Packages - Update Report</b>	To provide an update on the latest position regarding outstanding Continuing Health Care invoices raised by the Council for payment by Betsi Cadwaladr University Health Board.	Chief Officer (Social Services)

### Regular Items

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

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## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	12 <sup>th</sup> September 2024
<b>Report Subject</b>	Flintshire Funds Report 2024
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

Flintshire Funds is a collective term used for two grants, Flintshire Community Endowment Fund and the Flintshire Welsh Church Act Fund, both of which are overseen by the Community Foundation Wales.

The Flintshire Community Endowment Fund was established in September 2013 and has been managed by the Community Foundation Wales since that time. The Fund now falls under the Trusteeship of the Community Foundation Wales.

The Clwyd tripartite Welsh Church Act Fund (Clwyd WCAF) was formerly administered by the Council on behalf of Flintshire, Denbighshire, and Wrexham Councils prior to transfer to the Community Foundation Wales. Flintshire County Council remains a Trustee of this Fund.

This report provides an overview of the Impact Report April 2024, prepared by the Community Foundation Wales, a copy of which can be found at Appendix 1. The Impact Report contains more detail on the Funds, including performance since this was last reported in April 2023.

A representative of the Community Foundation Wales has been invited to the Corporate Resources Overview and Scrutiny Committee to support presentation of the report and answer questions.

## RECOMMENDATIONS

1	Corporate Resources Overview and Scrutiny Committee consider the contents of the Flintshire Impact Report April 2024 and support the work of the Community Foundation Wales.
2	Corporate Resources Overview and Scrutiny Committee note the current Elected Member representative vacancy on the grant panel and support the promotion of this opportunity to Members.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FLINTSHIRE IMPACT REPORT 2024</b>
1.01	<b>Background</b>  The Flintshire Community Endowment Fund and the Flintshire Welsh Church Act Fund, referred to collectively as Flintshire Funds, are grants that are overseen by the Community Foundation in Wales.
1.02	Grants from Flintshire Funds are awarded twice a year and there is a dedicated grant panel that consider applications for grants.  The Flintshire Funds grant panel is chaired by the Community Foundation Wales and currently includes two representatives from Flintshire County Council. Normally there is also Elected Member representation from the Council on the Panel but at present there is not.  Each representative of the grant panel serves for a minimum period of three years. The Community Foundation Wales also intends to put out an open call to attract new panel members to ensure that the panels are diverse and have representatives with a varied skillset.
1.03	All grants awarded by Flintshire Funds are subject to strict terms and conditions. Monitoring of awarded grants is conducted after twelve months to ensure compliance with the terms of the grant and to measure the impact of the grants on individuals and communities.  Further details on the Funds, along with case studies demonstrating the impact of the grants from both the Flintshire Community Endowment Fund and the Welsh Church Act fund are contained within an annual Impact Report.  The Impact Report for 2024 can be found at Appendix 1 of this report.
1.04	From 2024 changes are being implemented, designed to enable grant making to have a more focused and greater reach; grant making for individuals will now be split away from grant making available to groups.  The Community Foundation Wales have also introduced a funding allocation, with 20% of available funding for individuals and 80% to groups.

	<p>The grant application fund opening date for individuals opened in June 2024 and was intended to close in late August. Flintshire Funds was opened for groups in April and closed in June.</p> <p>A further round of funding may be opened if sufficient funds are available.</p>
1.05	<p><b>Flintshire Community Endowment Fund</b></p> <p>The Flintshire Community Endowment Fund was established in September 2013 and has been managed by the Community Foundation Wales since that time. The Fund now falls under the Trusteeship of the Community Foundation Wales.</p>
1.06	<p>The financial performance of the Fund has been affected due to a dip in the market value of funds as a result of many factors including the cost-of-living crisis and the continuing war in Ukraine. However, over the past 12 months, the Fund has performed better. The Fund was valued at £178,998 in 2013 when it started and as of March 2024 is valued at £243,930*.</p> <p>*unaudited figures.</p>
1.07	<p>Grants totalling £6,750 were awarded in 2023/2024 (£9,400.00 in 2022/2023).</p> <p>Eight grants were awarded in total. Two grants were three-year commitments of £1,000 per year, so only the first years' monies are accounted for in this period of reporting.</p>
1.08	<p>Further information about these awards, along with an update on progress and performance of the Fund, is provided in the Flintshire Impact Report 2024, as provided at Appendix 1 of this report.</p>
1.09	<p><b>Flintshire Welsh Church Act Scheme</b></p> <p>The Welsh Church Act Fund (WCAF) is a Charitable Trust Fund governed by the Welsh Church Act 1914. The Act separated and dis-established the Welsh part of the Church of England.</p> <p>The Welsh Church Act Trust was established from the proceeds and assets, which were distributed evenly amongst the former County Councils in Wales, and further divided between the Unitary Authorities with their establishment in 1996.</p> <p>All authorities are required to draw up an appropriate scheme (of governance), under section 19 of the Act. Our scheme was approved by the Secretary of State for Wales in April 1999.</p>
1.10	<p>The objectives of the Clwyd WCAF are broad, covering voluntary organisation support; arts; social; and recreational activities, as well as support for church and chapel restorations.</p>

	Grants of up to £1,000 are considered for churches and chapels, groups working to address disadvantage to benefit Flintshire residents, as well as groups providing social and recreational activities for Flintshire residents.
1.11	<p>Previously the Clwyd WCAF was administered by Flintshire County Council on behalf of Flintshire, Denbighshire, and Wrexham Councils.</p> <p>In January 2018 it was agreed that future Welsh Church Act Fund awards be integrated with those of the Flintshire Community Endowment Fund. This has streamlined the process and maintained the involvement from the Flintshire Local Voluntary Sector. Flintshire County Council remains the Trustee for this fund.</p>
1.12	<p>In 2023/2024 eleven grants were awarded to eleven organisations from the Fund totalling £10,585 (2022/23 grants were awarded to nine organisations totalling £9,000).</p> <p>Two grants were three-year commitments of £1,000 per year and one grant was a two-year commitment of £1000 per years so only the first years' monies are accounted for in this period of reporting.</p> <p>The Fund has grown from £537,497 in 2018 to £659,420* in March 2024. *unaudited figures</p> <p>Further information about these awards, along with an update on progress and performance of the Fund, is provided in the Flintshire Impact Report 2024, as attached at Appendix 1.</p>
1.13	<p><b>Additional Information</b></p> <p>The Community Foundation Wales was transferred the endowment for the Hawarden &amp; District relief in need fund in 2021. The grant making for this fund is also internally managed by the Community Foundation organisations. Whilst these grants do not relate to a Flintshire County Council funding transfer, the Community Foundation Wales reports on this activity as the fund is relevant to Flintshire and all grants are made within the County.</p>
1.14	<p>The Community Endowment Fund and Welsh Church Act Fund continue to be promoted on the Council's website. Councillors are requested to signpost those who might be eligible to apply.</p> <p>More information can be found via the link: <a href="https://www.flintshire.gov.uk/en/Resident/Funding-Opportunities/Home.aspx">https://www.flintshire.gov.uk/en/Resident/Funding-Opportunities/Home.aspx</a></p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The transfer of the management and administration of both the Funds has been beneficial in the effective use of the available funds.



	<p><b>Revenue/Capital:</b> there are no implications for the approved revenue and capital budgets for either the current financial year or for future financial years.</p> <p><b>Human Resources:</b> there are no implications for additional capacity or for any change to current workforce structures or roles.</p>
2.02	<p>Flintshire County Council representatives on the grants panel have previously included two Elected Members.</p> <p>Community Foundation Wales are actively recruiting new panel members for Flintshire Funds and alongside this a replacement Elected Member for the Flintshire Funds grant panel is being sought.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>																				
3.01	<p>An integrated impact assessment is not required for this report as no change to service or policy is proposed. This report is to provide an update on progress and performance and as such is for information.</p> <p>Financial risks to the Funds include reduced rates of interest being earned on the investment portfolio and potential losses from a fall in the value of instruments where investments are held, both linked with general market conditions, and limited growth of the Fund through the support of donors and philanthropists.</p> <p>Risk is managed by the Community Foundation Wales according to its investment strategy and is scrutinised quarterly by the Foundation's Finance, Risk, and Investment Committee.</p> <p><b>Ways of Working (Sustainable Development) Principles Impact)</b></p> <table border="1"> <tr> <td>Long-term</td> <td>No change.</td> </tr> <tr> <td>Prevention</td> <td>No change.</td> </tr> <tr> <td>Integration</td> <td>No change.</td> </tr> <tr> <td>Collaboration</td> <td>Positive. Flintshire Local Voluntary Council are represented on the grants panel.</td> </tr> <tr> <td>Involvement</td> <td>No change.</td> </tr> </table> <p><b>Well-being Goals Impact</b></p> <table border="1"> <tr> <td>Prosperous Wales</td> <td>No change.</td> </tr> <tr> <td>Resilient Wales</td> <td>No change.</td> </tr> <tr> <td>Healthier Wales</td> <td>Positive. The grants can be used to support health matters and healthy living.</td> </tr> <tr> <td>More equal Wales</td> <td>Positive. The grants can be used to support the educational development and attainment of children, young people and students.</td> </tr> <tr> <td>Cohesive Wales</td> <td>Positive. The primary aim of the Welsh Church Act Fund is to provide assistance</td> </tr> </table>	Long-term	No change.	Prevention	No change.	Integration	No change.	Collaboration	Positive. Flintshire Local Voluntary Council are represented on the grants panel.	Involvement	No change.	Prosperous Wales	No change.	Resilient Wales	No change.	Healthier Wales	Positive. The grants can be used to support health matters and healthy living.	More equal Wales	Positive. The grants can be used to support the educational development and attainment of children, young people and students.	Cohesive Wales	Positive. The primary aim of the Welsh Church Act Fund is to provide assistance
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		to groups for social, recreational and other charitable purposes.
	Vibrant Wales	No change.
	Globally responsible Wales	No change.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	Not applicable

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Flintshire Funds Impact Report April 2024

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Flintshire Funds were last reported to the Corporate Resources Overview and Scrutiny Committee in April 2023.</p> <p>A copy of the report and accompanying documents can be found online:  <a href="https://committeemeetings.flintshire.gov.uk/documents/g5306/Public%20reports%20pack%2020th-Apr-2023%2010.00%20Corporate%20Resources%20Overview%20Scrutiny%20Committee.pdf?T=10&amp;LLL=0">https://committeemeetings.flintshire.gov.uk/documents/g5306/Public%20reports%20pack%2020th-Apr-2023%2010.00%20Corporate%20Resources%20Overview%20Scrutiny%20Committee.pdf?T=10&amp;LLL=0</a></p>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Nicola McCann – Strategic Partnerships Advisor  <b>Telephone:</b> 01352 702740 Cymraeg: 01267 224923  <b>E-mail:</b> nicola.mccann@flintshire.gov.uk</p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Community Foundation in Wales:</b> The Community Foundation in Wales is a unique charity which promotes and manages philanthropy. Their role is to strengthen communities by awarding grants to projects that make a sustainable impact on local needs and to help their clients make the most of their charitable giving.</p> <p><b>Endowment Fund:</b> A financial asset, typically held by a non-profit organisation, which contains the capital investments and related earnings leveraged by the non-profit organisation to fund the overall mission or objective.</p> <p><b>Welsh Church Act Fund:</b> The Welsh Church Act 1914 is an Act of Parliament under which the Welsh part of the Church of England was separated and dis-established. The Welsh Church Act Trust was</p>

	established from the proceeds and assets, which were distributed evenly amongst the former County Councils in Wales and further divided between the Unitary Authorities with their establishment in 1996.
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# Flintshire Funds

## Impact report

April 2024



# Contents

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- 5. Fund overview**
- 9. Financial report**
- 12. Summary of grants awarded**
- 26. Case study - Speakers for Schools**
- 28. Case study - Northop Hall CP School**
- 30. Case study - Woodwork to Wellness**
- 32. Case study - The Club House Management Committee**
- 33. Your support**

## Our Communities Together

What a year it has been! The Cost of Living Crisis has impacted all of us in more ways than we could think possible. Whilst the cost of utilities, food, transport, fuel, mortgages and insurance and the majority of our outgoings have increased massively, the level of income for most people has hardly increased at all.

The Bevan Foundations Report [A snapshot of poverty in summer 2023](#) paints a very bleak picture of the situation in Wales.

In the spring of 2023, we partnered with Newsquest Media Group to run a fundraising campaign within its publications across Wales.



The campaign was supported by donations from the general public, other funders such as Moondance Foundation, the Waterloo Foundation and Steve Morgan Foundation as well as businesses such as Welsh Water, Dragon Taxis, Wind2 and NatWest Bank PLC. Welsh Government also supported the fund with a £1m donation in March 2023.

When launching the fund, it was really important to manage expectations; we knew that supporting everyone was an impossible task. Therefore, we chose to support organisations running projects that offer the biggest impact.

Organisations supporting individuals and families beyond the service they deliver, organisations that are working in partnership with others to offer a more holistic approach that help to build support networks to improve longer term resilience and courage to face the future.

We wanted the funding to be more than just a 'sticking plaster' so have chosen to offer longer term support of up to three years funding to support group activities and services rather than shorter term crisis grants to individuals. To date we have awarded more than £1.2 million to local grassroots community groups in Wales, with another round of funding currently open to applications.

Organisation like Pennysmart CIC based in Chester, Flintshire, play an indispensable role in our communities. They are the safety nets for those who are facing tough times, providing not just sustenance, financial hardship and debt crisis support, but also a glimmer of hope.

Pennysmart CIC will focus funding from the Cost of Living fund into areas of extreme deprivation across North East Wales, such as Caia Park, Rhyl and Shotton. It will provides benefit and debt crisis services to clients facing challenges such as increased utility bills, council tax, and private sector rents, and those heavily rely on benefits but struggling to navigate the complex benefits system. Their goal is to secure a combined financial gain of £150,000 (£2000 per household) by increasing benefits, reducing bills, and facilitating debt write-offs for 75 households within the 3 areas, in the 3 years of funding.

Collaboration with community-based referral partner organisations, including social landlords, social prescribers, community connectors, and local authority teams, enables them to address the interconnected challenges faced by vulnerable households dealing with issues such as homelessness, domestic violence, mental health, addictions, learning disabilities, unemployment, and social isolation.

So far, we have run 2 rounds of funding, with another scheduled for later in 2024. We have awarded £62,240 across Flintshire from this programme.

## **Revitalising Trusts**

We continue to partner with Welsh Government and the Charity Commission to identify charities in Wales that have not been using their charitable funds in recent years.

Upon finding these charities, trustees are offered support to help the charity get back up and running. If this is not an option, the funds are redistributed to causes in line with the aims of the inactive charity or transferred to us at Community Foundation Wales to manage for the long-term benefit of local communities.

We've seen a steady flow of smaller transfers coming across that are being absorbed into our Fund for Wales, a fund that offers support to groups that may struggle to attract funding from elsewhere, such as very small, grassroots community groups or new organisations that can't show a track record of work.

Most importantly this fund will support core costs such as rent and utilities, insurance and governance costs etc, to help take some of the pressure off and enable them to focus on the needs of those they work with.



## New team members

In terms of the team, Ffion left in June 2023, to further her education, and pursue a career in Counselling, she has been greatly missed.

We appointed Asha Vijendran in September 2023, to take up the role of Head of Grants, Asha comes to us from the Welsh Refugee Council and has already made an impact as she helped us guide our move to cloud-based IT systems and processes.

Asha has a passion for automating and streamlining processes, which will free up some valuable time for developing more meaningful relationships with our grantees on a more personal level. Something the team is very excited about.



Clare Davies, who was our Grants Officer looking after the North Wales funds including Flintshire Funds, left in March 2024, to pursue her passion of working with older people.

We were extremely lucky following a very short but successful recruitment window, to appoint Alice King to join our team as a Grants Officer to take over Clare's portfolio.

Alice started with us in April 2024. She is a Welsh learner, with a passion for travel and a good knowledge and understanding of community needs. Alice is looking forward to working with and getting to know the Flintshire Funds panel.



## Flintshire Focus

In addition to the £62,240 awarded into Flintshire from Our Communities Together – a Cost of Living Fund, we have also awarded a further £36,000 from Principality Future Generations Fund and £16,000 from Fund for Wales to support a wide variety of groups across the county.

This coming year, to enable our grant-making to have a more focused and greater reach, we have decided to split the grant-making for individuals away from the grant-making available to groups. We've decided to do this, as we've been concerned that our funds have not had the reach we'd like with regard to targeting individuals.

Flintshire currently offers grants of £200 to individuals, we intend to increase this to £500 in line with our other funds for individuals.

We will also be introducing a 20:80 split, with 20% of available funding being allocated to individuals and 80% to groups on an annual basis. We will maintain the distribution percentage at 6% this year, in recognition of the impact of the cost of living crisis on budgets.

We will be advertising all of our educational funds for individuals in a Nationwide approach to target young people following their exams, when they are looking forward to going on to further and higher education.

- **Funding from Flintshire Funds for individuals will open in June 2024 and will close in late August.**
- **Funding for community groups and schools will be open from April to June.**

Communications on these changes will be shared with the Panel and promoted widely to encourage applications. We will make a decision on the need for a further round following both panels if sufficient funding is available.

# Fund overview



*Andrea Powell*

Director of Programmes

The Flintshire Community Endowment Fund was established in September 2013 following the decision by Flintshire County Council to transfer the assets obtained following the closure of a range of historic trust funds to a new 'umbrella' fund at Community Foundation Wales.

The fund was officially launched in November 2013 at Airbus in Broughton. The value of the endowment on transfer was £178,998. This fund now falls under the Trusteeship of Community Foundation Wales.

In March 2018, the Clwyd Welsh Church Act Fund was also transferred to Community Foundation Wales. The Fund was to cover the Welsh Church Act funds for Flintshire, Wrexham and Denbighshire. The value of the fund on transfer was £537,497. Flintshire County Council remains the Trustee for this fund.

The distribution percentage based on the population is as follows:

- Denbighshire – 25.4%
- Flintshire – 40.3%
- Wrexham – 34.3%

Community Foundation Wales was also instructed to undertake the grant-making element for Flintshire, using the skills of the panel already set up for the Community Endowment Fund.

In 2019, following conversations with Wrexham County Council, we also undertook the grant-making element for Wrexham, using the skills of the panel set up for the Wrexham Community Endowment Fund.

We make a payment to Denbighshire County Council for grant-making as Denbighshire Council for Voluntary Services undertake the grant-making element of the fund for Denbighshire.

Although not a County Council transfer, in 2013 we were transferred the endowment for the Hawarden & District relief in Need Fund, to the value of £255,594. The grant making for the fund is managed internally by the grants team at Community Foundation Wales.

As the name suggests, the Fund supports those in Hawarden and District who may be in crisis and/or vulnerable and are struggling with limited resources. A list of grants from this fund are listed on Page 18.

## Overview

Flintshire Community Endowment Fund & Flintshire Welsh Church Art Fund (Flintshire Funds) grants are awarded twice a year.

The fund has its own grants panel which is made up of five members, each with good knowledge and experience of the needs within Flintshire, specifically focused on education and community, as the objectives for both funds cover these areas. The members are nominated by the Council and serve for a minimum period of three years.

The members during the last financial year were:

- Nicola McCann, Strategic Partnerships Advisor, Flintshire County Council
- Trevor Jones, Flintshire Council Officer within the Department of Education
- Heather Hicks, Flintshire County Voluntary Council.

The panel is chaired by a senior staff member of Community Foundation Wales. Panel recommendations are presented to Community Foundation Wales' board of trustees which reviews and ratifies grant decisions.

The input and knowledge of panel members has been invaluable and ensures that all grant decisions are made locally and informed by knowledge of local needs and priorities.

All grants are awarded subject to strict terms & conditions and are monitored after twelve months to ensure compliance with the terms of the grant and to measure the impact of the grants on individuals and communities.

When applicants in Flintshire apply for funding, for ease, we advertise the 2 elements of the fund together, with one application. Applicants only need submit one application for funding.

If successful, the panel will allocate the grant to one of the funds or both if relevant. The focus of each fund is quite different, therefore it's rare for a group to be offered funding from both.

The Flintshire Community Endowment Fund supports: (open to groups and individuals)

- Projects that provide the educational development of school aged children and young people
- Projects that provide the educational development of children in the early years
- School based projects that encourage healthy living

The Flintshire Welsh Church Act Fund supports: (open to groups only)

- Projects that contribute to the refurbishment and upkeep of churches, chapels and community/village halls within the county.
- Projects working to address disadvantage to benefit Flintshire residents.
- Projects providing social and recreational activities for Flintshire residents.

The following shows the levels of applications received and awarded in each of the past 3 years:

Grant	2021/22		2022/23		2023/24	
	Total number of apps	Number of Welsh apps received	Total number of apps	Number of Welsh apps received	Total number of apps	Number of Welsh apps received
Flintshire Funds applications received	16	2	25	1	22	1
	Groups	Individuals	Groups	Individuals	Groups	Individuals
	16	0	18	7	21	1
Flintshire Community Endowment Fund grants awarded	5	0	8	7	7	1
Flintshire Welsh Church Act Fund grants awarded	6	N/A	9	N/A	11	N/A
Successful applications Total	11	0	17	7	18	1
Overall Success Rate per Year	69%		96%		86%	

# Financial report



*Smitha Coughlan*  
Head of Finance

## Performance to date (the last 12 months)

The last 12-months have yielded very positive performance for the investment portfolio (c. 14.6%), largely coming in the second half of the financial year, where the market grew in confidence that inflation and interest rates had reached their peak levels. Equities have also enjoyed two very strong tailwinds.

The first is the strength of the US economy, with the US recording almost 5% growth in Q3 2023 and over 3% growth in Q4 2024. The US locomotive has been strong enough to offset the negative market sentiment led by recessions in Germany, the UK, and Japan. In the US, the S&P 500 has reached its all-time high, as have markets in Europe and Japan. There has been a spillover effect due to valuation differentials between US equity markets and the rest of the world, with the latter appearing relatively cheap.

The second tailwind has been the 'revolution' in artificial intelligence (AI). Capabilities are improving and expanding dramatically, whilst developments may prove to have a huge impact on productivity across many economic sectors. Seven large stocks (the 'Magnificent 7'), accounting for around 30% of the S&P 500's entire market capitalisation, drove markets higher in 2023, largely due to their perceived benefits from developments in AI.

## Outlook

Looking forward, investors contemplate the stubbornness of inflation levels and whether target levels of inflation can be achieved without inducing a recession (a 'soft landing'). Today, it seems more likely than not that this can be achieved globally, even if policymakers accept success as achieving a stable inflation range instead of a strict 2% target.

The key risk remains that the economy could slip into a mild recession (a hard landing), which may be induced by an external shock, a political change, or a policy mistake from the Federal Reserve. Labour markets remain tight, many companies are re-writing their supply chains, and geopolitical risks are rife.

Despite these risks, we are cautiously optimistic in our outlook. Bond yields are now more attractive, leading us to increase 'duration' in our bond exposure, and we have added to equities to a modestly 'overweight' position, particularly in the US, in line with their more positive economic news.

## Fund overview – Flintshire Community Endowment Fund

<b>Fund balance</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>Fund balance on 1 April</b>	<b>252,023</b>	<b>220,541</b>	<b>243,930*</b>	TBC
Grants awarded in year	(11,400)	(10,750)	TBC	TBC
Admin fees (charged to the fund)				
Admin fee endowment @ 1.50%	(3,670)	(3,376)	TBC	TBC
Admin fee grants @ 10%	(1,330)	(1,175)	TBC	TBC
Investment performance				
Investment income	5,931	5,900**	TBC	TBC
Investment gain / (loss)	(21,012)	32,789**	TBC	TBC
<b>Fund Balance on 31 March</b>	<b>220,541</b>	<b>243,930*</b>	<b>TBC</b>	<b>TBC</b>
<b>Funds available for distribution</b>				
Balance on 30 September (prior year)	269,780	244,679	225,070	TBC
Distribution %	5%	6%	6%	TBC
Balance x distribution %	13,489	14,681	13,504	TBC
Multiyear grants awarded last year	(3,900)	(3,000)	(2,000)	TBC
Multiyear grants awarded 2 years ago	-	(1,900)	(1,000)	(2,000)
<b>Total available for Distribution in year</b>	<b>9,589</b>	<b>9,781</b>	<b>10,504</b>	<b>TBC</b>

\* Unaudited figure

## Fund overview – Clwyd Welsh Church Act Fund

<b>Fund balance</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>Fund balance on 1 April</b>	<b>676,431</b>	<b>618,590</b>	<b>659,420**</b>	TBC
Grants awarded in year	(25,888)	(35,582)	TBC	TBC
Admin fees				
Admin fee annual @ 1.50%	(9,840)	(9,467)	TBC	TBC
Admin fee grants @ 10%	(2,289)*	(3,558)	TBC	TBC
Investment performance				
Investment income	15,918	16,555**	TBC	TBC
Investment gain / (loss)	(35,742)	72,882**	TBC	TBC
<b>Fund Balance on 31 March</b>	<b>618,590</b>	<b>659,420**</b>	<b>TBC</b>	<b>TBC</b>
<b>Funds available for distribution (Tri-Counties)</b>				
Balance on 30 September (prior year)	699,822	655,993	631,107	TBC
Distribution %	5%	6%	6%	TBC
Balance x distribution %	34,991	39,360	37,866	TBC
Multiyear grants awarded last year	(2,000)	(2,000)	(2,000)	(2,000)
<b>Total available for grant award in year</b>	<b>32,991</b>	<b>37,360</b>	<b>35,866</b>	<b>TBC</b>
<b>Funds available for distribution (Flintshire – 40.3%)</b>				
Available for distribution	14,101	15,862	15,260	TBC
Awarded and paid in year	(9,000)	(10,585)	TBC	TBC
Multiyear grants awarded 2022/23	-	(1,000)	(1,000)	-
Multiyear grants awarded 2023/24	-	-	(3,000)	(2,000)
<b>Annual underspend re-invested</b>	<b>5,101</b>	<b>4,277</b>	<b>11,260</b>	<b>TBC</b>



<b>Fund balance</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>	<b>2025/26</b>
<b>Funds available for distribution (Wrexham - 34.2%)</b>				
Available for distribution	12,002	13,500	12,988	TBC
Awarded and paid in year	(6,000)	(6,000)	TBC	TBC
Multiyear grants awarded 2022/23	-	-	-	-
Multiyear grants awarded 2023/24	-	-	(2,000)	(2,000)
<b>Annual underspend re-invested</b>	<b>6,002</b>	<b>7,500</b>	<b>10,988</b>	<b>TBC</b>
<b>Funds available for distribution (Denbighshire - 25.4%)</b>				
Available for distribution	8,888	9,997	9,618	TBC
Awarded and paid in year	(8,888)	(9,997)	TBC	TBC
Multiyear grants awarded 2022/23	-	-	-	-
Multiyear grants awarded 2023/24	-	-	-	-
<b>Annual underspend re-invested</b>	<b>-</b>	<b>-</b>	<b>9,618</b>	<b>TBC</b>

**\*Fees are correct at the time of being raised. Where grants are cancelled, the fee will not reflect 10% of the awarded figure.**

**\*\* Unaudited figure**

The figures above represent the Clwyd Welsh Church Act in its entirety, which comprises balances in respect of Denbighshire, Flintshire and Wrexham.

In respect of Flintshire, grants awarded were £6,000 in 2021/22, £11,000 in 2022/23 and £15,585 in 2023/24.

For the purpose of investment the fund is treated as a whole fund and is not apportioned to the fund partners. In 2021/22 there was a gain of £21,908 which reflects the continued recovery of the fund following the COVID pandemic. In 2022/23, there was an investment loss of £35,742 which resulted from high inflation and market reaction to geopolitical concerns such as the Ukraine war.

Markets have performed well in 2023/24 due to investor confidence that inflation and interest rates had peaked and would begin to stabilise. This is reflected in the investment gain of £72,882.

# Summary of grants awarded

## Flintshire Community Endowment Fund

### 2021/22 - Multi-year grants

Grant Applicant	Project Summary	Paid 2022/23	Paid 2023/24		
Emerge Community Artists	Emerge Community Arts provide music and performing arts projects which support young people and adults who have learning disabilities and/or mental health issues.	£1,000	£1,000		
North Wales Horse Watch	North Wales Horse Watch provide advice and support to equine and rural communities. Applied for multiyear funding to help cover the cost of education resources and project marketing.	£900	£900		
*Speakers for Schools	Speakers for Schools is dedicated to supporting the social mobility of young people facing disadvantage. Partnering with local schools, businesses and industry leaders they work to make a tangible difference to communities.	Withdrawn			
<b>Total</b>		<b>£1,900</b>	<b>£1,900</b>		
		<b>£3,800</b>			

\*This organisation pulled out of operating in Wales

# Flintshire Community Endowment Fund

2022/23

Grant Applicant	Project Summary	Paid 2022/23	Paid 2023/24	Due 2024/25	
Home-Start Flintshire	Funding to expand the school readiness programme 'Big Hopes Big Future' (BHBF) to offer more taster groups to parents and pre-school children. This programme reflects and complements the Early Years Foundation Phase and will lead to volunteers being able to support identified families in the family home on improvements for children across the four domains of 'school readiness' i.e. language and cognition; behavioural adjustment, daily living skills and family support.	£1,000	£1,000	£1,000	
Ysgol Bryn Gwalia	To purchase equipment which will develop fine motor skills in the Early Years. The equipment will enable the build of an outdoor learning space where children can be creative in a 'workstation' area with tools and 'real tools', giving the pupils an opportunity to think, learn and problem solve.	£1,000			
KidsBank	Funding will meet a growing need during the current cost of living crisis, to cover the costs of the purchase of school uniform, stationary, shoes, PE kits (to include trainers), lunch boxes, water bottles, exercise books and other school items for families living in poverty.	£1,000			

Grant Applicant	Project Summary	Paid 2022/23	Paid 2023/24	Due 2024/25	
The Rockworks Music Academy Ltd	Funding contributed towards the first phase of a build to renovate Penyffordd and Penymynydd War Memorial Institute into a bespoke music room and recording studio. The reburishment will provide charities and community groups recording and rehearsal spaces that are not currently available in the area.	£1,000			
Cylch Meithrin Terrig	Funding towards the cost of forest school sessions for children attending the cylch meithrin helping them to learn and problem solve whilst having fun in a safe environment.	£1,000			
WISP	Funding towards the cost of providing inclusive creative youth dance sessions to support young people living with additional needs to come together, build lasting friendships, gain confidence, empower their voices and build communication skills along with other important life skills, whilst while having fun and exercising.	£1,000			
WACE Chester CIC	Funding towards the cost of a course of 10 sessions to improve people's wellness, especially their mental health. The sessions will comprise of elements like mindfulness walks, foraging, talking around a campfire, nature crafts and cooking.	£1,000			

<b>Grant Applicant</b>	<b>Project Summary</b>	<b>Paid 2022/23</b>	<b>Paid 2023/24</b>	<b>Due 2024/25</b>	
Northop Hall CP school	Funding will support activities and resources to develop pupil's understanding of diversity, in order to help young people to develop empathy and tolerance and improved understanding of difference.	£1,000			
Individual	Funding towards the cost of representing Wales at the World Scout Jamboree in South Korea in 2023.	£200			
Individual	Funding towards the cost of representing Wales at the World Scout Jamboree in South Korea in 2023.	£200			
Individual	Funding towards the cost of representing Wales at the World Scout Jamboree in South Korea in 2023.	£200			
Individual	Funding towards the cost of representing Wales at the World Scout Jamboree in South Korea in 2023.	£200			
Individual	Funding towards the cost of representing Wales at the World Scout Jamboree in South Korea in 2023.	£200			
Individual	Funding towards the cost of obtaining a dance qualification.	£200			
Individual	Funding towards the cost of travel to represent Wales at Table Tennis tournament.	£200			
<b>Total</b>		<b>£9,400</b>	<b>£1,000</b>	<b>£1,000</b>	
			<b>£11,400</b>		

# Flintshire Community Endowment Fund

2023/24

Grant Applicant	Project Summary		Paid 2023/24	Due 2024/25	Due 2025/26
Young and Mindful CIC	Funding towards the cost of delivering 10 weeks of Mindfulness Based Self-Education courses in Castell Alun, Alun Mold, and Hawarden High schools. The course is aimed at young people aged 11-18 years empowering them to gain skills to improve resilience whilst strengthening their physical, mental, and emotional wellbeing.		£1,000		
Outside Lives Ltd	Funding towards providing on site forest school activities for the children of Ysgol Gwernmynydd. Activities are held within a 5-acre woodland site, home to a wildlife garden, ancient trees, a pond, outdoor kitchen, children's clubhouse, wellness yurt, polytunnel and numerous growing spaces.		£1,000		
Gwyl Daniel Owen Festival	Funding towards the cost of providing a freelance writer to deliver 6 creative writing workshops in Maes Garmon and Alun high schools . Workshops will enable young people to enter a piece of their creative writing in either Welsh or English in the public Daniel Owen Young Writers Competition, with the work of winners being performed during the Daniel Owen Festival.		£1,000	£1,000	£1,000

Grant Applicant	Project Summary		Paid 2023/24	Due 2024/25	Due 2025/26
Ysgol Merllyn	Funding towards the cost of improving an outdoor space to encourage children engage in active play during school breaks, as well as benches and a seating area for quiet time to chat and read. This will increase imaginative and creative play improve fitness, encourage new friendships and help to develop communication skills.		£1,000		
Argoed Playgroup and Toddlers	Funding will enable this playgroup to provide resources and secure storage of resources to improve the learning experience of children attending the playgroup.		£550		
Drury Primary School	Funding towards developing an outdoor space to create a food growing project. The project will educate children throughout the school on biodiversity needs, it will inspire curiosity and investigation which promote enquiring minds and enable them to achieve more.		£1,000	£1,000	£1,000
Ysgol Derwenfa	Funding towards developing the outdoor classroom in the Nurture room to provide children with a safe and relaxing space that they can access help to develop their emotional literacy and aid them to regulate their emotions when they are in crisis.		£1,000		

Grant Applicant	Project Summary		Paid 2023/24	Due 2024/25	Due 2025/26
Individual	Funding towards the costs of a fully trained Assistance dog, who will support this individual's needs and offer deep sensory input, companionship, comfort and support in unfamiliar situations.		£200		
<b>Total</b>			<b>£6,750</b>	<b>£2,000</b>	<b>£2,000</b>
			<b>£10,750</b>		

## Flintshire Welsh Church Act Fund

**2022/23**

Grant Applicant	Project Summary	Paid 2022/23	Paid 2023/24	Due 2024/25	Due 2025/26
Buckley Cross Methodist Church	Funding towards the cost of renewing the lighting system throughout the community hall building with eco friendly lighting, thus reducing its carbon footprint.	£1,000			
Bethania Baptist Church	Funding towards the purchase of a Fire Exit door which will public building regulations. The door will help provide a safe venue for all those attending our services and mid-week activities.	£1,000			
Parkfields Community Centre, Mold	Funding towards the cost of providing a community cafe for local people to access a warm space for hot food and drink. Will help to reduce isolation and loneliness, by providing somewhere for people to meet others and talk.	£1,000			



<b>Grant Applicant</b>	<b>Project Summary</b>	<b>Paid 2022/23</b>	<b>Paid 2023/24</b>	<b>Due 2024/25</b>	<b>Due 2025/26</b>
St Mary's Church, Ysceifiog	Funding towards the cost of removing uncomfortable pews and purchasing replacement chairs and tables. The space will become more comfortable and user friendly enabling greater use and a more community focused space for all.	£1,000			
Flintshire Food Bank	Funding towards the core costs of running a community foodbank to address the need of the most vulnerable people in the community	£1,000	£1,000	£1,000	
The Clubhouse Management Committee	Funding towards the cost of replacing chairs within a community hall on Bryn Gwalia estate, to ensure they are more comfortable and suitable of the needs of their elderly community members.	£1,000			
Our Lady of the Rosary Catholic Church, Buckley	Funding towards the cost of replacing external lighting in the car park and grounds to increase the safety of anyone using the Church Hall, especially in the winter months.	£1,000			
Kings Christian Centre, Mold	Funding towards the cost of improving the gardens in front of the chapel to enhance the area and enable easy maintenance by community volunteers.	£1,000			

Grant Applicant	Project Summary	Paid 2022/23	Paid 2023/24	Due 2024/25	Due 2025/26
Woodwork to Wellness	Funding towards the core costs of Woodwork to Wellness, a project based in Saltney, which supports people who are experiencing difficulties with their physical and mental health, including ex-service men and women and people with serious illness.	£1,000			
<b>Total</b>		<b>£9,000</b>	<b>£1,000</b>	<b>£1,000</b>	
		<b>£11,000</b>			

Fund	Funding	Paid 2022/23	Paid 2023/24	Due 2024/25	Due 2025/26
Wrexham Welsh Church Act Fund	To community groups across Wrexham	£6,000			
Denbighshire Welsh Church Act Fund	Grant to Denbighshire County Council who distribute this funding	£8,888			
<b>Total</b>		<b>£23,888</b>	<b>£1,000</b>	<b>£1,000</b>	
		<b>£25,888</b>			

# Flintshire Welsh Church Act Fund

2023/24

Grant Applicant	Project Summary		Paid 2023/24	Due 2024/25	Due 2025/26
Menter Iaith Fflint a Wrecsam	Funding towards the cost of a family event through the medium of Welsh to support the educational development of early years and school aged children and also encourage healthy living. Activities will be based on the character Magi Ann, one of Wales' favourite toddler characters. All resources are suitable for second language speakers as well as first language Welsh people.		£650		
River and Sea Sense	Funding towards the cost of delivering Water Safety School Assemblies across Flintshire schools. The assemblies will provide basic yet powerful information to ensure pupils learn to be safe around open water in particular.		£960		
Action for Children	Funding towards providing support and activities children with disabilities and their siblings to play and development in a non-judgemental, inclusive environment. Activities are based on life skills, wellbeing support, social interaction and developing personal and interpersonal skills.		£1,000	£1,000	£1,000

Grant Applicant	Project Summary		Paid 2023/24	Due 2024/25	Due 2025/26
Chloe's and Sophie's Special Ears Fund	Funding towards the cost of delivering Deaf Awareness Assemblies in Flintshire schools. Funding will enable the purchase of a selection of books which all have Deaf characters in them. The books will be used within the assemblies to enhance the knowledge of hearing children on what it is like to be Deaf, to support inclusion and increase empathy.		£1,000		
1st Wepre Guides	Funding towards the core costs of a guide group supporting young people from a highly deprived area to provide a challenging and varied programme of activities that improve confidence, encourage self-thinking skills and problem-solving capabilities.		£1,000	£1,000	
First Choice Housing Association	All First Choice Housing Association's Tenants are living with a disability or vulnerability, the vast majority of whom have a learning disability and are supported 24/7 by support staff. Funding will provide supermarket vouchers to tenants who are most 'at risk' with regards to food poverty.		£975		
Our Lady of the Rosary Catholic Church, Buckley	Funding towards the cost of repairing a large 20 foot high feature window in the church hall, The window is a risk to health & safety. Planning regulations prevent the replacement of the window, therefore repair is only option		£1,000		

Grant Applicant	Project Summary		Paid 2023/24	Due 2024/25	Due 2025/26
Community Heart Productions	Funding towards the cost of providing creative activities, volunteering and citizenship for a Kids Club project in St Andrews Community Hub in Garden City, an area that is short of opportunities for children and faces a range of socio-economic issues. The club provides a safe space where children can access a meal, take part in activities, gain confidence, learn, build social networks.		£1,000		
Bethel Baptist Chapel, Holywell	Funding towards the ongoing refurbishment of a church hall providing a range of community activities including a 'coffee morning' for older people and a youth group.		£1,000	£1,000	£1,000
Parkfields Community Centre, Mold	Funding towards core cost of heating, electricity and water for the centre which provides a warm place with food and drink for people who cannot keep their homes warm, or who come to the centre to reduce isolation and loneliness.		£1,000		
Art & Soul Tribe CIC	Funding towards the cost of providing transport costs to arts and nature based interventions to local vulnerable community members needing mental health & trauma support. Travel expenses for our participants have become a real barrier to engagement and participation.		£1,000		
<b>Total</b>			<b>£10,585</b>	<b>£3,000</b>	<b>£2,000</b>
				<b>£15,585</b>	

<b>Grant Applicant</b>	<b>Funding aim</b>		<b>Paid 2023/24</b>	<b>Due 2024/25</b>	<b>Due 2025/26</b>
Wrexham Welsh Church Act Fund	To community groups across Wrexham		£6,000	£2,000	£2,000
Denbighshire Welsh Church Act Fund	Grant to Denbighshire County Council who distribute this funding		£9,997		
<b>Total</b>			<b>£26,582</b>	<b>£5,000</b>	<b>£4,000</b>
			<b>£35,582</b>		

## Hawarden and District Relief in Need Fund Grants Awarded

April 2022 - March 2024

Type	Applicant	Summary of grant	Awarded
Group	Wood Memorial CP School	School trips and residential support for disadvantaged families	£5,000
Group	Wood Memorial CP School	School trips and residential support for disadvantaged families	£7,740
Individual	Female	Crisis grant	£350
Individual	Family	Crisis grant	£234
Individual	Female	Crisis grant	£1,440
Individual	Female	Crisis grant	£771
Individual	Female	Crisis grant	£1,000
Individual	Female	Crisis grant	£200
Individual	Female	Crisis grant	£1,260
Individual	Female	Crisis grant	£1,500
Individual	Female	Crisis grant	£980
Individual	Female	Crisis grant	£500
Individual	Female	Crisis grant	£3,000
Individual	Family	Crisis grant	£370
Individual	Male	Crisis grant	£580
Individual	Female	Crisis grant	£260
<b>Total</b>			<b>£25,185</b>

# Speakers for Schools

Flintshire Community Endowment Fund

Speakers for Schools received grants across 8 of our education funds in 2022, amounting to funding of £12,500 for the year 2022/23.

The funding supported work in each local authority in Wales, with a focus on closing the opportunity gap and levelling the playing field for all 11-19 year olds from state schools and colleges by providing fair access to fully funded work experience and inspirational talks that will help young people to reach their full career potential.

They work to champion social mobility and improve diversity in the workplace. It's sitting alongside a pilot, working the wards with nurses or listening to a CEO share their story of success and how they overcame adversity, these impactful interventions inspire young people, bringing the world of work to life, increasing their aspirations for the future.

Whilst the end of year one monitoring hasn't given specific Flintshire related statistics or case studies, the Flintshire Community Endowment Fund has helped Speakers for Schools to provide Welsh students with a wide range of UK-wide work experience opportunities, alongside access to its inspirational in-person and online talks. In terms of reach this academic year, the funding has helped the charity to offer 790 placements to Welsh students and enabled new partnerships with 78 schools in Wales.

In September 2022, it launched a Work Experience for All campaign. In partnership with YouGov they analysed data collected from 18 to 30-year-olds who did work experience in secondary school and/or in a post-16 setting.

This data very much reflects the focus of the Welsh Government's careers and work-related experiences toolkit, demonstrating that work experience reduces the chances of becoming unemployed from 11% to 7%, improves essential skills such as creativity and problem-solving and helps young people gain confidence in themselves, improving their future job prospects.

They noted to be working with the Welsh Leaders in School and College Leaders Council to ensure that support for schools in Wales continues to be relevant. It also met with Careers Wales, who remain a strong partner, keen to work alongside to help the young people of Wales to flourish.



Nick Brook, CEO of Speaker for schools said:

**While talent is spread evenly across the county, opportunity isn't. Where you are born and who you are born to are strong predictors of performance at school and future life chances.**

Due to the Education Relationship Manager for Wales moving on to other employment, Speakers for Schools has taken the decision that from January 2023, it has relocated resources and no longer has colleagues on the ground in Wales.

This is extremely disappointing, although it has committed to continue to support Wales within this new structure and to have a wide range of UK-wide experiences available to Welsh students and continued access to our inspirational talks online and in-person. In reality, without the support of a specific worker with a focus on Wales, the opportunities available to Welsh students are very much reduced.

None of the Work Experience placements listed on the website are in Wales. We have therefore made the decision not to award years 2 and 3 of grant funding from the Flintshire Community Endowment Fund as we cannot guaranteed that funding would benefit students from Flintshire specifically.

**This grant has helped me attend the world scouting jamboree. Having been in such an event I feel more confident in myself. Learning about different cultures and meeting people from round the world was nothing short of fantastic!**

# Northop Hall CP School

## Flintshire Community Endowment Fund

Following consultation with school pupils, it was clear that there was a lot of questions, a lack of understand of and empathy for those from diverse backgrounds. Funding from the Flintshire Community Endowment Fund enabled the school to take up opportunities to learn from others for both teachers and pupils alike.

The reported that the work on "Show racism the red card" with Wrexham football club was extremely beneficial. Football players are influential role models to many young people, so having these important messages shared by people they admired made a big impact.

The pupils gained a greater understanding of the impact racism can have on individuals and communities and helped them to appreciate the importance of inclusivity and diversity. The sessions helped pupils, parents and staff to understand and promote an atmosphere of tolerance, respect and understanding.

Some quotes from pupils included:

**We should not judge people on what they look like, it's what on the inside that matters.**

**I feel sad hearing about people who are treated unfairly.**

**I understand why it's important to stand up for others**

In addition, we worked as a school on the book "Wonder" by R.J. Palacio which has helped pupils to learn about accepting and embracing physical and visible difference, promoting empathy and understanding. During this work on diversity and the exploration of a range of disabilities we gathered some feedback from pupils:

**People with disabilities can do amazing things, the paintings which we looked at were awesome.**

**I learned that being different is OK. It's what makes us special.**

**Can we have more projects like this? It's important to understand each other.**

The project opened up crucial discussions between pupils and teachers and also between teachers and parents. It helped all members of our school community to feel comfortable sharing their thoughts around inclusivity.

Many pupils wanted to share their own unique qualities and were able to talk about what they found challenging and what others could do to support them.

Many parents shared how helpful the diversity project had been. They reported that it had opened up important discussions at home about people's similarities and differences and the need for tolerance and respect.

Through our work on the diversity project, we have gained a great deal of expertise as staff and connections with people in the wider community. We therefore feel that we can keep running topics on diversity and keep the key messages and values prominent in our school community. The school will self-fund any expenditure in the future on this topic.

# Woodwork to Wellness

Flintshire Welsh Church Act Fund

The focus of this 'Men's Shed' type project based in Saltney, is to support people recovering from serious illness; who feel lonely or isolated; are struggling with mental health or addiction.

It welcomes people who are unemployed; ex-servicemen; ex-offenders; people who have experienced homelessness; those unsuited to traditional education & people with physical or learning disabilities. It helps people to make handcrafted items out of wood.

It works to address disadvantage and create social activities for a group of people who feel isolated and excluded. Unable to work, as a result of ill health or disability, many members reference that they feel 'useless.'

The project helps to rebuild self-esteem and prevents isolation. Making physical objects out of wood is rewarding. Time and again people hold up something they've made and feel good about themselves and what they have created.

Individual members see improvements in their mood, internal beliefs and self worth. Within the community there are reduced levels of isolation, increased community engagement with the project, it's success is continuously spoken about both inside and outside of the 'Shed'.

The organisation works in partnership with many local organisations. The local foodbank runs out of the shed. They have run local projects with Chester Zoo, The Scouts, Schools and Churches etc.

The group has a strong track record of generating income through its own activities including sales of the items made by those attending the project, although grant funding like that from the Flintshire Welsh Church Act Fund is critical to helping ensure the core costs of the project are supported to ensure this critical project can continue into the future.

## Colin's story (Not real name)

"I am 65. I am a type 1 diabetic since I child and was recently diagnosed with MS . I am a wheelchair user and have to be hoisted from chair to bed, etc. My upper body still functions. I now have no vision to speak of in my left eye and limited vision in my right. I do feel 'very hard done to'. I ask myself, "why me, as if the diabetes and all the problems resulting from that aren't enough?" I have bouts of helplessness and depression.

I look forward to going to the shed as it gets me out of the house to do something I enjoy. I feel very welcome and I am grateful for all the help that I receive there. I particularly enjoy the banter and I give out my own share too, the camaraderie, the laughter and the discussions that go on there.

Over time I have made various planters including two airplane and one train planter. I have made clocks for my family and a jewellery box for my daughter and nesting boxes for neighbours. I feel really good as I always have something on the go and friends inundate me with commissions! I feel really good when I have finished an item."

## Colin's wife

"I am Colin's wife and carer. The shed has been a life saver as far as I am concerned. My husband really looks forward to going there so that he can carry on with his creativity and his projects.

He enjoys spending time with a group of men which I think is very important for his mental wellbeing. As for me, I know he is safe and he's happy. I tell him that the 'shed' is his workplace too! I am able to have some time to myself which is very important as a carer."

## Colin's son

"I am Colin's son. I am really happy with the way the shed has helped Dad. It has given him a sense of purpose, a sense of achievement, a sense of value and a sense of self-worth."



“

**I look forward to going to the shed as it gets me out of the house to do something I enjoy. I feel very welcome and I am grateful for all the help that I receive there.**

”

# The Club House Management Committee

Flintshire Welsh Church Act Fund

The Club House is situated at the heart of the Bryn Gwalia residential area, a former designated 'communities first' area of deprivation. The focus of the group is to provide suitable facilities to support the educational, recreational and social needs of local people.

It has community rooms for hire including a large hall and smaller meeting rooms and has more recently expanded the community garden that surrounds the centre to support well-being activities having installed raised bad to support the needs of all those who attend the gardening club.

They have strong partnerships with charities and voluntary groups across Flintshire, many of whom hire rooms to run their activities. A new hirer, Versus Athritis, informed them that the chairs at the centre were unsuitable for the comfort and safety of their clients and they may need to consider finding another more suitable venue.

The centre was able to purchase 15 stackable, cushioned chairs with armrests for ergonomic support. New chairs prompted the group to freshen up the room they were in.

Now, this newly decorated room of light grey walls with it's new light weight slate grey Devonshire wooden frame stacking armchairs, is an inviting space where people from the local neighbourhood can come together for social events, educational classes, recreational activities or for drop-in support.



# Your support



*Andrea Powell*  
Director of Programmes

As ever, we thank you again for your continuing support of Community Foundation Wales.

Your fund makes a difference across Flintshire and more widely across North East Wales, particularly with the Clwyd Welsh Church Act Fund as you will see within the case studies featured in this report.

Together, we can make a real difference in the lives of those who need it most. We look forward to promoting the Flintshire Funds again this year and to distributing funds to those that clearly show how the funding will impact the lives of those most in need of support.

**Diolch yn fawr.**



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Company Number 03670680  
Community Foundation Wales is the trading name of The Community Foundation in Wales





## Corporate Resources Overview and Scrutiny Committee

<b>Date of Meeting</b>	Thursday, 12 September 2024
<b>Report Subject</b>	Joint Funded Care Packages – Update Report
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides a quarterly update on the work being undertaken to address long standing CHC invoices. Officers within the Social Services portfolio continue to work closely with the Finance and Continuing Health Care (CHC) teams in Betsi Cadwaladr University Health Board (BCUHB) to put in place a number of processes and monitoring actions to address these invoices. Processes have been developed to support the timely processing and payment of invoices

The report also shares information regarding the Nation Framework and the Local Protocol for CHC disputes.

### RECOMMENDATIONS

1	To provide Members with an update on the current position regarding outstanding Continuing Health Care invoices raised by the Council for payment by Betsi Cadwaladr University Health Board.
2	To provide Members with information regarding the Continuing NHS Healthcare – The National Framework for Implementation in Wales and its disputes and appeals process.

## REPORT DETAILS

<b>1.00</b>	<b>PROGRESS UPDATE</b>												
1.01	Regular meetings continue to take place between Council Officers and Health Board staff, in these meetings Officers concentrate on filling the information gaps that have previously prevented payment and as a result reduced the numbers of outstanding invoices.												
1.02	Processes have been developed to support the timely processing of current and future invoices, supported by appropriate information to allow for payment within invoicing terms.												
1.03	Meetings continue to be held at operational, strategic and Leader/Chief Executive level and the management of outstanding invoices is a standing item on all meeting agendas. The most recent of these meeting was held on the 9 <sup>th</sup> September where the long standing invoices were raised.												
1.04	Meetings to support arbitration between Council Officers and Health Board staff continue every two months – four individuals remain under discussion, with high level of activity continuing to resolution to these outstanding invoices.												
<b>1.05</b>	<b>Debt Levels</b>												
1.06	<table border="1"> <thead> <tr> <th>Outstanding CHC Invoices 12/10/2022</th> <th>Outstanding CHC Invoices 31/01/2023</th> <th>Outstanding CHC Invoices 27/09/2023</th> <th>Outstanding CHC Invoices 20/12/23</th> <th>Outstanding CHC Invoices 31/05/2024</th> <th>Outstanding CHC Invoices 21/08/2024</th> </tr> </thead> <tbody> <tr> <td>£ 1,285,005.01</td> <td>£666,102.57</td> <td>£455,850.09</td> <td>£470,206.79</td> <td>£716,615.00</td> <td>£558,495.98</td> </tr> </tbody> </table>	Outstanding CHC Invoices 12/10/2022	Outstanding CHC Invoices 31/01/2023	Outstanding CHC Invoices 27/09/2023	Outstanding CHC Invoices 20/12/23	Outstanding CHC Invoices 31/05/2024	Outstanding CHC Invoices 21/08/2024	£ 1,285,005.01	£666,102.57	£455,850.09	£470,206.79	£716,615.00	£558,495.98
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£ 1,285,005.01	£666,102.57	£455,850.09	£470,206.79	£716,615.00	£558,495.98								
1.07	<p>The overall figure for outstanding invoices has decreased to £0.558m since last reporting, this is due to a reduction in the invoice amounts outstanding within 12 months of £0.158m, from £0.294m in May 2024 to £0.136m in August 2024.</p> <p>Of the remaining debt, £0.162m are invoices one year and over, this figure has remained the same since the last report.</p> <p>The remaining £0.261m relates to four individuals whose care costs continue to be progressed through arbitration.</p>												
1.08	Monthly operational meetings continue and the outcome from this work is reported to the Chief Officer: Social Services and the Senior Management Team monthly.												

<b>1.09</b>	<b>Welsh Government Continuing Health Care Appeals Framework</b>
1.10	The Continuing NHS Healthcare – The National Framework for Implementation in Wales document (Appendix 2) sets out the arrangements for the effective and efficient and equitable delivery of Continuing NHS Healthcare (CHC) in Wales. This Welsh Government Framework sets out a process for the NHS, working together with LAs and other partners, to assess health needs, decide on eligibility for CHC and provide appropriate care. Local Health Boards and Local Authorities are required to fully implement the requirements of the National Framework. All Local Health Boards and Local Authorities will be required to participate in joint training, thus ensuring a joint and consistent approach across Wales.
1.11	In Flintshire we have delivered in a series of joint (BCUHB and Flintshire County Council) one day training workshops as set out in the Framework.
1.12	The Framework provides a consistent foundation for assessing, commissioning and providing CHC for adults, over the age of 18, across Wales. This is to ensure that there is a consistent, equitable and appropriate application of the process for determining eligibility.
1.13	Section 7 of the Framework is devoted to Disputes and Appeals and outlines the principles and protocols that should be adopted when there is a dispute between organisations. The National Framework requires the Local Health Boards and the Local Authorities to have in place locally agreed procedures/protocols for dealing with any formal disputes about: <ul style="list-style-type: none"> <li>• eligibility for CHC and/or about the apportionment of funding in jointly funded care packages.</li> <li>• where an individual is not eligible for CHC: <ul style="list-style-type: none"> <li>○ the contribution of either party to a joint package of care</li> <li>○ the operation of refunds guidance</li> </ul> </li> </ul>
1.14	In North Wales, BCUHB and the six North Wales Local Authorities have agreed to the North Wales Dispute Avoidance-Resolution Process v1.0 (Adult) ( <i>Continuing NHS Healthcare the National Framework for Implementation in Wales 2022</i> ) (Appendix 3). This document sets out the three-stage process to resolve disputes between organisations.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
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2.01	None as this report is the provision of financial information only.
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<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
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3.01	Debt levels are monitored monthly, and an escalation route has been established.
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<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None required at this stage.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Supporting Information - Outstanding Invoices 21.08.24
5.02	Appendix 2 – Continuing NHS Healthcare – The National Framework for Implementation in Wales
5.03	Appendix 3 – North Wales Dispute Avoidance-Resolution Process v1.0 (Adult) ( <i>Continuing NHS Healthcare the National Framework for Implementation in Wales 2022</i> )

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Jane Davies – Senior Manager Safeguarding and Commissioning <b>Telephone:</b> 01352 702503 <b>E-mail:</b> <a href="mailto:jane.m.davies@flintshire.gov.uk">jane.m.davies@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	None.

Customer ID	Invoice Id	Invoice Amount	Amount Due	Invoice Date	Due Date	Days Overdue
FD196495	SZ096335	£ 53,103.67	£ 53,103.67	20240330	20240429	53
FD196495	SZ096336	£ 29,591.16	£ 29,591.16	20240330	20240429	53
FD196495	SZ096337	£ 22,206.09	£ 22,206.09	20240330	20240429	53
FD196495	SZ096338	£ 53,474.52	£ 53,474.52	20240330	20240429	53
FD196495	SZ096339	£ 6,301.22	£ 6,301.22	20240330	20240429	53
FD196495	SZ096340	£ 7,649.31	£ 7,649.31	20240330	20240429	53
FD196495	SZ096341	£ 463.59	£ 463.59	20240330	20240429	53
FD196495	SZ096346	£ 9,194.71	£ 9,194.71	20240330	20240429	53
FD196495	SZ096304	£ 5,223.80	£ 207.55	20240327	20240426	56
FD196495	SZ095082	£ 33,645.72	£ 0.01	20240313	20240412	70
FD196495	SZ095088	£ 35,748.58	£ 0.01	20240313	20240412	70
FD196495	SZ095092	£ 5,911.14	£ 0.01	20240313	20240412	70
FD196495	SZ095096	£ 13,853.64	£ 13,853.64	20240313	20240412	70
FD196495	SZ095097	£ 8,735.99	£ 8,735.99	20240313	20240412	70
FD196495	SZ095100	£ 3,029.22	£ 144.25	20240313	20240412	70
FD196495	SZ095101	£ 37,896.14	£ 37,896.14	20240313	20240412	70
FD196495	SZ095053	£ 30,357.90	£ 2.27	20240311	20240410	72
FD196495	SZ095054	£ 11,676.12	£ 2.01	20240311	20240410	72
FD196495	SZ095055	£ 35,538.98	£ 0.04	20240311	20240410	72
FD196495	SZ095056	£ 25,614.28	£ 0.03	20240311	20240410	72
FD196495	SZ095059	£ 13,758.75	£ 13,758.75	20240311	20240410	72
FD196495	SZ095060	£ 9,778.98	£ 9,778.98	20240311	20240410	72
FD196495	SZ095061	£ 5,055.97	£ 8.69	20240311	20240410	72
FD196495	SZ095066	£ 294.80	£ 294.80	20240311	20240410	72
FD196495	SZ095068	£ 36,724.56	£ 1,318.89	20240311	20240410	72
FD196495	SZ095071	£ 66,676.22	£ 25,622.40	20240311	20240410	72
FD196495	SZ095073	£ 32,119.30	£ 0.01	20240311	20240410	72
FD196495	SZ095074	£ 54,498.44	£ 0.01	20240311	20240410	72
FD196495	SZ093397	£ 6,529.75	£ 394.90	20231123	20231223	181
FD196495	SY093910	£ 13,723.93	£ 516.82	20230331	20230430	418
FD196495	SX092191	£ 1,886.62	£ 1,886.62	20210914	20211014	981
FD196495	SX090519	£ 15,468.95	£ 137.19	20210817	20210916	1009
FD196495	SX090439	£ 586.32	£ 446.72	20210730	20210829	1027
FD196495	SX090444	£ 169,405.88	£ 23,844.92	20210730	20210829	1027
FD196495	SX090446	£ 34,531.87	£ 34,531.87	20210730	20210829	1027
FD196495	SX090448	£ 13,770.39	£ 450.88	20210730	20210829	1027
FD196495	SW093427	£ 17,100.06	£ 514.80	20210331	20210430	1148
FD196495	SW093033	£ 21,120.60	£ 749.22	20210210	20210312	1197
FD196495	SW092912	£ 2,892.24	£ 2,892.24	20210115	20210214	1223
FD196495	SW092816	£ 21,812.55	£ 541.44	20201217	20210116	1252
FD196495	SW092711	£ 26,407.90	£ 1,211.15	20201209	20210108	1260
FD196495	SW090517	£ 21,866.82	£ 1,243.38	20200819	20200918	1372
FD196495	SW090012	£ 11,004.34	£ 11,004.34	20200428	20200528	1485
FD196495	SW090015	£ 17,885.59	£ 17,885.59	20200428	20200528	1485
FD196495	SV093809	£ 16,900.79	£ 7,187.69	20200331	20200430	1513
FD196495	SV093813	£ 43,372.30	£ 12,524.70	20200331	20200430	1513
FD196495	SV093827	£ 52,234.28	£ 9,703.21	20200331	20200430	1513
FD196495	SV093166	£ 17,006.61	£ 17,006.61	20200115	20200214	1589
FD196495	SR093696	£ 9,453.68	£ 4,872.68	20190331	20190430	1879
FD196495	SR093479	£ 7,090.26	£ 2,407.46	20190304	20190403	1906
FD002312	SR092626	£ 27,620.47	£ 10,202.42	20181011	20181110	2050
O/S Invoices less than 12 months		£ 654,652.55	£ 294,003.65			
O/S Invoices over 12 months		£ 563,142.45	£ 161,761.95			
Total O/S Invoices		£ 1,217,795.00	£ 455,765.60			
Arbitration		£ 164,180.99	£ 164,180.99			
		£ 49,294.46	£ 49,294.46			
		£ 11,004.34	£ 11,004.34			
		£ 36,369.62	£ 36,369.61			
Arbitration Total			£ 260,849.40			
Total			£ 716,615.00			

Customer ID	Invoice Id	Invoice Amount	Amount Due	Invoice Date	Due Date	Days Overdue
FD196495	SA093677	£ 4,907.88	£ 4,907.88	20240627	20240727	55
FD196495	SA093678	£ 11,228.05	£ 11,228.05	20240627	20240727	55
FD196495	SZ096335	£ 53,103.67	£ 53,103.67	20240330	20240429	144
FD196495	SZ096336	£ 29,591.16	£ 29,591.16	20240330	20240429	144
FD196495	SZ096337	£ 22,206.09	£ 22,206.09	20240330	20240429	144
FD196495	SZ096339	£ 6,301.22	£ 6,301.22	20240330	20240429	144
FD196495	SZ096340	£ 7,649.31	£ 7,649.31	20240330	20240429	144
FD196495	SZ096304	£ 5,223.80	£ 207.55	20240327	20240426	147
FD196495	SZ095066	£ 294.80	£ 294.80	20240311	20240410	163
FD196495	SZ093397	£ 6,529.75	£ 394.90	20231123	20231223	272
FD196495	SY093910	£ 13,723.93	£ 516.82	20230331	20230430	509
FD196495	SX092191	£ 1,886.62	£ 1,886.62	20210914	20211014	1072
FD196495	SX090519	£ 15,468.95	£ 137.19	20210817	20210916	1100
FD196495	SX090439	£ 586.32	£ 446.72	20210730	20210829	1118
FD196495	SX090444	£ 169,405.88	£ 23,844.92	20210730	20210829	1118
FD196495	SX090446	£ 34,531.87	£ 34,531.87	20210730	20210829	1118
FD196495	SX090448	£ 13,770.39	£ 450.88	20210730	20210829	1118
FD196495	SW093427	£ 17,100.06	£ 514.80	20210331	20210430	1239
FD196495	SW093033	£ 21,120.60	£ 749.22	20210210	20210312	1288
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FD196495	SW092711	£ 26,407.90	£ 1,211.15	20201209	20210108	1351
FD196495	SW090517	£ 21,866.82	£ 1,243.38	20200819	20200918	1463
FD196495	SW090012	£ 11,004.34	£ 11,004.34	20200428	20200528	1576
FD196495	SW090015	£ 17,885.59	£ 17,885.59	20200428	20200528	1576
FD196495	SV093809	£ 16,900.79	£ 7,187.69	20200331	20200430	1604
FD196495	SV093813	£ 43,372.30	£ 12,524.70	20200331	20200430	1604
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FD196495	SR093696	£ 9,453.68	£ 4,872.68	20190331	20190430	1970
FD196495	SR093479	£ 7,090.26	£ 2,407.46	20190304	20190403	1997
FD002312	SR092626	£ 27,620.47	£ 10,202.42	20181011	20181110	2141
O/S Invoices less than 12 months		£ 147,035.73	<b>£ 135,884.63</b>			
O/S Invoices over 12 months		£ 563,142.45	<b>£ 161,761.95</b>			
Total O/S Invoices		£ 710,178.18	<b>£ 297,646.58</b>			
Arbitration		£ 164,180.99	<b>£ 164,180.99</b>			
		£ 49,294.46	<b>£ 49,294.46</b>			
		£ 11,004.34	<b>£ 11,004.34</b>			
		£ 36,369.62	<b>£ 36,369.61</b>			
Arbitration Total			<b>£ 260,849.40</b>			
Total Invoices and Arbitration			<b>£ 558,495.98</b>			

# **CONTINUING NHS HEALTHCARE**

## **The National Framework for Implementation in Wales**

**Published July 2021**

**Version 2 published February 2022**

**Implemented 1 April 2022**

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# SECTION 1

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## INTRODUCTION TO CHC

- 1.1 This document sets out the arrangements for the effective and efficient and equitable delivery of Continuing NHS Healthcare (CHC) in Wales.
- 1.2 CHC is a complete package of ongoing care arranged and funded solely by the NHS through local health boards (LHBs), where an individual's primary need has been assessed as health-based.
- 1.3 CHC is one element of a range of services that local authorities (LAs) and NHS bodies need to have in place to support people with health and social care needs. CHC is one aspect of care which people with complex needs may need as the result of disability, accident or illness to address both physical and mental health needs. Given the nature, intensity, complexity and unpredictability of those needs, these services account for a significant proportion of NHS healthcare overall.
- 1.4 CHC can be provided in any setting outside hospital, such as in a person's own home, in a care home, hospice or in a prison and is part of the continuum of care and support that an individual with complex needs may move in and out of.
- 1.5 CHC is different from 'NHS Funded Nursing Care' (FNC) which is only applicable to individuals requiring nursing care in a care home. The provision of FNC derives from Section 49 of the Health and Social Care Act 2001 (now replaced in relation to Wales, by Section 47(4) and (5) of the Social Services and Well-being (Wales) Act 2014), which excludes nursing care by a registered nurse from the services which can be provided by local authorities. The decision on eligibility for FNC should only be taken when it is considered that the person does not fall within the eligibility criteria for CHC.

**Note: At the time of publication, the [NHS Funded Nursing Care in Care Homes Guidance 2004](#) remains in effect. This will, however be subject to review during the lifetime of this Framework.**

## Key Messages

- K1 For individuals who are eligible to receive it, CHC is an entitlement. It is essential to aim for a decision on eligibility to be right first time. Incorrectly denying someone eligible for CHC access to their entitlement can potentially have a negative impact on the individual's health and incur significant financial costs, leading to distress for them and their families. It may also result in retrospective claims which can be expensive and time consuming.
- K2 The sole criterion for determining eligibility for CHC is whether an individual's primary need is a health need.
- K3 This Framework sets out the process for the NHS, working with LA partners, to assess an individual's health needs and to ensure that the appropriate care is provided to meet those needs.
- K4 Individuals may require services from both the NHS and their LA. The NHS is responsible for assessing, funding and providing health services to meet the needs of its population. LAs are responsible for the provision of social services and there may be a charge to the individual for some of these.
- K5 There must be a clear and transparent rationale to support the decision-making process. Professional integrity is vital.
- K6 Individuals and/or their representatives must be fully involved and informed throughout the assessment process, in the language or format of their choice.
- K7 The services provided in response to assessed need must be proportionate to need and effectively co-ordinated, in order to avoid unnecessary disruption to the individual and their family.

## The National Framework

- 1.6 The Welsh Government published *Continuing NHS Healthcare – the National Framework for Implementation in Wales*, in 2014. It set out the Welsh Government’s policy for eligibility for CHC and the responsibilities of NHS organisations and LAs under the Framework and related matters.
- 1.7 The 2021 Framework was published in July 2021 and implemented on 1 April 2022. The 2021 Framework replaces the 2014 publication.
- 1.8 This Framework sets out a process for the NHS, working together with LAs and other partners, to assess health needs, decide on eligibility for CHC and provide appropriate care. LHBs and LAs are required to fully implement the requirements of the National Framework. All LHBs and LAs will be required to participate in joint training, thus ensuring a joint and consistent approach across Wales.
- 1.9 The Framework provides a consistent foundation for assessing, commissioning and providing CHC for adults, over the age of 18, across Wales. This is to ensure that there is a consistent, equitable and appropriate application of the process for determining eligibility.
- 1.10 A summary of the main changes between the 2014 and 2021 Framework is set out in the table below.

Layout and presentation	<p>The revised Framework incorporates a redesigned layout and order/content of the Sections, mirroring the CHC process itself from start to finish. As well as the changes to the layout of the Framework, the following amendments have been made.</p> <p>Removed all reference to the redundant Complex Care Information &amp; Support site.</p> <p>All annexes have been moved to the end of the document and references to policy and legislation have also been updated, notably aligning requirements to the provisions within the Social Services and Well-being (Wales) Act 2014.</p>
Section 1 – Introduction	<ul style="list-style-type: none"> <li>• Includes additional text relating to Welsh Language Requirements</li> </ul>
Section 2 – CHC Policy	<ul style="list-style-type: none"> <li>• Includes additional information on the key roles and responsibilities of each of the organisations involved, the individual and/or their representative, carers and advocates, throughout the CHC Assessment Process</li> <li>• Emphasises the importance of practitioners providing the <i>CHC</i></li> </ul>

	<p><i>Booklet to Individual, Families and Carers</i> as soon as it is considered the individual may have a primary health need</p> <ul style="list-style-type: none"> <li>• Emphasises the importance of appropriate communication</li> <li>• Includes CHC Eligibility Assessment Flowchart</li> </ul>
Section 3 - Before an Assessment for CHC	<ul style="list-style-type: none"> <li>• Additional information relating to Consent, Capacity, and Sharing of Information and Best Interest decisions.</li> <li>• Additional text relating to the Use of the Checklist</li> </ul>
Section 4 - The Assessment of Eligibility For CHC	<p>There is no intention for policy changes made through this process to impact on the eligibility threshold for CHC, which is well-established and based on the consideration of a 'primary health need'.</p> <ul style="list-style-type: none"> <li>• Additional wording ensure screening and assessments of eligibility for CHC should be undertaken at the right time and location, when any ongoing needs are known.</li> <li>• Identifying a person's eligibility for CHC based on the totality of their needs and requiring a clear, reasoned decision which requires LHBs and LAs to consider, regardless of the outcome, whether a multi-disciplinary assessment has identified issues to be addressed.</li> <li>• Decision Support Tool – additional guidance on how, when and by who it can be completed and minor redefinitions in some of the domains of need. Domains reordered more logically into an order in which a person's needs would normally be considered.</li> <li>• Additional information on the role and membership of the Multi-Disciplinary Team</li> <li>• Eligibility – Additional information on the process should engage and involve the individual, how recommendations are reached and recorded, and how any final decision is communicated.</li> <li>• Pandemic and other emergency situations - completing assessments in the event of a pandemic and other emergency situations to ensure individuals continue to receive the care and support they need.</li> </ul>
Section 5 – Service Provision and Reviews	<p>Additional text alignment to arrangements for ongoing monitoring and management of care for adults under part 4 (Meeting Needs) of the Social Services and Well-being (Wales) Act. Also;</p> <ul style="list-style-type: none"> <li>• Reference to the Responsible Body Guidance for the NHS in Wales has been included</li> <li>• Additional text relating to well managed needs, strong emphasis that there should be no gap in the provision of care, and supporting individuals eligible for CHC in their own home</li> <li>• Additional information on the interface between direct payments and CHC and how organisations can provide individuals with voice and control in respect of their health and social care needs.</li> <li>• Clarifying the purpose of the 3 and 12 month reviews and how</li> </ul>

	they should be carried out.
Section 6 – Links to other Policy Areas &	<ul style="list-style-type: none"> <li>• Links to existing provisions have been retained and refreshed</li> <li>• Clarifying and strengthening the wording around aftercare services for mental health services and deprivation of liberty.</li> <li>• Reinforcing provisions around transitional arrangements for a child entering Adult CHC at the age of 18.</li> </ul>
Section 7 - Disputes and Appeals Process	<ul style="list-style-type: none"> <li>• Requirement for LHBs to explain to individuals the arrangements and timescales for dealing with a review of the eligibility decision.</li> <li>• The 2014 Framework does not include timescales for appeals. The 2021 Framework sets out the following             <ul style="list-style-type: none"> <li>○ an individual or their representative, should inform the LHB in writing, of their intention to appeal a decision on eligibility for FNC or CHC within 28 days of receipt of the eligibility decision letter. Requests made after this time period will only be considered in exceptional circumstances.</li> <li>○ an individual or their representative, should submit their appeal (in writing) against an eligibility decision for FNC or CHC within 6 months of receipt of the eligibility decision letter. Requests made after this time period will only be considered in exceptional circumstances.</li> </ul> </li> <li>• Added a requirement that where there is an unresolved dispute within the MDT on a recommendation, then this should be escalated within 48 hours to ensure quick consideration of the individual's needs.</li> </ul>
Section 8 - Retrospective reviews	<p>From April 2019, all Retrospective Claims have been managed by individual LHBs. The new 2 Stage Retrospective Claims process has been included into the 2021 Framework to provide effective, timely and correct resolution of these claims.</p> <ul style="list-style-type: none"> <li>○ Stage 1 employs the CHC Checklist Tool to identify triggers for eligibility.</li> <li>○ Stage 2 - Where triggers are found, the information in the chronology will be reviewed and assessed against the 4 primary health need indicators (nature, intensity, complexity and unpredictability)</li> <li>• Analysed information is compiled into a document detailing the recommendation which is peer reviewed by a different clinician to ensure the recommendation and supporting evidence is robust and that the criteria have been consistently applied. To further ensure the timely resolution of claims, cases with no eligibility are peer-reviewed by “<i>at least one different clinician</i>”.</li> <li>• This differs from the 2014 Framework requirement that ‘2 <i>different clinicians</i>’ should review a not eligible decision.</li> </ul>

**Version Control**

Version 2 published February 2022

Minor amendments to address inaccuracies, for example with terminology and paragraph numbering. Also clarifying details in retrospective process and revising the retrospective process flowchart.

1.11 The Framework is supported by:

- A Continuing NHS Healthcare Information Booklet for Individuals, Families and Carers
- A LHB and LA joint e-learning event (delivered virtually) on the implementation of the Framework
- Governance and accountability arrangements
- A National Performance Framework

1.12 The assessment and provision of care for children and young people is addressed in the Welsh Government's [The Children and Young People's Continuing Care \(CYP CC\) Guidance January 2020](#). Details on the transition between CYP CC and adult CHC are set out at **Section 6**.

1.13 This Framework refers to various legislative, regulatory and statutory guidance and some of these will be revised over time. The interpretation of the guidance in this document should therefore take into account future changes.

#### Review of the Framework

1.14 The Welsh Government gives a commitment to review the Framework within five years of implementation and to issue additional or interim guidance where this is required.

1.15 Information on Continuing NHS Healthcare can be found on the Welsh Government's webpages at <https://gov.wales/national-framework-nhs-continuing-healthcare>

Also, by contacting:

Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

Call: 0300 0604400

Email: [customerhelp@gov.wales](mailto:customerhelp@gov.wales)

## The Legal Framework

### Legislation and Case Law

1.16 Primary legislation governing the health service does not use the terms “continuing care”, “Continuing NHS Healthcare” or “primary health need”. However, [Section 1 of the National Health Service \(Wales\) Act 2006](#) requires Welsh Ministers to continue the promotion in Wales of a comprehensive health service, designed to secure improvement in:

- (i) the physical and mental health of the people of Wales; and
- (ii) the prevention, diagnosis and treatment of illness.

1.17 Deciding on the balance between local authority and health service responsibilities with respect to long-term care has been the subject of key court judgments. This Framework reflects relevant Welsh legislation with particular emphasis on the various provisions contained within the Social Services and Well-Being (Wales) Act 2014 (“The SSWB Act”). These replaced the legislation reported in and court decisions on previous cases, namely:

- (i) The decision of the Court of Appeal in *R v North and East Devon Health Authority ex parte Coughlan [1999]* “The Coughlan Judgment”.
- (ii) The decision of the Court of Appeal in *R v. Bexley NHS Care Trust ex parte Grogan [2001]* “The Grogan Judgment”.

The key points from these judgments are included in **Annex 1**.

- (iii) [Section 47 of the SSWB Act, formerly Section 49 of the Health and Social Care Act 2001](#)

## Organisational Duties

### The Duties of the NHS and Local Authorities

1.18 Welsh Ministers are under a duty to provide throughout Wales, to such extent as they consider necessary to meet all reasonable requirements, “such services for, or facilities for the prevention of, illness, the care of persons suffering from illness and after-care of persons who have suffered from illness as they consider are appropriate as part of the health service” ([National Health Service \(Wales\) Act 2006, Section 3](#)). This includes accommodation for the purposes of health services provided under that



Act. NHS organisations (amongst others) carry out this function on behalf of the Welsh Ministers.

- 1.19 What is appropriate to be provided as part of the health service therefore has to be considered in the light of the overall purpose of the health service - to improve physical or mental health and prevent, diagnose or treat illness.
- 1.20 Under Part 3 of The SSWB Act, each LA is under a duty to assess the social care needs of an adult where it appears that the adult may have needs for care and support ([Social Services and Well-being \(Wales\) Act 2014, Section 19](#)). An adult's needs may be met by providing or arranging the provision of different types of care and support including accommodation in a care home, as well as in an adults home or in the community or through the provision of information and advice ([Social Services and Well-being \(Wales\) Act 2014, Section 34](#)).
- 1.21 Where, the LA is satisfied, on the basis of the needs assessment, that a person has eligible social care and support needs they must then, in conjunction with the individual, determine how those needs are to be met.
- 1.22 If an NHS body is assessing an individual's needs (whether or not potential eligibility for CHC has been identified) and the assessment indicates a potential need for care and support services that may fall within a LA's responsibilities, it should notify the authority of this and invite it to participate in the assessment process.

#### Extent of Local Authorities' Powers

- 1.23 Section 47(1) of the SSWB Act provides that a LA may not meet an individual's needs for care and support by providing or arranging for a service which is required to be provided under a health enactment, unless doing so would be incidental or ancillary to doing something else to meet those needs. Section 47(1) of the SSWB Act provides that "nursing care" means "a service which involves either the provision of care or the planning, supervision or delegation of the provision of care, but does not include a service which, by its nature and in the circumstances in which it is to be provided, does not need to be provided by a registered nurse".
- 1.24 [Section 47\(4\) of the SSWB Act](#) provides that a LA may not meet an individual's needs for care and support by providing or arranging for the provision of nursing care by a registered nurse.

#### Equality and Human Rights Legislation

- 1.25 [The Equality Act 2010](#) (the Equality Act) brings together discrimination law introduced over four decades through legislation and regulations. It replaces most of the previous discrimination legislation, which is now repealed. The Equality Act covers

discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. These categories are known in the Equality Act as 'protected characteristics'.

- 1.26 The Equality and Human Rights Commission also published codes of practice which cover discrimination in services and public functions as set out in Part 3 of the Equality Act, and which became law on 6<sup>th</sup> April 2011.
- 1.27 Part 3 is based on the principle that people with the protected characteristics defined in the Equality Act should not be discriminated against when using any service provided publicly or privately, whether that service is for payment or not.
- 1.28 Under the Human Rights Act 1998 (HRA) it is unlawful for public authorities to act in a way which is incompatible with certain rights under the European Convention for the Protection of Human Rights and Fundamental Freedoms (referred to in the HRA as "the Convention rights"). Public authorities will therefore be in breach of the HRA if they act in a way which is incompatible with the Convention rights in any area of their activity, including service provision or employment and work-related activities.
- 1.29 Human rights issues can arise in relation to the exercise of any public function or the provision of any public service which engages a person's Convention rights, for example rights under Article 8 of the Convention (right to respect for private and family life). If a public authority or any other body discriminates when carrying out a function of a public nature which engages a Convention right, this can amount to a breach of the HRA because discrimination in the enjoyment of Convention rights is a breach of the Convention (under Article 14). Where such discrimination is based on a characteristic protected under the Equality Act it is likely also to be a breach of the Equality Act.
- 1.30 LHBs and LAs have statutory duties to have due regard to the need to promote equality and human rights and ensure it is integral to the way in which health and social care is prioritised and delivered. This should allow people to enjoy quality of life and to be treated with dignity and respect. Such objectives will be supported by:
  - Equality of access to care and support, meaning that LHBs and LAs should not preclude anyone from having an assessment for community health and social care services, if their needs appear to be such that they may be eligible for support.
  - Equality of outcomes from care and support, meaning that within the same area, individuals with similar levels of needs should expect to achieve similar quality of outcomes, although the type of support they choose to receive may differ depending on individual circumstances.

- Equality of opportunity, meaning that LHBs and LAs should work together with individuals to identify and overcome any barriers to economic and social participation within society.

### Welsh Language Requirements

1.31 The Welsh Language (Wales) Measure 2011 (“the Measure”) made the Welsh language an official language in Wales. This means that the Welsh language must not be treated less favourably than the English language. The Measure also created the role of Welsh Language Commissioner and enabled the Welsh Ministers to set standards of conduct relating to the Welsh Language. From March 2016, the Welsh Language Standards replaced the existing system of Welsh language schemes provided for the Welsh Language Act 1993.

1.32 As part of the NHS Delivery Framework for 2018-19, the following measure was included under the domain ‘individual care’:

- *Evidence of implementation of the Welsh language guidance as defined in [More Than Just Words](#)*

1.33 This measure was included in the framework to ensure that NHS organisations are meeting the care needs of Welsh speakers, their families and carers as outlined in the strategic framework ‘More Than Just Words’. To evidence this outcome, all NHS organisations are expected to report on a bi-annual basis the key actions that have been achieved under the six priority areas to ensure that Welsh speakers receive health services in their first language.

1.34 NHS organisations are expected to evidence the implementation of the priority areas in both primary and secondary care sectors.

## **Governance Arrangements**

### Strategic Oversight

1.35 The effective delivery of CHC is a key component of LHB business. Each LHB must identify a named executive, at director level, who is responsible for monitoring performance and maintaining strategic oversight.

1.36 The named director must have access to the data and management information required to enable them to undertake this role effectively.

1.37 Each LA must have a named link with equivalent organisational status. They must liaise closely with their LHB director with responsibility for CHC and be responsible for reporting to their scrutiny committee or equivalent.

1.38 Both LA and LHB Directors should actively engage with local independent and third sector providers, to ensure the views and experiences of providers are included as part of the scrutiny process.

### Performance Framework

1.39 The 2021 Performance Framework forms part of the Governance and Accountability arrangements for CHC in Wales. It provides the Welsh Government with assurance that organisations responsible for the delivery of CHC, are compliant with the CHC Framework. LHBs must comply with the reporting arrangements set out in the 2021 Performance Framework to support continuous service improvement and satisfy the Welsh Government of the consistency of decision-making on CHC eligibility across Wales.

1.40 The 2021 Performance Framework can be accessed on the Welsh Government's website, the contents of the Performance Framework are not repeated in this document.

## SECTION 2

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### CHC POLICY

- 2.1 The policy of Welsh Ministers on eligibility for CHC is based on whether an individual's primary need is a health need (this is known as the "primary health need approach"). The sole criterion for determining eligibility for CHC is whether an individual's primary need is a health need.
- 2.2 Establishing that an individual's primary need is a health need requires a clear, reasoned decision which is based on evidence of needs from a comprehensive assessment. **Figure 1. Sets out the main stages of the eligibility process.** Health and social care practitioners involved are expected to comply with existing Welsh Government practice guidance on assessment and care planning including:
- [Social Services and Well-being \(Wales\) Act 2014 Code of Practice relating to Part 3 - Assessing the Needs of Individuals](#)
  - [Code of Practice relating to Part 4 of the Act - Meeting Needs](#)
  - [Code of Practice to Parts 2 and 3 of the Mental Health \(Wales\) Measure 2010](#)
  - [NAFWC 17/2005 Hospital Discharge Planning Guidance](#)
  - [Passing the Baton: A Practical Guide to Effective Discharge Planning \(2008\)](#)
  - [Hospital discharge service requirements: COVID-19](#)
- 2.3 Practitioners should refer to the guidance above directly. There is no attempt to replicate in this Framework.

### UNDERPINNING PRINCIPLES

- 2.4 No guidance will address all of the potential situations that can present when assessing and meeting an individual's complex needs. There will be occasions when a degree of interpretation is required to apply the guidance in real-life cases. Where this does occur, practitioners must be able to demonstrate that they have applied the underpinning principles detailed below.

#### **Principle 1: People First**

- 2.5 Individuals who turn to health and social care providers when they have complex needs have to know and experience that their best interests and rights are the primary focus of the people assessing, making decisions and supporting them. The focus will be manifested in the dignity and respect shown to them as individuals. Individuals who have a primary health need are entitled to CHC funding. They should therefore feel supported

throughout the process of determination of eligibility and be confident that they will receive the quality of care required to meet their needs.

**Principle 2: Integrity of Decision-making**

- 2.6 Members of the Multi-disciplinary Team are responsible for the integrity of their assessments, expert professional advice and decisions which should be underpinned with a clear rationale. Recommendations on eligibility made by the MDT can only be challenged at the quality assurance stage in exceptional circumstances, and for clearly articulated reasons. This process should not be used as a gate-keeping function or for financial control. A decision not to accept the MDT's recommendation should never be made by one person acting unilaterally. The final eligibility decision should be independent of budgetary constraints, and finance officers should not be part of the decision-making process.

**Principle 3: No decisions about me without me**

- 2.7 Individuals are the experts in their own lives. Including them and/or their representatives as empowered co-producers in the assessment and care planning process is not an optional extra. They must be invited to attend and fully participate in any assessment of their care and support needs. Where the available care options carry financial or emotional consequences, professionals must not avoid honest and mature conversations with the individual and/or their representative. Professionals must be mindful that some individuals or their representatives may need support or advocacy to express their wishes, feelings and aspirations. Individuals or their representatives are entitled to determine themselves who they would like to receive support or advocacy from.

**Principle 4: No delays in meeting an individual's needs due to funding discussions**

- 2.8 The individual must not experience delay in having their needs met because agencies are not working effectively together. Joint funding and pooled budget options must be considered wherever these can promote more agile, and as a consequence, more efficient responses to individual needs and preferences. Commissioners have a responsibility to resolve concerns/disputes at the earliest opportunity by having relevant local protocols in place as set out in the disputes process at **Section 7**.

**Principle 5: Understand diagnosis, focus on need**

- 2.9 Individuals do not define themselves by their medical or clinical diagnosis and nor should the professionals who are supporting them. Health and social care providers must work together to gain a holistic understanding of need and the impact on the individual's daily life. The aim of assessment, treatment and the planning and commissioning of longer-term care should be to deliver quality and tailored support which maximises independence and focuses on what is most important from the perspective of the individual and their carers.

### **Principle 6: Co-ordinated care & continuity**

2.10 Fragmented care is distressing, unsafe and costly. It can result in unnecessary change to living arrangements, which in turn creates instability and insecurity. Every effort must be made to avoid disruption to care arrangements wherever possible, or to provide smooth and safe transition where change is required in the best interests of the individual. Where an individual whose care was arranged through Direct Payments becomes eligible for CHC funding, the health board must work with them in a spirit of co-production and make every effort to maintain continuity of the personnel delivering the care, where the individual wishes this to be the case, as set out in **Section 5**.

The individual and/or their representative must have a named contact for advice and support, who can co-ordinate a prompt response to any change in need.

### **Principle 7: Communicate**

2.11 The vast majority of complaints, concerns and disputes have poor communication at their core. It is unacceptable for professionals to claim not to have time to communicate – it will take longer to put the situation right later and trust will have been broken. The individual and/or their representative seeking our help, by the nature of the interaction, require clear communication and support.

2.12 Therefore, communication with the individual or their representative must be in the language/format or method of their choice. This includes all verbal and written communication throughout the eligibility process, including the use of the Checklist, DST and Fast Track Processes, and the provision of care and support services.

2.13 Individuals and/or their representatives will be empowered if they are able to speak with staff in their preferred language. It is important to recognise the concept of language as an integral element of an individual's care and their ability to participate in all its aspects as equal partners. Effective communication is a key requirement of assessment and the provision of any support required. In Wales, services must be offered in ways that are compliant with the Welsh Language Standards.

2.14 The same considerations apply to British Sign Language (BSL) users. Evidence suggests that BSL users prefer to communicate directly with professionals who can communicate fluently in BSL when discussing care and support needs. Many LAs employ special social workers who work with deaf people and can communicate in BSL. In cases where professionals cannot communicate directly in BSL, interpreters will have to be used either directly or via video computer link.

2.15 All professionals involved in an assessment of the needs of people with severe speech and communication difficulties will need to establish the preferred means of communication before starting the assessment. Assessment specifically concerned with communication may require the assistance of the National Centre for Electronic Assistive Technology.



- 2.16 There should be no delays to the individual in receiving their assessment or provision of care and support, regardless of the language/format or method of communication used throughout the CHC eligibility process.
- 2.17 Any decision on eligibility must be clearly and professionally explained to the individual or their representative in the language of their choice. See **Communicating the Decision on Eligibility at Section 4**.

### Process

- 2.18 Screening and assessment of eligibility should commence when the individual's ongoing needs are known. The core underlying principle is that individuals should be supported to access and follow the process that is most suitable for their current and ongoing needs.
- 2.19 Care must be taken to ensure that no premature presumptions are made regarding the requirements for long-term care whilst the individual is acutely unwell.
- 2.20 Assessments should take place in a person's home or in another suitable community setting; not in an acute hospital bed. 'Home first' and the Discharge to Recover Then Assess (D2RA) pathways should be the default position. Following admission to hospital, there should be a period of rehabilitation / reablement to support independence, prior to assessments for longer term care, except in exceptional circumstances.
- 2.21 It should always be borne in mind that an assessment of eligibility for CHC that takes place in an acute hospital might not accurately reflect an individual's longer-term needs. This could be because, with appropriate support, the individual has the potential to recover further in the near future. It could also be because it is difficult to make an accurate assessment of an individual's needs while they are in an acute services environment.
- 2.22 Where an individual is ready to be safely discharged from acute hospital it is very important that this should happen without delay. Therefore, the assessment process for CHC should not be allowed to delay hospital discharge.
- 2.23 There should be consideration of whether the provision of further NHS-funded services is appropriate. This might include therapy and/or rehabilitation, if that could make a difference to the potential of the individual in the following few months. It might also include intermediate care or an interim package of support in an individual's own home or in a care home. In such situations, assessment of eligibility for CHC should usually be deferred until an accurate assessment of future needs can be made. The interim services (or appropriate alternative interim services if needs change) should continue in place until the determination of eligibility for CHC has



taken place. There must be no gap in the provision of appropriate support to meet the individual's needs.

### The use of the Checklist

2.24 The Checklist is the CHC screening tool which can be used in a variety of settings to help practitioners identify individuals who may need a full assessment of eligibility for CHC. Further information on the use of the Checklist is at **Section 3**.

### Fast Track Assessments

2.25 Occasionally, it will be necessary to safeguard an individual's well-being by 'fast tracking' people for immediate provision of CHC. Further information on the Fast Track assessment process is set out at **Section 3**.

### CHC Eligibility Assessment

2.26 When it is considered that longer-term support to meet complex needs is likely to be required on discharge (or in the community if the person is at home), a named care co-ordinator/lead professional must be identified.

2.27 The Care Co-ordinator is the named individual responsible for co-ordinating the whole process of assessment for longer-term care, including gathering evidence to inform the decision on CHC eligibility. Further details on the role of the Care Co-ordinator is set out at **paragraphs 2.67 to 2.72**.

2.28 Discussions about an individual's needs, along with any consideration of eligibility for CHC, including use of the Decision Support Tool (DST), must be undertaken in a formal Multi-disciplinary Team ("MDT") meeting. The individual and/or their representative, (their representative can be their family, carer, advocate or any other representative the individual chooses to support, speak or act on their behalf) must be invited to participate fully in any assessments of their needs as set out at **Principle 3: No decisions about me without me**.

2.29 The assessment process should draw on those who have direct knowledge of the individual and their needs, (further information on the membership of the MDT is at **paragraphs 2.77 to 2.80**) and must include the input of the consultant or GP who has responsibility for the patient, so that the clinical facts and medical needs are considered alongside all other care needs.

2.30 The assessment should, where appropriate, involve other agencies who work with the individual and form part of their existing support mechanisms. This could include for

example, third sector agencies and housing associations.

- 2.31 The Care Co-ordinator must ensure that the assessments undertaken by the MDT are robust and provide the evidence required to enable reasoned decision-making on CHC eligibility. Whilst the benefit of MDT meetings is recognised, they should not result in delay that could negatively impact on outcomes for the person. Co-ordination of assessment can, and should, continue in a timely manner, beyond the confines of a formal meeting. The process of assessment of CHC eligibility, including the completion of the DST, is set out in **Section 4**.
- 2.32 The Care Co-ordinator and/or the MDT may decide that additional information is required to provide robust expert advice to the LHB concerning the individual's eligibility for CHC. If this is the case the information required must be identified together with the most appropriate professional to supplement the assessment. Decision-making should not be delayed because of repeated requests for further information.
- 2.33 As far as is reasonably practicable, the LHB should consult with the relevant LA before making any decision about an individual's eligibility for CHC. In doing so it should cooperate with the relevant local authority to arrange for individuals to participate in an MDT for that purpose. LHBs may use a number of approaches (e.g. face-to-face, video/tele-conferencing etc.) to arrange these MDT assessments in order to ensure active participation of all members as far as is possible.
- 2.34 If an LA is consulted, it is expected to provide advice and assistance to the LHB, as far as is reasonably practicable. It must, if requested by an LHB, co-operate in arranging for persons to participate in an MDT. The involvement of both LA and NHS professionals in the assessment process should streamline the process of care planning and will make decision-making more effective and consistent. As with any assessments that they carry out, LAs should not allow an individual's financial circumstances to affect its participation in a joint assessment.
- 2.35 MDTs should be aware that the DST contains a section at the end of the domain tables for the individual and/or the representative to give their views on the completion of the DST that have not already been recorded elsewhere in the document, including whether they agree with the domain levels selected. It also asks for reasons for any disagreement to be recorded. Therefore, the MDT meeting should be arranged in a way that enables that individual to give their views on the completed domain levels before they leave the meeting.
- 2.36 Once eligibility has been considered and discussed with the individual and/or their representatives, and the DST completed, MDT members will immediately make their recommendation on whether a primary health need is present, based on the four key indicators (**see Section 4**). This recommendation will be made separately from any discussions with the individual and/or their representative but even if they are not present on the day it should be communicated to them as soon as possible.

2.37 A summary overview of the assessment and CHC eligibility decision-making process is provided at **Annex 3**.

### Reviews

2.38 CHC should not necessarily be viewed as a permanent arrangement. Care provision should be needs and outcomes-led and designed to maximise ability and independence. Further information on reviews of care packages is set out in **Section 5**.

2.39 Health and social care professionals involved in arranging the care package must have open conversations with the individual and/or their representative, describing the options to be considered and reflecting the principles and requirements set out in the Sustainable Care Planning Model.

2.40 In keeping with a person-centred approach for the CHC eligibility assessment process, the ongoing assessment and review process should be explained to the individual, and/or their family, carer or any other representative the individual chooses, from the outset. It should be verbally explained to them as well as confirmed in writing, all communication with the individual should be in the language/format chosen by the individual.

2.41 The individual or their representative should be provided with the *Continuing NHS Healthcare Booklet for Individuals, Families and Carers*, as soon as it is considered the individual may have a primary health need and be eligible for CHC.

2.42 For the purposes of this document, where we state the 'individual and/or their representative' this means any representative the individual chooses, this could be a family member, their carer or any other representative they choose to support them, or speak or act on their behalf.

2.43 Also, as set out in the Underpinning Principles of the Framework, individuals are the experts in their own lives. Including them, their families and their carers (be they paid or unpaid) or any other representative, as empowered co-producers in the assessment and care planning process is not an optional extra. Individuals or their representative must be invited to attend and fully participate in all assessment of their care and support needs.

## ORGANISATIONAL RESPONSIBILITIES

- 2.44 The Welsh Government sets the policy approach and strategic direction for CHC. It will scrutinise the delivery of CHC and promote improvement through the 2021 Performance Framework. The Welsh Government will provide a learning event during the implementation period to support LHBs and LAs in their delivery of CHC.
- 2.45 The NHS is responsible for assessing, arranging and funding a wide range of services to meet the health care needs, both short and long term, of the population. In addition to periods of acute health care, some people need care over an extended period of time, as the result of disability, accident or illness to address physical and/or mental health needs. These services are normally provided free of charge.
- 2.46 LHBs have a role in establishing and maintaining governance arrangements for consideration of CHC eligibility and purchasing and securing care, as they do in other policy areas of health care. They are responsible for:
- ensuring consistency in the application of the Continuing NHS Healthcare National Framework;
  - promoting awareness of CHC;
  - implementing and maintaining good practice, ensuring quality standards are met and sustained;
  - delivering joint, consistent training and development opportunities for all relevant health and social care practitioners;
  - identifying and acting on issues arising in the provision of CHC;
  - informing commissioning arrangements, both on a strategic and individual basis;
  - ensuring best practice in assessment and record keeping; and,
  - the provision of strategic leadership and organisational and workforce development, and ensuring systems operate effectively and deliver improved performance.
- 2.47 They are responsible for ensuring access to assessment, decision-making and provision should be fair and consistent. There should be no discrimination on the grounds of race, disability, gender, age, sexual orientation, religion or belief, or type of health need (for example whether the need is physical, mental or psychological). LHBs are responsible for ensuring that discrimination does not occur and should use effective monitoring to monitor this issue.
- 2.48 When an individual has been assessed as having a primary health need, and is therefore eligible for CHC, the NHS has responsibility for funding the full package of health and social care. Where the individual is living at home, this does not include

the cost of accommodation, food or general household support. LHBs who contract with other organisations and, in particular, the independent sector, are responsible for ensuring that the quality and range of services are sufficient to meet the individual's assessed needs. LHBs must arrange regular reviews to ensure those services remain fit for purpose.

2.49 During the Framework implementation period, NHS bodies must:

- confirm to the Welsh Government that they adhere to the principles, processes and responsibilities in this Framework
- ensure all relevant staff are fully aware of the procedures for assessing, determining eligibility and providing CHC services, through participation in the Welsh Government's learning event and further joint training as necessary
- ensure the *Continuing NHS Healthcare Information Booklet for Individuals, Families and Carers* is made available in a range of formats to individuals or their representatives, as soon as it becomes apparent the individual may have a primary health need and therefore may be eligible for CHC
- review their current assessment, quality assurance, discharge processes and commissioning arrangements to ensure they comply with this Framework.

2.50 Local authorities (LAs) also provide a range of services to support their local population, including people who require extended care. These services include accommodation, education, personal and social care, leisure and other services. LAs may charge for care services in accordance with regulations under the Social Services and Well-being (Wales) Act 2014 and the Welsh Government's Code of Practice on Charging and Financial Assessment. It is the responsibility of the LA to ensure that any potential impact on the individual in terms of charging should be explained at the earliest opportunity.

2.51 The fact that someone has health needs which are beyond the powers of a LA to provide for, does not, of itself, mean that the individual is eligible for CHC. If an individual does not meet CHC eligibility they can still access a range of health and social care services. These can be both part of mainstream services, or individually planned to meet specific needs.

2.52 During the Framework implementation period, LAs must consider how their current practice fits with the responsibilities set out in this Framework and make any necessary changes.

2.53 Local health boards (LHBs) and LAs have responsibilities to ensure that the assessment of eligibility for, and provision of, CHC takes place in a consistent manner and the process is actively managed to avoid unnecessary delays. The timing and place of assessment must be carefully considered. If it follows hospital admission, LHBs and LAs should ensure that the individual's potential for recovery and rehabilitation has been maximised, prior to assessment for CHC. This should be at home or another suitable community setting such as step-down/intermediate care

facilities with appropriate support. There should be no delays due to disputes concerning which agency should fund. Partners can use a joint or pooled budget to fund the placement in the short-term, and this fund can be replenished once the funding responsibilities have been determined. NHS bodies and LAs must work in partnership to:

- review existing processes and services to ensure best outcomes for individuals;
- consider where CHC responsibilities require clear arrangements to be made with provider organisations and ensure that these are built into purchasing and contracting processes;
- comply with their responsibilities as set out within this Framework;
- communicate the requirements of the Framework to service providers across all sectors. This will help them to, for example, identify individuals with continuing health care needs.

## KEY ROLES AND RESPONSIBILITIES IN THE CHC ELIGIBILITY PROCESS

2.54 In implementing the principles detailed above, all of those involved have key roles and responsibilities to play. These include the following:

### The individual whose needs are being assessed

2.55 It is essential that the individual whose needs are being assessed is central to the assessment and care planning process, as set out at **Principle 3** above. They are the expert in their own lives and situation. The assessment will by its nature often be triggered by illness or other life event and every effort must be made by the professionals involved to support the individual to participate in discussions which will impact on their future. This relies on the individual providing honest information, expressing their views and aspirations, and being open if they require further explanation, or there are issues that the team need to understand to effectively meet their needs.

2.56 Throughout the CHC assessment process the individual may choose to have a representative to support them, or speak or act on their behalf, on an informal or formal basis, including at any meetings they attend. The representative could be a family member, their carer or any other representative they choose.

2.57 The individual's representative will have an important role in supporting them and professionals must make every effort to facilitate their involvement. In order to achieve the best possible outcome for the individual, including support for recovery and maintenance of independence, carers/family/representatives will be expected to respond to reasonable requests for information and/or to attend the multi-disciplinary team



meeting in a timely manner. Where there are a number of family members involved, a key contact should be nominated, who will then be responsible for communicating with other family members.

Where the individual does not have capacity, but has an authorised representative

2.58 Where it has been identified that the individual does not have capacity to give their consent or to participate effectively in the decision-making process, as set out at **Section 3**, a representative who has the correct authority, such as a Deputyship Order or registered Lasting Power of Attorney, may make decisions on the individual's behalf. The authorised representative can choose to be supported by an advocate or representative of their choice.

The role of the family/ carer or other representative when a 'Best Interest' decision is made

- 2.59 Where the individual does not have capacity to make decisions, and there is no representative with the authority to make decisions on their behalf, as set out at **Section 3**, the LHB should make a 'best interest' decision on the individual's care and support needs. Where a 'best interests' decision needs to be made, the decision-maker must take into account the views of any relevant third party who has a genuine interest in the individual's welfare (if it is reasonable and practicable to consult them). This will normally include family, friends and advocates. An individual may choose to have a family member or other person, who should operate independently of LHBs and LAs, to act as an advocate on their behalf.
- 2.60 The decision-maker should be mindful of the need to respect confidentiality and should not share personal information with third parties unless it is considered in the best interests of the individual for the purposes of the CHC assessment of eligibility. Where the individual has made an 'advanced statement' to the effect that they do not want personal information shared with specific individuals, this should be taken into account in assessing the individual's best interests.
- 2.61 Although the decision-maker must take account of the views of relevant third parties, those consulted (including family members) do not have the authority to consent to or refuse consent to the actions proposed as a result of the best interests' process. The responsibility for the decision rests with the decision maker, not with those consulted. Where there is a difference of opinion between the decision-maker and those consulted, every effort should be made to resolve this informally. However, this process should not unduly delay timely decisions being made in the person's best interests.
- 2.62 The individual and/or their representatives cannot be members of the MDT. However, they must be given the opportunity to be fully involved in the CHC process and be given every opportunity to attend the MDT meeting where the DST is to be completed so that they are fully able to participate in its completion, as an equal partner.

- 2.63 Therefore, the individual or their representative, must be given reasonable notice of the MDT meeting to enable them to attend, taking into account their personal circumstances. If they do not wish to be present, where consent is given, their views and knowledge should be obtained and actively considered in the completion of the DST.
- 2.64 Completion of the DST should be organised so that the individual or their representative, understands the process and receives information and support to enable them to participate in informed decisions about their future care and support. The reasons for any decisions made should be transparent and clearly documented.
- 2.65 At **Section 1 (2)** of the DST, the MDT should record the individual and/or their representative's views on their care needs, and whether they consider the MDT assessment has accurately reflected their needs.
- 2.66 At **Section 1 (3)** it should be recorded whether and how the individual and/or their representative contributed to the assessment of their needs. If they were not involved, it must be recorded whether or not they were invited or whether they declined to participate.

#### The role of the Care Co-ordinator/Lead Professional

- 2.67 The Care Co-ordinator is the named individual responsible for co-ordinating the whole process of assessment for longer-term care. They are accountable for ensuring that the assessment process is co-produced, robust, and timely. They must ensure that the individual or their representative is kept informed of the process and fully involved in discussions about their care.
- 2.68 The Care Co-ordinator is most likely to be a health professional and it will be important to maintain continuity where for example, the individual has a progressive disease and specialist key professional. This person-centred approach would suggest that it may also be acceptable for a social worker with a long-standing relationship with the individual and the family to act as Care Co-ordinator. This would be subject to inter-agency agreement, with the final decision on who acts as Care Co-ordinator resting with the LHB.
- 2.69 The 'Care Co-ordinator' role can be referred to as the Lead Professional. We use the term 'Care Co-ordinator' in this document but it reads across to the Lead Professional function.
- 2.70 We note that the term 'Care Co-ordinator' has specific meaning in relation to care and treatment planning for people with mental health needs. Whilst the same professional may also co-ordinate the CHC assessment, they are different functions. Where the Care Co-ordinator changes there should be a formal handover of relevant information.



2.71 The Care Co-ordinator's role includes:

- identifying and securing the involvement of all the appropriate MDT members
- ensuring that MDT members understand their role in the comprehensive assessment and their contribution to the decision-making process;
- ensuring that the individual and/or their representative(s) have all the information they need to understand and fully contribute to the assessment and decision-making process. This will include securing access to advocacy support if required.
- ensuring that all assessments are collated in one place and are of sufficient quality to provide the evidence required to support fair and rational decision-making
- ensuring that there is a clear timetable for the decision-making process and that the process complies with the requirements of this Framework
- ensuring that the MDT's expert advice to the LHB on eligibility and the rationale is clearly recorded and communicated to the necessary parties, including the individual or their representative
- liaising with the individual or their representative(s) within 48 hours of the MDT meeting at which CHC eligibility was determined. This is to ensure that the outcome is fully understood and to answer any questions they may have on reflection.
- ensuring compliance with local protocols including quality assurance arrangements and, if required, disputes resolution and appeals processes, prior to escalation to the next level of management

2.72 Specific responsibilities in regard to the individual or their representative include:

- establish consent
- establish the individual has capacity
- establish the individual or their representative's language, format or method of communication as soon as it is considered the individual may have a primary health need and be eligible for CHC;
- provide the *Continuing NHS Healthcare Booklet for Individuals, Families and Carers* as soon as it is considered the individual may have a primary health need and be eligible for CHC;
- explain timescales and key milestones, including timescales for review
- inform them of other individuals likely to be involved in the process
- inform them of any potential delays
- provide a clear channel of communication between the individual or their representative(s) and the MDT

The role of the Multi-disciplinary Team

2.73 Multi-disciplinary Team (MDT) members are responsible for working with the individual and/or their representatives to undertake a thorough and objective assessment of their

needs, for providing expert advice to the LHB regarding eligibility for CHC and for making recommendations as to the setting and skill set required to deliver the co-produced care plan.

- 2.74 The MDT works together to collate and review the relevant information on the individual's health and social care needs. The MDT uses this information to help clarify individual needs, through the completion of the Decision Support Tool (DST) (**Section 4**) and then works collectively to make a professional judgement about the eligibility for CHC, which will be reflected in its recommendation. This process is known as a multi-disciplinary assessment for eligibility for CHC.
- 2.75 Members of the MDT are responsible for the integrity of their assessments, professional advice and decisions which should be underpinned with a clear rationale. They may be challenged on the quality of their assessment, if for example there are gaps in the information required. They must not be subjected to pressure to change their professional views due to financial constraints.
- 2.76 The Chair of the MDT, who must be one of the members detailed below, is responsible for ensuring that the individual and/or their representative, appears to know what to expect during the MDT meeting, are actively included in the discussion and subsequently understand the rationale for the decision made.

#### Members of the MDT

2.77 It is important that those contributing to this process have the relevant skills and knowledge. MDT members must comprise of health and social care staff presently or recently involved in assessing, reviewing, treating or supporting the individual, who can meaningfully contribute to the assessment process, unless in exceptional circumstances. This allows the individual to have confidence that MDTs involved in the recommendation discussions understand their needs. As a minimum, the MDT must include:

- at least two professionals, who have direct knowledge of the individual and their needs, from different healthcare professions, i.e. nurses, GPs or consultants, occupational therapists, other Specialists e.g. Speech and Language / Behavioural Specialists (unless there is only one such professional with the relevant knowledge)
- a social worker

And could also include the following where appropriate:

- Care home staff
- Domiciliary care staff

2.78 It is not appropriate for senior managers or finance managers from either the LHB or LA to be present in the MDT meeting.

- 2.79 Involving LA colleagues as well as health professionals in the assessment process is essential and will make decision-making more effective, informed and consistent.
- 2.80 The MDT meeting is held to determine a primary health need only. Any dispute between the LHB and LA regarding commissioning of services or funding **must not** be discussed at the MDT meeting. This dispute should be resolved following the dispute resolution process set out in the Framework.

### The role of the Commissioning team

- 2.81 LHBs and LAs, for example, should have an integrated approach to the commissioning of residential and nursing home care, to exercise maximum influence over the development of provision. They will also need to work closely with providers to ensure that an appropriate range of services are in place to respond to the needs of their population. Partners may use formal partnerships with pooled funding arrangements to underpin their integrated approach to commissioning.
- 2.82 Each LHB will have a robust mechanism in place for commissioning the services required to meet the individual's needs, as detailed in the assessment and care plan. It must consider and balance the preferences of the individual, the views of their family/representative(s) and the NHS Wales Sustainable Care Planning Policy. It will have the responsibility for identifying and addressing gaps in local service provision. Further details on commissioning are to be found under Service Provision and Review **(Section 5)**.

### Advocacy

- 2.83 The Code of Practice on Advocacy under Part 10 of the SSWB Act sets out the requirements for LAs to ensure that access to advocacy services and support is available to enable individuals to engage and participate when LAs are exercising statutory duties in relation to them; and to arrange an independent professional advocate to facilitate the involvement of individuals in certain circumstances.
- 2.84 The Independent Mental Capacity Advocate (IMCA) has a statutory role to support and provide legal safeguards for vulnerable individuals who lack the mental capacity to make important specific decisions about their care and circumstances. This may include serious medical treatment or change of residence, for example, moving into a care home. LHBs and LAs have a duty under the Mental Capacity Act 2005 (MCA) to instruct and consult an IMCA if those concerned are individuals who lack capacity in relation to the decision being made and who have no family or friends available (or appropriate) to represent them.
- 2.85 The Mental Health (Wales) Measure 2010 expanded the statutory provision of an Independent Mental Health Advocate (IMHA) already given to those detained under the Mental Health Act 1983 to include people receiving inpatient care and treatment on a

voluntary/informal basis. People subject to Community Treatment Orders or Guardianship under the Mental Health Act 1983 are also entitled to the IMHA provision.

- 2.86 Where an individual does not meet the criteria for the support of an IMCA, and regardless of whether or not they lack capacity, they may still wish to be supported by an advocate. LHBs and LAs should ensure individuals are made aware of local advocacy services and services that may be able to offer advice and support. LHBs also need to consider whether any action should be taken to ensure adequacy of advocacy services for those who are eligible or potentially eligible for CHC. In addition, an individual may choose to have a family member or other person, who should operate independently of LHBs and LAs, to act as an advocate on their behalf.

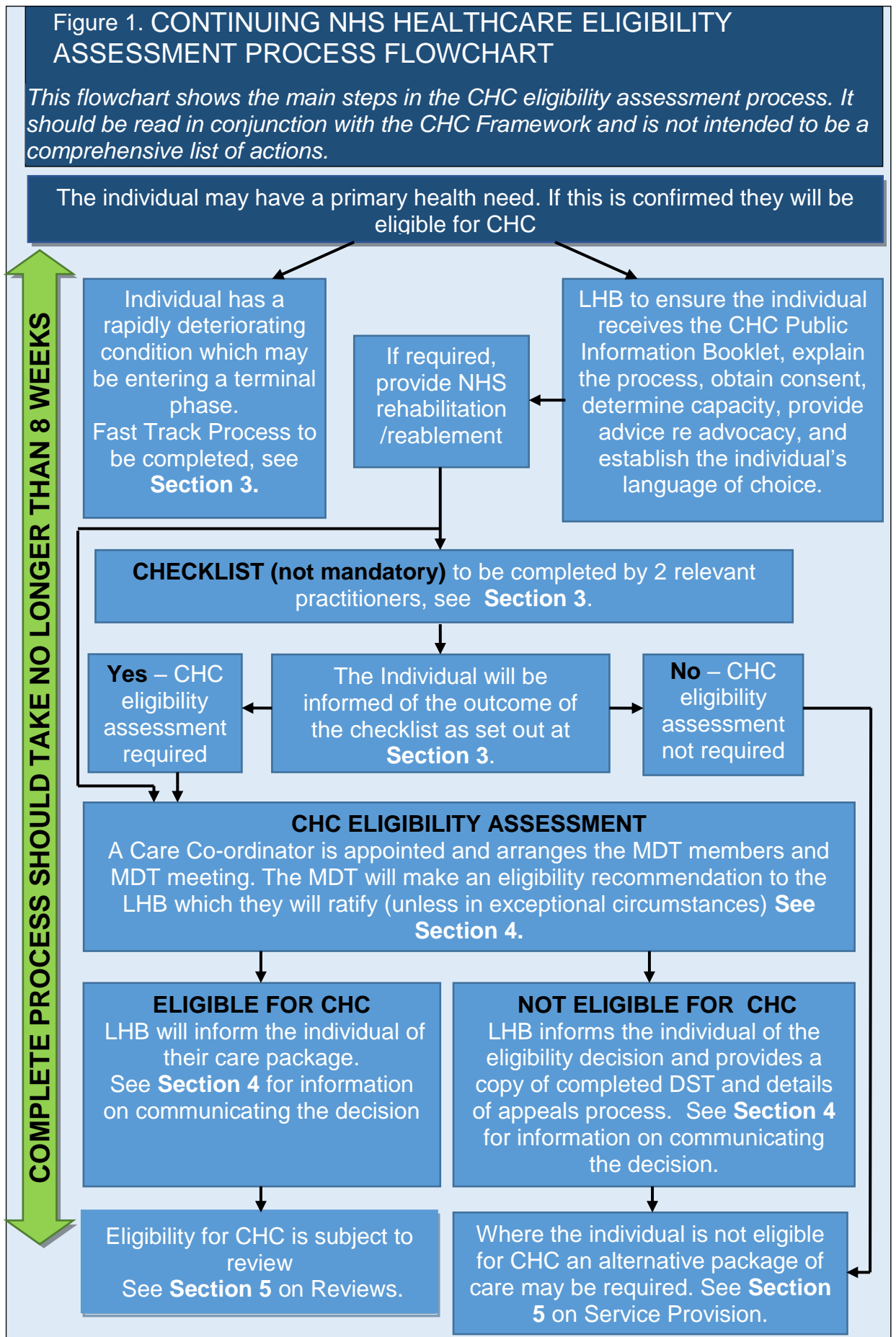
### Unpaid Carers

- 2.87 The Welsh Government has set out the importance of improving the lives of unpaid carers across Wales through setting out three national priorities of: supporting life alongside caring; identifying and recognising carers; and providing information advice and assistance.
- 2.88 The important role played by carers is recognised by both central and local government, irrespective of how the cared-for individual has their care funded. LHBs and LAs have a joint responsibility to identify, and work in partnership with, carers and young carers so that they can be better supported to continue with their caring role, if they are willing and able to do so.
- 2.89 A carer is anyone who, usually unpaid, looks after a friend or family member in need of extra help or support with daily living, for example, because of illness, disability or frailty.
- 2.90 Healthcare professionals and social care practitioners should be proactive in identifying carers and be sensitive to the level of support they need and desire. This empathetic approach should be reflected in any checklist and/or full assessment of eligibility for CHC with carers and family members involved where appropriate.
- 2.91 Where unpaid carers are being asked, or are offering, to provide support, LHBs and LAs have a duty to assess and must offer the carer an assessment for support where it appears to them that the carer may have needs for support. This will include an assessment of the extent to which the carer is able and willing to continue to assume the role. Under the 2014 SSWB Act, carers will:
- have a right to an assessment of their needs for support without the need to formally request an assessment (a local authority's duty to assess is triggered where it appears that the carer may or will have needs as part of their caring role);
  - have a right to support where their need is one that meets with eligibility criteria set out in regulations; and,

- where they have eligible needs, have a statutory support plan which the local authority must review on a regular basis.

2.92 When an LHB is supporting a home-based package where the involvement of a family member or friend is an integral part of the care plan, it should agree with the carer the level of support they will provide. It should also undertake an assessment of the carer's ability to continue to care, satisfying themselves that the responsibilities on the carer are appropriate and sustainable, and establish whether there is an 'appearance of need for support', which would mean that the carer should be referred for a carer's assessment.

2.93 Consideration should also be given to making a referral for a separate carer's assessment by the relevant local authority. Under the SSWB Act, all NHS bodies have a reciprocal duty to cooperate with local authorities in exercise of their respective functions relating to carers. Of particular relevance is the local authority's duty to conduct a carer's assessment 'on the appearance of need for support'. This means that where, on the basis of the steps above the LHB believes that there may be a need for support, a referral should be made. This may be particularly relevant where the carer has needs in relation to education, leisure or work (unrelated to their caring role) as these fall outside the scope of CHC but can be addressed through provisions in the SSWB Act.



## SECTION 3

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### BEFORE AN ASSESSMENT FOR ELIGIBILITY OF CHC

#### CONSENT

3.1 Where the individual concerned has capacity, their informed consent should be obtained before the start of the process to determine eligibility for CHC. This consent will need to encompass permission to undertake the CHC assessment process and also to the 'sharing and processing of data' (i.e. sharing relevant personal information between professionals in order to undertake the eligibility assessment for CHC and, where appropriate, for audit and monitoring of decisions). For consent to be valid for these purposes it must be:

- **Explicit.** Consent must be expressly confirmed and recorded in writing, in a very clear and specific statement of consent, which is prominent and kept separate from other information.
- **Specific.** It should be made clear to the individual to what they are being asked to consent (e.g. just to having a Checklist completed or to the full assessment of eligibility process as well, if their Checklist is positive) and whether their information will be obtained and shared for a specific aspect of the eligibility consideration process or for the full process. Also, it needs to be explained that, subject to their consent, their personal information will be shared between different organisations involved in their care in order to complete the assessment of eligibility for CHC.
- **Informed.** The individual should be informed about what the CHC eligibility assessment process involves, what information will be obtained, and who it will be shared with before the start of the process to determine eligibility for CHC.
- **Freely given.** This means consent must be given voluntarily by an appropriately informed person who has both the capacity and authority to consent to the intervention in question. It also means giving people genuine ongoing choice and control over how their personal information is used and shared. In the context of CHC this means that the individual must have the capacity to consent freely and voluntarily to the CHC eligibility assessment process as set out in this Framework. The individual should have a choice about whether or not to consent, and consent must not be conditional on the individual agreeing to something that is not related to the CHC eligibility assessment process.



- **Can be withdrawn.** The individual must be made aware that they can withdraw their consent at any time, and made aware of the process for doing so, and that this includes withdrawing consent to share information.

3.2 It should be explained that, depending on the information in question, the decision to withdraw or withhold consent to share information might affect whether it is possible to complete the CHC eligibility assessment.

### Refusal to Consent to the CHC Assessment (see Figure 2)

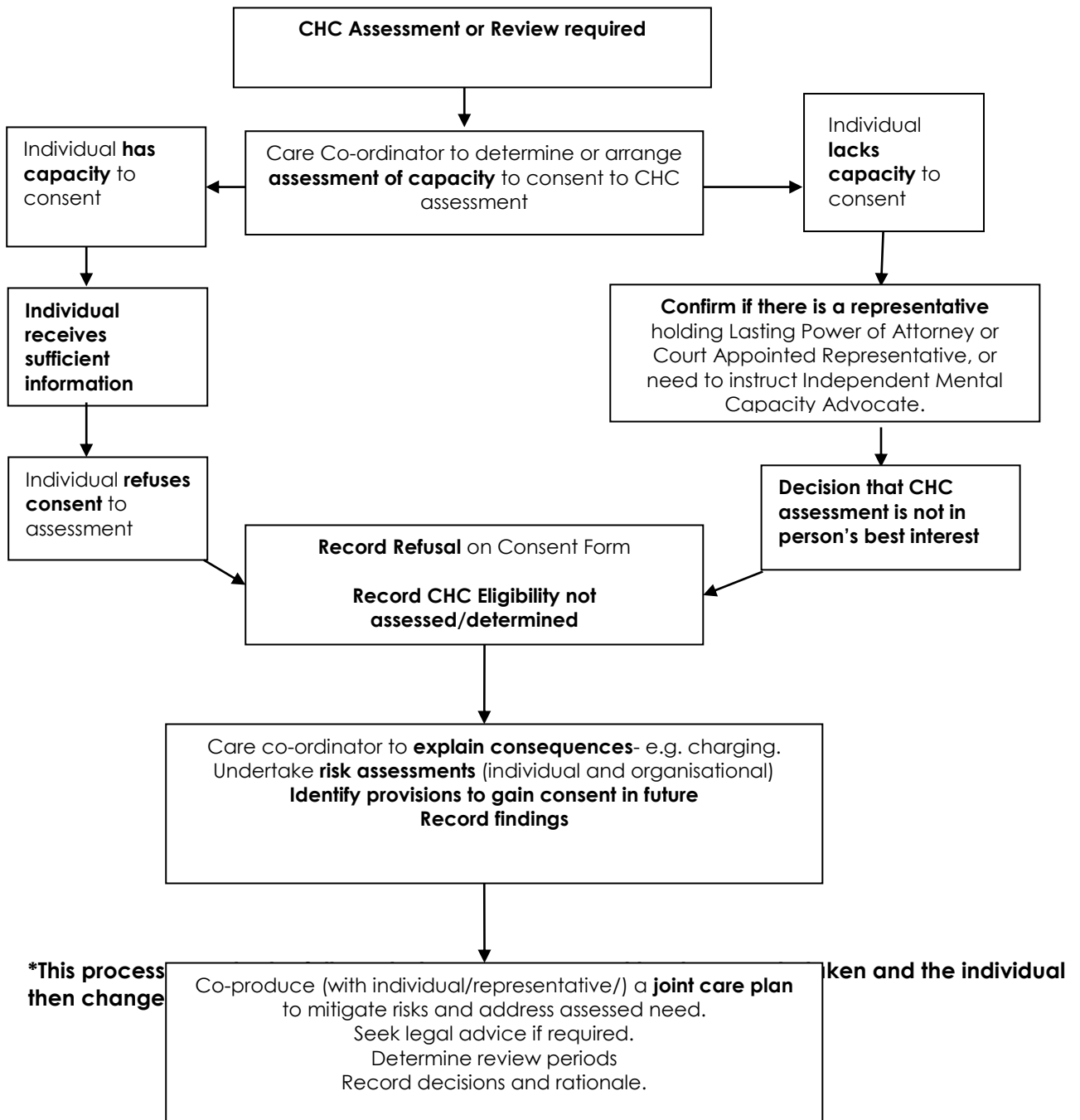
- 3.3 An adult with capacity is entitled to refuse an assessment. If, after providing relevant information and discussing all the options and consequences, an individual refuses an assessment this fact should be documented on the consent form and patient notes. The record should include the stated reasons for the refusal, if given by the person. Although focussed on examination and treatment issues, LHBs should take into account the principles of the guidance [‘Patient Consent to Examination and Treatment’](#) when consenting to an assessment.
- 3.4 If the individual has already signed a consent form, but then changes their mind, this should be noted on the form and preferably signed by them. Professionals should ensure that the individual realises that they are free to change their mind and accept the assessment at a later stage.
- 3.5 If an individual does not consent to an assessment of eligibility for CHC, or changes their mind following an assessment, the individual and/or their representative must be informed of the potential effect this will have on the ability of the LHB or LA to provide appropriate services.
- 3.6 The key consequence of refusing a CHC assessment is that the NHS cannot become responsible for arranging and funding the entire care package and therefore providing care services that are free to the individual. The individual’s long-term care requirements may be met by the NHS and LA sharing responsibility and, as a result, the individual may be charged for a contribution to the local authority arranged services. The individual must be provided with a detailed care plan setting out who will provide which services and what they may be charged.
- 3.7 Consenting to the CHC assessment process is not a pre-commitment to accepting any subsequent offer of CHC funding. This offer will be made by the LHB to the individual following an assessment and if they are found to be eligible. At this point the individual can decline to accept the offer. In these circumstances the LHB cannot become solely responsible for arranging and funding the individual’s future care because they have not agreed to it.
- 3.8 When an individual has the capacity to make a health care decision and has decided to refuse an assessment or care package, follow-up should be arranged with the Care Co-



ordinator, so that they have the opportunity to have a change of mind. The responsible clinician(s) should be told that an assessment or care package was offered and refused.

- 3.9 In the case of individuals lacking capacity, it is important to record whether there is potential for their capacity to make the decision to be restored and when review should take place.
- 3.10 Where there are concerns that an individual may have significant ongoing needs, and that the level of appropriate support could be affected by their decision not to give consent, the appropriate way forward must be considered jointly by the LHB and the LA, taking into account each organisation's statutory legal powers and duties. Where necessary, each organisation should seek legal advice.
- 3.11 Although refusal of consent only occurs in a minority of cases, LHBs and LAs should consider developing jointly agreed protocols on the processes to be followed. These should provide clarity regarding approaches such as the use of existing assessments and other information to determine each organisation's responsibilities and the appropriate way forward.

**Figure 2 Refusing Consent for CHC Assessment\***



## CAPACITY

- 3.12 If there is a concern that the individual may not have capacity to give their consent or to participate effectively in the decision-making process, this should be determined in accordance with the Mental Capacity Act 2005 and the associated Code of Practice. The five key principles of the Mental Capacity Act 2005 (Section 1) to be considered are:
- **A presumption of capacity:** every adult has the right to make his or her own decisions and must be presumed to have capacity to do so, unless it is proved otherwise.
  - **Individuals being supported to make their own decisions:** a person must be given all practicable help before anyone treats them as not being able to make their own decisions.
  - **Unwise decisions:** just because an individual makes what might be seen as an unwise decision, they should not be treated as lacking capacity to make that decision.
  - **Best interests:** an act done or decision made under the Act for or on behalf of a person who lacks capacity must be in their best interests (**see paragraphs 3.24 to 3.31**).
  - **Least restrictive option:** anything done for or on behalf of a person who lacks capacity should be the least restrictive of their basic rights and freedoms.
- 3.13 It is important to be aware that just because an individual may have difficulty in expressing their views or understanding some information, this does not in itself mean that they lack capacity to make the decision in question. Appropriate support and adjustments, for example, using alternative methods of communication, should be made available to the person in compliance with the Mental Capacity Act 2005, and with disability discrimination legislation.
- 3.14 LHBs and LAs should ensure that all staff involved in CHC assessments are appropriately trained in Mental Capacity Act 2005 principles and responsibilities. Where the assessor is not familiar with Mental Capacity Act 2005 principles and the person appears to lack capacity the assessor should consult their employing organisation and ensure that appropriate actions are identified. Where there is complexity or uncertainty in considering the application of the Mental Capacity Act, all assessors should seek appropriate advice within their organisation.

- 3.15 Language barriers must not be considered a determinant of mental capacity. Consideration must therefore be given to language skill or preference as the medium for undertaking the assessment and appropriate provisions made.

## Sharing of Information

### Individuals without capacity

- 3.16 Under the Data Protection Act 2018, the General Data Protection Regulations 2018 and the Mental Capacity Act 2005, an applicant with an Enduring or Lasting Power of Attorney (EPA or LPA) registered with the Court of Protection may, in general, exercise the patient's rights of access to records on behalf of that patient. However, this is only for information necessary to carry out their duties as an attorney or deputy. There is an important distinction between:
- a) Someone acting as LPA (health and welfare) who will generally be able to exercise the individual's rights of access to health and social care records in order to make informed decisions about their health and welfare. This includes being able to consent (or refuse consent) to the CHC process and to sharing information with relevant professionals involved in the process. The Power of Attorney (POA) has to be registered and this type of POA can only be used if the individual has lost the capacity to make the relevant decision about their health and welfare.
  - b) Someone with Enduring Power of Attorney (EPA) or someone acting as LPA (property and finance). The EPA or LPA has to be registered but can be used with the donor's permission to help them make decisions about property and finance even if they still have capacity to make such decisions themselves. More usually, the POA (property and finance) or EPA is used once the individual has lost capacity. Because CHC can have a significant impact on an individual's finances someone with this type of LPA or an EPA may well have legitimate reason for having access to health and social care records but **only** in so far as these are necessary for them to make a particular decision at a particular time regarding property and finance. An obvious example would be for them to have sufficient information to decide whether or not they agree with the eligibility decision made and whether or not to seek a review of that decision. Any health or welfare records which are not directly relevant should not be shared as they may contain sensitive information which the individual would not have wanted shared with the person to whom they gave the right to manage their financial affairs. Generally speaking, the information that they are likely to need should be contained within the Decision Support Tool and the assessments which underlie it.
- 3.17 If someone states that they have such authority the assessor should request sight of a certified copy of the original Deputyship Order or registered LPA and check the wording of the order to confirm that the person does have the relevant authority stated.

3.18 Attorneys and deputies must also act in the person's best interests in accordance with the Mental Capacity Act 2005.

Individuals with capacity

3.19 Where an individual has capacity to make their own decisions, they have the right to be consulted about what information they want shared with relatives/advocates who may be supporting them. The individual can specify they do not want all information shared.

Information from Third Parties

3.20 LHBs often hold information from third parties to inform a comprehensive review (current or retrospective) of an individual's eligibility for CHC. These records typically include care home records, GP notes and records from the local authority (social services).

3.21 The NHS has a duty to protect the privacy of the individuals named in those records but also has a duty as a data controller to consider whether it is reasonable to disclose those records. Any such disclosure will be the minimum information necessary to satisfy the purposes of the disclosure, for example to enable an applicant to contribute usefully to the review process for CHC. Those providing information as part of the CHC process should be reminded of their duties under the Data Protection Act 2018, the General Data Protection Regulations 2018, and Access to Health Records Act 1990 and should be made aware of how the information they provide will be used and shared. In particular, the LHB should ensure that those providing information are asked to confirm that:

- The information provided pertains only to the individual concerned (i.e. it does not include personal/health information about anyone who is not the subject of the CHC assessment and/or review)
- The information provided does not include any information which, if disclosed, would be likely to cause serious harm to any individual, (be that physical or mental harm). The test for serious harm is fairly strict and goes beyond being uncomfortable or unpleasant

3.22 If there is any information in medical records which an individual has provided on the basis that it would not be shared with anyone in any circumstances, it should remain confidential unless disclosure is sanctioned by a Court Order.

3.23 Any information relating to third parties (i.e. information which identifies another individual other than the patient) should be redacted/restricted unless that other individual is a professional, has consented to the disclosure, or, in *all the circumstances*, it is reasonable to disclose that third's party's information without consent.

## BEST INTEREST DECISIONS

3.24 An individual's capacity to make decisions may fluctuate, and there may be circumstances where an individual presents with a temporary loss of decision-making capacity. In these circumstances a decision needs to be made as to whether it would be in the person's best interests whether to proceed with the assessment and sharing of information or to delay seeking consent until capacity is regained. If this is the case, the best interests' decision to be made may also include whether to provide an interim care or support package.

### Making the 'best interests' decision

3.25 Where a 'best interests' decision needs to be made, the decision-maker must take into account the views of any relevant third party who has a genuine interest in the individual's welfare (if it is reasonable and practicable to consult them). This will normally include family, friends and advocates. The decision-maker should be mindful of the need to respect confidentiality and should not share personal information with third parties unless it is considered in the best interests of the individual for the purposes of the CHC assessment of eligibility. Where the individual has made an 'advanced statement' to the effect that they do not want personal information shared with specific individuals, this should be taken into account in assessing the individual's best interests.

3.26 Although the decision-maker must take account of the views of relevant third parties, those consulted (including family members) do not have the authority to consent to or refuse consent to the actions proposed as a result of the best interests' process. The responsibility for the decision rests with the decision maker, not with those consulted. Where there is a difference of opinion between the decision-maker and those consulted, every effort should be made to resolve this informally. However, this process should not unduly delay timely decisions being made in the person's best interests.

3.27 In making the 'best interests' decision in such circumstances the decision maker should be mindful of the following factors:

- Whether the individual will regain capacity in the near future? If so, is it possible to delay the CHC process until that patient is able to deal with the process themselves, or provide consent to deal with others?
- What are the relevant circumstances – i.e. would it appear reasonable for example that the particular applicant is acting for the individual?
- What evidence is there of the individual's wishes and feelings? For example, is there any evidence which would suggest that they did not want information shared with the particular applicant?
- Are there any objections or views of others which should be taken into account?

Recording the 'best interests' decision

- 3.28 The 'best interests' decision should be recorded. The person leading the assessment is responsible for making this decision and should bear in mind the expectation that everyone who is potentially eligible for CHC should have the opportunity to be considered for eligibility. A third party cannot give or refuse consent for an assessment of eligibility for CHC, or for sharing information, on behalf of a person who lacks capacity, unless they have a valid and applicable LPA - Health and Welfare or they have been appointed as a Deputy LPA - Health and Welfare by the Court of Protection.
- 3.29 Where an LA is involved with an individual who lacks mental capacity and an advocate has been appointed, that advocate has a statutory right of access to confidential health and social care information relevant to their advocacy role and function. An advocate would not be appointed solely for the purpose of a CHC assessment. However, where an advocate has already been appointed their role and function legitimately extends, with the individual's consent, to supporting that individual through the CHC assessment process up to the point at which a decision is made that they are eligible for CHC. Where a person has been assessed as eligible for CHC and no other provisions (e.g. safeguarding) apply, the role of the advocate will cease and the LHB will need to consider whether any other advocacy support is required.
- 3.30 Where an Independent Mental Capacity Advocate (IMCA) has been appointed by a LA for an individual who is or subsequently becomes subject to an CHC assessment, the IMCA's role remains limited to the purpose for which they are appointed under the Mental Capacity Act 2005 (e.g. in relation to potential accommodation move or serious medical treatment). The IMCA has a statutory right of access to confidential health and social care information relating to the purpose for which they have been appointed. An IMCA would not be appointed solely for the purposes of a CHC assessment.
- 3.31 Where a person, such as a solicitor or advocate, is acting on behalf of an individual with mental capacity or on behalf of a registered attorney (EPA or LPA) or court appointed deputy for someone who lacks mental capacity then the person may also exercise the rights of access as long as appropriate consent has been given to that person.

## THE FAST TRACK PROCESS

- 3.32 Occasionally, it will be necessary to safeguard an individual's well-being by 'fast tracking' them for immediate provision of CHC. An example of this may be individuals who are rapidly deteriorating. In such circumstances, people can be supported in their preferred place of care without waiting for the full CHC eligibility process to be completed. LHBs must have a robust fast track process in place to complete the assessment process within two days. However, streamlined processes should still ensure that the individual and/or their representative is fully involved.
- 3.33 There will also be cases, other than end-of-life care e.g. a catastrophic event where professional judgement indicates that the individual has evidently developed a primary health need, where LHBs should also consider applying fast track assessment.
- 3.34 Fast track assessments should be completed by an appropriate clinician who should give the reasons why the individual meets the conditions requiring a fast track decision to be made. 'Appropriate clinicians' are those who are, pursuant to the National Health Service (Wales) Act 2006, responsible for an individual's diagnosis, treatment or care who are registered nurses or medical practitioners. The clinician should have an appropriate level of knowledge and experience of the type of health needs to decide on whether the individual has a rapidly deteriorating condition that may be entering a terminal phase.
- 3.35 Although an NHS professional must co-ordinate the fast track assessment, appropriate clinicians contributing to that assessment can include professionals employed in the voluntary and independent sector organisations that have a specialist role in end of life care e.g. hospice nurses, providing they are offering services pursuant to the National Health Service (Wales) Act 2006. Others involved in supporting those with end of life needs, including wider voluntary and independent sector organisations may identify the fact that the individual has needs for which the fast track process should be considered. In these cases, they should contact the Care Co-ordinator.
- 3.36 The completed fast track assessment should be supported by a prognosis. **However, strict time limits that base eligibility on some specified expected length of life remaining should not be imposed.** It is the responsibility of the appropriate clinician to make a decision based on the relevant facts of the case.
- 3.37 Where a recommendation is made for an urgent package of care by an appropriate clinician through the fast track process, ***this should be accepted and actioned immediately by the LHB.***
- 3.38 No individual who has been identified through the fast track process should have their care package removed without their eligibility being reviewed in accordance with the



review process set out in **Section 4**. The review should include completion of the DST by the MDT, including a recommendation on future eligibility.

- 3.39 This overall process should be carefully and sensitively explained to the individual and, where appropriate, their representatives. Sensitive decision-making is essential in order to avoid the undue distress that may result from an individual moving in and out of CHC eligibility within a very short period of time.
- 3.40 CHC fast track assessments, care planning and commissioning for those with end of life needs should be carried out in an integrated manner in line with the individual's overall end of life care pathway, with full account being taken of the individual's preferences. An Advance Care Plan should be developed in accordance with Welsh Government policy ([Palliative and End of Life Care Delivery Plan 2017](#)).

## THE USE OF THE CHECKLIST TOOL

- 3.41 LHBs must take reasonable steps to ensure that individuals are assessed for CHC in all cases where it appears that there may be a need for such care. Although not mandatory, if an initial screening process is used to identify where there may be a need for such care, then the Checklist is the *only* screening tool that can be used for this purpose. The Checklist encourages proportionate assessments of eligibility and rationale is provided for all decisions regarding eligibility.
- 3.42 Prior to the Checklist Tool being completed, the practitioner must:
- provide the individual or their representative, a copy of *the Continuing NHS Healthcare Booklet for Individuals, Families and Carers*
  - ensure the appropriate consent is obtained
  - establish the individual's or their representative's language of choice
- 3.43 Completion of the Checklist is intended to be relatively quick and straightforward. It is not necessary to provide detailed evidence along with the completed Checklist. There are two potential outcomes following completion of the Checklist:
- a **Negative Checklist**, meaning the individual does not require a full assessment of eligibility, and they are not eligible for CHC; or
  - a **Positive Checklist** meaning an individual now requires a full assessment of eligibility for CHC. It does not necessarily mean the individual is eligible for CHC.
- 3.44 In order to comply with the ethos of this Framework, the use of the Checklist must not replace professional judgement or dialogue with the individual and/or their representative.

### **When to use a checklist?**

3.45 Screening for CHC should be at the right time and location for the individual and when the individual's needs are known. This will help practitioners to correctly identify individuals who require a full assessment of eligibility for CHC.

### **Who can complete a checklist?**

3.46 The Checklist must be completed by at least 2 practitioners, including a representative of the LA. It can be completed by a variety of health and social care practitioners, who have been trained in its use. This could include, for example: registered nurses employed by the NHS, GPs, other clinicians or LA staff such as social workers, care managers or social care assistants.

3.47 Care homes should contact the relevant CHC team to arrange for a Checklist to be completed for their residents.

### **The role of the individual in the screening process**

3.48 The individual or their representative should be given reasonable notice of the intention to undertake the Checklist and must be given the opportunity to be present on its completion, together with any representative they may have, as set out in **Principle 3: No decisions about me without me.**

3.49 The first page of the Checklist requests the practitioner confirm whether the individual was involved in the completion of the Checklist and whether the individual was offered the opportunity to have a representative such as a family member or other advocate present when the Checklist was completed.

3.50 Before the Checklist is completed, it is necessary to ensure that the individual and / or their representative, understands that the Checklist does not indicate that the individual will be eligible for CHC - only that they are entitled to be assessed for eligibility.

### **How the Checklist should be completed**

3.51 The Checklist requires practitioners to record a brief description of the need and the source of evidence used to support the statements selected in each domain. This could, for example, be by indicating that specific evidence for a given domain was contained within the inpatient nursing notes on a stated date. This will enable evidence to be readily obtained for the purposes of the MDT if the person requires a full assessment of eligibility of CHC.

3.52 The principles of 'well-managed need' (see paragraphs 4.13 to 4.16) apply equally to the completion of the Checklist as they do to the Decision Support Tool.

### **What happens after the Checklist?**

3.53 The outcome must be communicated clearly and in writing to the individual or their representative, in the language/format of their choice, as soon as is reasonably

practicable and should include the rationale for the decision and a copy of the completed Checklist.

### **What happens following a Negative Checklist?**

- 3.54 A Negative Checklist means the individual does not require a full assessment of eligibility and they are not eligible for CHC.
- 3.55 If an individual has been screened out following completion of the Checklist, they may ask the LHB to reconsider the Checklist outcome. The LHB should give this request due consideration, taking account of all the information available, and/or including additional information from the individual and/or their representative, though there is no obligation for the LHB to undertake a further Checklist.
- 3.56 The LHB must provide a written response to the individual or their representative, in response to their request for a re-consideration of the Checklist outcome. This should include information on their rights under the NHS Complaints Procedure if they remain dissatisfied with the position.

### **What happens following a Positive Checklist?**

- 3.57 A Positive Checklist means that the individual requires a full assessment of eligibility for CHC. It does not necessarily mean the individual is eligible for CHC.
- 3.58 An individual should not be left without appropriate support while they await the outcome of the assessment and decision-making process. An individual only becomes eligible for CHC once a decision on eligibility has been made by the LHB. If, at the time of referral for a CHC assessment, the individual is already receiving an ongoing care package (however funded) then those arrangements should continue until the LHB makes its decision on eligibility for CHC, subject to any urgent adjustments needed to meet the changed needs of the individual. In considering such adjustments, LAs and LHBs should have regard to the limitations of their statutory powers.
- 3.59 Where the Checklist has been used as part of the process of discharge from an acute hospital and has indicated a need for full assessment of eligibility, a decision may be made at this stage to provide other services initially and then to carry out a full assessment of eligibility at a later stage. This should be recorded. The relevant LHB should ensure that full assessment of eligibility is carried out once it is possible to make a reasonable judgement about the individual's ongoing needs. This should be completed in the most appropriate setting – whether another NHS setting, the individual's home or some other care setting. In the interim, the relevant LHB retains responsibility for funding appropriate care.
- 3.60 Once an individual has been referred for a full assessment of eligibility for CHC then, irrespective of the individual's setting, the LHB has responsibility for delegating a Care Co-ordinator. See **Section 2** for further information on the role of the Care Co-ordinator.

## SECTION 4

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### THE ASSESSMENT OF ELIGIBILITY FOR CHC

#### IDENTIFYING AN INDIVIDUAL'S NEEDS

- 4.1 Establishing whether an individual has a primary health need requires a clear, reasoned decision, based on evidence of needs from a comprehensive range of assessments relating to the individual. A good-quality multi-disciplinary assessment of needs that looks at all of the individual's needs 'in the round' – including the ways in which they interact with one another – is crucial both to addressing these needs and to determining eligibility for CHC. The individual and any representative should be enabled to play a central role in the assessment process.
- 4.2 It is important that the individual's own view of their needs, including any supporting evidence, is given appropriate weight alongside professional views. Many people will find it easier to explain their view of their needs and preferred outcomes if the assessment is carried out as a conversation, dealing with key issues as the discussion naturally progresses, rather than working through an assessment document in a linear fashion.
- 4.3 The multi-disciplinary assessment of an individual's needs informs the process for determining whether or not they are eligible for CHC. However, regardless of whether the individual is determined to be eligible for CHC, LHBs and LAs should always consider whether the multi-disciplinary assessment of needs has identified issues that require action to be taken. For example, if a multi-disciplinary assessment of needs indicates that the individual has significant communication difficulties, referral to a speech and language service should be considered.
- 4.4 If a needs assessment under the Social Services and Well-being (Wales) Act 2014 Act has already been carried out by the LA and is still relevant to an individual's current care and support needs and the outcomes they wish to achieve the local authority may use this assessment as a source of information for the LHB. The LA should provide any other relevant information relating to the individual's up-to-date needs, where appropriate.

- 4.5 Once an individual has been brought to the attention of the LA either through the provision of information advice and assistance or a referral, consideration must be given as to whether an assessment for care and support under the SSWB Act is required. The absence of a needs assessment for care and support should not delay an assessment of eligibility for CHC.
- 4.6 This Framework encourages a joint approach to the assessment of eligibility for CHC and it is important that all agencies respond in a timely manner. Local protocols should set how this is achieved, including in the absence of an existing LA needs assessment under the SSWB Act.

## DETERMINING A PRIMARY HEALTH NEED

- 4.7 The sole criterion for determining eligibility for CHC is whether an individual's primary need is a health need. Determining whether an individual has a primary health need involves looking at the totality of the relevant needs. This assessment is undertaken by the MDT (**see the role of the MDT at Section 2**).
- 4.8 Each individual case has to be considered on its own facts in accordance with the principles outlined in this Framework. The following characteristics of need, and their impact on the care required to manage them, will determine whether an individual's primary need is a health need:
- **Nature:** This describes the particular characteristics of an individual's needs (which can include physical, mental health or psychological needs) and the type of those needs. This also describes the overall effect of those needs on the individual, including the type ('quality') of interventions required to manage them.
  - **Intensity:** This relates both to the extent ('quantity') and severity ('degree') of the needs and to the support required to meet them, including the need for sustained/ongoing care ('continuity').
  - **Complexity:** This is concerned with how the needs present and interact to increase the skill required to monitor the symptoms, treat the condition(s) and/or manage the care. This may arise with a single condition, or it could include the presence of multiple conditions or the interaction between two or more conditions. It may also include situations where an individual's response to their own condition has an impact on their overall needs, such as where a physical health need results in the individual developing a mental health need.
  - **Unpredictability:** This describes the degree to which needs fluctuate and thereby create challenges in managing them. It also relates to the level of risk to the individual's health if adequate and timely care is not provided. Someone with an unpredictable healthcare need is likely to have either a fluctuating, unstable or rapidly deteriorating condition.

- 4.9 Each of these characteristics may alone or in combination, demonstrate a primary health need, because of the quality and/or quantity of care required to meet the individual's needs. The totality of the overall needs and effects of the interaction of needs should be carefully considered.
- 4.10 The diagnosis of a particular disease or condition does not, of itself, determine eligibility. The determination of a primary health need should take into account all the relevant health care needs.
- 4.11 That said there should be no gap in the provision of care. The primary health need test should be applied so ineligibility should only be determined where, taken as a whole, the nursing or other health services required:
- are no more than incidental or ancillary to the provision of accommodation which local authority social services are (or would be but for a person's means) be under a duty to provide; or
  - are not of a nature beyond which a local authority whose primary responsibility it is to provide social services could be expected to provide.
- 4.12 In applying the primary health need test, LHBs should take into account that provisions in the SSWB Act, which requires LAs to apply the incidental and ancillary tests in all situations. LHBs should therefore consider these tests when determining eligibility.

### **Well-managed Needs**

- 4.13 The decision-making rationale should not marginalise a need just because it is successfully managed; well-managed needs are still needs. Only where successful management of a healthcare need has permanently reduced or removed an ongoing need, such that the active management of this need is reduced or no longer required, will this have a bearing on CHC eligibility. The MDT should therefore give due regard to well-controlled conditions when considering the four characteristics of need and making an eligibility recommendation on primary health need.
- 4.14 Care should be taken when applying this principle. Sometimes needs may appear to be exacerbated because the individual is currently in an inappropriate environment rather than because they require a particular type or level of support. If they move to a different environment and their needs reduce this does not necessarily mean that the need is now 'well-managed'; the need may actually be reduced or no longer exist.
- 4.15 It is also important that deterioration and disease progression are taken into account when considering eligibility. The assessment should anticipate circumstances where deterioration or a material change in condition might reasonably be regarded as likely in the near future. In these circumstances, although the individual may not have a

primary health need at the time of assessment, an earlier review should be considered.

- 4.16 The MDT should also advise commissioners of services, such as care homes, if, in their professional opinion, any stabilisation of a progressive condition, and potential withdrawal of CHC funding, is likely to be short-term. In such cases, commissioners should balance the contribution of well-managed need to the current assessment and the benefits to the individual of continuity of care provision, alongside financial considerations.

## **USING THE DECISION SUPPORT TOOL (DST)**

- 4.17 The DST that accompanies this Framework is designed to support the decision-making process. The tool must only be used following a comprehensive assessment of an individual's care needs. It is not an assessment in itself and it does not replace professional judgement in determining eligibility. It is simply a means of recording the rationale and facilitating logical and consistent decision-making.
- 4.18 The MDT should use this tool to support consideration of not just the overall needs, but also the interaction between the needs, and evidence from relevant risk assessments. Conversely, the DST should not be completed without a multi-disciplinary assessment of needs.
- 4.19 If any assessments relating to the individual's health and wellbeing have recently been completed by practitioners, they may be used to complete the DST. The evidence concerning eligibility and the decision-making process should be accurately and fully recorded. The documentation should be organised e.g. collated into a single folder or section of the patient notes, to ensure the CHC process and the outcomes can be easily identified via a clear audit trail. The focus must be on a rounded and holistic assessment of the individual rather than DST scores.
- 4.20 The DST is designed to ensure that the full range of factors that have a bearing on an individual's eligibility are taken into account in reaching the decision, irrespective of client group or diagnosis. The tool provides practitioners with a method of bringing together and recording the various needs in 12 'care domains', or generic areas of need. Each domain is broken down into a number of levels. The levels represent a hierarchy from the lowest to the highest possible level of need (and support required) such that, whatever the extent of the need within a given domain, it should be possible to locate this within the descriptors provided.
- 4.21 The care domains are:
- Breathing
  - Nutrition
  - Continence



- Skin Integrity
- Mobility
- Communication
- Psychological & Emotional Needs
- Cognition
- Behaviour
- Drug Therapies and Medication
- Altered States of Consciousness
- Other Significant Care Needs.

4.22 Completion of the tool should result in a comprehensive picture of the individual's needs that captures their nature, and their complexity, intensity and/or unpredictability – and thus the quality and/or quantity (including continuity) of care required to meet the individual's needs. Figure 2 in the Decision Support Tool indicates how the domains in it can illustrate (both individually and through their interaction) the complexity, intensity and/or unpredictability of needs. The overall picture, and the descriptors within the domains themselves, also relate to the nature of needs.

## **PANDEMIC AND OTHER EMERGENCY SITUATIONS**

- 4.23 There is an appreciation that completing a full CHC assessment in hospital during a declared emergency, such as pandemic influenza, would be problematic. As CHC is an assessment of long-term needs, decisions on CHC eligibility should not take priority in these situations. The priority instead should be the safety of the patient, and ensuring they receive the care they need.
- 4.24 In the event of a pandemic or other emergency situation practitioners should refer to the Welsh Government's webpage for up to date information on CHC.

## **MAKING THE RECOMMENDATION ON ELIGIBILITY**

- 4.25 The MDT is required to make a recommendation to the LHB as to whether or not the individual has a primary health need, bearing in mind that where the LHB decides that the individual has a primary health need they are eligible for CHC.
- 4.26 In coming to this recommendation, the MDT should work collectively using professional judgement. All members of the MDT should be present when an eligibility decision is being made.
- 4.27 The written recommendation needs to be clear and concise whilst providing sufficient detail to enable the LHB and the individual to understand the underlying rationale for the recommendation. In doing so, it should;



- provide a summary of the individual's needs in the light of the identified domain levels and the information underlying these. This should include the individual's own view of their needs.
- provide statements about the nature, intensity, complexity and unpredictability of the individual's needs, bearing in mind the explanation of these characteristics provided in **paragraph 4.8**.
- give an explanation of how the needs in any one domain may interrelate with another to create additional complexity, intensity or unpredictability.
- in the light of the above, give a recommendation as to whether or not the individual has a primary health need. It should be remembered that, whilst the recommendation should make reference to all four characteristics of nature, intensity, complexity and unpredictability, any one of these could on their own or in combination with others be sufficient to indicate a primary health need.

4.28 Where an individual and/or their representative expresses concern about any aspect of the MDT or DST process, the Care Coordinator should discuss this matter with them and seek to resolve their concerns. Where the concerns remain unresolved, these should be noted within the DST so that they can be brought to the attention of the LHB making the final decision.

4.29 Where an MDT recommends an individual is not eligible for CHC, a clear rationale is needed that considers their circumstances under the four key characteristics of the primary health need test. Care planning for those individuals with ongoing needs, including any consideration for NHS Funded Nursing Care (FNC), will still be necessary.

#### Lack of clear recommendation

4.30 If an MDT is unable to reach agreement on the recommendation this should be clearly recorded.

4.31 The DST advises practitioners to move to the higher level of a domain where agreement cannot be reached but there should be clear reasoned evidence to support this. If practitioners find themselves in this situation they should review the evidence provided around that specific area of need and carefully examine the wording of the relevant DST levels to cross-match the information and see if this provides further clarity. Additional evidence may be sought, although this should not prolong the process unduly. If this does not resolve the situation, the disagreement about the level should be recorded on the DST along with the reasons for choosing each level and by which practitioner. This information should also be summarised within the recommendation so that the LHB can note this when verifying recommendations.

4.32 The practice of moving to the higher level where there is disagreement should not be used by practitioners to artificially steer individuals towards a decision that they have a primary health need where this is not justified. It is important that this is monitored during the LHB audits of recommendations and processes so that individual practitioners found to be using the 'higher level' practice incorrectly can be identified. Discussion may need to take place with these practitioners and further training may be offered.

## QUALITY ASSURANCE

4.33 It is the responsibility of the MDT to:

- undertake robust needs assessment;
- provide the LHB with consistent expert advice on CHC eligibility;
- develop the care plan to meet the individual's needs, and
- make recommendations regarding the setting and skill set required to most effectively deliver the care plan.

4.34 LHBs and their partners have a responsibility to ensure that MDT members have the knowledge, skills and competency to undertake these functions effectively. LHBs must identify, through their quality assurance system, teams or individuals who fail to follow the CHC process to the expected standard and take the responsive action required to support service improvement.

4.35 Determination of eligibility must be based on assessed need and must be independent of budgetary constraint. LHBs must ensure therefore that there is a clear distinction between the MDT function and confirmation of their conclusions, and the commissioning of the services required to deliver the care plan.

4.36 In the majority of cases, the LHB will accept the MDT's recommendations. In exceptional circumstances, and for clearly articulated reasons, the LHB may request additional evidence to support the MDT's recommendations.

4.37 LHBs must have robust quality assurance (QA) mechanisms in place to ensure consistency of decision-making. This should be in the form of a panel and include peer review by another MDT where consensus has not been achieved. LHBs are also encouraged to incorporate peer review of CHC eligibility decisions into their audit and continuous service improvement programmes.

4.38 Quality assurance processes should not however lead to delay in providing the individual with the support they need and LHBs should consider employing a streamlined process for non-contentious cases.

## COMMUNICATING THE DECISION ON ELIGIBILITY TO THE INDIVIDUAL

4.39 Once the eligibility decision is made by the LHBs following the QA Panel, the decision should be communicated in the individual or their representative's language of choice and should include:

- the decision on primary health need, and therefore whether or not they are eligible for CHC
- the reasons for the decision
- a copy of the completed DST
- details of who to contact if they need further information
- details on how to request an appeal of the eligibility decision if they are dissatisfied with the decision, as set out in **Section 7**.

4.40 Where an individual is not eligible for CHC, the decision letter may also include, where applicable and appropriate, information regarding FNC or a joint package of care.

4.41 Where an individual is eligible for CHC, an indication of the proposed care package, if known, could be included within this communication, or if not known at that stage, information on what the next steps are. Eligibility for CHC is not indefinite, as needs could change. This should be made clear to the individual and/or their representative.

## TIMESCALES AND COMMENCEMENT OF CHC FUNDING

4.42 Care packages must be in place no later than **8 weeks** from the point that it was considered an individual may have a primary health need and be entitled to receive CHC. Extension of the timeframe is only acceptable where further rehabilitation is required. It is not acceptable to extend this period due to the CHC eligibility process.

4.43 In some cases much speedier decisions should be taken in the individual's best interests: for example in terminal illness, or where there has been a catastrophic event from which point it is clear that the individual has a primary health need, further information on Fast Track Assessments are at **Section 3**.

4.44 The care planning process is central to the commissioning and provision of care to meet an individual's needs. Responsibility for this rests with the LHB.

4.45 An individual may require services from the LHB and/or LA. Both have responsibilities, therefore, to ensure assessments of eligibility for CHC takes place in a timely and consistent fashion. The consideration for CHC must always be made first.

4.46 The legal responsibility for the LHB to fund commences at the point at which it confirms the MDT's advice on eligibility. However, the principles of good public

administration dictate that, if an individual has paid for their care in the interim, they should be reimbursed.

- 4.47 As a minimum, reimbursement would normally commence from the date on which the MDT met and made its determination of eligibility. However, the MDT should advise the LHB if they can, in their reasoned professional judgement, identify a date at which the primary health need became evident and the individual should be reimbursed accordingly.

### Planning

- 4.48 In exceptional circumstances timescales may be more protracted, though as an underpinning principle the professionals involved must ensure that the individual is in the most appropriate environment and, wherever possible, re-abled, during this period. The Care Co-ordinator should ensure that timescales, decisions and rationales relating to eligibility are transparent from the outset for individuals, carers, family and staff.

Any exceptions to the 8-week timescale should be monitored locally as part of the performance framework and actioned as appropriate.

- 4.49 Where a person qualifies for CHC, the package to be provided is that which the LHB assesses is appropriate to meet all of the individual's assessed health and associated care and support needs. The LHB has responsibility for ensuring this is the case, and determining what the appropriate package should be. In doing so, the LHB should have due regard to the individual's wishes and preferred outcomes. Although the LHB is not bound by the views of the LA on what services the individual requires, any LA assessment will be important in identifying the individual's needs and in some cases the options for meeting them. Whichever mechanism is used for meeting an individual's assessed needs, the approach taken should be in line with the principles of personalisation.
- 4.50 Care planning for needs to be met under CHC should not be carried out in isolation from care planning to meet other needs, and, wherever possible, a single, integrated and personalised care plan should be developed.

## SECTION 5

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### SERVICE PROVISION AND REVIEW

#### CARE PROVISION AND MONITORING

- 5.1 The Part 2 Code of Practice of the Social Services and Well-being (Wales) Act 2014 requires local authorities and health boards to conduct a joint Population Needs Assessment (PNA) of care and support services in their region. This means identifying and utilising information about people's well-being, the carers that support them, and the barriers they experience.
- 5.2 The intelligence within these PNAs, combined with corresponding Market Stability Reports around the provision and stability of the services, contribute to strategic Area Plans which will shape the commissioning of care and support at the regional and local level.
- 5.3 The commissioning of services to meet the needs of individuals with continuing care needs cannot be undertaken in isolation to the commissioning of other similar services. LHBs and LAs should have an integrated approach to the commissioning of services, including residential and nursing care homes and domiciliary care to exercise maximum influence over the development of provision. They will also need to work closely with providers to ensure that an appropriate range of services are in place to respond to the needs of their population. The Social Services and Well-being (Wales) Act and the [Partnership Arrangements \(Wales\) Regulations 2015](#) also requires regional partnership boards to establish pooled budgets from April 2018 in relation to the provision of care home accommodation for older people. This should include CHC, FNC and joint packages of care. These pooled budgets will support integrated commissioning allowing local authorities and health boards to focus on improved quality as well as securing better value for money. Regional Partnership Boards are required to promote the use of pooled budgets and to consider them whenever they act jointly. Pooled budget may include funds to cover FNC and CHC commitments and joint packages of care.
- 5.4 The Social Services and Well-being (Wales) Act 2014 Code of Practice relating to Part 4 Meeting Needs, the Unified Assessment Process for other user groups and

Integrated Assessment Framework provide guidance on the arrangements for ongoing monitoring and management of care for adults. In particular, the Code of Practice:

- emphasises the importance of monitoring and reviewing the care and support needs and the personal outcomes the person wishes to achieve, the effectiveness of provision put in place to meet those needs /services, in order to confirm, amend or close personal plans of care;
- indicates the necessity to review continued eligibility for CHC as their needs change.

### **Where a person is eligible for CHC**

5.5 The LHB is responsible to make the necessary arrangements for the individual's care irrespective of their setting. They will work with other organisations to establish an appropriate package of care, accommodation (where appropriate) and support. While the overall responsibility for the care provision will lie with the LHB there will be ways in which other agencies, such as (but not only) social services may become involved, for example through:

- ongoing social work services
- agreed delegated responsibility, under formal partnership arrangements, for purchasing or providing care
- agreed delegated or shared responsibility for providing ongoing assessment and/or care management
- locally developed joint service provision
- their housing, education and leisure services responsibilities, local authorities have a corporate role in enabling people to have fulfilling lifestyles and to participate in and contribute to the wider community
- the provision of equipment via the integrated community equipment services

5.6 The CHC package to be provided is that which the LHB assesses is appropriate for the individual's health and personal care needs. LHBs are encouraged to consider the LAs assessment or its contribution to a joint assessment as these will be important in identifying the individual's needs and, in some cases, the options available for meeting them.

5.7 It is the responsibility of the LHB to plan, specify outcomes, procure services, and manage demand and provider performance for all services that are required to meet the health and personal care needs of individuals who are eligible for CHC. Regional partners are expected to develop an integrated approach to the commissioning of care home services, including in relation to negotiating contracts, service specifications, fee negotiations and quality assurance. Partners must establish a pooled fund in relation to care home accommodation functions to support these integrated arrangements.

- 5.8 Unless the function is formally delegated LHBs continue to have responsibility for the case management/care co-ordination role for those entitled to CHC as well as for the NHS component of a joint care package, including an assessment and review of individual patient needs.
- 5.9 The LHB will have arrangements in place for brokering and commissioning the services required to deliver the detailed care plan. The MDT recommendations and the individual's preferences need to be balanced in accordance with the Sustainable Care Planning Policy.
- 5.10 The LHB must demonstrate a clear rationale for its decision on the CHC package to be commissioned, and should reflect the principles detailed above. This rationale and the care package arrangements must be clearly explained to the individual and/or their representatives and confirmed in writing.
- 5.11 Clear contract arrangements must be established with the service provider. The contract must be outcomes-focussed and include arrangements for regular review.
- 5.12 As with all service contracts, LHBs are responsible for monitoring quality, safety, access and patient experiences within the context of provider performance. The ultimate responsibility for arranging and monitoring the services required to meet the needs of those with CHC rests with the LHB. LHBs should ensure that there is clarity on the respective responsibilities of the LHB and providers for CHC.
- 5.13 LHBs will have in place service specifications and contracts for registered settings which cover health and social care and take into account relevant regulations, Standards for Health Services and other relevant guidance and best practice.
- 5.14 Where individuals eligible for CHC are cared for in a care home, escalating concerns will be managed in accordance with the Welsh Government's *'Escalating Concerns With, and Closures of, Care Homes Providing Services for Adults'* Guidance (May 2009). In accordance with this guidance, LHBs and social care agencies should have in place systems and processes which enable registered providers, contract managers, care managers and other professionals to clearly understand what is expected and required from each setting and how such requirements will be delivered and monitored. These systems will frame how agencies contract and work with providers to shape quality services.
- 5.15 LHBs should develop operational procedures to ensure its responsibility for commissioned services are effectively secured and monitored where care is provided by external agencies.
- 5.16 LHBs have a statutory duty under the Health and Safety at Work Act 1974 (HASAWA) to ensure the health and safety of NHS patients is maintained where a provider is providing services on behalf of the NHS. This duty is owed to residents



both by the provider and the NHS commissioning body.

- 5.17 The individual should be advised that welfare benefits available to support the person's living costs may be affected by eligibility for CHC, and should be signposted to appropriate advice. The location of the delivery of the CHC care package will be determined in response to the care plan and in accordance with the [Sustainable Care Planning Policy](#).
- 5.18 The choice of location for those individuals who meet eligibility for CHC will have differing implications for the involvement of other agencies. Where an individual receives their CHC care package in a hospital or care home, the NHS will arrange and fully fund the care, including the accommodation, board costs and personal care. Where an individual returns to their own home (or that of a carer) the LHB fully funds the cost of their health and personal care needs but not the accommodation, food or general household support.
- 5.19 LHBs and LAs should work together to identify gaps in current and future service provision. There is an expectation that partner organisations will share intelligence to inform future workforce planning and to develop market position statements, working with a range of independent and not-for-profit organisations to develop the required provision.

#### **Additional personal contributions from an individual who is eligible for CHC**

- 5.20 The NHS provides a comprehensive service available to all. Access to NHS services is based on clinical need and not on an individual's ability to pay. Public funds for healthcare will be devoted solely to the benefit of people that the NHS serves. As overriding principles, it is essential that: the NHS should never subsidise private care with public money (which would breach core NHS principles) and patients should never be charged for their NHS care, or be allowed to pay towards NHS care (except where specific legislation is in place to allow this) as this would contravene the founding principles and legislation of the NHS. To avoid these risks, there should be as clear a separation as possible between private and NHS care. LHBs should seek to ensure that providers are aware of the above principles.
- 5.21 The care plan should set out the services to be funded and/or provided by the NHS. It may also identify services to be provided by other organisations such as local authorities and third sector providers. Where such non-NHS funded support is provided as part of a total package, the individual and their carers should be signposted by the local authority to clear information on charging arrangements and by the voluntary sector to potential alternative funding sources e.g. benefits and charitable organisations.
- 5.22 In addition to such arrangements, there may be circumstances, as described below, where individuals and/or their representative may choose to access additional services or premium accommodation by making, and paying for, separate arrangements themselves.



5.23 Queries regarding additional personal contributions ('top ups') to CHC packages usually fall into three categories:

- Additional services;
- Higher cost 'premium' accommodation;
- Retaining an existing (more expensive) provider.

#### Additional Services.

5.24 Where a provider receives a request for privately funded additional services from an individual who is funded by CHC, they should refer the matter to the LHB for consideration.

5.25 'Additional services' are defined as those which are over and above those detailed in the care plan developed to address assessed need. Such personal contribution arrangements must never be utilised as a mechanism for subsidising the service provision for which the LHB is responsible.

5.26 Any decision to purchase additional private services must be borne purely through personal choice and not through a lack of appropriate NHS or LA provision to meet assessed need. It is the responsibility of the LHB to engage with the individual and/or their representatives to assure them that this is not the case, and that individuals are not at risk of financial exploitation. If the individual advises that they have concerns that the existing care package is not sufficient or not appropriate to meet their needs, the LHB should offer to review the care package in order to identify whether a different package would more appropriately meet the individual's assessed needs.

5.27 The following examples of where individuals may choose to purchase private services may be helpful:

#### Example 1:

*An individual who is assessed as requiring, and is provided with, one NHS physiotherapy session a week but wishes to purchase an additional session privately. In such circumstances the financial arrangements for the privately funded service will be entirely a matter between the individual and the relevant provider and it should not form part of any service agreement between the LHB and the provider.*

#### Example 2:

*An individual may wish to purchase an additional visit each day from the care provider. The LHB must firstly consider whether it should meet the full costs of the care package. If after review, the LHB is satisfied that the services it has commissioned are appropriate to meet the individual's identified needs, the person may choose to initiate a private arrangement with the care provider. In such a case*

*the LHB will need to liaise with the individual and the care provider to ensure that all parties are clear as to the additional support to be provided in the privately funded visits.*

- 5.28 Although NHS funded services must never be reduced or downgraded to take account of privately-funded care, the LHB and the organisations delivering NHS funded care should, wherever clinically appropriate, liaise with those delivering privately-funded care in order to ensure safe and effective coordination between the services provided. The care plan should detail effective risk management, appropriate sharing of information, continuity of care and co-ordination between NHS funded and privately funded care.

#### Higher Cost 'Premium' Accommodation

- 5.29 As stated above, the funding provided by LHBs in CHC packages should be sufficient to meet the needs identified by the MDT in the care plan. Unless it is possible to separately identify and deliver the NHS funded elements of the service, it will not usually be permissible for individuals to pay for higher-cost accommodation.
- 5.30 There may be exceptional circumstances, to be considered on a case-by-case basis, where a LHB should consider the case for a higher than usual cost, for example, where an individual and/or their representative requests a larger room or a new placement in a care home which charges a rate significantly above that which the LHB would normally pay.
- 5.31 The LHB must liaise with the individual and/or their representative(s) to identify the reasons for the preference. Where the need is for identified clinical reasons (for example, an individual with challenging behaviour who requires a larger room because it is identified that the behaviour is linked to feeling confined, or an individual considers that they would benefit from a care provider with specialist skills rather than a generic care provider), consideration should be given as to whether it would be appropriate for the LHB to meet this.
- 5.32 If no clinical need is established the LHB will need to make a decision which balances the needs and preferences of the individual with the requirement for probity with public funds. See the All Wales Policy for Sustainable Care Planning.
- 5.33 In some circumstances, providers may offer 'extras' such as flower arrangements, daily newspapers etc. as part of their package. In the interests of public probity, it is reasonable to expect individuals and/or their representatives to make separate arrangements to purchase such items directly from the provider as detailed above.

#### Retaining an existing (higher cost) provider.

- 5.34 In some circumstances, individuals become eligible for CHC when they are already resident in care home accommodation for which the fees are higher than the relevant

LHB would usually meet for someone with their needs. This may be where the individual was previously funding their own care or where they were previously funded by a local authority and a third party had 'topped up' the fees payable.

- 5.35 'Topping up' is legally permissible under legislation governing local authority social care but it is not permissible under NHS legislation. In such situations, LHB should consider whether there are reasons why they should meet the full cost of the care package, notwithstanding that it is at a higher rate. Such reasons could include for example the frailty, mental health needs or other relevant needs of the individual which mean that a move to other accommodation could involve significant risk to their health and well-being.
- 5.36 There may also be circumstances where an individual in an existing out of area placement becomes entitled to CHC and where, although the care package is of a higher cost than the responsible LHB would usually meet for the individual's needs, the cost is reasonable taking into account the market rates in the locality of the placement. LHBs should establish this by liaison with the LHB where the placement is located.
- 5.37 LHBs should also consider whether there are particular circumstances that make it reasonable to fund the higher rate. This could be because the location of the placement is close to family members who play an active role in the life of the individual or because the individual has resided in the placement for many years so that they have strong social links with the area and it would be significantly detrimental to the individual to move them.
- 5.38 LHBs should deal with the above situations with sensitivity and in close liaison with the individuals affected and, where appropriate, their families, the existing service provider and the local authority if they have up to this point been funding the care package. Where a local health board determines, following the recommendations from the MDT, that circumstances do not justify their funding an existing higher cost placement or services for which they have inherited responsibility, the LHB does have the authority to move accommodation or change provider. Any decisions should be taken in full consultation with the individual concerned and confirmed in writing with reasons given. Advocacy support should be provided where this is appropriate.
- 5.39 Where an individual becomes entitled to CHC and has an existing high-cost care package, LHBs should consider funding the full cost of the existing higher-cost package until a decision is made on whether to meet the higher cost package on an ongoing basis or to arrange an alternative placement.
- 5.40 Where an individual wishes to dispute a decision not to pay for higher-cost accommodation, they should do so via the NHS Complaints Procedure. The letter from the LHB advising them of the decision should also include details of the complaints process and who to contact if the individual wishes to make a complaint.

- 5.41 In cases of transition, a care plan should be developed by the existing commissioners with the new providers that identifies health and social care needs, and addresses how any specific clinical needs and risks should be addressed. The LHB is responsible for monitoring and reviewing the placement. It should keep in regular liaison with the new provider and with the individual during the initial weeks of the new services to ensure that the transition has proceeded successfully and to ensure that any issues that have arisen are being appropriately addressed.

### **Supporting individuals eligible for CHC in their own home**

- 5.42 Where an individual is eligible for CHC and chooses to live in their own home, the LHB is financially responsible for meeting all assessed health and associated social care needs. This does not include the cost of accommodation, food or general household support. There is a range of everyday household costs that are expected to be covered by personal income or welfare benefits, including food, rent/mortgage interest, fuel and water, clothing and other normal household items.
- 5.43 Whilst LHBs can take comparative costs and value for money into account, they must not set arbitrary limits on care at home packages based purely on the notional costs of caring for an individual in a home.
- 5.44 People who are eligible for CHC and who choose to live in their own home may have additional support needs which it may be appropriate for the local authority to address subject to SSWB Act provisions and eligibility guidance, e.g. assistance and advice regarding property adaptation, support with essential parenting activities, deputyship or appointeeship services, safeguarding concerns, carer support or services required to enable the carer to maintain his/her caring responsibilities.

## **RESPONSIBLE BODY GUIDANCE FOR THE NHS IN WALES**

- 5.45 The [Responsible Body Guidance](#) provides a framework for establishing the body responsible for securing secondary and tertiary health care for an individual within the NHS in Wales. It replaces the Establishment of District of Residence guidance set out in DGM (94) 15 and DGM (93) 133. Whilst policy has changed since then, the guidance had not been formally revised.
- 5.46 The legal basis for the directed functions of LHBs is set out in the [Local Health Boards \(Directed Functions\) \(Wales\) Regulations 2009](#). The Responsible Body Guidance is intended to provide guidance on the application of that legal framework to particular situations.
- 5.47 In general, the responsible body will be the LHB where the person considers himself or herself to be usually resident. This is explained in detail in Section 2 of the

guidance. The subsequent sections provide further clarification regarding the responsible body in particular cases and situations.

- 5.48 In cases where people are assessed as eligible for CHC, and are placed, or have already been placed in a care home outside their home area, the placing LHB will remain responsible for funding the care home placement. The LHBs involved should liaise to ensure that appropriate arrangements are in place before the patient moves.
- 5.49 In identifying responsibility, all parts of the NHS are expected to act in the best interests of the patient at all times, working together in partnership, and to abide by the fundamental principle.

**Fundamental Principle**

**The safety and well-being of patients is paramount. The overriding principle is that no treatment should be refused or delayed due to uncertainty or ambiguity as to which body is responsible for funding an individual's healthcare provision.**

## **VOICE AND CONTROL, DIRECT PAYMENTS AND CHC**

- 5.50 It is currently unlawful for Direct Payments to be used to purchase health care which the NHS is responsible for providing, however it is not unlawful for local authorities and health boards to work together to provide individuals with voice and control in respect of their health and social care needs.
- 5.51 LHBs must have a robust mechanisms in place for commissioning the services required to meet the individual's needs, as detailed in the assessment and care plan. They must consider and balance the preferences of the individual, the views of their family/representative(s) and the '*Sustainable Care Planning in Continuing NHS Healthcare: Operational Policy for Health Boards in Wales.*'
- 5.52 Where an individual whose care was arranged utilising Direct Payments becomes eligible for CHC funding, the LHB must work with them in a spirit of co-production. Although Direct Payments will no longer be applicable where an individual has a primary health need, this should not mean that the individual loses their voice, choice and control over their daily lives.
- 5.53 LHBs should consider a range of options to ensure voice and control for the individual, including the following:
- **Maintaining personnel**  
When a person develops a primary health care need, the health board must work to maintain continuity of personnel delivering care, where the individual wishes this to be the case and it can contribute to meeting their needs. The health board

could employ staff (either directly or via an agency), e.g. personal assistants, previously employed by the individual under direct payments.

➤ Independent User Trusts

Health boards could also consider providing funding to an Independent User Trust, to manage an individual's care. This is where a relative of a patient or other interested party sets up a trust which becomes the provider of care for the individual. The LHB then contracts with the trust to provide specified health care services for the individual.

- 5.54 There may be circumstances where it is possible for an individual to retain some Direct Payment for the elements of their care for which the local authority is still responsible, e.g. opportunities for social inclusion. Partner organisations must work together to explore all the options available to maximise an individual's independence.
- 5.55 Further guidance on these measures will be published on the Welsh Government website.
- 5.56 An individual in receipt of Direct Payments (or any individual) retains the right to refuse to consent to a CHC assessment and /or care package, as detailed in **Section 3**. In such cases, partner agencies must work together with the individual and their family/carers to ensure that the risks are fully understood and mitigated as far as possible. If a person is assessed as eligible for CHC but refuses a care package, there may be an impact on the way their care is delivered. It cannot automatically be assumed that LAs will continue to provide those services, as this may mean that they are acting outside of their legal authority.

**Where a person is not eligible for CHC**

- 5.57 Where it has been determined that a person is not eligible for CHC and an alternative package of care is required (e.g. FNC in a care home, or a joint package of care in the community), the lead role will normally lie with the LA, or, as agreed between agencies, in their local care management arrangements. The NHS will work alongside the local authority to develop and implement an appropriate care plan.
- 5.58 This care plan must not require a LA to provide services which are beyond its powers to provide. However, neither the LHB nor the LA can dictate what the other organisation can provide.
- 5.59 There should be no gap in the provision of care. People should not find themselves in a situation where neither the NHS nor the relevant local authority (subject to the person meeting the relevant means test and having needs that fall within the appropriate Fair Access to Care eligibility criteria) will fund care, either separately or together.



- 5.60 A written agreement should also be established with the individual and/or their representative, clearly setting out what is covered by NHS funding, what may be accessed via the local authority subject to its eligibility criteria, and what the individual will be responsible for.

## JOINT PACKAGES OF HEALTH AND SOCIAL CARE

- 5.61 Clarity of responsibility for funding and implementation should inform, rather than prevent, any joint arrangements that may be established e.g. lead commissioning, pooled budgets.
- 5.62 Increasing numbers of people with complex care needs are being supported in the community. If services are to be truly outcome-focussed, person-centred, supporting independence and not diagnosis-led, then it is logical that, where sustainable, individuals will be supported for longer at home with joint packages of care.
- 5.63 If an individual is not entitled to CHC but has some healthcare and social care needs, they should receive a package of health and social care that is tailored to their individual needs. There will be some individuals who, although they are not entitled to CHC, have needs identified through the DST that are not of a nature that a local authority can solely meet or are beyond the powers of a local authority to solely meet. LHBs should therefore work in partnership with the LA to agree their respective responsibilities in joint care packages and ensure seamless provision of care.
- 5.64 As a matter of principle, if an individual has existing Direct Payment arrangements, these should continue wherever and for as long as possible within a tailored joint package of care.

### Joint funding in care home placements.

- 5.65 Where an individual is not eligible for CHC but has health needs which are different from, or additional to, those supported by FNC, the NHS may still have a responsibility to meet those needs as part of a joint package in so far as these health needs are beyond the powers of the local authority to provide.
- 5.66 There may be some individuals in care home placements who do not have a primary health need indicating eligibility for CHC but are acknowledged to have nursing needs greater than would normally be expected to be covered by the FNC rate and what can be reasonably expected for an LA to commission. Along with this Framework, [Welsh Health Circular \(2004\) 024 \(NHS Funded Nursing Care in Care Homes\)](#) states that there should be no gap between local authority and NHS provision.

- 5.67 Options available to LHBs to meet their responsibility in providing this additional level of health care include NHS in-reach from core services or additional financial contribution to the total funding package. LHBs and local authorities will need to work together to ensure that neither body is operating outside of its statutory duty. The funding arrangements and the LA contribution for which the individual may be charged must be confirmed in writing by the lead agency and shared with commissioners, providers and the service user and/or representative.
- 5.68 Examples of additional services to funded nursing care, which may also be provided by the NHS if these are agreed as part of an assessment and individual care plan include (but are not limited to):
- primary healthcare
  - assessments involving doctors and registered nurses.
  - rehabilitation and recovery (where this forms part of an overall package of NHS care as distinct from intermediate care).
  - community health services.
  - community mental health services.
  - specialist support for healthcare needs.
  - additional support for episodic higher needs in joint care packages e.g. additional registered nurse input into behaviour management assessment/care planning.
  - palliative care and end of life care.
  - specialist transport (i.e. ambulances).

Joint funding of packages of care delivered in an individual's own home.

- 5.69 More, and increasingly complex, packages of care are being delivered in an individuals' own homes. Where an individual is not eligible for CHC, a comprehensive joint health and social care package must be developed and agreed co-productively which meets the person's assessed care and support needs and achieve personal outcomes. This must be detailed in a clear inter-agency care plan, with a named care co-ordinator/lead professional, which is jointly owned by commissioners, providers and the individual and/or their representative.
- 5.70 LAs have a responsibility to meet people's needs for care and support in accordance with the Social Services and Well-being (Wales) Act 2014, as set out at paragraph 1.23.
- 5.71 The joint funding arrangements will be determined locally and in accordance with the needs and outcomes of the individual. Options available include the use of a joint funding matrix or formalised pooled budget arrangements. The individual should not experience delay in receiving their care package whilst funding arrangements are negotiated.



5.72 A written agreement should also be established with the individual and/or their representative, clearly setting out what is provided by the LHB, what may be accessed via the local authority subject to its eligibility criteria and charging, and for what the individual will be responsible.

## REVIEWS (3 AND 12 MONTHS)

### Purpose and frequency of reviews

- 5.73 Any care package, regardless of the funding source, should be regularly reviewed in partnership with the individual and/or their representatives to ensure that it continues to meet their needs.
- 5.74 As a minimum there should be an initial review of the care plan within 3 months of services first being provided, unless this is triggered earlier by the individual or their representative or the provider. Thereafter, reviews should be at least annually. Where an individual's condition is anticipated to deteriorate, more regular review may be necessary.
- 5.75 Reviews should follow the format of an assessment, consider all the services received and be tailored to the individual.
- 5.76 These reviews should primarily focus on whether the care plan or arrangements remain appropriate to meet the individual's needs. It is expected that in the majority of cases there will be no need to reassess for eligibility.
- 5.77 Where an individual's condition is anticipated to deteriorate, more regular review may be necessary. The frequency of such reviews will be determined by professional judgement based on the individual's assessed needs or if there is a change in circumstances. They should be proportionate to the situation in question in order to ensure that time and resources are used effectively. Where there is an obvious deterioration in circumstances, reviews should also be held within 2 weeks and acted upon appropriately.
- 5.78 The individual and/or their representative and the service provider must be provided with the contact details of a named care co-ordinator, so that any changes in the individual's condition or circumstances can be promptly addressed.
- 5.79 Review timescales should be identified and communicated to the individual and their relatives verbally and in writing. For those receiving secondary mental health services there is a legal requirement to review their care at least every 12 months and

in line with the Code of Practice to Part 2 and 3 of the Mental Health (Wales) Measure 2010.

- 5.80 The individual should be central to the review process. Prior to the review, they should be offered the opportunity to re-assess their own needs and be offered appropriate support to do so. It will also be necessary to consider whether a further carer's assessment should be undertaken at this time.
- 5.81 The most recently completed DST should be available at the review and used as a point of reference to identify any potential change in needs. Where there is clear evidence of a change in needs to such an extent that it may impact on the individual's eligibility for CHC, the LHB should arrange a full reassessment of eligibility for CHC.
- 5.82 Where reassessment of eligibility for CHC is required, a new DST must be completed by a properly constituted MDT, as set out in this Framework. The individual and or their representative must be invited to attend the MDT as set out in **Principle 7: No decisions about me without me**. Where appropriate, comparison should be made to the information provided in the previous DST. LHBs are reminded that they must consult with the LA before making an eligibility decision, including any re-assessment of eligibility. This duty is normally discharged by the involvement of the LA in the MDT process, as set out in the Assessment of Eligibility section of this Framework (**Section 4**). LHBs should ensure an individual's needs continue to be met during this reassessment of eligibility process.
- 5.83 If the LA is also responsible for any part of the care, both the LHB and the LA will have a requirement to review care and support needs and ensure that personal outcomes are being met by the provisions in place. In such circumstances, it would be beneficial to conduct a joint review. Even if all the services are the responsibility of the NHS, it would be beneficial for the review to be held jointly by the NHS and the local authority especially as any decision affecting CHC will require input from both sectors. Some cases will require a more frequent case review, in line with clinical judgement and changing needs.
- 5.84 Individuals who are in receipt of FNC in a care home must also be reviewed at least annually. The LHB must ensure that the individual, their family/representative and care home provider have the information and contacts available to enable them to identify changes in need which indicate a timely review is required.
- 5.85 When reviewing the need for FNC, potential eligibility for CHC must always be considered and a full assessment should be carried out, where necessary.
- 5.86 Care providers who monitor their own service effectiveness should contribute this information to the review of the whole plan of care.
- 5.87 The review should be recorded and set out:

- who was involved
- those individuals not involved and reasons why
- the location
- the method of review
- issues that the individual (or carer/advocate) raised.

5.88 The LHB's responsibility to provide or commission care (including CHC) is not indefinite as needs might change. This should be made clear to the individual and their family or carer at the time of the initial assessment and at each subsequent review and confirmed in writing. The individual and the carer or representative should be provided with the Continuing NHS Healthcare Information Booklet at the commencement of their CHC care package.

#### Outcomes of a review

5.89 The review will determine whether:

- the individual's needs are being met appropriately,
- whether eligibility should be reconsidered through a MDT reassessment for CHC.
- whether the individual's needs have changed, which then determines
- whether the package of care needs to be revised or the funding responsibilities altered.

5.90 The outcome of a review does not necessarily indicate the same outcome should have been reached with a previous assessment, provided that the previous assessment was properly carried out and the decision taken was based on sound reasoning.

5.91 The review information should be used to inform the individual's care plan. A copy of the review and care plan should be drafted, agreed and given to the service user. Subject to the constraints of confidentiality, the findings of the review and changes to the care plan should also be shared with those involved in the individual's care.

5.92 If the individual and/or their representative relative or their carer is not satisfied with the care plan which has been developed, they will need to raise this with the person responsible for it in the first instance. They may request a re-assessment of their needs and review of the care plan. If they continue to be dissatisfied, they will need to consider making use of the complaints process.

5.93 The CHC Independent Review Panel (see **Section 7**) is not designated to review the content of care plans, only the decision-making process relating to the application of the primary health need approach.

- 5.94 Services cannot be discontinued without a full re-assessment being carried out at a formal MDT meeting.
- 5.95 Providers must be made aware, within the contract documentation, of their responsibilities to notify the funding body of any marked deterioration or significant improvement and any other issues affecting the delivery of care.
- 5.96 Neither the LHB nor the LA should unilaterally withdraw from an existing funding arrangement without a joint reassessment of the individual and without first consulting one another and the individual about the proposed change of arrangement. Therefore, in order to ensure continuity of care, if there is a change in eligibility, it is essential that alternative funding arrangements are agreed and put into effect **before** any withdrawal of existing funding. Any proposed change should be put in writing to the individual by the organisation that is proposing to make such a change. If joint agreement cannot be reached upon the proposed change, the local disputes procedures (**see Section 7**) should be invoked and current funding arrangements should remain in place until the dispute has been resolved.
- 5.97 The risks and benefits to the individual of a change of location or support (including funding) should be considered carefully before any move or change is confirmed. Neither the LHB nor the LA should unilaterally withdraw from funding of an existing package until there has been appropriate reassessment and agreement on future funding responsibilities and any alternative funding arrangements have been put into effect. Further details on responsibilities during changes (including approaches to disputes) are set out in **Section 7**.

## SECTION 6

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### LINKS TO OTHER POLICIES AND SPECIALIST AREAS OF PRACTICE

#### LINKS TO MENTAL HEALTH ACT 1983 - AFTERCARE SERVICES

- 6.1 Under Section 117 of the Mental Health Act 1983 (the 1983 Act), health and social services authorities have a duty to provide or arrange after care services for individuals who have been detained under certain provisions of the 1983 Act, until they are satisfied that the person is no longer in need of such services. It should be borne in mind, however, that some people may be eligible for care and support under both CHC and Section 117.
- 6.2 Section 117 is a free-standing joint duty. Local health boards (LHBs) and local authorities (LAs) should develop protocols to help determine their respective responsibilities for the delivery of Section 117 aftercare (see for example Mental Health Act 1983 Code of Practice for Wales, chapter 31). This Framework does not therefore attempt to provide additional guidance on this issue, but focusses on the interface between Section 117 and eligibility for Continuing NHS Healthcare.
- 6.3 Responsibility for the provision of Section 117 is shared between LAs and LHBs, although this does not necessarily mean there should be a 50/50 split in all cases. Where a patient is eligible for services under Section 117 these should be provided under Section 117 and not under CHC.
- 6.4 All those subject to Section 117 are considered to be in receipt of secondary mental health services, as defined under the Mental Health (Wales) Measure 2010 (the Measure) and will therefore have a Care Co-ordinator and an outcome-focussed prescribed Care and Treatment Plan (CTP) that is reviewed at least annually. Detailed guidance regarding care and treatment planning is given in the Code of Practice to Parts 2 and 3 of the Measure.
- 6.5 There are no powers to charge for services provided under Section 117 of the 1983 Act, regardless of whether those services are provided by LHBs or LAs. Accordingly, the question of whether services should be 'free' NHS services rather than potentially charged-for services does not arise. It is not appropriate to assess eligibility for CHC if all the services in question are to be provided as after-care under Section 117.

- 6.6 However, an individual in receipt of after-care services under Section 117 may also have additional needs which are not related to their mental disorder. For example, an individual may be receiving services under Section 117 and develop separate physical needs, for example following a stroke, which may then mean they are eligible for CHC or FNC.
- 6.7 In such cases, the general approach set out in this Framework of considering the totality of need in assessing eligibility for CHC still applies. The individual may as a result, have the services required to meet their total care needs funded by the NHS, but this does not necessarily remove the shared *duty* under Section 117. The Section 117 shared duty remains unless a joint assessment and agreement by both the LA and the LHB determines that those arrangements are no longer needed.
- 6.8 Where an individual in receipt of Section 117 services develops physical care needs resulting in a rapidly deteriorating condition which may be entering a terminal phase (or a catastrophic health event which clearly requires CHC), consideration should be given to the Fast Track process.
- 6.9 Where an individual is to be discharged from Section 117, eligibility for CHC or FNC will need to be considered where the transition assessment and plan indicates that new or other services may be required.
- 6.10 Information should be provided to the individual or their representative on the effect that discharge from Section 117 may have on their financial circumstances.

## DEPRIVATION OF LIBERTY SAFEGUARDS

- 6.11 The Mental Capacity Act 2005 contains provisions that apply to a person who lacks capacity and where care arrangements amount to a deprivation of their liberty. The fact that a legal authorisation is being sought or is in place in relation to a deprivation of liberty of capacity does not affect the consideration of whether that person is eligible for CHC. The Liberty Protection Safeguards were introduced in the Mental Capacity (Amendment) Act 2019 and will replace the Deprivation of Liberty Safeguards (DoLS) system in April 2022. LHBs must ensure they are compliant with this new legislation when it is in force
- 6.12 Where an individual is in receipt of CHC, and they lack mental capacity to consent to their accommodation, or care and support arrangements, the LHB must ensure that the arrangements they commission are lawful and compliant with provisions under the Mental Capacity Act.

## TRANSITION FROM CHILD AND YOUNG PERSON'S TO ADULT PROVISION

- 6.13 This Framework should be used to determine eligibility for CHC and what services people aged 18 years or over should receive from the NHS. The Framework should be used in conjunction with the [Welsh Government's Children's and Young People's Continuing Care Guidance](#) (2020) and the Sustainable Care Planning in Continuous NHS Health Care operational policy for local health boards (2012) and the Social Services and Well-being (Wales) Act 2014. Key principles for transition from children's to adult's services for young people using health or social services are outlined in National Institute for Health and Care Excellence ([NICE](#)) [guidance \(2016\)](#) and support best practice which equally applies to young people with continuing care needs.
- 6.14 The legislation and the respective responsibilities of the NHS, social services and other services are different in children and young persons (CYP) and adult services. The term 'continuing care' also has different meanings in CYP and adult services. The Children and Young People's Continuing Care Guidance was issued in January 2020. The guidance applies to children and young people whose health needs cause them to require a bespoke multi-agency package of continuing care that cannot be met by existing universal or specialist services alone. Although the main reason for such a package will derive from the child or young person's health needs, they are likely to require multi-agency service provision involving input from education, social services and sometimes others. CHC for adults refers to a package of care which is arranged and funded solely by the NHS for those individuals who have been assessed as having a primary health need. The LA will retain the responsibility for meeting any ongoing educational needs.
- 6.15 It is important that young people and their families are helped to understand this and its implications right from the start of transition planning.
- 6.16 While service provision and the meaning of the term 'Continuing NHS Healthcare' is different pre- and post-18 years, the needs of the individual will not automatically change because an individual has reached 18 years of age. Individuals with complex needs, regardless of their age, require continuous review and assessment to ensure that their needs are met in the most effective way. The assessment and review process should continue throughout transition.
- 6.17 Transition is an area that can cause anxiety for children, their parents and carers. When some young people move from CYP services to adult services they experience uncertainty about future care provision and support and also the loss of income due to changes in benefits. Each LHB must draw up a robust local transition policy with its partner agencies.



- 6.18 Transitional arrangements with key milestones must be identified in care plans and LHBs must work with their partners and with the young person and their family/carer to agree a process for transition from CYP services into adult services.
- 6.19 All of the partner agencies must ensure that practitioners with the appropriate skills and knowledge are available to contribute to the assessment and care planning process. Appropriateness of practitioners will be indicated by the child or young person's presenting needs.
- 6.20 Initial planning for transition to adult CHC services must commence when the young person is aged 14, where the need is already identified or as soon as possible, if problems emerge that will require ongoing care, after this age. A lead professional must be identified and supported by all the agencies involved. This person will act as the Transition Co-ordinator and key point of communication for the individual and their family. There is an expectation that partners will work together to define and agree the role and responsibilities of the Lead Professional/ Transition Co-ordinator.
- 6.21 Support during transition should be routinely provided up to 19 years of age, though there will be cases where such support may be required up to the age of 25 years, for example, local authorities have the discretion to support a young person in the process of leaving care, who may need ongoing support with support living/emotional support.
- 6.22 Once the young person reaches 16 years of age there should be a formal referral for screening to the appropriate adult CHC team. At the age of 17, eligibility for adult CHC should be determined in principle by the relevant HB, bearing in mind that, in complex cases, needs can change in the course of a year. Local multi-disciplinary teams will need to use their professional judgement regarding the timing of assessment and review to ensure that effective packages of care can be planned and commissioned in time for the individual's 18<sup>th</sup> birthday. If needs are likely to change, it may be appropriate to make a provisional decision and then to recheck it be repeating the process as adulthood approaches.
- 6.23 Even if a young person is not entitled to adult CHC, provision of services for health needs is the responsibility of the NHS. In such circumstances, LHBs should continue to play a full role in transition planning for the young person and should ensure that services to meet these needs are provided. The focus should always be mutually agreed and take into account the individual preferences.
- 6.24 A key aim is to ensure that a consistent package of support, jointly designed and agreed by the young person and their carers, is provided based on assessed need. The nature of the package may change because the young person's needs or circumstances change. However, it should not necessarily change simply because of the move from CYP to adult services or because of a switch in the organisation with commissioning or funding responsibilities. Where change is necessary, it should be carried out in a phased manner, in full consultation with the young person and their



family. No services or funding should be withdrawn unless a full assessment has been carried out of the need for adult health and social services.

- 6.25 Service provision should be tailored for the individual and may be drawn from a combination of sources, including core (e.g. primary care, district nursing, social services), specialist services (e.g. mental health, learning disability, residential educational placements) as well as individually funded elements of the package. The potential complexity of the package means that effective care co-ordination by the designated lead professional is essential. The individual and their family must be provided with a detailed and co-produced multi-agency care plan which sets out which services will be provided by whom, including funding arrangements.
- 6.26 Financial implications for the young person and their family, including any changes to benefits or other funding sources such as Direct Payments, must be clearly explained at the earliest possible opportunity. Accommodation and independent living choices should be fully explored, and a clear explanation provided of entitlements and options. Support for carers must be included in the care plan, in accordance with the Social Services and Well-Being Act.
- 6.27 The young person and their family/carers should not experience any delay in receiving the services they require whilst funding sources are being negotiated. Partner agencies should consider joint/pooled resource, including budget arrangements to ensure that the right care is provided at the right time.
- 6.28 There is a risk that the tailoring of comprehensive packages of care (be they CHC or joint funded) for children and young people with complex needs can lead to families feeling overwhelmed by the numbers of people involved. Co-ordination of care, active involvement of a designated lead professional, and effective communication will do much to mitigate that risk.
- 6.29 In order to continue to provide effective support to the increasing numbers of young people with complex needs who move to adult service provision, there is an expectation that partner agencies and providers will share intelligence and work together to address any emerging skills and service gaps. Examples may include developing a workforce (registered and unregistered) which has a broad range of skills to support young people and adults with a combination of physical, mental health and learning needs, and developing market position statements to bring residential provision closer to home.
- 6.30 Compliance with the guidance on transition will be assessed via the Performance Management Framework.

## APPLYING THE CHC FRAMEWORK TO ADULTS WITH A LEARNING DISABILITY

- 6.31 [‘The Statement on Policy and Practice for Adults with a Learning Disability’](#), published in 2007, sets out the key principles, aims, responses and outcomes the Welsh Government believes are desirable. This is the Welsh Government’s latest guidance and is still relevant today.
- 6.32 In 2017 a review of learning disability services was undertaken to identify areas where action could potentially be taken to build on good practice in Wales taking a lifespan approach and considering all main service areas. This review resulted in the Learning Disability Improving Lives Programme of work which contains 24 recommendations focusing on improving services in five key areas: Early Years; Housing; Social Care; Health; and Education, Skills and Employment (June 2018)’.
- 6.33 It is expected that partnerships will work in collaboration to ensure that evidenced need is appropriately met. Care packages should be developed in accordance with the Mental Capacity Act 2005 or the Mental Capacity (Amendment) Act 2019 when it is in force, and the following long-established principles, [The Origins of Person-Centered Planning](#):
- a. Community Presence
  - b. Relationships & Partnerships
  - c. Choice
  - d. Competence
  - e. Respect & Status
  - f. Individuality & Continuity
- 6.34 Many individuals with a learning disability already live in supported living environments. In order to maintain continuity and stability for the individual, joint care packages which utilise staff with whom they are familiar, supplemented by flexible health and social care responses, must be the preferred option wherever it is safe to do so from a clinical and social perspective. Funding arrangements will change once an individual has been assessed as having a primary health need (**see Section 4**) but disruption to the individual should be minimised as far as possible.
- 6.35 In all cases, eligibility for CHC should be informed by good quality multi-disciplinary assessment. It will be important to involve all professionals who know and are involved with the individual. The question is not whether learning disability is a health need, but rather whether the individual concerned, whatever client group he or she may come from, has a ‘primary health need’.
- 6.36 NHS and social care service providers have a responsibility to ensure that their staff have the inclusive skills required to assess and support people with a learning

disability. Access to care should not be restricted to specialist learning disability services.

- 6.37 Where an individual is presenting with behaviours that challenge, there is an expectation that the MDT will have undertaken the appropriate assessment to attempt to determine the cause.

## ENTITLEMENT TO OTHER NHS FUNDED CARE

- 6.38 Those in receipt of CHC continue to be entitled to access the full range of primary, community, secondary and other health care services regardless of care setting.
- 6.39 LHBs should ensure that their contracting arrangements with care homes that provide nursing care clarify the responsibilities of nurses within the care home and of community nursing services respectively. There should be no gap in service provision between these two sectors (**see Section 5**).

## COMMUNITY EQUIPMENT

- 6.40 Where individuals are in receipt of CHC and they require equipment to meet their care needs, there are a number of routes by which this may be provided.
- 6.41 If the individual is, or will be, supported in a care home setting, the care home may be expected to provide certain equipment as part of regulatory standards or as part of the contract with the LHB. The care home should normally provide equipment which can or is used by a number of residents i.e. it is not prescribed for an individual. Equipment which is specifically prescribed for an individual and should not be used by other residents should be provided by the LHB.
- 6.42 LHBs have the option to contribute to the existing formal partnership and pooled fund arrangements for community equipment services to purchase and manage CHC equipment to benefit from existing procurement arrangements. Alternatively, where LHBs purchase CHC equipment separately they should consider an agreement with the joint store to manage this equipment to ensure that appropriate servicing and maintenance are in place. Where the LHB maintains completely separate arrangements for CHC equipment it must have in place systems to keep track of equipment, maintain and service it and recall and refurbish when no longer required.
- 6.43 LHBs should ensure that there is clarity about which of the above arrangements is applicable in each individual case.

## SECTION 7

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### DISPUTES AND APPEALS

#### DISPUTES BETWEEN ORGANISATIONS

##### Principles

- 7.1 It should be remembered that decisions regarding eligibility for CHC are the responsibility of the LHB, who may choose to make their decision before an inter-agency disagreement has been resolved. In such cases it is possible that the formal dispute resolution process will have to be concluded after the individual has been given a decision by the LHB.
- 7.2 The Welsh Government expects LHBs and their partners to work together to deliver the best possible outcomes for the citizens of Wales.
- 7.3 The fundamental principle is for LHBs and LAs to minimise the need to invoke formal inter-agency dispute resolution procedures through effective partnership working, integration and implementation of this Framework.
- 7.4 In the first instance, where the MDT is unable to reach a consensus view on CHC eligibility, they should escalate the dispute to the appropriate managers and access peer review from within, or outside of, their LHB. Normally, this should be within 2 working days.
- 7.5 If mature partnership discussion, including objective managerial/clinical expertise and peer review, has failed to achieve a consensus view, the formal dispute process will need to be initiated.
- 7.6 Where disputes relate to LAs and LHBs in different geographical areas, the dispute resolution process of the responsible LHB should normally be used in order to ensure resolution in a robust and timely manner

##### Protocols

- 7.7 LHBs and LAs should have in place locally agreed procedures/protocols for dealing with any formal disputes about

- eligibility for CHC and/or about the apportionment of funding in jointly funded care packages.
- where an individual is not eligible for CHC:
  - the contribution of either party to a joint package of care
  - the operation of refunds guidance

7.8 These protocols should make clear how the LHB discharges its duty to consult with the local authority and how the LA discharges its duty to co-operate with the LHB. **(See Section 1).**

7.9 LHBs and LAs must maintain a culture of genuine partnership working in all aspects of CHC. They should ensure eligibility decisions are based on thorough, accurate and evidence-based assessments of the individuals' needs. Individuals must never be left without appropriate support while disputes between statutory bodies about funding responsibilities are resolved. They should be kept at the heart of the process and there should be a person-centred approach to decision-making.

7.10 If there is an opportunity to resolve inter-agency disagreements this should be explored and undertaken at the earliest opportunity and preferably at an informal stage. Any genuine disagreements between practitioners must be undertaken in a professional manner, without drawing the individual concerned into the debate, or attempting to gain the individual's support for one professional's position or the other.

7.11 Practitioners in health and social care receive high-quality joint training (i.e. health and social care) which gives consistent messages about the correct application of the Framework.

7.12 Disputes must not delay the provision of care and the protocol should make clear how funding will be provided pending the resolution of the dispute. Where disputes relate to the NHS and LAs in different geographical areas, the relevant NHS body and LA should agree a dispute resolution process to ensure resolution in a timely manner. This should include agreement on how funding will be provided during the dispute and arrangements for reimbursement to the relevant organisations once the dispute is resolved.

7.13 All stages of disputes procedures will normally be completed within four weeks of raising the dispute. All stages will be appropriately documented.

#### **What should a protocol contain?**

7.14 When developing and agreeing local inter-agency disagreement and dispute resolution protocols, LHBs and LAs should both encompass the following elements:

- A brief summary of principles, including a commitment to work in partnership and in a person-centred way.

- The LHB's and the LA's various duties to consult with each other. This should include arrangements for situations where the local authority has not been involved in the MDT and in formulating the recommendation.
- An 'informal' stage at operational level whereby disagreements regarding the correct eligibility recommendation can be resolved – this might, for example, involve consultation with relevant managers immediately following the MDT meeting to see whether agreement can be reached. This stage might include seeking further information/clarification on the facts of the case or on the correct interpretation of this Framework.
- A formal stage of resolving disagreements regarding eligibility recommendations, involving managers and/or practitioners who have delegated authority to attempt resolution of the disagreement and can make eligibility decisions. This stage could involve referral to an inter-agency CHC panel.
- If the dispute remains unresolved, the dispute resolution agreement may provide further stages of escalation to more senior managers within the respective organisations.
- A final stage involving independent arbitration. This stage should only be invoked as a last resort and should rarely, if ever, be required. It can only be triggered by senior managers within the respective organisations who must agree how the independent arbitration is to be sourced, organised and funded.
- Clear timelines for each stage.
- Agreement as to how the placement and/or package for the individual is to be funded, pending the outcome of dispute resolution and arrangements for reimbursement to the agencies involved once the dispute is resolved. Individuals must never be left without appropriate support whilst disputes between statutory bodies about funding responsibility are resolved.
- Arrangements to keep the individual and/or their representative informed throughout the dispute resolution process.
- Arrangements in the event of an individual requesting a review of the eligibility decision made by the LHB.

## **APPEALS AGAINST ELIGIBILITY DECISIONS FROM INDIVIDUALS**

- 7.15 The formal responsibility for informing individuals of the decision about eligibility for CHC and of their right to request an appeal against that decision lies with the LHB. Whether or not it is considered that an individual has a primary health need, the LHB must give clear reasons for its decisions, setting out the basis on which the decision was made, and explain the arrangements and timescales for dealing with a review of the eligibility decision in the event that the individual or someone acting on their behalf disagrees with it.
- 7.16 If an individual or their representative disagrees with the eligibility decision for either CHC or NHS Funded Nursing Care, and intend to appeal that decision, they must inform the relevant LHB of their intention to appeal within 28 days of receipt of the decision letter.

- 7.17 Written notification of intention to appeal a decision outside of the 28 days period will only be accepted in exceptional circumstances.
- 7.18 The individual must submit their written appeal to the relevant LHB within 6 months of the individual /or their representative being informed of that decision. Requests made after this time period will only be considered in exceptional circumstances.
- 7.19 An individual or their representative may appeal to the relevant LHB if they are dissatisfied with:
- the procedure followed by the LHB in reaching its decision on the individual's eligibility for CHC or FNC, or
  - how the primary health need was considered.
- 7.20 LHBs must give this request due consideration, taking into account all the information available, including any additional information from the individual or their representative.
- 7.21 It is important to note that the appeals process is different to the **Retrospective Claims for Reimbursement** process. The appeals process relates to appeals against an eligibility decision on either CHC or FNC. The Retrospective Claims for Reimbursement process, set out at **Section 8**, relates to claims from individuals or their representatives, where they contributed to the cost of their care but have reason to believe that they may have met the eligibility criteria for CHC due to the nature, intensity, complexity and/or unpredictability of their healthcare needs.

#### Local Resolution

- 7.22 Where the individual and/or their representative disputes the clinical assessment of the MDT, external (from another directorate or LHB) peer review should be offered as a matter of course, as soon as is practicable to do so.
- 7.23 LHBs should deal promptly with an appeal that requests a review of a decision about eligibility. A clear and written response should be given including the individual's rights to complain under the NHS Complaints Procedure.
- 7.24 Each LHB must have local review processes, including timescales, in place. These should be available publicly and set out the stages and timescales of the appeals process.
- 7.25 Once local procedures have been exhausted, referral to the Independent Review Panel should be considered (See below).



- 7.26 If the original decision is upheld by the Independent Review Panel and the individual still wishes to challenge the decision, the individual has access to the Public Services Ombudsman for Wales.
- 7.27 The individual's rights under the existing NHS Complaints Procedure and their existing right to refer their case to the Ombudsman remains unaltered by the panel arrangements. In particular, where an individual is dissatisfied with issues other than the points outlined above, the matter should be considered through the appropriate complaints procedure.
- 7.28 LHBs are accountable for ensuring that processes are in place and their staff have the skills and resources required to determine CHC eligibility correctly first time.
- 7.29 LHBs should deal promptly with any request to reconsider decisions about eligibility for CHC. They should, in the first instance, work closely with the individual to resolve the situation informally, as detailed above. They should ensure that appropriate assessments have been undertaken, applied, recorded and peer reviewed. Where the patient still wishes to contest the decision, the LHB will consider whether it is appropriate to convene the review panel.

## **PROMOTING CONSISTENCY IN THE OPERATION OF INDEPENDENT REVIEW PANELS**

### Independent Review Panel

- 7.30 The Independent Review Panel (IRP) process (**see Annex 4**) is intended as an additional safeguard for individuals who require ongoing support from health and/or social services and who consider that the eligibility criterion for FNC or CHC has not been correctly applied in their case, or that appropriate procedures have not been followed.
- 7.31 If the local review process, including peer review, indicates that there is an element of doubt then recourse to the IRP process should be granted.
- 7.32 There should be recourse to the IRP process if the individual or their representative has significant additional information to present or exceptional circumstances apply.
- 7.33 Before taking a decision, the LHB will seek the advice of the chair of the review panel. In all cases where a decision not to convene a panel is made, a full written explanation of the basis of its decision should be provided to the individual and/or their representative, together with a reminder of their rights under the NHS Complaints Procedure.



- 7.34 The Independent Review Panel is not designated to review the content of care plans, only the decision-making process relating to the determination of whether a person is eligible for CHC.
- 7.35 The LHB will administer the procedure on behalf of all persons residing within the area for which it is responsible. The procedure is also available for reviewing decisions FNC.
- 7.36 When reviewing the need for FNC, potential eligibility for CHC should always be considered and a full assessment carried out where necessary.
- 7.37 LHBs must ensure that arrangements are in place for:
- the establishment and operation of independent panels (**see Annex 4**)
  - providing any additional translation or communication services so that individual and/or their representatives may fully engage with the process.
  - access to independent clinical advice where needed, taking into account the range of medical, nursing and therapy needs in each case. Advisers will provide an opinion on judgements as to whether the primary health need approach and this Framework have been followed, and will not have a role in providing a second opinion on diagnosis, management or prognosis of the individual. Arrangements should avoid conflicts of interest between clinicians giving advice and organisations from which the patient has been receiving care.
  - allocation of responsibility for review panels to a designated officer, who will ensure efficient operation of the process, check that appropriate steps have been taken to resolve the case informally and collect the factual evidence for the review panel.
- 7.38 In order to avoid delay and to maximise available expertise LHBs should implement an Independent Review Panel process as described in **Annex 4**. Each LHB will, however, ensure that it has allocated responsibility for overview of the proper and efficient operation of the process in their area to a designated officer.
- 7.39 LHBs are responsible for ensuring that the Independent Review Panels operate to a consistent standard and must make arrangements for the appropriate training and mentorship of all panel members.
- 7.40 There is an expectation that the partner agencies will allocate sufficient time within normal working hours for panel members to prepare sufficiently for the Panel proceedings. The importance of the role of a member of the Independent Review Panel should be reflected in their employing organisations through their job description and personal objectives.
- 7.41 The Panel's deliberations must be unanimous and properly recorded and communicated, with a clear rationale provided for their decision. This must be in line with the provisions under **Principle 7**.

## COMPLAINTS

- 7.42 If an individual is dissatisfied with the decision at this stage (or the decision-making process at any stage) they may make use of the NHS Complaints Procedure, 'Putting Things Right', which is the appropriate mechanism for lodging such a complaint.
- 7.43 If an individual wishes to make a complaint about NHS funded services, they should initially speak to the service provider, if possible, or to the LHB. Under the Regulation and Inspection of Social Care (Wales) Act 2016, individual complaints about the provision of care will be considered by regulated establishments via their own procedures; local authorities will consider complaints relating to the commissioning process (such as the appropriateness of a type of placement); and the Care Inspectorate Wales (CIW) has discretionary powers to investigate complaints where that complaint may inform its role as a regulator of care homes. Any agency receiving a complaint needs to consider whether a referral should be made in line with procedures for protecting adults at risk.
- 7.44 It is good practice for LHBs and LAs to make each other aware of complaints received to speed up their resolution, and to pinpoint the main issue to be addressed to improve services.
- 7.45 Information on all relevant complaints procedures should be available in all service provision settings. The need for advocacy should be considered where appropriate.
- 7.46 Individuals who are dissatisfied with the way in which the NHS, an LHB or CIW investigates their complaint may complain to the Public Services Ombudsman for Wales. However, the Ombudsman will normally expect complainants to have tried to resolve their concerns through the relevant procedure before he considers taking a case. The Ombudsman does not have to investigate every complaint submitted, but will normally do so if there is evidence of hardship or injustice and that an investigation may be of benefit.
- 7.47 Further information on the NHS Complaints Procedure is contained in: [Putting Things Right: raising a concern about the NHS \(Welsh Government, 2020\)](#).

## SECTION 8

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### RETROSPECTIVE CLAIMS FOR REIMBURSEMENT

- 8.1 An individual and/or their representative may request a retrospective review where they contributed to the cost of their care but have reason to believe that they may have met the eligibility for CHC due to the nature, intensity, complexity and/or unpredictability of their healthcare needs. A retrospective review claim is different from an appeal against a current CHC assessment and decision on eligibility. The appeals process is outlined in **Section 7**.
- 8.2 If eligibility is demonstrated for either the full or part period of the claim, the principles of good public administration demand that timely restitution be made.
- 8.3 As with the process of determining CHC eligibility, the retrospective claim process is not a legal process. Consideration of an individual's eligibility for a retrospective claim involves the use of distinct processes such as the All Wales Retrospective CHC Review to analyse the chronology of need over the entire period of the claim, as opposed to the Decision Support Tool, which provides indications of need over a snapshot in time. It is delivered by the LHB and therefore no charge will be made to the individual.
- 8.4 The process for making a claim is set out in **Figure 3**, below. If the individual and /or their representative wish to access support in following the process they may seek advice from the LHB itself, from voluntary sector advocacy or they may choose to engage a solicitor to act on their behalf. If eligibility is found, reimbursement will not cover the costs of any legal fees incurred.
- 8.5 Each LHB should publish a point of contact to which retrospective claims may be submitted.
- 8.6 The claim may be submitted by either:
- the individual who is the subject of the claim.
  - a person authorised by the individual to receive reimbursement on his/her behalf.
  - a person holding a registered Enduring or Lasting Power of Attorney or who is a Court-appointed deputy for an individual who lacks mental capacity.

- in the case of a deceased individual, an executor named in the Grant of Probate in respect of the deceased's estate or an administrator named in the Grant of Letters of Administration of the estate.

8.7 Reimbursement, should eligibility be found, will only be paid to the above.

8.8 The process for considering the claim period for a retrospective review is as follows:

- the end of the claim period to be considered will be **no longer than 12 months** before the date of application.
- if the claim period is after a MDT/Independent Review Panel (IRP) decision of no eligibility, the period to be reviewed may go back to the date of the decision as long as it is no longer than 12 months.
- if the claim period is prior to a MDT/IRP decision, no longer than a 12 month period will be reviewed.
- **within 5 months** of registering the claim, claimants will be required to provide evidence of:
  - proof of fees paid to care home or domiciliary agency (see **Annex 5**)
  - where the claimant is not the patient, their right to make the claim on the individual's behalf (i.e Enduring/Lasting Power of Attorney or Grant of Probate).

8.9 LHBs need to balance their requirement to provide timely restitution with that of demonstrating probity with the public purse. Making an application does not mean that reimbursement is guaranteed; LHBs must satisfy themselves that the application is genuine and that the person was indeed eligible for CHC during the disputed period.

8.10 Applications outside of the stated claim period may be considered in exceptional circumstances where there is justification. Such circumstances can include for example, the claimant suffering critical illness, serving with the armed forces or living abroad. This is not an exhaustive list and other circumstances may apply.

**The process for considering retrospective claims is as follows:**

- i. Evidence of legal authority to make the application and proof of payment of care fees will be provided by the claimant.
- ii. A claim form (including a request for the claimant's views), a consent form and an Information Booklet are sent to the claimant.

- iii. On receipt of the consent form, proof of payment and legal authority to make the claim, requests are made to the appropriate care providers for records. In accordance with the all-Wales protocol for obtaining records, all agencies are allowed a maximum of 3 months to provide the records or to inform LHBs that they have been destroyed, lost or are unavailable for any other reason.
- iv. A comprehensive chronology of need is produced from a range of available records including a claimant statement, care home records (inc. care plans, risk assessments and daily diaries etc, GP, district nurse and any other available and relevant clinical records. If any of these records are unavailable then the records that are available will be used.
- v. The guidance in this Framework must be applied to the claim.
- vi. Stage 1 Review – The All Wales Retrospective CHC Review (AWRCR) document is used to produce the Stage 1 chronology of need. The Checklist is then applied to the information in the Stage 1 AWRCR. If there are no triggers for consideration of eligibility, the case is closed at this point. An IRP Chair must ratify if the recommendation is “no eligibility” or “partial eligibility.” If Chair disagrees with the recommendation of partial or no eligibility, then the case should proceed to Stage 2 on the basis of the highest level of eligibility suggested e.g. full rather than partial; partial rather than no eligibility. If the claimant/their representative is already eligible for FNC or CHC, the case should proceed directly to Stage 2, without the need for a Stage 1 Review.
- vii. In order to comply with the ethos of this Framework, the use of the Checklist must not replace professional judgement. Claimants should be sent a written explanation of the outcome of the application of the Checklist to their claim.
- viii. Stage 2 Review - If triggers are found for all or part of the period, the Stage 1 chronology of need is transferred to a Stage 2 AWRCR, all other records are added and this is the document used by the clinical reviewer to analyse the evidence and make a recommendation on eligibility. This is done by analysing the information in the chronology using the 4 key indicators of Nature, Intensity, Complexity and Unpredictability, applying the primary health need approach for the claim period.
- ix. On completion of the analysis, the document will be peer reviewed by a different clinician to ensure the recommendation is robust, based on the evidence available and that the criteria have been consistently applied. If the clinicians do not agree, the case will be referred to the Independent Review Panel (IRP).
- x. In cases where no eligibility is found, the document will be peer reviewed by at least one further different clinician to ensure that the evidence supports the recommendation made.

xi. The recommendation on eligibility will be made on the evidence available. It can be 1 of 4 possibilities:

- **matching**- the period of eligibility found matches the claim period in totality from the trigger date
- **partial**- eligibility is found for part of the claim period from the trigger date
- **no eligibility** found for any part of the claim period from the trigger date
- **Panel** - the reviewer has been unable to make a decision as the information available is complex or the clinicians are unable to agree on the period of eligibility.

xii. Dependant on the recommendation made, the case will go along 1 of 3 pathways:

- **matched** cases will go directly for ratification
- **partial** and **no eligibility** cases will be forwarded to claimants with the opportunity to discuss the findings
- **Panel** cases- an Independent Review Panel will be convened.

8.11 The claimant and/or their representative will be invited to discuss cases where partial or no eligibility has been found:

- Partial eligibility- the discussion will aim to reach a mutually acceptable period of eligibility based on the evidence available and/or new evidence that has not previously been available. If agreement is reached at this stage, the case will be forwarded for scrutiny and ratification. If no agreement is reached, the case will be forwarded for IRP consideration.
- No eligibility- the discussion will provide opportunity for further explanation of the CHC criteria and to check that the claimant/representative has understood the lack of evidence on eligibility. The case will then be forwarded to an IRP Chair for ratification.

If claimant seeks an IRP, the health board should seek advice from an IRP Chair on whether to hold IRP. The Chair would be required to provide advice to the health board answering the following:

- Whether the health board had followed the appropriate procedures (due process)
- Did the health board apply all available evidence to the domains and the 4 Key Indicators to determine eligibility or otherwise, and
- Was there a robust rationale for the decision?

### Independent Review Panel

8.12 If the peer review indicates that there is an element of doubt then recourse to the IRP process should be granted.

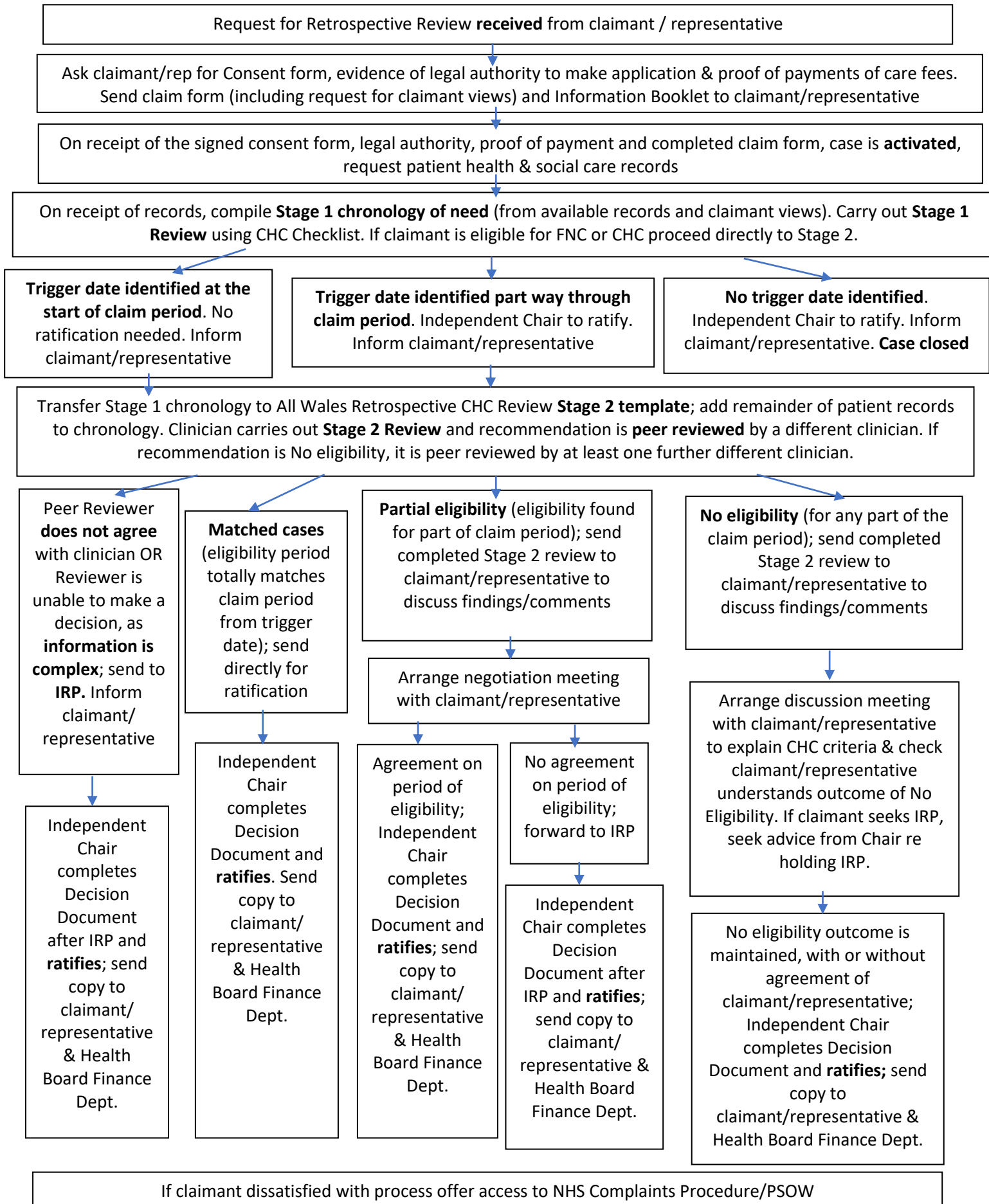
- 8.13 There should be recourse to the IRP process if the individual or their representative has significant additional information to present or exceptional circumstances apply.
- 8.14 Before taking a decision, the LHB will seek the advice of the Chair of the review panel. The Chair provides the lay perspective in the review process. In all cases, where a decision not to convene a panel is made, a full written explanation of the basis of its decision should be provided to the individual and/or their representative, together with a reminder of their rights under the NHS Complaints Procedure and access to the Public Services Ombudsman for Wales.
- 8.15 The following principles and processes should be followed for all IRP cases:
- all decisions of the IRP should be unanimous. (The Panel attempts to reach a unanimous decision but if not possible a majority decision is accepted.)
  - an All-Wales Decision Document will be completed by the person scrutinising and ratifying the recommendation made/Chair of the IRP.
  - a copy of the completed Decision Document is provided to the claimant/representative and the LHB Finance Department.
  - in cases of no eligibility, if a claimant does not wish to attend a meeting in person, the recommendation should be discussed over the telephone or in writing as far as possible.
  - in cases of partial eligibility, a claimant not wishing to attend the negotiation should be able to discuss the recommendation over the phone. An IRP should then be convened.

### **Responsibility for the management of claims**

- 8.16 In July 2015 the Welsh Government issued additional guidance in respect of proof of payment for reimbursement of retrospective claims ([WHC\(2015\)039](#)).
- 8.17 From April 1, 2019 LHBs became responsible for the management of all retrospective claims.
- 8.18 Claimants who are dissatisfied with the review process are able to access the NHS Complaints Procedure and have recourse to the Public Services Ombudsman for Wales, as outlined in **Section 7**.



Figure 3: Process for undertaking a Retrospective Review





## Glossary of Terms

### **All Wales Retrospective CHC Review Document**

There are different arrangements concerning the administration of ongoing or contemporary CHC cases and those of backdated, or retrospective ones. The DST is used in contemporaneous assessments and provides a picture of the needs at one point in time. A retrospective review covers a long period of time and it is necessary to identify changes in need over that period that may indicate eligibility /no eligibility at different times based on identified need. The All Wales Retrospective CHC Review document (formerly the All Wales Needs Assessment document) is based on the DST but facilitates the identification of needs over an extended period of time which may be divided in to a number of periods depending on the length of the whole claim period.

### **Assessment**

Assessment involves a balanced analysis of the individual's needs, resources and capacities and the outcomes they want to achieve, in order to identify how they can best be supported to achieve them.

### **Behaviours that challenge**

Behaviours that challenge are defined as "culturally abnormal behaviour(s) of such intensity, frequency or duration that the physical safety of the person or others is placed in serious jeopardy, or behaviour which is likely to seriously limit or deny access to the use of ordinary community facilities.

### **Care Home**

An establishment registered under the Regulation and Inspection of Social Care Act 2016 to provide accommodation, together with nursing or personal care.

### **Care Planning and Review**

Care Planning and Review is a dynamic process, bringing together the individual, their carers and professionals to agree how their needs can best be met, the actions needed and who will do them.

### **Care and Support Package**

A combination of support and services designed to meet individual's assessed health and social care needs, as detailed in the Care and Support Plan.

### **Care and Support Plan**

A Care Plan must contain:

- plans and actions to be undertaken to help achieve the desired outcomes;
- the roles and responsibilities of the individual, carers and family members and practitioners (including for example GP, Nurse), and the frequency of contact with those;
- the resources (including financial resources) required from each party; and

- the review and contingency arrangements and how progress will be measured.

### **Carer**

The Social Services and Well-being (Wales) Act 2014 defines a carer as a person who provides or intends to provide care for an adult or disabled child. The definition excludes those who provide or intend to provide care under, or by virtue of, a contract or as voluntary work.

### **Care Worker**

Care workers provide paid support to help people manage the day-to-day activities of living. Support may be of a practical, social care nature or to meet a person's healthcare needs.

### **Cognition**

The higher mental processes of the brain and the mind including memory, thinking, judgement, calculation, visual spatial skills etc.

### **Cognitive impairment**

Cognitive impairment applies to disturbances of any of the higher mental processes, many of which can be measured by suitable psychological tests. Cognitive impairment, especially memory impairment, is the hallmark and often the earliest feature of dementia.

### **Commissioning**

Commissioning involves a set of activities by which local health boards and local authorities ensure that services are planned and organised to best meet the health and social care outcomes of people in Wales. It involves understanding the need of their populations, best practice and local resources and using these to plan, implement and review changes in services. It encompasses both planning and procurement.

Commissioning requires a whole systems perspective and applies to services across all sectors. Commissioning services to respond to the needs of people with continuing health care should not be undertaken in isolation to commissioning other closely related services.

Local health boards can delegate the function of commissioning to local authorities and local authorities can delegate the function of commissioning to local health boards whilst still retaining their statutory responsibilities. This facilitates the development of a coherent approach to commissioning services such as, for example, residential and nursing home care or reablement and intermediate care services with one approach to developing contracts, service specifications, fee settings and quality assurance.

### **Continuing NHS Healthcare (CHC)**

A complete package of ongoing care arranged and funded solely by the NHS, where it has been assessed that the individual's primary need is a health need. Continuing NHS healthcare can be provided in any setting. In a person's own home, it means that the NHS funds all the care that is required to meet their assessed health and social care needs to the extent that this is considered appropriate as part of the health service. This does not include the cost of accommodation, food or general household support. In care homes, it means that the NHS also makes a contract with the care home and pays the full fees for the person's accommodation as well as their care.

### **Decision Support Tool**

The Decision Support Tool (DST) is designed to support the decision-making process. The tool must only be used following a comprehensive assessment of an individual's care needs. It is not an assessment in itself and it does not replace professional judgement in determining eligibility. It is simply a means of recording the rationale and facilitating logical and consistent decision-making.

The DST is designed to ensure that the full range of factors that have a bearing on an individual's eligibility are taken into account in reaching the decision, irrespective of client group or diagnosis. It provides practitioners with a method of bringing together and recording the various needs in 12 'care domains' (see below), or generic areas of need. Each domain is broken down into a number of levels of severity.

### **Domain**

One of 12 key areas of consideration within the integrated assessment and the Decision Support Tool. These are breathing, nutrition, continence skin integrity, mobility, communication, psychological & emotional needs, cognition, behaviour, drug therapies and medication, altered states of consciousness and other significant care needs.

### **End-of-Life Care**

Care that helps all those with advanced, progressive, incurable illness to live as well as possible until they die. It enables the supportive and palliative care needs of both patient and family to be identified and met throughout the last phase of life and into bereavement. It includes the management of pain and other symptoms, and the provision of psychological, social, spiritual and practical support.

### **Funded Nursing Care – see NHS Funded Nursing Care**

### **General Household Support**

Such services as cleaning, laundry, meal preparation, shopping, cooking, collecting benefits, sitting with or accompanying on social outings.

### **IRP**

Independent Review Panel

### **Intermediate Care**

A range of integrated services to promote faster recovery from illness, prevent unnecessary acute hospital admission, support timely discharge and maximise independent living. This type of service is usually provided on a short-term basis at home or in a residential setting (usually about 6 weeks) for people who need some degree of rehabilitation and recuperation. Its aims are to prevent unnecessary admission to hospital, facilitate early hospital discharge and prevent premature admission to residential care.

### **Lead Professional/Care Co-ordinator**

This is the person who:

- co-ordinates the assessment process, and draws in additional specialists as required;
- acts as a focus for communication for different professionals and the individual to make sure that information is recorded correctly; and,
- ensures that any problems or difficulties in the co-ordination or completion of an assessment are resolved.

For people with mental health needs the Mental Health Measure makes specific requirements regarding who the Care Co-ordinator should be.

### **LA**

Local authority

### **LHB**

Local Health Board.

### **Long-term Care**

This is a general term that describes the care which people need over an extended period of time, as the result of disability, accident or illness in order to address both physical and mental health needs. It may require services from the NHS and/or social care, and can be provided in a range of settings, such as a NHS hospital, a care home (providing either residential or nursing care), hospice, and in people's own homes. Long-term care is distinct from intermediate/transitional/interim care which has specific time limited outcomes for rehabilitation, reablement or recuperation.

### **Long-term Conditions**

Those conditions that cannot, at present, be cured, but can be controlled by medication and other therapies.

### **Mental Capacity**

The ability to make a decision about a particular matter at the time the decision needs to be made. The legal definition of a person who lacks capacity is explained in Section 2 of the Mental Capacity Act 2005: ' a person lacks capacity in relation to a

matter if at the material time he is unable to make a decision for himself in relation to the matter because of an impairment of, or disturbance in the functioning of, the mind or brain'.

### **Mental Disorder**

Mental disorder is defined in Section 1(2) of the Mental Health Act 1983 (as amended by the Mental Health Act 2007) as meaning 'any disorder or disability of the mind'.

### **Multi-disciplinary or Multi-agency**

These terms refer to professionals across health and social care and the third sector who work together to address the holistic needs of their patients/clients in order to improve delivery of care and reduce fragmentation.

### **National Integrated Assessment Framework**

This is the Welsh Government Framework that applies to promoting wellbeing, assessment, care planning and review arrangements for services for people aged 65+ irrespective of presenting need, disability or condition and supports access to care and support in the community. (**See Annex 1**)

### **NHS**

National Health Service

### **NHS Funded Nursing Care (FNC)**

The provision of NHS Funded Nursing Care derives from Section 49 of the Health and Social Care Act, 2001 (now replaced, in relation to Wales, by Section 47(4) and (5) of the Social Services and Well-being (Wales) Act 2014), which excludes nursing care by a registered nurse from the services which can be provided by local authorities. NHS Funded Nursing Care applies to all those persons currently assessed as requiring care by a registered nurse in care homes. The decision on eligibility for NHS Funded Nursing Care should only be taken when it is considered that the person does not fall within the eligibility criteria for CHC.

### **Palliative Care**

The active holistic care of patients with advanced, progressive illness. This includes the management of pain and other symptoms and provision of psychological, social, spiritual and practical support. The goal of palliative care is the achievement of the best quality of life for patients and their families.

### **Personal Information**

The term "personal information" should be taken to include, where appropriate, "special category information" (e.g. health information). Those terms have the same meaning as "personal data" and "special category data" in the Data Protection Act 2018.

### **Power of Attorney**

an applicant with an Enduring or Lasting Power of Attorney registered with the Court of Protection may, in general, exercise the patient's rights of access to records on behalf of that patient, but only to the extent that the information is necessary for them to be able to carry out their duties as an attorney or deputy. There is an important distinction between:

a) Someone acting as Lasting Power of Attorney (health and welfare) who will generally be able to exercise the patient's rights of access to health and social care records in order to make informed decisions about their health and welfare. This includes being able to consent (or refuse consent) to the CHC process and to sharing information with relevant professionals involved in the process. The Power of Attorney (POA) has to be registered and this type of POA can only be used if the individual has lost the capacity to make the relevant decision about their health and welfare.

b) Someone with Enduring Power of Attorney (EPA) or someone acting as Lasting Power of Attorney (property and finance). Again the EPA or LPA has to be registered but can be used with the donor's permission to help them make decisions about property and finance even if they still have capacity to make such decisions themselves. More usually, the POA (property and finance) or EPA is used once the individual has lost capacity. Because CHC can have a significant impact on an individual's finances someone with this type of LPA or an EPA may well have legitimate reason for having access to health and social care records but **only** in so far as these are necessary for them to make a particular decision at a particular time regarding property and finance. An obvious example would be for them to have sufficient information to decide whether or not they agree with the eligibility decision made and whether or not to seek a review of that decision. Any health or welfare records which are not directly relevant should not be shared as they may contain sensitive information which the individual would not have wanted shared with the person to whom they gave the right to manage their financial affairs. Generally speaking the information that they are likely to need should be contained within the Decision Support Tool and the assessments which underlie it.

### **Primary Health Need**

An individual is deemed to be eligible for CHC when their primary need is a health need: 'the primary health need approach'. This is determined by consideration of the four key characteristics of need: nature, intensity, complexity and unpredictability.

### **Reablement**

The term 'reablement' refers to the active process of regaining skills, confidence and independence. This may be required following an acute medical episode or to reverse or halt a gradual decline in functioning in the community. It is intended to be a short-term intensive input.

### **Registered Nurse**

A nurse registered with the Nursing and Midwifery Council. Within the UK all nurses, midwives and specialist community public health nurses must be registered with the Nursing and Midwifery Council and renew their registration every three years to be able to practise.

### **Rehabilitation**

A programme of therapy and reablement designed to maximise independence and minimise the effects of disability

### **Social Care**

Social care is care provided to support an individual's social needs. It refers to the wide range of services designed to support people to maintain their independence, enable them to play a fuller part in society, protect them in vulnerable situations and manage complex relationships. Social care services are provided for people who need help/assistance to live their lives as independently as possible in the community (either at home or in a care setting), people who are vulnerable and people who may need protection. Local authorities, the voluntary sector and the independent sector can provide social care. This definition should be viewed in the context of the policy of the Welsh Government to move to a more integrated approach. The Social Services and Well-being (Wales) Act 2014 emphasises the duty of local authorities and local health boards to work together to develop integrated primary, community and well-being services that are focussed on the holistic needs of people.

### **Social services and Wellbeing (Wales) Act 2014**

The Social Services and Well-being (Wales) Act (SSWBA) came into force on 6 April 2016.

The SSWBA 2014 provides the legal framework for improving the well-being of people who need care and support, and carers who need support, and for transforming social services in Wales. It transforms the way social services are delivered, promoting people's independence to give them stronger voice and control.

The fundamental principles of the SSWBA 2014 are:

- Voice and control – putting the individual and their needs, at the centre of their care, and giving them a voice in, and control over reaching the outcomes that help them achieve well-being.
- Prevention and early intervention – increasing preventative services within the community to minimise the escalation of critical need.
- Well-being – supporting people to achieve their own well-being and measuring the success of care and support.
- Co-production – encouraging individuals to become more involved in the design and delivery of services.

### **Social Work**

Social work is a professional activity/service provided by a Registered Social Worker. It is an activity that can enable individuals, families and groups to identify personal, social and environmental difficulties adversely affecting them. It is a range of activities that can provide supportive, rehabilitative protective or corrective action. This can include care management, social care assessment and planning and counselling.

**Sustainable Care Planning Policy**

This is a policy which has been developed and adopted by all local health boards in Wales for use when considering care planning options appropriate to meet the assessed need for people eligible for CHC. It describes the approach to fair and sustainable care planning within CHC and to the management of a fair allocation of resources within the wider context of care planning considerations.



## APPENDICES

### Annex 1: Legal Judgments

#### The Coughlan judgment

#### (R v. North and East Devon Health Authority ex parte Pamela Coughlan)

A 1.1 Deciding on the balance between local authority and health service responsibilities with respect to long-term care has been the subject of key court judgments.

A 1.2 The decision of the Court of Appeal in R v North and East Devon Health Authority ex parte Coughlan [1999] considered the responsibilities of Health Authorities and local authority social service provision.

A 1.3 The Court examined the language of the relevant sections of the National Assistance Act 1948 (“the Care Act”) and the National Health Service Act 1977 (“the Health Act”) and acknowledged that the Health Act is the dominant act. The Court noted that the Secretary of State’s duty under Section 3 of the Health Act is limited to providing the services identified to the extent that he or she considers necessary to meet all reasonable requirements: in exercising his or her judgement the Secretary of State is entitled to take into account the resources available to him or her and the demands on those resources.

A 1.4 The Court went on to consider the limits on the provision of nursing care by local authorities (in a broad sense, i.e. not just registered nursing). The Court referred to a very general indication of the limit of local authorities provision in the context of a person living in residential accommodation, saying that if the nursing services are: -

- i. merely incidental or ancillary to the provision of the accommodation which a local authority is under a duty to provide pursuant to Section 21; and
- ii. of a nature which it can be expected that an authority whose primary responsibility is to provide social services can be expected to provide, then such nursing services can be provided under Section 21 of the National Assistance Act 1948.

A 1.5 This case was decided before the enactment of Section 49 of the Health and Social Care Act 2001. However, since the enactment of the Health and Social Care Act 2001, care from a registered nurse cannot be provided by the local authority as part of community care services. Such care is now provided within NHS Funded Nursing Care. Persons who have been assessed as not having a primary health need, and therefore as not eligible for continuing NHS healthcare may be assessed as requiring care which can now be provided within NHS Funded Nursing Care.

A 1.6 Eligibility for CHC must always be considered prior to any consideration of eligibility for NHS Funded Nursing Care. The interaction between CHC and NHS funded Nursing Care was further considered by the High Court in R v. Bexley NHS Trust, ex parte Grogan [2006]12. The Court also acknowledged that the extent of the Secretary of State's duties to provide health services is governed by the health legislation and not by the limits of the duties of local authorities.

A1.7 Pamela Coughlan was seriously injured in a road traffic accident in 1971. Until 1993 she received NHS care in Newcourt Hospital. When the Exeter Health Authority wished to close that hospital and to move Miss Coughlan and other individuals to a new NHS facility at Mardon House the individuals were promised that Mardon House would be their home for life. In October 1998, the successor Health Authority (North and East Devon Health Authority) decided to withdraw services from Mardon House, to close that facility, and to transfer the care of Miss Coughlan and other disabled individuals to social services. Miss Coughlan and the other residents did not wish to move out of Mardon House and argued that the decision to close it was a breach of the promise that it would be their home for life and was therefore unlawful.

A1.8 The arguments on the closure of Mardon House raised other legal points about the respective responsibilities of the Health Service and of Social Services for nursing care. The Court of Appeal's judgment on this aspect has heavily influenced the development of continuing care policies and the National Framework. The key points in this regard are as follows:-

1. The NHS does not have sole responsibility for all nursing care. Local authorities can provide nursing services under section 21 of the National Assistance Act as long as the nursing care services are capable of being properly classified as part of the social services' responsibilities
2. No precise legal line can be drawn between those nursing services which are and those which are not capable of being provided by a local authority: the distinction between those services which can and cannot be provided by a local authority is one of degree which will depend on a careful appraisal of the facts of an individual case
3. As a very general indication as to the limit of local authority provision, if the nursing services are:-
  - i. merely incidental or ancillary to the provision of the accommodation which a local authority is under a duty to provide pursuant to Section 21; and
  - ii. of a nature which it can be expected that an authority whose primary responsibility is to provide social services can be expected to provide, they can be provided under Section 21 of the National Assistance Act 1948.

1. By virtue of Section 21(8) of the National Assistance Act a local authority is also excluded from providing services where the NHS has in fact decided to provide those services
2. The services that can appropriately be treated as responsibilities of a local authority under Section 21 may evolve with the changing standards of society
3. Where an individual's primary need is a health need, the responsibility is that of the NHS, even when the individual has been placed in a home by a local authority
4. An assessment of whether an individual has a primary health need should involve consideration not only the nature and quality of the services required but also the quantity or continuity of such services
5. The Secretary of State's duty under Section 3 of (what is now) the National Health Service Act 2006 is limited to providing the services identified to the extent that he or she considers necessary to meet all reasonable requirements: in exercising his or her judgement the Secretary of State is entitled to take into account the resources available to him or her and the demands on those resources. (NB the Welsh Ministers have similar duties under the National Health Service (Wales) Act 2006)
6. In respect of Ms Coughlan, her needs were clearly of a scale beyond the scope of local authority services.

## The Grogan Judgment

### (R v. Bexley NHS Care Trust ex parte Grogan)

A1.9 Maureen Grogan had multiple sclerosis, dependent oedema with the risk of ulcers breaking out, was doubly incontinent, a wheelchair user requiring two people for transfer, and had some cognitive impairment. After the death of her husband her health deteriorated, she had a number of falls and, following an admission to hospital with a dislocated shoulder, it was decided that she was unable to live independently and she was transferred directly to a care home providing nursing care. Subsequent assessments indicated that Mrs Grogan's condition was such that she did not qualify for fully funded Continuing NHS Healthcare.

A1.10 She was initially determined to be in the medium band of NHS-funded nursing care, and remained in this band with the exception of one determination which placed her in the high band from April to October 2004. Mrs Grogan argued that the decision to deny her full NHS funding was unlawful, since the eligibility criteria put in place by South East London SHA were contrary to the judgment in the *Coughlan* case. She also submitted that the level of nursing needs identified in the RNCC medium and high bandings (in which she had been placed) indicated a primary need for health care which should be met by the NHS.

A1.11 The Court concluded that in assessing whether Mrs Grogan was entitled to Continuing NHS Healthcare, the Care Trust did not have in place or apply criteria which properly identified the test or approach to be followed in deciding whether her primary need was a health need. The Trust's decision that Mrs Grogan did not qualify for Continuing NHS Healthcare was set aside and the question of her entitlement to Continuing NHS Healthcare was remitted to the Trust for further consideration. There was no finding, or other indication, that Mrs Grogan in fact met the criteria for Continuing NHS Healthcare.

## Annex 2: Overview of Standard Assessment & CHC Eligibility Decision-Making Process

TIMEFRAME				
<b>Up to 8 weeks</b> (extension of the timeframe is acceptable where further rehabilitation is required. but should not be due to the CHC eligibility process)		<b>1 week max.</b>	<b>2 weeks</b>	
<b>PROCESS</b>	Comprehensive assessment for longer-term care needs triggered Identify the Care Co-ordinator/Lead Professional Obtain valid consent to comprehensive assessment. Transfer individual (if required) to the most appropriate environment for assessment.	Deliver rehabilitation/reablement programme (unless clinically contra-indicated)		
		Collate co-produced comprehensive assessment.		Complete the quality assurance process
		Arrange the MDT meeting at which CHC eligibility will be considered Ensure the individual and/or their representatives have the information and support they need to fully participate.	At the meeting, review the comprehensive assessment and determine whether the individual has a primary health need. Ensure that a clear and agreed rationale is documented and shared with the individual and/or their representatives.	Arrange the care package
		Contact with individual and/or their representatives within 48 hours to answer queries etc.		

**ANNEX 3:**

**Continuing NHS Healthcare  
Checklist**

**for current and retrospective cases**

# Continuing NHS Healthcare Checklist

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# CONTINUING NHS HEALTHCARE CHECKLIST

## Introduction

1. This Checklist, although not mandatory, is a tool to help practitioners identify people who need a full assessment for Continuing NHS Healthcare (CHC), either for current or retrospective cases. Please note that referral for assessment for CHC is not an indication of the outcome of the eligibility decision. This fact should also be communicated to the individual and, where appropriate, their representative.
2. The Checklist is based on the Decision Support Tool for Continuing NHS Healthcare (DST). The notes to the DST and *Continuing NHS Healthcare – The National Framework for Implementation in Wales 2021* (the 2021 Framework) will aid understanding of this tool. Practitioners who use this tool should have received suitable training.
3. The Checklist is the same for current or retrospective cases, however, the processes around its use differ. This document sets out separate notes for these different circumstances as follows:
  - **Section 1: Current cases**
  - **Section 2: Retrospective reviews**



## SECTION 1: CURRENT CASES

### Introduction

4. The Checklist should be completed in line with guidance set out in the 2021 Framework. It must be completed by at least 2 practitioners, including a representative of the LA. It can be completed by a variety of health and social care practitioners, who have been trained in its use. This could include, for example: registered nurses employed by the NHS, GPs, other clinicians or LA staff such as social workers, care managers or social care assistants.
5. Care homes should contact the relevant CHC team to arrange for a Checklist to be completed for their residents. The intention is for the Checklist to be completed as part of the wider process of assessing or reviewing an individual's needs. Therefore, it is expected that all staff in roles where they are likely to be involved in assessing or reviewing needs should have completion of Checklists identified as part of their role and receive appropriate training.
6. The Practitioners completing the Checklist must establish the individual, or their representatives, language of choice prior to any assessment taking place. All written and verbal communication must be in the individual or their representatives' choice of language as set out in **Principle 7: Communicate**.
7. Individuals may request an assessment for CHC. In these circumstances, the organisation receiving the request should make the appropriate arrangements for a Checklist to be completed. All staff who apply the Checklist will need to be familiar with the principles of the 2021 Framework and with the DST.

### How to use the Checklist

8. Before applying the Checklist, it is necessary to ensure that the individual and (where appropriate) their representative understand that completing the Checklist is not an indication of the likelihood that the individual will necessarily be determined as being eligible for CHC.
9. The individual should be informed that the Checklist is to be completed and should have the process for completion explained to them. The individual and (where appropriate) their representative should be supported to play a full role in the process and should be given an opportunity to contribute their views about their needs. As set out in **Principle 3: No decisions about me without me**. Decisions and rationales should be transparent from the outset.
10. As with any examination or treatment, the individual's informed consent should be obtained before the process of completing the Checklist commences
11. If there is a concern that the individual may not have capacity to give their consent, this should be determined in accordance with the Mental Capacity Act 2005 and the associated code of practice. Anyone who completes a Checklist should be particularly aware of the five principles of the Act:
  - **A presumption of capacity:** A person must be assumed to have capacity unless it is established that they lack capacity.

- **Individuals being supported to make their own decisions:** A person is not to be treated as unable to make a decision unless all practicable steps to help him or her to do so have been taken without success.
  - **Unwise decisions:** A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
  - **Best interests:** An act done, or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his or her best interests.
  - **Least restrictive option:** Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.
12. It must also be borne in mind that consideration of capacity is specific to both the decision to be made and the time when it is made – i.e. the fact that a person may be considered to lack capacity to make a particular decision should not be used as a reason to consider that they cannot make any decisions. Equally, the fact that a person was considered to lack capacity to make a specific decision on a given date should not be a reason for assuming that they lack capacity to make a similar decision on another date.
13. If the person lacks the mental capacity to either give or refuse consent to the use of the Checklist, a 'best interests' decision, taking the individual's previously expressed views into account, should be taken (and recorded) as to whether or not to proceed. Those making the decision should bear in mind the expectation that everyone who might meet the Checklist threshold should have this opportunity. A third party cannot give or refuse consent for an assessment of eligibility for CHC on behalf of a person who lacks capacity, unless they have a valid and applicable Lasting Power of Attorney (Welfare) or they have been appointed a Welfare Deputy by the Court of Protection. Before making a best interest decision as to whether or not to proceed with the completion of the Checklist the assessor should be mindful of their duty to consult with appropriate third parties. This is particularly important if the decision is not to complete a Checklist.
14. Further information on consent and mental capacity can be found in, **Section 3** of the 2021 Framework.

## Completion of the Checklist

15. In an acute hospital setting, the Checklist should not be completed until the individual's needs on discharge are clear.
16. Please compare the descriptions of need to the needs of the individual and select level A, B or C, as appropriate, for each domain. Consider all the descriptions and select the one that most closely matches the individual. If the needs of the individual are the same or greater than anything in the A column, then 'A' should be selected. For each domain, please also give a brief reference, stating where the evidence that supports the decision can be accessed, if necessary.

17. Where it can reasonably be anticipated that the individual's needs are likely to increase in the next three months (e.g. because of an expected deterioration in their condition), this should be reflected in the columns selected. Where the extent of a need may appear to be less because good care and treatment is reducing the effect of a condition, the need should be recorded in the Checklist as if that care and treatment was not being provided.
18. A full assessment for CHC is required if there are:
  - two or more domains selected in column A;
  - five or more domains selected in column B, or one selected in A and four in B; or
  - one domain selected in column A in one of the boxes marked with an asterisk (i.e. those domains that carry a priority level in the DST), with any number of selections in the other two columns.
19. There may also be circumstances where a full assessment for CHC is considered necessary, even though the individual does not apparently meet the indicated threshold.
20. Whatever the outcome, assessors should record written reasons for the decision and should sign and date the Checklist. Assessors should inform the individual and/or their representative of the decision, providing a clear explanation of the basis for the decision. The individual should be given a copy of the completed Checklist. The rationale contained within the completed Checklist should give enough detail for the individual and their representative to be able to understand why the decision was made.
21. Individuals and their representatives should be advised that, if they disagree with the decision not to proceed to a full assessment for CHC, they may ask the Local Health Board (LHB) to reconsider it. This should include a review of the original Checklist and any new information available, and might include the completion of a second Checklist. If they remain dissatisfied they can pursue the matter through the normal complaints process.
22. Each LHB should have clear local processes that identify where a completed Checklist should be sent, in order for the appropriate next steps to be taken. Completed Checklists should be forwarded in accordance with these local processes.
23. The Equality Monitoring Form should be completed by the individual who is the subject of the Checklist. Where the individual needs support to complete the form, this should be offered by the practitioner completing the Checklist. The practitioner should forward the completed data form to the appropriate location, in accordance with the relevant LHB's processes for processing equality data.

## Checklist Record Form – Current Cases

Date of completion of the Checklist \_\_\_\_\_

Date of birth \_\_\_\_\_

Name \_\_\_\_\_

NHS number \_\_\_\_\_ GP practice \_\_\_\_\_

Permanent address and current location (e.g. telephone number, hospital ward etc.)

Gender \_\_\_\_\_

**Please ensure that the Equality Monitoring Form at the end of the Checklist is completed.**

Was the individual involved in the completion of the Checklist? **Yes/No** (please delete as appropriate)

Was the individual offered the opportunity to have a representative such as a family member or other advocate present when the Checklist was completed? **Yes/No**

If yes, did the representative attend the completion of the Checklist? **Yes/No**

Please give the contact details of the representative (name, address and telephone number).

Did you explain to the individual how their personal information will be shared with the different organisations involved in their care, and did they consent to this information sharing? **Yes/No**

**Please highlight the outcome indicated by the Checklist:**

- Referral for full assessment for Continuing NHS Healthcare is necessary

or

- No referral for full assessment for Continuing NHS Healthcare is necessary.

*(There may be circumstances where you consider that a full assessment for Continuing NHS Healthcare is necessary, even though the individual does not apparently meet the indicated threshold. If so, a full explanation should be given.)*

**Rationale for decision**

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**Name(s) and signature(s) of assessor(s)**

**Date**

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**Contact details of assessors (name, role, organisation, telephone number, email address)**

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## SECTION 2: RETROSPECTIVE REVIEWS

### Introduction

24. An individual and/or their representative may request a retrospective CHC review where they contributed to the cost of their care, but have reason to believe that they may have met the eligibility criteria for CHC which were applicable at that time.
25. Local Health Boards (LHBs) need to balance their requirement to provide timely restitution with that of demonstrating probity with the public purse. Making an application does not mean that reimbursement is guaranteed; LHBs must satisfy themselves that the application is genuine and that the person was indeed eligible for CHC during the disputed period.
26. The data generated from Phases 1, 2 & 3 of the All Wales Retrospective CHC Reviews Project, which operated until April 2019, indicates that eligibility was found for 31% and no eligibility for 69%. This data supports the rationale for applying a Checklist to all applications to identify if there are triggers for CHC consideration and if so, for what period. This will facilitate focus on cases where there are triggers identified and will be a more effective and efficient use of the public purse.
27. The Checklist is based on the DST and is advocated for use in the National Framework.
28. This Checklist should be applied to all retrospective CHC cases in Wales, in line with the guidance set out in the National Framework.

### Explanation of Review Stage

29. Stage 1 Review - A chronology of need comprising of care plans and risk assessments from the care provider, the GP records and the claimant's statement is considered to identify if there are any triggers for retrospective CHC to be considered in a Stage 2 Review.
30. Stage 2 Review - Triggers have been identified and the chronology of need is completed using any other records available. The case is then reviewed through the normal process as detailed in the National Framework.

### Process

#### Stage 1 Review

- i. This Checklist will be utilised as a tool to aid suitable clinicians and/or assessors to decide if cases where a retrospective CHC review has been requested should proceed to full review. (Stage 2)
- ii. A suitable officer nominated by the Health Board will be responsible for co-ordinating this part of the process.
- iii. The suitable clinicians and/or assessors who will be applying the Checklist will be familiar with the principles of the National Framework and with the DST.

- iv. The suitable clinicians and/or assessors will apply this Checklist to a comprehensive chronology of need comprised from a range of available records including a claimant's statement, care home records (inc. care plans, risk assessments and daily diaries etc), GP, district nurse and any other available and relevant clinical records. If any of these records are unavailable then the records that are available will be used.
- v. The suitable clinicians and/or assessors will identify if there are triggers for retrospective CHC to be considered in Stage 2 Review for all, some or none of the claim period requested by the claimant/representative.
- vi. The suitable clinicians and/or assessors will complete as many Checklist documents as necessary to ensure that the whole claim period is considered along with any changes in level of need throughout the claim period or until a trigger date is identified.
- vii. If the suitable clinicians and/or assessors do not find any triggers for retrospective CHC to be considered in Stage 2 Review, then following ratification by an IRP Chair, a completed Checklist will be provided to the claimant/representative to explain why the case will not be forwarded for Stage 2 Review and the case will be closed at this stage.
- viii. If the suitable clinicians and/or assessors do find triggers for retrospective CHC to be considered in Stage 2 Review for part of the claim period, then, following ratification by an IRP Chair, a completed Checklist will be provided to the claimant/representative to explain why the whole of the claim period will not be reviewed and will document the dates that will be reviewed in Stage 2 Review.
- ix. If the suitable clinicians and/or assessors find triggers for retrospective CHC to be considered in Stage 2 Review at the outset of the claim period, then they will inform the claimant/representative that the whole claim period will be reviewed in Stage 2. No requirement for IRP Chair to ratify.

**Notes:**

- Progress to Stage 2 Review is not an indication of the outcome of the eligibility decision in that it is not guaranteed that eligibility for retrospective CHC funding will be evidenced.
- If the claimant is already eligible for FNC or CHC, the case should proceed to Stage 2, for consideration of the full period of eligibility, without the need for a Stage 1 review.

If the Chair disagrees with the recommendation of Partial or No eligibility, then progress to Stage 2 on the basis of highest level of eligibility suggested e.g. Full rather than Partial; Partial rather than No eligibility.

**Stage 2 Review**

- i. If the suitable clinicians and/or assessors have identified triggers for CHC to be considered for all or part of the claim period then any additional evidence from available records will be added to the Chronology of Need.
- ii. The case will then be reviewed by a Clinical Adviser encompassing either the whole of the claim period requested if triggers have been identified at the start of the claim period or part of the claim period requested with the start date being identified by the suitable clinicians and/or assessors using the Checklist to identify the start date based on triggers.
- iii. The case will then go through the review process as detailed in the National Framework.

## Complaints

31. If individuals have a concern regarding the process applied by the suitable clinicians and/or assessors, they may wish to access the NHS complaints procedure and/or raise a concern with the Public Services Ombudsman for Wales.

## Completion of the Checklist

32. Please compare the descriptions of needs of the individual and select level A, B or C, as appropriate, for each domain. Consider all the descriptions and select the one that most closely matches the individual. If the needs of the individual are the same or greater than anything in the A column, then 'A' should be selected. For each domain, please also give a brief reference, stating where the evidence that supports the decision can be accessed, if necessary.

33. A case will be forwarded to Stage 2 Review if there are:

- two or more domains selected in column A;
- five or more domains selected in column B, or one selected in A and four in B; or
- one domain selected in column A in one of the boxes marked with an asterisk (i.e. those domains that carry a priority level in the DST), with any number of selections in the other two columns.



## Checklist Record Form – Retrospective Cases

### Stage 1 Review

Date of completion of the Checklist \_\_\_\_\_

Name of subject of the claim \_\_\_\_\_

Health Board \_\_\_\_\_

Case Identifier \_\_\_\_\_

Claim period requested from: \_\_\_\_\_

to: \_\_\_\_\_

**Please highlight the outcome indicated by the Checklist:**

- Referral for Stage 2 Review is necessary from (date) **or**
- No referral for Stage 2 Review is necessary as no triggers have been identified.

**Rationale for decision**

<p><b>Clinical Adviser</b> Levels:  Based on the above levels of need:</p> <ul style="list-style-type: none"><li>• the evidence does not support any trigger for Stage 2 Review <b>or</b></li><li>• the evidence supports a trigger for Stage 2 Review from <b>(enter date)</b> <b>or</b></li><li>• the evidence supports the need for Stage 2 Review from the start of the Claim Period.</li></ul> <p>Name:  Signed:  Date:</p>
<p><b>Independent Chair</b>  I agree with the recommendation made by the Clinical Adviser/s.  <b>Or</b>  I disagree with the recommendation made by the Clinical Adviser:</p> <ul style="list-style-type: none"><li>• The evidence supports a trigger for Stage 2 Review from (enter date) <b>or</b></li><li>• The evidence supports the need for Stage 2 Review from the start of the Claim Period.</li></ul> <p><b>The rationale for this decision is documented below:</b>  Name:  Signed:  Date:</p>

### Section 3: CHC Checklist

Name of patient		Date of completion		
Please circle statement <b>A</b> , <b>B</b> or <b>C</b> in each domain. AN <b>ASTERISK</b> placed against each category indicates a <b>PRIORITY</b> domain				
LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	Recorded evidence to support level
<b>1. Breathing *</b>	Normal breathing, no issues with shortness of breath. <b>OR</b> Shortness of breath, which may require the use of inhalers or a nebuliser and has no impact on daily living activities. <b>OR</b> Episodes of breathlessness that readily respond to management and have no impact on daily living activities.	Shortness of breath, which may require the use of inhalers or a nebuliser and limit some daily living activities. <b>OR</b> Episodes of breathlessness that do not respond to management and limit some daily activities. <b>OR</b> Requires any of the following: <ul style="list-style-type: none"> <li>• low level oxygen therapy (24%);</li> <li>• room air ventilators via a facial or nasal mask;</li> <li>• other therapeutic appliances to maintain airflow where individual can still spontaneously breathe e.g. CPAP (Continuous Positive Airways Pressure) to manage obstructive apnoea during sleep.</li> </ul>	Is able to breathe independently through a tracheotomy that they can manage themselves, or with the support of carers or care workers. <b>OR</b> Breathlessness due to a condition which is not responding to therapeutic treatment and limits all daily living activities. <b>OR</b> A condition that requires management by a non-invasive device to both stimulate and maintain breathing (non-invasive positive airway pressure, or non-invasive ventilation)	

### Section 3: CHC Checklist

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	Recorded evidence to support level
2. Nutrition, food and drink	<p>Able to take adequate food and drink by mouth to meet all nutritional requirements.</p> <p><b>OR</b></p> <p>Needs supervision, prompting with meals, or may need feeding and/or a special diet.</p> <p><b>OR</b></p> <p>Able to take food and drink by mouth but requires additional/supplementary feeding.</p>	<p>Needs feeding to ensure adequate intake of food and takes a long time (half an hour or more), including liquidised feed.</p> <p><b>OR</b></p> <p>Unable to take any food and drink by mouth, but all nutritional requirements are being adequately maintained by artificial means, for example via a non-problematic PEG.</p>	<p>Dysphagia requiring skilled intervention to ensure adequate nutrition/hydration and minimise the risk of choking and aspiration to maintain airway.</p> <p><b>OR</b></p> <p>Subcutaneous fluids that are managed by the individual or specifically trained carers or care workers. <b>OR</b></p> <p>Nutritional status 'at risk' and may be associated with unintended, significant weight loss.</p> <p><b>OR</b></p> <p>Significant weight loss or gain due to an identified eating disorder.</p> <p><b>OR</b></p> <p>Problems relating to a feeding device (e.g. PEG) that require skilled assessment and review.</p>	

**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
3. Continence	<p>Continent of urine and faeces.</p> <p><b>OR</b></p> <p>Continence care is routine on a day-to-day basis.</p> <p><b>OR</b></p> <p>Incontinence of urine managed through, for example, medication, regular toileting, use of penile sheaths, etc.</p> <p><b>AND</b></p> <p>Is able to maintain full control over bowel movements or has a stable stoma, or may have occasional faecal incontinence/constipation.</p>	<p>Continence care is routine but requires monitoring to minimise risks, for example those associated with urinary catheters, double incontinence, chronic urinary tract infections and/or the management of constipation.</p>	<p>Continence care is problematic and requires timely and skilled intervention, beyond routine care. (for example frequent bladder wash outs, manual evacuations, frequent re-catheterisation).</p>	

### Section 3: CHC Checklist

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	Recorded evidence to support level
4. Skin and Tissue Viability	<p>No risk of pressure damage or skin condition.</p> <p><b>OR</b></p> <p>Risk of skin breakdown which requires preventative intervention once a day or less than daily, without which skin integrity would break down.</p> <p><b>OR</b></p> <p>Evidence of pressure damage and/or pressure ulcer(s) either with 'discolouration of intact skin' or a minor wound.</p> <p><b>OR</b></p> <p>A skin condition that requires monitoring or reassessment less than daily and that is responding to treatment or does not currently require treatment.</p>	<p>Risk of skin breakdown which requires preventative intervention several times each day, without which skin integrity would break down.</p> <p><b>OR</b></p> <p>Pressure damage or open wound(s), pressure ulcer(s) with 'partial thickness skin loss involving epidermis and/or dermis', which is responding to treatment.</p> <p><b>OR</b></p> <p>A skin condition that requires a minimum of daily treatment, or daily monitoring/reassessment to ensure that it is responding to treatment.</p>	<p>Pressure damage or open wound(s), pressure ulcer(s) with 'partial thickness skin loss involving epidermis and/or dermis', which is not responding to treatment.</p> <p><b>OR</b></p> <p>Pressure damage or open wound(s), pressure ulcer(s) with 'full thickness skin loss involving damage or necrosis to subcutaneous tissue, but not extending to underlying bone, tendon or joint capsule', which is responding to treatment.</p> <p><b>OR</b></p> <p>Specialist dressing regime in place which is responding to treatment.</p>	

**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	C	B	A	Recorded evidence to support level
5. Mobility	<p>Independently mobile.</p> <p><b>OR</b></p> <p>Able to bear weight but needs some assistance and/or requires mobility equipment for daily living.</p>	<p>Not able to consistently bear weight.</p> <p><b>OR</b></p> <p>Completely unable to bear weight but is able to assist or cooperate with transfers and/or repositioning.</p> <p><b>OR</b></p> <p>In one position (bed or chair) for majority of the time but is able to cooperate and assist carers or care workers.</p> <p><b>OR</b></p> <p>At moderate risk of falls (as evidenced in a falls history or risk assessment)</p>	<p>Completely unable to bear weight and is unable to assist or cooperate with transfers and/or repositioning.</p> <p><b>OR</b></p> <p>Due to risk of physical harm or loss of muscle tone or pain on movement needs careful positioning and is unable to cooperate.</p> <p><b>OR</b></p> <p>At a high risk of falls (as evidenced in a falls history and risk assessment).</p> <p><b>OR</b></p> <p>Involuntary spasms or contractures placing the individual or others at risk.</p>	

**Section 3: CHC Checklist**

<i>LEVEL</i> → <i>CATEGORY</i> ↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
<div style="background-color: black; color: white; padding: 10px; text-align: center; font-size: 2em; font-weight: bold; writing-mode: vertical-rl; transform: rotate(180deg);">                     6. Communication                 </div>	<p>Able to communicate clearly, verbally or non-verbally. Has a good understanding of their primary language. May require translation if English is not their first language.</p> <p><b>OR</b></p> <p>Needs assistance to communicate their needs. Special effort may be needed to ensure accurate interpretation of needs or additional support may be needed either visually, through touch or with hearing.</p>	<p>Communication about needs is difficult to understand or interpret or the individual is sometimes unable to reliably communicate, even when assisted. Carers or care workers may be able to anticipate needs through nonverbal signs due to familiarity with the individual.</p>	<p>Unable to reliably communicate their needs at any time and in any way, even when all practicable steps to assist them have been taken. The person has to have most of their needs anticipated because of their inability to communicate them.</p>	



**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>7. Psychological and Emotional Needs</b></p>	<p>Psychological and emotional needs are not having an impact on their health and well-being.</p> <p><b>OR</b></p> <p>Mood disturbance or anxiety or periods of distress, which are having an impact on their health and/or well-being but respond to prompts and reassurance.</p> <p><b>OR</b></p> <p>Requires prompts to motivate self towards activity and to engage in care planning, support and/or daily activities.</p>	<p>Mood disturbance or anxiety symptoms or periods of distress which do not readily respond to prompts and reassurance and have an increasing impact on the individual's health and/or wellbeing.</p> <p><b>OR</b></p> <p>Due to their psychological or emotional state the individual has withdrawn from most attempts to engage them in support, care planning and/or daily activities.</p>	<p>Mood disturbance or anxiety symptoms or periods of distress that have a severe impact on the individual's health and/or well-being.</p> <p><b>OR</b></p> <p>Due to their psychological or emotional state the individual has withdrawn from any attempts to engage them in care planning, support and daily activities.</p>	

**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
8. Cognition	<p>No evidence of impairment, confusion or disorientation.</p> <p><b>OR</b></p> <p>Cognitive impairment which requires some supervision, prompting or assistance with more complex activities of daily living, such as finance and medication, but awareness of basic risks that affect their safety is evident.</p> <p><b>OR</b></p> <p>Occasional difficulty with memory and decisions/choices requiring support, prompting or assistance. However, the individual has insight into their impairment.</p>	<p>Cognitive impairment (which may include some memory issues) that requires some supervision, prompting and/or assistance with basic care needs and daily living activities. Some awareness of needs and basic risks is evident.</p> <p>The individual is usually able to make choices appropriate to needs with assistance. However, the individual has limited ability even with supervision, prompting or assistance to make decisions about some aspects of their lives, which consequently puts them at some risk of harm, neglect or health deterioration.</p>	<p>Cognitive impairment that could include frequent short-term memory issues and maybe disorientation to time and place. The individual has awareness of only a limited range of needs and basic risks. Although they may be able to make some choices appropriate to need on a limited range of issues, they are unable to do so on most issues, even with supervision, prompting or assistance.</p> <p>The individual finds it difficult, even with supervision, prompting or assistance, to make decisions about key aspects of their lives, which consequently puts them at high risk of harm, neglect or health deterioration.</p>	

**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>9. Behaviour *</b></p>	<p>No evidence of 'challenging' behaviour.</p> <p><b>OR</b></p> <p>Some incidents of 'challenging' behaviour. A risk assessment indicates that the behaviour does not pose a risk to self, others or property or a barrier to intervention. The person is compliant with all aspects of their care.</p>	<p>'Challenging' behaviour that follows a predictable pattern. The risk assessment indicates a pattern of behaviour that can be managed by skilled carers or care workers who are able to maintain a level of behaviour that does not pose a risk to self, others or property. The person is nearly always compliant with care.</p>	<p>'Challenging' behaviour that poses a predictable risk to self, others or property. The risk assessment indicates that planned interventions are effective in minimising but not always eliminating risks. Compliance is variable but usually responsive to planned interventions.</p>	

**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
<b>10. Drug therapies and medication symptom control *</b>	<p>Symptoms are managed effectively and without any problems, and medication is not resulting in any unmanageable side-effects.</p> <p><b>OR</b></p> <p>Requires supervision/administration of and/or prompting with medication but shows compliance with medication regime.</p> <p><b>OR</b></p> <p>Mild pain that is predictable and/or is associated with certain activities of daily living; pain and other symptoms do not have an impact on the provision of care.</p>	<p>Requires the administration of medication (by a registered nurse, carer or care worker) due to:</p> <ul style="list-style-type: none"> <li>• non-concordance or noncompliance, or</li> <li>• type of medication (for example insulin); or</li> <li>• route of medication (for example PEG).</li> </ul> <p><b>OR</b></p> <p>Moderate pain which follows a predictable pattern; or other symptoms which are having a moderate effect on other domains or on the provision of care.</p>	<p>Requires administration and monitoring of medication regime by a registered nurse, carer or care worker specifically trained for this task because there are risks associated with the potential fluctuation of the medical condition or mental state, or risks regarding the effectiveness of the medication or the potential nature or severity of side-effects. However, with such monitoring the condition is usually non-problematic to manage.</p> <p><b>OR</b></p> <p>Moderate pain or other symptoms which is/are having a significant effect on other domains or on the provision of care.</p>	

**Section 3: CHC Checklist**

LEVEL→ CATEGORY↓	<b>C</b>	<b>B</b>	<b>A</b>	<b>Recorded evidence to support level</b>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>11. Altered states of consciousness *</b></p>	<p>No evidence of altered states of consciousness (ASC).</p> <p><b>OR</b></p> <p>History of ASC but effectively managed and there is a low risk of harm.</p>	<p>Occasional (monthly or less frequently) episodes of ASC that require the supervision of a carer or care worker to minimise the risk of harm.</p>	<p>Frequent episodes of ASC that require the supervision of a carer or care worker to minimise the risk of harm.</p> <p><b>OR</b></p> <p>Occasional ASCs that require skilled intervention to reduce the risk of harm.</p>	



## EQUALITY MONITORING FORM

### For use with current cases only

Please provide us with some information about yourself. This will help us to understand whether everyone is receiving fair and equal access to CHC. All the information you provide will be kept completely confidential by the NHS. No identifiable information about you will be passed on to any other bodies, members of the public or press.

Please tick only one box in each category.

1. SEX	
Male	
Female	
Transgender	

2. SEXUAL ORIENTATION					
Only answer this question if you are aged <b>16 years</b> or over. Which applies to you? (*If 'Other', please highlight and write in box provided)					
Heterosexual / Straight	Lesbian / Gay Woman	Gay Man	Bisexual	Prefer not to say	*Other

\* Any other, write here

3. AGE GROUP –								
Which applies to you?								
0-15	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+

4. DISABILITY	
Do you have a disability, as defined by the <i>Equality Act 2010</i> ?	The Equality Act defines a person with a disability as someone who 'A physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities. <a href="https://www.gov.uk/definition-of-disability-under-equality-act-2010">https://www.gov.uk/definition-of-disability-under-equality-act-2010</a>

Yes	
No	

**5. ETHNIC GROUP –**

Which applies to you? (\*If 'Other', please highlight and write in box provided)

White		Mixed		Asian or Asian British		Black or Black British		Chinese or other group	
British		White and Black Caribbean		Indian		Caribbean		Chinese	
Irish		White and Black African		Pakistani		African		Other*	
Other*		White and Asian		Bangladeshi		Other*			
		Other*		Other*					

\* Any other, write here

**6. RELIGION**

Which applies to you? (\*If 'Other', please highlight and write in box provided)

*Christian includes Church of Wales, Catholic, Protestant and all other Christian denominations*

Christian	Buddhist	Hindu	Jewish	Muslim	Sikh

\* Any other, write here



## **ANNEX 4: Setting up an Independent Review Panel**

### **Establishment of review panels**

- A.5.1 Local health boards must have access to a standing panel, comprising as a minimum an independent chair, a representative of a LHB and a representative of a local authority. It will also have access to expert opinion. In order to avoid delays in the process and to maximise the available expertise, health boards must make use, wherever possible of Independent Review Panel chairs. In using them they should also not rely on any one figure for convenience or consistency and should make use of all operating in their area.
- A.5.2 Independent chairs are appointed via the Public Appointments process and their services can be accessed via the CHC Lead in each LHB.
- A.5.3 The appointment of representatives of the LHB(s) and LAs will be on the basis of nomination by those organisations. They should take account of the professional and other skills, which will be relevant to the work of the panel.
- A.5.4 Each LHB should designate an individual to maintain the review procedure and collect information for the panel by interviewing patients, family members and any relevant carer.
- A.5.5 Each LHB should aim to ensure that the review procedure is completed within four weeks of the request being received, where possible. This period starts once any action to resolve the case informally has been completed, and should be extended only where unavoidable because of exceptional circumstances. The review procedure must not delay the provision of care and the local protocol should make clear how funding will be provided pending the resolution.
- A.5.6 Each LHB must ensure that arrangements are in place to support the work of the panel through the provision of relevant information and clinical advice.

### **The purpose and scope of review panels**

- A.5.7 The purpose of the review procedure is:
- to check that proper procedures have been followed in reaching decisions about the need for continuing NHS healthcare and NHS Funded Nursing Care
  - to ensure that the primary health need approach in determining eligibility for continuing NHS healthcare and NHS Funded Nursing Care is properly and consistently applied

A.5.8 The review procedure does not apply where patients or their families and any carer wish to challenge:

- the content, rather than the application, of the local health board's eligibility criterion
- the type and location of any offer of NHS funded continuing NHS healthcare or NHS Funded Nursing Care services
- the content of any alternative care package which they have been offered
- their treatment or any other aspect of the services they are receiving or have received

These would more properly be dealt with through the complaints procedure

A.5.9 A review should not proceed until the LHB has, in the first instance, worked with the individual to resolve the situation informally. They should ensure that appropriate assessments have been undertaken, care plans produced, that the proper procedures and criteria have been applied, and that the patient has been provided with all relevant information.

A.5.10 If the case cannot be resolved by informal means, the patient, his or her family or any carer may ask the LHB where the patient is normally resident to review the decision that the patient is not eligible for continuing NHS healthcare. The expectation is that the LHB in reaching a view will seek advice from an independent panel (See paragraph 7). Before doing so it should ensure, having regard to paragraphs 5.7-5.8 above, that the decision is one to which the review procedure applies.

A.5.11 The LHB has the right to decide in any individual case not to convene a panel. It is expected that such decisions will be confined to those cases where the patient falls well outside the eligibility criteria or where the case is very clearly not appropriate for the panel to consider. Before taking a decision the LHB should seek the advice of the chair of the review panel. In all cases where a decision not to convene a panel is made, the LHB should give the patient and their family or carer a full written explanation of the basis of its decision, together with a reminder of their rights under the NHS Complaints Procedure.

A.5.12 While the review procedure is being conducted any existing care package, whether hospital care or community health services, should not be withdrawn until the outcome of the review is known.

### **Operation of the panel**

A.5.13 The designated LHB is responsible for preparing information for the panel. The panel should have access to any existing documentation, which is relevant, including the details of the patient's original assessment. They should also have access to the views of key parties

involved in the case including the patient, their family and any carer, health and social services staff, and any other relevant bodies or individuals. It will be open to key parties to put their views to the LHB officer. This will normally be managed by the production of written statements prepared by the LHB's designated responsible officer.

- A.5.14 A patient may have a representative act on their behalf if they choose, or are unable or have difficulty in presenting their own views.
- A.5.15 While the patient or their representative will normally provide information to the designated LHB officer, they may request direct representation at the panel hearing. This does not include a lawyer acting in a professional capacity.
- A.5.16 The panel must maintain patient confidentiality.
- A.5.17 The panel will require access to independent clinical advice, which should take account of the range of medical, nursing and therapy needs involved in each case.
- A.5.18 The role of the panel is advisory. However, while its decisions will not be formally binding, the expectation is that its recommendations will be accepted. If a LHB decides to reject a panel's recommendation in an individual case, it must put in writing to the patient and to the chairman of the panel its reasons for doing so.
- A.5.19 In all cases the LHB must communicate in writing to the patient the outcome of the review, with reasons. All relevant parties (NHS, consultant, GP and other clinician(s), LA where appropriate) should also receive this information.
- A.5.20 The patient's rights under the existing complaints procedures and their existing right to refer the case to the Public Services Ombudsman Wales, remain unaltered by the panel arrangements.

## Annex 5: Retrospective Claim Proof of Payment

WELSH HEALTH CIRCULAR



Llywodraeth Cymru  
Welsh Government

Issue Date: 1 February

STATUS: COMPLIANCE  
CATEGORY: POLICY

**Title:**  
Additional Guidance on Proof of Payment for Reimbursement of Retrospective Claims WHC/2016/003

**Date of Expiry / Review**  
n/a

**For Action by:**  
Health boards  
NHS Trusts  
Chief Executives  
Directors of Primary Care

**Action required by:**  
Immediate

**Sender:** Neil Jones

**DHSS Welsh Government Contact(s) :**  
Neil Jones [jones.neil@wales.gsi.gov.uk](mailto:jones.neil@wales.gsi.gov.uk)

Integration Policy and Delivery Division, Health and Social  
Services Group,

4<sup>th</sup> Floor Cathays Park 2, Cardiff. CF10 3NQ.

**Enclosure(s):** Annex 1

**ANNEX 1                      WELSH HEALTH CIRCULAR    WHC/2016/003**  
**Continuing NHS Healthcare (CHC) in Wales**  
**Additional Guidance on Proof of Payment for Reimbursement of**  
**Retrospective Claims.**

**Background**

1. On 16 December 2013, Welsh Government issued MD/ML/001/13. Supplementary Guidance (Proof of Payment) to Welsh Health Circular 015/2010. This guidance related specifically to cases reviewed by the Powys Project where further proof of payment had been requested by health boards (HBs) at the end of the process.
2. Additional guidance followed in WHC/2015/039 which extended the principles of the previous supplementary guidance and addressed the recommendations of the Continuing NHS Healthcare Follow up Report, published by the Wales Audit Office in January 2015. It related to:
  - those claims submitted to HBs since August 2010 but may relate to periods prior to that date;
  - those claims submitted in response to the 31 July 2014 cut off date, which may relate to any period between 1 April 2003 and 31 July 2013.
3. This guidance supersedes WHC/2015/039. It retains the same arrangements albeit no longer referring to the use of the County Court Rate (CCR) in calculating reimbursement in exceptional circumstances for claims still to be processed.
4. Redress is about placing individuals in the position they would have been in had CHC been awarded at the appropriate time and not about the NHS or the public profiting from public funds. The use of retail price index (RPI), without the deduction of historical benefits and allowances already received by the claimant, is considered to be the appropriate method of calculating a fair level of interest payable in addition to the claim settlement amount. It is also considered to be a relatively straight forward method of interest calculation.
5. A calculation using the CCR rate, with a deduction of benefits and allowances received, has proven to be impractical to determine in most cases and, therefore, is not considered an appropriate level of interest to be used in this scenario.

Claimants who have already requested that their settlement be considered using a CCR calculation may continue to pursue this with their Health Board, but all relevant information and evidence would need to be in place for that CCR calculation to be made and if this is not the case then RPI method should be applied as the default.

These arrangements have been agreed with the Public Service Ombudsman for Wales.

6. The new arrangements now relate to:
  - those claim periods set out above;
  - those claims submitted as a result of the 31 October 2015 cut-off date which may relate to any period between 1 August 2013 and 30 September 2014; and,
  - those claims submitted thereafter.

### **Principles of Good Public Administration**

7. Health boards should ensure their undertakings are compliant with the Public Service Ombudsman's Principles of Good Public Administration. The full guidance of which is available via the following link:

[http://www.ombudsman-wales.org.uk/en/public-body-information/~media/Files/Documents\\_en/Principles\\_of\\_Good\\_Administration.ashx](http://www.ombudsman-wales.org.uk/en/public-body-information/~media/Files/Documents_en/Principles_of_Good_Administration.ashx)

### **Implications for redress in CHC retrospective claims**

8. HBs in Wales are independent decision-making bodies, and have agreed the arrangements for dealing with retrospective claims as set out in **Section 6** of Continuing NHS Healthcare: The National Framework for Implementation in Wales (2014).
9. The arrangements for dealing with retrospective claims, as set out in the 2014 Framework, are clear that proof of payment of care fees is required at the outset of the process. The claim will not be progressed if such evidence cannot be provided. The Framework also states that HBs need to balance their requirement to provide timely restitution with that of demonstrating probity with the public purse (para 6.10).

### **Prompt request for Proof of Payment and fair prioritisation of claims**

10. It is the responsibility of the HB to request proof of payment and legal authority to submit a claim promptly on receipt of an application or of intent to claim (e.g. letter to the HB). The written request for Proof of Payment should be posted within 10 working days and recorded on the LHB database.
11. No claimant should be disadvantaged because the LHB has failed to request proof of payment in a timely manner. If the HB has not complied with the timescale as set out above, it should adjust the timescale for review accordingly.
12. As set out in the Framework, it is reasonable to expect the claimant to provide the required proof within 5 months, unless exceptional circumstances apply. The LHB should evidence that:
  - it has monitored progress with the claimant;
  - delays due to other agencies are evidenced; and
  - any exceptional circumstances have been considered.

13. The HB should provide feedback to the claimant and validate or reject the claim within 6 weeks (30 working days) of receipt of the proof of payment.  
**Reasoned and reasonable decisions on acceptable proof of payment.**
14. HBs must make reasoned and reasonable decisions regarding acceptance of evidence of proof of payment, taking into account all available and relevant information. HBs should bear in mind that, owing to the passage of time, evidence may not be complete.
15. In order to demonstrate reasonableness, HBs will need to apply a degree of discretion to the level of evidence they deem acceptable, dependent on the period to which the claim relates. For cases relating to the claim period end date of 5 years or less, all evidence that is accessible, including bank statements, care home statements and invoices, must be provided. This will show there is no outstanding debt to the care provider if the subject of the claim is deceased unless there are extenuating circumstances.
16. As a minimum, HBs should satisfy themselves that:
- The individual was resident in a care home for the period(s) of eligibility;
  - There is no evidence that any public body or agency paid all or part of the fees; and
  - There are no outstanding debts, e.g. unpaid fees to the care home.

#### **Fair and transparent calculation of reimbursement**

17. In arriving at the value for reimbursement, the HB should use a transparent rationale and clear calculations.
18. If evidence exists of proof of payment for part of the claim period, and is deemed robust, then this should be used as a basis for further calculations covering the whole claim period.
19. Where evidence of financial outlay by the claimant is not robust enough, LHBs may calculate reimbursement offers based on a different and well reasoned cost indicator; for example, the high dependency residential care home rate in operation by the Local Authority in the area during the period of eligibility.
20. If there is evidence that a public authority has paid a proportion of the claimants nursing home fees directly to the nursing home, an abatement of the reimbursement may be appropriate to abate that proportion.
21. It is deemed reasonable for HBs to continue to apply the Retail Prices Index (RPI) for the calculation of interest when considering recompense in continuing care reviews. Where RPI is used to calculate interest there will be no deduction for benefits received by the claimant during the claim period

(and the Department for Work and Pensions has agreed that there will be no reclaim of those benefits).

22. On conclusion of the decision of eligibility, HBs should normally take no longer than 1 month (20 working days) to calculate reimbursement and send the indemnity letter to the claimant.

### **Ex-gratia payments**

23. In addition to the reimbursement principles stated above, there may be occasions where HBs also wish to consider making ex-gratia payments in line with the existing guidance on Losses and Special Payments in the IFRS NHS Wales Manual for Accounts. HBs are encouraged to seek legal advice about individual cases where necessary, and make ex-gratia payments if appropriate.

### **Disputes**

24. If the claimant is dissatisfied with the approach taken they may raise a concern with the relevant HB. Their concern will be handled in accordance with the NHS (Concerns, Complaints & Redress Arrangements) (Wales) Regulations 2011. Claimants may also contact the Public Service Ombudsman for Wales.



**North Wales Dispute Avoidance-Resolution Process v1.0 (Adult) (Continuing  
NHS Healthcare the National Framework for Implementation in Wales 2022)**

Timeline maximum	<p><b>Stage and actions</b></p> <p><b>Principles for Adults</b></p> <ol style="list-style-type: none"> <li><b>All parties will adhere to the CHC Framework</b> associated guidance and legal regulations. This includes that there will be no delay in care including transfers of care due to clarification of financial decisions.</li> <li><b>At the earliest point undertake a comprehensive review and discussion of the facts</b> to avoid invoking the formal inter-agency dispute resolution procedure. CHC teams are expected to be an in-reach / advisory resource to the MDT accessed via the Care Coordinator support for clearly complex cases.</li> <li><b>The individual is central:</b> “No decisions about me without me” approach whilst recognising the individual voice is heard at the MDT (DST) meeting, but they are not part of the meeting decision process.</li> <li>The Statutory body funding dispute is a discrete process and does not impede the <b>individual’s right to appeal</b> CHC due process or approach the Ombudsman in line with the CHC Framework.</li> </ol>	<p><b>Action Owner:</b></p> <p>All involved in CHC process</p>
<p>Within 48 hours max.</p>	<p><b>STAGE 1 - Informal:</b> The MDT are required to work together in a mature partnership discussion to seek a resolution to the dispute ensuring that the patients best interests are considered and there is <b>no undue delay to the patient receiving the right care at the right time.</b></p> <p>Where the MDT fail, despite their best efforts, to reach an agreement they should escalate to their operational managers in both Health and Social Care (SC) within 48 hours of the MDT meeting. In the Health Board (HB), this could be a District Nurse, Therapy or other team who need to seek support of their local CHC team by informal referral for advisory consultation. The escalation to managers should include:</p> <ul style="list-style-type: none"> <li>Giving clear documented evidence of the issues</li> <li>Seeking further information/clarification on the facts of the case including any emerging evidence or on the correct interpretation of the CHC Framework.</li> <li>Ensuring there are clear roles and responsibilities for communication to the individual or their representative(s). Unless clearly agreed otherwise, this is the responsibility of the Care Coordinator.</li> </ul> <p>Funding: Clear interim care arrangements under a 50:50 assumed funding arrangement until outcome resolution agreed. HB CHC panel and/or LA commissioning approval for financial authorisation of 50:50, of the total Health and Social Care costs. Q &amp; A of safely commissioned package of care and note of dispute position only. Statutory Funding from the date of the DST signed and dated. <b>OR</b> if resolution take through full CHC Q &amp; A and eligibility, funding and commissioned care checks panel.</p> <p>If resolution not achieved, notification of formal dispute starts at 48-72 hours.</p>	<p>MDT led by the named Care Coordinator and associated line managers</p>

<p>Within 2 weeks max.</p>	<p><b>Stage 2 – Formal:</b> A formal stage of resolving disagreements regarding eligibility recommendations, involving HB and SC managers and/or practitioners who have delegated authority to attempt resolution of the disagreement and can make CHC eligibility decisions.</p> <ul style="list-style-type: none"> <li>• CHC peer review the panel decision giving rationale for outcome.</li> <li>• Notification to the MDT via the Care Coordinator of the peer review and the opportunity for the MDT to present any new emerging evidence.</li> <li>• Where uncertainty/discrepancies between the peer review and panel decision the case could be referred to an external HB peer review via the local CHC team requesting corporate CHC support, (or when an interagency panel has been agreed and developed the regional interagency panel.)</li> <li>• Ensuring there are clear roles and responsibilities for communication to the individual or their representative(s). Unless clearly agreed otherwise, this is the responsibility of the Care Coordinator.</li> </ul> <p>Funding: Continue Health and Social Care needs 50:50 funding <b>OR</b> if resolution take through CHC Q and A and panel.</p>	<p>Senior managers Social Care / CHC (preferably not directly involved with the case previously)</p>
<p>Within 4 weeks max.</p>	<p><b>Stage 3 - Final stage:</b> Involving independent arbitration. This stage should only be invoked as a last resort and should rarely, if ever, be required. It can only be triggered by senior managers within the respective organisations who must agree if and how the independent arbitration is to be sourced, organised and funded. Final allocation of appropriate funding source ratified through CHC and/or LA funding process.</p> <ul style="list-style-type: none"> <li>• Ensuring there are clear roles and responsibilities for communication to the individual or their representative(s). Unless clearly agreed otherwise, this is the responsibility of the Care Coordinator.</li> </ul>	<p>HB and Social Care Directors linking to the operational MDT.</p>



## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 12 <sup>th</sup> September, 2024
<b>Report Subject</b>	Medium Term Financial Strategy and Budget 2025/26
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Corporate Finance Manager and Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The purpose of this report is to provide Members with an update of the additional budget requirement for 2025/26 in advance of consideration by Cabinet and referral to relevant overview and scrutiny committees.

The Cabinet Report is attached as Appendix A.

### RECOMMENDATIONS

1	That the committee considers and comments on the Medium Term Financial Strategy and Budget 2025/26 report. Any specific matters will be noted and reported back to the Cabinet on 25 September.
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### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE MEDIUM TERM FINANCIAL STRATEGY AND BUDGET POSITION 2025/26</b>
1.01	The Medium Term Financial Strategy and Budget 2025/26 report will be presented to Cabinet on Wednesday 25 <sup>th</sup> September 2024. A copy of the report is attached as Appendix A to this report.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As set out in Appendix A; Medium Term Financial Strategy and Budget 2025/26 report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	As set out in Appendix A; Medium Term Financial Strategy and Budget 2025/26 report.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	As set out in Appendix A; Medium Term Financial Strategy and Budget 2025/26 report.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A; Medium Term Financial Strategy and Budget 2025/26.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Cabinet Report 23 July 2024

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

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	As set out in Appendix A.



## CABINET

<b>Date of Meeting</b>	Wednesday 25 <sup>th</sup> September 2024
<b>Report Subject</b>	Medium Term Financial Strategy and Budget 2025/26
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value for Finance and Social Value
<b>Report Author</b>	Corporate Finance Manager and Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

This report provides an update on the Council's concerning revenue budget position for the 2025/26 financial year in advance of consideration by relevant Overview and Scrutiny meetings.

In July, Cabinet and Corporate Resources Overview and Scrutiny Committee were advised of an additional budget requirement for the 2025/26 financial year of £37.778m. This was based on a number of assumptions that may be subject to change.

This position included the impact of the latest national position on public sector pay, the estimated impact of changes to service demand and the ongoing impacts of inflation. The report also included details of some ongoing risks that could further change the budget requirement.

Budget workshops were held on the afternoon and evening of 9 July to enable members to have a better understanding of the financial position and a further briefing is being scheduled to consider options available to the Council to balance its budget for 2025/26.

This report provides an update on the financial position and advises of the workstreams that are being undertaken to identify the solutions required to meet the funding gap.

However, it is important that members understand and are clear that the Council currently has a serious and major budget challenge to identify the solutions required that will enable it to agree a legal and balanced budget by March next

year. As previously reported the level of historic cost reductions already taken from portfolios during the period of austerity and beyond leaves very few options for further cost reductions of scale and some difficult choices will need to be made.

In previous years 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 statutory duties or our quality standards.

However, unless sufficient cost reductions are identified that are achievable and deliverable the Council will not meet its statutory obligation to set a legal and balanced budget. These options have not been identified to date.

## RECOMMENDATIONS

1	To receive an update on the Council's concerning budget position for the 2025/26 financial year in advance of consideration by relevant Overview and Scrutiny Committees.
2	To note the ongoing work to identify budget solutions and to agree an approach to address the serious and major budget challenge.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE MEDIUM-TERM FINANCIAL STRATEGY AND BUDGET 2025/26</b>
1.01	This report provides an update on the Council's concerning revenue budget position for the 2025/26 financial year in advance of consideration by relevant Overview and Scrutiny meetings.
1.02	In July, Cabinet and Corporate Resources Overview and Scrutiny Committee were advised of an additional budget requirement for the 2025/26 financial year of £37.778m. This was based on a number of assumptions that may be subject to change.
1.03	This position included the impact of the latest national position on public sector pay, the estimated impact of changes to service demand and the ongoing impacts of inflation. The report also included details of some ongoing risks that could further change the budget requirement.
1.04	Budget workshops were held on the afternoon and evening of 9 July to enable members to have a better understanding of the financial position and a further briefing is being scheduled to consider options available to balance its budget for 2025/26.

	<p>However, it is important that members understand and are clear that the Council currently has a serious and major challenge to identify the solutions required that will enable it to agree a legal and balanced budget by March next year.</p>																		
	<p><b>THE REVISED ADDITIONAL BUDGET REQUIREMENT 2025/26</b></p>																		
1.05	<p>Since July there have been some changes to the additional budget requirement, and these are set out in the table below:</p> <p><b><u>Table 1: Changes to the Additional Budget Requirement 2025/26</u></b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;"></th> <th style="text-align: right; width: 10%;">£m</th> <th style="text-align: left; width: 10%;">Note</th> </tr> </thead> <tbody> <tr> <td><b>July Cabinet Report</b></td> <td style="text-align: right;"><b>37.778</b></td> <td></td> </tr> <tr> <td colspan="3"><b>Increases to Pressures:</b></td> </tr> <tr> <td>North Wales Fire and Rescue Levy</td> <td style="text-align: right;">0.545</td> <td>(1)</td> </tr> <tr> <td>NDR – Corporate Buildings</td> <td style="text-align: right;">0.097</td> <td>(2)</td> </tr> <tr> <td><b>Revised Additional Budget Requirement</b></td> <td style="text-align: right;"><b>38.420</b></td> <td></td> </tr> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> <li>1. Increase in the potential uplift in North Wales Fire and Rescue Levy</li> <li>2. Increase in the NDR Multiplier for Corporate Buildings</li> </ol>		£m	Note	<b>July Cabinet Report</b>	<b>37.778</b>		<b>Increases to Pressures:</b>			North Wales Fire and Rescue Levy	0.545	(1)	NDR – Corporate Buildings	0.097	(2)	<b>Revised Additional Budget Requirement</b>	<b>38.420</b>	
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1.06	<p><b><u>ONGOING RISKS</u></b></p> <p>The July report included a number of ongoing risks, and an update is provided below (paras 1.07 to 1.12) for those that still remain and which may change the additional budget forecast requirement further.</p>																		
1.07	<p><b>Pay Awards</b></p> <p><u>Impact of National Pay Awards</u></p> <p>National Pay awards have still not been agreed for 2024/25; the latest offer for NJC (Green Book) employees (an increase of £1,290 on all pay points 2 to 43 inclusive together with an increase of 2.5% on all pay points) has been rejected and Trade Union Members are being balloted for potential industrial action.</p> <p>However, if agreed at this level, there would be an in-year benefit to the budget of over £0.800m which would also reduce the budget requirement for 2025/26 by the same amount. The final impact of the outcome of the pay award will be included in future updates once concluded.</p> <p><u>Teachers Pay and Pensions</u></p> <p>The 2024/25 budget provides additional funding for a 5% pay award from September 2024. However, an uplift of 5.5% has been confirmed in England which may then be replicated in Wales – the uplift in England has been presented as ‘fully funded’ so no adjustment has been included at this stage for 2025/26.</p>																		

	<p>Confirmation is still awaited on funding for additional Teacher Pay employer pension costs (effective from 1 April 2024) and negotiations are ongoing between UK Government and Welsh Government– no provision was included in the budget. There is a risk that the costs may not be met in full.</p>
1.08	<p><b>Homelessness</b></p> <p>The homelessness service is continuing to see increasing numbers presenting for support and the projected overspend in the current financial year £2.7m with an amount of £7.5m currently included in the forecast for 2025/26 based on a continuation of in-year demand. Mitigating actions to reduce the impact are currently being assessed and a reduction in the pressure is expected.</p>
1.09	<p><b>Social Care</b></p> <p>There continue to be a number of risks within the service that need to be kept under review, such as on-going recruitment and retention challenges, new statutory responsibilities and the impact of inflationary increases and match funding for projects such as the Regional Integration Fund (RIF).</p> <p>On-going support from existing grants is an area on which the service depends, so the continuation of these is critical. Any reduction would pose a risk to service delivery.</p> <p>In addition the portfolio is currently projecting an in-year overspend of £2.150m which if not brought back in line with the budget by the end of the financial year may also impact on the 2025/26 financial year.</p>
1.10	<p><b>Streetscene and Transportation</b></p> <p>The review of the Waste Strategy will impact on future costs of the service in relation to the ongoing risk of potential infraction fines for failing to achieve the statutory recycling targets since 2021/22 (estimated to be in the region of £1.2m over three financial years).</p> <p>There is also a risk that the continuation of the Sustainable Waste Management Grant may be stopped or reduced. This is a revenue grant provided by Welsh Government to support the provision of re-use and recycling services, as well as preventing waste. Any reduction of this grant from the current level could impact on further revisions to the forecast.</p>
1.11	<p><b>Education and Youth</b></p> <p>There has been an increase in the cost of employer teachers' pension contributions from April 2024 and no provision was made in the 2024/25 budget as it is assumed that the additional cost will be met by UK Government.</p> <p>However, at this stage no confirmation has been received and Welsh Government continue to negotiate a funding settlement with UK Government.</p> <p>Any overall shortfall would result in additional costs for 2024/25 and 2025/26 which are not currently included in the forecast.</p>



	<p>Increases in demand and complexity for Additional Learning Needs, Specialist Provision and Education other than at School (EOTAS) is currently being funded by additional Welsh Government grant. There are a number of risks relating to the continuation of grant funding into 2025/26 which will need to be kept under review.</p> <p>Further work is being undertaken on demography and the impact of any changes due to school modernisation on the revenue costs for schools.</p>
1.12	<p><b>Out of County Placements</b></p> <p>The position on Out of County placements remains an ongoing risk and the projected overspend in the current financial year is now more than £1m. An amount of £0.500m is included in the current forecast which will need to be kept under review throughout the budget process and there is a strong likelihood that it will need to be increased.</p>
	<p><b>Funding Solutions</b></p>
1.13	<p><b>Aggregate External Finance (AEF)</b></p> <p>The local government settlement did not provide an indicative figure for our main funding stream of Aggregate External Finance (AEF) for the 2025/26 financial year and beyond. However, independent analysis of the Welsh Government budget advises that only a marginal uplift at best can be expected. Therefore, at this stage it is considered prudent to plan for a cash flat settlement. By way of context each 1% uplift to our AEF would generate £2.585m of funding for the Council's budget.</p> <p>If there is no significant increase in AEF this will present a major and serious challenge to the Council, and it would be inevitable that some service reductions would be necessary.</p> <p>Therefore, it is essential that the remaining options identified below are maximised to ensure that any impact on service reductions are minimised.</p>
1.14	<p><b>Transformation Programme</b></p> <p>The resourcing and governance arrangements of this key programme are now underway although it is anticipated that most of the cost reduction benefits will be over the medium to longer term. However, in view of the major challenge facing the Council priority will be directed to any areas that may be able to generate savings for the 2025/26 budget.</p>
1.15	<p><b>Previously agreed decisions</b></p> <p>The financial impacts of previously agreed decisions such as waste collection frequency and the future relocation of employees from County Hall to Ty Dewi Sant in Ewloe will have a positive contribution to the 2025/26 budget and will be included within future reports.</p>

1.16	<p><b>Review of Cost Pressures</b></p> <p>The cost pressures currently included in the forecast for 2025/26 are all relevant and deemed a priority within the respective portfolios. However, it needs to be noted that although some pressures can be deemed unavoidable there are also some pressures whereby the Council has a choice to either remove and/or defer to later point.</p> <p>In view of the overall position, a rigorous approach will need to be applied to a review of all existing cost pressures which is in progress.</p>
1.17	<p><b>School Budgets</b></p> <p>Net positive uplifts have been included for schools in recent years. In the last two financial years the full impact of all cost pressures for nationally agreed pay awards, energy and other costs have been included prior to a 3% 'top slice' which was necessary as a contribution to the Council's final budget balancing options.</p> <p>The school's delegated budget accounts for 32% of the Council's overall revenue budget. Therefore, in view of the scale of the financial challenge facing the council it will be necessary to consider further cost reductions for schools (netted off the cost pressures included).</p> <p>School's demography is also being reviewed and it is anticipated that there will be a significant reduction in pupil numbers which would result in an appropriate adjustment to the overall school budget.</p>
1.18	<p><b>Fees and Charges</b></p> <p>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.</p> <p>The annual inflationary uplifts from October were approved by Cabinet in July with an estimated additional contribution of £0.035m to the 2025/26 budget. A further uplift from October 2025 will contribute further and will be based on Consumer Price Index at the end of March 2025.</p>
1.19	<p><b>Review of Reserves and Balances</b></p> <p>A detailed review of all earmarked reserves is currently being undertaken and the overall position is due to be concluded by the end of September. The outcome of this work will be reported as part of the month 5 revenue monitoring report.</p> <p>Due to the significant projected overspend in the current financial year, any earmarked reserves that can be released will be required to replenish the contingency reserve which is currently expected to be overdrawn should the in-year position not improve by the end of the financial year.</p>

1.20	<p><b>Portfolio Cost Reductions</b></p> <p>Members will be aware that whilst we are able to identify some cost savings and efficiencies as part of our annual budget setting process, there are no cost savings of any scale remaining following over a decade of underfunding of local government.</p> <p>As previously reported the scale of historic cost reductions already taken from portfolios during the period of austerity and beyond leaves very few options of scale for any further cost reductions and some difficult choices will need to be made.</p> <p>It is envisaged that further cost reductions across all portfolios of over 10% will be required to balance the budget and Chief Officers are finding it extremely difficult to identify areas that won't impact on service quality and standards. Specific options are currently being considered that will be brought back to members for consideration.</p>
1.21	<p><b>Council Tax</b></p> <p>It is too early to make an assumption on council tax levels for 2025/26 as this will be largely dependent on how successful the Council is in identifying the portfolio and corporate cost reductions identified in the report.</p> <p>However, if there is no movement in the national funding position via anticipated Welsh Government Grant then it is inevitable that at least a similar increase to the current year will be required as there will need to be an even greater reliance on local taxation.</p> <p>As in previous years council tax levels will be a key consideration in the final stage of the budget process.</p>
1.22	<p><b>Summary and Conclusions</b></p> <p>The Council currently has a serious and major budget challenge to identify the solutions required that will enable it to agree a legal and balanced budget by March next year. As previously reported the scale of historic cost reductions already taken from portfolios during the period of austerity and beyond leaves very limited options of scale for further cost reductions and some difficult choices will need to be made.</p> <p>In previous years the Council has rightly stood by 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 statutory duties or our quality standards.</p> <p>However, unless sufficient cost reductions are identified that are achievable and deliverable the Council will not meet its statutory obligation to set a legal and balanced budget. These options have not been identified to date.</p> <p>We will continue to make representations for a better settlement alongside all Welsh Councils through the Welsh Local Government Association (WLGGA), although it does appear clear that Welsh Government also have a challenging</p>

budget situation which means that an improved increased settlement figure seems unlikely.

The cost pressures and cost reductions identified to date will be considered by relevant overview and scrutiny committees and a second budget workshop is being scheduled for early October which is open to all members.

Regular updates will be provided to members throughout the budget process in conjunction with the budget timeline detailed in the report.

1.23 **Table 2: Budget Timeline**

Date	Event
September 2024	Report to Cabinet and Corporate Resources Overview and Scrutiny Committee - Updated additional budget requirement and emerging budget solutions
Early October 2024	2 <sup>nd</sup> Member Workshop
30 October 2024	Chancellor's UK Budget
October/November 2024	Overview & Scrutiny Committees
December 2024	Report to Cabinet and Corporate Resources Overview and Scrutiny Committee - Budget Update
December 2024	WG Draft Budget/Provisional Settlement
January 2025	Report to Cabinet and Corporate Resources Overview and Scrutiny Committee - Proposed budget requirement and solutions
February 2025	Report to Cabinet and Council - Final Budget Proposals
March 2025	WG Final Budget/Settlement

**2.00 RESOURCE IMPLICATIONS**

2.01 **Revenue:** the revenue implications for the 2025/26 budget are set out in the report.

**Capital:** the borrowing needs for the capital programme are built into the revenue estimates for 2025/26.

**3.00 IMPACT ASSESSMENT AND RISK MANAGEMENT**

3.01 **Ways of Working (Sustainable Development) Principles Impact**

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.
<b>Well-Being Goals Impact</b>	
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.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	Consultation has taken place with Portfolio Management Teams and the Chief Officer Team, the Finance Team, Cabinet Members, Group Leaders and Scrutiny Committees. Further consultation will be undertaken through Member briefings and specific Scrutiny meetings during the Autumn.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None to this report

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Cabinet Report 23 July 2024

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

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Medium Term Financial Strategy (MTFS):</b> 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><b>Revenue:</b> 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><b>Capital:</b> Expenditure on the acquisition of <b>non-current assets</b> or expenditure which extends the useful life of an existing asset.</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.

**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.

**Specific Grants:** An award of funding from a grant provider (e.g. Welsh Government) which must be used for a pre-defined purpose.

**Welsh Local Government Association:** the representative body for unitary councils, fire and rescue authorities and national parks authorities in Wales.

**Financial Year:** the period of 12 months commencing on 1 April.

**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.

**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.

**External Partners:** Organisations outside of the Council that we work alongside to deliver services.

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## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 12 September 2024
<b>Report Subject</b>	Council Tax Premium Scheme for Second Homes and Long-term Empty Properties
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Chief Officer (Governance)
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

Local authorities in Wales have discretionary powers to charge a council tax premium of up to 300% above the standard charge on long term empty properties and second homes.

To support bringing properties back into use, the Council first introduced a premium scheme from April 2017 and established a premium rate of 50% on both long-term empty properties and second homes. From April 2023, the Council increased the premium rates to 75% for long term empty properties and 100% for second homes.

In line with the recommendations of Council at the meeting held in February 2024, and a Cabinet decision in March 2024, Cabinet commissioned a further public consultation on the premium rates for long term empty properties and second homes. Specifically it asked whether those rates should be varied from April 2025, and if so, to what level.

This report sets out the public feedback following the recent consultation, and the key considerations for setting or varying the premium rates.

The premium rates must be set by County Council. Scrutiny is asked to formulate its view, prior to County Council taking the decision, on whether the rates should remain the same or be varied from April 2025.

### RECOMMENDATIONS

1	Consider the council tax premium rates and for scrutiny committee to formulate a view, prior to County Council taking the decision, on whether the rates should remain the same or be varied from April 2025.
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## REPORT DETAILS

1.00	EXPLAINING THE COUNCIL TAX PREMIUM SCHEME AND RATES
1.01	<p>Following the introduction of the Housing (Wales) Act 2014, Cabinet and Full Council agreed to introduce a council tax premium charge of 50% from April 2017 for dwellings designated as being periodically occupied (usually referred to as second homes) or long-term empty properties.</p>
1.02	<p>The Council increased the premium rates to 75% for long term empty properties and 100% for second homes from April 2023.</p>
1.03	<p>Since the premium rates were uplifted, the number of long term-empty properties and second homes subject to the premium have marginally reduced, as more owners are bringing their properties into full use.</p> <p>An analysis of the 766 properties by Town and Community Council area is shown in <b>Appendix 1</b> to this report.</p> <p>There are currently 766 properties subject to the premium charge. 593 properties are subject to the 75% long term empty premium and 173 properties are liable for the 100% second home premium. This equates to 1% of all domestic properties being subject to some form of premium charge.</p>
1.04	<p>In line with the recommendations of Council at the meeting held on 20 February 2024, Cabinet committed to undertake a further public consultation to review the premium rates which could take effect from April 2025.</p>
1.05	<p>This report therefore sets out the results of the 12-week public consultation that was undertaken from April 2024 to July 2024 to canvass the views and opinions of the public on the current premium scheme, its effectiveness, and the use of the scheme to incentivise owners to bring properties into full use.</p> <p>There was a total of 215 responses to the consultation. A comprehensive breakdown of the consultation results is set out in <b>Appendix 2</b> and the free format comments are detailed in <b>Appendix 3</b>.</p> <p>In summary, for second home premiums, the consultation confirms:</p> <ul style="list-style-type: none"><li>• 39.7% felt that second homes had a negative impact on their local community compared to 23% who felt they had a positive impact.</li><li>• Over two thirds (67.3%) felt that the premium for second homes should remain at the current level, be reduced, or not charged at all, compared to 32.7% who felt it should be increased.</li></ul> <p>For long-term empty properties, the consultation confirms:</p>

	<ul style="list-style-type: none"> <li>• 55.9% thought long-term empty properties have a negative impact on their local community compared to only 2.5% feeling they had a positive effect.</li> <li>• 55.1% felt that the premium for long-term empty properties should remain at 75%, be lowered, or not charged at all.</li> <li>• 56.2% of respondents felt that a long-term empty premium should not be linked to the period it is unoccupied.</li> </ul> <p>When asked about both long-term empty properties and second homes, almost 49% felt they decrease the availability of affordable housing with only 3.4% suggesting they increase availability, and 52.7% indicated that if the premium was to increase, the number of second homes and long-term empty properties may reduce.</p> <p>The consultation results show limited public appetite for increases to the current premium rates for either second homes or long-term empty properties.</p>
1.06	<p>The previous public consultation conducted in November 2021 illustrated stronger public support for consideration in varying the premium rates with 50.4% advising they would like to see an increase in the premium at the time on second homes and 50.9% favoured an increase in a premium on long-term empty properties.</p> <p>There was also higher confidence in respondents to the previous consultation in 2021 that second homes and long-term empty properties contributed to a decline in availability of affordable housing with 55.3% indicating they reduced availability in 2021 compared to 49% in the 2024 consultation.</p>
1.07	<p>When considering any changes to the council tax premium scheme or the levels being charged, elected members must continue to have due regard to the Welsh Government guidance which says:</p> <p><i>“Any decision to vary or revoke a determination to apply a premium must be made before the beginning of the financial year to which it applies. Local authorities are also strongly encouraged to consult before deciding to increase a premium to a level above 100% and to do so at least 6 months before the beginning of the financial year to which the proposed premium increase relates. This will enable the premium to be considered when setting council tax levels for the forthcoming year and allow taxpayers sufficient time to consider the impact of a higher premium on their own personal financial circumstances and make choices regarding their property”.</i></p>
1.08	<p>When considering whether to amend the premium levels, elected members must also consider the discretion given to Local Authorities to charge a premium is intended to be a tool to help Local Authorities to:</p> <ul style="list-style-type: none"> <li>• bring long-term empty homes back into use to provide safe, secure, and affordable homes; and</li> <li>• increase the supply of affordable housing and enhance the sustainability of local communities.</li> </ul>

1.09 Following the consultation, if Cabinet and Council is inclined to vary the level of the premium, other key considerations should be based on local housing needs, including:

- Numbers and percentages of long-term empty homes or second homes in the area;
- Distribution of long-term empty homes or second homes and other housing throughout the authority and an assessment of their impact on property values in particular areas;
- Potential impact on local economies and the tourism industry;
- Patterns of demand for, and availability of, affordable homes;
- Potential impact on local public services;
- Potential impact on the local community;
- Other measures that are available to authorities to increase housing supply;
- Other measures that are available to authorities to help bring empty properties back into use.

1.10 In relation to long term empty properties, the regulations also allow Councils to charge different premium rates based on the length of time long term empty properties have been empty. This enables Councils to take a stepped approach, with incremental increases to the premium applying over time.

Several local authorities in Wales are now adopting this incremental approach where the charges increase over time. This enables Councils to target those properties that have been empty for an extended period, and in some case for many years. Implementing this approach can encourage owners to either sell or bring property back into full occupation.

For long term empty homes, the table below provides a summary of the number of properties subject to the premium and the length of time such properties have been empty and not in use:

Period of non-occupation	Number of LTE Dwellings
1-3 years	287
3-6 years	122
6-11 years	108
11-16 years	31
16-21 years	22
21-26 years	10
Over 26 years	15

The Revenues service has regular contact from residents who become liable for the premium charges and there are many reasons properties may remain unoccupied for an extended period. In many cases, the circumstances can be wide ranging and complex but typically include

	<p>financial constraints to make properties habitable, barriers and the financial practicalities of properties being designated with Listed Buildings status, or the works required not being economically viable for a return on the investment.</p> <p>Many properties that have been empty for extended periods of time include flats over shops where it may not be practical to let out or there may be complex access issues to comply with other regulations, properties with negative equity and properties that have complex legal matters ongoing regarding ownership following the death of the previous owner.</p>																
1.11	<p>Council Tax legislation provides for several exemptions from the charge, including time limited exemptions where a dwelling is unoccupied and substantially unfurnished (up to 6 months exemption) and dwellings undergoing major repairs (up to 12 months exemption). During the period of exemption, dwellings that are exempt from council tax are not liable for the premium.</p> <p>However, where a dwelling is no longer eligible for an exemption, but remains unoccupied, it may become liable for the premium.</p>																
1.12	<p>Additionally, a premium cannot be charged on a dwelling that falls with an exception class. The regulations set out the following exceptions from the premium. Some exceptions are time limited and as such some of these dwellings may proceed to being liable for the premium in the future.</p> <table border="1" data-bbox="363 1077 1342 2024"> <thead> <tr> <th>Exception Class</th> <th>Number of exceptions</th> </tr> </thead> <tbody> <tr> <td>Class 1 – Properties being marketed for sale (time limited exception for a period of up to 12 months)</td> <td>65</td> </tr> <tr> <td>Class 2 – Properties being marketed for let (time limited exception for a period of up to 12 months)</td> <td>1</td> </tr> <tr> <td>Class 3 – Annexes forming part of, or being treated as part of the main property</td> <td>2</td> </tr> <tr> <td>Class 4 – Properties which would be someone’s sole and main residence if they were not residing in Armed Forces accommodation</td> <td>2</td> </tr> <tr> <td>Class 5 – Occupied caravan pitches and boat moorings where the caravan or boat currently has no resident but when next in use will be a person’s main residence</td> <td>0</td> </tr> <tr> <td>Class 6 - Where year-round occupation is prohibited by planning conditions preventing occupancy for <ul style="list-style-type: none"> <li>• a continuous period of at least 28 days in any one year period; or</li> <li>• specifying that the dwelling may be used for short term holiday let only; or</li> <li>• preventing occupancy as a person’s sole or main residence</li> </ul> </td> <td>7</td> </tr> <tr> <td>Class 7 – Job related properties where a property is left empty because the person in relation to the dwelling is now resident in another dwelling which is ‘job-related’ (as defined by Regulations).</td> <td>0</td> </tr> </tbody> </table>	Exception Class	Number of exceptions	Class 1 – Properties being marketed for sale (time limited exception for a period of up to 12 months)	65	Class 2 – Properties being marketed for let (time limited exception for a period of up to 12 months)	1	Class 3 – Annexes forming part of, or being treated as part of the main property	2	Class 4 – Properties which would be someone’s sole and main residence if they were not residing in Armed Forces accommodation	2	Class 5 – Occupied caravan pitches and boat moorings where the caravan or boat currently has no resident but when next in use will be a person’s main residence	0	Class 6 - Where year-round occupation is prohibited by planning conditions preventing occupancy for <ul style="list-style-type: none"> <li>• a continuous period of at least 28 days in any one year period; or</li> <li>• specifying that the dwelling may be used for short term holiday let only; or</li> <li>• preventing occupancy as a person’s sole or main residence</li> </ul>	7	Class 7 – Job related properties where a property is left empty because the person in relation to the dwelling is now resident in another dwelling which is ‘job-related’ (as defined by Regulations).	0
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1.13	<p>The Council was one of the first local authorities in Wales to introduce a council tax premium scheme in 2017, and 82% of local authorities in Wales now operate a premium scheme.</p> <p><b>Appendix 4</b> to this report sets out the council tax premium rates across Wales for 2024/25.</p> <p>In summary, and in respect of second homes:</p> <ul style="list-style-type: none"> <li>• Four local authorities do not charge a second home premium.</li> <li>• Three charge a second home premium less than 100%</li> <li>• Twelve levy a 100% rate – the same rate charged in Flintshire.</li> <li>• Three local authorities charge a rate above 100%.</li> </ul> <p>In respect of long-term empty homes:</p> <ul style="list-style-type: none"> <li>• Four local authorities do not charge an LTE premium.</li> <li>• Two, including Flintshire, charge a premium less than 100%.</li> <li>• Sixteen charge a premium at 100% or above, and of these, nine levy a premium which is aligned to the length of time a property is left empty.</li> </ul>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>If County Council are inclined to increase the level of the premium on long term empty properties and/or second homes following the recent consultation, the uplift will be incorporated into the forthcoming Tax Base calculations for 2025/26.</p> <p>Also, the additional revenue generated may also help meet local housing needs, in line with the policy intentions of the premium scheme. For example, the funds could be used to help with a pressure bid for the empty homes scheme which is designed to bring houses back into use.</p>
2.02	<p>The premium scheme specifically provides additional total council tax income of around £1.21m per annum.</p>
2.03	<p>If the premium rates are increased, the total additional revenue generated to support services across the three precepts will depend on the revised rate levels.</p> <p>For long-term empty properties, and assuming the number of properties remains the same, this will consist of an additional £114.7k for every 10% increase above the current 75% level. In other words, if the rate was increased to 100%, the additional revenue will be £286.8k.</p> <p>For second homes, and assuming the number of properties remains the same, this will consist of an additional £35.4k for every 10% increase above the current 100% level.</p>

3.00	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>Changing the council tax premium levels brings an increasing need to balance several risks. Firstly, minimising council tax levels and avoiding financial hardship for the owners of empty properties and second homes, especially those who might be genuinely trying to bring long term empty properties back into use. Secondly, the need to use the local taxation system to address the issue of housing shortages within communities and addressing the negative impact on communities that empty homes can bring.</p>
3.02	<p>Any change to premium rates will feed into the Tax Base calculations, and impact on the Councils revenue plans and must be considered in its budget setting and MFTS and therefore a decision at Council in September 2024 is required as any potential uplifts in the premium rates, <b>must</b> be reflected in the 2025/26 Tax Base which will be calculated in October 2024 and approved by Cabinet in November 2024.</p>
3.03	<p>The setting of the 2025/26 premium rates, which is included in the overall Tax Base, is integral to the revenue budget and council tax setting process and allows the Council, the Police &amp; Crime Commissioners Office for North Wales, and the thirty-four Town and Community Councils to calculate their own precept requirements for 2025/26.</p>
3.04	<p>When taking strategic decisions, the Council also has a statutory duty to have due regard to the Equality Act 2010, the Welsh Language, and the Well Being of Future Generations (Wales) Act.</p> <p>An impact assessment has been undertaken using a decision support tool. It provides the decision makers with a high-level assessment of how decisions around the council tax premium scheme meets policy goals and the impact on residents. <b>Appendix 5 and 6</b> sets out the outcome of the impact assessment.</p> <p>In relation to the wellbeing considerations, the continuation of the premium scheme is intended to help bring properties back into full use, the improve the availability of housing and to support the sustainability of local communities. The premium scheme will continue to positively contribute to the well-being objectives:</p> <ul style="list-style-type: none"> <li>• <b>Prosperous Wales</b> – the premium scheme helps to incentivise owners to being properties back into full use, thereby helping to develop resilient and sustainable communities.</li> <li>• <b>Resilient Wales</b> – the premium scheme helps to incentivise owners to being properties back into full use, thereby helping to develop resilient and sustainable communities.</li> <li>• <b>Healthier Wales</b> – adequate provision and availability of housing is recognised as a key enabler to good health.</li> <li>• <b>More equal Wales</b> - the premium scheme is designed to ensure empty homes are brought back into use and enable residents to</li> </ul>

secure homes. This will create fairness in the system as we know that housing issues tend to be more acute for younger people who often find it difficult to secure homes.

- **Cohesive Wales** - Pressures in the local housing market are such that people who live and work in the County are increasingly find it difficult to get on the property ladder and secure a house. The premium scheme could have a positive impact by encouraging owners to bring empty properties back into use and thereby helping to develop strong and cohesive communities by addressing housing needs.
- **Vibrant Wales** - the policy disincentives properties being left empty or being periodically occupied and instead encourages properties to be lived in full time as a primary residence. Having a higher percentage of properties being permanent residences will encourage the uptake, maintenance of the Welsh language in the community. It will also provide more opportunity for residents to have access to housing stock when they require to stay living local and contribute to the local culture of the area rather than migrating away.
- **Globally responsible Wales** - No impact

**Ways of Working (Sustainable Development) Principles Impact:**

Long-term	<b>Positive:</b> Access to affordable housing remains, as well as bringing empty homes back into full, use remains a strategic long-term priority for the Council to enhance the local housing market and improve local communities. The premium scheme is designed to encourage owners to bring empty homes back into use ensuring that we maximise the use of our existing resources prior to exploring the possibility of encouraging new developments.
Prevention	<b>Positive:</b> The premium scheme is designed to encourage owners to bring empty homes back into use. Reducing the number of empty homes will in the long term tend to reduce housing disrepair. Empty homes can also have a detrimental impact on local communities and many of the respondents to the consultation.
Integration	<b>Positive:</b> There is a close alignment with Welsh government priorities of the refurbishment of empty properties into homes. One of the Councils key objectives is 'Developing affordable and accessible housing'.
Collaboration	<b>No change</b>



	Involvement	<b>Positive:</b> A full public consultation has been undertaken. The summary of the consultation is set out in Appendix 2 and 3 to this report.
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<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	To support the latest review, a public consultation was undertaken from April 2024 to July 2024. The feedback from this consultation is summarised in the body of the report and set out in full at <b>appendices 2 and 3</b> .

<b>5.00</b>	<b>APPENDICES</b>
5.01	<ul style="list-style-type: none"> <li>• Appendix 1 – Analysis of Long-Term Empty Properties and Second Homes</li> <li>• Appendix 2 - Results of the 12-week public consultation</li> <li>• Appendix 3 - Free Text Responses of the public consultation</li> <li>• Appendix 4 - Analysis of premium schemes and rates across Wales</li> <li>• Appendix 5 - Impact Assessment and Decision Support Tool</li> <li>• Appendix 6 – Impact Assessment Summary</li> </ul>

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<ul style="list-style-type: none"> <li>• Housing (Wales) Act 2014</li> <li>• Local Government Finance Act 1992, sections 12A and 12B</li> <li>• Council Tax (Exceptions to Higher Amounts) (Wales) Regs 2015</li> <li>• The Council Tax (Long Term Empty Dwellings and Dwellings Occupied Periodically) (Wales) Regulations 2022</li> <li>• Welsh Government Guidance on the implementation of the Council Tax Premium scheme <a href="https://www.gov.wales/council-tax-premiums-long-term-empty-and-second-homes-guidance-local-authorities-html">https://www.gov.wales/council-tax-premiums-long-term-empty-and-second-homes-guidance-local-authorities-html</a></li> <li>• The Council Tax (Exceptions to Higher Amounts) (Wales) (Amendment) Regulations 2023</li> </ul>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> David Barnes, Revenues & Procurement Manager <b>Telephone:</b> 01352 704848 <b>E-mail:</b> <a href="mailto:david.barnes@flintshire.gov.uk">david.barnes@flintshire.gov.uk</a>

8.00	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Council Tax Premium:</b> an additional amount of Council Tax of up to 300% (a premium) can be charged by local authorities in Wales for property defined as either being second homes or long-term empty property. There are some exceptions from the Council Tax premium, some of which are time limited.</p> <p><b>Long Term Empty Property:</b> is defined as a property which is both unoccupied and substantially unfurnished for a period of six months or more, but to be liable for a premium, it would be unoccupied and unfurnished for a continuous period of one year or longer.</p> <p><b>A Second Home:</b> is defined as a property which is not a person's sole or main residence, is substantially furnished and which could be periodically occupied.</p>

**APPENDIX 1 - ANALYSIS OF COUNCIL TAX PREMIUM CASES**

	<b>Number of Properties</b>	<b>Second Homes Premiums</b>	<b>Long Term Empty Premiums</b>	<b>Total Premiums</b>	<b>Proportion of Premium Cases</b>
Argoed	2,538	3	10	13	1.70%
Bagillt	1,808	4	14	18	2.35%
Broughton & Bretton	2,898	1	10	11	1.44%
Brynford	439	1	8	9	1.17%
Buckley	7,522	7	37	44	5.74%
Caerwys	632	3	9	12	1.57%
Cilcain	608	7	6	13	1.70%
Connahs Quay	7,342	13	49	62	8.09%
Flint	6,192	9	58	67	8.75%
Gwernaffield & Pantymwyn	871	4	5	9	1.17%
Gwernymynydd	530	4	5	9	1.17%
Halkyn	1,284	4	11	15	1.96%
Hawarden	6,328	12	34	46	6.01%
Higher Kinnerton	754	0	1	1	0.13%
Holywell	4,371	16	41	57	7.44%
Hope	1,892	7	22	29	3.79%
Leeswood	977	2	15	17	2.22%
Llanasa	2,194	27	55	82	10.70%
Llanfynydd	825	0	7	7	0.91%
Mold	4,934	11	37	48	6.27%
Mostyn	871	2	11	13	1.70%
Nannerch	214	4	5	9	1.17%
Nercwys	264	2	3	5	0.65%
Northop	1,398	1	9	10	1.31%
Northop Hall	764	1	7	8	1.04%
Penyffordd	2,181	1	9	10	1.31%
Queensferry	969	1	21	22	2.87%
Saltney	2,347	3	12	15	1.96%
Sealand	1,703	3	21	24	3.13%
Shotton	2,994	8	26	34	4.44%
Trelawnyd & Gwaenysgor	414	2	5	7	0.91%
Treuddyn	749	2	7	9	1.17%
Whitford	1,045	6	19	25	3.26%
Ysceifiog	548	2	4	6	0.78%
<b>Total Number of Properties</b>	<b>71,400</b>	<b>173</b>	<b>593</b>	<b>766</b>	
<b>% of LTE's and Second Homes</b>		0.24%	0.83%	1.07%	

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# Consultation on Reviewing the Council Tax Premium Scheme for Long Term Empty Properties and Second Homes in Flintshire

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July 2024

# Introduction

The public were invited to submit their views on the current premium scheme and the level of premium.










Page 250 The consultation was open for 12 weeks and was formed of 15 questions and was live from Monday 15<sup>th</sup> April 2024 to 8<sup>th</sup> July 2024.

215 full or partial responses were received either in English or Welsh to the consultation.

The responses are documented over the coming pages.

Responses included 12.56% who identified as existing long-term empty property owners and 15.94% who indicated they were existing second home owners.

1. From the list below please select the option(s) which best describe you. Please tick all that apply to you

Answer Choices			Response Percent	Response Total
1	I am a permanent resident of Flintshire who currently pays Council Tax		73.91%	153
2	I am a permanent resident of Flintshire who currently does not pay Council Tax		0.97%	2
3	My main residence is in Flintshire, and I own a second home in Flintshire		4.83%	10
4	My main residence is in Flintshire, and I own another long-term empty property in Flintshire		9.18%	19
5	My main residence is outside of Flintshire, and I own a second home in Flintshire		11.11%	23
6	My main residence is outside of Flintshire, and I own another long-term empty property in Flintshire		3.38%	7
7	I am a Flintshire County Councillor		1.93%	4
8	I am a Town or Community Council Councillor		4.83%	10
9	Other (please specify):		10.63%	22



Almost 56% of respondents felt long-term empty dwellings had a negative impact on local communities

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**2. In Flintshire there are currently 616 long-term empty properties subject to the council tax premium. In your opinion, what overall impact do long-term empty dwellings currently have on local communities?**

Answer Choices			Response Percent	Response Total
1	Positive impact		2.45%	5
2	No impact		30.39%	62
3	Negative impact		55.88%	114
4	I do not know		11.27%	23





Only 23% of submissions indicated that second homes had a positive impact on their local community

3. In Flintshire there are currently 170 second homes subject to the council tax premium. In your opinion, what overall impact do second homes currently have on local communities?

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Answer Choices			Response Percent	Response Total
1	Positive impact		23.04%	47
2	No impact		24.51%	50
3	Negative impact		39.71%	81
4	I do not know		12.75%	26



Almost 49% of respondents feel that long-term empty properties and second homes decrease the availability of affordable housing in Flintshire, compared with only 3.4% who suggest they increase availability.

4. In Flintshire there are currently 2,088 people on the waiting list for social/affordable housing. In your opinion, what impact do long-term empty dwellings and second homes currently have on the availability of affordable housing in Flintshire?

Answer Choices	Response Percent	Response Total
1 Increase availability	3.41%	7
2 Have no impact	37.56%	77
3 Decrease availability	48.78%	100
4 I do not know	10.24%	21

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Most respondents felt that an increase in the premium on second homes and long-term empty properties would have no impact on the opportunity to learn Welsh, or the number of Welsh speakers or have an impact on Welsh speaking communities.







**5. Do you think an increase of the council tax premium on both long-term empty properties and second homes could have a negative/positive or neutral impact on:**

Answer Choices	Positive impact	No impact	Negative impact	I don't know	Response Total
Opportunities to use Welsh socially?	11.33% 23	61.08% 124	18.23% 37	9.36% 19	203
Increase the number of people speaking or learning Welsh in Flintshire?	10.78% 22	66.67% 136	11.27% 23	11.27% 23	204
Use of Welsh language services?	9.80% 20	66.67% 136	10.78% 22	12.75% 26	204
Welsh speaking communities?	11.82% 24	62.07% 126	13.79% 28	12.32% 25	203

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67.3% of respondents felt that the premium for second homes should remain at the current level, be reduced, or not charged at all

6. The Council is currently reviewing its premium scheme of 100% on second homes. In your opinion what should the proposed level of premium be in Flintshire?				
Answer Choices			Response Percent	Response Total
1	Should remain at the current level of 100%		24.88%	51
2	Should be raised to between 101% and 150%		7.80%	16
3	Should be raised to between 151% and 200%		9.76%	20
4	Should be raised to between 201% and 300%		15.12%	31
5	Should be reduced below the current level of 100%		22.44%	46
6	Should not be charged		20.00%	41



55.1% of replies felt that the premium for long-term empty properties should remain the same at 75%, be lower, or not charged at all

7. The Council is currently reviewing its premium scheme of 75% on long term empty dwellings. In your opinion what should the proposed level of premium be in Flintshire?			Response Percent	Response Total
Answer Choices				
1	Should remain at the current level of 75%		12.20%	25
2	Should be raised to 100%		17.07%	35
3	Should be raised to between 101% and 200%		12.20%	25
4	Should be raised to between 201% and 300%		15.61%	32
5	Should be reduced below the current level of 75%		19.51%	40
6	Should not be charged		23.41%	48





Q8 asked respondents to briefly explain the reason for their selections in questions 6 and 7.

The full free text responses are detailed in Appendix 3 - Free Text Responses of the Public Consultation.



A majority of those responding felt that the level of premium for long-term empty properties should not increase the longer it remains unoccupied.

**9. A premium becomes payable for a long-term empty property after it has been vacant for 12 months – unless it qualifies for an exception. Do you think that the level of the premium charged should increase, the longer a property remains continuously empty?**





Answer Choices			Response Percent	Response Total
1	Yes		43.84%	89
2	No		56.16%	114



Most respondents (52.7%) indicated that an increase in the premium would reduce the number of second homes and long-term empty properties in Flintshire with only a minority of 4.9% feeling it would increase the number.

10. If the premium were to be increased, what impact do you think this would have on the number of second homes and long-term empty properties in Flintshire?

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Answer Choices	Response Percent	Response Total
1 The number would increase 	4.88%	10
2 The number would stay the same 	28.78%	59
3 The number would decrease 	52.68%	108
4 I do not know 	13.66%	28





24% believe that an increase in the premium on long-term empty and second properties would decrease house prices in Flintshire, however, 45.1% felt an increase in premium would have no impact.

11. What impact do you think an increase in the council tax premium on long-term empty properties and second homes could have on house prices in Flintshire?				
Answer Choices			Response Percent	Response Total
1	No impact		45.10%	92
2	A decrease in house prices		24.02%	49
3	An increase in house prices		9.80%	20
4	I don't know		21.08%	43

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Of those completing the consultation who are current owners of second homes or long-term empty properties in Flintshire, the most common action that they would undertake is to sell the property. 43 respondents provided an explanation of why they selected “other”. These responses are in Appendix 3 - Free Text Responses of the Public Consultation

**12. If you are the owner of a second home or long-term empty property in Flintshire, what action would you be likely to take if the premium was to be increased.**

Answer Choices	Response Percent	Response Total
1 No action, I would pay the premium	6.03%	12
2 Sell the property	10.05%	20
3 I would move into the property myself	4.52%	9
4 Rent the second home	3.52%	7
5 Refurbish the property to a habitable standard and rent it out	3.02%	6
6 Not applicable - I do not own a second home or long-term empty property in Flintshire	51.26%	102
7 Other (please specify):	21.61%	43






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31.2% of replies indicated that they felt that an increase in the premium above the current levels would have a negative impact on their local community, slightly higher than the 29.3% who felt it would have a positive impact.

13. In your opinion, what impact would an increase - above the current premium level - have on your local community.

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Answer Choices			Response Percent	Response Total
1	Positive impact		29.27%	60
2	No impact		23.41%	48
3	Negative impact		31.22%	64
4	I do not know		14.15%	29
5	Not applicable - I am not a resident of Flintshire		1.95%	4

A high percentage of responses indicated that they felt that there were circumstances where they felt the premium should be waived. 133 respondents provided further free text response regarding the circumstances they feel the premium should be waived and these responses can be viewed in full in Appendix 3 - Free Text Responses of the Public Consultation

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14. In the event a property becomes subject to the long-term empty premium, do you think there are any circumstances where it should be waived

Answer Choices		Response Percent	Response Total
1	Yes	66.01%	134
2	No	19.70%	40
3	Don't know	14.29%	29

90 respondents provided further comment which can be viewed in Appendix 3 – Free Text Responses of the Public Consultation.

15. We welcome any other comments or suggestions you may have regarding council tax premiums on long term empty properties and second homes.

Answer Choices		Response Percent	Response Total
	Open-Ended Question	100.00%	90

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**Appendix 3 - Free Text Responses of the Public Consultation**

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Question 12.....Page 25-27

Question 14.....Pages 28-35

Question 15.....Pages 36-48

## Q 8 Please briefly explain the reason for your selections in questions 6 and 7.

For reference:

Q 6 The Council is currently reviewing its premium scheme of 100% on second homes. In your opinion what should the proposed level of premium be in Flintshire?

Q7 The Council is currently reviewing its premium scheme of 75% on long term empty dwellings. In your opinion what should the proposed level of premium be in Flintshire?

The responses have been summarised into the categories below.

### Response Received in Support of the Premium on Second Homes

I feel this would make second homeowners either rent out their property or sell it. This would then help the people on long waiting lists. Or would increase revenue to local government
Second homes are an added advantage that should see an increase in 101% and 150% as these are not in permanent use above 151% is too high.
Hopefully encourage owners to use homes to help reduce housing shortage
Second homes are unnecessary, domestic houses are built to be lived in at all times, not just during a holiday period. The people living in them would be part of a community, they may work and shop elsewhere but their heart/body will remain in their community.
If homes are not used they bring little/no value to the local economy and Flintshire residents are denied opportunities for homes. Therefore, there should be a deterrent.
I believe that empty homes should pay the highest rate suggested to encourage those who own them to make use of them. I can see some benefit to having second home owners if those owners utilise their properties and engage with the local economy so I suggest the second to highest increase. If the second home could also be described as long term empty then the highest rate should apply.
There is a large demand for homes from resident people and so second homes especially for leisure use should be discouraged. People who can afford to have second homes should contribute more to council services or mitigate council tax increases for permanent residents.
For second home owners, rates should be raised significantly. Many are out of County home owners (non-resident in Flintshire for their main residence) - this should be reviewed to keep money within the Welsh economy. There should be a cut off limit of 2 years for empty properties - and then a hike to between 201% and 300%.
Second home owners, however, are decreasing the availability of homes for local people.
If people are rich enough to own a 2nd home then surely they can afford to pay council tax for both homes
The purpose of these premiums should differ for both types but should both rise to the maximum level. On second homes, the purpose is to reallocate additional funding from these luxury assets via the local authority.



<p>f people can afford second homes they can afford to pay higher council tax rates. If these homes are being used for short term rentals then they should be classed as business premises and possible planning permission given to see if a change of use is acceptable.</p>
<p>Q6 This should be done individually taking account of the use the second home and any benefit to the community</p>
<p>No one needs two homes, holiday homes have destroyed some Welsh communities and those who own them should pay a premium</p>
<p>Wales needs to stand up for itself many counties in England charge and many more abroad if people are rich enough to own a second home depriving locals make them pay or bugger off. Second home owners NEVER support the local community only line their pockets</p>
<p>6. In all likelihood, those able to afford a second home can afford to pay a higher rates. They have opportunities to earn income e.g. renting their second home, without contributing further to the local community. A second home is a choice, chose a second home, pay the higher rate.</p>
<p>Question 6: The richer holiday home owners will pay whatever council tax premium regardless, they can afford to. Those properties are usually of a high standard and out of reach price wise to working people with normal jobs.</p>
<p>If second homes include those which are lived in periodically, or let out as holiday homes, then owners should be able to afford to pay a council tax premium, particularly if they are generating income from the property.</p>

## Responses Received in Support of the Premium on Long-Term Empty Properties

Empty houses are an eyesore
the empty properties are sometimes a blight on the community given owners are letting some get into a very run down state. these properties could be updated and let out relieving some of the stress locals find in renting properties. Owners should either update them or sell to someone that would, even if this were the council or a housing association.
Empty dwellings are often unkempt.
In respect of long term empty homes if it meant homes which are not empty because somebody was, for example, long term in the hospital or similar situations, but rather that somebody was speculating on the price, and as well as there were quick planning permission turnaround (for example to turn an originally business property into residential and vice versa and other similar situation) I would charge even more than currently charged 75% to encourage the owners to put the property(ies) on the market (whether selling, renting anything).
Empty properties often are neglected and an eyesore for local people, attracting fly tipping and rubbish, and empty properties become over time become derelict, sometimes these properties are owned by building companies who really want to clear the site for new developments.
The purpose of these premiums should differ for both types but should both rise to the maximum level. For empty properties the purpose is to tip the balance in to making it more economic to bring them in to use than leave them empty, or to encourage them to be brought in to use earlier than they would be otherwise.
If properties are long term empty and the owners known then they should pay higher rate council tax or they should be renting the properties on a long term basis. If the owners are not traceable then the Authority should be looking at taking over the properties - renovating to an acceptable level and renting on a long term basis - any expenditure incurred can be recouped if and when the property is sold
Q7 Empty properties are a waste of a resource and higher rates might encourage letting or developing.
An empty property can have a negative effect on the surrounding area, especially if it is not maintained
6. Not their primary residence so don't get the full service from the council. I think 75% is fair to be fair. I actually don't have a problem with people having second homes in Flintshire. They still spend locally. And contribute to communities.
Second homes in Flintshire account for only 0.2% of the total housing stock. Taxing second homes in Flintshire has no relevance to increasing the supply of 'affordable housing' given such low numbers and the fact that the Council have no idea how many are indeed 'affordable' if they came on the market. Many are inherited properties, regularly used by those who grew up in Wales and their local communities. It is solely a punitive tax intended to raise extra cash - with minimal effort. By contrast long term empty properties can be a problem, and a premium would be appropriate.
7. A deterrent to leaving properties empty for long periods of time. This impacts local communities e.g. properties in poor condition, they become neglect. Of greater importance is these properties could be used in a different way to address

the significant and increasing homeless challenges. The increase in income to the Council could e.g. support homeless budgets which are significantly overspent.

As a permanent resident of Flintshire in full time employment who pays full council tax, I feel that we should not be subsidising others, especially when it feels like the less you work the more you get free. Owners of long term empty dwellings on the other hand, should pay more council tax as empty properties kill communities, become derelict if not kept well and can be repurposed instead of building cheap quality McDonald's houses that blight the area. They could help those who are in need of housing. Notwithstanding, increases are only warranted if councils spend wisely and not wastefully and most certainly not on vanity projects for a very small portion of society when fundamentals that benefit the greater part of society should come first .

if the council tax rate was increased it may then discourage people from leaving properties empty for a long period of time - as by them leaving properties empty this then has a negative impact on occupants who are living in that area and seeing the homes empty from day to day and in some cases when they are being left empty/un-occupied the properties are also left to go to rack and ruin and the gardens can become overgrown which also leaves a negative impact on residents seeing the said property day in day out.

and by increasing the council tax this may then force the owners of these properties to sell the properties/or rent them out save them being left empty.

People are in need of homes. An empty house is a waste. If left empty they can impact negatively on the area. Too many families are in temporary accommodation who could be housed in the empty properties once refurbished.

Because empty homes are a more negative aspect of the housing sector.

## Reponses Received with Concerns Regarding Premiums on Second Homes

<p>Because someone is lucky enough to able to own a second property doesn't mean they should be in all honesty fined, plus houses aren't selling so if you have an empty house from a deceased relative you can't sell why should they lose out as well</p>
<p>Why should people with 2nd Homes pay extra. They don't use services as much. Council need to stop wasting money and trying to get extra Money off second home owners or empty properties. They get enough money from residents and it is wasted.</p>
<p>6 - people shouldn't be unduly punished for having second homes especially given second home in Flintshire have little impact on additional cost to council services.</p>
<p>Second homes are not using the council's facilities</p>
<p>6 - Why charge somebody more than what a full time resident would be charged?</p>
<p>People have right to have a second home if they can afford it and even 100% C/T charge is more than enough considering that they hardly use the services 'for that property'. To charge an extra 'rich' tax is not fair in my opinion. or not fair to hide it under C/T.</p>
<p>Flintshire is hardly classed as a Coastal Location, so should not really have many people wanting second homes here?</p>
<p>I can understand why Flintshire CC has doubled the Council Tax for 2nd homes. I accept the need to raise additional revenue (albeit only a very modest amount) &amp; consider the current rate to be fair. However, I do not feel that further raising the Tax will lead to people selling their properties to bring more properties onto the market for local affordable homes.</p> <p>The number of 2nd homes is only 170 dwellings, while the number of empty properties is well over 4 times the number of 2nd homes. My family use our property often (about 50% of the year) and spend a considerable amount of money locally (shops, local tradespeople e.g. gardeners, plumbers, electricians etc etc). Empty properties have no occupants to contribute to the local economy unlike second homes but they pay a lower rate of Council Tax.</p>
<p>The number of second homes in Flintshire is very low (170). It is not an area where there is a problem of holiday homes pushing out long term residents or inflating house prices so as to prevent residents from buying properties. I am not aware of any evidence produced by the council to show any adverse impact of second homes.</p> <p>In my personal situation, the second home is a grade II* listed property which has been owned by my family since the 1980s. We have spent large amounts of money to convert outbuildings/stables into 11 cottages which we rent out for modest rents. At present the tenants benefit from the gardens and estate far more than our family. However, the repair of listed buildings is very expensive and despite the income from the cottages we inject significant funds into the estate to keep it running, employing local people.</p> <p>In recent years, high interest rates and increases in taxation on landlords (through the reduction in interest being allowed as an expense) have made the financial situation difficult. Meanwhile, we have to pay an additional £5000 of council tax in respect of the main house which I have not been able to live in as my main residence because of work commitments elsewhere. This simply takes money</p>

away from repairs to the listed buildings and the estate, to the detriment of the tenants. It also contributed towards delays in refurbishing a rented cottage because of a lack of funds.

Furthermore, the main house (to which the second home premium applies) is a large historic building which cannot in reality be let out and could not possibly constitute affordable housing. The heating and maintenance on the building are prohibitively expensive. The council tax premium therefore does nothing positive; it simply dissuades me from investing in the area (and maintaining 11 reasonably priced rental cottages on a historic estate), to the detriment of the local community. On the contrary, the area needs to encourage investment.

I would therefore suggest that, at a minimum, any second home premium should not apply to listed properties unsuitable for affordable housing.

Visitors use services and have a positive effect within local communities

WHEREAS our second home is well maintained and used by my family weekends and every school holiday as we have 3 foster children who benefit from being outside a city where they are schooled. I believe second homes with families who have foster children up to 18 or 25 if special needs, should be treated in same way as families who foster in Flint with the Flint CC, we should not be penalised as our holidays are therapeutic and it is too expensive to holiday abroad. 2 of our 3 children, all with special needs have been baptised locally and we play an active part locally in our community in Wales. There should be an exemption for families with foster children or children with an EHCP or SEND needs.

Some second homes are used approx. 6 weeks out of 52 leaving ghost towns and lost community. Not all empty properties are available or suitable to be let . I.e. owners in hospital long term due to lack of carers and care package . Working away for economic reasons

There is no correlation between increasing council tax and assuming the properties would no longer be vacant/used as holiday rentals and the placement of social housing or speaking Welsh. In fact it is extremely unlikely that these houses would be used for renting to social tenants. Many second homes are located in extremely rural settings and are large or have amenities that a social landlord would not provide. It is a completely different market. If the idea is to force these property owners to sell this is also a bad idea as the people whom you are trying to house would not be in a position to purchase said property. You will just end up going in circles or forcing more empty properties. There is also no correlation with speaking Welsh, since the use of the language has decided so much there is zero guarantee that if a house were let to a current resident of Wales that they would speak Welsh. Instead you should be focusing your energy on school/education/communities to build language skills. Housing is completely irrelevant and charging council tax to force owners to change their target market is not going to work.

The number of second homes in Flintshire is very small and I think, therefore, that this has a minimal impact on the housing situation. These properties should be reviewed for council tax increases on a case by case basis. For instance, in my case, the property is tiny and far too small for a family home having been built as a holiday home. I have a leasehold contract which does not allow subletting. When sold these properties are never bought by Welsh families due to their size, leasehold status and proximity to the sea despite their affordability. There should

be an occupancy threshold, for second homes, which dictates the amount of additional tax liability. My family and I spend nearly 7 months of the year in the property but, as I don't let it commercially, it's assumed that it's lying empty for long periods which it certainly is not. I contribute both socially and economically to the local community.

I bought a small terrace cottage in The Cottage was not fit for purposes and the lowest category of energy rating as well as had no roof, we could see up to the stars from the bedroom. The cottage had no heating system, boiler and was head to toe in damp. We received 12 months grace on the council tax and then was forced to pay £2800 to the council for the premium council tax WHISLT we spent 2023-to date making the cottage habitable for our family to live in. Whilst renting a property in Flintshire so to avoid being homeless, we have managed to save what we can and when we can to pay for the cottage renovation. This cottage is our ONLY sole property owned. We have not qualified for help in any direction to do with the renovation and have skimped and saved and paid for new materials and labour as we can afford it. This has taken over 12 months the to do. I'm sure you can appreciate the cost of living crisis as well as our current rental monthly bills have had to take a priority over our future home . Therefore it has taken us a little while to save and do what we can to it as we can afford it. As a result the cottage remained empty and uninhabitable, no energy rating and no bathroom, kitchen, running water etc.

When we had recently save almost £3000 for the Heating system to go in, so we could progress with the repairs and renovation, bringing the house up to standards for every rating (baring in mind we had NO HELP from authorised to do so). We were told that Flintshire County Council WANTED our savings off us for unpaid PREMIUM COUNCIL TAX. Therefore the £3,000 we had saved and worked hard to save in order to put a new system in, to make it habitable was TAKEN FROM US BY THE FLINTSHIRE COUNTY COUNCIL.

I would ask what part of FAIR do you think this is?

You also state in a number of these questions about the value of the Welsh Language. As an indigenous resident of North Wales and a Welsh Speaker I would question the credibility of your motives and argue the way the local councils chose to favour the spending of our working tax funds on overseas "indigenous" cultures rather than looking after their own I.e. WELSH PEOPLE born and bred in WALES.

There are assumptions that second homes or vacant dwellings are taking away opportunities for affording housing. This position is misconceived. Flintshire Council Tax is already exorbitant. Second homes bring much needed income into traditionally poorer areas.

Second home owners put plenty back into the Flintshire economy i.e. shopping eating out using local shops and local amenities. We have had our second home for over 20 years so us our children their children and other family and friends have put an enormous amount of money back into Flintshire's economy. Yet we are penalised by having to pay at the moment 100% more than any of my neighbours. If you increase the council tax above the 100% then we shall be forced to sell. I am quite sure local people do not spend the same amount in the area as we do and that is all year round NOT just at holiday times.

<p>I own a second property within Flintshire. It has been up for sale for almost a year and due to the damage caused by the previous tenant the house can only be bought by a cash buyer hence the reason for it not selling. It is derelict and uninhabitable and I do not believe it is right that I pay 100% rates. According to Welsh Government guidelines I shouldn't. I think each property should be reviewed individually and the circumstances taken into consideration.</p>
<p>Second homes in Flintshire account for only 0.2% of the total housing stock. Taxing second homes in Flintshire has no relevance to increasing the supply of 'affordable housing' given such low numbers and the fact that the Council have no idea how many are indeed 'affordable' if they came on the market. Many are inherited properties, regularly used by those who grew up in Wales and their local communities. It is solely a punitive tax intended to raise extra cash - with minimal effort. By contrast long term empty properties can be a problem, and a premium would be appropriate.</p>
<p>I am unable to respond to these questions as they do not take all scenario's into account so any responses I provide will be biased. Although I understand the difficulties that 2nd homes can have on local populations, my situation as Trustee of a property in Flintshire is unusual. I can assure you that the property I look after is not suitable for habitation so has no impact on the local population housing difficulties.</p>
<p>2 ND home should be paid at normal charge</p>
<p>We would like to buy a property for our granddaughter, she can't afford to buy but don't want to be penalised buying a second home. We have 3 grandchildren and cannot just buy a home for one. To be fair our two grandsons who are 23 and 25 years of age are already on the property ladder.</p>
<p>Second properties in Wales are owned by people who wish to either retire or go to holiday in that area. They bring much needed income to shops, restaurants and pubs which are struggling to survive. Penalising second home owners is short sighted and a total capitalist approach which will not help any of the Council's housing issues.</p>
<p>Second homes are normally well maintained and periodically used by the owners, whereas long term empty properties, like one next door to us, are very rarely maintained at all and are a blight on our local village/neighbourhood.</p>
<p>I have lived in Flintshire all my life. I am a pensioner, I am Welsh speaking. I have an annexe on my house, and because we don't want a permanent resident living in such close proximity, we feel discriminated against by this unfair premium of 75%.</p>
<p>Higher tax may have an effect on properties available to Welsh people in holiday locations such as Snowdonia but has little effect in areas such as Flint which is not a desirable holiday home location</p>
<p>Second homes are normally more expensive than what locals can afford. So imposing increases in premiums and such will be detrimental as these properties will continue to be second homes and long term empty dwellings. You should focus more on how to bring more people into the local economy; people with these dwellings can afford to spend as well. Kill-off you wealthy visitors would simply kill-off the local economy. It's a lose-lose strategy.</p>
<p>Q6 There is a relatively small number of second homes in Flintshire. Few properties are bought as second homes for holidays in Flintshire or for holiday lets since Flintshire is not recognised as a county that attracts high levels of tourism. It is recognised more as an industrial county. The small number of second homes</p>

<p>are likely used to provide an income, supplement an income or bring about an alternative use for an otherwise disused building that may not be suitable as a primary residence. Some farmers have converted farm buildings to diversify and supplement income in an otherwise difficult and volatile industry.</p>
<p>A second home in Flintshire should be charged the same as every other home in Flintshire.</p>
<p>some areas rely heavily on tourism , if we drive the tourists away then the jobs go with them its common sense . build more houses is the answer , not fleece the second home owners who bring money into the economy.</p>
<p>As the property is not occupied continuously I do not receive as many benefits and services as full time residents. Therefore, even by paying at the normal standard rate (i.e. without any premium added) then I am helping to subsidise the services provided to the resident community. I therefore feel strongly that the premium is wrong and should be removed.</p>
<p>Many owners including ours come from families with Welsh roots and generations have lived in Flintshire. We travel to France to support Wales for the Rugby. With the house being empty the owners do not consume local council services, leaving greater access for residents to the NHS, use of less waste services and of utilities/ sewage. At the same time the owners provide employment to local trades e.g. gardeners and other trades people as the owner is not able to do these themselves. Regular visits are made to reconnect with their Welsh heritage and spending in local restaurants, markets, supermarkets and shops is higher than typical for a permanent resident. Work can force many Welsh people to reluctantly leave Wales. As families grow up and couples enter retirement, returning to Flintshire can be part of the plan and moving back to a bungalow that has been in the family since parents returned from fighting in World War 2 has many attractions. Being penalised for wanting to maintain roots in Wales is not fair. It feels that the council is trying to cut the ties of Welsh people not currently able to live in the country. The focus should be on building affordable housing rather than driving out people whose properties would not even be classified as affordable social housing.</p>
<p>I own a property in Flintshire which I visit at least 12 times a year. I contribute to local businesses and the community. I am not a UK resident and I feel I am penalised with the current council tax scheme. I would understand it if I lived in a coastal town.</p>
<p>People investing in your community bring in positive results. As much as I empathise and understand your want to give housing away as social housing all you will do is create ghettos reliant on welfare with no aspiration to leave them.</p>
<p>If a second home tax is increased it is more likely then to become a holiday rental or residential let &amp; will not resolve any local social/affordable housing list due to the type &amp; cost of these properties. People with a second home or holiday let generally bring more revenue to the area per visit. Some properties can also be inherited &amp; therefore families do not wish to sell &amp; have to look to alternatives such as holiday let etc. or maybe a family dispute as to why a property is empty.</p>
<p>I have read supporting on line information about the council tax premium. I would have liked to see data on how the application of the premium since 2017 has proved to be successful in achieving the objectives it is intended to support. For example, has the number of Long Term Empty properties remained the same, has it increased, or has it reduced since the premium has been applied? What is the rationale for basing a premium of 75 per cent on LTE properties while there is a</p>



higher premium applied to second homes? The 11 second homes in Hawarden are being charged more than the 35 LTE properties. It would have been helpful and interesting if there was an option for question 6 and 7 as follows " Do you think consideration for the level of council tax premium should include an option to review on a case by case basis?"

Long - term empty homes are more likely to be neglected whereas 2nd homes are more likely to be well maintained. It is more likely that long- term empty homes could be influenced by the council to "increase the supply of " affordable" homes. In Hawarden where we retain our original family home, we note 35 long - term empty properties and 11 second homes. Given my first statement, it is totally unfair that we are charged 100% premium whilst long - term empty are charged 75%. It is possible, though not certain, that the 'enforced' sale of long- term empty properties will assist 2,088 people on the waiting list, depending on a range of factors. The ' enforced ' sale of just 11 2nd homes would have nil effect since they will not be sold at a price 'affordable' to social housing clients, low income families or some, but maybe not all, first - time buyers. In terms of integrity, there has to be more justification for 100% premium than merely to "reduce the numbers". You cannot compare Hawarden with coastal resorts such as Abersoch in Gwynedd, although I would not be surprised if the number of Air BnBs and holiday rentals have a greater effect on housing supply even in Flintshire.

Every owner has different circumstances around the reason they have not been able to do something with an empty property, I'll health , financial around the way costs have doubled since Covid to modernise the property to bring it to the market. Also individual properties that need developing would not have any impact on social housing as the cost to rent such properties after the cost to restore them to a standard would be out of reach of most people applying for social housing. In our circumstances the should be no charge due to the fact Flintshire county council damaged the roof by sealing a traditional slate roof with flammable expanding foam which is all so toxic if heated (solar panels on next door roof fitted) can not move in

## Responses received with Concerns Regarding a Premium on Long-Term Empty Properties

<p>Long term empty dwellings can be due to death and trying to sell the property which is a lot for the relatives to take on over 75%. If long term and empty no services are required from the Council such as refuse collection so the current level should remain as 75%. The raised level does not meet the need when no requirement for services from the Council and other standing bills such as water, electric and heating are still having to be met until the property is sold or lived in.</p>
<p>Long term empty dwellings can achieve this status for several disparate reasons and really it depends on the reason as to why the level of property tax is imposed. e.g. Putting the house on the market at an unrealistic price (so it will not sell) should attract a higher rate of tax than a house with the price level aimed at a better aligned market level. A house where the sale is held up by Probate issues should not have a higher rate imposed as it is not the owners fault for non-progression. These reasons can be delicate and guidelines that can be sensibly overridden by human intervention should be employed.</p>
<p>A property that is long term empty is using no services so why should there be a charge? The property may be validly empty for such a long time, such as it has been left to a family member after death, or somebody owns it but can't afford to repair it. It seems silly to hit such people 'in the pocket' and charge them Council Tax.</p>
<p>With the last empty and inhabitable property it took us 2 years to renovate it plus 3 court cases on top of that due to rough traders who disappeared with the money they demanded before the work started. Delays were not intentional and sometimes it a case of waiting 6 months for a good and trusted trader. For year one we've had an exemption but during year two all the utility bills and tax were just another nail to the coffin to the extent that I am reluctant to do it again and bring a property from 1900 to a modern eco efficient state. In my opinion it should raise gradually every year rather than having the same level each year. Otherwise, we risk seeing more properties left abandoned, as the extensive renovations required for such buildings yield minimal profits, especially considering the significant effort involved.</p>
<p>For a first time buyer trying to afford to renovate an empty property, it may take longer than 12 months. They may not be able to afford to mortgage enough to cover all refurbishment, so may need to remain at home, whilst refurbishing month by month. This could take 2 years. For properties which have been empty long term, with no improvements taking place in current timeframe/past 12 months, then it should be a higher threshold. Similarly, people who need to move out to undertake renovations and stay with a relative in order to complete the works, there should be some reasonableness applied.</p>
<p>My empty property is a top floor flat, the changes to tenancy laws require a 12mnth contract &amp; 6mnths notice. I need to sell the property, so I felt unable to enter into new contract. I consider a reduction is fair, as the empty property makes no demands on any council services.</p>
<p>My long term empty dwelling is next door/attached to my primary dwelling. After the change in standards required for rental property the condition of my long term empty dwelling does not meet the minimum requirement. Because the property is in a conservation area I cannot afford the cost of modernising.</p>

<p>Refurbishment of properties not previously suitable for habitation - whether for sale or for rent - should be encouraged. The current policy does not encourage refurbishment and there is a danger that empty homes will remain just that - empty and uninhabitable.</p>
<p>Unfair to further penalise empty home owners if they are genuinely trying to sell.</p>
<p>Money is very tight right now, but we need to move on empty properties, so increasing the premium, make sense. However exception should be made where the property is subjected to probate, which can take years to resolve.</p>
<p>Long term empty are probably waiting to be sold ( like the one I am having to pay c/ tax for , I already pay council tax on property I live in , now have to pay also on my parents empty property whilst on the market)</p>
<p>When I was moving out of a rental into a new rental with a months cross over period between homes the new home I was moving into had been a long term empty and was not allowed an exemption on whilst we did the move over, we could not apply it to the old house as we were living there and so spoke with the FCC and was told not only will we be required to pay two council taxes (expected) but we also had to pay a premium. It's this side of the premium that needs to be revised as I think it's absurd for tenants to pay a premium on a council tax whilst they have the switch over month</p> <p>Also - council tax already costs a fortune and from what I've read online the council haven't been meeting their requirements/targets for things like recycling collections and faced fines. Now suddenly the recycling centres are shut twice a week and weekly home collections are hit and miss - yet somehow our council tax has hiked up a scary amount this year. The roads are diabolical and we aren't seeing were all this money is going. Things are getting worse but the cost is going up and so I really don't see what a premium will make a difference in when the council tax is so high anyway.</p>
<p>Long term empty properties will not use any of the council services so no charge should be levied. If these/ second properties were brought back onto the market there is saying that those waiting for affordable/social housing would be able to afford to buy or rent them</p>
<p>Empty home should be reviewed depending on circumstances if a person passes away and the family need time to empty etc</p>
<p>Question 7: Regarding long term empty properties, I think it should be down to the individuals circumstances. See comments below.</p>
<p>I am being charged the premium when the property I own is my only residence and in process of being renovated and I am residing with my relatives I would not class this as long term empty.</p>
<p>Empty dwellings should not be charged in cases such as family having to sell a home after a death or because a loved one is in a care home.</p>
<p>My deceased Mothers house has been sold Twice and fell through due to the selling chain. As the financial climate is causing sales of houses. The house is sold Subject to contract again and hopefully it will be sold. The council should look individually at each property and assess the rates accordingly. My Mother was a tax payer and it is very upsetting going through this whole process. An exemption is required until the property is sold</p>
<p>In principle I agree with the incentive to bring a longstanding empty home back into use, but mindful of unduly punishing those who genuinely have these aspirations</p>

but are inadvertently punished by the system. For instance, the 12 month 0% premium for major work and renovations should reset once the property purchased (if the allowance has been previously taken at the location) and perhaps extended if reasonable steps have been taken to bring to property back into use

Many landlords who purchase and improve the poor housing stock in Flintshire do so for business purposes however it has a positive impact on the surrounding businesses supplying materials as well as offering work to local tradesmen. With Flintshire being so close to Chester it is subject to the economy of Chester and as such people require commutable properties to the well paid jobs; allow property improvement on empty properties to be exempt.

The situation is different with long-term empty properties. I think it depends on the circumstances, i.e. if a property remains empty with no plans to let out or sell or renovate, this is depriving someone from living in it. An empty property in this case has a negative impact on the housing situation and should be subject to a premium. However, if a long-term empty property is undergoing renovation before letting out or selling, then either a premium should be lower, or not charged at all.

In the case of an inherited/empty property which is being actively marketed for sale should not be charged a premium. In the current housing market, it can take a long time to sell a property and it would be unfair to the owner to be charged a premium during this period. Also, if the owner does not live in the area, they are not entitled to use any council facilities, such as recycling centres etc, and are already paying the basic rate of council tax despite this.

The empty properties I am aware of are large empty rundown properties tied up by businesses with no incentive to renovate due to legislation so I don't see why council tax premiums would make a difference especially to number of Welsh speakers (which is surely education not housing) or those on a waiting list who would not be able to reside in such properties

I am improving the home slowly and cannot afford to do as much due to the high council tax. The sooner the house is finished the sooner I can move in here. By not being here all the time I'm not using roads so less pollution, nor using the council services which I have to pay so much for.

## Feedback Supporting the Premium on Both Types of Dwelling

<p>As the Council Tax Premium scheme is supposed to be used as a tool to bring houses back into use, it would seem obvious (and available evidence in Flintshire supports this) that increasing the premium encourages this. As such, it would be logical to increase the premiums on both second homes and long-term empty properties to 300% in order to maximise the impact of the policy.</p>
<p>If people can afford 2 homes, they should pay an extra charge for taking away availability for residents within Flintshire who are struggling to own their own homes.</p>
<p>People should be discouraged from having second homes and long-term vacant properties as they push house prices up by increasing demand, and push locals out of the area by making it harder to find and afford to buy or rent a place to live. This means fewer people consistently contributing to the local economy, fewer Welsh speakers, and families living further apart than they want.</p>
<p>Why on earth should these properties pay any less when there is a shortage of affordable housing within Flintshire?</p>
<p>If a home is secondary or long term empty then the owner is possibly more likely to pay a premium. This can help reduce the load on other council tax payers who have been subject to rises in recent years. It also provides incentive to reduce these empty or secondary properties.</p>
<p>Scandalous there are people needing homes whilst there are empty properties. Second homes hollow out communities. We are lower paid in Flintshire so second homers drive up prices and stop young locals being able to afford decent homes. We can't keep building new on green fields, need to release the empty.</p>
<p>The increase needs to be significant but not outrageous</p>
<p>Bring these properties back to use it would lessen the impact on homeless numbers, encourage Flintshire residents to stay in Flintshire, increase revenue for the council, more residents would spend more in local shops and businesses than holiday makers,</p>
<p>With the current housing issues there shouldn't be empty properties, charging more might change peoples minds about leaving them empty.</p>
<p>This would bring more dwellings into the open market and should in turn reduce prices and increase availability.</p>
<p>Mae angen rhyddhau tai ar gyfer pobol sy'n eu hangen. Os codir y gost, mae pobol yn fwy tebygol o ryddhau'r eiddo ar y farchnad. Eiddo gwag ddim yn les o gwbl ir gymuned am rhan fwyaf or flwyddyn. <b>Housing needs to be released for people who need it. If the cost is raised, people are more likely to release the property on the market. An empty property of no use to the community for most of a year.</b></p>
<p>The number of long term empty properties indicates that this is currently having a negative impact on the housing situation. The owners of empty properties are making no contribution to the local economy and should, therefore, be expected to pay more, especially if the properties are becoming derelict and an eyesore. If these properties are suitable family homes perhaps enquiries could be made as to why they're neither sold nor rented, if this could be addressed their availability could have a very positive impact on the situation.</p>
<p>Increase council tax for those who can afford second homes/can afford to keep a house empty. This will subsidise services as a whole for everyone else.</p>

<p>Some second homes are also rented out... e.g. Airbnb. This should allow the local authority to charge it as a business. Checks could be made on Airbnb. Empty properties for sale or where the occupier is in a nursing home (etc) should be exempt. Buildings awaiting renovation or just empty, where owned by a company or individual who leave them empty to increase sale prices or to hold as stock for future use should pay a premium.</p>
<p>Owners of both types of home should be encouraged to rent out these properties and then the tax could be lowered.</p>
<p>It would encourage owners not to keep the dwelling empty and provide vital housing for those in need in the county.</p>
<p>I think it should be raised on second homes, in relation to the size of the property &amp; if it's just used as a holiday home &amp; not rented out &amp; I think if it's raised to 100% on empty homes, it will stop properties being bought &amp; just left empty, without any work taking place, which impacts on neighbours &amp; community</p>
<p>Unfortunately costs in every area are increasing. I think this needs to be reflected in the costs charged in these situations. These homes are valuable to the community and in an ideal world would be available.</p>
<p>There are so many people desperately needing a home. There is no need for anyone to own a second home. They usually have more than enough income to stay in a hotel when they visit which would have the dual effect of assisting the economy more and releasing much needed homes for those without.</p>
<p>Empty properties are wasted properties, they look unsightly, can lead to vandalism or squatters, gardens become overgrown and can cause problems for neighbours. Everything possible should be done to try and get the properties back into occupancy.</p>
<p>Long term empty properties have a negative impact on local communities.</p>
<p>Local children struggle to grow up and move into their own homes in the area because of lack of availability. Long term empty houses fall quickly into disrepair and impact on the surrounding area. They should be actively discouraged</p>
<p>Homes are meant to be lived in. Welsh people are being priced out of the market as second home buying pushes the price out of their reach. Then left empty most of the year. Let them holiday in caravans or hotels and holiday parks, thus boosting the Welsh economy</p>
<p>It will reduce the negative impact on the amount of empty properties and enable local young people to have access to affordable housing</p>
<p>Increasing costs on empty dwellings will encourage landlords or owners to ensure their empty homes are occupied. Increasing costs on holiday homes will discourage people from purchasing thereby increasing the housing stock for local people. It will also help keep housing costs down so first time buyers are not pushed out of the market.</p>
<p>Often not he's properties are 'luxury' items. i.e. not actually necessary for the owners. This is unfair whilst so many cannot afford or even find one property for themselves and/ or their families.</p>
<p>No available houses to rent or buy because people are leaving them empty with no incentive to do anything about it. Increasing the charges may encourage them to either rent out or sell</p>
<p>I think long term empty houses look awful, it's stood empty for years, when someone should be living in it, or think if council tax was higher, it would</p>

encourage people to sell and not hold on to properties, I don't think it would have much of an impact on holiday homes , as they can obviously afford it , to the detriment of locals
Should not be made totally unaffordable therefore trial slight increase unless you wish to reclaim empty properties - there would be a cost to this.
There needs to be an increased deterrent in respect of second homes, and a greater concentration of the minds of owners of long-term empty properties to dispose of them.
Second homes benefit from the same services. Could have positive impact on the waiting list. Could generate more available homes for local residents, i.e. first time buyers.
Discourage second homes. LT empty homes are a disgrace when people don't have homes.
Q7 Raising Council Tax premium for long-term empty homes is unlikely to encourage owners to make necessary repairs to make an empty property suitable for rent/sale.
Keeping properties from prospective buyers is damaging to the local economy. The housing ladder is difficult enough to get on in these times, and we should be doing more to ensure that people who could otherwise afford a house are not stuck in a relentless loop of paying rents priced at multiple times the cost of a mortgage.
Houses need to be brought back into use. Increasing the tax premium will encourage people to sell their empty & second homes to those who need houses.
For me, as the owner of what Flintshire County Council describe as a 'long term empty dwelling', there is a clear distinction between a 'second home' and a 'long term empty dwelling'. On that basis, the levels of council tax levied through the so called 'premium scheme' need to be varied according to circumstance.
Everything has gone up in price so might as well increase it.
A planned increase over a couple of years to the maximum allowed on both
Empty properties need to be made available as soon as possible given the severe housing shortage. I understand some properties may be undergoing refurbishment but where they are just left empty is has a negative impact. Second homes are a luxury and only being used part of the year has a negative impact on the places where they are. It also means local residents have lost the opportunity to purchase that property
If second homes are not being used all the time and with empty homes, then it causes interest from many strangers to the community. People stopping and looking etc. If, like the empty house opposite me, it has been ignored for almost 3 years, it becomes unsightly, untidy. Obviously empty and attracts the wrong kind of interest from strangers.
To ultimately increase number of houses available for those that do not have them

## Feedback with Concerns Regarding the Premium on Both Types of Dwelling

<p>It's a choice to have a second home, or have an empty one, the affordable housing situation will not be affected by these minor tax rises but seen as a petty statement</p>
<p>I think the percentage should vary depending on the situation. My mother's property is currently empty as she is living in a nursing home. I am desperate to sell this as I am responsible for its maintenance, however, I have to wait for the courts to grant permission. Percent should be determined based on individual circumstances.</p>
<p>'Should not be charged' unless circumstances have been reviewed. You take no account of pre-existing factors. Example. In our case, a main house plus annex, on the same meters and services and same courtyard. Mortgage is through Halifax. This is the Halifax's position to avoid eviction processes of tenants in event main mortgage is not paid, they will not remove or reconsider that. Your current policy does not consider such situations, ignoring them simply increase tax burden, without any opportunity for the owner to rent out / reclaim costs commercially.</p>
<p>I feel charging a premium on long term empty and second homes is profiteering and on second homes could have a negative effect on businesses that rely on tourists as if these homes were sold up less visitors would come and holiday makers are more likely to spend more money in the area than people who live here</p>
<p>If the property is empty it's not costing FFC nothing so no need to charge anything.. It's absolutely outrageous to even think about changing people so much. An where does this money go? Road tax goes on roads does it?</p>
<p>My understanding is that the Welsh Government are trying to encourage the development of empty homes to a satisfactory standard for occupation, by charging an unreasonable amount of Council Tax has an adverse effect in that it makes it unaffordable to carry out necessary repairs to then either sell the property or rent it out to provide affordable housing. I am in the process of selling my second home and am struggling to afford the Council Tax</p>
<p>My second house was flood damaged and the insurance company has taken over 18mths to undertake work. This is through no fault of mine yet I have to pay 75% rate on a property my son can't yet live individual cases should be considered as to why property is empty. The second home was my family home which was inherited and my son will live there once its finished. Giving access to the housing ladder. Without this he could not afford a home of his unindividual cases again should be considered.</p>
<p>An across the board increase does not identify for each individual circumstance. Most of the second homes are used and punishing owners by charging higher levels of tax does not work. In most cases local people would not buy them as they are priced above what they can afford. Remember most of the time it was locals that sold them to the present owners. they did not say I will sell it at a very low price for local people !</p> <p>My property has an annex that the previous owner registered as another address to avoid paying Council tax on the remainder of the then in build larger part of the property. the valuation office said it was classed as another house and so the council now charges me two lots of council tax one at lower band and one at a</p>



higher band. Other people have annexes and only pay one Council tax. My annex is never rented and is not a second home, it is used by us as part of our home everyday and yet we still have to pay two lots of council tax it costs me over a third of my pension. I can't afford to knock it down and we need the use of the property which also helps our son who suffers from mental illness and at times has to come and live with us for his recovery and care. It's all very frustrating and costly. The Council are not interested and blame the valuation office.

Homes that are long term empty following a death that are up for sale and uninhabitable houses shouldn't be charged

I have lived in Flintshire for 30 years but I have a house near my family I will be moving back near them in the future when my friend who is in her 80s goes into care. but because I have a house somewhere else I am told I have to pay extra council tax .my house is not a long term empty property as I am in it regularly

There needs to be some flexibility in the housing market. Buying and selling houses can take time and do not always match up.

Paying twice as much as other householders is quite enough given that I only have a second home in my home town of because I am unable currently to live there permanently until my commitments in Liverpool cease. Then I will live there full time so I can be near my sister and friends in my old age and hopefully be buried in the Cemetery with the rest of my family.

I am being penalised for trying to stay close to my roots in a village where my parents lived for over 70 years and my sister for her whole life.

I purchased my property with a plan of living permanently in my house in due course but I may have to abandon it and sell up as it is becoming too expensive.

This will have a huge impact on my plans to have a support network close at hand as I get older.

This is an unfair tax and an unfair means of the council gathering more income. Council tax is to pay for local services and not to subsidize housing. There no-one in these empty homes and hence there is not a proportional increase in the use of services than a home with multiple occupants.

The rental laws in Wales are extremely punitive to landlords and that alongside the tax arrangements for lettings mean that those who choose to privately let are at a disadvantage. The responsibility of finding affordable homes does not lie with private landlords.

I feel particularly home that are empty due to renovation should not be charged this premium. We are under doing major renovation which means our property is uninhabitable. This premium causes unnecessary additional stress and worry about finances due the additional expense. I feel there should be bimonthly checks to see that it is being renovated. It is not that the property is empty and no progress being made.

Individuals who have worked hard in order to be able to embark on purchasing a property of which may require extensive renovation are penalised greatly if the renovations exceed one calendar year.

Those whom are embarking upon extensive renovation may not retain the lump sum of funds required to complete the renovation work - therefore do so 'bit by bit' in order to complete the property to a habitable standard.

Thus by charging a premium of 75% it further depletes a home owners funds in completing the renovations within a timely manner.

<p>There are valid reasons for a property to be empty for which your limited exemptions cannot be applied.</p>
<p>Second homes are inevitably rented out to visitors to Flintshire. We have hired such to accommodate our large family joining us for Christmas and holidays, thus providing assistance to us and also valuable income to the location.</p> <p>The second home premium on 12 months is an arbitrary figure that does not suite all. Some people who are renovating a property require longer for completion. Others may take less. Could the Council not monitor progress and charge accordingly.</p>
<p>Council tax on a house should be the same regardless if lived in , empty or second home. Second homes bring huge economic income into Wales . Focus on reducing people on benefits who have multiple children just the a bigger house . Stop penalising people who want to make a living out of bringing tourism to Wales. Also if someone owns a property and leaves it's empty that up to them .</p>
<p>Both the long term empty dwellings and the second homes should be allowed to contribute to the community, the same as their neighbours. So why are they the charged more when they are not putting a drain on the Council Services.</p> <p>Effectively, the Council are being paid the full Council Tax or 175% or 200% for a small amount of services used and the Council appears to think it is "fair" to charge even more on the properties that are draining there services the least. This seem to be totally unjust.</p>
<p>Each home should have to pay council tax and therefore if you own two homes you should be required to pay council tax on both properties.</p> <p>I think there should be a further reduction to council tax on empty properties as many people and families find a property empty through unavoidable circumstances and therefore it is unfair to have to pay council tax an a property that is empty.</p>
<p>My long term empty property is totally uninhabitable as a result nobody wanted to buy it despite its low sale price at the time ,even these people who are supposedly desperate to get on the housing ladder, the council couldn't even fill these houses at one time due to lack of services and amenities etc.,</p> <p>I purchased the property with the sole intention of getting it back into an inhabitable condition as time and funds allowed even though the amount of money required to do that exceeds the retail value of the property in real terms, and financial bullying by Flintshire council is not going to improve that situation. In my eyes there is a massive difference between someone who is trying to resurrect a derelict property</p> <p>In a non-sought after area and a second home on the coast either way it should not be used as an easy revenue earner for the council. The council should be looking at its own housing stock where there are empty houses that again nobody wants to live in because they don't like the area ,and the houses that have been allocated to someone, and they don't even live there and are either sub letting or keeping them as a fall back.</p>
<p>It takes me a long time to renovate houses because I do much of the work myself, around one day a week (I work full time)but I do use contractors to 'speed up' progress when I can afford it.</p> <p>I estimate that council tax I have paid over the four years I have been working on the house is around £6k.</p> <p>If I had not had to pay this I would have engaged more contractors to do some of the work and it would have paid for about 21 days of work - roughly 4 working</p>

weeks a month.

So as a consequence I have had to do the work at 1 day per week which means your tax added around 20 weeks to the completion time,

I am not alone in this so if your claimed intention to charge extra tax on empty houses so they are made available more quickly is clearly not working so to use that as a justification (for punitive tax rates) in future will be a fiction.

One other point I would like to add is that you are asking empty house owners to a pay a punitive tax for services they barely use and further, I couldn't even get a permit to use my pickup to dump waste at the local recycling centre - further adding to costs (about £300 for an extra skip), equal to another days work I couldn't afford to pay for.

Just consider this - it is just like one of you decision makers going into a shop, paying extra for something but then not getting it. I am pretty sure you would have something to say about that.

On the matter of second homes, you say Flintshire has 170 with 2088 waiting for an affordable house. Clearly forcing the owners to sell these houses is not going to make a big impression and besides have you actually bothered to check how many of these 'second homes' would be affordable or in areas where these people want to live?

On a final point when I finally looked to sell the house I renovated (a two up two down terrace house) I had zero interest from locals but lots from people who work in Liverpool, Chester or Manchester.

So the idea that local Welsh speakers will buy these houses is clearly not going to work out is it - it'll be incomers from England.

Second homes and long term empty properties cost the council less than occupied properties due to the property not using services such as refuse collection. Yet they are being charged more than permanent residents for services they either do not use or use infrequently.

Second homes and long term empty properties will also have little to no impact on the number of people on waiting lists for social or affordable housing. Those on the waiting list for social or affordable housing are unable to purchase property on the open market, and so are unlikely to be able to purchase any of the second homes / long term empty properties should they become available to buy. The solution to the social housing crisis appears to be more government funding and councils investing funds in the right places, not penalising other members of the community.

The council tax premium also creates a hostile environment for tourists and discourages those who wish to invest in the community from doing so. Considering the Welsh economy is reliant on tourism for business, it seems counterproductive to drive away second home owners through ridiculous premiums on property.

Second homes bring income in to the community e.g. a holiday home when the occupiers visit or if they rent it out to other holiday makers.

The standard council tax rate should be more than adequate to cover expenses for the council. There may be less local services used if the property isn't always used e.g. bins aren't put out every week.

Long term empty properties are more of an issue but again don't drain public resources so there should be a small deterrent to encourage the property to be used but it doesn't need to be increased.

The premium for second homes and long term empty is stifling the available money for improvements to the properties that could bring them back to habitable condition. It is purely a money making scheme the council uses because they squander money on people who do not and will not work.

this is just another way in which the council raises money Flintshire should be helping owners not fining them, to bring long term empty back into use

We understand the need for the council to levy a premium, however 100% is already high £318 per month and wish to plead for the rate to remain the same.

The number of 2nd/empty homes is so insignificant in the Flintshire area that the charge will have no significant impact on the availability of affordable housing and as such can only be viewed as a tax on perceived wealth, particularly as the users of these homes already receive little in terms of services for the council tax that they pay. The owners of empty or 2nd homes are entitled to choose to own and use those properties in that way without penalty.

Are successful people not allowed a second home in Wales? Do you not like it? Do you want to discourage wealthy people from investing in our area? Wealthy people are hard-working, successful and take great care of their local area. They're an asset, they help to improve our areas. They have money to help make the area better and they are not stupid people. Do we want to scare them off and deter investment? Do you prefer lower class people in the area? How about travellers? Would you prefer them in the area? How does this affect the value of our properties?

Number 7 is a very bad idea in my opinion. Yes, we want long term empty properties back into use, this is a good idea, but it's not as simple as simply slamming the owners with a tax and hoping that somehow, the property will then be liveable and free for use! Long term empty properties may be empty for one or many of many very valid reasons. Just because it's long term empty does not mean that one is simply holding onto a good property for no reason. Valid reasons may be; costs of bringing the property up to date, there could be legal issues. A massive one is that a team may buy a property to "do it up". Why should such investors be penalised for this? Its absurd. What I'm saying is that properties should be addressed individually along with circumstances and then some plan to be determined.

I cannot believe this is even a thing. If someone wants to buy a house, with their money, money that have been taxed on already, whether it's empty or not they should NOT be charged. It is NOT the publics/home owners responsibility to help with "affordable housing" we are not employed by the government. It's getting like North Korea. Controlled and ridiculous.

these properties are not costing the council anything as they are not using any of the costly services.

we already pay far too much council tax and the idiot councillors spaff it all up the wall. we need less councillors wasting our money and more benefits for us who live here.

I don't believe penalising people who want to be a part of Wales is the right thing to do. There are far more opportunities to be had by welcoming people. There should be more language learning opportunities a pride in the country to share. I think a long term empty property needs some investigation - a know a few properties that are derelict so is not great for anyone if it was freed up. These questions are v generic, we live outside the U.K. for employment at the moment

and have retained a home in Wales where are family live. We return to support our elderly families. Every situation is different, we don't make money we want to have a home in Wales to return to one day. We actually need more affordable housing and more planning penalising people who can bring money into the country just doesn't make sense. Having said that I do realise some parts of Wales and U.K. do require some management but not Flintshire.

To act as a deterrent.

The above questions do not show some of the struggles some individuals are having paying not only a second council tax but also an increased tax on an empty property. I'm sure you appreciate everyone's circumstances are different and not all and they should be treated so. Not all second homes are purchases and left as holiday homes etc. Some are inherited and with family disputes/ lack of funding to make them habitable. By increasing council tax fees in some cases this will just push back the willingness and lack of cash to carry out the work. I have never missed a council tax payment as I believe they are fundamental to the local community. I am a great charity supporter and help out locally wherever I can. However in cases like this I have to question the council and ask, Is a blanket 100% increase for everyone a fair approach for people trying to the correct thing

Existing prices and percentages remain high enough at the current rate and area.

## Other Comments

I think a different approach should be taken i.e. length of time a property is empty say 12months after this time it must be rented out either by the owner or leased by the council
The council service we receive is a shambles. I have moved from Salford to here and I honestly cannot believe we don't even have bins for recycling. I was a big recycler in England, now I cannot be bothered.
Hard questions to answer- need to see what the value of the current payments are and what this pays for. A breakdown is needed in order to determine if this covers the current cost.
Another tax upon more tax. When will it end?
I believe there is a difference between a second home and in my case an empty property I have inherited and trying to renovate to bring it up to date with current legislation to allow it to be rented.
Society has changed, we have more working adults living together / living at home and yet only one CT is paid, single people although discounted are disproportionately charged. A fair system would be to amalgamate the two systems, Poll and Council, so each adult in a property pays a charge, but this is banded. So, a sole person in band D pays 50, 4 in band D pay 200, single in A pays 20, and 4 pay 80. This would provide a more accurate representation of society change and a fair system for all.
I am not sure why a tax is applied to people who can freely buy property. The council are responsible for the lack of housing.
I am living in a property with my partner who I look after 24/7 as he is partly disabled .We are unable to get back to my property in Flint.
Charges for second homes should be in proportion to the services that can be accessed.
I personally think council tax is quite high in Flintshire

**Q12 - If you are the owner of a second home or long-term empty property in Flintshire, what action would you be likely to take if the premium was to be increased.**

Individual circumstances must apply and any one of the above list may be appropriate.
If I was a second home owner I would be working to bring it into the private rented sector.
Flintshire CC need to get a lot better at examining the reasons why the properties are empty. A more balanced view is necessary to ensure duplicate taxation is applicable.
I don't have an option to change my situation as I am trying to sell the 2nd property as an executor
If FCC was more responsive with planning permission maybe it wouldn't be empty
See question 8
I have been updating my second home in order to sell it, it is currently on the market
Impossible to say. Many factors might affect what we would do but we would probably choose one of the 1st 3 options.
We have been trying to sell our property since September 2022 when Liz Truss set her new budget. At least 4 sellers have withdrawn because of mortgage problems etc. at the moment we are in a chain awaiting to complete the sale.
Pay until foster children with special needs not at home and move in ourselves.
I would need to increase the amount I charge thus leaving less money from visitors to the community. I would also have less personal income to invest locally since we only let the property a few times per year.
Sell it, but this is not a good thing in my opinion. The original owner is likely to be punished. The buyer then has a liability from the council. It's damaging as it deters investment, and that slows down money being pumped into our area.
I would have to turn it into a holiday let to make it pay for itself until I can live there permanently.
Demolition of the property.
Despite the prohibition on the lease I would rent it out just enough to cover the increase
As stated previously I am trying to sell the property. I could not afford to pay a higher premium and my circumstances should be reviewed individually
Dispute the increase if the property was already on the market for sale.
Move a friend in free of charge
Really don't know - possibly have a breakdown from the stress this is causing me!!!!
Vote for a change of Councillors
Increasing the premium is purely a revenue earning stream in wanting properties like mine recommissioning you should be assessing the properties and any that you can't be mortgaged should pay no council tax or at least the standard rated council tax, instead of bullying people into selling.
I was looking to buy another house to renovate but I wont be now. What is going to happen is derelict empty homes will remain unsold and fall into further ruin and probably be demolished to save paying your tax. One other possibility is the sale

prices could go down to reflect the punishing tax rates but all contractors will do is add the cost of that tax back onto the sale price.
I'm getting it ready to sell anyway. If the empty house didn't need renovation, I'd have just moved in and sold my current house.
I would love to refurbish my property to rent it out but I have to use the money to pay the council tax. It is the law of diminishing returns
I am not sure now, our dream was to move there taking early retirement
If I could afford a second home, I could afford the increase - unless of course it was something inherited.
I really don't know. It would be very difficult. I don't want to sell the property, because I think someone far richer than me, probably from England, would buy the property.
This would potentially put already struggling law abiding families in Flintshire into even more debt. This would also slow down the time and empty pockets to allow needed work on the properties to make them fit to sell or rent
I am not prepared to give this answer because my situation is subjective to our situation. I have no feelings or opinions on empty houses. It's all a big money making ploy from the council as far as I'm concerned and I say that through personal experience of being penalised. I have one empty property in need of full renovation and repair to make it habitable. Yes I was charged £2800 for premium tax. It's in just and it's discrimination
I am a home owner with planning permission for a holiday let on an outbuilding to provide me with a pension - if council tax premiums were increased when the holiday is completed I would sell up and leave the County, though my family have lived in the area for 33 years.
decrease the premium
Possibly rent or sell
Struggle to pay until property sold in current difficult market.
I am the executor and have to sell
I would take no action, but remain very unhappy about having to pay the premium. My family has owned this house for over 70 years and has contributed to the local economy and community, to different extents, throughout this time. It seems grossly unfair to me that people like myself should be penalised in this way when we never have, nor never will, seek to make a profit from our ownership.
Property is up for sale and has been for eight months. Its price has been reduced but has still to sell. No further action possible.
Reduce spending on employing people, visit less and spend less in the local area to offset any increase.
Unclear at this stage. Would review circumstances.
I would consider the impact. Flint's council should be prepared to consider impacts on a case for case basis. Also the council would need to have evidence to support how applying a premium (and potentially increasing it) to my property is supporting the objectives.ng
Serious consideration would be needed, in terms of the integrity of such an increase. Selling would not help the waiting list at all.
Unfortunately the cost for redevelopment of an empty property have more than doubled in the last 2 years and banks are reluctant to lent money for such developments when the cost of the council taxes can be doubled or trebled while the work in in progress



Can not live in due to Flintshire county councils actions

As explained above, my property is a large listed building which requires extensive repairs, renovations and maintenance and could not realistically be rented out. If I sold the estate, 11 rented properties would be lost from the market and employment would be lost for those working to maintain the properties.

**Q14 - In the event a property becomes subject to the long-term empty premium, do you think there are any circumstances where it should be waived?**

Houses not selling
Some reasons are mentioned above at 8. The general flow of the action should be towards getting the property occupied long term.
In the event of death and if the property is empty to be refurbished. A time limit on refurbishment can be set for 12 months before charging 75%
Reasonable length for refurbishment where the house is intended to become the main residence.
Difficulty selling or renting property
If the property is for sale
Dementia care home resident
If a house is inherited by family following the death of the owner and the family cannot sell the property in-time. As long as they can prove that they are trying to sell the property, it should be waived.
As I have described my situation above.
If they already pay council tax on the property, I don't think they should pay extra. What is the logic of doing that...???
If the owner was owner occupiers and is now in residential care
Properties which are in probate
As suggested above, if reasonable commitment and efforts by the owner shows they are working to bring the building back into use
As described above in point 8. Mortgage conditions pre-existing.
If there are extreme issues, i.e. owner has dementia and delay in accessing ownership deeds/transfers. If the owner is in the middle of selling but there are delays on the chain or issues with sale outside of the remit of the owner.
As referred to in 8.
Similar to the previous scenario, the renovation is still in progress due to unforeseen circumstances or delays caused by unfair traders who needs to be monitored better.
Delays in granting probate, property can't be sold
yes, if there was a planning permission in place and pending the decision. But only after the FCC had all the requested information and the 'delay' was the FCC decision making process rather than that the owner was extending all the periods by not providing the requested information or asking for unreasonable extension etc.
If someone is receiving care or caring for someone else
I don't think it should be increased as there are many reasons a property could be empty long term from a sick or elderly person having to go into care or through work commitments that could take you out of your area for a couple of years but you wish to return plus many other reasons
If someone is trying to renovate a property for their own use or to let it but are being delayed by planning applications preventing them from starting that work: no premiums should be charged in these cases as I understand they are where I live

in Denbighshire e.g. my neighbour working on a low wage living with his sister wanting to renovate a small property for and by himself but could not start work due to delayed planning applications, he was forced to pay a high CT premium and eventually just had to sell the property because he could not afford the CT premium on his low wage.
under probate
If the owner can show genuine enthusiasm in selling and is asking a realistic price for the property.
As detailed above - first time buyers/people with no other property who are trying to afford to improve a property with plans.
Bereavement, trying to sell
I'm waiting on yourself for planning. It's taken over 2 years
All long term empty dwellings should be inspected by the council to ascertain the condition of the property and suitability for rental.
If the property is being renovated for re sale or rental market as renovations can be costly and red tape takes time.
If the property is not suitable for renting If the pressure on owner to manage the rental is too difficult.
When renovations under insurance claims take longer than anticipated and are out of control of the property owner.
Further to the above our property has been on sale and we have reduced the price fan confirm this. At NO time has the no-sales been our holdup. At present we have a buyer who is very keen to buy but is held up in a chain. We have tried very hard, by reducing the price etc. to sell the property. WE are both pensioners living and having to pay Council Tax on both properties is making life a little difficulty. At no time have we held up a sale but current trading is difficult. The current buyer agreed a price and indicated no chain was required, but since agreeing has change his mind. We agreed to the change in order to keep our sale going. We think there ought to be help for people in our position.
Individual circumstances should be considered instead of an across the board increase or tax.
there has been an empty property degrading in our street for almost 4 years, far too long in my opinion
if the property is inherited and uninhabitable
if the house is derelict / uninhabitable, for sale
House being sold due to death if occupier...very annoying to pay for unused services whilst house is being sold.
Legal wrangling
I don't know what current exemptions there are, but I would say properties where an owner is in care or nursing home long term, may impact the elderly persons mental health if they feel they have to sell before ready to.
When being actively redeveloped for social housing only.
Where the property is up for sale following the death of the owner
If a property is for sale and reasonable attempts have been made to sell. If the property is empty due to ill health of owner who is in temporary care and the long term outcome is unknown.
I am a pensioner and at the moment I want to stay to see what friends I have left in the area before I sell

Death, sickness, circumstances such as actively trying to sell or rent. If the house is well maintained.
If it is for sale or let
If it has been bought by a new owner and they are refurbishing it prior to moving in
Yes, some common sense needs to be put into the decision. Is the owner trying to do something about it? Are they spending money on it? Are they trying? Do they understand? It's damaging punishing someone who is working hard, or is innocent. Remember that somehow, this person become owner of this property. It's not your property - it's their property for a reason, and just because someone owns something that isn't being used does not mean that you have a right to take it from them. Help them! If you start punishing owners, you start to damage work ethics and many other things.
Ownership dispute With solicitors / land registry
long term improvement of the property
If the house is empty because the owner is in a home it should be waived because paying for a care home is expensive enough without other expenses making a care home unaffordable.
A barn on my farm was once occupied. It is now empty and has been used for storage for the last 25 years. It is not a suitable property for large expenditure on the major renovation needed to make it habitable. As far as I can work out the only option will be demolish a stone barn and replace it with a storage shed.
When it is ongoing refurbishment and cannot be sold, despite being on sale
Yes, if the owner is in long term care and has no relatives, time should be given to allow social services/legal teams etc. to deal with the situation.
-Extensive renovations for individuals whom are doing it sectionally if the funds are not readily available to do so
As stated previously each property and the circumstances surrounding the property should be assessed individually
All cases should be reviewed case by case with clear guidelines. Consider using a committee to review cases to ensure a democratic view. We need to focus more on people and what's best for the community rather than a tick box exercise
When trying to be sold following bereavement.
Medical issues (care home etc), delays by on planning, legal issues beyond owners control.
As previously mentioned, if a property is inherited but is being actively marketed for sale, given the current housing market, the premium should be waived. Also, the basic rate of council tax should be reduced for owners of these properties who do not live in the area and are not entitled to use any local council facilities.
if it needs doing up, the problem comes , as it is too expensive to do up and to find someone to do it
Some refurbishment programmes can be long drawn out - particularly where planning permission is involved. The sale of such a property cannot begin until all work has been completed and then it is at the mercy of market conditions.
If person is hospitalised
There are probably circumstances relating to health or family circumstances so it should be an option.
Some properties are empty due to the owners being in care/ nursing homes and whilst they are still alive nothing can be done with the property

Always waived. Absolutely ridiculous this is even a thing. Do NOT penalise home owners for the Flintshire council or UK government not being able to sort out their own issues when it comes to housing. We already pay TAX for this!
If empty due to the owner passing away and probate etc being protracted then the premium should not apply
Outlined above, when the house has been inherited and a sale is planned
For instance, should a person have to go into care but there is a strong probability that they will be able to return to their property.
I don't think undergoing renovation is a reason for them not to pay the premium. And renovation should, realistically, only take a matter of months not years.
if owner intends to sell the property but is not yet ready to put it on the market
Complex cases of ownership.
See note 8
This should be based on individual circumstances and the council should investigate these instead of applying basic rules. In my circumstance, as a Trustee, I do not own the property within the woodland and also I do not feel it is suitably habitable for individuals. I would welcome an opportunity to demonstrate this.
In all cases it's up the owner of a property if they live in it or not
Os ydi rhywun yn derbyn ty gan aelod o deulu sydd wedi marw, ac yn cymeryd amser i benderfynu beth i wneud gyda'r ty ayyb <b>If someone receives a house from a deceased family member, and takes time to decide what to do with the house etc.</b>
Under genuine renovation which may be experiencing difficulties
If people can't afford repairs to properties how do you expect them to pay a premium? Just another tax on people who support themselves
After 12 months there's no excuse for not sorting out. Its neglect
Maybe someone passed away and there are legal reasons it can't be sold.
Only while actively being sold or rented
Waiting for deceased persons estate to be sorted out
where property has been left to more than 1 family member and difficult to sort affairs and where renovations are taking place
If someone is very sick and needs to live with a relative or a care facility to recover then it should be waived
Family bereavement or circumstances
If struggling to sell the property
If, like the house opposite me, the lady was sectioned, so maybe initially while legal matters are sorted it should be waived. However nearly 3 years on and being told that she will never come home any waiver should be rescinded at the point that decision was made by the medical professionals.
Family or probate dispute following bereavement of owner. Long term sickness of owner.
Owners that have to reside elsewhere for longer term employment contracts.
Long term ill health, owner incapacity with no power of attorney in place although maybe a 'charge' could be put on the property when the time comes.
If it can be shown that genuine efforts are being made to sell or let the property.

<p>You already have some waivers, such as people in hospital or under NHS care. Considerations should be given to the circumstances surrounding the property being empty. The Council does not know what, why, how an empty property has come about and what position the family/owners are in - but does the Council care????</p>
<p>Waiting for the property to be sold due to hold ups</p>
<p>The owner becomes ill. Family bereavement. Financial issues have affected the renovation e.g. impact of inflation or loss of income. The owner has a residence in Flintshire where they pay full council tax.</p>
<p>The property might well be under a long term refurbishment scheme.</p>
<p>Owner in residential care or hospital stay</p>
<p>If the owner makes an under taking to renovate the property to allow it to be rented.</p>
<p>Where a property requires total refurbishment, this would probably encourage more people to get more houses up to standard and back on the market, maybe even putting a realistic time scale in as a clause to encourage progress.</p>
<p>Due to planning issues if fault of FCC</p>
<p>When it could be demonstrated that work was genuinely ongoing on its restoration.</p>
<p>I have no issue paying normal council tax on the property after having the "furnished" and "unfurnished" exemptions which were generous and I'm grateful for. As an only child and unmarried, I am trying to do everything myself with the property I inherited from my late parents. It was full to the brim with stuff and took so long to sort through, incredibly time consuming. At the moment, I am decorating and tidying up to get it on the market. I have stress and anxiety issues after looking after my late parents - I was up there everyday after work and at weekends for four years helping. My relations live further afield or are elderly and I work full time on shifts in Cheshire so it's just me. It's slow going and incredibly frustrating by myself but I am trying. The 100% mark up I'm currently paying just gives me more stress. Whilst paying this, I can't afford to pay tradesmen to speed up the process so it's a vicious circle.</p>
<p>If a person has inherited the property, depending on personal circumstances, 12 months is not enough time to deal with legal matters, sort out the property and sell it before the premium starts. In this instance, the premium should be waived.</p>
<p>Probate that takes a while to go through House isn't up to a living standard and needs work or planning permission</p>
<p>Where the property is genuinely undergoing a major refurbishment with the intention of improving the property. There is not always a limitless amount of cash to fund the refurbishments required and excessive council taxes.</p>
<p>Flintshire do not know and are not interested why the property is empty, The council tax is high enough without adding more on, the council should help people not fine them with added costs</p>
<p>if it is having a refurb but there could be other good reasons</p>
<p>If I were placed into a medically induced coma and was revived 14 months later, what would my reaction be to an increase – not so simplistic is it.</p>
<p>when the idiots in the council are fit for purpose and can do the job we pay them to do only then count it be fair to consider paying a single penny more.</p>
<p>For inherited property</p>

When the property is the person's only residence but is temporarily not habitable .

If it was up for sale but hadn't sold for sometime,

I have set out our circumstances in a previous question.

There are several people in similar circumstances in This area. We all feel we are paying far too much council tax already, and are not getting value for our money.

As stated above - if the person in charge of the council tax are tenants it should ABSOLUTELY be waived.

I appreciate the opportunity to address the issue of the long-term empty property premium. In my opinion, there are indeed circumstances where the 100% council tax on empty properties should be waived.

My sister and I inherited our late grandmother's property several years ago. Unfortunately, due to differing views, my sister has been unwilling to sell or invest in making the property habitable. Despite these challenges, we have always paid the council tax in full and on time, even as it increased significantly due to the long-term empty status of the property.

I am currently attempting to purchase my sister's share of the property so that I can undertake the necessary repairs to either sell or rent it out. However, the financial strain caused by the increased council tax is hindering my ability to make these essential improvements. The situation is beyond my control, and it feels punitive despite my compliance with tax obligations over the years.

Given these circumstances, I believe the council should consider waiving the 100% premium in the following situations:

**Inheritance Issues:** When a property is inherited and co-owners have conflicting interests that prevent timely sale or renovation.

**Financial Hardship:** When the increased tax burden impedes the owner's ability to fund necessary repairs and improvements.

**Active Efforts for Resolution:** When the owner is actively seeking solutions, such as buying out co-owners or selling adjacent land to fund repairs, but faces delays due to external factors like slow planning processes.

In my case, if the property were 100% in my name, I could proceed with the required work to make it habitable again. The property needs significant renovation to bring it to a sellable or rentable standard. Additionally, I have been attempting to sell an adjacent plot of land to finance these efforts, but the planning process has been slow and unhelpful.

Waiving the premium in such scenarios would not only provide relief to property owners striving to improve their properties but also contribute positively to the local community by reducing the number of long-term empty homes.

Thank you for considering my perspective. I look forward to a response that takes into account the unique challenges faced by property owners in situations similar to mine.

If a property is well kept and has been kept for a reason such as distress or an adverse effect to mental health and not for any personal gain this should be taken into consideration

As above I am not writing it all again. Please see my personal circumstance.

Properties become empty long-term for many reasons. I don't think raising the premium would ensure they would be inhabited any sooner, but more likely put financial pressure on the owner.
As stated above, where a family is trying to sell a home due to a death or loved one in a care home.
The tax is not fair or equitable at all and should not be imposed.
I cannot get back to my property because of my circumstances now You are increasing
I think we need more detail. Deceased person, lack of funds to renovate
As we are selling the property for a deceased person and I am the executor. I just need the sale to go through. If the council can help that would help alleviate the worry and anxiety.
If it is being refurbished
Or previous tenants have damaged property and it requires works
All the time -it shouldn't be applied.
Depends on peoples situations
If the property has been inherited from a bereavement, there is usually an upkeep period where the house cannot be sold due to possessions/repairs/renovations required. A deferred long-term empty premium of an additional 12 months would serve not to penalise people who have obtained property in this way.
I regularly maintain the garden and exterior of the property so that it does not negatively impact on the local community. This should be recognised.
In contrast a property in the same street has been partly demolished by a 'professional developer' and has created a blight on the community but avoids paying any council tax as the property is uninhabitable. This loophole needs to be closed.
It should not exist at all.
When the owner visits the property at least every month and stays at least 1 night at every visit.
On the face of it, I would think it makes more sense to apply an increased premium to LTEs than to second homes. However, as for second homes, I think the Council should be prepared to consider on a case by case basis.
As the owner of a 'long term empty property' that is currently subject to an extensive renovation programme, involving a substantial financial investment, that will improve the property and bring it up to modern standards, the imposition of the council tax premium has been, for me at least, nothing more than a financial penalty, a tax grab I'm sorry to say. I pay Council Tax on the property I live in now, and receive the council/police services etc in return. For the long term empty property I receive absolutely nothing in return in terms of council/police services, no bins or recycling collected as I don't generate any waste there. The idea that I could modernise a property in 12 months given the work required, and subsequently, the costs involved, is, frankly, insulting to say the least. I would have had no problem paying a Council Tax on the long term empty property if levied proportionately to the situation, but that is obviously a bit too much to ask of you lot in County Hall, to come up with a fairer solution, rather than a blanket imposition.
One would need to know the circumstances behind each property.



Each property should be looked at individually not just an increase across the board.

We're Flintshire county council has damaged the property and put financial burden on us till sorted

Listed properties often take much longer to renovate (because of the necessary consents which can be delayed by the council) and are more expensive to renovate. Exceptions should be provided where repairs are being carried out to listed properties.

If it were being considered (within a set time frame) to be developed into affordable housing

**Q15 - We welcome any other comments or suggestions you may have regarding council tax premiums on long term empty properties and second homes.**

<p>Increasing the premiums will either increase the amount of properties available as people will sell or let out their empty properties or second homes, or they will choose not to do this and the Council will increase the amount of tax taken, which can be reinvested into social housing. Increasing the premiums is a no-brainer.</p>
<p>The impact of changing the from the current charging structure will be minimal, both to property availability (1% of the total number of properties in Flintshire) and the level of income FCC receives.</p>
<p>Councils charging 300% are doing it from nothing but spite to the owners.</p>
<p>The amount of houses you are allowing to be built mostly over priced unaffordable housing for the normal working person that should be bringing you in more council tax money so why rob other people for it who are lucky enough to be able to own a second home etc. It's the council's fault we have no social housing, you sold stock without building and sell land off to rich building companies who build houses in excess of 400 thousand pounds so it's your fault we have no social housing</p>
<p>The amount percentage extra should be prominent on the invoice as should the pounds amount. It should also show what the following years amount will probably be, together with a full explanation of why it is being done.</p>
<p>To be able to afford a second home an increased Council Tax rate should will be accepted. For long term empty properties it is usually empty for a reason and finance may be the reason to getting it completed to be lived in so an increase in council tax premium could increase pressure of finance not readily available. When you a left with a property after a relative passes away you are not always in the position to pay Council Tax on your own property and the property that is awaiting refurbishment to be sold.</p>
<p>I think empty properties i.e. housing should be taken over by the council and rented to families on the waiting list but only if the owner refuses to take action</p>
<p>Pressure should be made so the courts make decisions to allow family members to sell properties in a timely manner. I have been waiting over 3 years for permission from the courts so I can sell my mums home. I did not want to rent the property but had no idea the process would take so long.</p>
<p>I don't think there should be extra charges. Local Government bodies should manage the money they get more wisely.</p>
<p>Council should use powers available to them to ensure properties are kept in good repair and in a liveable condition.</p>
<p>The issue is 'why are the houses empty long term'.</p> <p>Forcing further tax burden on existing taxpayers within the county, making their ability to invest / renovate / make ready to rent or sell, is counter productive in the long term. Those owners will have less to spend in Flintshire overall. Unless it is purely a second home for holiday and vacation purposes from persons living outside of the county.</p>
<p>For properties undergoing renovation:  year 1- 0%- during first year renovation  year 2- 0%-25% a the officer's discretion whether it's a reasonable delay or not</p>

year 3- 25%-50%

For empty properties where no renovation takes place 75%-100% at officer's discretion e.g. 75% if just inherited and awaiting green light for sale, 100% if it's all ready to proceed with sale and no renovation take place.

This way you will make sure landlords are still interested in renovating properties and they will do it quick. You will also free up much quicker properties being on hold in hand of unexperienced 2nd home owners and encourage them to put it on the market.

I think an increase in second homes will have a negative impact, as a family we have a second home that we share with other couples (Friends and Family) We have had this home for around 20 years plus. We have really grown to know that community, we respect and feel part of it. To increase the premium charged will just mean that we are no longer able to afford it and inevitably be forced to sell. This will not be bought by a local but another richer person that will turn it into another holiday house. It will then go from being occupied by the same group of people that know, love and contribute to the area regularly to either a house that is never occupied or different people each week of the month. It is a con to make more money and a way to penalise good people that want to have some nice holidays.

In respect of the influence on local communities (Q 10 and Q13) I am not sure that there are so many houses, mainly empty properties, that the increased C/T would massively impact the FCC income and as far as the empty houses were concerned again that would have only a slightly positive impact on the local community as if the property was redone and then occupied the place/town would definitely look nicer. Again if there were build HMOs that might resolve the issue for a lot of homeless people but whether it would then have a positive impact on the community I am not so sure

I think it is just another way to profiteer off people and not to increase availability of affordable housing if that was the case then all new housing estates that the council give planning permission on should be 70% of them being affordable housing

Generally increase the premium as much as possible but have clear transparent/advertised rules for discretion .

F.C.C Empty Homes should have powers to intervene as soon as empty homes are becoming derelict, unsafe, creating an eyesore in the village and impacting on neighbouring properties.

Enforcement should be undertaken to seize properties where owners have left property empty long term. Conservation/preservation of historic buildings should be enforced if properties are neglected long-term - this would incentivise bringing them back into good state of repair/preserving the heritage of the area.

There should be no premium whatsoever

I've had to answer : 'do not know' as the question is too complex to give an answer.

My second home was my family home left to me when my parents died. I allow my son to live there giving him a chance on the property ladder. Why should I pay above the rate for council tax. Its not used for financial gain or a holiday let.

The following gives our personal reasons for owning a 2nd home in Flintshire. The term second home does not fully reflect how we view and use our home, we consider it to a on a par with the other home we have. I realise this personal

account will not sway the Council decision but simply shows that people do have strong albeit personal reasons why they might own a 2nd home in the county. I am of Flintshire stock & was born and raised there. All my family & most of my friends still live in the county. Our 2nd home was my mother's home on a small estate near Queensferry where she lived until her death a few years ago. I have always spend a considerable amount of time in Flintshire throughout my entire life but my specialist job meant I had to move away for employment reasons. Until my mother died I spent over 50 % of my time there providing her with help and support. Currently I provide help and support for an elderly relative and also assist a disabled person both living in the locality. The property is still occupied for about 50% of the time by myself or members of my family and I have hopes of returning to live there as a permanent home at some time in the not too distant future. We put money into the local economy (e.g. using shops and local tradespeople).

We accept that in general, second homes can have a detrimental effect but this is primarily (but not exclusively) in areas where a very significant number of properties are 2nd (holiday) homes and where this disproportionate amount of 2nd/holiday homes are in tourist areas in Welsh speaking areas.

We believe our circumstances are completely different. Our modest property is not in a tourist area and, as far as the Welsh language issue is concerned, we have considerably more Welsh (written & spoken) than virtually anyone in the area where our 2nd home is situated. We feel that the current 100% premium is fair. It should not be raised or reduced but wonder why long term empty properties pay less Council Tax than we do.

In principle we agree that long term empty property and second homes should be taxed but when the property has been on the market for some time and the sellers hare trying very hard to sell there should be some help for them.

Common sense should be used. Locals can not afford to buy them due to low wages in Wales. People will sell there property for the highest price they can achieve, often sold by locals to incomers who will and can pay the asking prices. The whole system is a mess. Councils will be happy to take extra taxes for the property's, taxation is not the way to solve this problem, If they are renting then a tax should be applied, is that not covered by income tax on extra earnings or business income. I don't know the answer, however an increase of tax to 300% will lead to selling of properties ,drive down prices that can still not be afforded by locals. Lots of extra income for FCC. An overall loss for tourism revenue in Wales.

If house is empty no council tax should be paid.

I expect the increase in taxation on people who own second homes will help to pay for all the people getting free housing for doing nothing. Very utopian.

Please exempt all families where there are foster children or families with disabilities and where the child receives DLA or PIP if over 16 or child has EHCP or SEND needs as these holidays are essential and going abroad is not affordable. If you put up the council tax we will still have a second home but have less money to spend locally. We have annual family membership for the Greenfield Heritage Centre, membership of North Wales wildlife trust, life members of The Welsh mountain zoo, signed up in North Wales in Talacre with life membership of RSPB get children an annual membership. Also we work with rangers in Talacre maintaining natterjack habitats and do beach clean ups etc.. also my husband gives 2 local churches free PAT tests and one local charity shop. Our children are beginning to pick up spoken Welsh as a second language. 2 of the children were

baptised in our local church of Wales. If we had to pay even more we would have to spend less. Our children during Covid followed weekly online services from the church in Wales. We all have a strong affinity with Flintshire and try to put in more than we take out. A traumatised child will have better MH and educational outcomes with regular holidays and it would not be possible without our Flintshire second home as the children need to have a permanent base because they have SEND needs. Our home is inspected annually too by our foster children's social worker.

Please lower them everyone in Wales is struggling at the moment

If used for visiting relatives or as holiday lets, short term rentals are bringing money into our economy. Due to visiting tourist spots, local shops, restaurants, pubs etc. We should appreciate that. They also do not cost more in terms of council tax costs and this it is not an appropriate charge to increase. If you have an issue with social housing you should look to solve the issues forcing people into social housing to begin with, look to the root causes to reduce this number, not to a hopeful but unrealistic bandage. There is no correlation between the two groups especially for second homes, they are highly unlikely to become let to social tenants or for that population to purchase them. To build language skills you need to invest in education and communities not housing.

I will not invest in Wales again. I will not do up a property again in Wales because I think you punish hard work and successful people, and praise those who do nothing.

I bought an old wrecked cottage to do up. Do you think it fell on my lap? It didn't. I worked my balls off for years. Unlike others who wasted money on Sky, new Mercedes, brand new iPhone or whatever, I didn't. I saved my money and lived off the likes of Asda Essentials baked beans. When I saved up enough, me and a friend bought a cottage to do up, thinking it would be a great idea. I thought it would make money and bring an old property back into use.

It did make money, and it did bring it back into use, but you also punished me for it. You tried to charge me £3,200 per year council tax. The Welsh government charged SDLT and so on. I made money, but the biggest beneficiary in my opinion was FCC and the Welsh government.

Why do you punish hard-working people? Do you not like hard workers? Don't you like investors? Don't you want anyone to be successful? Should they go to live in England?

So you want more properties, but you also want to punish investors? Who will do up your properties now? I don't know, but it won't be me! Many other investors feel the same way. In my opinion, you discourage work with your regulations.

I fear the general attitude is that second homes are owned by avaricious people trying to make money out of properties that could be used by others.

I am a Flintshire woman to my core and have always tried to remain close to my heritage and to spend money to assist the local economy.

I do not think selling my house will assist the problems of young people trying to find homes locally. There are several unsold houses on the estate upon which I live in Caerwys, with more to be built in the next couple of years.

Of the people who have purchased the new houses I am the only one with

connections to Caerwys was hoping to end my days back where I came from but I fear you may make this impossible.

I have always spent most weekends and holidays in Flintshire together with my children so they could be brought up as close to their grandparents as possible. I wanted them to be aware of their heritage.

I feel penalised by the premium tax. I feel it should have stayed at 50 percent extra.

There should be options and guidelines available. At the moment the rules are black or white. This is not helpful.

I think I covered this earlier. I believe that the tax premium I pay is already a little high for the type of property but I do understand the need to bring in funds to the council. However I think that the premium on long term empty properties is about 30% too low.. A large tax increase is clearly designed to bring second homes and empty properties onto the market to increase affordable and social housing availability. In the case of second homes this is not necessarily the outcome, some were just built as tiny holiday homes! You really should look at the property to assess if its sale would improve the situation.

I think that the impact of second home owners on the communities in Flintshire depends on how much the person becomes involved with the community in terms of being a good neighbour and participating in or organising community events. Many second home owners also make an effort to read and speak a little Welsh and, at least, to pronounce place names correctly.

Although, as you are going to the trouble of issuing this questionnaire, I guess that the decision has already been made to make a blanket increase.

Abolish the council tax premium for those whom are embarking upon extensive renovations to their properties.

Retain it for individuals whom are purchasing 'second homes' in order to discourage individuals whom are finding it challenging to purchase properties within an area of which they may have been reared

Council tax bills are increasing every year and already substantially higher, charging a high premium on top of this seems unfair.

Swingeing Council Tax premiums can only produce a negative effect on the availability of property for sale or to let - much of which is funded by private capital. Local authorities should consider why more new homes are not being built in their area, as surely that is the way to solve the housing shortage - not this sticking plaster approach. Unless this is politics of envy!

On the face of it looks simple but I think it is not a one size fits all, consideration should be given to the impact on the community, is it always negative? Are all second homes in areas where housing is needed, where people want to live, are there local services, GPs, schools and facilities etc, Do second homes provide benefits to local businesses and GPs i.e. people pay tax but probably use few services.

What level of tax will force people to sell, would it just be richer people who bought the properties? Does the council have the funds to turn properties into affordable housing?

Although I appreciate this consultation I also query if it is morally defensible to effectively fine people to force them to move?

Long term empty property's in my opinion are more of a problem than second homes. People coming to their second home spend money in the local

community, they use local tradespeople when work is required to be done on the property.

If the rates were raised to a level that made the owners sell their homes, this would just cause an issue with more long term empty properties.

Just for the record here, my home in Flintshire is where I was brought up, I'm a fluent Welsh speaker and still speak to the older generation in the village in Welsh. As far as second homes causing a reduction in the Welsh language, maybe it's due to an influx of people who are not of Welsh heritage moving into the area, these people are probably employed in Cheshire/ Merseyside but property is cheaper in Flintshire.

This is a draconian and unfair tax.

Once second homes are rented out the tax should be decreased, this may already be the case but it's not stated.

It appears that the Flintshire County Council (FCC) is intensely focused on preserving the Welsh language, potentially at the expense of prioritizing affordable housing for local residents.

Flintshire's proximity to England might naturally result in a lower prevalence of Welsh speakers compared to areas like Gwynedd. It's a common belief that second homes reduce the proportion of Welsh speakers; however, the same could be said for the arrival of non-English primary language speakers. Turning away Ukrainian refugees is, of course, not an option, nor is preventing people from purchasing second homes for the Polish community. Therefore, it raises the question: what is the issue with English people desiring to buy holiday homes in Wales?

The objective here seems unclear. If the intention is to increase the Council Tax, then it should be done straightforwardly without justifying it as a means to discourage ownership and prevent the dilution of Welsh speakers and Welsh identity.

Personally, the percentage of the Welsh-speaking community is of no concern. It should not be the council's priority.

Some dwellings become second homes by default , not intent. It is difficult to identify if 12 months will be sufficient for a property renovation and even with the best of intentions the 12 month period can overrun.

It should be noted that people who renovate property in Flintshire are themselves investing their own capital to complete the project and thus improving the housing stock. If the process becomes too onerous this process will become less and less thus reducing badly needed investment for the area.

Tourism brings lots of money into Wales second home tax will reduce this , as I said previously if a home owner wants to leave a property empty they shouldn't be charged a premium that's their choice . There wouldn't be the numbers of people waiting for the council to house them if the rules were stricter people think they are entitled to everything they can get whilst not working a day.

The extra council tax from these properties should be all or in part, given for the benefit of the community in which the property is located.

Don't use this as a means to get more funds to take more asylum seekers who would put a massive further strain on our local community. Our council services are already deteriorating rapidly!

They're a blight and the council should be actively doing something about this
Some property is an eyesore laying empty. Encouraging squatters and drug users. Also many cannabis farms found in empty property. One backed onto me. Neighbours hadn't a clue what was going on. Bedroom lights used to go on 10:30 on a Wednesday and Sunday night for twenty minutes or so, stupidly we thought someone was checking the property.
Please check on the state of empty properties some are left to decay and cause effects on other properties
There are in total 786 properties that we are talking about. I believe there are far too many properties empty but this impacted by elderly in Nursing Homes etc. The second homes are very low. Could there be an incentive to help elderly people rent out there homes if they are unable to go home. I feel it's a very delicate problem because I'm sure lots of elderly would not want to give up their homes
I wonder how you know properties are empty long term. If direct debits are in place and there is money in the bank accounts then payments for direct debits will continue probably.
Empty properties should pay after 3 months not 12.
The sooner this review is concluded, the better. Where opportunities exist to increase income, they should be taken, thus lessening the burden on others.
WILL YOU ACTUALLY READ ANY OF THESE COMMENTS??? There are two questions to consider regarding empty and second homes:- 1. Do these properties use more of the Council Services than a property that is occupied full time? Answer - No!!!! so effectively they are less of a burden. 2. Why is it that Councils are charging this extra Council Tax then? It is suggested, to force those houses to be let, to reduce the Council's housing problem. In all the time that this extra charge has been going on, can the Council honestly that this method has been effect and why are they not trying to sort out their housing problem for themselves instead of putting huge amounts of stress both physically and financially on the Home Owners who are willing and should be allowed to pay the same Council Tax as their neighbours.
Stop thinking on how you can raise extra money to fund your badly run council and take your heads out of the sand. Second homes bring far more benefit to the communities than social housing will ever do. The majority of second homes are too big to service your family housing needs and the running costs of these homes will cost you far more to subsidise a tenant living in them as they will have to claim more benefits. You can't keep on taxing the wealthy to pay for the needy. Allow the building of more appropriate flats/small houses which will be efficient to run for these families rather than increasing a tax to fund a badly run council.
As you have probably gathered I am totally against penalising people who have made an effort in life to then get discriminated against those that think the world owes them a living, council tax as far as I am aware is to fund the services that are available to everyone not a stick to solve the problems associated with the housing shortage in a lot of cases people who have sold houses for holiday lets have actually increased the wealth of locals who have housing in those communities. If the Welsh government is trying to force people not to buy second homes perhaps they should legislate who you can sell your home to not punish the people who legally buy them in good faith.



Premiums will bring in some more money for you (especially if you don't provide any services in return) but I don't think it will help you with your apparent objectives - providing more affordable homes and increasing the use of the Welsh language. In my experience an attractive county like Flintshire is no different to an English one near big cities - the people who move in are commuters and they always end up displacing the locals whatever language they speak.

Regarding long term empty properties, again it should be down to ones circumstances providing there's a plan to renovate or sell.

The holiday homes situation needs a long term plan rather than just hiking up the council tax. Families earning £100,000+ between them won't flinch about paying premiums. Those who do or might be forced to sell will stand to make an incredible amount of money on the sale. Why not tax this too? Perhaps like a capital gains tax with a high percentage which would make tens of thousands of pounds each time. This money could be put towards building more affordable homes.

Get the empty homes scheme working properly

Second homes such as holiday homes bring in people who are spending money in local shops and restaurants

We spend the majority of weekends in our home, we contribute to the local economy, shopping locally using our local pub, supporting local tradespeople, and we do enjoy being there and part of our community. Our neighbours have grown up with us, we feel part of our community. We celebrate our birthdays, special days and Christmas there, including doing our Christmas shopping. We arrived after the war, our property is prefabricated being two wooden chicken sheds joined together in an L shape, one of the last of its kind. Our property has no saleable value, (its only the plot of land it is sat on), could the premium be a sliding scale depending on the property in question? There are 5 generations who love to spend time there. The property isn't worth anything, but to us with our age ranges from 8 months to 86 years its the world. Please be lenient when considering the next few years rate, or consider introducing a sliding scale

OK here's one, if the property's aesthetics fell below that of your stock in looks and maintenance, then a levy could be looked at. If an owner is maintaining and looking after their property in excess of what a tenant does, then that's a positive

we need to see a massive increase in benefits from the council, we already pay far too much and they cant even fill a pot hole. don't get me started on the absolute stupidity of 20mph, they all need sacking, and their pay returned retrospectively,

actually for the sake of public safety the entire council should stop making up new ideas as they have proven to always be wrong until they can prove to us they can actually do anything right.

I don't believe Flintshire is a tourist area with second home problems. Perhaps focus on council buildings and council land to provide starting homes for those on a list. Often the empty or second properties are not suitable, too old or subject to planning restrictions, remote or too large to be useful as home for those on the waiting list. I imagine that if they could be renovated at a profit people would have already done it so it looks like an easy way for the council to get money but not solve a problem. All the houses, old pubs, warehouses etc that are empty have often been left to fall into ruin and most are owned by businesses so I don't see Flintshire in the same category as Abersoch for example. Money and projects to help restore may be more useful? If they were to be sold to the council for example?

I inherited my 3 bedroom childhood home in Hawarden and currently use it as a 2nd home, visiting at least one weekend a month and often more. This enables me to keep in touch with my wider family and enable myself and my own family to maintain our Welsh heritage. Whilst using the home I place little burden on council services, using essentially only waste collection services, yet boost the local economy.

I do not see why any council tax premium should apply to a property that has always been owned by my family and continues to be used as such. Considering that there are only 11 second homes in Hawarden I cannot believe that my not occupying the home on a permanent basis has any negative impact on housing in the area, given that at the time of writing there are 41 three bedroom homes for sale in the Hawarden area. I believe that the imposition of any council tax premium can only be considered to be a tax on perceived wealth and that the fact that only 1.1% of properties fall into this category means that a premium will have very little impact whatsoever on the availability of affordable housing.

It would be interesting to know what impact the introduction and increase of the premium charge has had on the total numbers since its introduction, and that this should have been published as part of this consultation. In addition, given the small number of properties involved I would question whether the cost of administering the premium charge is worth the additional amount collected. In addition, considering there are far more empty properties than 2nd homes, and that these properties are far more likely to be made available for sale I would question why the premium charge for these is less than 2nd homes.

In some areas, such as Lleyn and Ynys Mon, there are many second homes owned by wealthy English families, they may be detrimental to the local communities, and a premium on the council tax may be justified. However this is not the case in this area of Flintshire. Also, many of the second homes are luxury properties, not affordable housing.

Looking at individual cases rather than a blanket approach and assuming that all second home owners are holiday homes or landlords. Some people are struggling in the position they have found themselves in by no fault of their own.

Inheritance Issues: When a property is inherited and co-owners have conflicting interests that prevent timely sale or renovation.

Financial Hardship: When the increased tax burden impedes the owner's ability to fund necessary repairs and improvements.

Active Efforts for Resolution: When the owner is actively seeking solutions, such

as buying out co-owners or selling adjacent land to fund repairs, but faces delays due to external factors like slow planning processes.  
Planning Support: Having local planning department support and help to make thing move quicker.

personal circumstance and area should be taken into consideration

Have you done your background research as to what will happen with increasing premiums? From the questions above, you have not. You might end up killing off Flintshire economy as you will not be bringing fresh ideas and wealth into the region. Time do more research into why you are doing this. Build more affordable houses should be your focus because a real effect would be house price drop and that will affect ALL properties.

It is unfair and unjust to penalise and discriminate against a resident who has purchased a slow property in Flintshire and needs to save their funds to make the home habitable. How can we save and make it habitable when the council demand £189 plus 300% per month for tax????

More information is needed to understand why homes are empty long term with support provided to the owner to ensure they are inhabited as soon as possible (either for rent or sold-on).

A better understanding of second home owners is needed. Flintshire cannot be compared to Pembrokeshire or the Llyn Peninsula where second homes have a bigger impact on local communities creating ghost towns out-of-season, and inflating property prices. Flintshire does NOT have high levels of tourism, so levying high council tax premiums would cause a lot of pain for the individual and not provide much additional income for the Council.

In relation to Q11 and the impact on house prices in Flintshire should the premium be increased - I think it has the potential force more housing onto the market but the market value will remain unchanged. It won't necessarily create more affordable housing for local people, only people who can afford deposits will be in a position to buy, although it may provide more opportunity for a circular market through people moving up the property ladder and releasing more affordable housing onto the market.

There should not be a penalty for people who freely wish to buy homes in Wales as either a residential property or a second home.

You are increasing the premiums for your own benefits. Not taking into considerations of the owner of the property.

The Council should focus on building affordable housing and not give planning permission to 5 bedroom homes in locations that are prime for affordable housing. This would increase revenues and build communities, rather than trying to alienate a small percentage of people who own second homes. These people bring revenue streams into the communities and are a reduced burden on the Council's services.

This is our only property in the U.K. it is our home in our hearts, we're from Wales we come back to belong to our communities and care for our families - this legislation is turning our families away from Wales, we'd have to probably sell and put our roots down elsewhere. We are portrayed as money grabbing wealthy second home owners when this just isn't the case, we don't earn an income and in fact help contribute to the community and economy. If you don't want us here we'll leave and find somewhere more welcoming, devastating as that short sighted decision might be.

Maybe the council could offer to buy them and rent out. Or offer some aid/help in each individually case

I really couldn't give an answer to this question  
Never owned another property

I see the increase of council tax for long-term empty and second homes as a boon. Rural communities should not be used to serve as housing stock for the nearby towns and cities, but should be a desirable, close-knit community as they were 20-30 years ago.

Once a 'long-term empty property' is placed up for sale, no council tax should be due. No services are being used. House sales are very difficult in the current economic situation.

Charging 1% property owners more for council tax will make no difference to many of the questions you have asked above. You need to look in more detail why certain areas are high (e.g. Llanas a) before forcing changes on all.

What difference has been made to overall numbers since premium charges introduced?

This feels like discrimination against Welsh people who find that they are currently unable to live in Wales. The property encourages our children to visit frequently and experience the Welsh culture rather than spend more time travelling to other countries.

Flintshire is my historical home county and whilst I currently live abroad, I own a second home (via inheritance through my parents) in the county and is used/lived in every five to six months for periods of one or two months at a time when I return. The property is also used by my immediate family members in between therefore has people visiting the property frequently.

Shouldn't be penalised

Don not agree with them. I'm not happy that I have to pay for the people without jobs to live happy live.

The survey is flawed in that it treats empty homes and second homes the same. They are not. Empty homes contribute nothing to the community or economy, whereas second homes do. Consequently questions 10, 11 & 12 will provide inaccurate results and should have been split into separate questions - those for empty homes and those for second homes.

What is the purpose of the premium policy? What is it trying to address?

1. Is it to release more houses into the market housing and private rented housing sector?

An analysis of the table of properties paying the premium shows that overall 1.1% pay; of that 0.86% are empty homes; and 0.23% are second homes.

If (1) is the purpose then the issue seems to be mainly of empty homes as these provide nothing for the local community or economy. So if the premium is to be increased it should be on empty homes in an attempt to bring them back into beneficial use.

Flintshire Local Plan policy STR1 identifies that the Plan will seek to provide 7,870 new homes to meet a housing requirement of 6,950 homes, through the application of a flexibility allowance of over 13%. Consequently, the Council's own

policy provides for the houses that are likely to be needed over the plan period, indeed more so.

As the percentage of second homes is so low compared to the existing housing stock, it is probably appropriate to lower the premium as it achieves little. If that is considered not possible then where the premium is now set for second homes, is probably reasonable. Tackle empty homes as they are the real problem, as they represent 78% of properties paying the premium.

2. Is it to stop holiday & second homes in popular tourist areas adversely affecting local communities?

Is there any evidence that this is happening in Flintshire? It seems the percentages of such homes in most settlements/wards is so low that it probably is not. Furthermore, the recent changes to the planning use classes will prevent this happening, as the Council is able to control changes from market homes to holiday/second homes.

If there is evidence of adverse impact then the premium could be increased, but only for properties in those popular tourist locations - not in the main towns.

3. Is it to raise money to put into the Council pot to be spent on other services such as social care?

If so, this is a very inefficient way to do so. Central Government or the Welsh Government need to do more to help local authorities to meet the challenges of today.

4. Is it to help people looking for affordable social housing? If so it will achieve little. What will address this problem is more Council/Housing Association homes. Conclusion – leave the premium for second homes at current levels (or reduce it) and put it up for empty homes.

My parents bought our home in Hawarden Both our parents have now sadly died and left the family home to my sister and I. We have contributed to your previous consultations on the council tax premium. We are disappointed that Flints council (like other councils in Wales) choose a fairly blanket approach to applying the premium. My sister and I, both Welsh speaking, are choosing, while we can, to keep our much loved family home and to support Hawarden. It is therefore disappointing to see that the longevity of our home ownership and the specific circumstances applying to us do not even merit an exception whereby our council tax contribution could be reduced somewhat. We continue to be baffled as to how applying an ever increasing premium is compatible with the council being able to achieve the stated objectives associated with the premium.

Sort this situation out rather than parroting Welsh Government edicts. I get the problems with long term empty properties as know one wants houses standing empty for any length of time. I've no doubt that FCC has a fair portfolio of empty properties itself, I doubt whether they will be subject to the premium. I can honestly say that the imposition of this premium has made absolutely no difference to the length of time my property will remain empty, all it has done is added cost to the job, money that ironically could have been spent on the renovation that may well have shortened the length of the work! A more carrot than stick approach is

required, rather than a constant look at your bottom line and where you can extract money the most easily.

It is difficult to answer some questions since some apply to long- term empty only and in others they are 'lumped together' with 2nd homes. Please add the following as intro to no 8 : Long - term empty properties are more likely to fall into disrepair whilst 2nd homes are more likely to be well-maintained. The sale of LTE homes, could possibly, if purchased by the council for example, assist in reducing the waiting list. If sold privately however, there is no guarantee. In Hawarden, where my sister and I retain our family home, we note.....

We have had a lot of work done on the bungalow, using local craftsmen, and when we are there, we support local businesses. Whilst we are Welsh speakers, Hawarden is not a Welsh - speaking area and our ownership of a property has no effect .

Since the Welsh senydd brought this ruling in no one has published any figures as to how many empty properties have come onto the market or how many second homes have been sold. But the cost of renting a property has gone up by 30%.

I recommend Flintshire work with the home owner more closely to try and get the property back in to use instead of trying to force action by financial means and burden families

I do not consider that the format of this questionnaire is very helpful. It uses simplistic questions that encourage answers that have no evidential basis.

None

#### Appendix 4 – 2024/25 Council Tax Premium Rates across Wales for Second Homes and Long-Term Empty Properties

Local Authority	Second Home Premium Rate (%)	LTE Premium Rate (%)	Explanation/Comments
<b>Flintshire</b>	<b>100</b>	<b>75</b>	
Denbighshire	100	100-150	LTE premium rate of 100% for 1-5 years, 150% for 5+ years
Wrexham	50	100-150	LTE premium rate of 100% for 1-3 years, 150% for 4+ years
Conwy	100	100	
Gwynedd	150	100	
Isle of Anglesey	100	100	
Powys	75	100	
Ceredigion	100	100-200	LTE premium rate of 100% for 1-5 years, 150% for 5-10 years, 200% for 10+ years
Pembrokeshire	200	100-300	LTE premium rate of 100% for 2-3 years, 200% for 3-4 years, 300% for 4+ years
Swansea	100	100	
Cardiff	100	100-300	LTE premium rate of 100% for 1-2 years, 200% for 2-3 years, 300% for 3+ years
Monmouthshire	100	100-300	LTE premium rate of 100% for 1-2 years, 200% for 2-3 years, 300% for 3+years
Newport	100	100	
Bridgend	100-200	100-200	Second home and LTE premium rate of 100% for 1-2 years, 200% for 2+ years
Vale of Glamorgan	100	100-150	LTE premium rate of 100% for 1-2 years, 150% for 2+ years
Rhondda Cynon Taff	100	50-100	LTE premium rate of 50% for 1-2 years, 100% for 2+ years
Carmarthenshire	50	50	
Merthyr Tydfil	100	100	
Caerphilly	0	0	No premium scheme in operation for 2024/25
Neath Port Talbot	0	0	No premium scheme in operation for 2024/25
Torfaen	0	0	No premium scheme in operation for 2024/25
Blaenau Gwent	0	0	No premium scheme in operation for 2024/25

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# Carbon and Co-benefits Decision Support Tool

## Introduction

This Carbon and Co-benefits Decision Support Tool allows users to self-assess the impact of the proposed policies, initiatives, or services against your local authority’s policy frameworks. It provides decision makers with a high-level assessment of how a Decision meets policy goals and can facilitate a process of revising Decisions to more fully meet these goals. Where more detailed assessment is needed, users should consult other tools that lead to a full assessment of specific impact areas as indicated (e.g., Environmental Impact Assessment, Cost Benefit Analysis). Users self-assess against nine impact areas (Equalities, Health, Resilience & Adaptation, Housing, Economy, Mobility & Connectivity, Carbon, Nature & Environment, Consumption and Production and the Net Zero Wales target). Depending on your answers, you may then be directed into a self-reported Carbon Assessment tab, where your paper will be compared to relevant best practice. If your paper impacts on people with ‘protected characteristics’, you will be directed to the Equalities Impact Assessment tab. You will also be required to complete the Welsh Language Impacts Assessment, where relevant.

Note that the Carbon Assessment does not yet assess embodied carbon and the tool does not go into the detail of intersectionality with regard to equality and inclusion impacts. As such, it is important that users take an ‘overview approach’ when using this tool to inform decision-making at your local authority.

Overview information	<i>Please complete all fields</i>
Name of policy / initiative / service to be assessed	Consideration of Variation of Council Tax Premium Scheme for Second Homes and Long-term Empty Properties
Author(s)	David Barnes - Revenues and Procurement Manager
Date of Assessment	24/07/2024
Document Version	
Corporate objective being addressed	New and revised policies, practices or procedures. Decisions affecting service users, employees or the wider community
Department / function carrying out the assessment	Revenues
Who is responsible for the implementation of the policy / initiative / service? (function head / department manager)	Chief Officer Governance
Brief description of the proposal or decision	When considering whether or not to amend the premium levels, the discretion given to local authorities to charge a premium is intended to be a tool to help local authorities to: <ul style="list-style-type: none"> <li>•bring long-term empty homes back into use to provide safe, secure and affordable homes; and</li> <li>•increase the supply of affordable housing; and</li> <li>•enhance the sustainability of local communities.</li> </ul>
Value (£)	
Is this a strategy document?	Yes <input type="button" value="▼"/>
If this is a strategy document will this strategy have an impact over multiple years?	Yes <input type="button" value="▼"/>

## 1. Impacts Questionnaire

### Guide

This questionnaire will provide high level scoring on key impact areas related to your local authority's policy. The results are given a RAG (Red, Amber, Green) result indicating how the proposed Decision fits with the policy related to the impact area.

### Definitions

Some questions have a 'red corner' in the cell; this indicates that there are guidance notes available to view in relation to that question. To view these, hover the mouse pointer over one of these cells (you can practice by hovering over this cell). In the cells next to the question there are also links to websites with further supporting information.

### Impact areas

Questions for each impact area require a yes/no answer to determine if they are relevant. These are set to YES as default – once you have read through the questions in that impact area, you may select NO if this area is not relevant to your paper.

### Different types of papers and confidence in your assessment

It is understood that various types of Decisions are being assessed through this tool. For some papers, for example new strategies, you may not feel able to answer all of the questions with confidence as this will depend on delivery. You should answer on the basis of what the strategy aims to achieve – however, this is an important opportunity to consider where issues at the delivery stage could undermine your aims. You should note these challenges and specify any mitigation measures needed to ensure delivery is in line with the original aspirations on the results page.

Some papers may have a number of projects within them and so the answers between projects could be different. Here we ask you to take a high level ('helicopter') view, assessing across the content of the paper. However, again, where there are particular areas that will have negative impacts or there are risks that the assessed level of positive impact will not be met – specific mitigation measures should be flagged by users on the results page.

### Impact categories

The definitions of the possible impacts are as follows:

**Yes, with long lasting and/or significant positive impact.** The proposal or decision has positive impacts that are long lasting (3 or more years) and/or are significant for large numbers of residents and/or a significant proportion of a particular group or community.

**Yes, with short term (3 years or less) or limited positive impact.** The proposal or decision has positive impact, but will be limited in its effects or have a short lifespan.

**No, the decision or proposal has no discernable positive or negative impact.** It will not affect any discernible positive or negative change.

**Yes, but with short term (3 years or less) or limited negative impact.** The proposal or decision has negative short term or limited impacts.

**Yes, but with long lasting (more than 3 years) or severe negative impact.** The proposal or decision has negative impacts that are long lasting (3 or more years) and/or are significant for large numbers of residents and/or a significant proportion of a particular group or community.

All Decisions will then be given a RAG (Red, Amber, Green) rating on applicable Impact areas. The definitions of these are:

**All green.** The proposal or decision is expected to have **positive impacts overall**, whether long or short term.

**Equal number of red and green OR at least one red.** The proposal or decision has both positive and negative impacts OR have net neutral impact with equal positive and negative overall outcomes. Careful consideration of trade-offs is recommended.

**Mostly red, with at least one green.** Careful consideration of trade-offs is necessary.

**All red.** The proposal or decision is expected result to **negative impacts overall**. It should receive most attention for mitigation or be avoided. Clear and evidenced justification to progress this proposal will be required.

## Impacts Questionnaire

### 1. Equality and Welsh Language

Will this proposal or decision affect individuals or groups (e.g., residents, employees, visitors) in different ways, including for example, social equality and inclusion?

Yes  
 No

Please complete next part →

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1	Will this proposal or decision disproportionately affect people with one or more <b>protected characteristics</b> ?	<a href="#">More help (web link)</a>	Short term or limited positive ▼
2	Will this proposal or decision affect other people or groups, for example, people with caring responsibilities, or those that are <b>socially and economically disadvantaged</b> ?	<a href="#">More help (web link)</a> <a href="#">More help (web link)</a>	Short term or limited positive ▼
3	Will this proposal or decision affect local people's access to <b>public services</b> (e.g., community centres, transport services, health services)?	<a href="#">More help (web link)</a>	No discernible impact ▼
4	Will this proposal support communities in shaping decisions that affect them?		No discernible impact ▼
5	Will this proposal or decision affect <b>community cohesion</b> ?		Short term or limited positive ▼
6	Will this proposal or decision affect opportunities for people to use <b>Welsh Language</b> no less favourably than English language?	<a href="#">More help (web link)</a>	No discernible impact ▼
7	Will this proposal or decision affect Welsh culture and Welsh speaking communities?		No discernible impact ▼

#### RAG Result

G

#### Comment - please provide succinct statements.

If the present Premium Scheme is maintained or increased it is expected that more properties not presently occupied on a residential basis would become available to the sales or rental market.

If the present Premium Scheme is maintained or increased it is expected that more properties not presently occupied on a residential basis would become available to the sales or rental market.

If the present Premium Scheme is maintained or increased it is expected that more properties not presently occupied on a residential basis would become available to the sales or rental market and increase opportunities for families to stay local in their

### 2. Health

Will this proposal or decision affect people's physical or mental well-being?

Yes  
 No

Please complete next part →

1	Will this proposal or decision affect the physical health of residents?		No discernible impact ▼
2	Will this proposal or decision affect the <b>mental well-being</b> of residents?		Short term or limited positive ▼
3	Will the proposal or decision affect residents' levels of physical activity?		No discernible impact ▼
4	Will the proposal or decision affect levels of social isolation?		Short term or limited positive ▼
5	Will this proposal or decision affect residents' access to healthcare facilities and services, including other caring services?		No discernible impact ▼
6	Will this proposal affect the <b>lifestyle</b> and/or health of babies, children, and/or adults, for example, through access to and provision of healthy food?		No discernible impact ▼

#### RAG Result

G

#### Comment - please provide succinct statements.

Bringing properties back into use and increasing local housing stock means that families can continue to live in the communities in which they grew up creating close family networks and a sense of belonging.

If the premium scheme is maintained or increased there is potential that families could stay local with increased availability of affordable housing meaning family members are not isolated and there is family cohesion



### 3. Resilience and Adaptation

Will this proposal or decision affect your local authority's social, economic and ecological resilience and capacity to adapt to change?

Yes  
 No

Please complete next part →

1	Will this proposal or decision increase the <b>environmental/climate, disaster, or public safety risks</b> in your local authority?	<a href="#">More help (web link)</a>	Short term or limited positive ▼
2	Will this proposal or decision enable individuals, communities, or businesses to better withstand and recover from disruption more quickly and effectively?		No discernible impact ▼
3	Will this proposal or decision affect current levels of vulnerability both for people and the environment?		No discernible impact ▼
4	Will this proposal or decision make our communities and people feel safer at home and/or in their local area?		Short term or limited positive ▼
5	Does this proposal or decision affect access to and provision of <b>green and blue spaces</b> ?	<a href="#">More help (web link)</a>	No ▼



**RAG Result**

G

**Comment - please provide succinct statements.**

If long-term empty properties are incentivised to be brought back into use by maintaining or increasing the premium, this would ensure that properties that require investment are modernised including the fitting of more modern and efficient heating,

If long-term empty properties are incentivised to be brought back into use by maintaining or increasing the premium, this would ensure that properties that are perhaps empty and derelict and causing harm to the environment and visual amenity of an area are brought up to a good standard.

### 4. Housing

Will this proposal or decision affect housing in your local authority?

Yes  
 No

Please complete next part →

1	Will this proposal or decision affect people who are experiencing or at risk of any form of <b>homelessness</b> , including for example, <b>rough sleeping</b> ?	<a href="#">More help (web link)</a>	Long term or significant positive ▼
2	Will this proposal or decision affect the accessibility or affordability of homes for residents?		Short term or limited positive ▼
3	Will this proposal or decision improve derelict urban land or reuse redundant or underused buildings for local housing?		Long term or significant positive ▼
4	Will this proposal or decision facilitate construction of <b>new-build</b> residential building(s)?		No ▼
5	Will this proposal or decision facilitate maintenance or improvement of existing residential building(s)?		Yes ▼
6	Will this proposal or decision affect mandates or regulations for landlords on building standards?		No ▼



**RAG Result**

G

**Comment - please provide succinct statements.**

Maintaining or increasing the premium may encourage landlords to bring uninhabitable properties back into housing stock or for second home owners to sell their properties which may also increase availability of housing to contribute to the reduction of homelessness. If the Premium were to be increased there is potential that both housing stock availability may increase and also house prices to decrease as a result increasing availability and affordability.

By maintaining or increasing the premium scheme incentivises owners of buildings that are empty and in a poor state or derelict to bring them up to a habitable standard and available as local housing.

By maintaining or increasing the premium scheme incentivises owners of buildings that are empty and in a poor state or derelict to bring them up to a habitable standard and available as local housing.

**5. Economy**

Will this proposal or decision affect your local authority's economy and its global responsibility?

Yes  
 No

Please complete next part →

1	Will this proposal or decision contribute to improving economic development in your local authority?		Short term or limited positive ▼
2	Will this proposal or decision increase or decrease employment opportunities for local people?		No discernible impact ▼
3	Will this proposal or decision create, retain or attract jobs where people are satisfied?	<a href="#">More help (web link)</a>	No discernible impact ▼
4	Will this proposal or decision help local businesses maximise potential <b>economic assets</b> ?		Short term or limited positive ▼
5	Will this proposal contribute to innovation and/or productivity in your local authority?		No discernible impact ▼
6	Will this proposal attract <b>inward investment</b> in our towns and cities?		Short term or limited negative ▼
7	Will this proposal increase opportunities for formal education, vocational training or skills that are <b>'fit for the future'</b> ?	<a href="#">More help (web link)</a>	No discernible impact ▼
8	Does this proposal entail the construction or re-purposing of building(s) for non-residential purposes?		No ▼



**RAG Result**  
A

**Comment - please provide succinct statements.**  
 By addressing the issue of shortage of housing stock, this will ensure Wales and the County are in a strong position to be able to provide suitable housing to residents who wish to live there meaning they do not have to seek alternative solutions outside the  
 More available housing and less second homes would increase the supply of labour to local employers  
 An increase in premium on long-term empty properties may disincentivise developers from purchasing and developing into habitable properties where they premium is already in place on the property





**7. Carbon, Nature and Environment**

Will this proposal or decision affect the natural environment, ecosystems, carbon emissions and local pollution in your local authority?

Yes  
 No

Please complete next part →

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1	Will this proposal or decision affect <b>local air quality</b> , for example, by changes in public levels of exposure to <b>oxides of nitrogen (NOx), volatile organic compounds (VOCs) and particulate matter (PM10 &amp; PM2.5)?</b>	<a href="#">More help (web link)</a>	No discernible impact ▼
2	Will this proposal affect the level of <b>water pollutants</b> in the environment?		No discernible impact ▼
3	Will this proposal affect the level of <b>light pollutants</b> in the environment?	<a href="#">More help (web link)</a>	No discernible impact ▼
4	Will this proposal affect the level of <b>noise pollutants</b> in the environment?		No discernible impact ▼
5	Does this proposal or decision affect the amount of <b>natural carbon sinks</b> in your local authority, e.g., through maintaining and enhancing concentration of carbon and organic matter in soils?	<a href="#">More help (web link)</a>	No discernible impact ▼
6	Does this proposal or decision affect the visual amenity of the environment?		Short term or limited positive ▼
7	Will this proposal or decision affect <b>biodiversity</b> , including principal species and their habitats?	<a href="#">More help (web link)</a> <a href="#">More help (web link)</a>	Short term or limited positive ▼
8	Will this proposal affect sustainable agricultural practices in your county?		No discernible impact ▼
9	Will this proposal or decision have a positive or negative effect on efforts to reduce carbon emissions across your local authority?		Short term or limited positive ▼

**RAG Result**

G

**Comment - please provide succinct statements.**

Properties that are left empty long-term often fall into disrepair and can be a blight on the attractiveness of an area.

Any decision to maintain or increase the premium would provide a disincentive for a property to be left empty long-term and instead be used as a primary residency. The outside space of a property that is lived in is more likely to be managed in a respectful way to encourage biodiversity.

Properties that are left empty long-term often fall into disrepair and can be a blight on the attractiveness of an area.

It could be reasonably expected that the outcome of the policy would encourage more

**8. Consumption and Production**

Will this proposal or decision affect waste and recycling within your local authority?

Yes  
 No

Proceed to

1	Does this project or decision have an impact on the amount of waste produced, considering all waste streams and their life cycle including food waste?		
2	Will this project or decision affect current or future reuse or recycling rates?		
3	Does this proposal or decision consider <b>resource efficiency</b> and take steps to <b>increase circularity</b> ?	<a href="#">More help (web link)</a>	

**RAG Result**

**Comment - please provide succinct statements.**

next question  
↓

4	Will this proposal or decision affect levels of waste sent to landfill, including for example, single-use plastics and packaging in your local authority?		<input type="text"/>
5	What impact will this project or decision have on goals to minimise construction waste?		<input type="text"/>
6	Will the proposal support the reduction of emissions in the supply chains of the goods and services purchased by your local authority?	<a href="#">More help (web link)</a>	<input type="text"/>


**9. Climate Change Target**

*Enter text answer below (include summary of climate change mitigation measures)*

How does this proposal or decision contribute to achieving your local authority's carbon/climate change targets? What more could be done to improve this contribution further?

[More help](#)  
[\(web link\)](#)

The policy would not impact on the plan for future climate change

## 2. Simple Carbon Assessment

### Guide

The Simple Carbon Assessment tool scores the Decision against best practice for reducing carbon emissions that cause climate change in line with your local authority's targets. You only need to answer the sections indicated - this is determined by answers given in the Impacts Questionnaire.

Some questions require a yes/no response that is scored. Others require a comment that will provide additional context for a reviewer of the decision. If 'Non Applicable' is given as an answer add a brief explanation why this is the case.

All questions need to be answered to score a section.

For any scoring a comment can be added as justification in the 'Comment' column.

Embodied carbon is not specified in the simple assessment - full life cycle assessment is required and advisable to comment on this.

The scoring is colour coded as follows:

Grey	No associated carbon impacts expected for decision.
Green	In the simple assessment the decision meets the highest standard in terms of practice and awareness.
Blue	In the simple assessment the decision meets most of the associated best practice with a good level of awareness.
Brown	In the simple assessment the decision only partially meets associated best practice and/or awareness is lacking, significant room for improvement.
Black	In the simple assessment the decision does not meet best practice and/or there is insufficient awareness of carbon impacts.

## Simple Carbon Assessment

### Buildings

✗ You do not need to answer section 1a

Q.1a If the Decision will contribute to the construction of a new residential building(s):

Comment - please provide succinct statements. Result

State the design energy performance certification (EPC) of the building(s).		Enter text answer in the comment field →		
Does the proposed building fabric exceed required standards of energy efficiency (part L)?		<input type="text"/>		
Does the new building(s) include a natural gas or oil based heating system?		<input type="text"/>		
Are proposed buildings to Passivhaus standard?	<a href="#">More help (web link)</a>	<input type="text"/>		
Have life cycle (embodied) carbon emissions of building materials been considered and minimised in building design and are steps taken to procure lowest carbon options?		<input type="text"/>		
Estimated additional costs to increase building air tightness and/or swap to low carbon heating.		Enter text answer in the comment field →		
Has a biodiversity impact assessment been completed and is onsite biodiversity net gain over 10%?	<a href="#">More help (web link)</a>	<input type="text"/>		
Is there suitable pedestrian and cycle access from the new building(s) to all or some of the following amenities - food shopping/other shops/transport hub/health care services?		<input type="text"/>		
Building will include onsite renewable energy (Solar Photovoltaics (PV), Solar Thermal, Ground/Air Source Heat Pump)?	<a href="#">More help (web link)</a>	<input type="text"/>		

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✓ Please answer section 1b

Q.1b If the decision will contribute to the renovation or maintenance of a residential building(s):

Comment - please provide succinct statements. Result

What is the current EPC standard of the building(s) and what will it be following the intervention(s)?		Enter text answer in the comment field →		
If natural gas/oil heating systems are present will they be replaced with a low carbon alternative?		Not Applicable <input type="text"/> Add comment >		
Have life cycle (embodied) carbon emissions of building materials being considered and are steps taken to procure lowest carbon options?		Not Applicable <input type="text"/> Add comment >		
Will the building fabric be upgraded to improve energy efficiency?		Yes <input type="text"/>		
Will a minimum EPC rating of 'C' be attained?		Don't know <input type="text"/>	By encouraging uninhabitable properties to be renovated should increase the EPC ratings	

What additional costs are associated with upgrading building to <b>EnerPhit</b> standard after intervention)?	<a href="#">Help (web link)</a> <a href="#">Help (web link 2)</a>	Enter text answer in the comment field →		
Will onsite renewable energy generation ( <b>Solar Photovoltaics or Solar Thermal</b> ) be added as part of the renovation/maintenance?	<a href="#">More help (web link)</a>	<input type="text" value="Not Applicable"/>	Add comment >	

✗ You do not need to answer section 1c

Q.1c If the Decision will contribute to the construction of a new non-residential (including public) building:

Comment - please provide succinct statements. Result

		Enter text answer in the comment field →	
State the design Energy Performance Certificate (EPC) or Display Energy Certificate (DEC) of the building.		Enter text answer in the comment field →	
Does the proposed building exceed required standards of energy efficiency (part L)?		<input type="text"/>	
Does the new building(s) include a natural gas or oil based heating system?		<input type="text"/>	
Does the building design include a <b>Building Energy Management</b> system or <b>Building Management System</b> ?		<input type="text"/>	
Estimated additional costs to improve to higher fabric efficiency standard.		Enter text answer in the comment field →	
Have life cycle (embodied) carbon emissions of building materials being considered and are steps taken to procure lowest carbon options?		<input type="text"/>	
Has <b>biodiversity net benefit</b> been incorporated into the project	<a href="#">More help (web link)</a> <a href="#">More help (web link)</a>	<input type="text"/>	
Is there suitable pedestrian and cycle access to/from the new building(s) for car free commuting?		<input type="text"/>	
Is there a bus/tram/train stop near (up to a mile) from the building(s) for car free commuting?		<input type="text"/>	
Will the development include multiple electric vehicle charging points?		<input type="text"/>	
Does the development include facilities for cyclists (secure, dry bike storage)?		<input type="text"/>	
Will the building have onsite renewables energy generation (Solar Photovoltaics (PV), Solar Thermal, wind generator)?	<a href="#">More help (web link)</a>	<input type="text"/>	

**Transport**

✗ You do not need to answer section 2a

Q.2a If this Decision affects cycling, walking, bus, tram or train availability and/or access:

Comment - please provide succinct statements. Result

Is an existing <b>active travel route</b> being extended/improved?		<input type="text"/>	
Is an existing <b>active travel route</b> being removed/reduced?		<input type="text"/>	
Is an <b>active travel route</b> being created?		<input type="text"/>	
Is access to existing and planned local educational, shopping, leisure and work facilities by public transport being improved?		<input type="text"/>	
Is resident access to low carbon transport being enhanced through increased <b>shared mobility</b> options?		<input type="text"/>	
Are new public transport facilities being constructed?		<input type="text"/>	
Are existing public transport facilities being removed or disrupted?		<input type="text"/>	

✗ You do not need to answer section 2b

Q.2b If the Decision affect roads, parking or vehicle access:

Comment - please provide succinct statements. Result

Will road capacity be increased for vehicles only?		<input type="text"/>	
Will access for cyclists or pedestrians be reduced?		<input type="text"/>	
Will access for cyclists or pedestrians be improved?		<input type="text"/>	
Will the Decision incentivise more personal vehicle travel?		<input type="text"/>	
With the exception of Disabled Parking - will the Decision lead to a net increase in parking spaces in town/city centres?		<input type="text"/>	
Does the Decision increase access to electric vehicle charging points?		<input type="text"/>	

✗ You do not need to answer section 2c



**Q.2c If this Decision affect access for residents to amenities:**

Comment - please provide succinct statements. Result

Does the development improve access to shops and services for residents by walking/cycling?		<input type="text"/>	
Does the development improve access to shops and services for residents by bus/tram?		<input type="text"/>	
Does the development require access to a car to reach?		<input type="text"/>	

✗ You do not need to answer section 2d

**Q.2d If the Decision requires the procurement of a new vehicle:**

Comment - please provide succinct statements. Result

What is the vehicle?		Enter text answer in the comment field →	
Is the vehicle fully electric or hydrogen fuelled?		<input type="text"/>	
Were <b>whole-life costs</b> for the vehicle (operation as well as initial purchase) considered?		<input type="text"/>	
If a fully electric or hydrogen option is not being selected state why.		Enter text answer in the comment field →	

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**Land Use**

✗ You do not need to answer section 3a

**Q.3a If the Decision changes existing land use:**

Comment - please provide succinct statements. Result

Will existing <b>green space</b> /ecologically important habitat be preserved?	<a href="#">More help (web link)</a>	<input type="text"/>	
Has a <b>biodiversity assessment</b> been completed?		<input type="text"/>	
Will a new natural habitat be created?	<a href="#">More help (web link)</a>	<input type="text"/>	
Does this proposal impact a <b>principal species</b> ?	<a href="#">More help (web link)</a>	<input type="text"/>	

**Overall Rating**



### 3. Equalities Impact Assessment

✔ Based on your Impacts Questionnaire response, you are required to complete this Equalities Impact Assessment.

#### Guide

This form is a generic template for an Equalities Impact Assessment. **You may prefer to use your local authority's Equalities Impact Assessment proforma** and follow your standard screening and full assessment process.

Some fields have already been answered based on the responses you provided on the Introductory sheet (marked here with an asterisk). If any of these are incorrect, please edit them on the Introductory form.

This section is not scored.

**Answer:**

If you have completed an Equalities Impact Assessment for this proposal in another form there is no need to complete this form, but please give details of the EIA completed that will be attached with the proposal:	<i>If alternative EIA state here</i>
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An equality impact assessment must be undertaken at the outset of any proposal to ensure robust evidence is considered in decision making. This documentation will support the Council in making informed, effective and fair decisions whilst ensuring compliance with a range of relevant legislation, including:

- Equality Act 2010 (Statutory Duties) (Wales) Regulations 2011
- Socio-economic Duty – Sections 1 to 3 of the Equality Act 2010.

This document will also contribute towards our duties to create a More Equal Wales within the

- Well-being of Future Generation (Wales) Act 2015.

[The 'A More Equal Wales – Mapping Duties' guide highlights the alignment of our duties in respect of the above-mentioned legislation.](#)

In accordance with the Equality Act 2010, Councils are required in the exercise of their functions to have due regard for the need to:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between persons who share a relevant protected characteristic, and persons who do not share it.
- Foster good relations between those who have a relevant protected characteristic and those who don't.

Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to:

- Remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- Take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of the persons who do not share it;
- Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to tackle prejudice and promote understanding.

"Relevant protected characteristics" are age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; and sexual orientation.

On **Section 2**, please provide as much detail as possible of how the proposal will impact on the people with protected characteristics and/or those who may be socially-disadvantaged. The impacts may not necessarily be negative, but may impact on a group with a particular characteristic in a specific way.

For **Section 3**, Consultation and Engagement:

The legislation relating to the EqlA process requires you to engage and involve people who represent the interests of those who share one or more of the protected characteristics and with those who have an interest in the way you carry out your functions. The socio economic duty also requires us to take into account the voices of those in the community including those with lived experience of socio economic disadvantage. You should undertake engagement with communities of interest or communities of place to understand if they are more affected or disadvantaged by your proposals. This needs to be proportionate to the policy or practice being assessed. Remember that stakeholders can also include our own staff as well as partner organisations.

Guidance on consultation and engagement is available on the Council's Intranet. There is also a list of organisations/groups you can contact to support you reach as many people with protected characteristics and Welsh speakers as possible.

#### Section 1

Name of policy / initiative / Service to be impact assessed*	Consideration of Variation of Council Tax Premium Scheme for Second Homes and Long-
Corporate objective being addressed*	New and revised policies, practices or procedures. Decisions affecting service users,
Department / function carrying out the assessment*	Revenues
Who is responsible for the implementation of the policy / initiative / service? (function head /department manager)*	Chief Officer Governance
Who is involved in the impact assessment?	
What are the aims / objectives of the policy / initiative / service?	When considering whether or not to amend the premium levels, the discretion given to
Who is intended to benefit from the policy?	
What are the main outcomes of the policy (this is key to being able to identify what monitoring is needed)?	
Is the policy for external or internal purposes?	
Are other organisations involved in the delivery?	
If yes please state who:	

What information/ past experience do we have i.e. a similar initiative and what did this information tell us? (info can be demographic data i.e. census findings, research findings, comparisons between similar policies in our Service and other Services, survey data, equality monitoring data, ad hoc data gathering exercises)	
How will information be collected regarding the impact of the policy /initiative /service/ employment policy etc?	
Date of Policy Review*	24/07/2024

Section 2	Impacts identified / Relevant data and evidence	
Age	If the present Premium Scheme is maintained or increased it is expected that more properties	Positive
Disability	If the present Premium Scheme is maintained or increased it is expected that more properties	Positive
Sex	The policy outcome would have no specific impact to a person due only to their sex	Neutral
Race	The policy outcome would have no specific impact to a person due only to race. It would	Neutral
Religion and Belief (including no belief)	The policy outcome would have no specific impact to a person due only to religious belief.	Neutral
Sexual orientation	The policy outcome would have no specific impact to a person due only to sexual orientation.	Neutral
Gender reassignment	The policy outcome would have no specific impact to a person due only to gender	Neutral
Pregnancy and Maternity	If the present Premium Scheme is maintained or increased it is expected that more properties	Positive
Marriage and civil partnership	If the present Premium Scheme is maintained or increased it is expected that more properties	Positive
People experiencing or at risk of socio-economic disadvantage (including those with lower income or carers)	If the present Premium Scheme is maintained or increased it is expected that more properties	Positive
Human rights	If the present Premium Scheme is maintained or increased it is expected that more properties	Positive
Others, please state (e.g., Modern Slavery, Safeguarding, Other COVID effects, Carers, Ex-offenders, Veterans, Care Leavers, Substance Abuse, Homeless)	Homeless - If the present Premium Scheme is maintained or increased it is expected that	
What is the impact of this proposal on those who serve or who have served in the Armed Forces, along with their families, as related to housing and education services?		
What is the cumulative impact of this proposal on different protected groups when considering other key decisions affecting these groups made by the organisation?		
How does this proposal meet the <b>goals</b> and <b>ways of working</b> specified in the Well-being of Future Generations (Wales) Act 2015?		
Describe any intended negative impact identified and explain why you believe this is justified		
For example, on the grounds of advancing equality of opportunity or fostering good relations between those who share a protected characteristic and those who do not or because of an <b>objective justification</b> or <b>positive action</b>		
Could any of the negative impacts identified amount to unlawful discrimination but are perceived to be unavoidable (e.g., reduction in funding)?		
If you answered <b>Yes</b> or <b>Not Sure</b> , please state below, which protected group(s) this applies to and explain why (including likely impact or effects of this proposed change)?		
If you answered <b>No</b> , are there any barriers identified which amount to a differential impact for certain groups and what are they?		



#### 4. Welsh Language Impact Assessment

✘ Based on your Impacts Questionnaire response, you are not required to complete this Welsh Language Impact Assessment.

**Recommendation - Key points for decision-makers**

*Consider the relevant impacts prior to deciding if to vary the premium scheme on long -term empty properties and second homes from April 2025 noting the limited risks highlighted within this Assessment.*

**Date assessment completed:** 27/08/2024

## Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Welsh Language	G	
Health	G	
Resilience and Adaptation	G	
Housing	G	
Economy	A	There is a risk that charging a premium may disincentivise developers from purchasing and renovating derelict properties to makes them habitable where all exemption have lapsed and the premium may be payable. However, incentives and grants may be available through the Empty Homes scheme to support such developments with financial costs, and the Council considers realistic affordable payment arrangements on a case-by-case basis to reduce the financial burden of the premium or to prevent hardship.
Mobility and Connectivity		
Carbon, Nature and Environment	G	
Consumption and Production		
Contribution to achieving your local authority's Net Zero target		
<b>Further Assessment(s):</b>	Carbon Assessment. Equalities Assessment.	
<b>Legend:</b>	G	Positive impacts overall, whether long or short term.
	A	Mix of positive and negative impacts. Trade-offs to consider.
	R	Mostly negative, with at least one positive aspect. Trade-offs to consider.
	RR	Negative impacts overall.

## Carbon Assessment

**Overall Score**

Buildings	Result	Justification/Mitigation
New Build residential	N/A	
Residential building(s) renovation/maintenance	<span style="background-color: #e67e22; display: inline-block; width: 15px; height: 15px;"></span>	If the premium was to be varied, it would not necessarily lead to an minimum EPC rating of C being attained on properties, however with their being a legal requirement of a property being E Rating in Wales in order to rent out a property, homes which are in a poor state of repair are likely to have a significant increase on their EPC rating if they are to be rented out to tenants. For those that are purchased to live in it would be reasonable to assume that they would be finished to a high standard and achieve a higher EPC rating than prior to renovations taking place.
New build non-residential (including public) buildings	N/A	

### Transport

Active travel and public transport	N/A	
Roads, Parking and Vehicle Access	N/A	
Access to amenities	N/A	
Vehicle procurement	N/A	

### Land Use

Land use	N/A	
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**Legend:**

- No associated carbon impacts expected.
- High standard in terms of practice and awareness on carbon.
- Mostly best practice with a good level of awareness on carbon.
- Partially meets best practice/ awareness, significant room to improve.
- Does not meet best practice and/ or insufficient awareness of carbon impacts.



## Recommendation - Key points for decision-makers

Consider the relevant impacts prior to deciding if to vary the premium scheme on long -term empty properties and second homes from April 2025 noting the limited risks highlighted within this Assessment.


Date assessment completed: 27/08/2024


## Impacts Questionnaire

Impact Indicator	Result	Justification/Mitigation
Equality and Welsh Language	G	
Health	G	
Resilience and Adaptation	G	
Housing	G	
Economy	A	There is a risk that charging a premium may disincentivise developers from purchasing and renovating derelict properties to makes them habitable where all exemption have lapsed and the premium may be payable. However, incentives and grants may be available through the Empty Homes scheme to support such developments with financial costs, and the Council considers realistic affordable payment arrangements on a case-by-case basis to reduce the financial burden of the premium or to prevent hardship.
Mobility and Connectivity		
Carbon, Nature and Environment	G	
Consumption and Production		
Contribution to achieving your local authority's Net Zero target		
<b>Further Assessment(s):</b>	Carbon Assessment. Equalities Assessment.	
<b>Legend:</b>	G	Positive impacts overall, whether long or short term.
	A	Mix of positive and negative impacts. Trade-offs to consider.

R	Mostly <b>negative</b> , with at least one <b>positive</b> aspect. Trade-offs to consider.
RR	<b>Negative</b> impacts overall.

## Carbon Assessment

**Overall Score** 

Buildings	Result	Justification/Mitigation
New Build residential	N/A	
Residential building(s) renovation/maintenance		If the premium was to be varied, it would not necessarily lead to an minimum EPC rating of C being attained on properties, however with their being a legal requirement of a property being E Rating in Wales in order to rent out a property, homes which are in a poor state of repair are likely to have a significant increase on their EPC rating if they are to be rented out to tenants. For those that are purchased to live in it would be reasonable to assume that they would be finished to a high standard and achieve a higher EPC rating than prior to renovations taking place.
New build non-residential (including public) buildings	N/A	






### Transport

Active travel and public transport	N/A	
Roads, Parking and Vehicle Access	N/A	
Access to amenities	N/A	
Vehicle procurement	N/A	

### Land Use

Land use	N/A	
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**Legend:**

	No associated carbon impacts expected.
	High standard in terms of practice and awareness on carbon.
	Mostly best practice with a good level of awareness on carbon.
	Partially meets best practice/ awareness, significant room to improve.
	Does not meet best practice and/ or insufficient awareness of carbon impacts.

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## CORPORATE RESOURCES OVERVIEW AND SCRUTINY

<b>Date of Meeting</b>	Thursday 12th September, 2024
<b>Report Subject</b>	Revenue Budget Monitoring 2024/25 (Month 4) and Capital Programme 2024/25 (Month 4)
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The purpose of this report is to provide Members with the Revenue Budget Monitoring 2024/25 (Month 4) and Capital Programme 2024/25 (Month 4).

### RECOMMENDATIONS

1	That the committee considers and comments on the Revenue Budget Monitoring 2024/25 (Month 4) report. Any specific matters for attention will be noted and reported back to the Cabinet when it considers the report.
2	That the committee considers and comments on the Capital Programme 2024/25 (Month 4) report. Any specific matters for attention will be noted and reported back to the Cabinet when it considers the report.

### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE REVENUE BUDGET MONITORING POSITION 2024/25 (MONTH 4), CAPITAL PROGRAMME 2024/25 (MONTH 4)</b>
1.01	The Revenue Budget Monitoring 2024/25 (Month 4) report will be presented to Cabinet on Wednesday 25 <sup>th</sup> September, 2024. A copy of the report is attached as Appendix A to this report.

1.02	The Capital Programme 2024/25 (Month 4) report will be presented to Cabinet on Wednesday 25 <sup>th</sup> September, 2024. A copy of the report is attached as Appendix B to this report.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As set out in Appendix A; Revenue Budget Monitoring 2024/25 (Month 4); Capital Programme 2024/25 (Month 4).

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	As set out in Appendix A; Revenue Budget Monitoring 2024/25 (Month 4); Capital Programme 2024/25 (Month 4).

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	None required.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A; Revenue Budget Monitoring 2024/25 (Month 4). Appendix B; Capital Programme 2024/25 (Month 4).

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None required.

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

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Revenue:</b> a term used to describe the day to day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.

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

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

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**CABINET**

<b>Date of Meeting</b>	Wednesday 25th September, 2024
<b>Report Subject</b>	Revenue Budget Monitoring Report 2024/25 (Month 4)
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

**EXECUTIVE SUMMARY**

The report provides the first detailed overview of the budget monitoring position for the 2024/25 financial year. An interim report was presented in July advising of the significant emerging variances and risks to the revenue budget at that time.

The projected year end positions is as follows:

**Council Fund**

- An operating deficit of £5.754m (this reduces to £2.754m with the utilisation of the budget risk reserve of £3m agreed when setting the budget))
- A projected contingency reserve balance as at 31 March 2025 of £0.178m (after taking account of previously approved allocations including those approved as part of the 2024/25 Budget).

This significant projected overspend (and impact on our available reserves) is of major concern and needs to be addressed urgently in an attempt to bring expenditure back in line with the approved budget. Based on current projections the council only has a very small amount of contingency reserve which it uses to deal with any significant in-year unforeseen events. It should also be noted that there are also still a number of risks identified in the report that could further worsen the Council's financial position.

Therefore, as required by Financial Procedure Rules - Action Plans will need to be provided by Social Services, Streetscene and Transportation and Housing and Communities which will detail the reasons for the potential overspends and the measures being put in place to improve the position by the end of the financial year.

Our ability to mitigate pressures and risks during the financial year will again predominantly centre on review and challenge of non-essential spend and maximising income streams and grant funding. The moratorium on non-contractually committed spend and vacancy management process put in place during 2023/24 will continue throughout 2024/25 and needs to be applied with rigour.

In addition to the above a robust challenge of our Earmarked Reserves in in progress to identify any un-committed areas that can be released to improve our overall position. The outcome will be included in the next monitoring report (Month 5).

**Housing Revenue Account**

- Net in-year revenue expenditure is forecast to be £0.098m lower than budget.
- A projected closing balance as at 31 March, 2025 of £4.550m

**RECOMMENDATIONS**

1	To note 1) the report and the estimated financial impact on the 2024/25 budget and 2) the measures being put in place to improve the financial position by the end of the financial year.
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**REPORT DETAILS**

<b>1.00</b>	<b>EXPLAINING THE REVENUE BUDGET MONITORING 2024/25</b>
1.01	<p>The report provides the first detailed overview of the budget monitoring position for the 2024/25 financial year. An interim report was presented in July advising of the significant emerging variances and risks to the revenue budget at that time.</p> <p>The projected year end position is as follows:</p> <p><b>Council Fund</b></p> <ul style="list-style-type: none"> <li>• An operating deficit of £5.754m this reduces to £2.754m with the utilisation of the budget risk reserve of £3m agreed when setting the budget)</li> <li>• A projected contingency reserve balance as at 31 March 2025 of £0.178m (after taking account of previously approved allocations including those approved as part of the 2024/25 Budget).</li> </ul> <p><b>Housing Revenue Account</b></p> <ul style="list-style-type: none"> <li>• Net in-year revenue expenditure is forecast to be £0.098m lower than budget.</li> </ul>

- A projected closing balance as at 31 March, 2025 of £4.550m

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

The table below shows the projected position by portfolio:

Portfolio/Service Area	Approved Budget	Projected Outturn	In-Year Over / (Under) spend
	£m	£m	£m
Social Services	92.047	94.197	2.150
Out of County Placements	19.299	20.393	1.094
Education & Youth (Non Schools)	10.148	10.381	0.233
Schools	117.302	117.119	(0.183)
Streetscene & Transportation	42.695	44.731	2.036
Planning Env & Economy	7.682	7.850	0.168
People & Resources	4.290	4.240	(0.050)
Governance	12.066	11.771	(0.295)
Assets	11.403	11.444	0.041
Housing & Communities	18.161	20.900	2.739
Chief Executive	1.641	1.618	(0.023)
Central & Corporate Finance	31.372	29.216	(2.156)
<b>Total</b>	<b>368.106</b>	<b>373.860</b>	<b>5.754</b>
Utilisation of Budget Risk Reserve			<b>(3.000)</b>
<b>Total – Revised Overspend</b>			<b>2.754</b>

1.03 The reasons for the projected variances are summarised within Appendix 1 and shows the detail of all variances over £0.050m and a summary of minor variances for each portfolio.

**Significant Variances at Month 4**

1.04 **Social Services £2.150m**

Older Peoples Service £0.545m

- Localities – £0.662m

£0.407m - Residential care costs for older people due to service demand net of client income from property recharges and reimbursements for deputyships and assets held in trust.

£0.201m - Homecare due to high service demand.

Locality workforce and professional support budgets are overspent by £0.038m due to some use of agency and day care is overspending by £0.015m from service demand impacts.

There is also a real risk of significant escalation in costs as there is continued pressure to minimise stays in hospitals. This risk will increase as we enter the winter period, and due to this the service is looking to mitigate this risk by reviewing and changing some service practices.

- Resources & Regulated Services – (£0.118m).

In-house residential care is projecting an overspend by £0.307m due to both workforce and running costs.

Homecare is projecting an underspend of £0.432m, as although demand is high it cannot be met due to recruitment challenges.

The Extra Care budget is projected to overspend by £0.116m due to workforce costs and day care is projected to underspend by £0.109m as the service has reduced since the pandemic.

#### Adults of Working Age £0.449m

- Resources and Regulated Services £0.454m The PDSI (physically disabled and sensory impaired) budget is projecting a £0.044m overspend due to costs of care packages. The in-house supported living service is projecting an overspend of £0.343m due to care hours and agency costs. The care package costs for independently provided care for learning disability services is also projecting an overspend of £0.251m. The learning disability service day and work provision is projecting an underspend of (£0.184m) due to demand and the costs of care packages.
- Children to Adult Transition Services £0.259m There are three high-cost placements which are causing significant pressure on this budget.
- Professional /Admin Support (£0.082m) due to staff vacancies
- Transition & Disability Services Team (£0.053m) due to additional funding to the service.
- Supporting People (£0.101m) additional income is expected this year from Welsh Government.

#### Children's Services £1.135m

	<ul style="list-style-type: none"> <li>• Grants £0.058m Advocacy costs increased last year and the trend is expected to continue. The increases are due to inflationary pressures.</li> <li>• Legal &amp; Third Party £0.461m Legal costs are projected to overspend by £0.205m due to the number of cases going through the courts and some use of external professionals. Client support and section 17 costs are projecting to overspend by £0.178m due to meeting legal obligations for safeguarding children and Direct Payments by £0.078m due to service demand.</li> <li>• Residential Placements (£0.374m) There is an additional Welsh Government grant which is supporting the in-house children's residential service development.</li> <li>• Professional Support £0.960m. To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are minimised where possible and additional temporary posts are sometimes required to be able to continue meeting the challenges and demands of Childrens Services. Two managed agency teams were contracted to support the service, although one of these has now ceased, there is a projected overspend of £0.914m as a result. This is being mitigated from underspends, mostly from vacancies, of £0.528m. The Leaving Care budget which supports young people who are Looked After Children, is projected to overspend by £0.423m due to increased numbers of care leavers which includes unaccompanied asylum-seeking children (UAAC). Alternative accommodation for UAAC is being looked at and a reduction in future costs is expected in the near future. The costs of some external contracts are projected to overspend by £0.083m due to inflationary pressures. Costs of Direct Payments to provide support to children with disabilities are projected to overspend by £0.068m due to increases in demand.</li> </ul> <p><u>Safeguarding &amp; Commissioning £0.022m</u></p> <ul style="list-style-type: none"> <li>• Charging Policy Income (£0.090m) This is the income from service users who are charged a contribution towards the care they receive.</li> </ul> <p>Cumulative adverse variances of £0.112m (below £0.050m individually) across the service area account for the remainder.</p>
1.05	<p><b>Out of County Placements £1.094m</b></p> <ul style="list-style-type: none"> <li>• Children's Services £0.898m</li> <li>• Education &amp; Youth £0.196m</li> </ul> <p>The significant projected overspend within the Out of County pooled budget is as a result of an increase in the number of new placements agreed in-year and fees incurred to external providers. The overspend</p>

	includes no further contingency and is forecasted based on current caseload only.
1.06	<p><b>Education &amp; Youth (Non-Schools) £0.233m</b></p> <p>There is an in-year pressure of £0.247m due to an increase in pupil numbers accessing an external education provider for medical reasons. In previous years, there has been a reliance on grant funding and budget carry forwards. There may be an additional £0.050m available from the 2024/25 ALN (Additional Learning Needs) grant to mitigate some of the pressure, however, we are still working through the commitments of this grant. Other minor variances relate to Plas Derwen and Canolfan Enfys.</p>
1.07	<p><b>Schools (£0.183m)</b></p> <p>The variance primarily relates to the following:</p> <p>Free School Meals (FSM) budget - (£0.114m) projected underspend, due to meal take up and levels of eligible FSM children.</p> <p>The Unallocated budget containing Added Years and Copyright Licenses indicates a (£0.123m) underspend.</p> <p>The above underspends are offset by a number of insignificant adverse variances within Primary and Secondary non-delegated, totalling £0.054m.</p>
1.08	<p><b>Streetscene &amp; Transportation £2.036m</b></p> <ul style="list-style-type: none"> <li>• Service Delivery – £0.859m. Significant variance of £0.400m in Highways Maintenance costs due to increasing inflationary pressures and demand for temporary repairs on the road network, largely due to the reduction in WG funding and reduced investment in the highway network and fluctuating costs of tar and traffic management for repairs. Increases of £0.200m in Alltami Depot running costs. Budgeted cost reduction proposals relating to Household Recycling Centres (DIY charging and Trade Waste) where implementation dates were later than initially planned have had a significant impact on the outturn variance by £0.250m.</li> <li>• Highways Network - £0.440m Winter Maintenance costs of £0.300m continue to escalate for the provision of vehicles, fuel, labour and salt purchase. Fleet costs in this area have seen significant year-on-year inflationary uplifts. We continue to investigate options to reduce procurement costs and ensure appropriate income/funding in preparation for the start of the winter maintenance season. A report will be presented to Cabinet to consider the delivery of efficiencies relating to decision making relative to marginal weather forecasts. The resilience within Winter Maintenance has been reduced with the Earmarked Reserve being fully utilised in 2023/24 and not being replenished. Additional Street-lighting energy costs of £0.100m are forecast and continue to rise, which has been reflected in the outturn position.</li> </ul>

	<ul style="list-style-type: none"> <li>• Transportation - £0.287m School transport significant variance due to transport day costs increase driven by inflation. Social Services transport costs increased due to the recent re-procurement and additional requests for transport.</li> <li>• Regulatory Services - £0.449m Waste strategy increased costs of £0.200m mainly due to increased volumes of residual waste being collected and the Parc Adfer gate fee indexation inflation and £0.100m reduced energy output of gas extraction from former landfill sites and £0.149m shortfall from lower income prices on the recycling markets.</li> </ul>
1.09	<p><b>Planning, Environment and the Economy £0.168m</b></p> <ul style="list-style-type: none"> <li>• Business (£0.144m) part year vacancy savings with the recruitment process now commenced.</li> <li>• Development £0.207m estimated shortfalls in fee income from Building Control and Land Charges Services</li> <li>• Access &amp; Natural Environment £0.126m – projected costs for Ash Die Back tree works to March, 2025.</li> <li>• Regeneration (£0.053m) – part year savings from Grant Maximisation in rebadging staff costs to numerous Grant schemes.</li> </ul> <p>Minor variances across the Portfolio account for the remainder £0.032m</p>
1.10	<p><b>Governance (£0.295m)</b></p> <p>The majority of the favourable variance is the projected surplus on the Council Tax Collection Fund (£0.138m), together with part year vacancy savings in Customer Services and an estimated over recovery of fee income within the Registrars Service (£0.113m).</p> <p>Minor variances across the Portfolio account for the remainder (£0.044m).</p>
1.11	<p><b>Housing and Communities – £2.739m</b></p> <p>Housing Solutions - £2.741m. Emergency accommodation costs £3.986m, offset with an increase in the HB Income collected (£0.659m) and NOLO Grant of (£0.423m). In addition, there is a £0.075m overspend on the Homeless Hub.</p>
1.12	<p><b>Central and Corporate Finance (£2.156m)</b></p> <p>The initial projection on the Central Loans and Investment Account (CLIA) for the 2024/25 indicates an underspend of (£0.250m) as the trend from previous years continues with reduced short-term borrowing costs and income from investments in line with current bank interest rates. The underspend is reduced by potential shortfalls in corporate windfall income targets based on actual receipts to date.</p>

	<p>As a result of the refinancing of Enfinium Group Ltd into Enfinium Parc Adfer Ltd, there is a gainshare benefit to all partner authorities within the North Wales Residual Waste Partnership. Flintshire's estimated gainshare from this undertaking is (£2.108m), net of fees. The variance is being reported corporately as it is purely a corporate re-financing benefit, based on the original investment costs having been costed there.</p> <p>In addition, a commitment has been included to fund the on-going clean-up from the impact of fly tipping at land adjacent to the Riverside Site, Queensferry at a current cost of £0.091m that includes the machine hire, transport and manpower related to the necessary works.</p>
1.13	<p><b>Tracking of In-Year Risks and Emerging Issues</b></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>
1.14	<p><b>Council Tax Income</b></p> <p>Up to the end of July, the 'in-year' collection level is 38.20%, compared to 38.32% in the previous year.</p>
1.15	<p><b>Pay Awards (Teacher and Non-Teacher)</b></p> <p><u>Teachers Pay</u></p> <p>The 2024/25 budget provides additional funding for a 5% pay award from September 2024. No formal offer has been made at this stage so it is uncertain whether there will be any variation – positive or negative. However, an uplift of 5.5% has been confirmed in England which may then be replicated in Wales – the uplift in England has been presented as 'fully funded'.</p> <p>Confirmation is still awaited on funding for additional Teacher Pay employer pension costs and negotiations are ongoing between UK Government and Welsh Government– no provision was included in the budget. There is a risk that the costs may not be met in full.</p> <p><u>NJC (Green Book)</u></p> <p>The latest pay offer for NJC (Green Book) employees for the current year (2024/25) is currently in negotiation. The offer made with effect from 1 April 2024 is an increase of £1,290 (pro rata for part-time employees) to be paid as a consolidated, permanent addition on all NJC pay points 2 to 43 inclusive. Together with, an increase of 2.5% on all pay points above the maximum of the pay spine but graded below deputy chief officer.</p> <p>If agreed at this level, there would be an in-year benefit to the budget of over £0.800m. However, if not agreed at this level, any final award in excess of the budgeted amount will need to be met from reserves in the current financial year and would also have the impact of increasing the budget requirement for 2025/26.</p>



	<p><u>Pay Modelling</u></p> <p>No figures are currently included for any impact of the pay modelling review which is intended to help address the problems being encountered by the Council in the recruitment and retention of staff.</p>
1.16	<p><b>Out of County Placements</b></p> <p>As in previous years there is potential for significant numbers of new placements. The service areas within this pooled budget continue to do everything possible to manage these risks and additional investment has already been made to further develop in-house provision to help to mitigate against such financial pressures.</p>
1.17	<p><b>Waste Recycling Infraction Charge</b></p> <p>The Council did not meet the statutory minimum target, (64%) in 2021/22, for the percentage of municipal waste which must be recycled, prepared for re-use and composted, as specified in Section 3 of the Waste (Wales) Measure 2010. Welsh Government can therefore take steps to impose a penalty on the Council by way of an infraction fine. A potential penalty of up to £0.663m has previously been confirmed.</p> <p>The statutory recycling targets were also not achieved in 2022/23 and 2023/24, which means that further infraction fines of £0.356m and £0.184m respectively could be levied. Therefore, the financial risk across all 3 financial years currently totals £1.203m.</p> <p>Ongoing discussions are taking place with Welsh Government on all of the above and any resolution will be updated in future reports.</p>
1.18	<p><b>Homelessness</b></p> <p>There is a significant and growing demand within the Homelessness service. The Council has a statutory duty to provide suitable temporary accommodation for Homeless persons and families who meet the Welsh Government eligibility criteria which are less stringent than in England. The growth in demand commenced in the second half of 2022/23 and has accelerated markedly since the start of 2023.</p> <p>The Council will continue to lobby Welsh Government via the WLGA in conjunction with other Welsh LA's who are experiencing these pressures to seek additional financial support.</p> <p>WG are currently providing support via the No One Left Out grant for which the 2024/25 allocation is currently £0.423m. One favourable impact of the increase in costs and demand is the ability to recover additional Housing Benefit income over and above the amount budgeted which is currently helping to offset the projected overspend by £0.659m.</p>
1.19	<p><b>Other Tracked Risks</b></p>

	In addition, there are a number of risks being tracked which may be subject to change and these are summarised below.
1.20	<p><b>Medium Term Financial Strategy (MTFS) Impact</b></p> <p>Cabinet considered the latest projection for the MTFS in July which showed an additional budget requirement of £37.778m. Further work has been undertaken over the summer and an update on the latest position is detailed in a separate report on this agenda.</p> <p>All Portfolios consider their financial position, the risks within their service and the impacts on the Medium Term on a monthly basis as part of their Portfolio Management Team meetings.</p>
1.21	<p><b>Benefits</b></p> <p>Council Tax Reduction Scheme (CTRS) – Based on current demand, costs are currently projected to be £0.690m over budget, although this will be monitored closely throughout the year due to the potential for growth. There is continued high demand across the whole of the Benefits service which is expected to remain the case for the foreseeable future.</p> <p>Other pressures within the service such as meeting income targets for recovery of overpayments and related bad debt provision increases are also expected to remain. The £0.690m can be fully mitigated by use of the Reserve previously set aside.</p>
1.22	<p><b>Harpur Trust vs Brazel Case</b></p> <p>The potential financial impacts are still being determined in response to the Employment Appeal Tribunal (EAT) decision in the case of Harpur Trust v Brazel. The Supreme Court upheld the EAT judgment in the Brazel case in July 2022 which impacts on the calculation of holiday pay entitlements for staff who work for part of the year (i.e., term time). An approved carry forward from 2022/23 for £0.254m has provided some funding towards these costs.</p>
1.23	<p><b>Achievement of Planned In-Year Efficiencies</b></p> <p>The 2024/25 budget contains £14.921m of specific efficiencies which are tracked and monitored throughout the year. The Council aims to achieve a 95% rate in 2024/25 as reflected in the MTFS KPI's and fully achieved all efficiencies in the previous financial year.</p> <p>It is projected that 97% of efficiencies will be achieved in 2024/25 and further details can be seen in Appendix 2.</p>
1.24	<p><b>Unearmarked Reserves</b></p> <p>The final level of Council Fund Contingency Reserve brought forward into 2024/25 was £2.972m as detailed in the 2023/24 outturn report (subject to audit) elsewhere on this agenda.</p>

	<p>The Base Level Reserves have been increased to £8.985m by using the remaining balance of £3.216m of the COVID-19 Hardship Fund Reserve from 2023/24.</p> <p>Taking the current projected final outturn into account, the contingency reserve <u>available of £0.178m</u>.</p> <p>As required by Financial Procedure Rules all Portfolios will be expected to identify solutions in-year to mitigate the risks and potential overspends identified in the report.</p>
1.25	<p><b>SUMMARY AND CONCLUSION</b></p> <p>This significant projected overspend (and impact on our available reserves) is of major concern and needs to be addressed urgently in an attempt to bring expenditure back in line with the approved budget. Based on current projections the Council <u>only</u> has a very small contingency reserve <u>of £0.178m available</u> to deal with any significant in-year unforeseen events. It should also be noted that there are also still a number of risks identified in the report that could further worsen the Council's financial position.</p> <p>Therefore, as required by Financial Procedure Rules - Action Plans will need to be provided by Social Services, Streetscene and Transportation and Housing and Communities which will detail the reasons for the potential overspends and the measures being put in place to improve the position by the end of the financial year.</p> <p>Our ability to mitigate pressures and risks during the financial year will again predominantly centre on review and challenge of non-essential spend and maximising income streams and grant funding. The moratorium on non-contractually committed spend and vacancy management process put in place during 2023/24 will continue throughout 2024/25 and needs to be applied with rigour.</p>
1.26	<p><b>Earmarked Reserves</b></p> <p>In addition to the above a robust challenge of our Earmarked Reserves in in progress to identify any un-committed areas that can be released to improve our overall position. The outcome will be included in the next monitoring report (Month 5).</p>
1.27	<p><b>Housing Revenue Account (HRA)</b></p> <p>The 2023/24 Outturn Report to Cabinet on 23rd July 2024 showed an un-earmarked closing balance at the end of 2023/24 of £3.512m and a closing balance of earmarked reserves of £2.471m.</p>
1.28	<p>The 2024/25 budget for the HRA is £42.166m which includes a movement of (£0.193m) from reserves.</p>
1.29	<p>The projected outturn for the HRA shows an in-year revenue expenditure (£0.098m) lower than budget with a closing un-earmarked balance as at</p>

	31 <sup>st</sup> March, 2025 of £4.550m, which at 10.92% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3% - see Appendix 4.
1.30	The budget contribution towards capital expenditure (CERA) is £14.467m.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As set out within the report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
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.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None specific.

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

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Various budget records.

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

8.00	GLOSSARY OF TERMS
8.01	<p><b>Budget:</b> 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><b>Council Fund:</b> the fund to which all the Council's revenue expenditure is charged.</p> <p><b>Financial Year:</b> the period of twelve months commencing on 1 April.</p> <p><b>Housing Revenue Account:</b> 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><b>Projected Outturn:</b> projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.</p> <p><b>Regional Integration Fund (RIF):</b> Funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.</p> <p><b>Reserves:</b> these are balances in hand that have accumulated over previous years and are held for defined (earmarked reserves) and general (general reserves) purposes. Councils are required to regularly review the level and purpose of their reserves and to take account of the advice of the Chief Finance Officer.</p> <p><b>Revenue:</b> 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><b>Variance:</b> difference between latest budget and actual income or expenditure. Can be to date if reflecting the current or most up to date position or projected, for example projected to the end of the month or financial year.</p> <p><b>Virement:</b> the transfer of budget provision from one budget head to another. Virement decisions apply to both revenue and capital expenditure heads, and between expenditure and income, and may include transfers from contingency provisions. Virements may not however be approved between capital and revenue budget heads.</p>

## Budget Monitoring Report - Month 4

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
<b>Social Services</b>					
<b>Older People</b>					
Localities	24.561	25.223	0.662	Residential care costs for older people are projecting an overspend of £0.407m due to service demand. This amount is net of client income from property recharges and reimbursements for deputyships and assets held in trust. Homecare is £0.201m overspent. Locality workforce and professional support budgets are overspent by £0.038m and day care is overspending by £0.015m. There is a real risk of significant escalation in costs as there is continued pressure to minimise stays in hospitals. This risk will increase as we enter the winter period, and due to this the service is looking to mitigate this risk by reviewing and changing some service practices.	
Resources & Regulated Services	10.010	9.892	-0.118	In-house residential care is projecting an overspend by £0.307m due to employee and running costs. Homecare is predicted to underspend by £0.432m, although demand is high it cannot be met due to recruitment challenges. The Extra Care budget is expected to overspend by £0.116m due to employee costs and day care will underspend by £0.109m.	
Minor Variances	1.511	1.512	0.002		
<b>Adults of Working Age</b>					
Resources & Regulated Services	36.194	36.648	0.454	The PDSI (physically disabled and sensory impaired) budget is reporting a £0.044m overspend due to costs of care packages. The in-house supported living service is £0.343m overspent due to care hours and agency costs. The care package costs for independently provided care for learning disability services is £0.251m overspent. The learning disability service day and work provision is £0.184m underspent. Demand and costs of care packages.	
Children to Adult Transition Services	0.848	1.107	0.259	There are three high cost placements which are costing more than initially estimated.	
Professional and Administrative Support	0.462	0.380	-0.082	The underspend is due to staff vacancies	
Transition & Disability Services Team	0.987	0.934	-0.053	The underspend is due to additional funding to the service	
Supporting People	-0.386	-0.487	-0.101	Additional Supporting People income is expected this financial year	
Minor Variances	6.028	5.999	-0.029		
<b>Children's Services</b>					
Integrated Working	0.200	0.258	0.058	Advocacy costs have increased due to inflationary pressures	
Legal & Third Party	0.283	0.745	0.461	Legal costs are overspent by £0.205m due to the number of cases going through the courts and some use of external professionals. Client support and section 17 costs are overspent by £0.178m and Direct Payments are overspent by £0.078m.	
Residential Placements	1.856	1.483	-0.374	There is a Welsh Government grant which is supporting the in-house childrens residential service development	

## Budget Monitoring Report - Month 4

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Professional Support	6.222	7.182	0.960	To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are minimised where possible and additional temporary posts are sometimes required to be able to continue meeting the challenges and demands of Childrens Services. Two managed agency teams were contracted to support the service, although one of these has now ceased, there is a projected overspend of £0.914m as a result. This is being mitigated from underspends, mostly from vacancies, of £0.528m. The Leaving Care budget which supports young people who are Looked After Children, is overspending by £0.423m due to increased numbers of care leavers which includes unaccompanied asylum seeking children (UAAC). Alternative accommodation for UAAC is being looked at and a reduction in future costs is expected in the near future. The costs of some external contracts are £0.083m overspent due to inflationary pressures. Costs of Direct Payments to provide support to children with disabilities are £0.068m overspent due to demand.	
Minor Variances	4.077	4.107	0.030		
<b>Safeguarding &amp; Commissioning</b>					
Charging Policy income	-3.505	-3.595	-0.090	This is income from service users who are charged a contribution towards the care they receive	
Minor Variances	2.699	2.811	0.112		
<b>Total Social Services</b>	<b>92.047</b>	<b>94.197</b>	<b>2.150</b>		
<b>Out of County Placements</b>					
Children's Services	13.795	14.694	0.898	The Month 4 position shows a significant overspend within the Out of County pooled budget as a result of the following:- an increase in the number of new placements agreed in-year and fees incurred to external providers.	The overspend includes no further contingency and is forecast based on current caseload only.
Education & Youth	5.504	5.700	0.196		
<b>Total Out of County Placements</b>	<b>19.299</b>	<b>20.393</b>	<b>1.094</b>		
<b>Education &amp; Youth (Non-Schools)</b>					
Inclusion & Progression	5.650	5.963	0.313	Variance due to an in year pressure of £0.247m due to an increase in pupil numbers accessing external education providers for medical reasons. In previous years, there has been a reliance on grant funding and budget c/fwds. There may be an additional £0.050m available from the 2024/25 ALN (Additional Learning Needs) grant to mitigate some of the pressure, however, we are still working through the commitments of this grant. A pressure method statement has been submitted for 2025/26. Other minor variances relate to Plas Derwen and Canolfan Enfys.	
Minor Variances	4.498	4.418	-0.080		
<b>Total Education &amp; Youth (Non-Schools)</b>	<b>10.148</b>	<b>10.381</b>	<b>0.233</b>		

## Budget Monitoring Report - Month 4

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Schools	117.302	117.119	-0.183	The variance primarily relates to the following:- Free School Meals (FSM) budget - (£0.114m) underspend, due to meal take up and levels of eligible FSM children. The Unallocated budget containing Added Years and Copyright Licenses indicates a (£0.123m) underspend. The above underspends are offset by a number of insignificant adverse variances within Primary and Secondary non-delegated, totalling £0.054m	
<b>Streetscene &amp; Transportation</b>					
Service Delivery	8.581	9.441	0.859	Significant Variance of £0.400m in Highways Maintenance Costs due to increasing inflationary pressures and demand for temporary repairs on the road network, largely due to the reduction in WG funding and reduced investment in the highway network and fluctuating costs of tar and traffic management for repairs. £0.200m in Alltami Depot running costs. Budget Efficiency proposals relating to Household Recycling Centres where implementation dates have been delayed have had a significant impact on the outturn variance of around £0.250m.	Method Statements have been submitted for Highway Maintenance and Alltami Depot as 2025/26 MTFS pressures bids.
Highways Network	11.674	12.114	0.440	Winter Maintenance costs of £0.300m continue to escalate for the provision of equipment, labour and materials. Fleet costs in this service area have seen significant year-on-year inflation. A report will be presented to Cabinet to consider the delivery of efficiencies relating to decision making relative to marginal weather forecasts. Street-lighting energy cost of £0.100m as prices and forecasts continue to rise which has been reflected in the outturn position.	We continue to investigate options to reduce procurement costs and ensure appropriate income/funding in preparation for the start of the winter maintenance season.
Transportation	11.023	11.310	0.287	School Transport significant variances due to transport day costs increased driven by the inflation. Social Services Transport costs increased due to recent procurement and additional adult social services requests	
Regulatory Services	11.417	11.866	0.449	Waste Strategy increased costs of £0.200m mainly due to increased volumes of residual waste being collected and Gate Fee Indexation inflation. £0.100m reduced energy output of gas extraction at former landfill sites and a £0.149m shortfall from lower income prices on the recycling markets.	
<b>Total Streetscene &amp; Transportation</b>	<b>42.695</b>	<b>44.731</b>	<b>2.036</b>		
<b>Planning, Environment &amp; Economy</b>					
Business	2.327	2.184	-0.144	Part year vacancy savings recruitment process has commenced	
Community	0.973	1.018	0.045	Fee Income estimated shortfall in Licensing	
Development	-0.200	0.007	0.207	Fee Income estimated shortfall in Building Control and Land Charges	
Access	1.591	1.717	0.126	Projection of costs for Ash Die Back Tree works to March 2025	
Climate Change	0.181	0.135	-0.046	Part year vacancy saving	
Regeneration	0.711	0.658	-0.053	Grant Maximisation - re-allocating staff costs to Grant Projects	
Minor Variances	2.098	2.130	0.032		
<b>Total Planning, Environment &amp; Economy</b>	<b>7.682</b>	<b>7.850</b>	<b>0.168</b>		
<b>People &amp; Resources</b>					



## Budget Monitoring Report - Month 4

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
HR & OD	2.211	2.257	0.046	Historic Business Efficiency in DBS Checks unrealised	
Corporate Finance	2.080	1.983	-0.096	Vacancy Savings	
<b>Total People &amp; Resources</b>	<b>4.290</b>	<b>4.240</b>	<b>-0.050</b>		
<b>Governance</b>					
Legal Services	0.991	1.046	0.055	Locum costs for vacant posts	
Customer Services	0.985	0.872	-0.113	Vacancy savings and fee income over recovery in Registrars	
Revenues	0.371	0.233	-0.138	Potential Surplus on the Council Tax Collection Fund	
Minor Variances	9.719	9.620	-0.099		
<b>Total Governance</b>	<b>12.066</b>	<b>11.771</b>	<b>-0.295</b>		
<b>Assets</b>					
Minor Variances	11.403	11.444	0.041		
<b>Total Assets</b>	<b>11.403</b>	<b>11.444</b>	<b>0.041</b>		
<b>Housing and Communities</b>					
Housing Solutions	4.309	7.049	2.741	Anticipated £2.741m overspend for the service. Emergency accommodation costs £3.986m, offset with an increase in the HB Income collected (£0.659m) and NOLO Grant of (£0.423m). £0.075m overspend on the Homeless Hub	
Minor Variances	13.852	13.851	-0.002		
<b>Total Housing and Communities</b>	<b>18.161</b>	<b>20.900</b>	<b>2.739</b>		
<b>Chief Executive's</b>	<b>1.641</b>	<b>1.618</b>	<b>-0.023</b>		
<b>Central &amp; Corporate Finance</b>	<b>31.372</b>	<b>29.744</b>	<b>-1.628</b>	The initial projection on the Central Loans and Investment Account (CLIA) for the 2024/25 indicates an underspend of (£0.250m) as the trend from previous years continues with reduced short term borrowing costs and income from investments in line with current bank interest rates. This is mitigated by potential shortfalls in Corporate windfall income targets based on actual receipts to date. As a result of the refinancing of Enfinium Group Ltd into Enfinium Parc Adfer Ltd, there is a gainshare benefit to all partner authorities within the North Wales Residual Waste Partnership. Flintshire's estimated gainshare from this undertaking is £1.58m, net of fees. A commitment has been included to fund the on-going clean-up from the impact of fly tipping at land adjacent to the Riverside Site, Queensferry at a current cost of £0.091m that includes the machine hire, transport and manpower related to the necessary works.	
<b>Grand Total</b>	<b>368.106</b>	<b>374.388</b>	<b>6.282</b>		

2024/25 Efficiencies Outturn Tracker - Month 4

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	Reason for variation	Mitigating Action if Amber or Red
			2024/25 £m	2024/25 £m	2024/25 £m				
<b>Portfolio</b>									
<b>Corporate</b>									
Actuarial Review	Portfolio budget reductions	Gary Ferguson	4.000	4.000	0.000	C	G		
Central Loans and Investment Account	Increased income/reduced borrowing	Chris Taylor	1.000	1.000	0.000	C	G		
Additional Income from Fastrack Project	Portfolios	Debbie Griffiths	0.018	0.018	0.000	O	G		
<b>Total Corporate Services</b>			<b>5.018</b>	<b>5.018</b>	<b>0.000</b>				
<b>Assets</b>									
Strategic Funding		Damian Hughes	0.028	0.028	0.000	O	G		
Rent Review - Commercial Assets		Damian Hughes	0.021	0.021	0.000	O	G		
Valuation & Estates	Restructure	Damian Hughes	0.010	0.010	0.000	O	G		
			<b>0.059</b>	<b>0.059</b>	<b>0.000</b>				
<b>Assets - ADMs</b>									
ADM Budget	Reduction in ADM Budget	Rachael Corbelli	0.065	0.065	0.000	O	G		
Review of External Partners		Rachael Corbelli	0.087	0.087	0.000	O	G		
<b>Total Assets - ADMs</b>			<b>0.152</b>	<b>0.152</b>	<b>0.000</b>				
<b>Chief Executives</b>									
Executive Office	Reduction in Promotions Budget	Joanne Pierce	0.010	0.010	0.000	C	G	Budget Removed	
IT - Mobile Phone contract	Chief Executive's element	Joanne Pierce	0.001	0.001	0.000	C	G	Budget Removed	
<b>Total Chief Executives</b>			<b>0.011</b>	<b>0.011</b>	<b>0.000</b>				
<b>People &amp; Resources</b>									
Corporate Finance	Reduction in Staffing	Gary Ferguson	0.104	0.104	0.000	C	G	Budget Removed	
Feasibility Study budget	Reduction in Budget	Gary Ferguson	0.050	0.050	0.000	C	G	Budget Removed	
HR & OD	Reduction in TU facilities budget	Sharon Carney	0.030	0.030	0.000	C	G	Budget Removed	
Flintshire Trainees	Recruitment Freeze 2024/25	Sharon Carney	0.138	0.138	0.000	C	G	Budget Removed	
<b>Total People &amp; Resources</b>			<b>0.322</b>	<b>0.322</b>	<b>0.000</b>				
<b>Governance</b>									
RSA Tags	Governance element	Gareth Owen	0.003	0.003	0.000	C	G	Budget Removed	
Fees & Charges Review 2023 - Registration Services	Increased income from 2023 Review	Gareth Owen	0.002	0.002	0.000	C	G	Fee Income expected to meet target	
Discretionary Rate Relief		Gareth Owen	0.004	0.004	0.000	C	G	Budget Removed	
Internal Audit	Removal of Vacant Posts	Gareth Owen	0.104	0.104	0.000	C	G	Budget Removed	
IT - Equipment reduction in requirements		Gareth Owen	0.018	0.018	0.000	C	G	Budget Removed	
IT - Mobile Phone contract	Governance element	Gareth Owen	0.015	0.015	0.000	C	G	Budget Removed	
Contact Centre	Reduction in budget	Gareth Owen	0.010	0.010	0.000	C	G	Budget Removed	
Single Person Discount Review 24/25		Gareth Owen	0.250	0.250	0.000	O	A	On going review during the year, forecast to be achieved	
Procurement	Reduction in contribution	Gareth Owen	0.009	0.009	0.000	C	G	Budget Removed	
HRA Recharging	Management Costs Apportionment	Gareth Owen	0.027	0.027	0.000	C	G	Recharge at increased rate agreed with HRA	
Granicus	GovDelivery	Gareth Owen	0.025	0.025	0.000	C	G	Budget Removed	
Registration Services		Gareth Owen	0.040	0.040	0.000	C	G	Fee Income expected to meet target	
Graphic Design		Gareth Owen	0.039	0.039	0.000	C	G	Removal of posts Sept 2024	
<b>Total Governance</b>			<b>0.546</b>	<b>0.546</b>	<b>0.000</b>				
<b>Planning, Environment &amp; Economy</b>									
Fees & Charges Review 2023	Increased income from 2023 Review	Andrew Farrow	0.050	0.050	0.000	O	A		
Fees & Charges Review 2024	Increased income from 2024 Review	Andrew Farrow	0.017	0.017	0.000	O	A	Dependant on actual fee income levels received in year	
IT - Mobile Phone contract	PE&E element	Andrew Farrow	0.008	0.008	0.000	C	G	Budget Removed	
Planning Fee Income	Fee Income Target Increase	Andrew Farrow	0.295	0.295	0.000	O	A	Dependant on actual fee income levels received in year	
Ambition North Wales Contribution	Budget Saving	Andrew Farrow	0.035	0.035	0.000	C	G	Budget Removed	
Wales Rally GB	Budget Saving	Andrew Farrow	0.030	0.030	0.000	C	G	Budget Removed	
<b>Total Planning, Environment &amp; Economy</b>			<b>0.435</b>	<b>0.435</b>	<b>0.000</b>				
<b>Streetscene &amp; Transportation</b>									
Cash in Transit - reduced costs	Part of transition to Card and App payments at car parks	Katie Wilby	0.012	0.012	0.000	O	G	Efficiency originated by Revenues but operated by S&T	
Fees & Charges Review 2023 - Green Waste	Increased income from 2023 Review	Katie Wilby	0.099	0.099	0.000	O	G		
Fees & Charges Review 2023 - Car Parking	Increased income from 2023 Review	Katie Wilby	0.063	0.063	0.000	O	G		
Fees & Charges Review 2023 - Bersavement Services	Increased income from 2023 Review	Katie Wilby	0.033	0.033	0.000	O	G		
Fees & Charges Review 2024 - Bersavement Services	Increased income from 2024 Review	Katie Wilby	0.012	0.012	0.000	O	G		
IT - Mobile Phone contract	S&T element	Katie Wilby	0.011	0.011	0.000	C	G		
Part time opening of HWRC's		Katie Wilby	0.250	0.225	(0.025)	O	A	HWRC sites open over part of the week rather than the full 7 days e.g. Friday to Monday. Savings would come from labour. Security of sites could become an issue when they are closed, which could incur additional costs. Fly tipping could increase as a result of the part-time closure (as happened during the pandemic) and there may be an impact on residual waste tonnages as residents seek to divert the waste to other collection methods. Started on 6th May hence £25k shortfall of Efficiency pressure.	Implementation Date 6th May
Review/reduce service standards	Grass cutting etc.	Katie Wilby	0.025	0.025	0.000	O	G	Range of grass cutting and grounds maintenance operations in place, which vary from external contracted services on highway verges, roundabouts and central reservations, weed spraying, tenant gardens and school grounds to our own in-house service delivery for amenity areas and public open spaces, such as car parks, cemeteries, leisure centres, libraries, Council offices and housing estates, town centres, sheltered housing, bus stops and play areas and playing fields, nature conservation areas. This proposal would see all grass cutting operations externalised through a contract.	

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) High Assumption A = Medium Assumption G = Figures Confirmed	Reason for variation	Mitigating Action if Amber or Red
			2024/25 £m	2024/25 £m	2024/25 £m		R A		
<b>Portfolio</b>									
Review/reduce service standards	Cemetery maintenance	Katie Wilby	0.025	0.025	0.000	O	G	Discretionary service - savings would come from reduction in labour, plant and materials. Likely to generate complaints from members of the public. Previously considered transferring responsibility to Town/Community Councils, but no appetite or capacity to take this on.	
Introduce Night Working		Katie Wilby	0.025	0.025	0.000	O	G	Streetscene introduced an evening shift in 2012. A small number of people work through the night (365 days a year) dealing with emergencies and small amounts of planned works. The proposal will see this level of work increase with operations such as gully emptying, town centre sweeping etc. carried out during the evening and overnight period. The saving will be generated by a reduction in plant and equipment. Impact on communities due to evening and night working. Workforce/Trade Union support will be required. There was a lack of appetite to continue when previously introduced and unable to recruit or maintain staff on a night time shift, due to the unsociable hours	
Reduce cleansing standards and enforce zero balance for littering		Katie Wilby	0.030	0.030	0.000	O	G	Potential consequential impact on littering and fly tipping, which would require additional resources for enforcement.	
In-house services e.g. weed spraying, traffic management		Katie Wilby	0.035	0.035	0.000	O	G	Cost-benefit assessment to be undertaken to assess whether in-house provision would be more cost efficient than a contracted service	
Full cost recovery for supporting community events		Katie Wilby	0.010	0.010	0.000	O	G	Introduce a charge for providing support for community events for road closures, such as fairs, festivals, street parties etc. Currently, costs are approx. £25k per annum. The charge would help to mitigate the cost.	
Reduce non essential services on Bank Holidays (x5)		Katie Wilby	0.077	0.077	0.000	O	G	Stand 85% of Grounds, Highways, Streetlighting, Cleansing on 5 Bank Holidays per year. Currently, operations for these services continue on public holidays. Savings would come from the reduction in overtime.	
Charging for DIY Waste streams at HWRC's		Katie Wilby	0.300	0.175	(0.125)	O	A	A number of local authorities charge for DIY waste streams, such as soil, rubble, plasterboard and waste wood, as these waste streams are costly to treat and dispose, which is no longer sustainable or affordable. Charging would ensure cost recovery of these non-household waste streams.	August Implementation Date
Remove vacancies for Schools Crossing Patrols		Katie Wilby	0.084	0.084	0.000	O	G	The portfolio currently has vacancies for crossing patrol officers within the road safety team, which could be given up.	
Remove Officer vacancies across the Portfolio		Katie Wilby	0.294	0.294	0.000	O	G	2 x Transport Strategy Officers; 1 x Road Safety Officer; 1 x Business Manager; 1 x Support Services Officer; 1 x Enforcement Officer; 1 x Waste Disposal Manager.	
Charge for Trade Waste at one HRC site		Katie Wilby	0.200	0.100	(0.100)	O	A	A number of local authorities currently provide a facility for commercial traders and businesses to dispose of their waste through a chargeable service. There is the potential to designate one of the Council's HRC sites for trade waste only for the receipt of other chargeable recyclable materials (wood, soil, rubble, green waste etc) from businesses.	August Implementation Date
Increase fees for Bulky Waste		Katie Wilby	0.010	0.010	0.000	O	G	Currently charge for bulky waste collections. The fee could be increased in line with inflation (by £5 per collection).	
Reduce SmartClient for Technical Support		Katie Wilby	0.025	0.025	0.000	O	G	ground surveys. Reduce budget available.	
Winter Maintenance Review of Weather Stations for 2024/25		Katie Wilby	0.025	0.025	0.000	O	G	Review is already underway for the use of route-based forecasting or domain-based forecasting instead of the current approach	
<b>Total Streetscene &amp; Transportation</b>			<b>1.644</b>	<b>1.394</b>	<b>(0.250)</b>				
<b>Social Services</b>									
Fees & Charges Review 2023	Increased income from 2023 Review	Craig Macleod	0.063	0.063	0.000	O	G		
Fees & Charges Review 2024	Increased income from 2024 Review	Craig Macleod	0.021	0.021	0.000	O	G		
RSA Tags	Social Services element	Craig Macleod	0.002	0.002	0.000	O	G		
IT - Mobile Phone contract	Social Services element	Craig Macleod	0.046	0.011	(0.035)	O	A		
	Reduction to contract with Newydd	Craig Macleod	0.100	0.050	(0.050)	O	A	The efficiency is a high proportion of the total cost of mobile units in 2023/24 and unlikely it will be achieved in full. Negotiations are ongoing with Newydd and the reduction has not yet been agreed. As we are several months into the financial year the full amount will not be achieved in 2024/25.	
Newydd Cleaning Contracts									
Reduce Regional Contribution	Reduction to in-year contribution to Regional Team	Craig Macleod	0.025	0.025	0.000	O	G		
Extra BCUHB contribution to Marleyfield	Additional income from BCUHB for hospital discharge beds	Craig Macleod	0.040	0.040	0.000	O	G		
Service Review	Reduction in posts		0.075	0.035	(0.040)	O	A	This is dependent on natural wastage of posts which can then be deleted. This will occur within the financial year and so the efficiency will not likely be achieved in full this financial year.	
Vacancy Management	In-year vacancy savings	Craig Macleod	0.100	0.100	0.000	O	G		
Increase to Income budget	Older People Commissioning	Craig Macleod	0.050	0.050	0.000	O	G		
Disability Day Service	Reduced budget	Craig Macleod	0.040	0.040	0.000	O	G		
Appointeeship service charging	Increased income	Craig Macleod	0.050	0.025	(0.025)	O	A	There will be a requirement for a consultation with stakeholders meaning the efficiency will be unable to be implemented at the start of the financial year and will likely be towards the midway point.	
Additional Contributions for residential care from BCUHB	Additional income from BCUHB for hospital discharge beds	Craig Macleod	0.010	0.010	0.000	O	G		
Efficiencies to Planned Contracts with Third Sector	Reduced expenditure	Craig Macleod	0.020	0.020	0.000	O	G		
Grant Maximisation		Craig Macleod	0.100	0.100	0.000	O	G		
Reduced NEWCES contribution	Reduced expenditure	Craig Macleod	0.010	0.010	0.000	O	G		
Grant funding for Adult Social Services	2024/25 only	Craig Macleod	0.100	0.100	0.000	O	G		
Disability services	Charging for college placements pending financial assessments	Craig Macleod	0.020	0.020	0.000	O	G		
<b>Total Social Services</b>			<b>0.872</b>	<b>0.722</b>	<b>(0.150)</b>				
<b>Housing &amp; Communities</b>									
RSA Tags	Housing & Communities element	Vicky Clark	0.001	0.001	0.000	O	G		

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	Reason for variation	Mitigating Action if Amber or Red
<b>Portfolio</b>		<b>2024/25</b>	<b>2024/25</b>	<b>2024/25</b>		<b>R</b>		
		<b>£m</b>	<b>£m</b>	<b>£m</b>		<b>A</b>		
IT - Mobile Phone contract	Housing & Communities element	Vicky Clark	0.009	0.009	0.000	C	G	Use of the Reserve in 2024/25 instead of base budget pressure
CTRS Reduction	Budget Reduction	Vicky Clark	0.254	0.254	0.000	O	G	
<b>Total Housing &amp; Communities</b>			<b>0.264</b>	<b>0.264</b>	<b>0.000</b>			
<b>Education &amp; Youth</b>								
Fees & Charges Review 2023 - Integrated Youth Service	Increased income from 2023 Review	Claire Homard	0.001	0.001	0.000	O	G	
Fees & Charges Review 2024 - Integrated Youth Service	Increased income from 2024 Review	Claire Homard	0.001	0.001	0.000	O	G	
RSA Tags	Education & Youth element	Claire Homard	0.007	0.007	0.000	O	G	
IT - Mobile Phone contract	Education & Youth element	Claire Homard	0.005	0.005	0.000	C	G	
GWE - Reduction in Contribution	Education & Youth element	Claire Homard	0.099	0.099	0.000	O	G	
Early Entitlement	Reduced numbers accessing Early Entitlement	Claire Homard	0.075	0.075	0.000	O	G	
Adult Community Learning	Income generation	Claire Homard	0.010	0.010	0.000	O	G	
Youth Services	Buildings Asset transfer of some buildings	Claire Homard	0.032	0.032	0.000	O	G	
Business Support Review	Buildings Asset transfer of some buildings	Claire Homard	0.032	0.032	0.000	O	G	
School Planning & Provision	Mobile Classrooms	Claire Homard	0.010	0.010	0.000	O	G	
School Planning & Provision	Transition Funding	Claire Homard	0.010	0.010	0.000	O	G	
Inclusion & Progression	Contribution towards PEP Caseworker	Claire Homard	0.020	0.020	0.000	O	G	
<b>Total Education &amp; Youth</b>			<b>0.302</b>	<b>0.302</b>	<b>0.000</b>			
<b>Schools</b>								
Utility Costs		Claire Homard	0.600	0.600	0.000	O	G	
School Demography		Claire Homard	0.675	0.675	0.000	O	G	
3% Reduction in Delegated Funding		Claire Homard	3.273	3.273	0.000	O	G	
Remove Schools Deficit Subsidy for 1 year		Claire Homard	0.750	0.750	0.000	C	G	
<b>Total Schools</b>			<b>5.298</b>	<b>5.298</b>	<b>0.000</b>			
<b>Total 2024/25 Budget Efficiencies</b>			<b>14.921</b>	<b>14.522</b>	<b>(0.400)</b>			

	%	£
<b>Total 2024/25 Budget Efficiencies</b>	<b>100</b>	<b>14.921</b>
<b>Total Projected 2024/25 Budget Efficiencies Underachieved</b>	<b>-3</b>	<b>(0.400)</b>
<b>Total Projected 2024/25 Budget Efficiencies Achieved</b>	<b>97</b>	<b>14.522</b>
<b>Total 2024/25 Budget Efficiencies (Less Previously agreed Decisions)</b>	<b>100</b>	<b>0.000</b>
<b>Total Projected 2024/25 Budget Efficiencies Underachieved</b>	<b>0</b>	<b>0.000</b>
<b>Total Projected 2024/25 Budget Efficiencies Achieved</b>	<b>0</b>	<b>0.000</b>

**Movements on Council Fund Unearmarked Reserves**

	£m	£m
Total Reserves as at 1 April 2024	15.271	
Less - Base Level	(8.985)	
<b>Total Reserves above base level available for delegation to Cabinet</b>		6.286
Less - Children's Services Legal Costs		(0.142)
Less - Approved "Budget Risk" Reserve 2024/25		(3.000)
Less - Approved Time Limited Pressures 2024/25		(0.172)
Add - Transfer to Reserve Budget 2024/25		0.437
Less - Cambrian Aquatics approved funding		(0.200)
Less - Provision of Free School Meals payment to eligible children during the summer school holidays		(0.277)
Less - estimated impact of the pay award		0.000
Less - Month 4 projected outturn		(2.754)
<b>Total Contingency Reserve available for use</b>		<b>0.178</b>

**Budget Monitoring Report**  
**Housing Revenue Account Variances**

**MONTH 4 - SUMMARY**

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Cause of Major Variance	Action Required
<b>Housing Revenue Account</b>					
Income	(42.166)	(41.958)	0.207	There is a net pressure relating to void properties of £0.220m. This relates to costs such as void rent loss, council tax charges and service charges and is net of additional income relating to new build properties and voids moving to target rent. We are anticipating a variance of approximately £0.004m on garage rents. Other minor variances of (£0.009m).	
Capital Financing - Loan Charges	6.845	6.845			
Estate Management	3.206	2.998	(0.208)	Projected vacancy savings of approximately (£0.232m) which is being offset by agency costs of £0.133m. Additional allocation of Housing Support Grant (£0.120m). Other minor variances of £0.011m.	
Landlord Service Costs	1.799	1.834	0.035	Projected vacancy savings of approximately (£0.142m) which is being offset by agency costs of £0.110m. Material increased costs of £0.052m. Other minor variances of £0.015m.	
Repairs & Maintenance	12.739	12.762	0.022	Minor variances	
Management & Support Services	2.787	2.632	(0.155)	Projected vacancy savings of approximately (£0.067m). Reduction in Support Recharge -(£.068m). Other minor variances of (£0.022m)	
Capital Expenditure From Revenue (CERA)	14.467	14.467			
HRA Projects	0.130	0.130	(0.000)		
Contribution To / (From) Reserves	0.193	0.193			
<b>Total Housing Revenue Account</b>	<b>0.000</b>	<b>(0.098)</b>	<b>(0.098)</b>		



## CABINET

<b>Date of Meeting</b>	Wednesday, 25 <sup>th</sup> September 2024
<b>Report Subject</b>	Capital Programme Monitoring 2024/25 (Month 4)
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The report summarises changes made to the Capital Programme 2024/25 since it was set in December 2023 to the end of Month 4 (July 2024), along with expenditure to date and projected outturn.

The Capital Programme has seen a net increase in budget of £66.871m during the period which comprises of:-

- Net budget increase in the programme of £52.635m (See Table 2 – All Council Fund (CF));
- Introduction of Carry Forward from 2023/24 of £14.236m (All CF)

Actual expenditure was £21.647m (See Table 3).

Capital receipts received in the first quarter of 2024/25, total £0.008m. This gives a revised projected surplus in the Capital Programme at Month 4 of £0.828m (from an opening funding position surplus of £0.820m) for the 2024/25 – 2026/27 Capital Programme, prior to the realisation of additional capital receipts and/or other funding sources.

## RECOMMENDATIONS

	Cabinet are requested to:
1	Approve the overall report.
2	Approve the carry forward adjustments, as set out at 1.16
3	Approve the additional allocations, as set out in 1.19

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE CAPITAL PROGRAMME MONITORING POSITION – MONTH 4 2024/25</b>
1.01	<b>Background</b> Council approved a Council Fund (CF) Capital Programme of £25.326m for 2024/25 at its meeting on 6 <sup>th</sup> December 2023 and a Housing Revenue Account (HRA) Capital Programme of £29.498m for 2024/25 at its meeting on 23 <sup>rd</sup> January 2024.
1.02	For presentational purposes the Capital Programme is shown as a whole, with sub-totals for the Council Fund and HRA. The HRA programme is 'ring fenced' and can only be used for HRA purposes.
1.03	<b>Changes since Budget approval</b> Table 1 below sets out how the programme changed during 2024/25. More detailed cumulative information relating to each Portfolio is provided in Appendix A:-



**Table 1**

<b>REVISED PROGRAMME</b>	<b>Original Budget 2024/25</b>	<b>Carry Forward from 2023/24</b>	<b>Changes - This Period</b>	<b>Revised Budget 2024/25</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
People & Resources	0.350	0.364	(0.313)	0.401
Governance	2.353	0.283	0.000	2.636
Education & Youth	11.583	5.145	2.482	19.210
Social Services	4.800	1.420	14.287	20.507
Planning, Environment & Economy	0.240	0.779	2.632	3.651
Streetscene & Transportation	2.470	4.621	9.163	16.254
Housing and Communities	1.500	0.029	1.154	2.683
Capital Programme and Assets	2.030	1.595	23.230	26.855
<b>Council Fund Total</b>	<b>25.326</b>	<b>14.236</b>	<b>52.635</b>	<b>92.197</b>
<b>HRA Total</b>	<b>29.498</b>	<b>0.000</b>	<b>0.000</b>	<b>29.498</b>
<b>Programme Total</b>	<b>54.824</b>	<b>14.236</b>	<b>52.635</b>	<b>121.695</b>

**1.04 Carry Forward from 2023/24**

Carry forward sums from 2023/24 to 2024/25, totalling £14.236m (CF £14.236m, HRA £0.000m), were approved as a result of the quarterly monitoring reports presented to Cabinet during 2023/24.

**1.05 Changes during this period**

Funding changes during this period have resulted in a net increase in the programme total of £52.635m (CF £52.635m, HRA £0.000m). A summary of the changes, detailing major items, is shown in Table 2 below:-

**Table 2**

<b>CHANGES DURING THIS PERIOD</b>		
	<b>Para</b>	<b>£m</b>
<b><u>COUNCIL FUND</u></b>		
<b>Increases</b>		
Theatr Clwyd	1.06	23.060
Services to Older People	1.07	9.006
Local Transport Grant	1.08	7.568
Learning Disability	1.09	4.536
Town Centre Regeneration	1.10	2.307
Secondary Schools	1.11	1.897
Affordable Housing	1.12	0.868
Other Aggregate Increases		4.182
		<b>53.424</b>
<b>Decreases</b>		
Other Aggregate Decreases		(0.789)
		<b>(0.789)</b>
<b>Total</b>		<b>52.635</b>
<b><u>HRA</u></b>		
<b>Increases</b>		
Other Aggregate Increases		1.150
		<b>1.150</b>
<b>Decreases</b>		
Other Aggregate Decreases		(1.150)
		<b>(1.150)</b>
<b>Total</b>		<b>0.000</b>

1.06 Introduction of grant funding and prudential borrowing for in year expenditure in relation to the redevelopment scheme at Theatr Clwyd.

1.07 Introduction of Housing with Care Fund and the Integration and Rebalancing Capital Fund grant from Welsh Government (WG) in relation to the Tŷ Croes Atti Residential Care scheme.

1.08 It is usual in the early part of the financial year to receive notification of funding allocations that were not available at budget setting time. This is the case with the Local Transport, Active Travel, Road Safety, and Safe Routes grants from WG. These grants will provide a range of transportation schemes across the County.

1.09 In addition to the above the Council also received Integration and Rebalancing Capital Fund grant for the Integrated Service Hub at Maes Gwern.

1.10 Introduction of Transforming Town Placemaking and Shared Prosperity Fund grants for the improvement of properties in the County.

1.11	Introduction of WG funding in relation to works at St Richard Gwyn High School.																																																																																																																								
1.12	As part of the Strategic Housing and Regeneration Programme (SHARP), the Council are building and purchasing affordable housing. Re-profiling of prudential borrowing has been carried out due to the purchase of a number of properties identified to be completed in 2024/25.																																																																																																																								
1.13	<p><b>Capital Expenditure compared to Budget</b></p> <p>Expenditure as at Month 4, across the whole of the Capital Programme was £21.647m. The breakdown of expenditure is analysed in Table 3, along with the percentage spend against budget.</p> <p>This shows that 17.79% of the budget has been spent (CF 16.67%, HRA 21.28%). Corresponding figures for Month 4 2023/24 were 16.36% (CF 16.77%, HRA 15.50%).</p>																																																																																																																								
1.14	<p>The table also shows a projected underspend (pending carry forward and other adjustments) of £7.352m on the Council Fund and a break-even position on the HRA.</p> <p><b>Table 3</b></p> <table border="1"> <thead> <tr> <th>EXPENDITURE</th> <th>Revised Budget</th> <th>Cumulative Expenditure Month 4</th> <th>Percentage Spend v Budget</th> <th>Projected Outturn</th> <th>Variance Budget v Outturn (Under)/Over</th> </tr> <tr> <th></th> <th>£m</th> <th>£m</th> <th>%</th> <th>£m</th> <th>£m</th> </tr> </thead> <tbody> <tr> <td>People &amp; Resources</td> <td>0.401</td> <td>0.000</td> <td>0.00</td> <td>0.401</td> <td>0.000</td> </tr> <tr> <td>Governance</td> <td>2.636</td> <td>0.015</td> <td>0.57</td> <td>2.203</td> <td>(0.433)</td> </tr> <tr> <td>Education &amp; Youth</td> <td>19.210</td> <td>2.740</td> <td>14.26</td> <td>17.465</td> <td>(1.745)</td> </tr> <tr> <td>Social Services</td> <td>20.507</td> <td>2.950</td> <td>14.39</td> <td>20.324</td> <td>(0.183)</td> </tr> <tr> <td>Planning, Environment &amp; Economy</td> <td>3.651</td> <td>(0.232)</td> <td>-6.35</td> <td>3.143</td> <td>(0.508)</td> </tr> <tr> <td>Streetscene &amp; Transportation</td> <td>16.254</td> <td>4.121</td> <td>25.35</td> <td>12.303</td> <td>(3.951)</td> </tr> <tr> <td>Housing &amp; Communities</td> <td>2.683</td> <td>0.700</td> <td>26.09</td> <td>2.683</td> <td>0.000</td> </tr> <tr> <td>Capital Programme &amp; Assets</td> <td>26.855</td> <td>5.076</td> <td>18.90</td> <td>26.323</td> <td>(0.532)</td> </tr> <tr> <td><b>Council Fund Total</b></td> <td><b>92.197</b></td> <td><b>15.370</b></td> <td><b>16.67</b></td> <td><b>84.845</b></td> <td><b>(7.352)</b></td> </tr> <tr> <td>Disabled Adaptations</td> <td>1.100</td> <td>0.601</td> <td>54.68</td> <td>1.100</td> <td>0.000</td> </tr> <tr> <td>Energy Schemes</td> <td>4.563</td> <td>1.120</td> <td>24.55</td> <td>4.563</td> <td>0.000</td> </tr> <tr> <td>Major Works</td> <td>2.156</td> <td>1.176</td> <td>0.60</td> <td>2.156</td> <td>0.000</td> </tr> <tr> <td>Accelerated Programmes</td> <td>0.532</td> <td>0.203</td> <td>38.16</td> <td>0.532</td> <td>0.000</td> </tr> <tr> <td>WHQS Improvements</td> <td>12.994</td> <td>2.858</td> <td>9.48</td> <td>12.994</td> <td>0.000</td> </tr> <tr> <td>Modernisation / Improvements</td> <td>4.000</td> <td>0.000</td> <td>0.00</td> <td>4.000</td> <td>0.000</td> </tr> <tr> <td>SHARP Programme</td> <td>4.153</td> <td>0.318</td> <td>7.66</td> <td>4.153</td> <td>0.000</td> </tr> <tr> <td><b>Housing Revenue Account Total</b></td> <td><b>29.498</b></td> <td><b>6.277</b></td> <td><b>21.28</b></td> <td><b>29.498</b></td> <td><b>0.000</b></td> </tr> <tr> <td><b>Programme Total</b></td> <td><b>121.695</b></td> <td><b>21.647</b></td> <td><b>17.79</b></td> <td><b>114.343</b></td> <td><b>(7.352)</b></td> </tr> </tbody> </table>	EXPENDITURE	Revised Budget	Cumulative Expenditure Month 4	Percentage Spend v Budget	Projected Outturn	Variance Budget v Outturn (Under)/Over		£m	£m	%	£m	£m	People & Resources	0.401	0.000	0.00	0.401	0.000	Governance	2.636	0.015	0.57	2.203	(0.433)	Education & Youth	19.210	2.740	14.26	17.465	(1.745)	Social Services	20.507	2.950	14.39	20.324	(0.183)	Planning, Environment & Economy	3.651	(0.232)	-6.35	3.143	(0.508)	Streetscene & Transportation	16.254	4.121	25.35	12.303	(3.951)	Housing & Communities	2.683	0.700	26.09	2.683	0.000	Capital Programme & Assets	26.855	5.076	18.90	26.323	(0.532)	<b>Council Fund Total</b>	<b>92.197</b>	<b>15.370</b>	<b>16.67</b>	<b>84.845</b>	<b>(7.352)</b>	Disabled Adaptations	1.100	0.601	54.68	1.100	0.000	Energy Schemes	4.563	1.120	24.55	4.563	0.000	Major Works	2.156	1.176	0.60	2.156	0.000	Accelerated Programmes	0.532	0.203	38.16	0.532	0.000	WHQS Improvements	12.994	2.858	9.48	12.994	0.000	Modernisation / Improvements	4.000	0.000	0.00	4.000	0.000	SHARP Programme	4.153	0.318	7.66	4.153	0.000	<b>Housing Revenue Account Total</b>	<b>29.498</b>	<b>6.277</b>	<b>21.28</b>	<b>29.498</b>	<b>0.000</b>	<b>Programme Total</b>	<b>121.695</b>	<b>21.647</b>	<b>17.79</b>	<b>114.343</b>	<b>(7.352)</b>
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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 2025/26 has been identified, this is also included in the narrative.																		
1.16	<p><b>Carry Forward into 2025/26</b></p> <p>During the quarter, carry forward requirements of £7.352m (all CF) have been identified which reflects reviewed spending plans across all programme areas. These amounts can be split into two areas, those required to meet the cost of programme works and/or retention payments in 2024/25 and Corporate provision that are allocated as requested and approved.</p>																		
1.17	<p>The Corporate provision is as follows:-</p> <ul style="list-style-type: none"> <li>Community Asset Transfers - Community groups have a number of years to draw down their funding once approved. These sums are set aside to ensure that funds are available when called upon.</li> </ul>																		
1.18	<p>Information relating to each programme area is contained in Appendix B and summarised in Table 4 below:</p> <p><b><u>Table 4</u></b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: left;"><b>CARRY FORWARD INTO 2025/26</b></th> <th style="text-align: center;"><b>Month 4 £m</b></th> </tr> </thead> <tbody> <tr> <td>Governance</td> <td style="text-align: right;">0.433</td> </tr> <tr> <td>Education &amp; Youth</td> <td style="text-align: right;">1.745</td> </tr> <tr> <td>Social Services</td> <td style="text-align: right;">0.183</td> </tr> <tr> <td>Planning, Environment &amp; Economy</td> <td style="text-align: right;">0.508</td> </tr> <tr> <td>Streetscene &amp; Transportation</td> <td style="text-align: right;">3.951</td> </tr> <tr> <td>Capital Programme &amp; Assets</td> <td style="text-align: right;">0.532</td> </tr> <tr> <td><b>Council Fund</b></td> <td style="text-align: right;"><b>7.352</b></td> </tr> <tr> <td><b>TOTAL</b></td> <td style="text-align: right;"><b>7.352</b></td> </tr> </tbody> </table>	<b>CARRY FORWARD INTO 2025/26</b>	<b>Month 4 £m</b>	Governance	0.433	Education & Youth	1.745	Social Services	0.183	Planning, Environment & Economy	0.508	Streetscene & Transportation	3.951	Capital Programme & Assets	0.532	<b>Council Fund</b>	<b>7.352</b>	<b>TOTAL</b>	<b>7.352</b>
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1.19	<p><b>Additional Allocations</b></p> <p>Additional allocations have been identified in the programme in this quarter as follows:</p> <ul style="list-style-type: none"> <li>Security Enhancements at Ty Dewi Sant - £0.015m requested for funding to support additional security fencing and CCTV camera for equipment relating to the relocation of the ICT datacentre.</li> </ul> <p>This can be funded from within the current 'headroom' provision.</p>																		
1.20	<p><b>Savings</b></p> <p>No savings have been identified in the programme in this quarter.</p>																		

1.21

**Funding of 2024/25 Approved Schemes**

The position at Month 4 is summarised in Table 5 below for the three year Capital Programme between 2024/25 – 2026/27:-

**Table 5**

<b>FUNDING OF APPROVED SCHEMES 2024/25 - 2026/27</b>		
	<b>£m</b>	<b>£m</b>
Balance carried forward from 2023/24		(0.819)
<b>Increases</b>		
Reduction of funding compared to estimated	0.051	
		<u>0.051</u>
<b>Decreases</b>		
Surplus in 2024/25 to 2026/27 Budget	(0.052)	
Actual In year receipts	(0.008)	
		<u>(0.060)</u>
<b>Funding - (Available)/Shortfall</b>		<b>(0.828)</b>

1.22

Capital receipts received in the first quarter of 2024/25, total £0.008m. This gives a revised projected surplus in the Capital Programme at Month 4 of £0.828m (from an opening funding position surplus of £0.820m) for the 2024/25 – 2026/27 Capital Programme, prior to the realisation of additional capital receipts and/or other funding sources.

1.23

**Investment in County Towns**

At its meeting on 12<sup>th</sup> 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 14<sup>th</sup> June 2018.

1.24

Table 6 below shows a summary of the 2023/24 actual expenditure, the 2024/25 revised budget and budgets for future years as approved by Council at its meeting of 6<sup>th</sup> December, 2024. Further detail can be found in Appendix C, including details of the 2024/25 spend to Month 4.

**Table 6**

<b>INVESTMENT IN COUNTY TOWNS</b>			
	<b>2023/24</b>	<b>2024/25</b>	<b>2025 -</b>
	<b>Actual</b>	<b>Revised</b>	<b>2027</b>
	<b>£m</b>	<b>Budget</b>	<b>Budget</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>
Buckley / Penyffordd	1.872	4.758	9.288
Connah's Quay / Shotton	1.150	1.429	0.000
Flint / Bagillt	5.452	25.772	5.139
Holywell / Caerwys / Mostyn	1.894	0.734	0.000
Mold / Treuddyn / Cilcain	17.880	28.589	12.800
Queensferry / Hawarden / Sealand	0.518	3.963	0.000
Saltney / Broughton / Hope	0.835	0.014	16.000
Unallocated / To Be Confirmed	0.856	9.237	26.642
<b>Total</b>	<b>30.457</b>	<b>74.496</b>	<b>69.869</b>

1.25 The inclusion of actuals for 2023/24 and approved schemes for future years allows a slightly fuller picture of investment plans. However, expenditure which has occurred in years prior to 2023/24 has not been included, and the expenditure and budgets reported should be considered in that context.

1.26 A significant factor which will increase allocations to areas is new or remodelled schools. The impact of these can be seen in the detail shown in Appendix C.

1.27 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.

1.28 Information on the split between internal and external funding can be found in Appendix C.

1.29 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 7 below, albeit using a slightly different catchment area basis.

**Table 7**

<b>WHQS Programme</b>		
	<b>2023/24 Actual £m</b>	<b>2024/25 Budget £m</b>
Holywell	5.588	5.356
Flint	1.610	1.277
Deeside & Saltney	1.410	1.277
Buckley	1.360	1.277
Mold	2.289	2.530
Connah's Quay & Shotton	0.160	1.277
<b>Total</b>	<b>12.417</b>	<b>12.994</b>

1.30 The 2021 Prudential Code introduced a new requirement that monitoring of prudential indicators should be reported quarterly as part of capital monitoring. This update is provided in Appendix D.

## **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 The legacy impacts of the pandemic along with the supply and demand of materials, leading to cost increases, higher tender prices and project delays will continue to be monitored closely during the year. Due to the re-profiling of schemes from 2023/24 and resources available to manage and deliver schemes, the levels of planned expenditure in 2024/25 may be affected, resulting in a high level of carry forward requests to re-phase budgets into the 2025/26 programme.

Grants received will also to be closely monitored to ensure that expenditure is incurred within the terms and conditions of the grant. The capital team will work with project leads to report potential risks of achieving spend within timescales and assist in liaising with the grant provider.

The Council has a prudent policy of allocating its own capital receipts to fund capital projects only when receipts are received rather than when it is anticipated the receipt will be received, and this position continues to be the case. In line with current policy no allowance has been made for these receipts in reporting the Council's capital funding position.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	No consultation is required as a direct result of this report.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A: Capital Programme - Changes during 2024/25
5.02	Appendix B: Variances
5.03	Appendix C: Investment in Towns
5.04	Appendix D: Prudential Indicators – Quarter 1 2024/25

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Capital Programme monitoring papers 2024/25.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Chris Taylor, Strategic Finance Manager  <b>Telephone:</b> 01352 703309  <b>E-mail:</b> <a href="mailto:christopher.taylor@flintshire.gov.uk">christopher.taylor@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Budget Re-profiling:</b> 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><b>Capital Expenditure:</b> Expenditure on the acquisition of <b>non-current assets</b> or expenditure which extends the useful life of an existing asset</p> <p><b>Capital Programme:</b> The Council’s financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.</p> <p><b>Capital Receipts:</b> Receipts (in excess of £10,000) realised from the disposal of assets.</p> <p><b>Carry Forward:</b> 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.</p>



**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 2024/25

	Original Budget 2024/25	Carry Forward from 2023/24	Changes (Current)	Revised Budget 2024/25
	£m	£m	£m	£m
<b>Council Fund :</b>				
<b>People &amp; Resources</b>				
'Headroom'	0.350	0.364	(0.313)	0.401
	<b>0.350</b>	<b>0.364</b>	<b>(0.313)</b>	<b>0.401</b>
<b>Governance</b>				
Information Technology	2.353	0.283	0.000	2.636
	<b>2.353</b>	<b>0.283</b>	<b>0.000</b>	<b>2.636</b>
<b>Education &amp; Youth</b>				
Education - General	0.600	3.944	0.574	5.118
Primary Schools	1.000	0.228	(0.445)	0.783
Schools Modernisation	9.483	0.001	0.456	9.940
Secondary Schools	0.000	0.458	1.897	2.355
Special Education	0.500	0.514	0.000	1.014
	<b>11.583</b>	<b>5.145</b>	<b>2.482</b>	<b>19.210</b>
<b>Social Services</b>				
Services to Older People	4.800	1.337	9.006	15.143
Learning Disability	0.000	0.000	4.536	4.536
Children's Services	0.000	0.083	0.745	0.828
	<b>4.800</b>	<b>1.420</b>	<b>14.287</b>	<b>20.507</b>
<b>Planning, Environment &amp; Economy</b>				
Closed Landfill Sites	0.000	0.250	0.000	0.250
Engineering	0.000	0.383	0.000	0.383
Energy Services	0.000	0.000	0.315	0.315
Town Centre Regeneration	0.200	0.141	2.307	2.648
Private Sector Renewal/Improv't	0.040	0.005	0.010	0.055
	<b>0.240</b>	<b>0.779</b>	<b>2.632</b>	<b>3.651</b>
<b>Streetscene &amp; Transportation</b>				
Waste Services	0.000	3.405	0.217	3.622
Cemeteries	0.490	0.259	0.000	0.749
Highways	1.980	0.911	1.378	4.269
Local Transport Grant	0.000	0.000	7.568	7.568
Solar Farms	0.000	0.046	0.000	0.046
	<b>2.470</b>	<b>4.621</b>	<b>9.163</b>	<b>16.254</b>

**APPENDIX A (Cont.)**

	<b>Original Budget 2024/25</b>	<b>Carry Forward from 2023/24</b>	<b>Changes (Current)</b>	<b>Revised Budget 2024/25</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>	<b>£m</b>
<b>Housing &amp; Communities</b>				
Affordable Housing	0.000	0.000	0.868	0.868
Disabled Facilities Grants	1.500	0.029	0.286	1.815
	<b>1.500</b>	<b>0.029</b>	<b>1.154</b>	<b>2.683</b>
<b>Capital Programme &amp; Assets</b>				
Administrative Buildings	1.630	0.509	0.031	2.170
Community Asset Transfers	0.000	0.580	0.007	0.587
Leisure Centres & Libraries	0.200	0.245	(0.031)	0.414
Play Areas	0.200	0.233	0.163	0.596
Theatr Clwyd	0.000	0.028	23.060	23.088
	<b>2.030</b>	<b>1.595</b>	<b>23.230</b>	<b>26.855</b>
<b>Housing Revenue Account :</b>				
Disabled Adaptations	1.100	0.000	0.000	1.100
Energy Schemes	4.563	0.000	0.000	4.563
Major Works	1.538	0.000	0.618	2.156
Accelerated Programmes	0.000	0.000	0.532	0.532
WHQS Improvements	14.144	0.000	(1.150)	12.994
Modernisation / Improvements	4.000	0.000	0.000	4.000
SHARP Programme	4.153	0.000	0.000	4.153
	<b>29.498</b>	<b>0.000</b>	<b>0.000</b>	<b>29.498</b>
<b>Totals :</b>				
<b>Council Fund</b>	25.326	14.236	52.635	92.197
<b>Housing Revenue Account</b>	29.498	0.000	0.000	29.498
<b>Grand Total</b>	<b>54.824</b>	<b>14.236</b>	<b>52.635</b>	<b>121.695</b>

PEOPLE & RESOURCES

Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
'Headroom'	0.401	0.000	0.401	0.000	0	0.000		Corporate provision - to be allocated as requested and approved.	Any unspent allocation will be the subject of a carry forward request at outturn.
<b>Total</b>	<b>0.401</b>	<b>0.000</b>	<b>0.401</b>	<b>0.000</b>	<b>0</b>	<b>0.000</b>			

GOVERNANCE

Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Information Technology	2.636	0.015	2.203	(0.433)	-16	0.000	ICT Server Replacement Costs (Citrix £0.253m) & Remote Access Solution, £0.088m, ICT laptop Replacement Scheme, £0.092m to fall into financial year 2025/26 onwards.	<b>Carry Forward</b> - Request approval to move funding of <b>£0.433m</b> to 2025/26.	
<b>Total</b>	<b>2.636</b>	<b>0.015</b>	<b>2.203</b>	<b>(0.433)</b>	<b>-16</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## EDUCATION &amp; YOUTH

## Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Education - General	5.118	0.572	3.673	(1.445)	-28	0.000	ALN works likely to commence Qtr 4, with the majority of the expenditure to fall into 2025/26, £1.000m. UPFSM works to fall into 2025/26, £0.445m.	<b>Carry Forward</b> - Request approval to move funding of <b>£1.445m</b> to 2025/26.	
Primary Schools	0.783	(0.007)	0.783	0.000	0	0.000			
Schools Modernisation	9.940	1.597	9.940	0.000	0	0.000			
Secondary Schools	2.355	0.582	2.355	0.000	0	0.000			
Special Education	1.014	(0.004)	0.714	(0.300)	-30	0.000	Funding ringfenced for ALN works in financial year 2025/26.	<b>Carry Forward</b> - Request approval to move funding of <b>£0.300m</b> to 2025/26.	
<b>Total</b>	<b>19.210</b>	<b>2.740</b>	<b>17.465</b>	<b>(1.745)</b>	<b>-9</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

SOCIAL SERVICES

Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Services to Older People	15.143	2.129	14.960	(0.183)	-1	0.000	Ty Croes Atti costs of £0.183m projected to fall into 2025/26.	Carry Forward - Request approval to move funding of <b>£0.183m</b> to 2025/26.	
Learning Disability Services	4.536	0.684	4.536	0.000	0	0.000			
Children's Services	0.828	0.136	0.828	0.000	0	0.000			
<b>Total</b>	<b>20.507</b>	<b>2.950</b>	<b>20.324</b>	<b>(0.183)</b>	<b>-1</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## PLANNING, ENVIRONMENT &amp; ECONOMY

## Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Closed Landfill Sites	0.250	0.000	0.000	(0.250)	-100	0.000	Expenditure is incurred as a result of specific remedial work identified from assessments carried out.	Carry Forward - Request approval to move funding of <b>£0.250m</b> to 2025/26.	
Engineering	0.383	0.000	0.125	(0.258)	-67	0.000	The funding will be used to support schemes in 2025/26 that will be identified in the flood management strategy and grant bids.	Carry Forward - Request approval to move funding of <b>£0.258m</b> to 2025/26.	
Energy Services	0.315	(0.249)	0.315	0.000	0	0.000			
Ranger Services	0.000	(0.003)	0.000	0.000		0.000			
Townscape Heritage Initiatives	2.648	0.002	2.648	0.000	0	0.000			
Private Sector Renewal/Improvement	0.055	0.018	0.055	0.000	0	0.000			
<b>Total</b>	<b>3.651</b>	<b>(0.232)</b>	<b>3.143</b>	<b>(0.508)</b>	<b>-14</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn
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## STREETSCENE &amp; TRANSPORTATION

## Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Waste Services	3.622	0.003	0.217	(3.405)	-94	0.000	Work has commenced to scope the feasibility study and review of operational depots and infrastructure, which will help to determine the direction of the Waste Transfer Station Project. The review is being supported by Welsh Government, who have commissioned Local Partnerships and WRAP Cymru to work with the Council to review the waste and recycling infrastructure for the authority and develop the outline business case.	<b>Carry Forward</b> - Request approval to move funding of <b>£3.405m</b> to 2025/26.	
Cemeteries	0.749	0.009	0.749	0.000	0	0.000			
Highways	4.269	0.150	3.769	(0.500)	-12	0.000	Following the insolvency of the incumbent contractor, work to decarbonise the Council's fleet vehicles has been delayed, whilst the portfolio transitions to an in-house service provision. It is therefore unlikely that the funding will be spent in-year and further work is being undertaken to strengthen capacity and resilience in the service area, with a service review likely to be undertaken in the coming months. To date, six electric cars have been delivered to Social Services and two electric recycling collection vehicles entered into service in March 2024. However, work to decarbonise the rest of the fleet is likely to be deferred into the following financial year.	<b>Carry Forward</b> - Request approval to move funding of <b>£0.500m</b> to 2025/26.	
Local Transport Grant	7.568	3.959	7.568	0.000	0	0.000			
Solar Farms	0.046	0.000	0.000	(0.046)	-100	0.000	This funding is related to the Standard Waste Transfer Station project and is therefore subject to the same review and feasibility study currently being undertaken. Therefore, this funding won't be spent in 2024/25.	<b>Carry Forward</b> - Request approval to move funding of <b>£0.046m</b> to 2025/26.	
<b>Total</b>	<b>16.254</b>	<b>4.121</b>	<b>12.303</b>	<b>(3.951)</b>	<b>-24</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn



## HOUSING &amp; COMMUNITIES

## Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Affordable Housing	0.868	0.118	0.868	0.000	0	0.000			
Disabled Facilities Grants	1.815	0.582	1.815	0.000	0	0.000			DFG spend is customer driven and volatile.
<b>Total</b>	<b>2.683</b>	<b>0.700</b>	<b>2.683</b>	<b>0.000</b>	<b>0</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

## CAPITAL PROGRAMME &amp; ASSETS

## Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Administrative Buildings	2.170	0.205	2.129	(0.041)	-2	0.000	Target hardening expenditure is incurred as and when unauthorised encampments occur which prompt target hardening vulnerable locations.	<b>Carry Forward</b> - Request approval to move funding of <b>£0.041m</b> to 2025/26.	
Community Asset Transfers	0.587	0.046	0.096	(0.491)	-84	0.000	Expenditure is incurred as and when schemes are signed off.	<b>Carry Forward</b> - Request approval to move funding of <b>£0.491m</b> to 2025/26.	
Leisure Centres & Libraries	0.414	0.002	0.414	0.000	0	0.000			
Play Areas	0.596	0.097	0.596	0.000	0	0.000			
Theatr Clwyd	23.088	4.726	23.088	0.000	0	0.000			
<b>Total</b>	<b>26.855</b>	<b>5.076</b>	<b>26.323</b>	<b>(0.532)</b>	<b>-2</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

HOUSING REVENUE ACCOUNT

Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
Disabled Adaptations	1.100	0.601	1.100	0.000	0	0.000	Client led and volatile. Potential overspend of £0.300m due to an increase in large adaptations required, will continue to monitor and review.		
Energy Services	4.563	1.120	4.563	0.000	0	0.000	ORP 3 works continuing in Leeswood and Holywell - £1.6m WG Funding.		Potential additional funding of £2m ORP bid in-year. Funding to be used within 2024/25, on additional properties identified.
Major Works	2.156	1.176	2.156	0.000	0	0.000	Smoke Alarm Installation programme, Urgent Capital Works and Fire Risk Assessments. Full spend assumed.		Fire Safety Heights Grant awarded from WG, £3m. Work to be carried on in 2024/25.
Accelerated Programmes	0.532	0.203	0.532	0.000	0	0.000	Asbestos Removal programme. Full spend assumed.		
WHQS Improvements	12.994	2.858	12.994	0.000	0	0.000	Additional £0.516m received from WG for WHQS Implementation which is to be used for Stock Condition Surveys. WHQS 2 Schemes ongoing.		Additional £2.9m TACP Funding awarded for 2024/25 which could potentially contribute to any void property works identified.
Modernisation/Improvements	4.000	0.000	4.000	0.000	0	0.000	No schemes currently identified. Business Plan assumes prudential borrowing to fund any schemes.		
SE ORP	4.153	0.318	4.153	0.000	0	0.000	A number of pipeline schemes at feasibility stage, potential buy backs identified to assist with the reduction in Homeless spend.		Additional £2.9m TACP Funding awarded for 2024/25 which could potentially contribute to any buy backs identified.
<b>Total</b>	<b>29.498</b>	<b>6.277</b>	<b>29.498</b>	<b>0.000</b>	<b>0</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

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## SUMMARY

## Capital Budget Monitoring 2024/25 - Month 4

Programme Area	Total Budget £m	Actual Exp. £m	Projected Outturn £m	Variance (Under)/ Over £m	Variance %age %	Variance Prev Qtr £m	Cause of Variance	Action Required	Comments
People & Resources	0.401	0.000	0.401	0.000	0	0.000			
Governance	2.636	0.015	2.203	(0.433)	-16	0.000			
Education & Youth	19.210	2.740	17.465	(1.745)	-9	0.000			
Social Services	20.507	2.950	20.324	(0.183)	-1	0.000			
Planning, Environment & Economy	3.651	(0.232)	3.143	(0.508)	-14	0.000			
Streetscene & Transportation	16.254	4.121	12.303	(3.951)	-24	0.000			
Housing & Communities	2.683	0.700	2.683	0.000	0	0.000			
Capital Programme & Assets	26.855	5.076	26.323	(0.532)	-2	0.000			
<b>Sub Total - Council Fund</b>	<b>92.197</b>	<b>15.370</b>	<b>84.845</b>	<b>(7.352)</b>	<b>-8</b>	<b>0.000</b>			
Housing Revenue Account	29.498	6.277	29.498	0.000	0	0.000			
<b>Total</b>	<b>121.695</b>	<b>21.647</b>	<b>114.343</b>	<b>(7.352)</b>	<b>-6</b>	<b>0.000</b>			

Variance = Budget v Projected Outturn

INVESTMENT IN COUNTY TOWNS - 2023/24 ACTUAL SPEND

APPENDIX C

TOWN FUNDING	23/24 ACTUAL £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	
<b>EXPENDITURE</b>																					
<b>HOUSING - HRA</b>																					
SHARP	2,399		273	158	644	131		619	50				99		126	299			1,207	1,192	2,399
<b>EDUCATION &amp; YOUTH</b>																					
Ysgol Croes Atti, Flint	847						847												0	847	847
Ysgol Penyffordd Extension	1,015	672	343																672	343	1,015
<b>SOCIAL SERVICES</b>																					
Croes Atti Newydd Residential Care Home, Flint	3,294						3,294												0	3,294	3,294
Relocation of Tri-Ffordd Day Service provision	43										43								0	43	43
<b>STREETSCENE &amp; TRANSPORTION</b>																					
Highways Maintenance	2,350	395		222		420		343		392		244		243		91			2,350	0	2,350
Transport Grant	3,490		189		126	760		5	877		426		175		466	4	462		9	3,481	3,490
<b>CAPITAL PROGRAMME &amp; ASSETS</b>																					
Theatr Clwyd - Redevelopment	17,019									1,747	15,272								1,747	15,272	17,019
	30,457	1,067	805	380	770	551	4,901	967	927	2,139	15,741	244	274	243	592	394	462		5,985	24,472	30,457

AREA TOTAL

1,872

1,150

5,452

1,894

17,880

518

835

856

INVESTMENT IN COUNTY TOWNS - 2024/25 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	
<b>EXPENDITURE</b>																					
<b>HOUSING - HRA</b>																					
SHARP	4,153	318															3,835		318	3,835	4,153
<b>EDUCATION &amp; YOUTH</b>																					
Ysgol Croes Atti Flint	9,483					3,319	6,164												3,319	6,164	9,483
St Richard Gwyn, Flint	1,017						1,017												0	1,017	1,017
<b>SOCIAL SERVICES</b>																					
Croes Atti Newydd Residential Care Home, Flint	15,143					6,137	9,006												6,137	9,006	15,143
Relocation of Tri-Ffordd Day Service provision	4,536									1,646	2,890							1,646	2,890	4,536	
<b>STREETSCENE &amp; TRANSPORTION</b>																					
Improvements to Standard Yard Waste Transfer Station	3,622	3,405	217																3,405	217	3,622
Cemeteries	749	190											559						749	0	749
Highways Maintenance	4,269	12		23		38		43		20				14		3,481	638	3,631	638	4,269	
Transport Grant	7,568		498		1,406		91		691		195		3,404			1,283		0	7,568	7,568	
<b>CAPITAL PROGRAMME &amp; ASSETS</b>																					
Theatr Clwyd - Redevelopment	23,088									7,028	16,060								7,028	16,060	23,088
<b>HOUSING &amp; COMMUNITIES</b>																					
Affordable Housing	868	118								750									868	0	868
	74,496	4,043	715	23	1,406	9,494	16,278	43	691	9,444	19,145	559	3,404	14	0	3,481	5,756	27,101	47,395	74,496	
<b>ARR TOTAL</b>			4,758		1,429		25,772		734		28,589		3,963		14		9,237				

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		
<b>EXPENDITURE</b>																						
<b>HOUSING - HRA</b>																						
SHARP	318	318																		318	0	318
<b>EDUCATION &amp; YOUTH</b>																						
Ysgol Croes Atti Flint	1,597						1,597													0	1,597	1,597
St Richard Gwyn, Flint	446						446													0	446	446
<b>SOCIAL SERVICES</b>																						
Croes Atti Newydd Residential Care Home, Flint	2,129						2,129													0	2,129	2,129
Relocation of Tri-Ffordd Day Service provision	684										684									0	684	684
<b>STREETSCENE &amp; TRANSPORTION</b>																						
Cemeteries	9												9							9	0	9
Highways Maintenance	150	12		23		38		43		20				14					150	0	150	
Transport Grant	3,959		5		1,326		2		42		185		2,394		5				0	3,959	3,959	
<b>CAPITAL PROGRAMME &amp; ASSETS</b>																						
Theatr Clwyd - Redevelopment	4,726										4,726									0	4,726	4,726
<b>HOUSING &amp; COMMUNITIES</b>																						
Affordable Housing	118	118																		118	0	118
	14,136	448	5	23	1,326	38	4,174	43	42	20	5,595	9	2,394	14	5	0	0		595	13,541	14,136	
<b>AREA TOTAL</b>			453		1,349		4,212		85		5,615		2,403		19		0					

INVESTMENT IN COUNTY TOWNS - 2025 - 2027 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	Total £000			
<b>EXPENDITURE</b>																					
<b>EDUCATION &amp; YOUTH</b>																					
Joint Archive Facility, FCC and DCC	12,800										3,079	9,721							3,079	9,721	12,800
Ysgol Croes Atti Flint	5,139					1,225	3,914												1,225	3,914	5,139
Drury County Primary	4,800	1,680	3,120																1,680	3,120	4,800
Elfed High School	4,488	1,571	2,917																1,571	2,917	4,488
Sallney/Broughton Area	16,000													5,600	10,400				5,600	10,400	16,000
<b>SOCIAL SERVICES</b>																					
Development of Children's Residential Care	1,000																1,000		1,000	0	1,000
<b>STREETSCENE &amp; TRANSPORTION</b>																					
Highways Asset Management Plan	3,000																3,000		3,000	0	3,000
<b>HOUSING &amp; COMMUNITIES</b>																					
Affordable Housing	22,642																22,642		22,642	0	22,642
	69,869	3,251	6,037	0	0	1,225	3,914	0	0	3,079	9,721	0	0	5,600	10,400	26,642	0	39,797	30,072	69,869	
<b>AREA TOTAL</b>			9,288	0	0	5,139	0	12,800	0	16,000	26,642										

**Prudential Indicators Q1 2024/25**

The Council measures and manages its capital expenditure, borrowing and commercial and service investments with references to the following indicators.

It is now a requirement of the CIPFA Prudential Code that these are reported on a quarterly basis.

**Table 1 - Capital Expenditure in £ millions:** The Council has undertaken and is planning capital expenditure as summarised below. The increase in forecasted expenditure between 2023/24 to 2024/25, in the main relate to works at Theatr Clwyd, Ty Croes Atti and the Band B schools programme.

	<b>2023/24 Actual</b>	<b>2024/25 Forecast</b>	<b>2025/26 Estimate</b>	<b>2026/27 Estimate</b>
Council Fund	46.277	84.845	22.537	18.879
Housing Revenue Account	23.530	29.498	24.664	25.018
<b>Total</b>	<b>69.807</b>	<b>114.343</b>	<b>47.201</b>	<b>43.897</b>

**Table 2 - Capital Financing Requirement in £ millions:** The Council's cumulative outstanding amount of debt finance is measured by the capital financing requirement (CFR). This increases with new debt-financed capital expenditure and reduces with MRP and capital receipts used to replace debt.

	<b>2023/24 Actual</b>	<b>2024/25 Forecast *</b>	<b>2025/26 Estimate</b>	<b>2026/27 Estimate</b>
Council Fund	219.706	315.104	326.769	340.621
Housing Revenue Account	133.150	139.574	141.868	144.075
<b>Total</b>	<b>352.856</b>	<b>454.678</b>	<b>468.637</b>	<b>484.696</b>

\* £75m of the CFR increase in 2024/25 arises from a change in the accounting for leases.

The increase in estimated CFR between 2023/24 and 2024/25 in the main, relates to the change in accounting for leases under IFRS 16. This means that under the new rules, the lease of any assets must be recognised on the Council's balance sheet.

In addition to this, is estimated expenditure for the HRA and NEW Homes, Supported Borrowing, and Council Fund schemes including the Sustainable Communities for Schools programme, Theatr Clwyd and Ty Croes Atti Residential Care Home.

**Table 3 - Gross Debt and the Capital Financing Requirement in £ millions:** Statutory guidance is that debt should remain below the capital financing requirement, except in the short term. The Authority has complied and expects to continue to comply with this requirement in the medium



term as is shown below.

	<b>2023/24 Actuals</b>	<b>2024/25 Forecast</b>	<b>2025/26 Estimate</b>	<b>2026/27 Estimate</b>
Debt (Incl Leases)	334.743	403.781	419.682	433.238
Capital Financing Requirement	352.856	454.678	468.637	484.696

**Table 4 - Debt and the Authorised Limit and Operational Boundary in £ millions:** The Council is legally obliged to set an affordable borrowing limit (also termed the Authorised Limit for external debt) each year. In line with statutory guidance, a lower “operational boundary” is also set as a warning level should debt approach the limit.

	<b>2024/25 Limit</b>	<b>28.06.24 Actual</b>
Operational Boundary - Total	£485m	£324m
Authorised Limit - Total	£520m	£324m

Since the operational boundary is a management tool for in-year monitoring it is not significant if the boundary is breached on occasions due to variations in cash flow, and this is not counted as a compliance failure.

**Table 5 - Net Income from Commercial and Service Investments to Net Revenue Stream in £ millions:** The Council’s income from commercial and service investments as a proportion of its net revenue stream has been and is expected to be as indicated below.

	<b>2023/24 Actual</b>	<b>2024/25 Forecast</b>	<b>2025/26 Estimate</b>	<b>2026/27 Estimate</b>
Total net income from service and commercial investment	1.710	1.673	1.673	1.673
Proportion of net revenue stream	0.49%	0.45%	0.45%	0.45%

**Table 6 - Proportion of Financing Costs to Net Revenue Stream in £ millions:** Although capital expenditure is not charged directly to the revenue budget, interest payable on loans and MRP are charged to revenue.

The net annual charge is known as financing costs; this is compared to the net revenue stream i.e. the amount funded from Council Tax, business rates and general government grants.

	<b>2023/24 Actual</b>	<b>2024/25 Forecast</b>	<b>2025/26 Estimate</b>	<b>2026/27 Estimate</b>
Council Fund	3.8%	4.1%	4.2%	4.3%
HRA	17.0%	16.2%	16.7%	16.6%



## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 12 <sup>th</sup> September 2024
<b>Report Subject</b>	Annual Performance Report 2023/24 (combined with the Council Plan End of Year Performance Report 2023/4)
<b>Cabinet Member</b>	Cabinet Member for Corporate Services
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Annual Performance Report sets out an analysis and summary of how well the Council has performed against our Well-being Objectives, Priorities and Sub-priorities at the end of the financial year 2023/24 of our Council Plan (2023-28). The Annual Performance Report also provides a summary of performance regarding other key areas of focus within the Council, i.e., Partnership and Collaboration Activity, Strategic Equality Plan.

The Council Plan (2023-28) sets out our deliverable organisational priorities and outcomes to align with the the Well-being of Future Generations (Wales) Act 2015, seven well-being goals and five ways of working to create a sustainable Wales.

Performance against the Council Plan (2023-28) Well-being Objectives and Priorities was positive overall for 2023/24 with 74% of the actions and 64% of the performance measures meeting or exceeding target for the year.

### RECOMMENDATIONS

1	Committee to support the 2023/24 Annual Performance Report, combined with the Council Plan End of Year 2023/24 Performance Report, noting the performance achieved.
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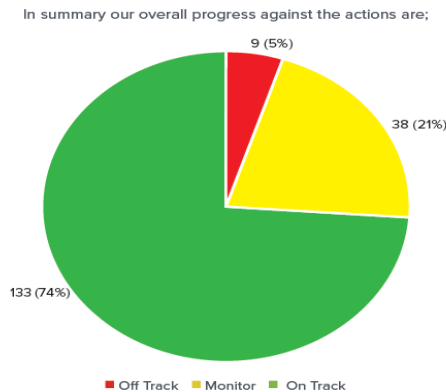
## REPORT DETAILS

1.00	<b>ANNUAL PERFORMANCE REPORT 2023/24</b>
1.01	<p>The Annual Performance Report (the Report) is produced in accordance with two key legislations;</p> <p><b><u>Well-being of Future Generations (Wales) Act 2015</u></b></p> <p>The performance and governance provisions in the Act are framed within the context of the well-being duty in the Well-being of Future Generations (Wales) Act 2015 which sets out a legally binding common purpose for the public bodies subject to that Act to improve the social, economic, environmental, and cultural well-being of Wales. It sets out seven well-being goals which these public bodies must work towards and five ways of working to guide how public bodies should deliver.</p> <p><b><u>Local Government and Elections (Wales) Act 2021</u></b></p> <p>Councils are democratically accountable for the performance of their services, including their governance arrangements. They are supported through external audit, inspection and regulatory bodies who have a key role in assuring the quality of our public services in Wales.</p>
1.02	<p>The Annual Performance Report must be approved by the full Council prior to publication.</p>
1.03	<p>Last year, feedback was received from Members and Chief Officers that the Annual Performance Report 2022/23 and the Council Plan 2022/23, End of Year Performance Report provided similar information and therefore, would it be possible to merge the two reports to reduce duplication and provide more consistency.</p> <p>The Annual Performance Report 2023/24 now provides a high level summary of the Council Plan (2023-28) end of year performance, with the full analysis available as an appendix on progress against our Well-being Objectives and Priorities (Appendix B).</p> <p>The Annual Performance 2023/24 also takes into consideration assessment of our performance regarding:</p> <ul style="list-style-type: none"><li>• Regulatory, audit and inspection activity</li><li>• Annual Governance Statement</li><li>• Corporate Self-assessment</li><li>• Welsh Language</li><li>• Budget Monitoring</li><li>• Risk Management</li><li>• Climate Change</li></ul>

1.04

### Council Plan 2023/24 Performance

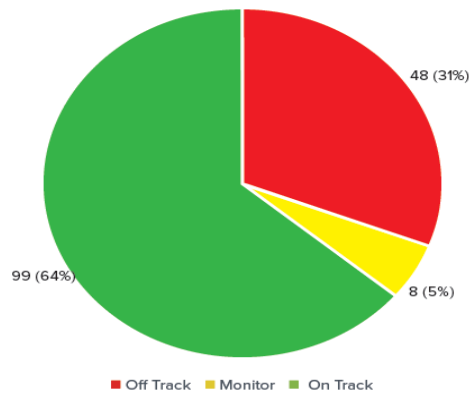
Performance for 2023/24 against our Council Plan Actions is summarised in the chart below.



In summary:

- 133 (74%) actions achieved the target (Green RAG Status - on track)
- 38 (21%) actions are being monitored (Amber RAG status - monitor)
- 9 (5%) actions missed target (Red RAG status - off track)

Performance for 2023/24 against our Council Plan Measures is summarised in the chart below.



In summary:

- 99 (64%) actions achieved the target (Green RAG Status - on track)
- 8 (5%) actions are being monitored (Amber RAG status - monitor)
- 48 (31%) actions missed target (Red RAG status - off track)

For a full detailed analysis of the Council Plan (2023-28) end of year performance report please see Appendix B. Please note, where there is no data for last year, it is a new measure for 2023/24.

1.05

The Annual Performance Report 2023/24 will be made available via the Council's website once published.

1.06

As part of performance monitoring both Cabinet and Corporate Resources Overview and Scrutiny Committee have considered performance areas which under-perform (downward trend and/or low quartile benchmark

	position) throughout 2023/24 (and will continue to do so in the next financial year) in regard to the Council Plan (2023-28) but also other key areas of performance i.e., Corporate Self-assessment.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications as part of this report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p><b>Ways of Working (Sustainable Development) Principles</b></p> <p>In regard to the impact on the Ways of Working (Sustainable Development) Principles, the Council Plan (2023-28) continues to be aligned to these Principles;</p> <ul style="list-style-type: none"> <li>• Long-term</li> <li>• Prevention</li> <li>• Integration</li> <li>• Collaboration</li> <li>• Involvement</li> </ul> <p>By completing a high-level IIA for the Council Plan (2023-28), it enabled the Council to have an overview of the various additional IIA's that will be carried out to support the Council Plan (2023-28) priorities.</p> <p><b>Well-being Goals Impact</b></p> <p>The Council Plan (2023-28) continues to provide evidence of alignment with the seven Well-being Goals (part of the Well-being of Future Generations (Wales) Act 2015 and Five Ways of Working (Sustainable Development Principle). To do this effectively the Council ensures that specific strategic and policy reports include impact and risk assessments and considers the Well-being Goals.</p> <p>The Well-being Goals are;</p> <ul style="list-style-type: none"> <li>• Prosperous Wales</li> <li>• Resilient Wales</li> <li>• Healthier Wales</li> <li>• More Equal Wales</li> <li>• Cohesive Wales</li> <li>• Vibrant Wales</li> <li>• Globally Responsible Wales</li> </ul> <p><b>Council's Well-being Objectives</b></p> <p>The information detailed within the Annual Performance Report 2023/24 and Council Plan End of Year Performance Report 2023/24 demonstrates the progress made against the Well-being Objectives.</p>

	Risks are identified as part of the annual review of the Council Plan and are detailed within Council Plan (Part 2 Document). In accordance with the Risk Management Framework, risks are reviewed monthly and reported upon.
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<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
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4.01	<p>Consultation with Senior Managers and Chief Officers was undertaken on setting the actions and measures to support performance for 2023/24 of the Council Plan (2023-28).</p> <p>Consultation is undertaken throughout the year by Cabinet and Overview and Scrutiny Committees to review the Council Plan (2023-28) performance reports.</p>
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<b>5.00</b>	<b>APPENDICES</b>
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5.01	<p>Appendix A - Draft Annual Performance Report 2023/24.</p> <p>Appendix B - Council Plan (2023-28) End of Year Performance Report for 2023/24.</p>
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<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
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6.01	<p>Previous <a href="#">Annual Performance Reports</a>  <a href="#">Annual Governance Statement 2023/24</a>  <a href="#">Annual Audit Wales Summary 2023</a>  <a href="#">Council Plan (2023-28)</a>  <a href="#">Corporate Self-assessment</a>  <a href="#">Climate Change</a> information  <a href="#">Public Services Board</a>  <a href="#">Risk Management Framework</a>  <a href="#">Strategic Equality Plan</a>  <a href="#">Statement of Accounts</a>  <a href="#">Welsh Language</a></p>
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<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
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7.01	<p><b>Contact Officer:</b> Emma Heath, Strategic Performance Advisor  <b>Telephone:</b> 01352 702744  <b>E-mail:</b> <a href="mailto:emma.heath@flintshire.gov.uk">emma.heath@flintshire.gov.uk</a></p>
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<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
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8.01	<p><b>Council Plan (2023-28):</b> the document which sets out the priorities for Flintshire County Council and the big things that the Council aims to achieve over the duration of the Plan.</p>
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# Annual Performance Report

## 2023/24

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Welcome to Flintshire’s Annual Performance Report (APR). This document gives an overview of the performance of the Council during 2023/24 against the priorities set within our Council Plan (2023-28) and progress against our Well-being Objectives;

- Protecting people from poverty by supporting them to meet their basic needs
- Housing in Flintshire meeting the needs of our residents and supporting safer communities
- Limiting the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint
- Enabling a sustainable economic recovery and growth
- Supporting people in need to live as well as they can
- Enabling and Supporting Learning Communities

The Annual Performance Report also provides an overview of performance of the Council in relation to other key areas, including climate change and monitoring budget.

Flintshire County Council continues to pride itself on being a Council which performs highly for its local communities and one which is guided and motivated by a set of strong social values.

The past year has been another challenging year for many, especially in light of the current economic situation and the continued cost of living pressures. However, as a Council we have continued to deliver good quality services; development of sustainable housing, supporting residents of Flintshire, delivering high quality education and learning opportunities, and a continued commitment to being a green Council.

Next year we will be mid-way through of five-year Council Plan and as a Council this provides us with the perfect opportunity to review progress achieved so far against our existing priorities and Well-being Objectives and also inform planning for the Council’s future direction to support with making a positive and lasting difference.



**Neal Cockerton**  
Chief Executive



**Ian Roberts**  
Leader of the Council



2

# Priority Setting

The report has amended slightly from last year's Annual Performance Report and now includes analysis of our end of year performance in relation to the Council Plan (2023-28), whereas previously this report used to focus on performance within each Portfolio.

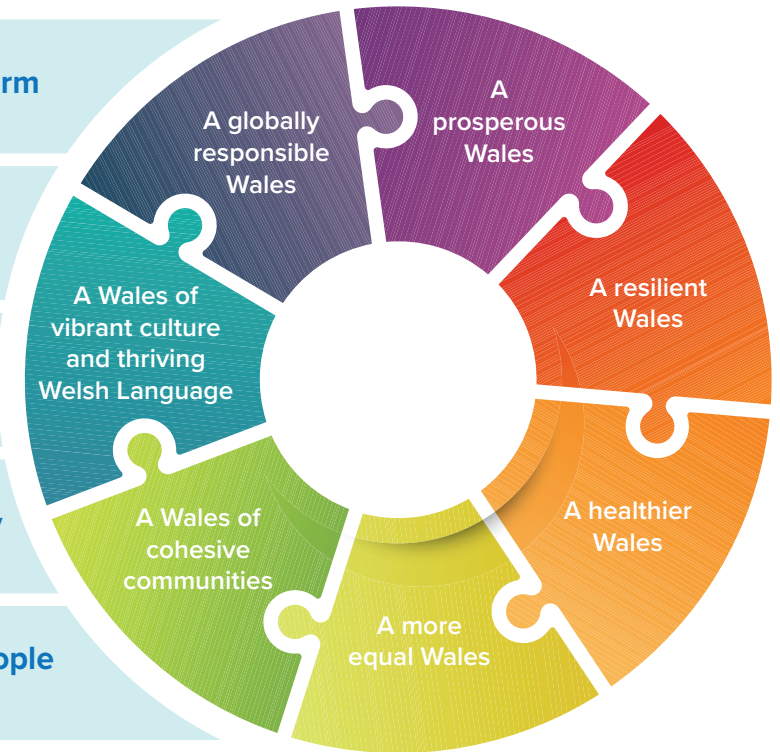
The Council Plan (2023-28) sets out the Council's seven priorities and Well-being Objectives and what we aim to achieve. These priorities and Well-being Objectives have been chosen as the areas where the Council can add the most value and also help us to identify how we are working towards the [Well-being of Future Generations \(Wales\) Act 2015](#).

Designated public bodies are required to work individually and collectively to improve well-being in Wales. The seven well-being goals and the five ways of working (Sustainable Development Principle) set a general purpose for public bodies.

## Sustainable Development (Five Ways of Working)



## Seven Well-being Goals




Section 5 of the report will provide a high level overview of our performance against the Council Plan (2023-28) under the following headings.

- Priority
- Key Achievements and More
- What We Said We Will Do
- Future Improvements

Full details of the Council Plan (2023-28) End of Year Performance for 2023-24 can be found [here](#)

# Alignment of Council Plan 2023-28 Priorities and Well-Being Objectives 3

The Annual Performance Report as advised in Section 2, aligns closely with the Council Plan (2023-28) priorities and the Well-being Objectives, as detailed below:

PRIORITY	WELL-BEING OBJECTIVES
 <b>POVERTY</b>	<ul style="list-style-type: none"> <li>Protecting people from poverty by supporting them to meet their basic needs and be resilient.</li> </ul>
 <b>AFFORDABLE AND ACCESSIBLE HOUSING</b>	<ul style="list-style-type: none"> <li>Housing in Flintshire meeting the needs of our residents and supporting safer communities.</li> </ul>
 <b>GREEN SOCIETY AND ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>Limiting the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.</li> </ul>
 <b>ECONOMY</b>	<ul style="list-style-type: none"> <li>Connecting communities and enabling sustainable economic recovery and growth.</li> </ul>
 <b>PERSONAL &amp; COMMUNITY WELL-BEING</b>	<ul style="list-style-type: none"> <li>Supporting people in need to live as well as they can.</li> </ul>
 <b>EDUCATION AND SKILLS</b>	<ul style="list-style-type: none"> <li>Enabling and Supporting Learning Communities.</li> </ul>
 <b>A WELL-MANAGED COUNCIL</b>	<ul style="list-style-type: none"> <li>A responsible, resourceful and trusted Council operating as efficiently as possible.</li> </ul>

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4

# Council Plan (2023-28) Summary of Performance

Overall, 2023/24 performance has been a positive start to the Council Plan (2023-28) with 74% of actions that have either met or exceeded their targets for the year, achieving a green RAG (Red, Amber, Green) status and 65% of measures also have either met or exceeded their targets, achieving green RAG status.

The Council recognises that not all outcomes (actions and measures) have been achieved, but there is a need to be mindful of the number of competing priorities as a Council we have responsibility for, and the

increased economic and financial constraints; however, performance and improvement remain a high priority for the Council with many positive outcomes achieved this financial year.


With the Council Plan being a five-year plan and the aim of thinking longer term (Sustainable Development Principle) there are outcomes which are continuing next year and others that will continue through the duration of the Plan. Thus, allowing performance to be analysed over a period of time.

## 4.1 Assessment of Our Performance


The table below provides an overview of how progress against the Council Plan (2023-28) is measured. Please see attached Appendix 1 for full analysis of the 2023/24 End of Year Performance Monitoring Report.

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**Performance Indicators for Actions**



**Limited Progress -**  
delay in  
scheduled activity;  
not on track.




**Satisfactory Progress -**  
some delay in  
scheduled activity,  
but broadly  
on track.

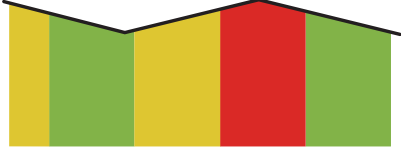


**Good Progress -**  
activities  
completed  
on schedule,  
on track.

**Performance Indicators for Measures**



Speed dial will provide an analysis of how a measures has performed in that year, using a RAG (Red, Amber, Green) status to highlight the achievement.



Will provide further analysis of the trend of a measure and how it has performed over a period of time.

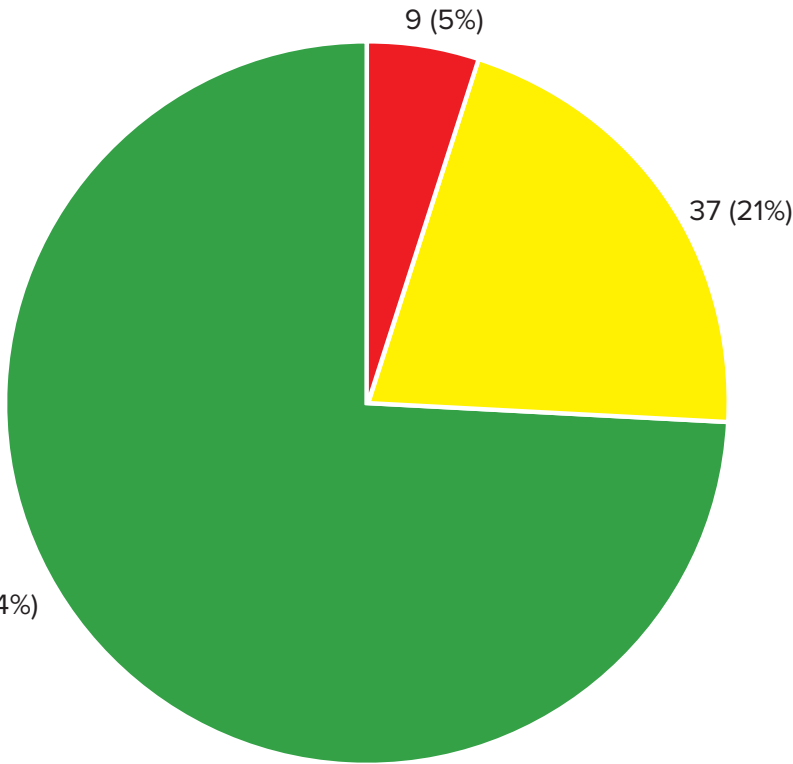
# Council Plan (2023-28) Summary of Performance

## 4.2 Summary of Performance for Actions

Performance for 2023/24 against our Council Plan (2023-28) actions is summarised in the chart below.

Chart 1a: Council Plan Performance - Actions 2023/24

In summary our overall progress against the actions are;



In summary our overall progress against the actions are;

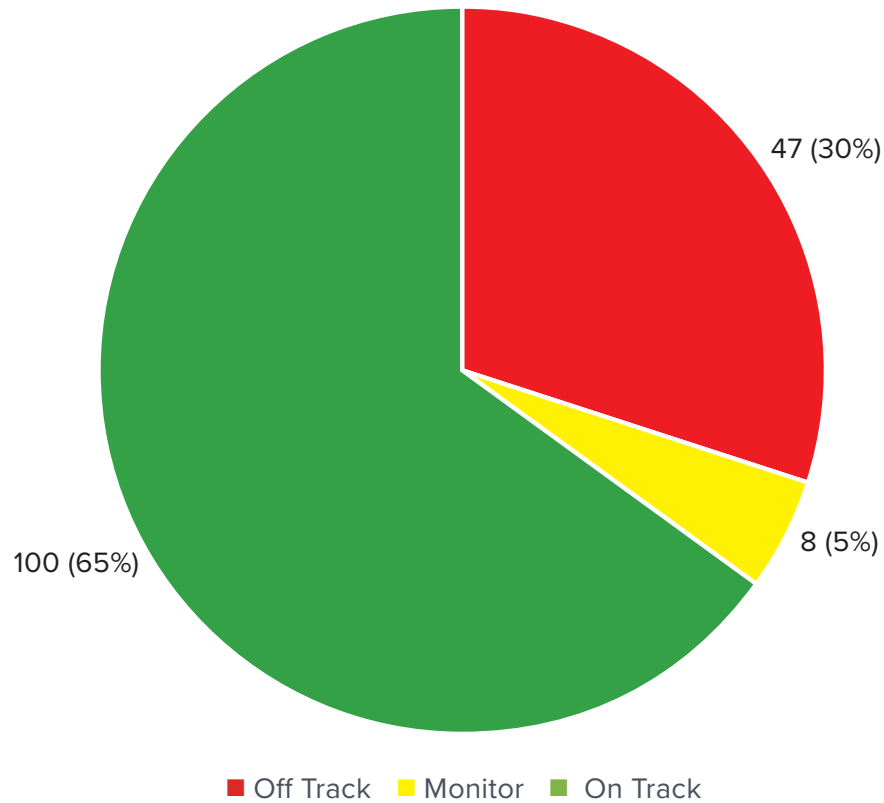
- 134 (74%) actions met or exceeded the target (green RAG)
- 37 (21%) actions are being monitored (amber RAG)
- 9 (5%) actions missed target (red RAG)

■ Off Track ■ Monitor ■ On Track

## 4.2 Summary of Performance for Measures

Performance for 2023/24 against our Council Plan (2023-28) measures is summarised in the chart below.

Chart 2a: Council Plan Performance - Measures 2023/24



Analysis of the end of year performance against the targets set for 2023-24 shows:

■ 100 (65%) measures have a green RAG status

■ 8 (5%) measures have an amber RAG status

■ 47 (30%) measures have a red RAG status



# Assessment of our Seven Priorities and Well-being Objectives



## Priority:

**Well-being Objective:**  
**Protecting people from poverty by supporting them to meet their basic needs and be resilient.**



## Poverty

### What We Said We Will Do:

- Deliver Welsh Government support schemes linked to the cost-of-living crisis.
- Maximise the number of people signposted for support to facilitate longer term change.
- Explore development of support schemes to mitigate in work poverty.
- Ensure children and young people have access to transitional play/youth activity to support succession from play opportunities into youth clubs to further support young people’s development.
- Provide free physical activity and well-being sessions within the summer School Holiday Enrichment Programme.
- Provide free access to Fit, Fed and Read sessions during summer holidays providing activities, sport, reading, crafts and meals.



- Introduce and develop a “Well Fed at Home Service”.
- Engage, support and refer vulnerable households to reduce fuel poverty and improve health and Well-being.
- Continue to provide free of charge public access to the internet at Flintshire Connects Centres.
- Support people to use digital technology through Digital Workforce Volunteers.

## Assessment of our Seven Priorities and Well-being Objectives

### Key Achievements and More for 2023/24

- A hardship scheme has been implemented to support Local Authority households to mitigate effects of in-work poverty by promoting Discretionary Housing Payments and budgeting advice.
- The cost-of-living crisis continues to increase, impacting residents, and referrals to the Council continue to be received. Ongoing advice and support still form part of the Discretionary Housing Payments application process and advice is also provided around options for support, even if an application is unsuccessful.
- Automatic payments for School Essential Grants resulted in 3085 children receiving payments, reducing the pressure on families and allowing them to order and purchase school uniforms. Automatic payments also enabled the team to prioritise new applications.
- The 2023 Fit, Fed and Read community programme took place across the county during a five-week period in July and August 2023, with a wide range of public sector partners tackling issues such as health inequalities, food poverty, literacy levels, and physical and mental well-being. 5,040 families and young people attended the 39 sessions. The scheme made a significant contribution in supporting 3,000 children to sign up to the annual Summer Reading Challenge. 110 volunteering hours were recorded by our young ambassadors.
- The Youth Service continues to deliver a range of open access and targeted provision in a range of settings, including open access youth clubs, schools, forest school, community centres and street-based work. Flintshire Youth Service delivered 1928 sessions between April 23 - March 24 with 14,743 registered attendees.
- 150 Christmas dinner boxes were provided to vulnerable residents.
- The 'Well Fed at Home' service launched in April 2023 and the service is proving popular. In Quarter Four, Well Fed had over 200 customers ordering meals from the Well Fed food hubs within the community led hubs and mobile shop. Well Fed mobile shop visits 45 locations across Flintshire including schools, churches, community groups and sheltered accommodation schemes with residents purchasing 16,533 subsidised meals.



# Assessment of our Seven Priorities and Well-being Objectives

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- Provided advice and sign posting support to 508 households against a target of 200.
- 1,203 households received energy efficiency improvements against a target of 1,200.
- Supported by workforce volunteers, Digital Surgeries launched in March 2024. A schedule of surgeries are planned throughout 2024 in different towns across the county.
- Free of charge access to the internet is available at all Flintshire Connects Centres.
- National Data Bank - free SIM cards and data vouchers are available from our Connects Centres to eligible residents. The free data has been provided by Virgin Media O2, Vodafone and Three. Connects work with the Good Things Foundation, a charity helping people improve their lives through digital.



## Future Improvements

- Increase campaigns to raise awareness and take-up of Free School Meals, School Essential Grants, Housing Benefit and Council Tax Reduction.
- Support community led hubs to open their own food pantries, reducing food waste from local supermarkets and increasing access to seasonal food. This will include to hold a 'Good Food Flintshire' event in Autumn, working corroboratively with other key agencies.
- Low subscribers to My Account by Contract Holders (tenants). Promotion will help increase awareness and Housing Officers should aim to offer digital by default whenever a new contract is issued.



## Priority:

**Well-being Objective:**  
**Housing in Flintshire meeting the needs of our residents and supporting safer communities.**



## Affordable and Accessible Housing

### What We Said We Will Do:

- Commission a wide range of housing related support that meets the needs of the people of Flintshire.
- Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is “everyone’s business”.
- Develop self-service approaches that enable people to identify their own housing options through on line support.
- Create a Single Point of Access service for housing help and advice.
- Work with housing association partners to build new social housing properties and additional affordable properties.
- Ensure the Council’s housing stock maintains the current Welsh Housing Quality Standards.
- Support our tenants to access technology and create sustainable digital communities.
- Finalise the plan for the decarbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised.
- Ensure increase in stock capacity meets the identified needs and demands.
- Implement the initial recommendations of the sheltered housing review to ensure that it continues to meet the needs of current and prospective tenants.
- Work with residents to ensure our communities are well managed, safe, and sustainable places to live.
- Engage with private sector tenants, giving them a voice, and responding to their needs.
- Work in partnership with landlords and private sector agents to better understand their needs.



# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More for 2023/24

- Housing Support and Homelessness services continue to explore every opportunity to prevent homelessness and reduce escalations in housing hardships that may lead to risk of homelessness. There has been an increase in homeless households rehoused by the Council and Housing Partners through the 50% homeless nominations process.
- Work continues to promote Housing Support and Homelessness services through the development of website content and active engagement with residents electronically, which for many is a preferred method of sourcing information. Additionally, officers regularly attend local activities to promote services and support offers through groups such as local Community Hubs, Children’s Services Forum and Citizen Advice Bureau frontline worker events and the Flintshire Support Network (FSN).
- Community Based Accommodation Support Services Team (CBASS) received over 500 out of hours calls with 156 residents requiring attendance. The CBASS teams support residents have a range of needs including substance misuse and mental health problems. The team work closely with Social Services and other services to support residents to stay safe and well and maintain their tenancy.
- Housing Supply Map and availability data has been included as part of the Housing Hub webpages on the Council’s website.

This allows residents to be better informed about local social housing supply.

- There has been an increase in homeless households rehoused by the Council and Housing Partners through the 50% homeless nominations process.
- The Council continues to target properties that do not meet the Standard Assessment Procedure (SAP) 65 rating through various improvement works. This includes, installation of efficient central heating systems, renewable technology (Solar Panels and Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved. Our current average SAP rating for our entire stock is 73.5. The Council are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.



## Assessment of our Seven Priorities and Well-being Objectives

### Key Achievements and More for 2023/24

- Staff service improvement groups are working through priorities as identified through the last Survey of Tenants and Residents (STAR) to see where improvements can be made.
- Work continues with regards to housing support and advice for landlords when they have issues with residents. This is positive prevention activity to avoid housing problems and risks of homelessness. Where landlords are selling properties we now have a purchase offer and an established process in partnership with Housing Strategy and Empty Homes Teams. This is in direct response to landlords telling us they are selling up and leaving the market.
- Positive joint work with the Empty Homes Team to identify properties that are long term empty and can be secured for long term leasing to ease the pressures on homeless accommodation. Ongoing work with Regional Partners and TPAS Cymru to engage with Private Sector Contract Holders.
- Utilised 96% of the allocated £13.3m Social Housing Grant (SHG) in 2023/24.



### Future Improvements

- Scope the potential merger of the Telecare (Social Services) and Carelink teams to create a more efficient service for both the Council and the customer.
- Undertake the STAR survey again in 2024/25 and assess response to areas identified previously for improvement, including tenants views and these are taken into account to inform service provision and delivering of services.
- Ensure the sheltered housing review continues to assess and identifies the needs of current and prospective tenants and the council implements solutions to achieve them.
- Deliver the agreed restructure of the Housing and Prevention Service increasing resources to engage with Private Sector Landlords.

# Assessment of our Seven Priorities and Well-being Objectives



## Priority:

**Well-being Objective:**  
**Limiting and enhancing the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.**



## Green Society and Environment

### What We Said We Will Do:

- Produce guidance on viable and deliverable options to mitigate the impact of phosphates from new development on Special Areas of Conservation (SAC) protected rivers.
- Work with Flintshire's leisure and culture trust partners to reduce carbon emissions.
- Develop plans towards net zero carbon for our assets in line with Welsh Government guidance.
- Review the procurement policy to reduce greenhouse gas emissions from suppliers.
- Ensure climate change and biodiversity are considered a priority in key decision making across all Council services.
- Assess the feasibility of schemes within land assets for resisting flood and drought while enhancing biodiversity and increasing carbon storage.
- Identify projects to further support climate adaptation ambitions following Welsh Government guidance.
- Reduce the environmental impact of our fleet by transitioning to ultra-low emission vehicles (ULEV).
- Deliver an increase in canopy cover as part of the Urban Tree and Woodland Plan.
- Enhance the natural environment through the delivery of the Section 6 Environment (Wales) Act 2016 biodiversity duty.
- Explore opportunities to develop the Flintshire Coast Park through the production of a scoping study.
- Support the development of public electric vehicle charging network.
- Promote active travel and further develop the County's walking and cycleway network.
- Implement formalised crossing facilities at existing school crossing patrol sites.
- Work in partnership, actively support and engage with community led groups by developing recycling initiatives.

## Key Achievements and More

- The adoption of the Local Development Plan (LDP) was premised on the basis of certain allocated housing sites having to demonstrate nutrient neutrality in terms of not harming the Bala Lake and River Dee (Special Area of Conservation) through the release of phosphates from waste water treatment works into the River Alyn. Work commenced on the feasibility of developing wetlands alongside the waste water treatment works at Mold, Buckley and Hope, which would have required developer financial contributions as part of a process to have been set out in Supplementary Planning Guidance (SPG). However, the release of updated and unchanged permits for the three waste water treatment works by Natural Resources Wales and the availability of 'headroom' (difference between the level of phosphate permitted by the permit and the actual level of phosphate being released by the treatment works) evidenced by Dwr Cymru/Welsh Water has provided a window within which to deliver LDP allocations.
- The revised Procurement Strategy for 2024/2027, has a key theme centred around 'Climate Emergency' - ensuring procurement exercises have a reduced impact on CO2 emissions, and that our suppliers embrace our Net Zero Carbon ambitions too.
- The Council's investment in the RE:fit Framework for 2024/25 and 2025/26 will see energy efficiency and renewable energy works worth £1.5 million invested in our building assets. The framework has been awarded and project work will commence post - April 2024.
- The programme of activities to decarbonise the Council's assets and services continues to work to plan by meeting interim targets. This is a long term target regarding the Council's carbon footprint taking us to 2030, and we are currently on target at 10%, giving us a green RAG status.
- The following strategies and plans have been reviewed and now incorporate the Council's Net Zero Carbon ambitions: Asset Management Plan, Procurement Strategy, Biodiversity Plan, Waste Strategy, and Housing Strategy and action plan.
- A working draft of the Flood Risk Management Strategy has been drafted with consultants and the next stage is to complete the draft action plan in order to carry out stakeholder consultation with Members and key stakeholders. This will then lead to a public consultation exercise on the strategy before review of comments made, sign off by the Council, and submission to Welsh Government.
- Bee friendly status: Bee friendly status obtained in recognition of our work for pollinators, we are the fourth Local Authority in Wales to receive the status.
- Small Grants for Nature: The Council have delivered our first small community nature grant which allocated over £13,000 to



# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More

small community groups and schools to support local features for nature.

- Ponds for Schools project successfully obtained funding from the Airbus Community Impact Fund to restore ponds in two schools, the projects included preparatory educational visits, pond works, and volunteering sessions with Airbus corporate staff.
- Significant natural environment enhancement through changes in estate management, tree planting and green infrastructure projects.
- Assessment of over 180 Flintshire owned sites for suitability for tree planting is to become part of the Flintshire Forest.
- Successful Countryside and Greenfield Valley events programme with 7537 event participants.
- Shared Prosperity Funding secured to further progress establishing the Flintshire Coast Park.
- Social media promotional and awareness content reached 54,000, which is a 10% increase of social followers.
- Active Travelschemes including; Holywell Urban Area and Flint Six Schools have been delivered

as part of Safer Routes in Communities initiatives enabling pupils to walk and cycle to school safely, as well as benefitting the wider local communities.

- All civil engineering works associated with the formalised crossing facilities has been completed and will be operational in May 2024.
- Electric Vehicle (EV) charging feasibility study and associated Delivery Plan completed in February 2024. The aim of the study is to identify the next phase of EV charge-points within public car parks in Flintshire.

- The Waste Strategy Team have been actively engaging with communities in Flintshire to promote our recycling and reuse services. This has taken place with housing associations, at community group meetings and on the doorstep. A six week consultation took place with Flintshire residents and stakeholders to gain their input into developing a future Resource and Waste Strategy. Five engagement events took place in January 2024, where team members met and discussed recycling with Flintshire residents. Work has also begun with Repair Café Wales to introduce more repair centres.



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# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More

- A new Resource and Waste Strategy was adopted in March 2024 which identifies measures to maximise the amount of waste reused, recycled and composted.
- Service Delivery waste and recycling crews continue to visit approximately 11,624 per day and this year have maintained a successful collection rate of 99.72%.



## Future Improvements

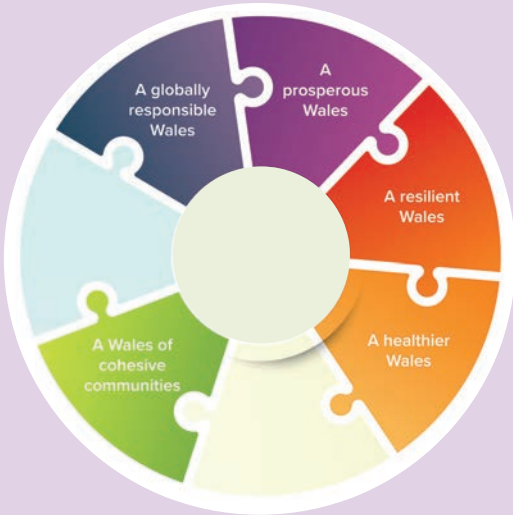
- The roll out of the Climate Essentials e-learn to the wider workforce was delayed to coincide with the roll out of the new Learning portal. Once this module is available it will vastly increase the number of employees and Members receiving carbon related training.
- To improve on recycling targets. In 2023/24 the Council missed the statutory recycling target for the fourth year in succession, resulting in potential infraction charges.
- Work has been underway this year to identify Flintshire Council land assets with the potential for planting schemes in order to provide natural flood mitigation, and improved biodiversity and carbon sequestration of our land. This work is nearing completion and will help to inform sites that can be considered for planting in the coming years.

# Assessment of our Seven Priorities and Well-being Objectives



## Priority:

**Well-being Objective:**  
**Connecting communities and enabling a sustainable economic recovery and growth.**



## Economy

### What We Said We Will Do:

- Ensure that Economy interventions consider and meet the needs of rural businesses and individuals.
- Commission a data review for rural Flintshire and hold community consultation to better understand rural community needs.
- Monitor the health and vitality of town centres to support effective management and business investment decisions.
- Encourage and supporting investment in town centre properties specially to facilitate more sustainable uses and including improvements to the environment.
- Understand the needs of and supporting community enterprises in town centre locations.
- Libraries and leisure centres are community well-being hubs with social objectives underpinning their operation.
- Engage town centre small businesses and promote support packages available to them.
- Support small and/or local businesses to engage with public sector procurement opportunities.
- Support recovery of the County’s Street and indoor markets.
- Support growth of the local and regional food and drink business sector through marketing and collaborative projects.
- Support recovery of the tourism and hospitality sectors and rebuild confidence in the industry.
- Increase the scale and impact of the social business sector.
- Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient.
- Improve digital connectivity across the County for businesses and residents.
- Make decisions at Planning Committee in line with the adopted Local Development Plan.
- Co-ordinate a multi-agency approach to support businesses to recruit people from disadvantaged groups.
- Deliver mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market.

## Key Achievements and More

- All current interventions (outside of specific town centre projects) supporting individuals and businesses are targeting all of the County.
- Discussions are underway with Wrexham University about how the needs of rural Flintshire residents can be most effectively assessed and supported.
- The Council processed over £30m of Shared Prosperity Fund project proposals in conjunction with similar processes across the other North Wales Councils. £11m of funding was awarded to projects in Flintshire supporting businesses, supporting places and communities and improving skills and employability. The majority of projects cover all of the County including rural areas, especially those focused on the visitor economy, which will bring a disproportionate benefit to rural businesses.
- Work has continued during Quarter Four (January - March 2024) to monitor and respond to the health, vibrancy and needs of town centres across Flintshire. This has included planning and delivering an online consultation for four towns across Flintshire, which 3,356 local people responded to, and also reviewing data related to the town centres to develop up-to-date profiles of the current strengths and focus for future improvement / investment. The focus during quarter four has been on initiating work in four of the seven towns (Connah's Quay, Flint, Mold and Queensferry). The place making plan for Shotton has been developed and identifies 10 key themes and priorities responding to local needs. The place making plans for both Holywell and Buckley have also been commissioned and work has progressed on these also.
- 'Save The High Street' has been engaged by the Council's Regeneration Team to deliver tailored business support for town centre businesses across the seven town centres of Flintshire, to support their growth, development and diversification through the delivery of an intensive eight week support programme. Flintshire was the first local authority in Wales to partner with 'Save The High Street' using funding secured from the Shared Prosperity Fund. Fourteen town centre businesses participated in the 'Save The High Street' eight week intensive programme. Due to the success of the pilot project, a further 30 businesses will benefit from this provision between April and November 2024. Excellent feedback has been received from local businesses who participated and has been featured in the local press. Work has continued to roll-out grant schemes and encourage take-up amongst local businesses as take-up has been excellent.
- The Regeneration Team secured £1.178million from UK Government to deliver Town Centre Investment Programme across seven towns in Flintshire (Buckley, Connah's Quay, Flint, Holywell, Mold, Shotton, Queensferry) in 2023/24 and 2024/25. The programme comprises of nine projects in total - a mix of capital and revenue initiatives aimed at supporting our Flintshire's high streets.



# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More

- During January - March 2024, 42 support sessions have been delivered by the Council’s Social Enterprise Officer to social enterprises in the towns of Buckley, Connah’s Quay, Mold and Shotton. These sessions have involved understanding their needs and tailoring support provided to these in addition to encouraging the social enterprises to utilise the Flintshire Social Impact toolkit to calculate their overall social value. Of the organisations supported during January - March 2024, this has involved a total of £807,269 social value being recorded.
- £466,458 secured from Welsh Government’s ‘Transforming Towns’ and UK Government’s Shared Prosperity Funding £180,000 of this total being contributed to businesses towards improving their premises.
- £63,130 has been awarded to local communities to deliver activities and events in towns across Flintshire to improve footfall and the vibrancy of towns.
- The development of the Flintshire Social Impact toolkit and increase of numbers of social enterprises using it, continues to demonstrate the impact of social enterprise activity in Flintshire. During this reporting period (2023/24) the

- fourteen participating social enterprises reported the generation of a combined social value of £2,119,680.98 through the 18 activities being measured.
- The Business Development Team have delivered two Net Zero Carbon Workshops and in partnership with Deeside Decarbonisation Forum have delivered four network events, engaging with 271 business delegates throughout the year.
- Mold Street Market continues to thrive with an average of 66 traders attending each market day and 24 new traders have been accommodated since April 2023, (including the replacement of retired stallholders). Mold Indoor Market is currently 87% occupied with interest shown in the two remaining vacant units.
- 143 business support sessions were delivered to 43 social enterprises.
- Engagement with over 90 commercial investors to support new businesses moving into Flintshire or expanding current operations.
- Fibre connectivity has improved significantly in Flintshire recently. A number of regional projects to improve connectivity are approaching delivery phase. Locally, work is underway to encourage network operators to fill gaps in mobile phone coverage and capacity.
- A successful joint partnership between Communities For Work Plus, Jobcentre Plus and Careers Wales through the Jobs, Skills and Training Events group has delivered a number of successful

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## Key Achievements and More

projects throughout the year highlighting opportunities available locally in Flintshire.

- £160,000 Brilliant Basics Fund Grant was secured to develop and improve regionally recognised trails across Flintshire and associated infrastructure.
- The Flintshire Tourism Association supported with securing and the delivery of £64,000 funding from Cadwyn Clwyd to support wider business and marketing activities over the summer.
- The Flintshire Tourism Ambassador Course was delivered in July 2023. Seventy ambassadors have completed and achieved the Bronze and Silver Award during 2023/24.

<https://www.ambassador.wales>

## Future Improvements

- The Council will be working closely with Welsh Government and communities in order to increase patronage on public transport through the delivery of education and infrastructure improvements.



# Assessment of our Seven Priorities and Well-being Objectives



## Priority:

**Well-being Objective:**  
**Supporting people in need to live as well as they can.**



## Personal and Community Well-being

### What We Said We Will Do:

- Continue to grow the Microcare market, including access to commissioned care packages.
- Develop a national, regional, and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential.
- Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership.
- Work in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health services, and a sustainable model for the future.
- Utilise the progression model as a way of promoting people's independence skills.
- Provide additional placements for step down care within our in-house provision (Croes Atti 2).
- Work with Housing to fund a small team of people to support individuals with low level Mental health problems to improve their housing.
- Plan for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold.
- Prepare for the implementation of the new Liberty Protect Safeguard procedures.
- Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire.
- Explore the recommissioning of advocacy services on a regional basis.
- Develop childcare expansion and seamless childcare provision across programmes.
- Continue to grow our in-house fostering service to support more looked after children.
- Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment.
- Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience.



## Assessment of our Seven Priorities and Well-being Objectives

### Key Achievements and More

- 46 Microcare businesses were operational at the end of March 2024. The intention is to increase this by another 10 providers over the next 12 months.
- The Wellbeing and Recovery Team is now fully operational and delivering excellent outcomes. The service focusses on those residents who have housing problems, or are homeless, or at risk of homelessness and require additional support due to their mental health. The service is part funded through Social Care and Housing Support Grant and consideration will be given to increasing capacity during 2024-2025.
- In order to provide additional capacity for step down care within our in-house provision, twelve step down Discharge to Recover and Assess beds have been agreed for Croes Atti Newydd Net Zero Carbon operation (planned for completion in May 2025). This will increase the step down provision from its current level of 16 to a total of 28 across Flintshire.
- The design concept for the Maes Gwern hub has evolved to incorporate areas to enable health services and therapies to be



delivered at the site. This is in addition to the learning disability, mental health, and autism support services to create an integrated social services and health hub. The construction start date to commence April 2024.

- Continue to support individuals to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership, with 66 courses available. Courses have been well attended throughout the financial year.
- The North East Wales Community Equipment service continue to deliver a level of service exceeding Welsh Government standards for equipment requests. 93% of equipment has been reused this year; this equates to £2,185,980 cost avoidance (average £42,076 a week). Without this level of re-use of equipment, the North East Wales Community Equipment Service budget would only cover 12.5 weeks of operation.
- The Children's Safeguarding Unit continue to maintain consistency in holding case conferences within statutory timescales, working with increasing numbers on the child protection register.



# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More



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- Between April 2023 and March 2024, 1109 safeguarding reports for adults were received, representing a 23% increase on last year. 667 of these reports met the threshold for an enquiry under Section 126, representing a significant increase in demand, however, the Safeguarding Unit continue to prioritise safeguarding reports on an individual basis.

- The children’s residential homes are now fully operational. Ty Nyth is a tri-party partnership collaboration between Flintshire County Council (FCC), Wrexham County Borough Council (WCBC) and Betsi Cadwaladr University Health Board (BCUHB), offering up to four places

for children and young people aged 8-18 years. Park Avenue provides care and support including accommodation, for up to four children and young people between the ages of 8-18 years old who are supported by Flintshire County Council. Bromfield Park and Chevrons Road offers care and support including accommodation for one young person aged 8-18 years as a solo placement or two siblings aged 8-18 years. Mesen Fach is an emergency crisis flat on the site of Ty Nyth.

- Foster carer recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers.
- Flying Start two year olds part time childcare expansion Phase 2 is currently being rolled out across Flintshire with an additional 23 children for 2024/25.
- The Adults Advocacy Contract has been successfully commissioned in collaboration with Wrexham County Borough Council. This has been awarded to ASNEW or Independent Professional Advocacy and Community Advocacy, and Advance Brighter Futures have been awarded Self Advocacy.

- The Flintshire Dementia Strategy supports around 850 people living with dementia, and carers, receiving care and support or engaging in community activities in Flintshire.

- Throughout 2023 over thirty community events were attended to engage with Flintshire residents to drive environment initiatives and behavioural change.



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## Assessment of our Seven Priorities and Well-being Objectives



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- Fourteen sessions offering a range of activities and sport for young people around Flintshire are available. The Youth Services work with Community Councils and sit on the contextual safeguarding meetings to ensure they are in the right areas.



### Future Improvements

- Recruitment for in-house home carers continues to be challenging, however the service has developed a recruitment plan to help increase the workforce and grow the share of the market.
- Increase the number of community champions to deliver environmental initiatives.

# Assessment of our Seven Priorities and Well-being Objectives



## Priority:

**Well-being Objective:  
Enabling and supporting  
learning communities.**



## Education and Skills

### What We Said We Will Do:

- Support the implementation of the revised curriculum for secondary pupils in years 7 and 8.
- Continue to deliver Alternative Provision (Education) and to increase the number of young people on the programme gaining qualifications and achieving their full potential (subject to external grant funding).
- Provide bespoke support for schools through training and development to improve the level of speech language and communication skills for pupils.
- Explore and develop options for in house provision in response to the increasing number of pupils struggling to engage with education due to mental health difficulties.
- Embed the delivery plan for Integrated Youth Services by maintaining focus on digital, school and community engagement.
- Provide Duke of Edinburgh Award training opportunities for young people in Alternative Provision, schools, and community groups (subject to external grant funding).
- Schedule Council approval to progress Wales Government’s Band B Sustainable Communities projects within the Learning Investment Programme.
- Continue construction of the 3-16 campus at Mynydd Isa.
- Deliver the Adult Community Learning (ACL) programme.
- Complete the annual strategic actions within the Welsh Education Strategic Plan 5-year action plan.
- Run a referral programme for children and young people with ACEs or a disability and their families to provide low cost / no cost physical activity opportunities to improve overall health and well-being.
- Embed a Whole School Approach to Emotional Health and Wellbeing in all Flintshire schools.

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## Key Achievements and More

- Informal Qualifications delivered by Flintshire Youth Service and eight young people were recruited for the Youth Work Young Leaders Award.
- Anti-Racism: 'Leaders of Now' is a pilot project that has seen young people from four secondary schools in Flintshire lead the way in challenging racism in their own settings.
- The model of intervention for the Community Focused Schools Team has been established and further developed to focus on transition.
- All secondary schools in Flintshire have implemented the revised curriculum for secondary pupils in Years 7 and 8 from September 2023. Each school continues to work with their supporting improvement adviser to embed this work.
- Over the past six months, from October 2023 to March 2024, the PlayPals project has been successfully implemented across eight schools in different areas of Flintshire.
- Substance Education by Flintshire Sorted: This was undertaken in twelve schools and PPRUs through assemblies, lunchtime walkaround sessions and input into lessons, engaging a total of 2,152 children and young people. 75 sessions also took place in the community.
- Over 70 Young People enrolled on the Bronze and Silver Duke of Edinburgh.
- £6.23m of capital investment was injected across the school network to improve facilities for learners.
- Construction of new 3-16 campus continues and is progressing well, following the site start in November 2022 on the Argoed High School site Net Zero Carbon in operation.
- Sixty young people successfully completed the John Muir Award through the Forest School programme.
- The Council's contribution to the Adult Community Learning Partnership continues to grow, with over 1,036 learners and 246 sessions being delivered during this reporting year. Examples of the courses that we provided include - First Aid for Parents, Pre and Post-natal Fitness, Employability Skills, Autism Awareness, Safeguarding, Social Media workshops, Food Safety qualifications.
- Secured funding through the Shared Prosperity Fund to improve responses and support to children and young people at risk of exploitation by enabling Action for Children to deliver their SideStep Programme until December 2025.
- Welsh Language Music Club - 35 young people took part in a 4 week programme across two schools.
- 56 young people from secondary schools competed in the Eisteddfod in a variety of different competitions, including Cogurdd, Dance, Singing and Reciting.



# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More

- A review has been undertaken to consider the current provision and engage with Welsh medium settings to determine need. The findings are being collated and will be presented to the Welsh Education Strategic Plan Forum.
- Flintshire schools are positively engaged with developing their work around the whole school approach to emotional health and well-being. This work will be ongoing as schools continue to embed effective practice.
- 24 candidates from schools and Education and Youth successfully completed the local Trauma Informed Schools UK diploma training.
- The Council has successfully achieved the Integrated Youth Services delivery plan by maintaining a strong digital presence, ensuring school and community immersion workers and play team are active in schools, and sustaining ongoing community engagement.
- All schools have now formally adopted their own digital strategy. This gives all schools a standard to work from to develop their digital progression in a structured manner.



## Future Improvements

- The level of exclusion remains high across secondary schools, and this remains a targeted priority. The focus on Trauma Informed practice will continue with the aim of supporting a reduction in the need for exclusion by encouraging schools to adopt a different approach to managing serious behaviour incidents.
- There has been a 12 month gap in the position of the Welsh Language Youth Worker. The new post holder was successfully recruited at the end of 2023 and starts their position in May 2024. The sustaining of the current projects has been a success and focus will be placed on growth for 2024/25, including the Welsh language skills across the play and youth team.



## Priority:

**Well-being Objective:**  
**Responsible, resourceful, and trusted Council operating efficiently as possible.**



## A Well Managed Council

### What We Said We Will Do:

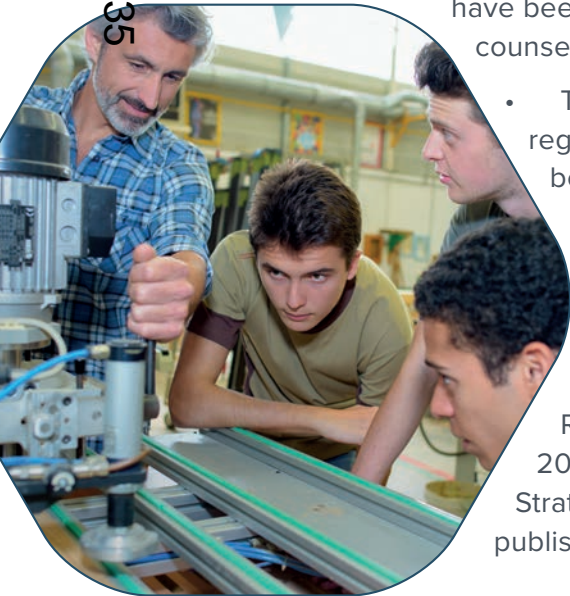
- Maintain competitive pay and reward, and terms and conditions of employment.
- Recruit sufficient permanent high quality staff with suitable qualifications and experience.
- Retain existing employees by supporting them to carry out their roles effectively, and by ensuring that our total offer for new and existing employees is competitive within the market place.
- Increase the level of Welsh Language across the organisation.
- Develop and implement an Action Plan to meet Welsh Government’s Anti-racist Wales Action Plan.
- Complete an annual self-assessment against the Welsh Language Standards and implement an action plan for improvement across all Portfolios.
- Publish the Strategic Equality Plan Annual Report to meet our statutory public sector equality duties.
- Ensure the funding needs of the Council cover the medium term are met through financial planning.
- Ensure robust processes exist for the management and recovery of debt including Council Tax and rent.
- Monitor Council Progress against the Corporate Asset Management Plan.
- Continue to provide a corporate Contact Centre for handling telephone calls to the Council.
- Provide access to Council services on the internet in a responsive way (information can be accessed using different devices).
- Work with public sector partners, develop and publish a local Well-being Plan for 2023-28 setting out the local well-being objectives and how the Public Services Board, including the Council, aims to achieve them.
- Deliver three engagement events to encourage other organisations to sign up to the Armed Forces Covenant, which contribute to Flintshire County Council being re-accredited with the Defence Employers Recognition Scheme Gold Award in 2024.

# Assessment of our Seven Priorities and Well-being Objectives

## Key Achievements and More

- During the year 754 positions were filled, which is positive and indicates that we are able to recruit to a large number of positions, all of which will have been assessed as meeting the essential criteria for the post (including qualifications and experience), (percentage determined after deducting those who commenced employment but left during the first 12 months).
- A range of Welsh language courses have been accessed by a number of learners and by offering different levels/methods of learning makes it more accessible.
- There have been 2,403 portal accesses to Vivup from September 2023 up until the end of February 2024. 500 self-help downloads have been recorded and 63 employees have accessed counselling.
- The annual self-assessment for all Portfolios regarding Welsh Language Standards has been completed, with actions being identified and implemented. Regular reviews and reminders of Welsh Language Standards continue to be shared across the Portfolios.
- The Strategic Equality Plan Annual Report was approved and published in March 2024. The action plan is now included within the Strategic Equality Plan 2024/28 which has now been published.
- The Council was able to set a legal and balanced budget for 2024/25 in February 2024. Work is underway to update the Medium Term Financial Strategy for 2025/26 onwards and an update report is scheduled for June/July 2024.
- The Council continues to apply robust, but fair, debt recovery processes to maximise collection levels across all areas. At the same time, the Revenues service engages constructively with residents who struggle to meet their payment obligations by entering into affordable payment plans. The approach to debt recovery is set out in the Councils Corporate Debt Recovery Policy.
- The Corporate Asset Management Plan informs the Capital Programme, which is reviewed annually, and progress is monitored throughout the year. The Corporate Asset Management Plan will be refreshed 2024/25.
- Work has commenced on the Office Strategy; draft principles have been prepared and further work is required to firm up principles.
- The corporate Contact Centre is open Monday-Friday between 08:30 - 17:00. The team continues to handle a wide range of telephone calls for services in Housing, Streetscene, Planning, Elections and Blue Badges. In addition, the team answer calls to the Council’s main telephone number.
- The Digital Flintshire Hub continues to promotes a range of initiatives to help people to use digital technology now and in the future. The Hub includes resources to keep people safe

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## Assessment of our Seven Priorities and Well-being Objectives

### Key Achievements and More

online, training, health and wellbeing resources, digital events and activities. The Hub also provides information about the Council's ambitious plans contained in the Digital Strategy.

- The joint Flintshire and Wrexham Public Services Board (PSB) have been working on the first year of the Well-being Plan 2023-28. Three Outcome Boards and an Integration Team have been established and partnership project working is ongoing.
- Engagement events have been delivered by the Business Team. The Engagement Officer for the Armed Forces Employers Recognition Scheme is also invited to attend the Flintshire Armed Forces Forum. A significant number of employees have attended the Armed Forces Covenant training.



### Future Improvements

- Although the use of agency workers has increased in 2023/24, reducing the use of agency workers still remains a key priority for the Council.
- Low subscribers to My Account by Contract Holders (tenants). Promotion will help increase awareness and Housing Officers should aim to offer digital by default whenever a new contract is issued.
- We need to encourage more organisations to sign up to the Armed Forces Covenant. Two organisations signed up to the Covenant during 2023/24.



# Strategic Equality Plan



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During the past 12 months, the new Strategic Equality Plan, (SEP) 2024-28 has been developed and published. The new Plan includes actions from Welsh Government’s Anti-racist Wales action plan and the Lesbian, Gay, Bisexual, Transgender, Questioning, Plus (LGBTQ+) Action Plan for Wales. The Council’s Housing Team is working with Tai Pawb to develop specific actions and training to embed an anti-racist approach within the Service. A new LGBTQ+ e-learning module has been developed to support the implementation of the new SEP and meet the commitments of the LGBTQ+ Action Plan for Wales.

Vision Support reviewed the Council website to ensure it is fully accessible for people who are blind or have visual impairments. The results of their review were positive and no issues with accessibility were identified.

We have continued to work with the University of Manchester on developing a new approach for Integrated Impact Assessments (IIA). The new IIA Tool has been piloted by several officers across the Council, this takes into account recommendations made by Audit Wales in their report “Equality Impact Assessments: more than a tick box exercise”. An evaluation of the new Tool will be completed by the University during 2024/25 which will involve interviews with both IIA authors and decision makers. This will help understand how the outcomes of IIAs influence decisions made by the Council.

## Welsh Language

There has been an increased number of initiatives to increase the use of Welsh by employees. In addition to providing Welsh language skills training and offering informal chat sessions. Several teams are participating in Bangor University's ARFer project which aims to increase the use of incidental Welsh amongst employees, whatever their level of skill. We have developed video recordings with phonics to support employees use more Cymraeg in meetings and on the telephone. This means that employees can hear and see words and phrases to support pronunciation.

laith, the Welsh Centre for language planning, delivered a series of courses- "Welsh Matters for Everyone" and "Welsh Matters for Managers".

The aim of these courses was to look at:

- **Influences on language use** - reflect upon personal experience and knowledge, understand changes to the status of the Welsh Language and what influences language attitudes and behaviours.
- **Why Use Welsh** - understand National Policy and legislation and the Language Standards in Flintshire
- **Facts and figures about the Welsh Language** - linguistic demography of Wales and Flintshire
- **Working Bilingually** - importance of bilingual services

We have experienced difficulties recruiting Welsh speaking job applicants, as have other public bodies. To tackle this we worked with Wrexham County Borough Council and partners, including Menter Iaith Fflint a Wrecsam, Mudiad Meithrin and Coleg Cambria, to look at solutions to attracting and recruiting more Welsh speakers to our organisations. This has involved two employees being involved in promotional videos to show how we support employees to use Welsh at work. The North Wales Regional Public Services Board also commissioned Iaith to look at issues and solutions to recruiting and retaining Welsh speaking employees. This work will be completed during 2024/25.

During 2023/24, we asked employees to complete a Welsh language attitude survey the results will be used to develop more initiatives to promote the Welsh language during 2024/25.



# Partnership and Collaboration Activity

Flintshire has a longstanding and proud track record of partnership working. The communities it serves rightly expect the statutory and third sector partners to work together to manage shared priorities through collaboration. The Flintshire Public Services Board is at the heart of promoting a positive culture of working together, setting shared priorities, and combining resources for the benefit of Flintshire, with an overall aim of improving local well-being.

The Flintshire Public Services Board was formally established in April 2016 following the Well-being of Future Generations (Wales) Act 2015 coming into effect. The Flintshire Public Services Board and Wrexham Public Services Board formally merged in January 2023.

Membership of the Flintshire and Wrexham Public Services Board includes Natural Resources Wales, Betsi Cadwaladr University Health Board, North Wales Fire and Rescue Service, Flintshire County Council, Wrexham County Borough Council, Association of Voluntary Organisations Wrexham, Flintshire Local Voluntary Council, Coleg Cambria, DWP, North Wales Police, Wrexham Glyndwr University and Welsh Government.

The Flintshire and Wrexham Public Services Board is working with its communities to change how we do things, to make sure we will be able to face the challenges ahead such as the climate and nature emergency, and how we ensure good mental health and wellbeing for all.

A key focus for the Flintshire and Wrexham Public Service Board has been the development of a new five-year Well-being Plan, drawing

on the findings of the Well-being Assessments produced in 2022. The Flintshire and Wrexham Public Services Board Well-Being Plan 2023-2028 contains two well-being objectives for the Public Services Board over the coming five years:

- 1. **Building flourishing communities by reducing inequalities across environment, education, employment, income, and housing.**
- 2. **Improve community well-being by enabling people of all ages to live safe, healthy, and independent lives.**

Under these objectives are several outcomes, which fall under three themes: Children and Young People, Our Communities, and Where We Work.

The Well-being Plan 2023 - 2028 will shape the work of the Public Services Board over coming years and there will be close working with other Public Services Boards across North Wales, along with local communities.





# Risk Management

All Council Plans, business as usual and emerging risks are identified, assessed, treated, and monitored using the Council's Risk Management Framework.

Risks are identified using qualitative (milestones & actions) and quantitative (performance indicators, financial) data. Risk identification remains a key priority for the Council.

It is a continuous process which is embedded in not only in our day to day (business as usual) but embedded within our Council Planning, Portfolio Business Planning, Project Management, and Partnerships (short term, medium term and long term).





## TAKING ACTION ON CLIMATE CHANGE



**BUILDINGS**

**MOBILITY & TRANSPORT**

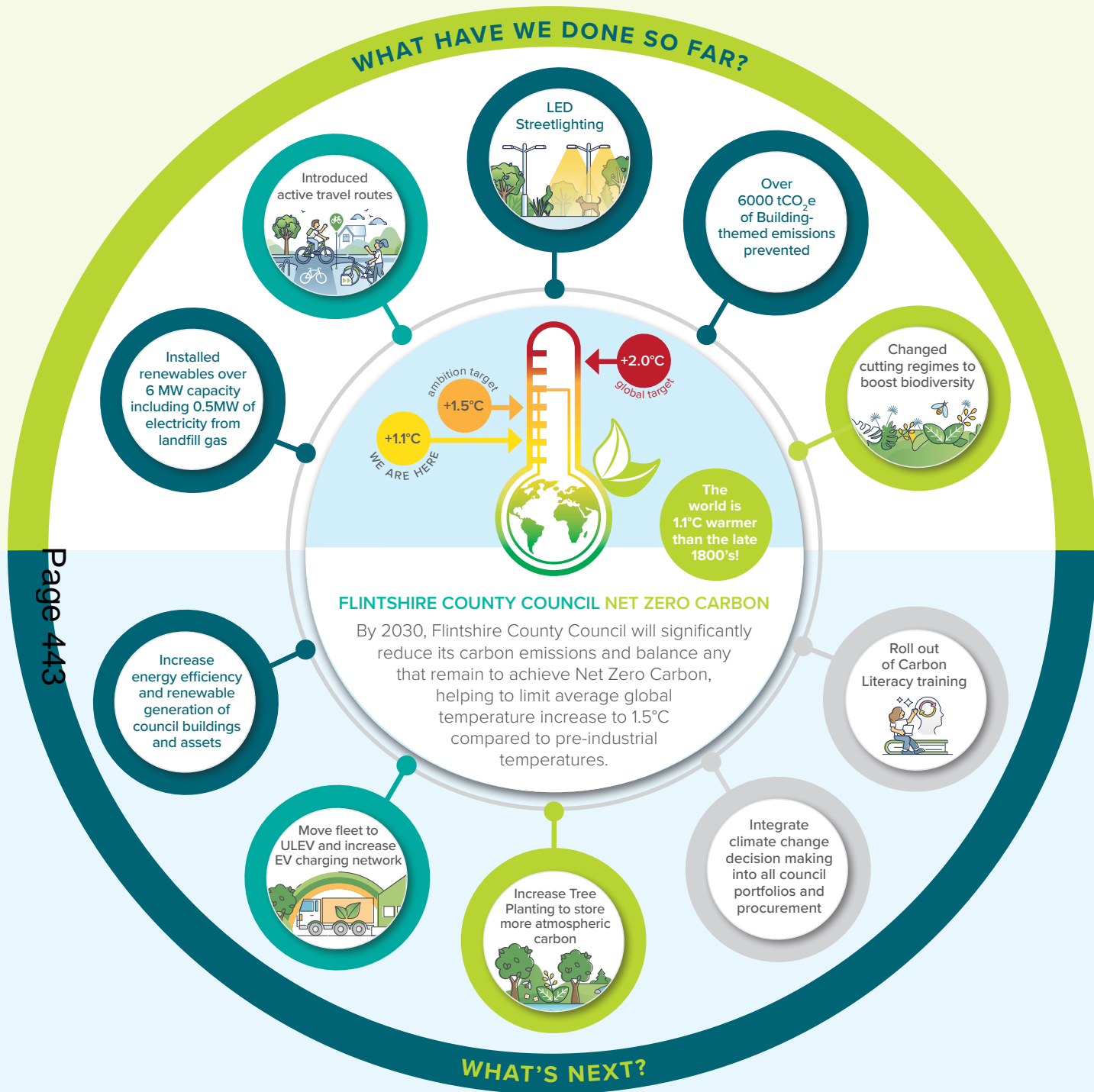
**PROCUREMENT**

2018/19	10,747 tCO <sub>2</sub> e	6,716 tCO <sub>2</sub> e	28,970 tCO <sub>2</sub> e	Baseline tCO <sub>2</sub> e
2024/25	35%	50%	30%	REDUCTION
2029/30	60%	80%	60%	





## WHAT HAVE WE DONE SO FAR?



### FLINTSHIRE COUNTY COUNCIL NET ZERO CARBON

By 2030, Flintshire County Council will significantly reduce its carbon emissions and balance any that remain to achieve Net Zero Carbon, helping to limit average global temperature increase to 1.5°C compared to pre-industrial temperatures.

## WHAT'S NEXT?

## LEARN MORE



## CONTACT US

[climatechange@flintshire.gov.uk](mailto:climatechange@flintshire.gov.uk)



Flintshire County Council  
Climate Change Strategy



What's your  
carbon footprint?



Take our questionnaire

*Mae'r ddogfen hon hefyd ar gael yn Gymraeg. Gweler y dudalen Gymraeg ar ein gwefan.*

*This document is also available in Welsh. See Welsh page on our website.*



## Our Flintshire, Our Future 2023 - 2024

### The budget, your Council Tax and local services

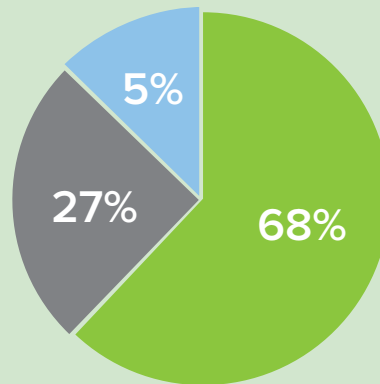
Every year councils have to set a budget which balances their resources with their spending needs. Between 2008 and 2020 all councils received reduced funding from government. As a low funded council - ranked 20 out of 22 councils in Wales - Flintshire was particularly exposed to the effects of this period of austerity.

Over the last 14 years, Flintshire County Council has reduced its spending by **£100M**. Every year it's been harder and harder to make more savings and protect services. At times hard budget choices have been needed.



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### Where the Council's money comes from



- Comes from the Welsh Government
- Comes from Council Tax
- Comes from the fees we charge for some services e.g. planning fees, garden waste charges, Register Office fees



# Budget Monitoring 2023/24

### What your Council Tax pays for

The Council Tax you pay goes up every year, but not all the money collected goes to pay for council services. It also supports 34 Town and Community Councils, the North Wales Police and Crime Commissioner and contributes to increases in funding for other regional services.

### How Council Tax is shared between the Council and other public services

**£125.5M** is the total the Council expects to collect in Council Tax in 2023/24, of which:

**80%** is retained by the Council as a contribution to run local services

**17%** is collected on behalf of North Wales Police and the Police and Crime Commissioner

**3%** is collected on behalf of our Town and Community Councils

Flintshire County Council is committed to keeping its annual increase at 5% or less and has applied a 3.99% increase to pay for council services.

All six North Wales councils also contribute to the costs of the North Wales Fire and Rescue Authority, The North Wales Coroners Service and GWE - the Regional Education Improvement Service. Flintshire has added an extra 0.96% to cover annual increases in these contributions.

This brings the total increase of Flintshire County Council's portion of Council Tax to 4.95%.



### What this means in monetary terms for Council Tax for 2023/24

Using an average Band D property example:

	2023/24	2022/23	Increased Cost	Percentage increase
Flintshire County Council	£1,521.33	£1,449.58	£71.75	4.95%
North Wales Police & Crime Commissioner	£333.09	£316.80	£16.29	5.14%
Town and Community Councils*	£51.98*	£49.02*	£2.96*	6.04%*
<b>TOTAL COST</b>	<b>£1,906.40</b>	<b>£1,815.40</b>	<b>£91.00</b>	<b>5.01%</b>

\* average cost across all 34 Town and Community Councils, the cost on individual bills will differ from Council to Council



**The Council was successful in balancing the budget for 2023/2024**

## What is the Annual Governance Statement?

The Accounts and Audit (Wales) Regulations 2018 require us to prepare a statement on internal control.

Like many authorities in Wales, this is referred to as the 'Annual Governance Statement'. This is a public document that reports on the extent to which we as the Council comply with our own code of governance.



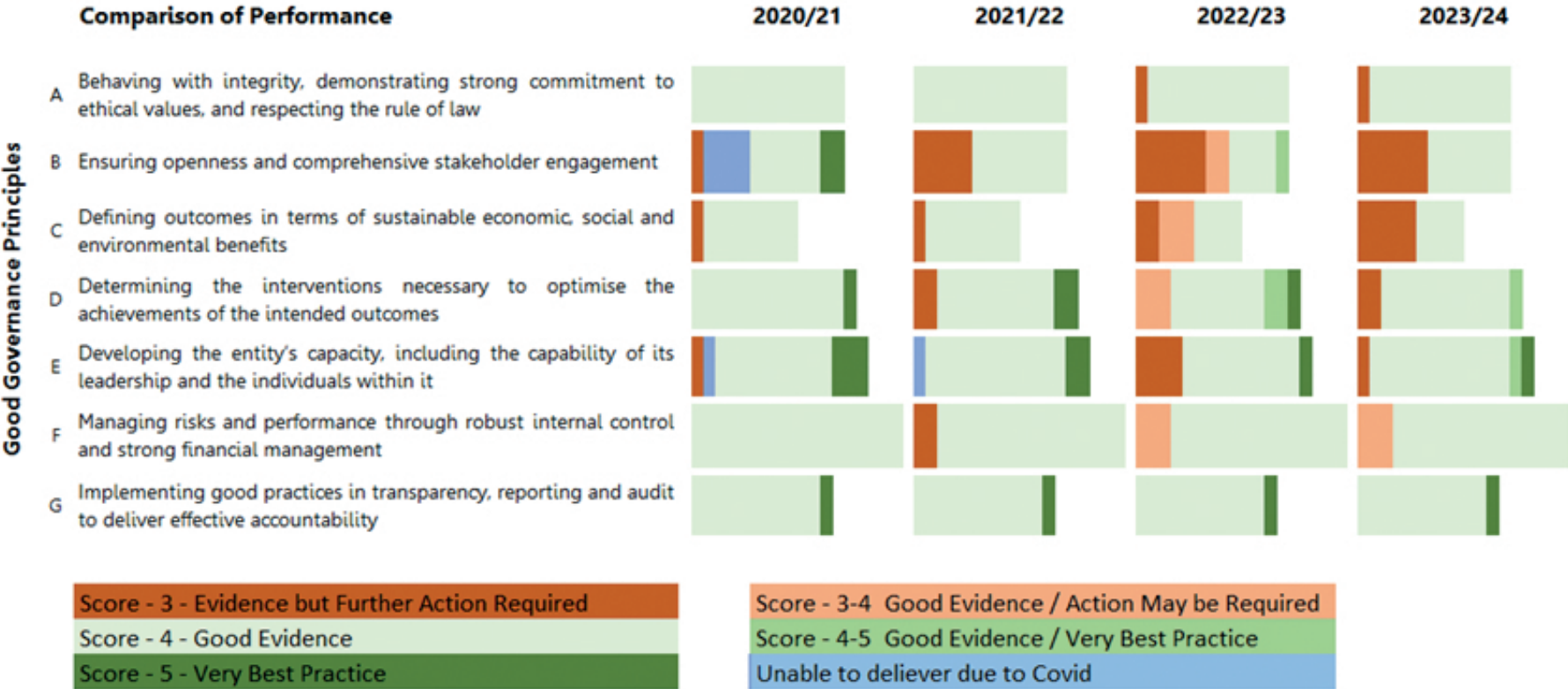
In the Annual Governance Statement, we, the Council:

- Acknowledge our responsibility for ensuring that there is a sound system of governance;
- Summarise the key elements of that governance framework and the roles of those responsible for the development and maintenance of the governance environment;
- Describe how we have monitored and evaluated the effectiveness of our governance arrangements in year, and any planned changes in the coming period;
- Provide details of how we have responded to any issue(s) identified in last year's governance statement;
- Report on any governance issues identified from this review and provide a commitment to addressing them; and
- In referring to the Council, this includes its group relationship with other entities such as New Homes and Newydd

The Annual Governance Statement reports on the governance arrangements that has been in place at Flintshire County Council during the financial year 2023/24 and up to the date of approval of the Statement of Accounts.

# Annual Governance Statement

## Comparison of the Effectiveness of the Council's Governance Arrangement



There will not be a separate action for those scored 3-4 if the issue has already been covered by actions to address those scored a 3

14

# Corporate Self-assessment

The Corporate Self-Assessment is a comprehensive assessment of the corporate organisation and not a detailed assessment of the performance of each service portfolio, the assessment themes are designed in this way. The Corporate Self-assessment is meant to provide a platform for assurance and self-improvement and would lead to an improvement plan for the organisation.

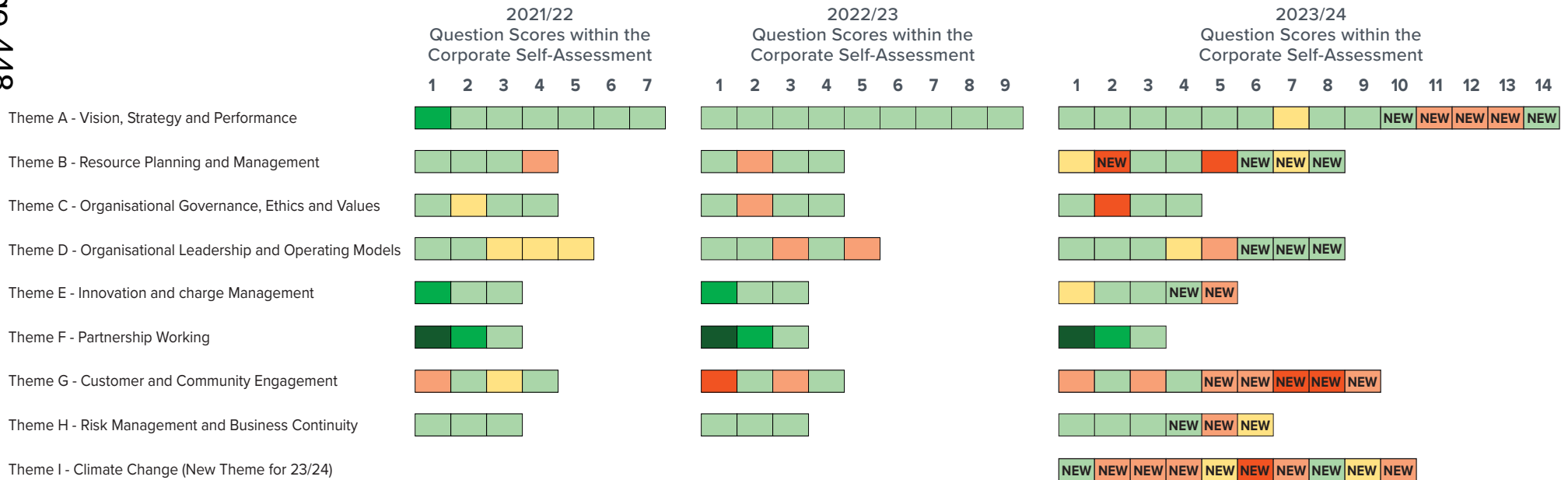
The Corporate Self-Assessment model focuses on a number of themes and considers a number of core questions within each of these themes. As with all models there will inevitably be overlaps across themes, however, the themes are sufficiently defined and demarked

to avoid too much overlapping or duplication. This year, the Corporate Self-Assessment also incorporates a number of additional questions and a new theme to cover areas that will be considered within the Panel Performance Assessment.

Building on the approach in 2021 the Corporate Self-assessment has a stronger focus on i) a more proportionate and targeted collection of evidence and ii) the analysis of evidence, focusing on the strengths, areas for development and the impact that is being achieved. This approach will help the formulation of the action plan.

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Comparison between 2021/22, 2022/23 and 2023/24 Corporate Self Assessments



■ Score 5 - Very Best Practice (1% ■ Score 4/5 (1% ■ Score 4 - Good Evidence (58%) ■ Score 3/4 (16%) ■ Score 3 - Evidence but Further Action Required (19%)  
 ■ Score 2/3 - Some Evidence but Lacking in Key Areas (4%) ■ Score 2 - Some Evidence but Lacking in Key Areas (1%)

Note: Two additional questions were added to the 22/23 Corporate Self-assessment within Theme A

Note: A total of 32 new questions and a new theme (Theme I) were added to the 23/24 Corporate Self-assessment

# Additional Background Information

There are a number of related documents which support the Annual Performance Report and are available on Flintshire County Council’s website.

- Council Plan 2023-28
- Social Services Annual Performance Report
- Welsh Language Standards
- Strategic Equality Plan
- Risk Management Framework
- Corporate Self-assessment
- Previous Annual Performance Reports





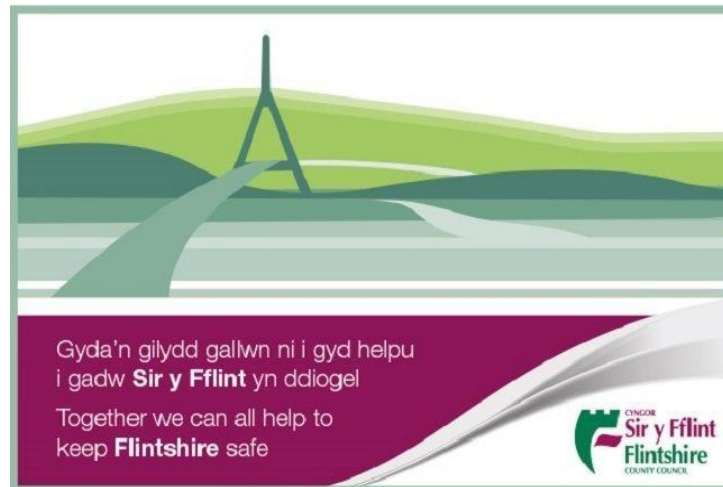
Thank you for reading our Annual Performance Report for 2023/24.

Your views and suggestions about how we might improve the content and layout of the Annual Performance Report for future years are welcome.

Please contact the Performance and Risk Management Team:  
Email: [PRM@flintshire.gov.uk](mailto:PRM@flintshire.gov.uk)

# Council Plan End of Year Performance Monitoring Report 2023/24

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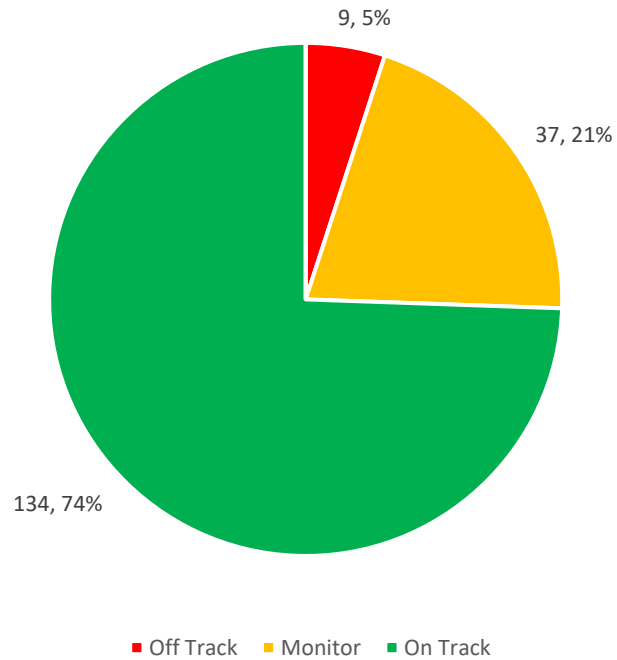
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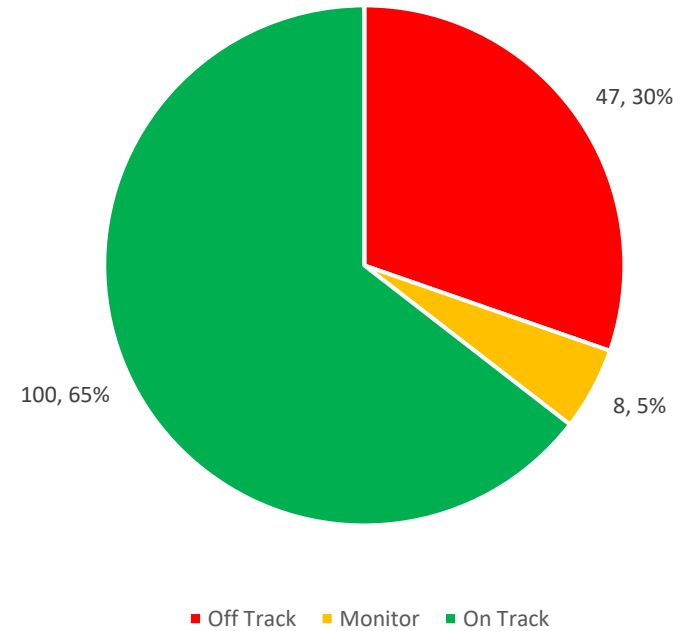


# Analysis

Council Plan - Action RAG Status



Council Plan - Measure RAG Status



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

## Actions Off Track

Priority	Sub-Priority	Action	RAG
Affordable and Accessible Housing	Social Housing	Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	▲
		Support our tenants to access technology and create sustainable digital communities	▲
Green Society and Environment	Active and Sustainable Travel Options	Declassification of hazardous routes across the county where appropriate through the implementation of engineering initiatives	▲
	Circular Economy	Achieve Welsh Government recycling targets	▲
		Promote the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities or social enterprises	▲
Economy	Rural Regeneration	Recruit a Digital Connectivity Officer to support rural communities to access better quality connectivity options	▲
	Reducing Worklessness	Deliver mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market	▲
A Well Managed Council	People	Reduce the use of agency workers	▲
	Flintshire Assets	Review of Industrial Estate Strategy (Area by Area)	▲

## Measures Off Track

Priority	Sub-Priority	Measure	RAG
Poverty	Food Poverty	Number of residents supported by the “Hospital to Home” meals service	▲
Affordable and Accessible Housing	Housing Support and Homeless Prevention	Number of presentations to the homeless service	▲
		Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014	▲
		Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	▲
		Number of households accommodated by the Council under Housing (Wales) Act 2014 homeless duties	▲
		Average length of stay (days) for those households in interim homeless accommodation under Housing (Wales) Act 2014	▲
	Housing Needs and Housing Options	Number of applicants rehoused via SARTH by All Housing Partners	▲
		Number of households rehoused with significant adaptations requirements	▲
	Social Housing	Number of Council Homes under construction	▲
		Number of Affordable Homes completed via NEW Homes	▲

Priority	Sub-Priority	Measure	RAG
		Increase in stock capacity correlates with demand profile	▲
		Total number of Medium Disabled Adaptations completed	▲
		Average number of days to complete a Medium Disabled adaptation	▲
		Average number of days to complete a Large Disabled adaptation	▲
	Private Rented Sector	Landlords engaged through Flintshire Landlord Forum	▲
Green Society and Environment	Net Zero Carbon Council	Percentage of Councillors received carbon related training	▲
		Percentage of employees received carbon related training	▲
		Number of contracts with carbon impact assessed	▲
	Climate Change and Adaptation	Increase in carbon sequestered (Kg/tCO <sub>2</sub> e)	▲
	Flood Risk Management Strategy	Completion of the Flood Risk Management Strategy by the revised Welsh Government due date (March 2024)	▲
	Fleet Strategy	Number of Ultra Low Emission Vehicles on Fleet	▲
	Active and Sustainable Travel Options	Number of hazardous routes declassified through the Implementation of Active Travel infrastructure to provide safe routes to schools	▲

Priority	Sub-Priority	Measure	RAG
	Circular Economy	Percentage of waste reused, recycled or composted	▲
		Reduce the tonnage of residual waste collected from residential properties	▲
		Increase the tonnage of food waste collected from residential properties	▲
		Obtain Welsh Government funding to implement a reuse initiative at the household recycling centres	▲
		Implement a trial for the delivery of local benefits/local recycling targets initiative	▲
Economy	Rural Regeneration	Digital Connectivity Officer appointed - June 2023	▲
		Rural needs report completed by March 2024	▲
	Town Centre Regeneration	Completion of initial 3 (of 7) Place Making Plans in partnership with a range of stakeholders	▲
	Local Development Plan (LDP) Targets	Completion of first LDP Annual Monitoring Report and submission to Welsh Government (January 2024)	▲
		Completion of annual review of LDP housing trajectory	▲
		Contribution to the scoping of the form and content of the North Wales Strategic Development Plan	▲

Priority	Sub-Priority	Measure	RAG
	Reducing Worklessness	Number of individuals receiving support	▲
Personal and Community Well-being	Safeguarding	Percentage of Pre-birth assessments completed within timescales	▲
	A Well Connected, Safe and Clean Local Environment	Number of targeted environmental educational campaigns undertaken promote improved Local Environmental Quality	▲
Education and Skills	Educational Engagement and Achievement	Reduction in the number of permanent exclusions	▲
		Reduction in the number of fixed term exclusions	▲
	Digital Learning Opportunities	Number of Youth Work Sessions Delivered - Digital	▲
	Welsh Education Strategic Plan (WESP)	Number of Year 11 pupils studying Welsh	▲
A Well Managed Council	People	The number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence	▲
		Percentage of permanent employees who leave within first year of employment	▲
		Percentage of employees who have completed all of mandatory modules	▲

Priority	Sub-Priority	Measure	RAG
	Flintshire Assets	Commercial rent review completed: To increase rental income in line with prevailing market rents to make sure that rental income is optimised. To ensure rental consistency within estates	▲
		County Hall Master Plan options appraisal/strategy: To develop a plan which will provide the blueprint for the redevelopment of County Hall site.	▲
	Digital	80% of telephone calls to the corporate Contact Centre answered	▲
	Partnerships	Number of organisations who sign up to the Armed Forces Covenant	▲

# Poverty

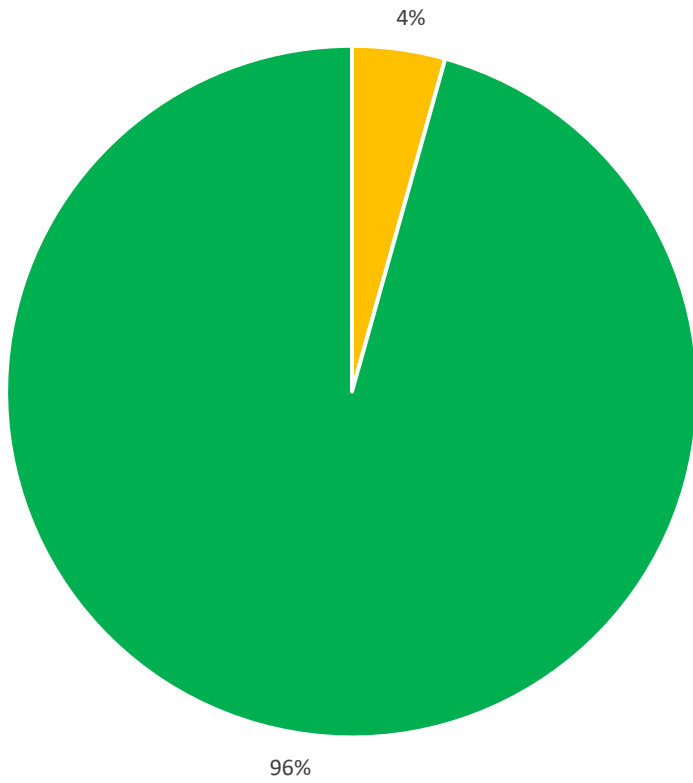
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**Well-being Objective:** Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient.



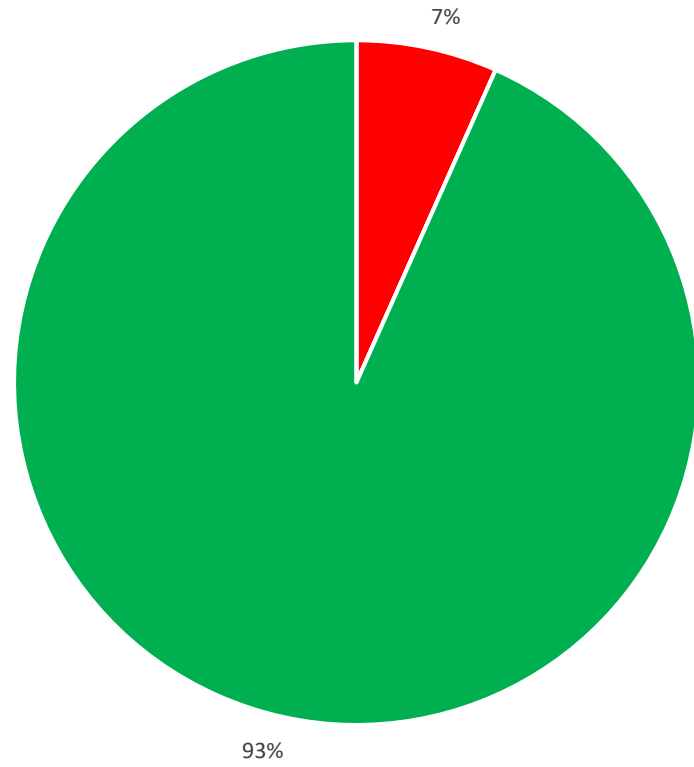
# Poverty Overall Performance

## Poverty - Action RAG Status



■ Off Track ■ Monitor ■ On Track ■ Missing Value

## Poverty - Measure RAG Status



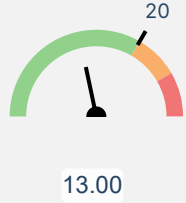
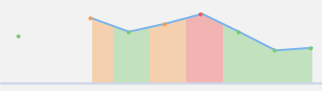
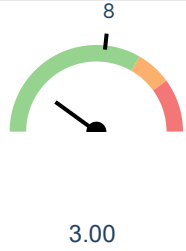


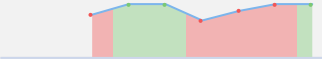
■ Off Track ■ Monitor ■ On Track ■ Missing Value

# Income Poverty

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU022T	Provide free access to swimming lessons (subject to WG funding), children's outdoor play areas, resources and information via library services	100%		Throughout 2023/24, Aura managed the Welsh Government/Sport Wales Free Swimming Initiative (for children and young people aged 16 years and under, people aged 60 years and over, and veterans and serving Armed Forces personnel). Aura continued to inspect and maintain nearly 200 free to access outdoor children's play areas, and continued to support residents with free access to written and digital resources, together with free Wi-Fi and free public access to computers, via its library network.
<input checked="" type="checkbox"/> CAU023T	Provide free activities and sports sessions during all school holidays within communities across Flintshire (subject to external grant funding)	100%		We offer a range of opportunities in a variety of venues for young people to attend. 6035 attended with 71 sessions on offer. this is reliant on Funding that we write bids for and are successful.
<input checked="" type="checkbox"/> CHC001T	Maximise the number of people signposted for support to facilitate longer term change	100%		The cost-of-living crisis continues to increase, impacting residents, and referrals to the Council continue to be received. Ongoing advice and support still form part of the Discretionary Housing Payments (DHP) application process and advice is also provided around options for support, even if a DHP application is unsuccessful. It is envisaged that with the implementation of Managed Migration to Universal Credit early 2024, more residents will require access to this support.
<input checked="" type="checkbox"/> CHC002T	Ensuring that take-up to benefit entitlement is maximised in a timely way by processing claims efficiently	100%		The target times for processing Housing Benefit and Council Tax Reduction Scheme new claims and change of circumstances applications have been met: 17 days for new claims and 3 days for change of circumstances. By processing claims and changes to entitlement efficiently, customers receive the correct amount of financial support when they need it, which is supporting customers to reduce income poverty.
<input checked="" type="checkbox"/> CHC003T	Maximise take up of the Discretionary Housing Payments scheme and other financial support	100%		The grant for Discretionary Housing Payments (DHP) has been fully spent supporting households requiring financial support with rent payments. Additional funding via the homeless prevention funds has also provided further support for administering DHP applications for 2023/24. There has been no confirmation of additional funds for 2024/25.
<input checked="" type="checkbox"/> CHC004T	Further develop our community hub approach giving access to a range of programmes, services and agencies together in one place	90%		The Community Support Hub in Shotton will remain open until March 2025. The Council are working on widening the model across Flintshire in collaboration with the Health Board and other agencies that are providing support in five key areas: food, income, fuel, digital and mental health.
<input checked="" type="checkbox"/> CHC033T	Explore development of support schemes to mitigate in work poverty	100%		A hardship scheme has been implemented to support Local Authority households. The Council continue to support households to mitigate effects of in-work poverty by promoting Discretionary Housing Payments (DHPs) and budgeting advice. Additionally, funding has been committed by homeless prevention funds to support DHPs.
<input checked="" type="checkbox"/> CHC034T	Deliver Welsh Government support schemes linked to the cost-of-living crisis	100%		In addition to delivering Welsh Government support schemes, the Council also delivered the Energy Bills Support Scheme on behalf of UK Government. This was the final scheme linked to the cost-of-living crisis and the last payment was issued in August 2023.

## Income Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU019M	Number of children enrolled in free swimming lessons	6,937.00			<p>6,937.00</p>	
<p>The number of children in Free Swimming for 2023/24 was 6,937 attendances and 409 sessions delivered across all pools in Flintshire (not just Aura).</p>						
CAU020M	Number of free to access outdoor play areas available to children across the county	198.00	195.00		<p>198.00</p>	
<p>The number of outdoor children's play areas managed by Aura remains static. Technically, Aura maintains 198 play areas based on data held within its inspection software, though context is required as a traditional play area and a skate park located on the same site are categorised by the software as two facilities rather than one. The original Target of 195 anticipated the strategic withdrawal from at least three sites based on the recommendations of an independent play survey completed in late 2020 (which identified 12 sites as having potential for strategic removal).</p>						
CAU021M	Number of items loaned (physical and digital)	454,378.00	245,000.00		<p>454,378.00</p>	
<p>Our performance for resources has continues to improve during this reporting year, both for physical loans and for our comprehensive digital offer, which includes e-newspapers and magazines, e-books and e-audio books .</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC001M	Average number of calendar days to process new claims for housing benefit and council tax reduction	13.00	20.00	22.00	 13.00	
<p>Performance has reduced since Q4 however this is expected as workloads are always higher in April due to an increase in new applications following the issuing of annual council tax bills and annual increases to rents. Also the Assessment Officer Team are carrying a vacancy.</p>						
CHC002M	Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	3.00	8.00	6.00	 3.00	
<p>Performance has improved by 4 days since Quarter 1, maintaining the same level for Quarter 3 and Quarter 4. Our overall performance for the year 2023/24 is 4 days which is within target. The improvement in performance is a result of recruitment in Quarter 1. The Assessment Officer Team were fully staffed until January 2024, however, performance may begin to reduce during Quarter 1 of 2024/25 due to current vacancies.</p>						
CHC003M	Total spend of Discretionary Housing Payments (%)	100.0%	100.0%	100.0%	 100.0%	
<p>The Discretionary Housing Payments (DHP) funds have been fully committed and spent. The level of funding in 2024/25 from the Department of Work and Pensions (DWP) remains the same as 2023/24. This continues to be a challenge for 2024/25.</p>						






# Child Poverty

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU013T	Provide free access to Fit, Fed and Read sessions during summer holidays providing activities, sport, reading, crafts and meals (subject to external grant funding)	100%		The 2023 Fit, Fed and Read community programme took place in nine locations across the county during a five-week period in July and August 2023. It is a multi-agency scheme with a wide range of public sector partners tackling issues such as health inequalities, food poverty, community cohesion, literacy levels, and physical and mental well-being. 5,040 families and young people attended the 39 sessions held over the five weeks. Over 50% of participants attended four or more sessions. The scheme made a significant contribution in supporting 3,000 children to sign up to the annual Summer Reading Challenge. 110 volunteering hours were recorded by our young ambassadors.
<input checked="" type="checkbox"/> CAU014T	Provide free physical activity and well-being sessions within the summer School Holiday Enrichment Programme (SHEP) (subject to external grant funding)	100%		Delivered in 13 schools for the 2023 Food and Fun, offering a minimum of 1 session a week with the option for the coordinators to book extra sessions for the 3 weeks of delivery. A range of sports and physical activities have been played during the 3 weeks, all lead by Aura Sport Development staff. A total of 1093 participants attended the 53 sessions within the program. this will continue Funding depending.
<input checked="" type="checkbox"/> CEY003T	Encourage further take-up of the free school breakfast for year 7 pupils eligible for free school meals	100%		All secondary schools were able to participate in the pilot project by the summer term of 2023. This national pilot ended in July 2023. Welsh Government are currently evaluating the findings from this.
<input checked="" type="checkbox"/> CEY040T	Contribute to the network of school uniform exchanges across the county supported by enhanced web and social media promotion	100%		A baseline survey was completed with schools during the summer term. This enabled us to establish a full understanding of uniform exchange schemes across the county and help us plan our future support strategy more effectively. Bespoke support was focused at secondary schools during the summer term. The Council website is currently being refreshed to provide further information regarding the uniform exchange schemes.
<input checked="" type="checkbox"/> CEY043T	Continue to ensure children and young people have access to transitional play/youth activity to support succession from play opportunities into youth clubs to further support young people's development'	100%		Areas of priority have been Leeswood and Sealand, with planning taking place in the Holywell area. The clubs are viewed as exit routes from play provision and a bridge into youth provision, such as a youth club.

## Child Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU022M	Number of children attending Fit, Fed and Read sessions during school holidays	5,040.00	5,000.00			
<p>5,040 children attended with 3,000 meals distributed and 39 sessions delivered.</p>						
CEY001M	Total number of children pre-registered for Summer Play Scheme	3,681.00	2,500.00	3,970.00		
<p>In 2023, Flintshire Play Development's Summer Playschemes saw remarkable success, attracting 3,681 children across 56 county sites, total attendance 11,907, ensuring their right to play in safe, supervised settings. Our streamlined digital registration system significantly improved data collection and personal information handling. Additionally, Welsh language promotion at all sites was effective, with children actively engaging with Welsh resources and using Welsh incidentally.</p>						
CEY002M	Total number of children pre-registered for community and school play sessions/support	1,854.00	300.00	353.00		
<p>Our community provisions have thrived, welcoming over 1,854 children from October 2023 to March 2024. This momentum propels us to expand our offerings, ensuring year-round play opportunities for children.</p>						

# Food Poverty

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU013T	Provide free access to Fit, Fed and Read sessions during summer holidays providing activities, sport, reading, crafts and meals (subject to external grant funding)	100%		The 2023 Fit, Fed and Read community programme took place in nine locations across the county during a five-week period in July and August 2023. It is a multi-agency scheme with a wide range of public sector partners tackling issues such as health inequalities, food poverty, community cohesion, literacy levels, and physical and mental well-being. 5,040 families and young people attended the 39 sessions held over the five weeks. Over 50% of participants attended four or more sessions. The scheme made a significant contribution in supporting 3,000 children to sign up to the annual Summer Reading Challenge. 110 volunteering hours were recorded by our young ambassadors.
<input checked="" type="checkbox"/> CHC005T	Introduce and develop a 'Well Fed at Home' service	100%		The 'Well Fed at Home' service launched in April 2023 and as this is a new initiative previous figures are not available to use as a base line. However, the service is proving popular. In Quarter 4, Well Fed had over 200 customers ordering meals from the Well Fed food hubs within the community led hubs and mobile shop.
<input checked="" type="checkbox"/> CHC006T	Continue to develop delivery of a "Hospital to Home" meals service	10%		The 'Hospital to Home' 12-week pilot launched on 2nd January 2024, providing free Well Fed meals and fresh provisions to residents being discharged from the three local community hospitals (Mold, Holywell and Deeside). Over the 12 weeks, 3 referrals were received. The pilot has been extended for a further 12 weeks continuing to work collaboratively with the community hospitals and the Care and Repair Team. If there is no increase in take up over the next 6 weeks, the widening of the pilot will be considered to Wrexham Maelor hospital.
<input checked="" type="checkbox"/> CHC007T	Continue to roll out a transported and delivered food service "Mobile Meals" to those who are vulnerable	100%		The 'Well Fed at Home' service launched in April 2023, with the 'Mobile Meals' forming part of this initiative. As this is a new initiative previous figures are not available to use as a base line. However, the service is proving popular. In Quarter 4, Well Fed had over 200 customers ordering meals from the Well Fed food hubs within the community led hubs and mobile shop.
<input checked="" type="checkbox"/> CHC035T	Further develop the warm spaces initiative in partnership with organisations and third sector	90%		Since the Croeso Cynnes 'Warm Welcome' project ceased in March 2023, 24 of the community led hubs have remained open, providing a warm welcome whatever the weather. The Council continue to work closely with the hubs to understand the resident's needs, supporting them with funding applications to remain open for their community.

## Food Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC005M	Number of residents enrolled in the "Mobile Meals" service	270.00	40.00	30.00		

The 'Mobile Meals' service continues to grow as part of the new Well Fed initiative, with over 200 customers purchasing the subsidized meals.

CHC006M	Number of residents supported by the "Hospital to Home" meals service	3.00	150.00	5.00		
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The discharging team in hospitals is aware of our hospital to home initiative, where we can provide a free food parcel for all patients who are being discharged if they require one. We are also working with the care and repair team as they support discharged patients to ensure they also have the opportunity to access the service. As with any new initiative, it takes time to bed-in therefore take up has been slow. Due to this we have extended the initiative for a further 12 weeks to maximise the take up and reminded the discharge team and care and repair to encourage their patients to accept the support. We have received great feedback from the residents we have supported so far, confirming it was a relief to know they had food to eat when they arrived home and they would be happy to pay for the service if they ever needed to in the future.






# Fuel Poverty

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE001T	Reduce the risk of fuel poverty for residents by increasing the energy efficiency of homes	100%	✔	1,203 measures delivered against a target of 1,200. The measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic are works carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.
<input checked="" type="checkbox"/> CPE002T	Engage, support and refer vulnerable households to reduce fuel poverty and improve health and well-being	100%	✔	508 households were supported against a target of 200. Measure consists of work carried out on post installation work as well as energy advice, help and guidance for the general public to assist with fuel poverty and the current energy crisis in general.

## Fuel Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE001M	Total number of households receiving energy efficiency improvements	1,203.00	1,200.00	1,245.00	 1,203.00	
<p>This measure is made up of various component parts delivered by the Domestic Energy Efficiency Project team. Included within the statistic are work carried out on private and public housing stock for renewable heating, gas central heating, loft and cavity insulation and solar photo voltaic installations.</p>						
CPE014M	Providing advice and signposting support to vulnerable households	508.00	100.00		 508.00	
<p>Measure consists of energy advice, help and guidance for the general public to assist with fuel poverty and the current energy crisis in general.</p>						

# Digital Poverty

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU015T	Provide free access to PCs and internet	100%		Aura's libraries provide access to a variety of digital stations, including standalone PCs, laptops and tablets available for loan or for use on site. We also provide networked internet access , Wi-Fi access at all our sites (including our mobile library) and help people to access the internet in their own homes through our Digital Loan Scheme.
<input checked="" type="checkbox"/> CGV007T	Support people to use digital technology through Digital Workforce Volunteers	100%		Supported by workforce volunteers, Digital Surgeries launched in March 2024. A schedule of surgeries are planned throughout 2024 in different towns across the county.
<input checked="" type="checkbox"/> CGV008T	Continue to provide free of charge public access to the internet at Flintshire Connects Centres	100%		Free of charge access to the internet is available at all Flintshire Connects Centres.

## Digital Poverty

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU024M	Number of digital stations available across the libraries' network	145.00	145.00			
<p>Aura's libraries provide access to a variety of digital stations, including standalone PCs, laptops and tablets available for loan or for use on site. We also provide networked internet access , Wi-Fi access at all our sites (including our mobile library) and help people to access the internet in their own homes through our Digital Loan Scheme.</p>						
CGV006M	Number of Digital Surgeries held at Connects Centres	4.00	3.00			
<p>Digital Surgeries launched in Holywell Connects in March 2024. Feedback from those visiting the surgeries has been positive and plans are progressing to extend Digital Surgeries across the county in 2024.</p>						
CGV007M	Number of Sim Cards issued to people in low income households	104.00	15.00			
<p>Flintshire Connects continue to offer free data and SIM cards across all Centres in partnership with The Good Things Foundation.</p>						

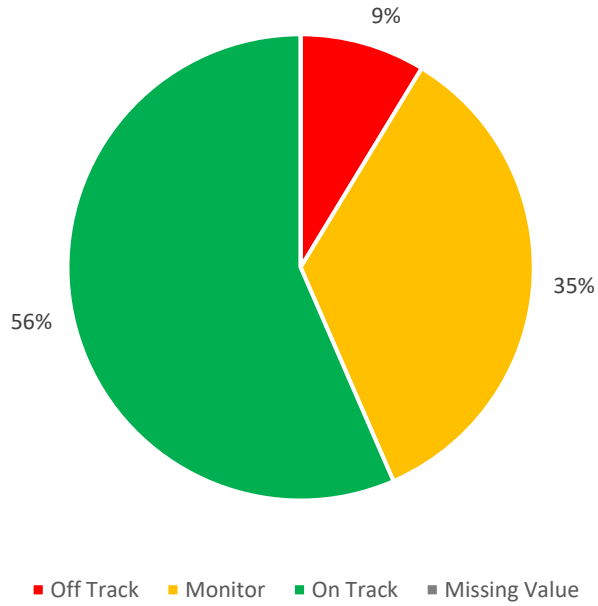
# Affordable and Accessible Housing

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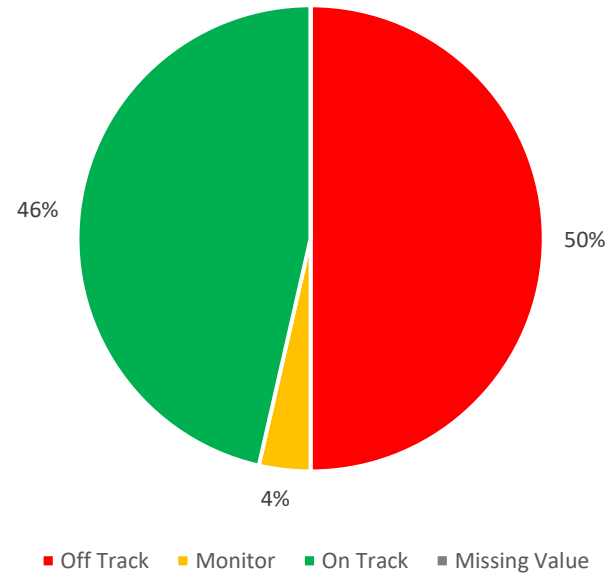
**Well-being Objective:** Housing in Flintshire meeting the needs of our residents and supporting safer communities

# Affordable and Accessible Housing Overall Performance

## Affordable and Accessible Housing - Action RAG Status







## Affordable and Accessible Housing - Measure RAG Status



# Housing Support and Homeless Prevention

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHC008T	Promote housing support and homeless prevention services with our residents and partners	100%	★	<p>Work continues to promote services through the development of website content and active engagement with residents electronically, which for many is a preferred method of sourcing information. Additionally, officers regularly attend local activities to promote services and support offers through groups such as local Community Hubs, Children's Services Forum and Citizen Advice Bureau frontline worker events and the Flintshire Support Network (FSN). Due to increased service demand progress against this action has been slower than intended within the last quarter.</p> <p>The Ending Homelessness Board has established a Communication and Workforce delivery group, now meeting on a regular basis. Critical friend activities have been undertaken by delivery group members to review website content available on the Council's website. Resident involvement activities are also scheduled with residents from the homeless hub to provide further feedback. Officers continue to engage with local partners to promote services and network to raise the profile of Housing Support and Homelessness and ensure Homelessness is everyone's business.</p> <p>Work continues to review and enhance the current suite of leaflets and letters linked to housing support and homelessness and the Council will seek to engage residents again for insight and ensure these resources meet their needs.</p>
<input checked="" type="checkbox"/> CHC009T	Commission a wide range of housing related support that meets the needs of the people of Flintshire	60%	●	<p>A tender was published for a Complex Needs Supported Housing Project Age 25+ but all bids received were unsuccessful. The Council are revisiting the specification, costings etc., so the tender can be re-published. The Council have recently finalised the Families Floating Support tender and in the next few weeks this tender will be published. The Housing Support Gateway allocation has recently received a 7.8% increase, with the Welsh Government Minister providing clear expectation that this should be used to address pay pressures in the first instance and assist commissioners in supporting providers to deliver on our broader commitment to Fair Work and the Real Living Wage.</p>
<input checked="" type="checkbox"/> CHC010T	Ensure a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business"	100%	★	<p>The Ending Homelessness Board has been established with full terms of reference and officer membership confirmed. The first meeting was held in December 2023. There is representation from across the Council with each portfolio nominating a representative to sit on the Board. The following delivery groups have now met 1) Communications and Workforce Development 2) Homeless Pressures Accommodation Supply 3) Partnerships, Processes and Protocols and adopted clear terms of reference and workplans which link to the action plan for rapid rehousing. Engagement with internal partners has been positive, however, more work on rapid rehousing is required with external partners as part of the rapid rehousing transition plan. A recent review of the Council's homelessness services by Audit Wales identified particular strengths in regard to partnership working with significant praise from partners and also in regard to the Council's collaborative nature of housing support and homelessness services, as reported to Cabinet in March 2024.</p>

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	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHC011T	Ensure when homelessness does occur it is rare, brief and non-recurring	100%		Housing Support and Homelessness services continue to explore every opportunity to prevent homelessness and reduce escalations in housing hardships that may lead to risk of homelessness. As reported to Overview and Scrutiny Committee and Cabinet in March 2024, it is clear that a high percentage (42%) of all homeless presentations resulting in access to emergency housing were 'homeless on the day' cases. This means prevention activity within the statutory framework of 56 day prevention duties are a limited tool available to the Homeless Team. Further work is required through the partnership's protocols and problem case delivery group and the soon to be established data insight delivery group, to understand whether those households presenting on the day are known to wider partner services who could assist in identifying risk factors and assist people to access services earlier. This would support the aspiration for homelessness to rare. Barriers to achieving shorter periods of homelessness (brief) are significantly hindered through a lack of 1 bed general needs housing, however, the rapid rehousing transition plan seeks to address the issue of supply and access to suitable housing for those who experience homelessness. We continue to offer follow on support for those people who exit homelessness to ensure tenancy sustainability and reduce the likelihood of repeat occurrences of homelessness. Recent announcement by Welsh Government of a 7.8% uplift in Housing Support Grant is welcomed and will help sustain and respond to increased demand for housing support and prevention services.
<input checked="" type="checkbox"/> CHC036T	Identify a site for a young person's homeless hub offering accommodation and support services	25%		We are currently revisiting and refining the details of the brief and developing a revised specification with colleagues from Youth Justice, Homelessness, Youth Services and Social Services for a 'Hub' approach. In addition, visits to existing hubs in other authorities are being arranged to understand the best designs and service configurations.
<input checked="" type="checkbox"/> CHC037T	Progress build project for the new homeless hub accommodation.	50%		After revisiting and refining the detail of the brief a feasible design has now been received from the architects. We have informally consulted with Planning Service and a positive response to the proposals has been received. Discussions have also taken place with the Welsh Government in relation to pre-application technical advice and funding.
<input checked="" type="checkbox"/> CHC038T	Deliver our Rapid Rehousing Transition Plan	100%		The Rapid Rehousing Transition Plan has now been submitted to Welsh Government and will be made available on the Council's website for public access and visibility in Quarter 1, 2024/5. The Ending Homelessness Board has been established and will oversee delivery of the Transition Plan. Delivery Groups have been established to take forward specific actions within the Transition Plan and report progress to the Board. The move to Rapid Rehousing is a long-term change programme. To support this, we will be recruiting a Rapid Rehousing Strategic Co-Ordinator as part of the Housing and Prevention Service restructure to support delivery and co-ordination of the Plan.

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## Housing Support and Homeless Prevention

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC007M	Number of presentations to the homeless service	2,006.00	1,400.00	1,598.00		
<p>Presentations to the homeless service continue to be significant. Over the year a total of 2,006 presentations were made in 2023/24. Of those households who were identified as at risk of homelessness or homeless and approached the Council for support a total of 1,276 have progressed to a Homeless Assessment (Section 62 Housing (Wales) Act 2014) in the year. Those who did not progress were either offered advice and assistance, as they were not at risk of homelessness, ineligible, or further contact was not made when officers were seeking to undertake the Homeless Assessment. In the previous year, a total of 911 Section 62 Homeless Assessments were completed. This shows a 40% increase in demand for service.</p>						
CHC008M	Percentage of successful prevention outcomes for homelessness under Housing (Wales) Act 2014	61.00%	70.00%	59.25%		
<p>A total of 403 prevention outcomes have been recorded during the year. 234 of these were positive prevention outcomes where these households were supported to avoid homelessness. Those who did become homeless progressed onto other duties and were assisted accordingly by the Homeless Team under statutory duties. It is noted that fewer prevention duties have been accepted in the final quarter of the year. This highlights the challenge of operating a homeless prevention service, within current legislative framework, when high numbers of people present as homeless on the day and often fulfilling a priority need category triggering additional duties for the Council around homeless accommodation.</p>						
CHC009M	Percentage of successful relief outcomes for homelessness under Housing (Wales) Act 2014	40.00%	45.00%	44.26%		
<p>A total of 686 relief outcomes were recorded during the year. 264 of these were positive relief outcomes and these households were supported to exit homelessness. When breaking down the successful outcomes across reporting periods there were 60 positive outcomes in Quarter 1, 72 in Quarter 2, 83 in Quarter 3 and 48 in Quarter 4. This demonstrates significant challenges relating to homelessness and housing market conditions with fewer opportunities to move people on and help them exit homelessness.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC010M	Number of households accommodated by the Council under Housing (Wales) Act 2014 homeless duties	282.00	150.00	184.00	<p>150</p> <p>282.00</p>	

At the end of the reporting period, there were 282 households (363 people) in interim housing. This is a significant increase over the course of the year and reflects the ongoing pressures within the homelessness system. Annual target was to sustain a similar level of households in homeless accommodation. Whilst the number of homeless households accommodated by the Council is a concern this is not unique to Flintshire. The breakdown of household types is as follows; Single Male 199, Single Female 40, Families 124, Rough sleeping figures remain low (1).

CHC011M	Average length of stay (days) for those households in interim homeless accommodation under Housing (Wales) Act 2014	202.00	130.00	95.28	<p>130</p> <p>202.00</p>	
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Pressures on homeless accommodation continue to be significant with high numbers of households assisted with accommodation due to homelessness. There are significant barriers to move on from homeless accommodation, due to lack of available social housing (of the right types in the right places) and a difficult private rented sector. This means that people are remaining in homeless accommodation longer. The homeless cohort average stay was 151.33 days in Quarter 4. When broken down further by household type, singles and couples without children are reported as 206 day average with families reported as 177 days average. The total average days for the full year is 202 days.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC012M	Number of referrals received through the Housing Support Gateway	2,007.00	1,400.00	1,447.00		

The Housing Support Grant Gateway (HSG) serves as our central referral system, facilitating access to essential support services. A total of 559 referrals were recorded during Quarter 4. For the full financial year, the HSG Gateway received 2,007 referrals. Referrals have increased by 7% compared to Quarter 4 of the previous financial year. Referrals increased by 12% from the preceding quarter (Quarter 3), indicating a notable increase in demand for support services. This is in line with trends from previous years.

Significant efforts have been made to promote our support services, resulting in heightened awareness and increased referral rates. Continuous engagement in promotional and outreach activities has contributed to the continued growth in referral numbers.

A recent review of the Housing & Prevention Service website hub has recently taken place to understand user experience and accessibility. A service user feedback session was conducted to gain insights into the preferences and needs of our target audience. Emphasis was placed on understanding how users navigate the website to identify areas for improvement. Valuable feedback obtained from the session will inform strategic enhancements to the website, ensuring it remains user-centric and responsive to the needs of our stakeholders.

The HSG Gateway continues to play an important role in connecting individuals with essential support services. The significant increase in referrals is evidence of the effectiveness of our promotional efforts and ongoing initiatives. Moving forward, we remain committed to optimizing service accessibility and encouraging feedback to drive continuous improvement to better serve our community.

# Housing Needs and Housing Options

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHC016T	Develop self-service approaches that enable people to identify their own housing options through online support	60%	●	<p>The website is currently under development to include additional self-service housing options advice. Developments will include a waiting time calculator for being rehoused into Social Housing and an eligibility tool.</p> <p>Applicants were recently invited to take part in a customer satisfaction survey. Respondents were asked to identify what services or functions they would like to access digitally. The responses included having the ability to notify the Council of changes in circumstances, complete reviews etc. This data will help inform future enhancements to our current online services.</p>
<input checked="" type="checkbox"/> CHC039T	Create a Single Point of Access service for housing help and advice	60%	●	<p>The dedicated Homeless Duty Officer pilot findings are still being analysed and will help inform future plans for service delivery. Any changes to the delivery of the Homeless Prevention Service will be embedded as part of the pending restructure.</p>

## Housing Needs and Housing Options

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC013M	Number of applicants on the Common Housing Register	2,067.00	2,400.00	2,424.00	<p>2,067.00</p>	
<p>At the end of Quarter 4 there were 2,067 live applications for Social Housing. The decrease in live applications can be linked to the Housing Register Team now only being responsible for Flintshire's register providing capacity to undertake data cleansing, dealing with cancellations and suspensions in a more timely manner. However, the demand for Social Housing remains high compared to the properties that become available each year.</p>						
CHC014M	Customer satisfaction data for the Housing Register Service (%)	40.00%	40.00%	52.27%	<p>40.00%</p>	
<p>In January all applicants were approached and invited to take part in the survey. 210 responses were received. When first approaching the Housing Register Service, 50% of applicants stated the service received was Excellent or Good. It is however noted in the following table that satisfaction drops when later asked to rate the 'Overall satisfaction with the Housing Register Service' where the response of Excellent or Good drops to 32%. This likely accounts for the fact that: 1) Residents are experiencing increased waiting times for social housing which creates general dissatisfaction with the services and assistance offered. 2) Changes being implemented to enable more digital access are yet to be fully rolled out.</p>						
CHC015M	Number of applicants rehoused via SARTH by All Housing Partners	539.00	610.00	534.00	<p>539.00</p>	
<p>There has been a total of 539 applicants rehoused via the Housing Register this year as follows; 62 were rehoused into Clwyd Alyn properties, Flintshire County Council 422, Grwp Cynefin 11, Wales and West 44. In Quarter 4 of this year the breakdown was as follows; Clwyd Alyn 16, Flintshire County Council 105, Grwp Cynefin 3, Wales and West 13 which totals 137 moves.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC016M	Number of applicants rehoused via SARTH by Flintshire County Council	422.00	440.00	366.00		
<p>This year 422 applicants moved into Flintshire County Council properties of which 105 applicants moved in Quarter 4.</p>						
CHC017M	Number of households rehoused with significant adaptations requirements	9.00	10.00	15.00		
<p>This measure seeks to highlight the work of the specialist housing panel and the rehousing of households with significant property adaptation requirements. Due to the complexity of some applicant's property need, the traditional route of the Common Housing Register and existing stock would not routinely meet the needs of this cohort of residents. The specialist housing panel therefore seeks to focus on those residents who without creative and innovative housing solutions, would fail to have their housing needs met. At the end of the reporting year there are 53 live applicants being reviewed by the specialist housing panel and 9 households have been successfully rehoused in the last 12 months. A further 6 households are under offer and awaiting works to be completed.</p>						

# Social Housing

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHC019T  <div style="writing-mode: vertical-rl; transform: rotate(180deg); position: absolute; left: -40px; top: 50%; font-weight: bold;">Page 483</div>	Work with housing association partners to build new social housing properties and additional affordable properties	90%	●	<p>There have been delays to the Programme, however, the Council continue to work closely with our Registered Social Landlords (RSL) partners to mitigate the various challenges and delays. These include the increase in the cost of living, which led to Contractors entering administration and withdrawing from contracts. Contractor insolvency and repricing/funding pressures impacted on start on site for Northern Gateway (100 units), Mynydd Isa (56 units) and completion of Station Road (8 units) and Buckley (9 units).</p> <p>Alternative contractors have been procured for Northern Gateway (100 units). Mynydd Isa (56 units) and are now on site and in contract. Expected contract full completion date for Mynydd Isa is set for November 2025, with a phased handover approach, with Phase 1 being available January / February 2025.</p> <p>In relation to Buckley (9 homes), the RSL obtained Board approval on the February 2024, for the revised contract and completion is now expected June 2024.</p> <p>Build started on Station Road (8 units) in August 2023, however as the original contractor went into administration an alternative contractor had to be sourced to complete this development and expected completion is October 2024.</p> <p>Additional Social Housing Grant funding was required to complete both Land at Buckley (9 units) and Station Road (8 units).</p> <p>An outline planning application for another scheme (62 homes) has faced delays and the RSL resubmitted the outline planning application, which was agreed in March 2024.</p> <p>Regular meetings continue to be held with the RSL's to try and identify any potential risks and delays to schemes in order to try and ensure that, where possible, mitigation and remedial action/s may be taken.</p>
<input checked="" type="checkbox"/> CHC020T	Increase the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes	0%	▲	<p>There has been slippage in Quarter 4 due to legal issues around Section 106 relating to six properties and completion delays affecting seven properties via Redrow. The Council had expected to have completed these within this financial year, however, it is anticipated these 13 properties will complete next financial year (2024/25).</p>
<input checked="" type="checkbox"/> CHC021T	Ensure the Council's housing stock maintains the current Welsh Housing Quality Standards	50%	★	<p>The Council continues to target properties that do not meet the Standard Assessment Procedure (SAP) 65 rating through various improvement works. This includes, installation of efficient central heating systems, renewable technology (Solar Panels and Air Source Heating) and extensive external refurbishment contracts comprising of new windows, doors, loft insulation and roof coverings, the energy performance and thermal efficiency of our properties is addressed and improved. Our current average SAP rating for our entire stock is 73.5%.</p> <p>The Council are currently moving towards incorporating our decarbonisation measures into our investment programmes of refurbishment works to our tenanted homes.</p> <p>The Council are also currently working towards drafting a new compliance policy in relation to the new Welsh Housing Quality Standards 2023, which will be incorporated into our investment programmes, along with our standards and specifications of works.</p>

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHC022T	Finalise the plan for the de-carbonisation of Council homes in line with Welsh Government guidance to ensure their thermal efficiency is optimised and the cost of heating homes are minimised	50%	★	The Decarbonisation Strategy is currently in draft form and the service is currently reviewing the associated work programmes and plans. The Strategy will be finalised, alongside the programme of works, over the next three years in line with Welsh Government deadlines.  The delayed launch of Welsh Housing Quality Standards 2023 has impacted upon timescales. Contract holder and Member workshops will be scheduled, and updates conveyed through Programme Board, Overview and Scrutiny Committee and management team meetings.
<input checked="" type="checkbox"/> CHC023T	Work with residents to ensure our communities are well managed, safe, and sustainable places to live	80%	★	Staff service improvement groups are working through priorities as identified through the last Survey of Tenants and Residents (STAR) to see where improvements can be made.
<input checked="" type="checkbox"/> CHC024T	Support our tenants to access technology and create sustainable digital communities	10%	▲	The original business plan requesting Wi-Fi to be installed in the HRA community centres was declined by the Digital Strategy Programme Board, therefore an updated business case is being developed and will be presented to the board in the future.
<input checked="" type="checkbox"/> CHC026T	In partnership with Denbighshire Council, create a new Dynamic Procurement System in order to ensure CPR's are met and provide a wider opportunity for tendering Disabled Adaptation projects	50%	●	This project has had numerous delays due to workforce absences and recruitment. In addition, due to a number of other framework agreements expiring at the end of March 2024, resources have been reallocated to focusing on these.
<input checked="" type="checkbox"/> CHC040T	Ensure that any new social housing stock meets Development Quality Requirements (DQR) standard energy efficiency A rating	100%	★	Welsh Government published the refreshed Welsh Housing Quality (WHQS) standards on the 24th October 2023. All properties will be designed to meet the updated standards and Development Quality Requirements (DQR).





## Social Housing

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC018M	Number of Council Homes under construction	0.00	85.00	38.00		
<p>Schemes have slipped in the programme and are currently at Welsh Government Technical Approval stage before the planning applications can be submitted with a view to being on site in the last quarter of 2024/25. Mostyn (30) and homeless provision at Duke Street and Park Lane (6) were technically on site at the start of April 2023 i.e. this financial year and are now included in the number of Council Homes completed figure. The Council anticipate that by Quarter 4 next financial year, we should be on site with 55 homes. These include Wirral View (4), Ffordd Llanarth (20), Station Road (4), Alyn Road (4), Borough Grove (4), School Lane (3) and Altami Road (16).</p>						
CHC019M	Number of Council Homes completed	50.00	22.00	0.00		
<p>While the figures show that we are ahead of programme this year with the number of homes completed, this is a result of slippage from the schemes included in the last financial year's figures. This figure includes Mostyn (30) and homeless provision at Duke Street and Park Lane (6) which were technically on site at the start of April 2023 i.e., this financial year and are now included in the number of Council Homes completed figure. This figure also includes acquisitions where Transitional Accommodation Capital Programme (TACP) funding has been utilised.</p>						
CHC020M	Number of Affordable Homes under construction via NEW Homes	13.00	0.00	6.00		
<p>There has been slippage in Quarter 4 due to some legal issues around Section 106, relating to six properties and completion delays relating to seven properties, which was expected to have been completed this financial year. However, we anticipate that these 13 properties will complete in the next financial year (2024/25).</p>						

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Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC021M	Number of Affordable Homes completed via NEW Homes.	0.00	30.00	0.00		
<p>There has been slippage in Quarter 4 due to some legal issues around Section 106 details relating to six properties and completion delays relating to seven properties via Redrow which we expected to have been completed this financial year. However, we anticipate that these 13 properties will complete early next financial year.</p>						
CHC022M	Number of Residential Social Landlords (RSL's) homes under construction	173.00	96.00	22.00		
<p>This figure includes schemes, which have been delayed and also those where additional funding has been provided by the Welsh Government. This includes Buckley (9) and Station Road (8), 100 units at Northern Gateway and 56 units at Mynydd Isa.</p>						
CHC023M	Number of Residential Social Landlord (RSL's) homes completed	30.00	33.00	43.00		
<p>We were anticipating that a three bed additional needs scheme would have completed by the end of March 2024. However, due to delays in acquiring the property, completion is due end of April 2024.</p>						
CHC026M	Total number of Small Disabled Adaptations completed	964.00	320.00	987.00		
<p>The referrals received have been higher than expected for a second year and therefore, there are plans to review this and gain understanding of the reasons why and the target to be reviewed in the process.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC027M	Average number of days to complete a Small Disabled adaptation	14.00	28.00	7.00		
<p>The Care and Repair team undertake all minor works and are currently meeting Welsh Government targets. These are small adaptations, which are classed as priority. They are to prevent risk, hospital admissions, and include fitting grab rails and handrails within properties.</p>						
CHC034M	Total number of Disabled Adaptations completed	1,050.00	428.00	1,097.00		
<p>We have far surpassed the original target for this year and this has been the result of an increase in the number of minor adaptations referrals received and completed.</p>						
CHC036M	100% spend of Welsh Government funding for the PDP	96.00%	100.00%			
<p>There were 26 schemes that were originally prioritised for inclusion within the main programme. Although not all of these schemes were able to be progressed for various reasons circa 96% of the allocated Social Housing Grant of £13.3m has been drawn down this financial year. In addition, the Council also submitted an expression of interest form in relation to Transitional Accommodation Capital Programme (TACP) funding in 2023/24. The Council were initially awarded circa £1.6m. Subsequently, at the end of 2023, the Council applied for additional TACP funding of around £1.1m, which was agreed by the Welsh Government and we anticipate that our total allocation of TACP in 2023/24 will be at least £3m.</p>						

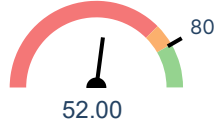

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC037M	Increase in stock capacity correlates with demand profile	48.00	56.00		 48.00	
<p>Over 70% of the programme for development consists of one or two bedroom units. The housing prospectus has identified a higher percentage of housing is required for single person households under retirement age and for smaller households. There is an historic imbalance in the proportion of housing available to this group, with most social housing consisting of two or three bedroom houses for families and also sheltered housing for people over the age of 55. Of the 80 additional units provided 60% consist of 1 and 2 bed units.</p>						
CHC038M	Maintain the Welsh Housing Quality Standard to all Flintshire County Council stock (%)	100.00%	100.00%		 100.00%	
<p>The Council continue to maintain the existing Welsh Housing Quality Standards whilst implementing the new standards accordingly. The new standards will be measured from April 2024 onwards.</p>						
CHC039M	Total number of Medium Disabled Adaptations completed	77.00	100.00		 77.00	
<p>Unfortunately, due to staff absences within the team, jobs were not progressed as quickly as usual within Quarter 4. This target was set using an average of last years completed cases, however it is noted that is it difficult to compare data as the number of completed cases varies every year. The number of adaptations is dependent upon the number of referrals received from Social Services. The number of referrals the Council will receive yearly from the public is unknown.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC042M	Average number of days to complete a Medium Disabled adaptation	136.00	122.00			
<p>Unfortunately, the target timescales for medium jobs has not been met, there have been delays on some cases which have been caused by unforeseen events. The Christmas period and recent spells of bad weather has also created delays and impacted on the number of jobs completed in Quarter 4. Medium sized adaptations can be wide in scope and therefore, can take a range of days to complete.</p>						
CHC043M	Total number of Large Disabled Adaptations completed	9.00	8.00			
<p>Having had staffing shortages in 2021/22, meant that only four large adaptations in 2022/23 were completed. All vacancies were filled successfully and we have exceeded our target for 2023/24.</p>						
CHC044M	Average number of days to complete a Large Disabled adaptation	508.00	456.00			
<p>All outstanding legacy cases have now been completed, however they have still had an adverse effect on the current target, although there has been improvement in Quarter 4. Although meeting this target can be difficult when cases are complex, the aspiration for next year is to meet the target, especially as all outstanding legacy cases have been completed.</p>						

# Private Rented Sector

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHC028T	Engage with private sector tenants, giving them a voice, and responding to their needs	100%	★	The Council continue to work with The Pension Advisory Cymru and North Wales Local Authority partners to increase resident engagement in the private rented sector. This is proving challenging but efforts continue and communication and awareness activities are ongoing. With the recent changes to Local Housing Allowance (LHA) Rates and uplifts due 1st April 2024 the group have focused on responding to questions about the new LHA Rates. A further factsheet has been produced and released in March 2024 about this issue.
<input checked="" type="checkbox"/> CHC029T	Work in partnership with landlords and private sector agents to better understand their needs	90%	●	Work continues with regards to housing support and advice for landlords when they have issues with residents. This is positive prevention activity to avoid housing problems and risks of homelessness. Where landlords are selling properties we now have a purchase offer and an established process in partnership with Housing Strategy and Empty Homes Teams. This is in direct response to landlords telling us they are selling up and leaving the market. The action is not 100% complete as the Council had intended to have more Landlord Forums in partnership with the National Residents Landlords Association but have not been able to complete these Forum Meetings as initially intended.
<input checked="" type="checkbox"/> CHC044T	Create a Private Sector Housing Support Team	100%	✔	In terms of the actions that the service can take to deliver this task, we are 100% complete. The Private Sector function for Housing & Prevention Service will sit within the Homefinder Team (remit housing advice, housing register, homeless accommodation, landlord support). All jobs have been costed into the restructure and currently undergoing job evaluation. Confirmation has been received that Housing and Prevention Service is a priority for job evaluation and restructure.

Private Rented Sector

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHC040M	Landlords engaged through Flintshire Landlord Forum	52.00	80.00			

The Landlord Forum has not met as frequently as we had hoped this year. Another online forum was held in January 2024 and 27 landlords and agents registered. The Forum agenda included sector specific updates from the National Residential Landlords Association (NRLA); an overview of landlord support services offered by the Council and promotion of the Housing Support Gateway; and support available for contract holders. Council staff have also supported colleagues in the NRLA at regional events and coffee and catch-up sessions hosted by the NRLA.

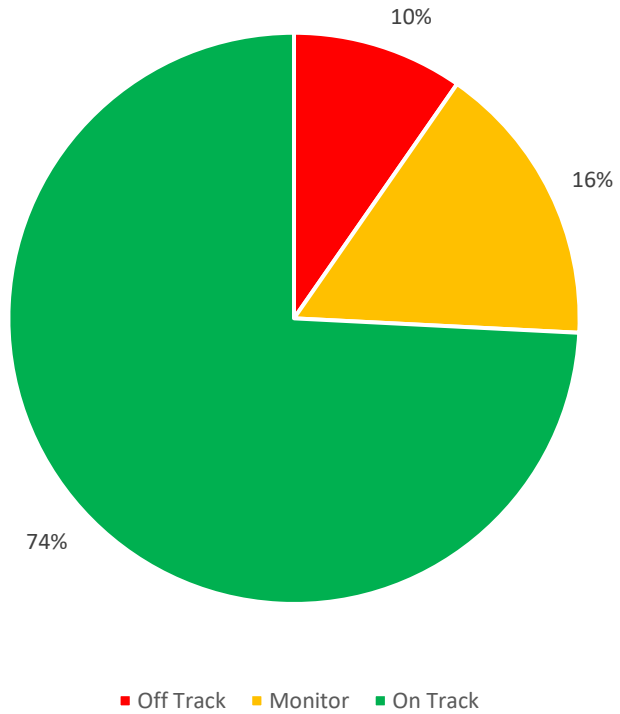


# Green Society and Environment

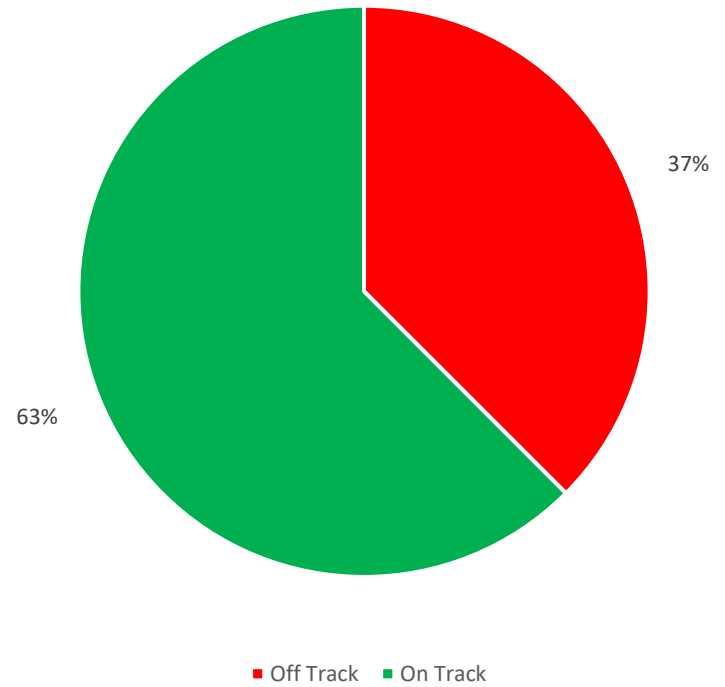
**Well-being Objective:** Limiting and enhancing the impact of the Council's services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint.

# Green Society and Environment Overall Performance



## Green Society and Environment - Action RAG Status



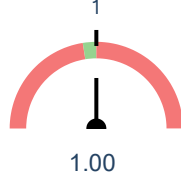
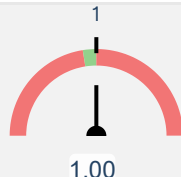
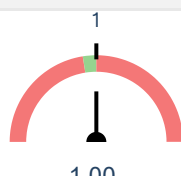
## Green Society and Environment - Measure RAG Status



# Phosphates Mitigation

	Action	Percentage Complete	RAG	Comment
 CPE044T	Produce guidance on viable and deliverable options to mitigate the impact of phosphates from new development on Special Areas of Conservation (SAC) protected rivers	100%		This action is no longer relevant nor required. The adoption of the Local Development Plan (LDP) was premised on the basis of certain allocated housing sites having to demonstrate nutrient neutrality in terms of not harming the Bala Lake and River Dee Special Area of Conservation (SAC) through the release of phosphates from waste water treatment works into the River Alyn. Work commenced on the feasibility of developing wetlands alongside the waste water treatment works at Mold, Buckley and Hope, which would have required developer financial contributions as part of a process to have been set out in Supplementary Planning Guidance (SPG). However, the release of updated and unchanged permits for the three waste water treatment works by Natural Resources Wales and the availability of 'headroom' (difference between the level of phosphate permitted by the permit and the actual level of phosphate being released by the treatment works) evidenced by Dwr Cymru Welsh Water has provided a window within which to deliver LDP allocations. However, in the longer term it will be necessary to revisit mitigation measures and the production of SPG to address phosphates and river quality and this is being overseen by the Dee Nutrient Management Board.

## Phosphates Mitigation

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE015M	Completion of Flintshire County Council's Wetlands Feasibility Study Report	1.00	1.00		 1.00	
<p>The need for a Wetlands Feasibility Report has been overtaken by headroom capacity at Mold, Buckley and Hope waste water treatment works. Housing sites in the Local Development Plan (LDP) can be accommodated by the existing waste water treatment works, without harm to the Bala Lake and R. Dee Special Area of Conservation.</p>						
CPE016M	Completion of Review of Permits at wastewater treatment works by NRW	1.00	1.00		 1.00	
<p>In conjunction with Dwr Cymru Welsh Water, Natural Resources Wales (NRW) have issued revised permits for Mold, Buckley and Hope waste water treatment works. 'Headroom' exists to accommodate the waste arising from Local Development Plan (LDP) allocations without harm to the Bala Lake and R. Dee Special Area of Conservation.</p>						
CPE017M	Upgrade of Mold and Buckley wastewater treatment works by DCWW	1.00	1.00		 1.00	
<p>Mold, Buckley and Hope waste water treatment works are operating well below the phosphate limits specified in the revised Natural Resources Wales permits. There is no need at present for investment at these three facilities in terms of dealing with phosphates.</p>						

# Net Zero Carbon Council

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE009T	Review the procurement policy to reduce greenhouse gas emissions from suppliers	100%	✔	100% complete. The revised Procurement Strategy for 2024/2027, which includes a key theme on climate change, was formally adopted by Cabinet in March 2024.
<input checked="" type="checkbox"/> CPE010T	Develop plans towards net zero carbon for our assets in line with Welsh Government guidance	100%	✔	The Council's investment in the RE:fit framework for 2024/25 and 2025/26 will see energy efficiency and renewable energy works worth £1.5 million invested in our building assets. The framework has been awarded and project work will commence post-April 2024. Welsh Government commissioned surveys of our school sites through AECOM are being carried out throughout 2024 and these will help to inform any further works needed to decarbonise our buildings.
<input checked="" type="checkbox"/> CPE011T	Work with Flintshire's leisure and culture trust partners to reduce carbon emissions	100%	✔	The Climate Change Team have continued to work with AURA on establishing their baseline carbon footprint, and formulating a carbon reduction plan through engagement with their stakeholders. Leisure facility assets will be appraised as part of the RE:fit programme alongside other Council building stock.
<input checked="" type="checkbox"/> CPE045T	A net zero carbon Council by 2030 and supporting wider decarbonisation actions across the County, making this central to Covid-19 recovery	10%	★	The Council's carbon footprint for 2022/23 has been calculated and reported to Welsh Government. This report was appraised by both the Environment and Economy Overview and Scrutiny Committee and Cabinet in November 2023. The programme of activities to decarbonise the Council's assets and services continues to work to plan by meeting interim targets. This is a long term target taking us to 2030, and we are currently on target at 10%, giving us a green RAG status.

Net Zero Carbon Council

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE004M	Reduction in Council greenhouse gas emissions	32,328.00	33,521.00	44,980.00		
<p>Emissions for 2022/23 were lower than forecast, however, this is largely due to the change in emission factors for supply chain. Baselines will be reviewed within the Climate Change Strategy Review in 2024/25.</p>						
CPE018M	Percentage of Councillors received carbon related training	48.00%	80.00%			
<p>Engagement and take up of carbon related training by Members has been lower than anticipated (32 Members), and the delay in roll out of the carbon essentials e-learn has meant a more accessible training has not been available. However, Carbon training has now been added to the mandatory training for Councillors and therefore, it is anticipated that this figure will rise over 2024/25.</p>						
CPE019M	Percentage of employees received carbon related training	0.85%	5.00%			
<p>52 employees have completed carbon related training. 32 of these are senior leaders from across the Council which is very positive. This target for 2023/24 has not been met due to the delay in launch of the Climate essentials e-learn. This is being rolled out alongside the new e-learning platform, and will be promoted to ensure take up is higher over 2024/25. It should also be reviewed that this training is included in the mandatory learning for employees.</p>						

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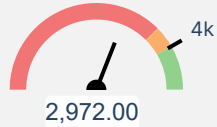
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE020M	Number of contracts with carbon impact assessed	3.00	10.00			
<p>Although only three large contracts have been assessed, these equate to a value of approximately £81 million over the next few years, which will not only allow us to report actual carbon emissions from these contracts, but include carbon measures within the construction phase so as to lower the carbon impact of our new build operations. Further engagement with large suppliers and commissioning officers will improve this target over the next financial years.</p>						
CPE021M	Percentage of schools accessing the support package	25.00%	15.00%			
<p>20 schools have accessed the Carbon toolkit package which is now available publicly on the Council's website. Ongoing support and engagement is being provided to schools to ensure successful delivery of the support package.</p>						
CPE022M	Percentage of Town and Community Councils accessing the support package	59.00%	15.00%			
<p>20 Town and Community Councils have accessed the Carbon toolkit package which is now available publicly on the council's website. Ongoing support and engagement is being provided to them to ensure successful delivery of the support package.</p>						

# Climate Change and Adaptation


	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE012T	Review the Council's Flood Risk Management Strategy	60%	●	A working draft of the strategy has been drafted with consultants and the next stage is to complete the draft action plan in order to carry out stakeholder consultation with Members and key stakeholders. This will then lead to a public consultation exercise on the strategy before review of comments made, sign off by the Council, and submission to Welsh Government
<input checked="" type="checkbox"/> CPE013T	Review the Council's Strategic Flood Consequences Assessment	100%	✔	Strategy complete and feedback has been provided to our consultants. The strategy has not yet been submitted to Welsh Government as there are further delays in the publication of the revised TAN15
<input checked="" type="checkbox"/> CPE014T	Carry out flood investigations and alleviation works where appropriate	100%	✔	This is an ongoing business as usual task that is the core business of the FCERM team. They are currently still engaged with multiple investigations following storm Babet and will be planning mitigation works as part of completing the review of the Food Risk Management Strategy.
<input checked="" type="checkbox"/> CPE015T	Assess the feasibility of schemes within land assets for resisting flood and drought while enhancing biodiversity and increasing carbon storage	90%	★	Work has been carried out between both Climate Change and Biodiversity teams to identify land assets that would be appropriate for such schemes. All land assets have been assessed through a matrix considering a number of criteria including flood risk, potential for development, biodiversity value, etc. This desktop exercise has highlighted a small list of potential sites for schemes. This is being further investigated and scoped with other teams across the Council to create a final list of feasible schemes. Completion target June 2024.
<input checked="" type="checkbox"/> CPE046T	Ensure climate change and biodiversity are considered a priority in key decision making across all Council services	90%	★	The new Integrated Impact Assessment has been through piloting and has now been launched across the Council in partnership with Manchester University. This new tool ensures that decisions affecting carbon impacts, biodiversity impacts, equalities and Welsh language. Process and roll out are being reviewed with support from Internal Audit with changes being made over the coming months.
<input checked="" type="checkbox"/> CPE047T	Identify projects to further support climate adaptation ambitions following Welsh Government guidance	40%	●	Research has been carried out to establish best practice and collate risks relevant and applicable to the county of Flintshire. Workshops with stakeholders to define risks and mitigation actions are being integrated into the climate change strategy review over 2024/25.



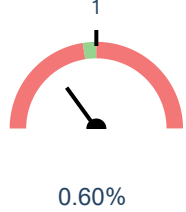
## Climate Change and Adaptation

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE023M	Number of homes protected in vulnerable flood risk areas in Flintshire	0.00				
Target will be set once the Flood Risk Management Strategy has been completed						
CPE024M	Increase in carbon sequestered (Kg/tCO <sub>2</sub> e)	2,972.00	4,000.00			
Tree planting over the 2023/24 year, that can be included within the carbon sequestration data, has been lower than forecast. Targets will be updated to reflect this.						

# Flood Risk Management Strategy



	Action	Percentage Complete	RAG	Comment
 CPE012T	Review the Council's Flood Risk Management Strategy	60%	●	A working draft of the strategy has been drafted with consultants and the next stage is to complete the draft action plan in order to carry out stakeholder consultation with Members and key stakeholders. This will then lead to a public consultation exercise on the strategy before review of comments made, sign off by the Council, and submission to Welsh Government

## Flood Risk Management Strategy

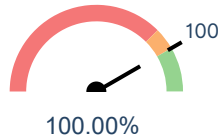

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE025M	Completion of the Flood Risk Management Strategy by the revised Welsh Government due date (March 2024)	0.60%	1.00%			

The Council have informed Welsh Government of its intention to complete its strategy by Autumn 2024 and this has been accepted.


# Strategic Flood Consequences Assessment

	Action	Percentage Complete	RAG	Comment
 CPE013T	Review the Council's Strategic Flood Consequences Assessment	100%		Strategy complete and feedback has been provided to our consultants. The strategy has not yet been submitted to Welsh Government as there are further delays in the publication of the revised TAN15

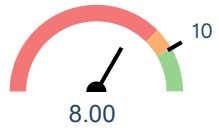
## Strategic Flood Consequences Assessment

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE026M	Percentage compliance with Welsh Government delivery timetable	100.00%	100.00%		 <p>100.00%</p>	
<p>The delivery timeframe has slipped as Welsh Government have not yet been able to publish TAN15, which needs to happen in order for the strategy to be finalised and compliant with the TAN.</p>						

# Fleet Strategy





	Action	Percentage Complete	RAG	Comment
 CST015T	Reduce the environmental impact of our fleet by transitioning to ultra low emission vehicles (ULEV)	3%	★	Following the decision to return the fleet provision to an in-house service, work has commenced to renew the fleet and move through a managed exit with the incumbent supplier. This work continues and future planning to enhance the ultra low emission vehicles (ULEV) fleet will continue throughout 2024.

Fleet Strategy

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST013M	Number of Ultra Low Emission Vehicles on Fleet	8.00	10.00			


Six Electric Cars have been delivered to Social Services and two Electric Recycling Collection Vehicles have entered service in March 2024.

# Green Environment

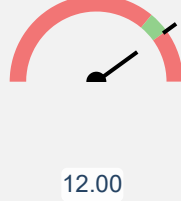
	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE016T	Enhance the natural environment through the delivery of the Section 6 Environment (Wales) Act 2016 biodiversity duty	100%		Significant natural environment enhancement through changes in estate management, tree planting, green infrastructure projects. Section 6 delivery supported by increased cross department awareness and action and additional grant funded natural environment team capacity.
<input checked="" type="checkbox"/> CPE017T	Deliver an increase in canopy cover as part of the Urban Tree and Woodland Plan	100%		The annual tree planting programme is complete with over 10,000 trees planted.
<input checked="" type="checkbox"/> CPE048T	Progress Ash Dieback Action Plan	100%		Despite lead officer absence for six months and a gap in technical support due to officer retention/recruitment, the team completed the high risk/priority Flintshire owned tree works.
<input checked="" type="checkbox"/> CPE049T	Develop a strategy to improve biodiversity and carbon sequestration on the agricultural estate	30%		This action has been delayed due to delays in Welsh Government guidance and support. Decisions around strategy to engage farmers with carbon action hinges on Welsh Government's new Agricultural payment scheme and its approach towards supporting sustainable farming. A decision making tool is being developed for when land assets become available, to ensure that all considerations are made for the land in meeting the Council's ambitions and targets, before the land being disposed of. This work will continue over the next financial year.



Green Environment



Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE005M	Number of Green infrastructure improvement and planting projects	8.00	6.00			

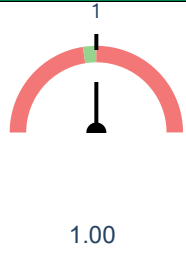
Green infrastructure and planting projects exceed the target of 6 and include: living screens, shotton, enhanced wildflower sites Mold, Connahs Quay and Buckley, Orchard creation and tree planting in Saltney, Pond restorations in Shotton and Gwernymynydd and tree planting in Mostyn.

CPE027M	Carry out baseline site species surveys on our 12 target sites to inform future increase in biodiversity from our interventions	12.00	12.00			
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Site surveys undertaken at all our wildflower sites before and following creation. Site surveys also completed at all potential sites for biodiversity enhancement through the landholdings project work.

# Flintshire Forest


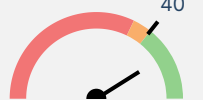
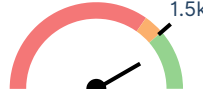
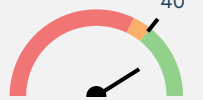
	Action	Percentage Complete	RAG	Comment
 CPE050T	Develop a Flintshire Forest Plan	100%		Work to understand a Flintshire Forest vision is complete. Analysis of available land has been completed. Draft Plan being finalised and designed.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE028M	Produce a detailed Plan for delivery, to include sites highlighted for inclusion, identified funding for planting and an Engagement Plan	1.00	1.00			
Target completed						

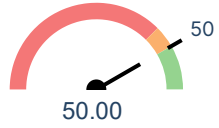

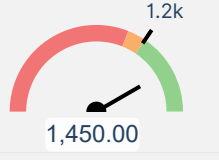
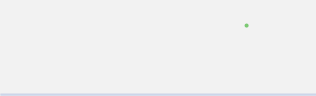
# Green Access

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE019T	Explore opportunities to develop the Flintshire Coast Park through the production of a scoping study	100%		Scoping study is completed and has been reported to Cabinet. Shared Prosperity Funding secured to further progress establishing the Coast Park. Development Officer recruited to deliver the funding to enable the launch of the new coast park in 2024.
<input checked="" type="checkbox"/> CPE020T	Deliver the Rights of Way Improvement Plan with a focus to ensure improved access for all and the promotions of Walking for Health	100%		Annual programme of works to deliver the Rights of Way Improvement Plan is complete with over £75,00 additional spend from the Access Improvement Grant.

Green Access

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE029M	Utilise external funding to produce management plans and feasibility documents to inform development of the Coast Park	4.00	4.00		 <p>4.00</p>	
Target completed						
CPE030M	Install Kissing Gates on the network	46.00	40.00		 <p>46.00</p>	
Target exceeded						
CPE031M	Surface 1500 metres of footpaths	1,620.00	1,500.00		 <p>1,620.00</p>	
Target exceeded						
CPE032M	Remove barriers from the network	46.00	40.00		 <p>46.00</p>	
Target exceeded						



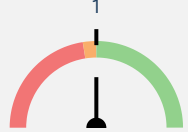

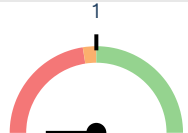

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Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE033M	Install roadside way markers	50.00	50.00			
Target achieved						
CPE034M	Carry out bridleway improvements	1,450.00	1,200.00			
Target exceeded						

# Active and Sustainable Travel Options

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CST004T	Support the development of public electric vehicle charging network	0%	★	Electric Vehicle (EV) charging feasibility study and associated Delivery Plan completed in February this year. The aim of the study is to identify the next phase of EV charge-points within public car parks in Flintshire. A total of 46 sites were considered with their development being prioritised within three phases of delivery. The outcome of the study formed our 2024/25 Welsh Government Ultra Low Emission Vehicle (EULEV) transformation funding application which has been successful.
<input checked="" type="checkbox"/> CST005T	Promote active travel and further develop the County's walking and cycleway network	98%	★	Active Travel Schemes programmed for this year have been completed with the exception of minor outstanding elements which are in the process of completion.
<input checked="" type="checkbox"/> CST016T	Implementation of 20mph national legislation	100%	★	The Council have been successful in receiving Welsh Government grant funding for the progression of 20mph exceptions. The team are also working closely with Welsh Government to assist with the anticipated amendment to criteria.
<input checked="" type="checkbox"/> CST017T	Implement formalised crossing facilities at existing school crossing patrol sites	98%	★	All civil engineering works associated with the formalised crossing facilities has been completed and will be operational in May 2024.
<input checked="" type="checkbox"/> CST018T	Declassification of hazardous routes across the county where appropriate through the implementation of engineering initiatives	50%	▲	An active travel scheme has been delivered and completed, which has the effect of declassifying a hazardous route and providing an available walking route to and from school. Formal approval is required to instigate declassification.

Active and Sustainable Travel Options

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST014M	Number of formalised crossing facilities implemented at existing School Crossing Patrol sites	3.00	3.00		 3.00	
All civil works completed. Crossings to be operational in May 2024.						
CST015M	Implementation of 20mph speed limits on the County's restricted roads.	1.00	1.00		 1.00	
Change of National Legislation for restricted roads implemented successfully within Flintshire. Further work regarding criteria amendments and exceptions process is ongoing.						
CST016M	Number of hazardous routes declassified through the Implementation of Active Travel infrastructure to provide safe routes to schools	0.00	1.00		 0.00	
An active travel scheme has been delivered and completed, which has the effect of declassifying a hazardous route and providing an available walking route to and from school. Formal approval is required to instigate declassification.						

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# Circular Economy

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CST006T	Achieve Welsh Government recycling targets	75%	▲	While the statutory recycling target for 2023/24, is 64%, we aspire to meet the target of 70% ahead of 2024/25. Our year end recycling performance for 2022/23 fell short of the 64% target resulting in potential additional infraction fines by Welsh Government. The quarter three performance for 2023/24 is showing a performance outturn of 63.79%, which is likely to decrease further following quarter four data submissions. A review of the Waste Strategy is now complete following support from the Waste and Resource Action Programme (WRAP) and Local Partnerships (commissioned by Welsh Government). A new Resource and Waste Strategy was approved for adoption in March 2024 and work has begun on implementing the required interventions to improve recycling performance.
<input checked="" type="checkbox"/> CST008T	Promote the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities or social enterprises	50%	▲	A funding bid to introduce a reuse initiative across all Household Recycling Centers was submitted to Welsh Government for Circular Economy Funding in June 2022. In late 2023, an outcome for the funding application was received stating that the application had been unsuccessful therefore, there is no financial provision available to introduce the scheme. Officers are now reviewing the initiative and utilising the concept to help deliver on priority one of the newly adopted Resource and Waste Strategy. Discussions with Welsh Government on ways to support this are due to take place in April 2024.
<input checked="" type="checkbox"/> CST009T	Work in partnership, actively support and engage with community led groups by developing recycling initiatives	100%	✱	The Waste Strategy Team have been actively engaging with communities in Flintshire to promote our recycling and reuse services. This has taken place with housing associations, at community group meetings and on the door step. Local community groups have engaged with the team to promote our recycling initiatives and encourage participation. A six week consultation took place with Flintshire residents and stakeholders to gain their input into developing a future Resource and Waste Strategy. Five engagement events took place in January where team members met and discussed recycling with Flintshire residents. Work has begun with Repair Café Wales to introduce more repair centres.
<input checked="" type="checkbox"/> CST019T	Review the Council's Waste Strategy	100%	✱	A review of the councils current waste strategy, waste data and operational delivery took place throughout 2023 and into 2024. This concluded with a revised Resource and Waste Strategy being adopted by the Council in March 2024 which will support the authority in achieving national recycling targets and minimise the potential of infraction fines.
<input checked="" type="checkbox"/> CST020T	Develop a Recycling Waste Transfer Station for the deposit and processing of recyclable materials	0%	●	This action needs to be closed. Plans to develop a site are not currently financially viable.

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## Circular Economy

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST004M	Percentage of waste reused, recycled or composted	63.97%	70.00%	60.00%		
<p>The recycling percentage for 2023/24 Quarter 1 was 66.69%, for Quarter 2 it was 65.89%, Quarter 3 was 58.25% and Quarter 4 was 58.49% (correct at time of entry and subject to data verification by NRW), giving an overall annual performance of 62.77% for the whole year. This increase in comparison to the previous year has been predominantly due to an increase in garden waste collected.</p>						
CST005M	Average Recycling rate across Household Recycling Centres (HRCs)	76.08%	80.00%	76.00%		
<p>Quarter 4 recycling performance across all Household Recycling Centres (HRCs) has gone below 80% due to the reduced tonnages of DIY materials (wood, rubble, scrap metal) and garden waste which are typically higher during the spring and summer months.</p>						
CST017M	Reduce the tonnage of residual waste collected from residential properties	0.60%	10.00%			
<p>The amount of residual waste disposed of reduced by 56 tonnes (0.6%) in Quarter 4 (January to March) 2023/24 in comparison to the same period in the previous year.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST018M	Increase the tonnage of food waste collected from residential properties	1.20%	15.00%		<p>1.20%</p>	
<p>The amount of food waste collected for Quarter 4 (January to March 2023/24) has increased by 15 tonnes in comparison to the same period of time in the previous year resulting in the amount of food waste collected increasing by 1.2%. Without political approval to make changes to our waste and recycling collections service (2023/24) we were unable to improve recycling (food waste) capture from the residual waste stream, so the target was not achieved. We did promote food waste recycling on a number of occasions via communications (website/social media/event days/leaflets) to improve uptake, as requested by Elected Members, but this had minimal impact.</p>						
CST019M	Obtain Welsh Government funding to implement a reuse initiative at the household recycling centres	0.00	1.00		<p>0.00</p>	
<p>A funding bid to introduce a re-use initiative across all Household Recycling Centres was submitted to Welsh Government for Circular Economy Funding in June 2022. In late 2023, an outcome for the funding application was received stating that the application had been unsuccessful; therefore, there is no financial provision available to introduce the scheme. Officers are now reviewing the initiative and utilising the concept to help develop a broader Resource and Waste Strategy for the authority.</p>						
CST020M	Implement a trial for the delivery of local benefits/local recycling targets initiative	0.00	1.00		<p>0.00</p>	
<p>This initiative was proposed to support the authority with achieving 70% recycling targets. As the Council's recycling improvement action plan was not accepted by the Minister and Welsh Government as being sufficient and evidence based in demonstrating it would achieve the targets, this initiative has been withdrawn while staff resource was focused on undertaking the broader Resource and Waste Strategy Review during Quarter 4.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST021M	Number of education campaigns on recycling and waste minimisation undertaken to improve recycling performance	4.00	3.00		 4.00	

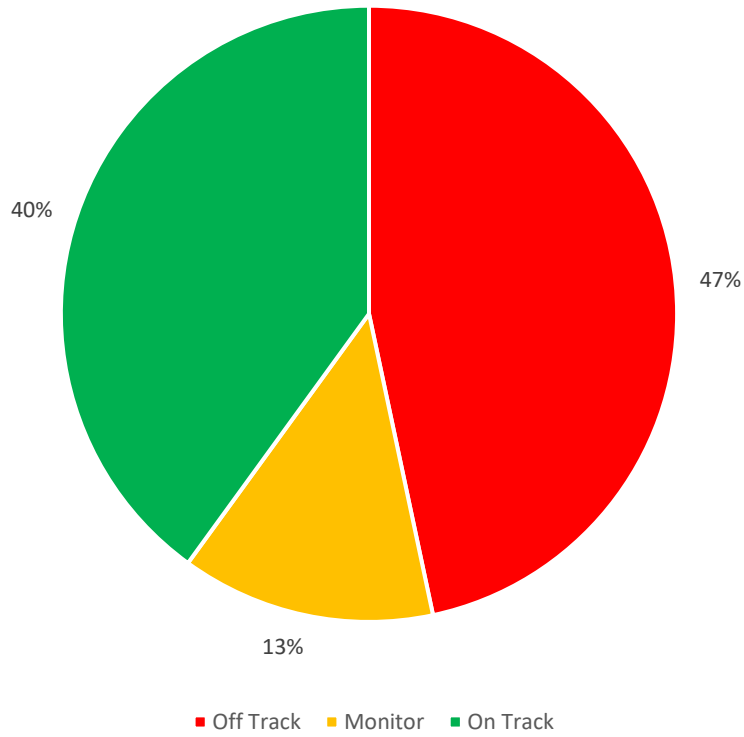
Five community drop in events were undertaken in January 2024, to educate residents on recycling targets, performance, impacts and future aspirations. We took part in the national Be Mighty, Recycle food waste campaign and food waste action week to promote food waste minimisation and recycling awareness. We promoted the legislative changes being introduced for workplace recycling, supporting local businesses, schools and the third sector to become compliant. Working with our housing team and social housing providers we identified ways to support their residents to recycle as much of their waste as possible.

# Economy

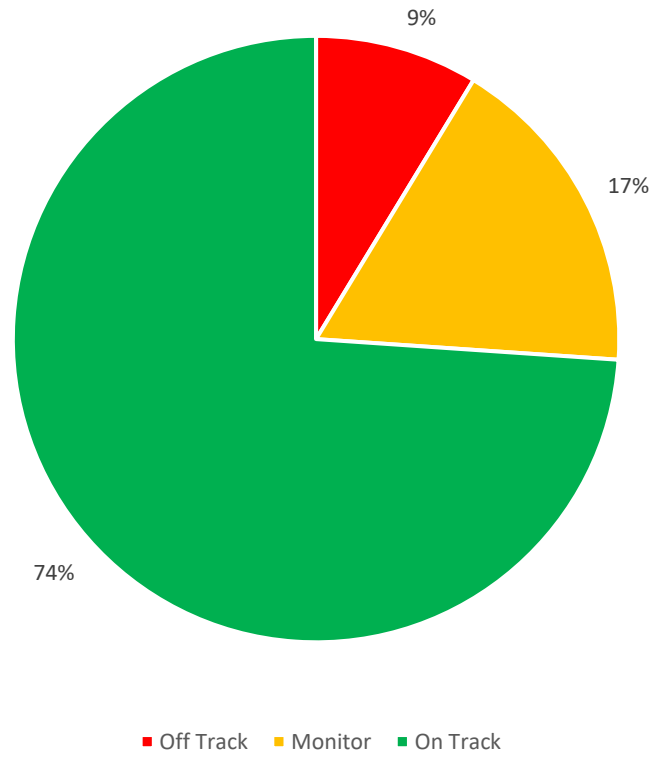
**Well-being Objective:** Connecting communities and enabling a sustainable economic recovery and growth.

# Economy Overall Performance




## Economy - Measure RAG Status



## Economy - Action RAG Status



# Rural Regeneration

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE051T	Ensure that Economy interventions consider and meet the needs of rural businesses and individuals.	100%		All current interventions (outside of specific town centre projects) supporting individuals and businesses are targeting all of the County.
<input checked="" type="checkbox"/> CPE052T	Recruit a Digital Connectivity Officer to support rural communities to access better quality connectivity options	50%		Two attempts to recruit into the role have failed. The job has been rewritten and we hope to readvertise in April 2024.
<input checked="" type="checkbox"/> CPE053T	Commission a data review for rural Flintshire and hold community consultation to better understand rural community needs	25%		Discussions are underway with Wrexham University about how the needs of rural Flintshire residents can be most effectively assessed and supported.



Rural Regeneration

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE035M	Digital Connectivity Officer appointed - June 2023	0.00	1.00			
Recruitment failed. Job has been rewritten and we hope to readvertise in April 2024.						
CPE036M	Rural needs report completed by March 2024	0.00	1.00			
Limited capacity has delayed the development of the report. Discussions are now underway with Wrexham University about the needs assessment process.						









# Town Centre Regeneration

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU016T	Libraries and leisure centres are community well-being hubs with social objectives underpinning their operation	100%		Aura continued to operate four leisure centres and seven libraries (plus the mobile library and home library service) throughout 2023/24.
<input checked="" type="checkbox"/> CPE024T	Monitor the health and vitality of town centres to support effective management and business investment decisions	100%		Work has continued during Quarter 4 (January - March 2024) to monitor and respond to the health, vibrancy and needs of town centres across Flintshire. This has included planning and delivering an online consultation for four towns across Flintshire, which 3,356 local people responded to, and also reviewing data related to the town centres to develop up-to-date profiles of the current strengths and focus for future improvement/ investment. This work has been undertaken as part of the on-going place making plan development work which is focusses on an individual plan being developed for seven towns across Flintshire. The focus of the past three months has been on initiating work in four of these seven towns (Connah's Quay, Flint, Mold and Queensferry). The place making plan for Shotton has been developed to final draft during the last three months (consultation on which will be undertaken in the next three months). The Shotton plan identifies 10 key themes and priorities responding to local needs. The place making plans for both Holywell and Buckley have also been commissioned and work has progressed on these also within the last three months by the place making consultant appointed by the Council's Regeneration Team (with funding secured from the UK Government's Shared Prosperity Fund). It is anticipated these two plans will be completed by July 2024 (Holywell) and October 2024 (Buckley). Data and statistics gathered to monitor the health and vitality of these towns will inform the priorities outlined in these emerging plans.
<input checked="" type="checkbox"/> CPE025T	Encourage and support investment in town centre properties to facilitate more sustainable uses and including improvements to the environment	100%		The Regeneration Team secured £1.178million from UK Government to deliver Town Centre Investment Programme across seven towns in Flintshire (Buckley, Connah's Quay, Flint, Holywell, Mold, Shotton, Queensferry) in 2023/24 and 2024/25. The programme comprises of nine projects in total –a mix of capital and revenue initiatives aimed at supporting our Flintshire's high streets. Two of the nine projects have included designing and launching two grant schemes: i) Town Centre Property Improvement Grant (capital funding) and also ii) Town Centre Activities and Events Grant (revenue funding). Uptake from local beneficiaries has been extremely positive. By March 2024, £466,458 has been invested in property improvement schemes to premises on the high streets across towns in Flintshire, including £180,000 of this total being contributed from businesses towards improving their premises. £63,130 has been awarded to local communities to deliver activities and events in towns across Flintshire to improve footfall and the vibrancy of towns. Work has also continued to secure investment from Welsh Government to invest in town centre premises/projects. £410,500 grant has been claimed for completed town centre investment projects in the last three months.







	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE028T	Engage town centre small businesses and promote support packages available to them	100%		'Save The High Street' has been engaged by the Council's Regeneration Team to deliver tailored business support for town centre businesses across seven town centres across Flintshire, to support their growth, development and diversification through the delivery of an intensive eight week support programme. Flintshire was the first local authority in Wales to partner with 'Save The High Street' using funding secured from the Shared Prosperity Fund. 14 town centre businesses have participated in the 'Save The High Street' eight week intensive business support pilot project between January and March 2024. Due to the success of the pilot project, a further 30 businesses will be able to benefit from this provision between April and November 2024. Excellent feedback has been received from local businesses who participated and has been featured in the local press. Work has continued to roll-out grant schemes and encourage take-up amongst local businesses. Take-up has been excellent, demonstrating a real need for grant funding investment, without which private sector investment in towns in Flintshire would have not happened/been significantly less.
<input checked="" type="checkbox"/> CPE054T	Understand the needs of and supporting community enterprises in town centre locations	100%		During the last three months (January - March 2024), 42 support sessions have been delivered by the Council's Social Enterprise Officer in to to social enterprises in the towns of Buckley, Connah's Quay, Mold and Shotton. These sessions have involved understanding their needs and tailoring support provided to these in addition to encouraging the social enterprises to utilise the Flintshire Social Impact toolkit to calculate their overall social value. Of the organisations supported over the last three months, this has involved a total of £807,269 social value being recorded on the toolkit. Support sought from Flintshire County Council amongst social enterprises over the last three months has included: i) exploration of legal structures; ii) development of business plan(s); iii) general business support advice; iv) help to expand and set-up and operate from an additional premises and v) support and advice regarding sustaining community asset. The Town Centre Activities and Events Grant Scheme managed by the Council's Regeneration Team (with funding through the UK Government Shared Prosperity Fund), has received applications from a range of social enterprises. Funds awarded to date has assisted these organisation to deliver their aims and objectives whilst provide useful information to the Council to better understand their needs and aspirations.

## Town Centre Regeneration

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU025M	Average number of weekly public opening hours available within leisure centres and library branches in Flintshire towns	536.00	536.00		 536.00	
<p>Opening hours of Aura's four leisure centres and seven libraries remain relatively static with no reduction in service levels. Some opening hours were subject to minor tweaks but this was due to the need to be responsive to customer needs rather than a reduction of the offer.</p>						
CPE037M	Completion and circulation of town centre performance data analysis report	4.00	1.00		 4.00	
<p>Four reports have been developed (not as yet circulated) as these are feeding into the development of place making plans for the towns of Connah's Quay, Mold, Flint and Queensferry (currently at development stage). Target will be met in 2024/25.</p>						
CPE038M	Completion of initial 3 (of 7) Place Making Plans in partnership with a range of stakeholders	1.00	3.00		 1.00	
<p>Shotton Place Making Plan is at completed stage - ready to be consulted on. Holywell and Buckley Plans are under development (external consultants appointed to deliver these). Target will be met in 2024/25.</p>						

# Business

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE029T	Support small and/or local businesses to engage with public sector procurement opportunities	100%		Business Development has worked throughout the year with Robertson Construction (Mynydd Isa School development), Read Construction (Flint Primary School development) Wall-Lag Ltd (Domestic Energy) and Gilbert Ash (Theatr Clwyd development) to support local supply chain engagement through delivery of virtual Meet the Buyer sessions; develop corporate social responsibility activities and encourage added social value commitments from Tier 1 and Tier 2 contractors.
<input checked="" type="checkbox"/> CPE030T	Support recovery of the County's street and indoor markets	100%		Mold Street Market continues to thrive with an average of 66 traders attending each market day and 24 new traders have been accommodated since April 2023, including the replacement of retired stallholders. Mold Indoor Market is currently 87% occupied with interest shown in the two remaining vacant units. Holywell Market numbers remain low with an average of seven traders each week. Market events and activities delivered throughout the year, such as Christmas and Easter Markets has resulted in increased footfall from residents and visitors to the towns. A dedicated Markets Promotion and Engagement Officer has been funded through Shared Prosperity Fund to raise the profile of the county markets and the market offer to wider audiences, including group travel, through additional events, promotional campaigns and social media activity.
<input checked="" type="checkbox"/> CPE031T	Support growth of the local and regional food and drink business sector through marketing and collaborative projects	100%		The Council has supported Mold Food and Drink Festival with hosting a successful event in September 2023. Ongoing financial support for Clwydian Range Food and Drink activities i.e. researching local food and drink products. Their availability, supply and demand by the tourism sector within the Clwydian Range and Dee Valley AONB. We supported the organising of a local Food and Drink Networking event with Flintshire Tourism Association which provided an opportunity for local food and drink producers to showcase their products to 75 attendees (tourism and hospitality businesses). We accessed external fund to create tourism and hospitality grant programmes to support food and drink sector businesses wanting to invest in improving visitor experiences and target new markets. Shared Prosperity Fund - £679,000.

	Action	Percentage Complete	RAG	Comment
 CPE032T	Support recovery of the tourism and hospitality sectors and rebuild confidence in the industry	100%		<p>The Council has successfully accessed external funding to:</p> <ul style="list-style-type: none"> <li>• Develop and improve regionally recognised trails in Flintshire and associated infrastructure which is being much appreciated by those who are benefiting from these improvements. Brilliant Basics Fund R3 - £160,000 grant.</li> <li>• Improve connectivity to our coast and countryside including improving visibility of assets by implementing a programme of new and upgraded tourist and boundary sign packages for sites of cultural, heritage and natural significance. Shared Prosperity Fund - £335,000</li> <li>• Create tourism grant programmes to support tourism businesses wanting to invest in improving visitor experiences and target new markets. 10 applications supported to a total value of £191,165 in 2023/24 FY. Shared Prosperity Fund - £679,000</li> <li>• Launched the Flintshire Tourism Ambassador Course in July 2023. 70 ambassadors have completed and achieved the Bronze and Silver Award in 2023/24. <a href="https://www.ambassador.wales/">https://www.ambassador.wales/</a></li> <li>• Supported the Flintshire Tourism Association with securing and the delivery of £64K funding from Cadwyn Clwyd to support wider business and marketing activities over the summer.</li> <li>• Drafted a new Destination Management Plan 2024/26 with industry partners to support the development of the visitor sector, improve the appeal of the County to visitors and increase the economic impact of the sector.</li> <li>• Completed a visitor accommodation bedstock audit for Flintshire. Around 300 visitor accommodation businesses in Flintshire. 18,392 visitor accommodation bedspaces (86% in caravan and camping establishments).</li> </ul>
 CPE033T	Support local businesses in their efforts to reduce their carbon footprint and become more resource efficient	100%		<p>Business Development has delivered two Net Zero workshops and in partnership with Deeside Decarbonisation Forum has delivered four network events, engaging with 271 business delegates throughout the year. The events are designed to share best practice within private sector decarbonisation work programmes and encourage business collaboration across Flintshire. Shared Prosperity Fund has been awarded to support a number of carbon reduction projects across Flintshire (ranging from private sector business grants to academic research) to encourage businesses to adopt greener technologies, reduce carbon footprints and become more resource efficient.</p>
 CPE034T	Increase the scale and impact of the social business sector	100%		<p>The development of the Flintshire Social Impact toolkit and increase of numbers of social enterprises using it, continues to demonstrate the impact of social enterprise activity in Flintshire. During this reporting period the 14 participating social enterprises reported the generation of a combined social value of £2,119,680.98 through the 18 activities being measured</p>

Business

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE008M	Number of small or micro businesses receiving support	837.00	600.00	352.00		
<p>Delivered 35 confidential impartial coaching and mentoring sessions to industrial commercial directors to encourage:- decision making relating to private sector inward investment and business expansion; act as a commercial critical friend and confidant regarding business operations. Engaged with 43 larger and 42 smaller commercial private investors to support new businesses moving into Flintshire or expanding current operations. • Delivered 15 training, advice and networking events with partners focusing on business continuity and resilience. Engaged with 717 business delegates.</p>						
CPE009M	Number of social enterprises receiving support	49.00	48.00	71.00		
<p>During this reporting period the Social Enterprise Lead Officer delivered 138 business support sessions to 49 entrepreneurs across Flintshire.</p>						
CPE010M	Number of local businesses supported to reduce their carbon footprint and become more resource efficient	271.00	48.00	78.00		
<p>Delivered 2 Net Zero workshops and in partnership with Deeside Decarbonisation Forum delivered 4 network events, engaging with 271 businesses. to share best practice within private sector decarbonisation work programmes and encourage business collaboration across Flintshire. Supported a number of Shared Prosperity Fund carbon reduction projects across Flintshire (ranging from private sector business grants to academic research) to encourage businesses to adopt greener technologies, reduce carbon footprints and become more resource efficient.</p>						

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# Transport Connectivity

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CST021T	Review and update the Councils Integrated Transport Strategy	60%	★	The Council has provided feedback to the Corporate Joint Committee on the Case for Change along with current status of Strategic projects and feedback from local member workshops held in Autumn 2023. In order to progress the process further, Welsh Government will be organising a series of workshops with regional leads to discuss transport aspirations with a view to complete the Regional Transport Plan in March 2025.
<input checked="" type="checkbox"/> CST022T	Support the establishment of CJsCs and delivery of the Joint Regional Transport Plan	60%	★	The Council has provided feedback to the Corporate Joint Committee on the Case for Change along with current status of Strategic projects and feedback from local member workshops held in Autumn 2023. In order to progress the process further, Welsh Government will be organising a series of workshops with regional leads to discuss transport aspirations with a view to complete the Regional Transport Plan in March 2025.



Transport Connectivity

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST008M	Number of schemes delivered through the Welsh Government Active Travel Fund	2.80	3.00	3.00	 2.80	

Active Travel schemes programmed for this year have been completed with the exception of minor elements which are currently being completed.



# Digital Infrastructure

	Action	Percentage Complete	RAG	Comment
 CPE055T	Improve digital connectivity across the County for businesses and residents	100%		Fibre connectivity has improved significantly in Flintshire recently. A number of regional projects to improve connectivity are approaching delivery phase. Locally, work is underway to encourage network operators to fill gaps in mobile phone coverage and capacity.

# Local Development Plan (LDP) Targets

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE038T	Monitor overall Plan performance via the Annual Monitoring Report (AMR) and submit to Welsh Government	50%	●	Following the adoption of the Local Development Plan in January 2023, the first Annual Monitoring Report (AMR) will need to reflect the first full 12 month period following adoption. The AMR will have a base date of 1st April 2024, and must be submitted to Welsh Government by 31st October 2024. Initial work on producing a draft report is underway.
<input checked="" type="checkbox"/> CPE039T	Maintain and update the Local Development Plan (LDP) Housing Trajectory in line with planning decisions made	50%	●	The updating of the housing trajectory will form part of the first Annual Monitoring Report to be submitted to Welsh Government by 31st October 2024. Work on monitoring housing land is undertaken each April and will feed into the trajectory.
<input checked="" type="checkbox"/> CPE040T	Make decisions at Planning Committee in line with the adopted Local Development Plan (LDP)	100%	✔	Policies in the adopted Local Development Plan (LDP) have been consistently applied in both Planning Committee and delegated decisions on planning applications.
<input checked="" type="checkbox"/> CPE041T	Reference the LDP growth strategy in early work on a North Wales Strategic Development Plan (SDP)	20%	●	Work is commencing on scoping out the preparation of a Strategic Development Plan (SDP) for North Wales. The growth strategy of the Local Development Plan (LDP) will provide up to date planning context for the SDP.



## Local Development Plan (LDP) Targets

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE039M	Completion of first LDP Annual Monitoring Report and submission to Welsh Government (January 2024)	0.50	1.00		 <p>0.50</p>	
<p>Work is underway on the first Annual Monitoring Report with a base date of 01/04/24 to be submitted to Welsh Government by 31/10/24. A report on progress will be taken to Planning Strategy Group.</p>						
CPE040M	Completion of annual review of LDP housing trajectory	0.50	1.00		 <p>0.50</p>	
<p>Work on updating the housing trajectory is being undertaken as part of work on the first Annual Monitoring Report with a base date of 01/04/24 to be submitted to Welsh Government by 31/10/24.</p>						
CPE041M	Percentage of decision made on planning applications in accordance with officer recommendation	91.70%	100.00%		 <p>91.70%</p>	
<p>In the January, February and March 2024 Planning Committees, one application out of 12 was refused contrary to officer recommendations.</p>						


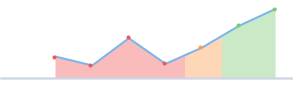
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE042M	Contribution to the scoping of the form and content of the North Wales Strategic Development Plan	0.25	1.00		 1 0.25	

The Corporate Joint Committee (CJC) has appointed a Project Coordinator and Officers are assisting in collating all background evidence and setting up a framework structure for the Strategic Development Plan.

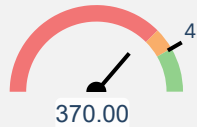
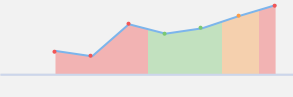
# Reducing Worklessness

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPE042T	Co-ordinate a multi-agency approach to support businesses to recruit people from disadvantaged groups	100%		A successful joint partnership between Communities For Work Plus, Jobcentre Plus and Careers Wales through the Jobs, Skills and Training Events group has delivered a number of successful projects throughout the year highlighting opportunities available locally in Flintshire including: job fairs, recruitment events, sector specific based training and where necessary redundancy support events. This continued during Quarter 4 where the group partnered with Eleven 11, a training company who provides a full turnkey civil engineering solution for the utility and telecommunications sector, this saw 10 individuals selected to take part in four weeks of intensive training to become Water Repair and Maintenance Operatives and gain industry-recognised qualifications. These individuals are coming to the close of their training and will be offered guaranteed job interviews with Eleven 11 Group who are supporting Welsh Water with their current work schedule across North Wales.
<input checked="" type="checkbox"/> CPE043T	Deliver mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market	90%		Mentors have engaged with their participants to provide on-going employability support to move them closer to the labour market or gaining employment. All the relevant ID requirements have been obtained by the mentors for the new participants of the programme. Participants have met regularly with the mentors to identify their support needs and have produced a plan of action to ensure that the right support is given to each individual.

## Reducing Worklessness

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE012M	Number of individuals entering employment, learning or volunteering	206.00	185.00	118.00		

At the end of Quarter 4 we have surpassed our target for the number of individuals entering employment, learning or volunteering. Individuals have been successful in securing roles within hospitality and events, construction, logistics and production to name a few. Preparation for employment has been key throughout this year as individuals still struggle with the effects of covid on their confidence and mental health. Young people especially have benefited from a Preparation into Employment course at Flint library which has given them the confidence and skills to move closer to the labour market. Volunteering and work placement opportunities with Groundwork and FLVC have further supported clients on their pathway to gaining meaningful sustainable employment.

CPE013M	Number of individuals receiving support	370.00	425.00	267.00		
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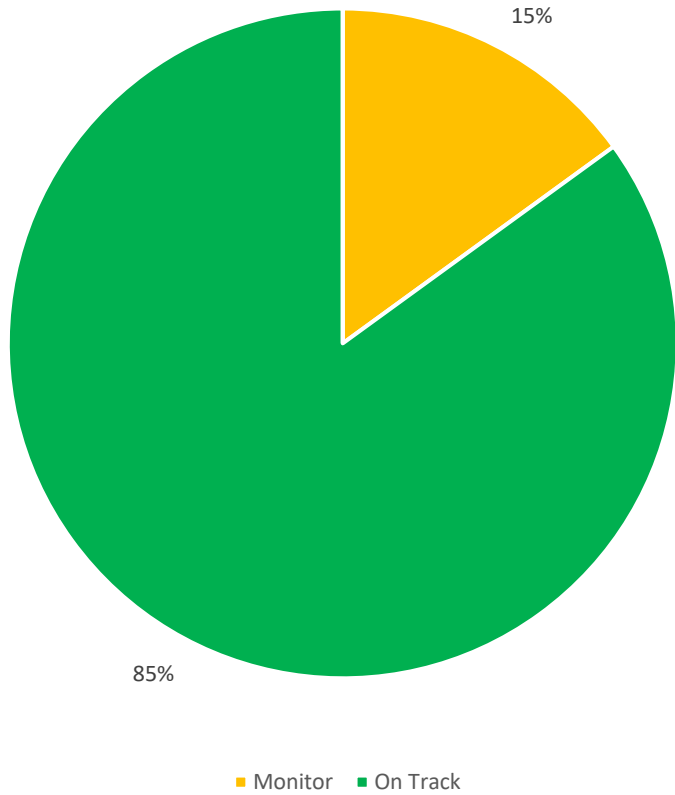
In Quarter 4, a total number of 59 participants registered on the Communities for Work plus programme. Referrals were received from Work Wednesday (Flint library), Job Centre Plus, Flintshire County Council's website, internal departments of Flintshire and self referrals. Also, during Quarter 4 all Communities for Work+ staff were going through redundancy process which started in January and ended in April. This was due to a 35% funding cut by Welsh Government which resulted in the team being reduced from 15 staff to 7. The 24/25 target have been set to reflect this.

# Personal and Community Well-being

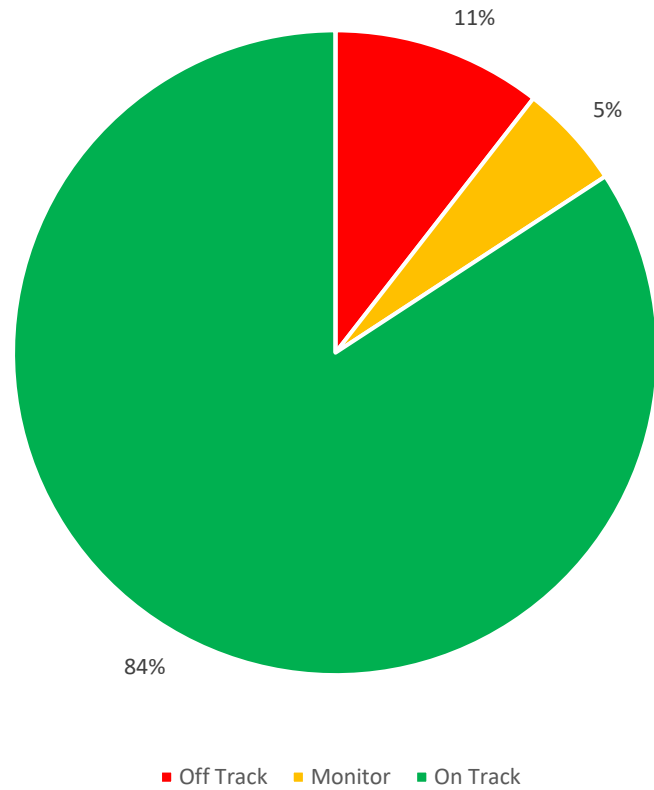
Page 539 **Well-being Objective:** Supporting people in need to live as well as they can.

# Personal and Community Well-being Overall Performance

## Personal and Community Wellbeing - Action RAG Status












## Personal and Community Wellbeing - Measure RAG Status





# Independent Living

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS001T	Develop a national, regional and local approach to Early Years Transformation so that all our children ages 0-7 have the best possible start in life and are able to reach their full potential	100%		The work programme for 2023/24 has been completed, with some projects continuing into 2024/25. There has been significant benefit and system change due to partnership collaboration locally, regionally and nationally benefiting families. The transformation to date, and piloting and testing should support Welsh Government in making further policy decisions across the sectors and spectrum of need to ensure effective outcomes for all children and longer-term health and wellbeing outcomes. Key areas of work are being independently evaluated which will be shared with key partners and Welsh Government, to enable the work to be prioritised going forward. A draft Early Years Strategy has been completed, however, as Welsh Government notified closure of the Early Years Pathfinder funding late December, 12 months earlier than anticipated, a decision is to be made by the Flintshire Early Years Board (June 2024) and Regional Partnership (April 2024) to agree the way forward including the prioritisation of exiting projects e.g. parent and infant relationships, Brain Story and resilience. A letter has been sent to Welsh Government from the Regional Partnership and a meeting is arranged (April 2024) to discuss future plans with the Welsh Government Deputy Director for Childcare, Early Years and Play Division.
<input checked="" type="checkbox"/> CSS002T	Plan for the relocation of Tri Ffordd supported employment project to Maes Gwern in Mold	100%		The design concept for the Maes Gwern hub has evolved to incorporate areas to enable health services and therapies to be delivered at the site in addition to the learning disability, mental health, and autism support services to create an integrated social services and health hub. The construction contract was signed in March and the construction start date on site was 8th April. Work undertaken on the site primarily include clearance of the area where the main build will be situated. The construction phase is scheduled to be for a 12-month period therefore, the operational date is projected to be April 2025. The external contractors are working with the client design team which includes the local authority and partner organisations who will deliver services from the Maes Gwern site to coordinate Stage 5 design meetings which are scheduled to commence in June 2024.
<input checked="" type="checkbox"/> CSS003T	Support people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership	100%		There are currently 66 courses available. Courses are well attended and some courses are now being delivered as weekly community groups by the Learning Partnership.
<input checked="" type="checkbox"/> CSS011T	Provide additional placements for step down care within our in-house provision (Croes Atti 2)	100%		12 step down Discharge to recover and assess beds have been agreed for Croes Atti Newydd which is planned for completion in May 2025. This will increase the step down provision from its current level of 16 to a total of 28 across Flintshire.
<input checked="" type="checkbox"/> CSS013T	Work in partnership with the Community Mental Health Team and Social Services Mental Health Support Service to develop clear pathways for individuals needing access to Mental Health Services, and a sustainable model for the future	90%		Visits to other areas have taken place and further discussions with staff are taking place. A decision will be made in May 2024.



	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS014T	Utilise the progression model as a way of promoting people's independence skills	100%		The Progression Service continues to develop across Adult Disability Services, embedding the progression model of support across both Learning and Physical Disability teams. The approach to support is based on the strengths of the individual and as a result has enabled a reduction in the provision of paid support, using creative support systems, third sector and building on natural support within local communities. The Progression Service consists of the additional resource of a social worker specialising in Neurodiverse individuals aged 16-18 years. The Social Worker is working as part of a multi agency approach to ensure these young people have the support in place to focus on a future which is not dependent on agency support, promoting their independence at all levels. The Progression Service has also secured an Employability Coordinator via LD transformation service who will work across Flintshire County Council and Wrexham County Borough Council with individuals with a Learning Disability whose aim is to work in paid employment.
<input checked="" type="checkbox"/> CSS015T	Work with Housing to fund a small team of people to support individuals with low level Mental Health problems to improve their housing	100%		The Well-being and Recovery Team is now fully operational and is delivering excellent outcomes. This is a small team of a Social Worker and two Support Workers. The service focusses on those residents who have housing problems or are homeless or at risk of homelessness and require additional support due to their mental health. The service is proving incredibly successful and currently has a full caseload and a waiting list. The service is part funded through Social Care and Housing Support Grant and consideration will be given to increasing capacity during 2024/25.
<input checked="" type="checkbox"/> CSS019T	Continue to grow the Microcare market, including access to commissioned care packages	100%		46 Microcare providers are currently working with the Council. We hope to be able to increase this number by a further 10 next year.
<input checked="" type="checkbox"/> CSS020T	Complete a review of Community Mental Health provision and define a model for the future	90%		Visits to other areas have taken place and further discussions with staff are taking place. A decision will be made in May 2024.

## Independent Living

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS003M	Direct Payments as a % of home-based services	43.00%	40.00%	41.00%	<p>43.00%</p>	
<p>The Council consistently delivers around 40% of our home based services through a direct payment and have met our target for the year.</p>						
CSS004M	Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	100.00%	98.00%	100.00%	<p>100.00%</p>	
<p>The North East Wales Community Equipment Service has been able to maintain a 100% completion for 2023/24.</p>						
CSS005M	Percentage of requests for equipment that meet or exceed the national 7 Day standard	100.00%	80.00%	100.00%	<p>100.00%</p>	
<p>The standard of 7 day delivery for community equipment continues to be upheld.</p>						
CSS006M	Percentage of equipment that is re-used	93.00%	70.00%	93.00%	<p>93.00%</p>	
<p>The North East Wales Community Equipment Service continue to exceed the re-use of equipment standard with 93% of equipment being re-used in 2023/24. This equates to £2,1857,980 cost avoidance throughout the year, a cost avoidance of £42,076 a week. Without this level of re-use of equipment the North East Wales Community Equipment Service budget would only last 12.5 weeks.</p>						


Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS007M	Number of courses delivered by the Learning Partnership	53.00	50.00	70.00		
Six courses were cancelled due to facilitator ill health or weather conditions (59 would have been delivered).						
CSS008M	Number of attendees for courses delivered by the Learning Partnership	281.00	180.00	300.00		
394 individuals booked onto the course, but only 281 attended.						
CSS007M	Number of Microcare business established	46.00	34.00			
This figure represents the number of Microcare businesses operational at the end of March 2024. Our intention is to increase this by another 10 providers over the next 12 months.						

# Safeguarding

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS005T	Promote the corporate e-learning package	100%		The e-learning module continues to be advertised corporately and via our Social Services Training Directory. Due to the volume of staff turnover there will be a continual need for this training to be undertaken. We are currently running with a completion rate of 80.01% for Social Services staff. In addition to the e-learning module we have delivered quarterly virtual sessions for staff unable to access the corporate platform. This figure is not captured within the data provided.
<input checked="" type="checkbox"/> CSS006T	Prepare for the implementation of the new Liberty Protect Safeguard procedures	100%		The UK Government have announced that they do not intend to bring forward the necessary legislation to implement the Liberty Protection Safeguards (the LPS) within this Parliament. This means that Welsh Government cannot bring forward its own regulations to implement the LPS in Wales. Despite this decision, the Welsh Government has confirmed that it remains committed to providing funding to protect the rights of those who lack mental capacity under the current Deprivation of Liberty Safeguards (DoLS) system to ensure that that these rights are protected ahead of any future implementation of the LPS.

## Safeguarding

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS009M	Percentage of adult safeguarding enquiries that met the 7 day timescale	96.00%	92.00%	87.00%	<p>96.00%</p>	
<p>Between April 2023 and March 2024, 1109 safeguarding reports for adults were received, representing a 23% increase on last year. 667 of these reports met the threshold for an enquiry under Section 126. This is a significant increase in demand, which has resulted in our target for the year not being met. The Safeguarding Unit continue to prioritise safeguarding reports on an individual basis.</p>						
CSS010M	Percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	98.00%	99.00%	98.00%	<p>98.00%</p>	
<p>The Children's Safeguarding Unit continue to maintain consistency in holding case conferences within statutory timescales, working with increasing numbers on the child protection register. The main theme in the few reviews which have fallen out of timescale for Quarter 4 is linked to tracking of younger family members, and ensuring their reviews are completed relative to the time of their birth rather than in collaboration with other older siblings.</p>						
CSS011M	Percentage of Pre-birth assessments completed within timescales	80.00%	96.00%	100.00%	<p>80.00%</p>	
<p>We have achieved our annual target with 96% of pre-birth assessments, due in the year, being completed within timescales. Quarter 4 of the year was challenging with eight of the ten pre-birth assessments completed within timescales and two outside. During this time there was a significant volume of referrals. All work is screened and risk rated to inform prioritisation.</p>						


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

We have a missing children coordinator who offers return interviews to all children and young people who go missing however, these are not always taken up. 75% of the children who go missing are looked after by the Local Authority.

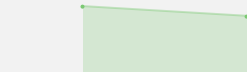
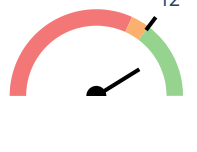
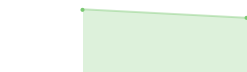
# Direct Provision to Support People Closer to Home

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS007T	Deliver a programme of registered Children's Homes to help avoid the need for residential placements outside Flintshire	100%	★	Ty Nyth Children's Residential Home is a tri-party partnership collaboration between Flintshire County Council (FCC), Wrexham County Borough Council (WCBC) and Betsi Cadwaladr University Health Board (BCUHB), offering up to four places for children and young people aged 8-18 years. Park Avenue provides care and support; including accommodation, for up to four children and young people between the ages of 8-18 years old who are supported by Flintshire County Council. Bromfield Park offers care and support including accommodation for one young person aged 8-18 years as a solo placement or two siblings aged 8-18 years who are supported by Flintshire County Council. Chevrons Road offers care and support including accommodation for one young person aged 8-18 years as a solo placement or two siblings aged 8-18 years who are supported by Flintshire County Council. Mesen Fach is an emergency crisis flat on the site of Ty Nyth, currently going through the registration process.
<input checked="" type="checkbox"/> CSS008T	Continue to grow our in-house homecare service to support more people to live at home, utilising a rolling scheme of recruitment	100%	★	Recruitment continues to be challenging however, the service has developed a recruitment plan to help increase the workforce and grow the share of the market.
<input checked="" type="checkbox"/> CSS009T	Continue to grow our in-house fostering service to support more looked after children	100%	★	Recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers. Connected person assessments have been busy this year but unfortunately these do not always result in approvals. To support the healthy interest in general fostering we have arranged 'Skills to Foster' training which will translate to an increase in applications.
<input checked="" type="checkbox"/> CSS016T	Explore the recommissioning of advocacy services on a regional basis	100%	✔	The Adults Advocacy Contract has been successfully commissioned in collaboration with Wrexham County Borough Council. This has been awarded to ASNEW for Independent Professional Advocacy and Community Advocacy, and Advance Brighter Futures have been awarded Self Advocacy. The contract starts in January 2024 with an end date of January 2027, and a possible 1 year extension.
<input checked="" type="checkbox"/> CSS017T	Increase skills around autism with respect to advocacy	100%	✔	ASNEW staff have completed their training. This action has been completed.





	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CSS018T	Develop childcare expansion and seamless childcare provision across programs	100%		<p>Flying Start two-year-olds part time childcare expansion Phase 2 is currently being rolled out across Flintshire with an additional 23 children for 2024/25.</p> <p>Four Business Justification Cases (BJCs) that were submitted to the Welsh Government Early Years and Childcare Capital Programme 2022/25, two have now begun their feasibility survey. These suitability surveys will allow us to determine if the site is suitable to have a building project undertaken on it and will also inform us as to where we can consider building the modular building. The other two BJCs are to remain with the Welsh Government for consideration. Once the new modular buildings have been completed then there will be an additional 50-60 additional childcare places available in Flintshire that will offer a seamless pathway for early years children's childcare and learning pathways.</p> <p>Flintshire have also received confirmation from the Welsh Government that the funding for the Small Capital Grant 2024/25 has also been authorised. It is anticipated the Small Capital Panel will be re-established by June 2024, to consider the new applications that will come across.</p> <p>The final modular for the Phase 1 of the 2021/24 programme has been completed. This has increased childcare capacity and provided more seamless early years pathways between childcare and education in nine areas. Phase 2 2023/25 programme is underway, including the Croes Atti build in Oakenhalt.</p>

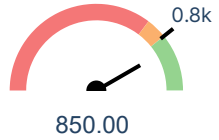

## Direct Provision to Support People Closer to Home

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS013M	Rate of people over 65 helped to live at home per 1,000 population	30.50	34.00	32.50		
<p>This measure includes individuals who are supported within their community through reablement services, domiciliary care, day services and occupational therapy and therefore, are not requiring a residential care placement.</p>						
CSS014M	Number of new foster carer approvals in the year	12.00	9.00	14.00		
<p>Recruitment has been active this year, with four new general foster carers approved and a further eight connected person carers. Connected person assessments have been busy this year but unfortunately, these do not always result in approvals. To support the healthy interest in general fostering we have arranged 'Skills to Foster' training which will translate to an increase in applications.</p>						
CSS015M	Number of People with a learning disability accessing Project Search to improve their employability skills	14.00	12.00	16.00		
<p>The local authority continues to support two Project SEARCH programmes operating within Flintshire, co-hosting one of the programmes with Betsi Cadwaladr University Health Board (BCUHB). Across the two schemes, a total of 14 individuals are currently accessing the programme.</p>						

# Local Dementia Strategy

	Action	Percentage Complete	RAG	Comment
 CSS010T	Establish a Dementia Strategy Implementation Group, to include representation from people with lived experience	100%		A Dementia Project Board has been established to oversee all strategic developments to support people living with dementia, and their carers, in Flintshire.

## Local Dementia Strategy

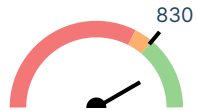
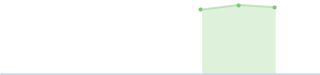
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CSS016M	Number of people supported through the Dementia Strategy	850.00	800.00	810.00		

Estimated number of people living with dementia, and carers, receiving care and support or engaging in community activities in Flintshire.


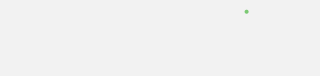
# A Well-connected, Safe and Clean Local Environment

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU017T	Provide community hub sessions which target areas that have high anti-social behaviour and crime rates; to support young people who are at risk and to engage them with partners (subject to external grant funding)	100%		14 session available around Flintshire offering a range of activities and sport. We work with Community councils and sit on the contextual safeguarding and VARM meetings to ensure we are in the right areas 15913 with 805 sessions this year. This is reliant on Funding that we write bids for and are successful.
<input checked="" type="checkbox"/> CST012T	Work in partnership, actively support and engage with community led groups by developing Local Environmental Quality initiatives	100%		Partnership working continues to flourish and this Quarter has seen some considerable sized events taking place - especially in clearance of waste which has been flytipped. Spring cleaning events were organised to enhance community involvement and external stakeholders were in attendance for support and promote local initiatives.

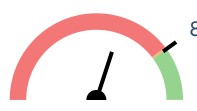

## A Well-connected, Safe and Clean Local Environment

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU026M	Number of current monthly members with NERS, Well-Being and Junior subscriptions	958.00	830.00		 958.00	


For the 12-month period 1 April 2023 to 31 March 2024, the National Exercise Referral Scheme (NERS) averaged 362 direct debit paying members per month, Well-Being (post-NERS exit membership) averaged 122 per month, and Junior (11-17 years) averaged 474 per month. All three schemes grew incrementally throughout the year as the post-pandemic return to normality continued, particularly the confidence levels of NERS and Well-Being clients, with NERS membership increasing by 18% and Well-Being membership increasing by 62% when comparing the March 2024 outturn with the April 2023 figures. The Actual (averaged) annual figure for the three fitness schemes totals 958 which exceeds the average Target for the four quarters (815) by 143 or 17.5%.

CAU027M	Number of community sessions held and number of participants attending	766.00	300.00		 766.00	
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The number of community sessions held in 2023/24 was 766 with 10872 people attending.

CST011M	Number of targeted environmental educational campaigns undertaken promote improved Local Environmental Quality	6.00	8.00	4.00	 6.00	
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A number of environmental campaigns were made during this period, which were undertaken in collaboration with the Waste Strategy Team and Environmental Enforcement team. Workshops and presentations were also undertaken across Flintshire and in collaboration with Network Rail in Sandycroft. Attendance at Community Council Meetings also undertaken.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CST022M	Number of community engagement events attended to promote improved Local Environmental Quality	6.00	6.00		 6.00	

Events such as the Easter litter pick in Pennyfford and Ffynonngroyw, collaborations with local stakeholders, Countyside Services, KWT and residents. Clean up at Westwood Primary School in Buckley. Alleyway cleaning and clearance in Connah's Quay.

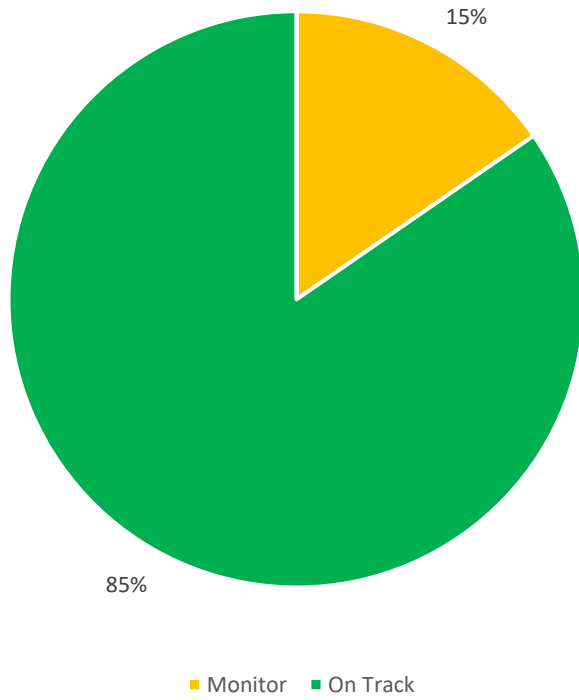
# Education and Skills

**Well-being Objective:** Enabling and supporting learning communities.

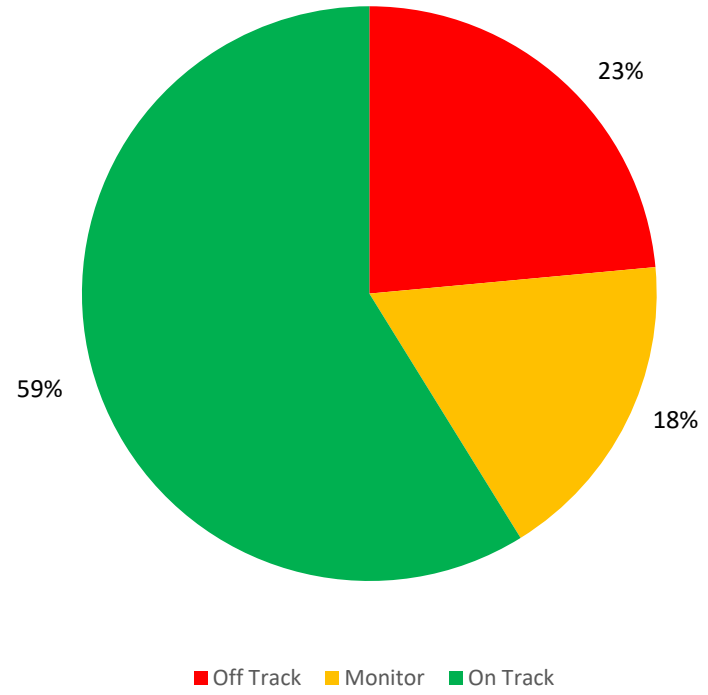


# Education and Skills Overall Performance

Education and Skills - Action RAG Status



Education and Skills - Action RAG Status






# Educational Engagement and Achievement

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CEY007T	Embed the revised processes and procedures in relation to attendance and exclusion, using data to better inform and target interventions at both a pupil and school level	100%	✔	Data now forms a more integral part of the monitoring in relation to attendance and exclusion. This has supported targeted interventions which have resulted in positive outcomes. Levels of attendance have improved across both the primary and secondary sector and are above the Welsh average. Levels of exclusion remain a challenge.
<input checked="" type="checkbox"/> CEY024T	Continue to deliver Alternative Provision (Education) and to increase the number of young people on the programme gaining qualifications and achieving their full potential (subject to external grant funding)	100%	★	The 'Learning through Leisure' course has continued to run and proved successful for a number of learners across the secondary school network. The outcomes for learners will be known later in the academic year.
<input checked="" type="checkbox"/> CEY044T	Support the implementation of the revised curriculum for secondary pupils in years 7 and 8	100%	✔	All secondary schools in Flintshire have implemented the revised curriculum for secondary pupils in Years 7 and 8 from September 2023. Each school continues to work with their supporting improvement adviser to embed this work. Schools can access ongoing professional development through the consortium.
<input checked="" type="checkbox"/> CEY045T	Through the roll out of the Wales Government delivery model for Community Focused schools establish a collaborative approach to reduce school exclusion and improve school attendance	100%	✔	The model of intervention for the Community Focused Schools Team has been established and further developed to focus on transition. Important links have been developed with the identified communities to facilitate implementation of the intervention.
<input checked="" type="checkbox"/> CEY046T	Explore and develop options for in house provision in response to the increasing number of pupils struggling to engage with education due to mental health difficulties	100%	★	A model of in-house provision has been developed and implemented under the umbrella of Plas Derwen Pupil Referral Unit. The provision has been successful in providing an alternative educational option for learners with a range of needs including mental health challenges.
<input checked="" type="checkbox"/> CEY047T	Provide bespoke support for schools through training and development to improve the level of speech language and communication skills for pupils	80%	★	Current priorities - Further Implementation and Supervision of Talkboost Language Interventions for Nursery to Year 2 pupils. Ongoing rollout of Key Stage 2 Intervention needed. Betsi Cadwaladr University Health Board's Speech and Language Therapy Team (SALT) are no longer able to support the Supervision and roll, out due to funding changes. Education will endeavour to sustain the rollout.

## Educational Engagement and Achievement

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CEY004M	Reduction in the number of permanent exclusions	31.00	25.00	27.00		
<p>There has been an overall increase in the level of permanent exclusion, with Substance Misuse accounting for the majority of incidents. Work has been undertaken to review the Council's policy and practice in relation to this area.</p>						
CEY005M	Reduction in the number of fixed term exclusions	2,096.00	1,150.00	1,677.00		
<p>There has been a notable increase in the levels of fixed term exclusion across the secondary sector with physical assault against a pupil and verbal abuse/threatening behaviour towards an adult accounting for the majority of incidents.</p>						
CEY006M	Percentage of pupil attendance in secondary schools	89.00%	89.00%	87.80%		
<p>Secondary attendance has improved and met the target. The use of Welsh Government grant funding for Attendance Support Officers has supported the improvement. At 89%, the attendance level was the third highest in Wales.</p>						
CEY007M	Percentage of pupil attendance in primary schools	92.10%	93.00%	92.40%		
<p>Whilst the target of 93% hasn't been achieved, primary school attendance in Flintshire compares favorably with that of other counties as the fifth highest nationally. The highest national value recorded for the year was 92.9%.</p>						

# Digital Learning Opportunities









	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU018T	Increasing take-up of digital learning opportunities supported by Aura	100%		Aura have continued to provide access to digital support for customers and the community at all seven static locations, as well as offering access to our digital loan scheme for people to access the digital world in their own homes. During this reporting period we have seen an increase in the demand for more informal, bespoke support for one or two issues as opposed to groups of people wanting to attending set courses . This is reflected in the smaller number of people being supported(CAU005M) , but a higher number of sessions being delivered (CAU006M). E.g one on one session to show people how to use applications such as WhatsApp, Video calling and streaming services. Our digital drop in sessions have been an ideal way to meet this demand.
<input checked="" type="checkbox"/> CEY011T	Embed the delivery plan for Integrated Youth Services by maintaining focus on digital, school and community engagement	100%		We have successfully achieved our Integrated Youth Services delivery plan by maintaining a strong digital presence, ensuring our school and community immersion workers and play team are active in schools, and sustaining ongoing community engagement.
<input checked="" type="checkbox"/> CEY048T	All schools to have a formally adopted Digital Strategy	100%		All schools have now formally adopted their own digital strategy . This gives all schools a standard to work from to develop their digital progression in a structured manner.

## Digital Learning Opportunities

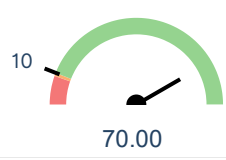
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU005M	Number of learners	356.00	385.00	224.00		
<p>Aura have continued to provide access to digital support for customers and the community at all seven static locations, as well as offering access to our digital loan scheme for people to access the digital world in their own homes. During this reporting period we have seen an increase in the demand for more informal, bespoke support for one or two issues as opposed to groups of people wanting to attend set courses. This is reflected in the smaller number of people being supported (CAU005M), but a higher number of sessions being delivered (CAU006M). E.g. one on one sessions to show people how to use applications such as WhatsApp, Video calling and streaming services. Our digital drop in sessions have been an ideal way to meet this demand.</p>						
CAU006M	Number of sessions	229.00	15.00	1,174.00		
<p>Exceeded target.</p>						
CEY014M	All schools to have a formally adopted Digital Strategy by December 2023	100.00%	100.00%			
<p>Completed - Digital Strategies are in place in all schools.</p>						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CEY015M	Number of Youth Work Sessions Delivered - School	925.00	390.00			
Schools delivery is running at full capacity and is delivered through individual and group work.						
CEY016M	Number of Youth Work Sessions Delivered - Community	511.00	400.00			
Open access sessions continue to be developed through clubs and detached provision.						
CEY017M	Number of Youth Work Sessions Delivered - Digital	86.00	100.00			
Delivery is focused around face to face as per consultation feedback on the needs of young people, commissioned through the Public Services Board. This has resulted in staffing resources being reprioritised into direct delivery with young people rather than on expanding digital provision, hence the target not being met.						

# Learning Environments



	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU019T	To provide Duke of Edinburgh Award training opportunities for young people in Alternative Provision, schools, and community groups (subject to external grant funding)	100%		Last Year we had 70 Young People enrolled on the Bronze and Silver D of E.
<input checked="" type="checkbox"/> CEY015T	Continue construction of the 3-16 campus at Mynydd Isa	100%		Construction of new 3-16 campus continues following site start in November 2022 on the Argoed High School site. Progress continues in line with the construction programme and Phase 1 of the campus is on target to be delivered as expected and within the parameters of the contract for the project.
<input checked="" type="checkbox"/> CEY018T	Schedule Council approval to progress Wales Government's Band B Sustainable Communities projects within the Learning Investment Programme	100%		The Sustainable Communities for Learning Programme is designed to be delivered over a number of waves, or 'bands' of investment, currently in Band B (2019/24) the Council has agreed with Welsh Government a total investment of circa £85 million. Three projects identified within Band B have been delivered, four are currently progressing, one is at initial scoping phase, one at design development stage and two are currently in construction.
<input checked="" type="checkbox"/> CEY019T	Progress the development of a new premises plan for the North-East Wales Archive	90%		The Council received notification from the National Lottery Heritage Fund on 28th March 2024, that it has been successful in its application for grant funding to support the development of a new archive facility. This grant offer is now in the process of being accepted by the Cabinets of both Flintshire County Council and Denbighshire County Council.
<input checked="" type="checkbox"/> CEY049T	Commence construction of the Drury CP refurbishment and extension	75%		Project has been paused at design development stage due to declining learner numbers. This has impacted on the current design brief and heightened the risks around Welsh Government business case approvals. The project has been paused to allow forensic assessment of forecasting of learner numbers for the school.
<input checked="" type="checkbox"/> CEY050T	Complete construction of the Penyffordd CP extension	100%		Construction of the extensions to Ysgol Penyffordd CP have now been completed and building extensions have now been successfully handed over to the school.
<input checked="" type="checkbox"/> CEY051T	Commence design development options for a new Welsh medium primary school for Buckley / Mynydd Isa area	25%		Project is at the early planning and scoping stage. Strategic discussions continue with the Welsh Government Sustainable Learning Communities Capital Investment Team and internally to develop an operating model of the provision. It is proposed that this project will now move to the next wave of school modernisation projects under the rolling programme of investment as outlined in the Strategic Outline Programme to be agreed at Cabinet and Welsh Government in the near future.
<input checked="" type="checkbox"/> CEY052T	Determine a strategy for school modernization within the Saltney area	50%		An early engagement process was completed in July 2023 to understand the schools' and community views. Feedback has been reviewed to determine next steps. It is proposed that this project will now move to the next wave of school modernisation projects under the rolling programme of investment as outlined in the Strategic Outline Programme to be agreed at Cabinet and Welsh Government in the near future.

## Learning Environments

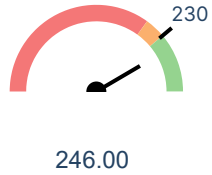

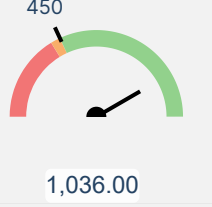
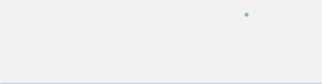
Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU029M	Number of young people engaged in the Duke of Edinburgh Award scheme	70.00	10.00			
70 Young people on the Bronze and Silver award.						






# Learning Community Networks

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU020T	Delivery of the Adult Community Learning (ACL) programme	100%		Our contribution to the Adult Community Learning Partnership continues to grow, with over 1,036 learners and 246 sessions being delivered during this reporting year. Examples of the courses that we provided include – First Aid for Parents, Pre and Post-natal Fitness, Employability Skills, Autism Awareness, Safeguarding, Social Media workshops, Food Safety qualifications and Positive Mental and Physical Well-being support sessions.
<input checked="" type="checkbox"/> CEY020T	Continue to consolidate the joint working between Flintshire County Council and Denbighshire County Council through the Northeast Wales Archive to provide a sustainable and resilient service	100%		The joint working between the two Council archive services is embedded and successful under the first arrangement of a Memorandum of Understanding (MOU). Now that the grant offer has been received from National Lottery the MOU will be replaced by a formal legal agreement between the two services. This has been drafted and will be finalised at the appropriate time of the development phase I linked to the grant funding offer outlined above.

## Learning Community Networks

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU015M	Number of Adult Community Learning (ACL) courses available to the public - Sessions	246.00	230.00	440.00	 246.00	
<p>Examples of the courses we provided include – First Aid for Parents, Pre and Post-natal Fitness, Employability Skills, Autism Awareness, Safeguarding, Social Media workshops, Food Safety qualifications and Positive Mental and Physical Wellbeing support sessions.</p>						
CAU030M	Number of Adult Community Learning (ACL) courses available to the public - Learners	1,036.00	450.00		 1,036.00	
<p>Exceeded target</p>						

# Welsh Education Strategic Plan (WESP)





	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CEY031T	Extend the range of youth services delivered bilingually to encourage young people to retain and use their Welsh language skills into early adulthood	100%		Flintshire Youth Services remains committed to extend the range of services delivered bilingually. A new Welsh Language Officer has been appointed and this will continue to drive the commitment forward.
<input checked="" type="checkbox"/> CEY053T	Complete the annual strategic actions within the WESP 5-year action plan	100%		All actions were given a RAG rating and discussed at the summer term meeting of the Welsh in Education Forum. No actions were identified as red and the annual report was submitted to Welsh Government in July 2023. The Forum has now moved to implementing year two of the five year action plan.
<input checked="" type="checkbox"/> CEY054T	Review Welsh medium resource provision for pupils with Additional Learning Needs	100%		A review has been undertaken to consider the current provision and engage with Welsh medium settings to determine need. the finding are being collated and will be presented to the WESP Forum.

Welsh Education Strategic Plan (WESP)

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CEY010M	Number of pupils in Year 1 in Welsh medium education	119.00	130.00	110.00		
<p>119 from pre validated PLASC as at January 2024. This is an increase of 9 from last years PLASC which was 110.</p>						
CEY011M	Number of Year 11 pupils studying Welsh	87.00	103.00			

This measure relates to the number of year 11 pupils in the current cohort at Ysgol Maes Garmon who are studying through the medium of Welsh. This figure is outside of the Council's control and is dependent on parental/pupil choices as to where they access secondary education.

# Well-being

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CAU021T	Run a referral programme for children and young people with ACEs or a disability and their families to provide low cost / no cost physical activity opportunities to improve overall health and well-being (subject to Action for Children funding) – by March 2024	100%		141 Disability referrals engaged 143 Young People referrals engaged.
<input checked="" type="checkbox"/> CEY046T	Explore and develop options for in house provision in response to the increasing number of pupils struggling to engage with education due to mental health difficulties	100%		A model of in-house provision has been developed and implemented under the umbrella of Plas Derwen Pupil Referral Unit. The provision has been successful in providing an alternative educational option for learners with a range of needs including mental health challenges.
<input checked="" type="checkbox"/> CEY055T	Embed a Whole School Approach to Emotional Health and Wellbeing in all Flintshire schools	100%		This work has progressed well and Flintshire schools are positively engaged with developing their work around the whole school approach to emotional health and well-being. This work will be ongoing as schools continue to embed effective practice.
<input checked="" type="checkbox"/> CEY056T	Improving awareness of trauma informed practice with schools and Education and Youth workforce	100%		24 candidates from schools and Education and Youth successfully completed the local TISUK diploma training. The trauma informed approach group comprising of High school leads and LA staff met termly. This group provided an effective forum to engage with our high schools for the sharing of good local practice between schools and served as a local sounding board for introducing national initiatives. We are now in a much stronger position to build from individual practice into a wider reaching Belonging Strategy.

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Well-being

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CAU031M	Number of referrals received and number of referrals engaged (ACE)	284.00	150.00		<p>150 284.00</p>	
141 Disability referrals engaged 143 Young People referrals engaged.						
CEY018M	All schools to have a Whole School Approach to Emotional Health and Well-being	100.00%	100.00%		<p>100 100.00%</p>	
<p>100% of Flintshire schools are engaged and are implementing the requirements of the Welsh Government's Whole School Approach to Emotional Health and Well-being Framework. 79% of Flintshire Primary and Secondary schools have completed the required assessment tool and 50% have an action plan to prioritise development across their identified themes. Schools are receiving tailored ongoing support both face to face and online, in order to meet the requirements and are benefiting from additional capacity in the Healthy Schools team.</p>						

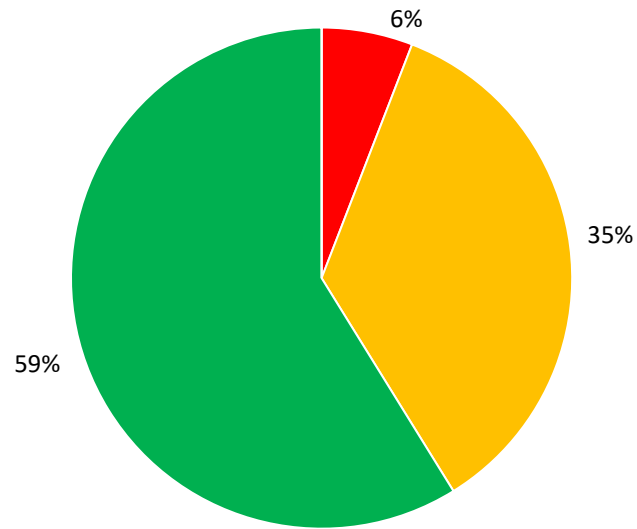
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# A Well Managed Council

**Well-being Objective:** A responsible, resourceful, and trusted Council operating efficiently as possible.

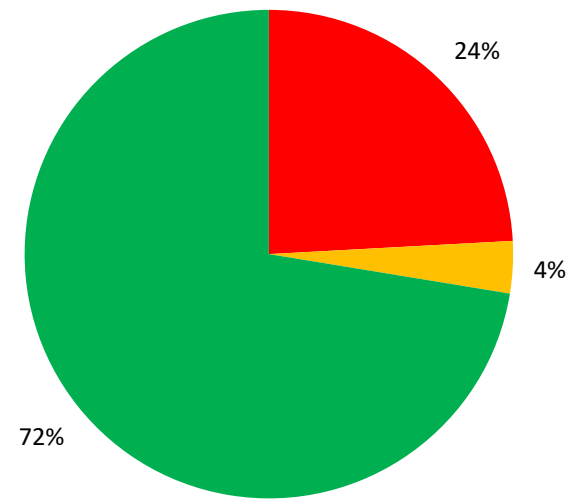
# A Well Managed Council Overall Performance

## A Well Managed Council - Action RAG Status



Off Track Monitor On Track

## A Well Managed Council - Measure RAG Status



Off Track Monitor On Track

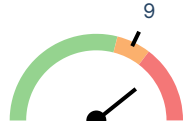
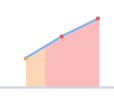


# People

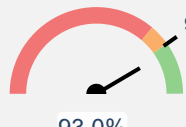
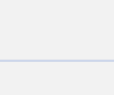
	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHR001T	Provide a workforce planning framework for use across the organisation	80%	●	Portfolios are provided with key information (including establishment control, headcount, diversity, age etc.,) monthly to enable them to undertake workforce planning for their own areas. The Chief Officer Team and the Human Resources Business Partner (HRBP) team have attended several workshops run by the LGA to look at options to introduce a single coherent workforce planning framework for use across the organisation. Once a decision has been made, we will be able to roll-out across the organisation.
<input checked="" type="checkbox"/> CHR002T	Implement a compliant and sustainable new pay model	50%	●	Work is ongoing. A preferred model is emerging (subject to cost).
<input checked="" type="checkbox"/> CHR003T	Maintain competitive pay and reward, and terms and conditions of employment	75%	●	Linked to CHR002T - Pay model is key to maintaining competitive pay and reward.
<input checked="" type="checkbox"/> CHR004T	Recruit sufficient permanent high quality staff with suitable qualifications and experience	89%	●	754 positions were filled during the year which is positive and indicates that we are able to recruit to a large number of positions, all of which will have been assessed as meeting the essential criteria for the post (including qualifications and experience). (percentage determined after deducting those who commenced employment but left during the first 12 months).
<input checked="" type="checkbox"/> CHR005T	Retain existing employees by supporting them to carry out their roles effectively, and by ensuring that our total offer for new and existing employees is competitive within the market place	88.69%	●	Turnover for 2023/24 was 13.55% which means that the stability for the year was 88.69%.
<input checked="" type="checkbox"/> CHR006T	Reduce the use of agency workers	0%	▲	<p>The number of active placements via Matrix during 2023/24 was 110 (Streetscene and Transportation 67, Housing and Communities 26, Social Services 9, Chief Executives 3, Planning, Environment and Economy 2, Governance 2 and Education and Youth 1) compared to 78 in 2022/23.</p> <p>We report on total active placements as well as those that have exceeded 12 weeks as part of AWR (Agency Worker Regulations) where agency workers would receive the same rate of pay as a contracted Flintshire County Council employee. That said, agency workers engaged via Matrix are paid the same rate as a contracted employee from day one:</p> <p>As of 31 March 2024, there were 110 active agency placements on Matrix across all portfolios. At the time of running the report, 71 placements exceeded 12 weeks (37 Streetscene and Transportation, 18 Housing and Communities, 9 in Social Services, 3 in Chief Executives, 2 in Governance and 1 each in Education and Youth, and Planning, Environment and Economy).</p> <p>The number of active placements is a snapshot at a point in time and refers to open placements, it does not mean they are all engaged and working.</p>

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CHR007T	Promote the Council's Employee Assistance Programme to increase usage	5%	★	There have been 2,403 portal accesses to Vivup from September 2023 up until the end of February 2024. This would account for over 30% of Council employees if each access was an individual employee. This statistic is not measured as individual employees portal access i.e. one person could access many times. 500 self-help downloads have been recorded and 63 employees have accessed counselling. The breakdown is: 12 telephone counselling (approx. 6 session each - standard), 14 virtual counselling (approx. 6 sessions each - standard), 15 face to face counselling (approx. 6 sessions each - standard), 22 in the moment support - employees needing a one-off support discussion, and signposting to appropriate support.
<input checked="" type="checkbox"/> CHR008T	Increase the level of Welsh Language across the organisation	100%	✔	A range of Welsh language courses have been accessed by a number of learners. Offering different levels/methods of learning makes it more accessible.


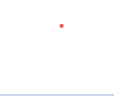
People

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHR001M	Number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence	10.99	9.00		 10.99	

The year-end cumulative turnover percentage for 2023/24 is 10.99%. This shows an improvement when compared to the previous year (11.78%). Long term sickness (absence over four weeks) accounts for 6.56 days per FTE with the remainder (4.43) attributed to short-term absence. 26% of all absences across the Council are related to mental health, 21% musculoskeletal, and 11% due to infections. Attendance continues to be managed closely, with Managers, Occupational Health (OH) and HR working together to provide additional support, including mindfulness, counselling, stress management courses, stress risk assessments etc. CareFirst is also available to provide additional support.

CHR002M	Percentage of apprenticeships which result in a positive outcome	93.0%	90.0%		 93.0%	
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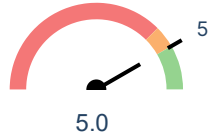
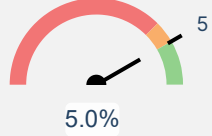
80% of apprenticeships got jobs internally, 10% got external jobs and 3% went on to university.

CHR003M	Percentage of permanent employees who leave within first year of employment	1.3%	1.0%		 1.3%	
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During 2023/24, 81 permanent employees left the authority within the first year of employment. 53% are due to personal reasons, 20% for alternative employer/career development and 7% was due to the nature of the work.



An exit interview survey is given to all leavers where they are able to complete anonymously and provide HR with feedback and more detail regarding the reason for leaving. This will enable HR and Portfolios to put measures in place to reduce the level of turnover.

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHR004M	Percentage of employees who have completed all of mandatory modules	53.7%	100.0%		<p>53.7%</p>	
<p>The new E-Learning platform (Learning@Wales) was launched in March and a promotional launch was carried out to encourage the completion of the mandatory modules. The monthly completion report continues to be provided to Portfolios to ensure records and completions are kept up to date. Managers are asked to liaise with their teams to ensure that they carry out any training that is not 'completed' against their record.</p>						
CHR005M	Number of employees trained on Mental Health First Aid across the organisation (Increase)	145	150		<p>145</p>	
<p>We had 106 employees trained and increased that by 39 in Quarter 4. This increases the overall number to 145 employees trained across the organisation. Due to the moratorium we had to delay further courses. There are more planned for 2024/25.</p>						
CHR006M	Number of Mental Health First Aid Champions across the organisation (Increase)	35	30		<p>35</p>	
<p>There were 35 Mental Health First Aid Champions across the organisation in 2023/24. These numbers should increase during 2024/25, as we are planning to work with both the Housing and Communities Portfolio and the Planning, Environment and Economy Portfolio, which will involve training more Mental Health First Aid Champions.</p>						

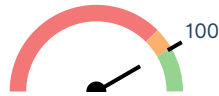


Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CHR007M	Increase usage of the Council's Employee Assistance Programme	5.0	5.0			
<p>A targeted campaign (during January 2024) was launched on the Infonet where a range of topics were promoted in order to raise awareness of the scope of the service . This resulted in an increase of 60% in portal access during January 2024 compared to that in December 2023. Comms promotion on the Infonet and shared with Schools regarding Key themes will be launched during April, May and June which will reflect UK awareness topics such as Maternal Mental Health, Men's Health week, and stress awareness month etc. Usage will be measured from statistics in quarterly reports and initiatives aligned to national UK health initiatives.</p>						
CHR008M	Percentage of employees undertaking Welsh Language Training (Increase)	5.0%	5.0%			
<p>Our apprentices attended weekly Welsh language classes - 27 learners attended Learn Welsh Taster courses and 31 learners enrolled on Learn Welsh Cymru courses.</p>						

# Anti-Racist and Anti-Discriminatory Council

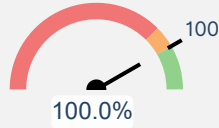

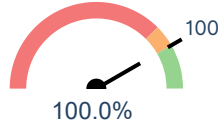
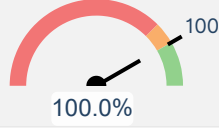
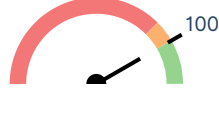
	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CEY057T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Education and Youth	100%	✔	The Portfolio Self-assessment against the 2023/24 standards have been completed. Action plans are being implemented.
<input checked="" type="checkbox"/> CGV013T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Governance	100%	✔	The portfolio self-assessment has been undertaken and all areas are compliant
<input checked="" type="checkbox"/> CHC045T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Housing and Communities	100%	✔	The Self-assessment for the Housing and Communities Portfolio has been completed and actions have been identified and implemented. Regular reviews and reminders of Welsh Language Standards continue to be shared across the Portfolio.
<input checked="" type="checkbox"/> CPA001T	Publish the Workforce Information report to meet our statutory public sector equality duties	100%	✔	Workforce Information Report completed.
<input checked="" type="checkbox"/> CPA002T	Publish the Strategic Equality Plan Annual Report to meet our statutory public sector equality duties	100%	✔	The Strategic Equality Plan Annual Report was approved and published in March 2024.
<input checked="" type="checkbox"/> CPA003T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Chief Executives	100%	✔	Portfolio Self-assessments are complete. These have been reviewed to identify areas for improvement.
<input checked="" type="checkbox"/> CPA004T	Develop and implement an Action Plan to meet Welsh Government's Anti -racist Wales Action Plan	100%	✔	The action plan is now included within the Strategic Equality Plan 2024/28 which has now been published.
<input checked="" type="checkbox"/> CPE056T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Planning, Environment and Economy	100%	✔	Portfolio Self-assessment complete and Action Plan is in place.
<input checked="" type="checkbox"/> CSS023T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Social Services	100%	✔	Annual Self-assessment against the Welsh Language Standards is complete and an action plan to improve was implemented in April 2023.




	Action	Percentage Complete	RAG	Comment
 CST023T	Complete a Portfolio annual self-assessment against the Welsh language standards and implement action plan to improve - Streetscene and Transportation	100%		Portfolio Self-assessment is complete.

Anti-Racist and Anti-Discriminatory Council





Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CEY019M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Education and Youth	100.0%	100.0%		 <p>100.0%</p>	
The Portfolio Self-assessment against the 2023/24 standards have been completed. Action plans are being implemented.						
CGV012M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Governance	100.0%	100.0%		 <p>100.0%</p>	
Governance Portfolio Self-assessment undertaken annually.						
CHC041M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Housing and Communities	100.0%	100.0%		 <p>100.0%</p>	
The Housing and Communities Portfolio Self-assessment has been completed and action plan implemented. Reviews and reminders across the Portfolio in respect of the Welsh Language Standards continues						



Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPA001M	Strategic Equality Action Plan in place and actions achieved	100.0%	100.0%			
The Strategic Equality Plan is in place. Progress on actions for 2023/24 will be published during 2024/25.						
CPA002M	Workforce Information Report published	100.0%	100.0%			
Workforce Information Report completed.						
CPA003M	Strategic Equality Plan Annual Report published	100.0%	100.0%			
The Strategic Equality Plan Annual Report 2022/23 has been published within statutory timeframes i.e. by 31.03.2024.						
CPA004M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Chief Executives	100.0%	100.0%			
All portfolios have completed Self-assessments. Analysis of Self-assessments has been undertaken to identify any areas of risk.						

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPE043M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Planning, Environment and Economy	100%	100%		 100%	
Portfolio Self-assessment complete and Action Plan is in place.						
CSS018M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Social Services	100.0%	100.0%		 100.0%	
Portfolio Self-assessment is complete.						
CST023M	Portfolio self-assessments against the Welsh Language Standards completed and Action Plans achieved - Streetscene and Transportation	100.0%	100.0%		 100.0%	
Portfolio Self-assessment is complete.						

# Financial Resilience

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CFI001T	Ensure the funding needs of the Council over the medium term are met through financial planning	100%		The Council was able to set a legal and balanced budget for 2024/25 in February 2024. Work is underway to update the Medium Term Financial Strategy for 2025/26 onwards and an update report is scheduled for June/July 2024.
<input checked="" type="checkbox"/> CFI002T	Ensure that robust monitoring arrangements are in place for revenue and capital	100%		Detailed budget monitoring and reporting arrangements have continued. The revenue monitoring position is reported monthly and the capital monitoring position is reported quarterly (Cabinet and Corporate Resources Overview and Scrutiny Committee).
<input checked="" type="checkbox"/> CFI003T	Ensure an adequate level of reserves is maintained by the Council	100%		Projected levels of Unearmarked Reserves and Earmarked Reserves are reported monthly and quarterly respectively within the budget monitoring report. A statement on the levels and adequacy of overall reserves was included in the budget setting report to Council and Cabinet for the 2024/25 financial year.
<input checked="" type="checkbox"/> CFI004T	Ensure robust processes exist for the management and recovery of debt including Council Tax and rent	100%		The Council continues to apply robust, but fair, debt recovery processes to maximise collection levels across all areas. At the same time, the Revenues service engages constructively with residents who struggle to meet their payment obligations by entering into affordable payment plans. The approach to debt recovery is set out in the Councils Corporate Debt Recovery Policy.

# Flintshire Assets

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPA005T	Monitor Council Progress against the Corporate Asset Management Plan	50%	●	The Corporate Asset Management Plan informs the Capital Programme which is reviewed annually and progress is monitored throughout the year.
<input checked="" type="checkbox"/> CPA006T	Review and refresh the Corporate Asset Management Plan	50%	●	The Corporate Asset Management Plan will be refreshed 2024/25.
<input checked="" type="checkbox"/> CPA007T	Form and agree Office Accommodation Strategy	50%	●	Work has commenced on the office strategy, draft principles have been prepared and COT has been consulted. Further work required to firm up principles.
<input checked="" type="checkbox"/> CPA008T	Commercial Estate Rent Review	20%	●	Due to legal complexities, external advice is required. Tender submissions have been received and in the process of being evaluated.
<input checked="" type="checkbox"/> CPA009T	Review of Industrial Estate Strategy (Area by Area)	20%	▲	Due to new priorities and insufficient resource this piece of work is unlikely to be completed this financial year. Two estates have been reviewed as part of the Levelling Up bids and a strategy will be formulated for one of them.

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Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPA005M	To increase energy efficiency within our retained units to meet EPC grade C by 2027 and Grade B by 2030	100.0%	70.0%		<p>70 100.0%</p>	
<p>All our units have now had Energy Performance Certificates and a survey which has identified the likely works required for the future minimum energy standards. However, our consultant has advised that the MEES legislation remains dormant and has not been enacted. The advice received is to do nothing for now until clarification occurs.</p>						
CPA006M	Increase rental income	20.0%	100.0%		<p>100 20.0%</p>	
<p>External advice procured. Target to review and increase rental income for 20% of rental properties in 2024/25. Slippage on target given the complexities.</p>						
CPA007M	County Hall Master Plan options appraisal/strategy: To develop a plan which will provide the blueprint for the redevelopment of County Hall site.	25.0%	50.0%		<p>50 25.0%</p>	
<p>This work is linked to the Office Strategy. We have agreed principles and structures are being established for work streams, phased implementation to follow.</p>						

# Digital

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CGV009T	Continue to provide a corporate Contact Centre for handling telephone calls to the Council	100%		The corporate Contact Centre is open Monday-Friday between 08:30 – 17:00. The team handle a wide range of telephone calls for services in Housing, Streetscene, Planning, Elections and Blue Badges. In addition, the team answer calls to the Council's main telephone number 01352 752121.
<input checked="" type="checkbox"/> CGV010T	Continue to administer a complaints procedure for customers to provide feedback on their experience with the Council	100%		The Concerns and Complaints Policy is based on an all Wales model for complaints handling in the public sector. The Council works closely with the Ombudsman to share examples on best practice and it also chairs the all Wales Corporate Complaints Officer Group.
<input checked="" type="checkbox"/> CGV011T	Continue to promote My Account as an access channel to access the Council and its services	100%		The Council continues to promote My Account through the website and social media. My Account and opportunities for integration with back office systems is always at the forefront when designing digital services.
<input checked="" type="checkbox"/> CGV012T	Provide access to Council services on the internet in a responsive way (information can be accessed using different devices)	100%		All of the Council's digital services are designed to be responsive to ensure that our customers can access digital services using a device of their choice e.g., laptop, tablet, smartphone.

Digital

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CGV003M	Number of My Account subscriptions.	36,566	37,268	30,381		
<p>My Account is at the forefront of all system development and portfolios have been invited to share their ideas to increase subscriptions, including Housing where Contract Holder (tenant) take-up is low. Marketing and promotion of My Account is ongoing.</p>						
CGV008M	80% of telephone calls to the corporate Contact Centre answered	69.0%	80.0%			
<p>During 2023/24 the corporate Contact Centre received over 182,000 telephone calls, of which 69% were answered. Significant recruitment and retention challenges have been well reported, which is a contributing factor to the service not achieving its target. The largest proportion of telephone calls relates to Housing and Streetscene services. Housing received over 68,000 telephone calls, of which 71% were answered and Streetscene received almost 80,000 telephone calls of which 72% were answered. As the service moves in to 2024/25, it remains firmly committed to upskilling employees and training those who are new, to improve performance.</p>						
CGV009M	70% of Step 1 complaints against Council services are dealt with within 10 working days	83.9%	70.0%			
<p>Complaints performance remains a priority for senior management and is regularly shared across portfolios to monitor trends, patterns, and actions. An ongoing programme of training is available to the workforce through Learning and Development and internal communications are regularly reviewed to ensure information is up to date and current.</p>						

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Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CGV010M	Number of unique website views	100,490,000.00	1,000,000.00			




Between 1st April 2023 and 31st March 2024, the Council's website has been used over 1.49 million times with over 4.25 million pages viewed. These figures illustrate the high volume of traffic to the website.

CGV011M	Number of eforms submitted to the Council	35,395.00	26,500.00			
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During Quarter 4, the Council received 35,395 eforms bringing the overall total for 2023/24 to 89,196. There was a significant increase in transactions during Covid as more people used digital service to apply for support e.g., Covid grants. Whilst volumes have reduced, they remain higher than pre pandemic volumes, which demonstrates more people are using digital services to transact with the Council.



# Partnerships

	Action	Percentage Complete	RAG	Comment
<input checked="" type="checkbox"/> CPA010T	Work with public sector partners, develop and publish a local Well-being Plan for 2023-28 setting out the local well-being objectives and how the Public Services Board, including the Council, aims to achieve them.	100%		The joint Flintshire and Wrexham Public Services Board (PSB) have been working on the first year of the Well-being Plan 2023-28. Three Outcome Boards and an Integration Team have been established and partnership project working is ongoing.
<input checked="" type="checkbox"/> CPA011T	Deliver three engagement events to encourage other organisations to sign up to the Armed Forces Covenant , which contribute to Flintshire County Council being re-accredited with the Defence Employers Recognition Scheme Gold Award in 2024.	100%		Engagement events have been delivered by the Business Team. The Engagement Officer for the Armed Forces Employers Recognition Scheme is also invited to attend the Flintshire Armed Forces Forum. There is a standing agenda item to encourage other organisations to sign up to the Armed Forces Covenant.
<input checked="" type="checkbox"/> CPA012T	Review arrangements with alternative delivery model to ensure the ongoing delivery of shared outcomes, priorities and services	25%		Ongoing and will continue into 2024/25. Some delay in scheduled activity, new timescales agreed/or are to be confirmed.

## Partnerships

Measure	Measure Description	Actual	Target	Last Year	Performance	Performance Trend
CPA008M	Number of engagement events held to encourage sign up to the Armed Forces Covenant	3.00	3.00		 3.00	
<p>The Business Team have held different events throughout the year to which the Engagement Officer for the Employers Recognition Scheme has been invited to attend and deliver presentations.</p>						
CPA009M	Number of organisations who sign up to the Armed Forces Covenant	2.00	3.00		 2.00	
<p>Two organisations have committed to signing the Armed Forces Covenant, following support from the Business Team. This measure is no longer appropriate. Given the Council's role in delivering on the Armed Forces Covenant, and its lack of ability to influence other organisations to sign the Covenant, it has been agreed that going forward, the Council will no longer be set targets in relation to getting other organisations to sign up.</p>						
CPA010M	Production and publication of an Annual Report which reports on progress to achieve the well-being objectives contained within the local Well-being Plan 2023-28 (%)	25.0	25.0		 25.0	
<p>The 2023 Annual Report will be produced in Summer 2024 with draft report going to the joint Flintshire and Wrexham Public Services Board (PSB) meeting for comments in June 2024.</p>						



## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 12 <sup>th</sup> September 2024
<b>Report Subject</b>	Setting of Well-being Objectives
<b>Cabinet Member</b>	Cabinet Member for Corporate Services
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

Under the Well-being of Future Generations (Wales) Act 2015, the Auditor General has a duty to examine the extent to which the public bodies covered by the Act have acted in accordance with the sustainable development principle when setting their well-being objectives and taking steps to meet them. The Auditor General must undertake an examination in each body at least once over each five-year reporting period, the current reporting period is May 2020 to May 2025.

The Setting of Well-being Objectives was a local study and Audit Wales undertook this work at Flintshire County Council during December 2023 and February 2024 and report was issued in June 2024.

The audit sought to answer the overall question;

‘To what extent has Flintshire acted in accordance with the sustainable development principle when setting its new well-being objectives?’

No formal recommendations were identified, however, four recommendations for improvement have arisen from this audit, with the Council providing an action plan in response to the recommendations for improvement.

### RECOMMENDATIONS

1	The Committee considers the response to the recommendations for improvement and provides any comments to feedback to Cabinet.
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## REPORT DETAILS

1.00	EXPLAINING THE SETTING OF WELL-BEING OBJECTIVES REPORT
1.01	<p>The aim of the audit was to:</p> <ul style="list-style-type: none"> <li>• Explain how the Council applied the sustainable development principle throughout the process of setting its well-being objectives;</li> <li>• Provide assurance on the extent that the Council applied the sustainable development principle when setting its well-being objectives; and</li> <li>• Identify opportunities for Flintshire to further embed the sustainable development principle when setting well-being objectives in future.</li> </ul>
1.02	<p>The key question Audit Wales sought to answer was:-</p> <p><b><i>‘To what extent has Flintshire acted in accordance with the sustainable development principle when setting its new well-being objectives?’.</i></b></p> <p>In acting in accordance with the sustainable development principle, this mean the Council must act in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs.</p> <p>The Council need to ensure that when making decisions they consider the impact they could have on people living their lives in Wales in the future.</p> <p>There are five things that Council needs to think about to show that they have applied the sustainable development principle. These are:</p> <ul style="list-style-type: none"> <li>• Collaboration</li> <li>• Integration</li> <li>• Involvement</li> <li>• Long-term</li> <li>• Prevention</li> </ul> <p>Audit Wales reviewed this by exploring the following questions:</p> <ul style="list-style-type: none"> <li>• Was the process Flintshire put in place to set its well-being objectives underpinned by the sustainable development principle?</li> <li>• Has Flintshire considered how it will make sure it can deliver its well-being objectives in line with the sustainable development principle?</li> <li>• Has Flintshire put in place arrangements to monitor progress and improve how it applies the sustainable development principle when setting its well-being objectives?</li> </ul>
1.03	<p>Audit Wales gathered their evidence in the following ways:</p> <ul style="list-style-type: none"> <li>• Reviewing key documents; and</li> </ul>

	<ul style="list-style-type: none"> <li>• Carrying out interviews with council officers and members</li> </ul>
1.04	Audit Wales found the Council has applied the sustainable development principle in part to the setting of its current well-being objectives, but it did not directly involve its residents in the process and has not identified the resources required to deliver its objectives.
1.05	<p>The four recommendations flowing from the Audit Wales review are:-</p> <ul style="list-style-type: none"> <li>• <b>R1:</b> When it next develops its well-being objectives, the Council should ensure they are informed by the views of the diversity of its population to ensure the plan is informed by the full views of the local community.</li> <li>• <b>R2:</b> Outcomes information, when developing future well-being statements, the Council should set out how it proposes to ensure resources are allocated annually for the purposes of taking steps to meet its objectives to ensure these are achievable.</li> <li>• <b>R3:</b> The Council should ensure that in future budget setting processes or when refreshing its medium-term financial plan there is clear alignment with the Council well-being objectives, and that there is clarity about how savings targets or known future financial uncertainty might affect the delivery of its well-being objectives.</li> <li>• <b>R4:</b> To ensure that the Council can evaluate processes and identify lessons for learning, it should consider its arrangements for document retention and management covering how it gathers and stores information relating to the setting of well-being objectives and lessons learned.</li> </ul> <p>The Council's response and action plan to the Audit Wales report and the four recommendations is attached at Appendix C (Management Response Form).</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications in relation to the four recommendations, however, as noted above consideration of the well-being objectives needs to be considered as part of the budget setting process and development of the MTFS.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>An Impact Assessment is not required as this report is summarising the work already completed by Audit Wales when undertaking their audit. Findings from the Audit have been risk managed and considered when providing a response to the three recommendations and will be monitored ongoing.</p> <p>All audits, regulatory and inspection work carried out by Audit Wales, including this report considers the:</p> <ul style="list-style-type: none"> <li>• Sustainable Development Principle and the Well-being Goals as part of the Well-being of Future Generations (Wales) Act 2015</li> </ul>

### Ways of Working (Sustainable Development) Principles Impact

Long-term	The development of a mid-plan review of the Council Plan (2023-28) will further strengthen and ensure the Council is delivering upon its well-being objective / priorities and being able to deliver, short, medium and long-term benefits to our citizens and communities.
Prevention	The development of a mid-plan review of the Council Plan (2023-28) which includes consultation with citizens of Flintshire will further enhance the opportunities for the Council to engage and consider the needs of the citizens of Flintshire and undertake preventative measures.
Integration	Consultation of the Council Plan (2023-28), ensures the Council is informed by the views of the diversity of its population to and considers the full views of the local community.
Collaboration	As part of the mid-plan review of the Council Plan (2023-28) the opportunity to work collaboratively (also share data and information), will be undertaken.
Involvement	Consultation of the Council Plan (2023-28), ensures the Council is informed by the views of the diversity of its population to and considers the full views of the local community.

### Well-being Goals Impact

Prosperous Wales	The setting of current well-being objectives and priorities have been designed in a way that each of the well-being goals have been considered within the Council Plan (2023-28). Mid-plan review of the Council Plan (2023-28) will undertake a review of the Council's current well-being objectives and priorities.
Resilient Wales	
Healthier Wales	
More equal Wales	Consultation of the Council Plan (2023-28) ensures the Council is informed by the views of the diversity of its population to and considers the full views of the local community.
Cohesive Wales	

	Vibrant Wales	Actions proposed to the recommendations of the audit will support with future improvements to the well-being of the citizens of Flintshire.
	Globally responsible Wales	

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	<p>Audit Wales engaged with Cabinet Members, Senior Leaders and Officers as part of their audit.</p> <p>Governance and Audit Committee, Corporate Resources Overview and Scrutiny Committee and Cabinet will receive this report.</p> <p>In response to the recommendations, a key focus during the mid-plan review of the Council Plan (2023-28) will be to undertake a public consultation, workshops with the Chief Officer Team, Portfolios and Members.</p>

<b>5.00</b>	<b>APPENDICES</b>
5.01	<p>Appendix A: Setting of Well-being Objectives (Welsh)</p> <p>Appendix B: Setting of Well-being Objectives (English)</p> <p>Appendix C: Management Response Form</p>

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	A number of accessible background documents and information is available on Audit Wales' <a href="#">website</a> .

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Emma Heath (Strategic Performance Advisor)</p> <p><b>Telephone:</b> 01352 702 744</p> <p><b>E-mail:</b> <a href="mailto:emma.heath@flintshire.gov.uk">emma.heath@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
	<p><b>Audit Wales:</b> Work to support the Auditor General as the public sector watchdog for Wales. They aim to ensure that the people of Wales know whether public money is being managed wisely and that public bodies in Wales understand how to improve outcomes.</p>

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## Pennu amcanion llesiant – Cyngor Sir y Fflint

Blwyddyn archwilio: 2022-23

Dyddiad cyhoeddi: Mehefin 2024

Cyfeirnod y ddogfen: 4310A2024

Paratowyd y ddogfen hon fel rhan o waith a gyflawnir yn unol â swyddogaethau statudol.

Mewn achos o dderbyn cais am wybodaeth y gall y ddogfen hon fod yn berthnasol iddo, tynnir sylw at y Cod Ymarfer a gyhoeddwyd o dan adran 45 o Ddeddf Rhyddid Gwybodaeth 2000. Mae'r cod adran 45 yn nodi'r arfer wrth ymdrin â cheisiadau a ddisgwylir gan awdurdodau cyhoeddus, gan gynnwys ymgynghori â thrydydd partïon perthnasol. O ran y ddogfen hon, mae Archwilydd Cyffredinol Cymru a Swyddfa Archwilio Cymru yn drydydd partïon perthnasol. Dylid anfon unrhyw ymholiadau ynghylch datgelu neu aildefnyddio'r ddogfen hon at Archwilio Cymru yn [swyddog.gwybodaeth@archwilio.cymru](mailto:swyddog.gwybodaeth@archwilio.cymru).

Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Saesneg.

# Cynnwys

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Sut a phryd mae'r Cyngor yn gosod ei amcanion llesiant	5
Yr hyn a ganfuom	6
Mae'r Cyngor wedi cymhwyso'r egwyddor datblygu cynaliadwy yn rhannol i bennu ei amcanion llesiant, ond nid oedd yn cynnwys ei drigolion yn uniongyrchol yn y broses ac nid yw wedi nodi'r adnoddau sydd eu hangen i gyflawni ei amcanion	6
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## Cefndir: Ein harchwiliad o bennu amcanion llesiant

- 1 Mae Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015 (y Ddeddf) yn gosod 'dyletswydd llesiant' ar 48 o gyrff cyhoeddus. Mae'r ddyletswydd yn ei gwneud yn ofynnol i'r gyrff hynny osod a chyhoeddi 'amcanion llesiant' sydd wedi'u cynllunio i wneud y mwyaf o'u cyfraniad at gyflawni pob un o saith nod llesiant cenedlaethol y Ddeddf.<sup>1</sup> Rhaid iddynt hefyd gymryd pob cam rhesymol, wrth arfer eu swyddogaethau, i gyflawni'r amcanion hynny.
- 2 Rhaid i'r Archwilydd Cyffredinol gynnal archwiliadau i asesu i ba raddau y mae gyrff cyhoeddus wedi gweithredu yn unol â'r egwyddor datblygu cynaliadwy wrth bennu eu hamcanion llesiant.<sup>2</sup> Rydym yn cynnal rhaglen dreigl o'r arholiadau hyn, hyd at ddechrau 2025.<sup>3</sup>
- 3 Mae gwneud rhywbeth yn unol â'r egwyddor datblygu cynaliadwy yn golygu gweithredu 'mewn modd sy'n ceisio sicrhau bod anghenion y presennol yn cael eu diwallu heb beryglu gallu cenedlaethau'r dyfodol i ddiwallu eu hanghenion eu hunain'. Er mwyn cyflawni hyn, rhaid i gorff cyhoeddus ystyried y pum ffordd o weithio: hirdymor, integreiddio, cyfranogi, cydweithio ac atal.<sup>4</sup>
- 4 Gwnaethom lunio fframwaith asesu i'n galluogi i asesu i ba raddau y mae gyrff cyhoeddus wedi cymhwyso'r egwyddor datblygu cynaliadwy wrth bennu eu hamcanion llesiant. Mae **Atodiad 1** yn nodi rhagor o wybodaeth am ein dull gweithredu, gan gynnwys set o 'ddangosyddion cadarnhaol' sy'n dangos sut beth allai da edrych.
- 5 Wrth ddylunio ein dull gweithredu, gwnaethom ystyried yr hyn y gallem ei ddisgwyl yn rhesymol gan gyrff cyhoeddus ar yr adeg hon. Dylai gyrff cyhoeddus nawr fod yn gyfarwydd â'r egwyddor datblygu cynaliadwy a'r ffyrdd o weithio a cheisio eu cymhwyso mewn ffordd ystyrion. Ar yr un pryd, rydym yn gwerthfawrogi bod gyrff cyhoeddus yn dal i ddatblygu eu profiad wrth gymhwyso'r egwyddor datblygu cynaliadwy wrth osod amcanion llesiant. Felly, mae'r arholiadau'n cynnwys ystyried sut mae gyrff cyhoeddus yn cymhwyso eu dysgu a sut y gallant wella yn y dyfodol.

## Cynnal ein harchwiliad yng Nghyngor Sir y Fflint

- 6 Nod yr archwiliad hwn oedd:
  - esbonio sut y gwnaeth Sir y Fflint gymhwyso'r egwyddor datblygu cynaliadwy drwy gydol y broses o osod ei hamcanion llesiant; a
  - rhoi sicrwydd i'r graddau y mae Sir y Fflint wedi cymhwyso'r egwyddor datblygu cynaliadwy wrth osod ei hamcanion llesiant; a

<sup>1</sup> Y saith nod llesiant cenedlaethol yw; Cymru lewyrchus, Cymru gydnerth, Cymru iachach, Cymru fwy cyfartal, Cymru o gymunedau cydlynol, Cymru o ddiwylliant bywiog ac iaith Gymraeg ffyniannus, a Chymru sy'n gyfrifol yn fyd-eang.

<sup>2</sup> Adran 15 (1) (a) Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015

<sup>3</sup> Rhaid i'r Archwilydd Cyffredinol gynnal archwiliadau dros y cyfnod a nodir yn y Ddeddf, sy'n dechrau flwyddyn cyn etholiad y Senedd ac sy'n dod i ben flwyddyn ac un diwrnod cyn etholiad y Senedd ganlynol.

<sup>4</sup> Adran 5 Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru) 2015

- nodi cyfleoedd i Sir y Fflint ymgorffori'r egwyddor datblygu cynaliadwy ymhellach wrth osod amcanion llesiant yn y dyfodol.
- 7 Aethom ati i ateb y cwestiwn cyffredinol 'i ba raddau y mae Sir y Fflint wedi gweithredu yn unol â'r egwyddor datblygu cynaliadwy wrth osod ei hamcanion llesiant newydd'. Rydym wedi gwneud hyn drwy archwilio'r cwestiynau canlynol:
- A oedd y broses a roddwyd ar waith gan Sir y Fflint i osod ei hamcanion llesiant wedi'u seilio ar yr egwyddor datblygu cynaliadwy?
  - A yw Sir y Fflint wedi ystyried sut y bydd yn sicrhau y gall gyflawni ei amcanion llesiant yn unol â'r egwyddor datblygu cynaliadwy?
  - A yw Sir y Fflint wedi sefydlu trefniadau i fonitro cynnydd a gwella sut mae'n cymhwyso'r egwyddor datblygu cynaliadwy wrth osod ei hamcanion llesiant?
- 8 Buom yn trafod amseriad yr archwiliad gyda Sir y Fflint ac fe wnaethom deilwra'r ddarpariaeth i adlewyrchu ei amgylchiadau penodol.
- 9 Rydym yn casglu ein tystiolaeth yn y ffyrdd canlynol:
- adolygu dogfennau allweddol; a
  - chynnal cyfweiliadau gyda swyddogion y cyngor.
- 10 Fel rhan o'r adolygiad o ddogfennau allweddol, nid oedd y Cyngor yn gallu darparu tystiolaeth fanwl o sut mae'n bwriadu ariannu'r gwaith o gyflawni ei amcanion llesiant a sut mae'n rheoli trefniadau ar gyfer gweithio gyda phartneriaid a nodi cyfleoedd ar gyfer cydweithio. Mae hyn yn golygu bod ein canfyddiadau ar gyfer Cwestiynau 2 o'r meini prawf archwilio (gweler **Atodiad 1** am fanylion) yn gyfyngedig oherwydd y diffyg tystiolaeth a ddarparwyd.

## Sut a phryd mae'r Cyngor yn gosod ei amcanion llesiant

- 11 Cyflwynwyd Cynllun drafft y Cyngor, sy'n cynnwys ei amcanion, i'r Cabinet ym mis Ionawr 2023 i'w gymeradwyo yn y Cyngor Llawn ym mis Mai 2023. Ym mis Mawrth 2024, nid oedd y cynllun a'r amcanion wedi'u cyhoeddi ar-lein.
- 12 Mae Cynllun y Cyngor yn cynnwys saith amcan llesiant, y mae'r Cyngor yn eu galw'n flaenoriaethau.  
Mae **Arddangosyn 1** yn nodi'r amcanion llesiant hynny.

### Arddangosyn 1: Amcanion Llesiant Sir y Fflint 2023/28

1. **Tlodi – Amddiffyn ein cymunedau a'n pobl rhag tlodi drwy eu cefnogi i ddiwallu eu hanghenion sylfaenol a bod yn wydn**

2. **Tai Fforddiadwy a Hygyrch – Tai yn Sir y Fflint sy'n diwallu anghenion ein preswylwyr a chefnogi cymunedau mwy diogel**

3. **Cymdeithas Werdd a'r Amgylchedd – Cyfyngu a gwella effaith gwasanaethau'r Cyngor ar yr amgylchedd naturiol a chefnogi cymunedau ehangach Sir y Fflint i leihau eu hól troed carbon eu hunain**

4. **Economi – Cysylltu cymunedau a galluogi adferiad a thwf economaidd cynaliadwy**

5. **Lles personol a chymunedol – Cefnogi pobl mewn angen i fyw cystal ag y gallant**

6. **Addysg a Sgiliau – Galluogi a chefnogi cymunedau dysgu**

7. **Cyngor sy'n cael ei reoli'n dda – Cyngor cyfrifol, dyfeisgar a dibynadwy sy'n gweithredu mor effeithlon â phosibl**

## Yr hyn a ganfuom

**Mae'r Cyngor wedi cymhwyso'r egwyddor datblygu cynaliadwy yn rhannol i bennu ei amcanion llesiant, ond nid oedd yn cynnwys ei drigolion yn uniongyrchol yn y broses ac nid yw wedi nodi'r adnoddau sydd eu hangen i gyflawni ei amcanion**

### Y broses ar gyfer pennu amcanion llesiant

#### Canfyddiadau

- 13 Dechreuodd y gwaith o ddatblygu cynllun newydd y cyngor ym mis Gorffennaf 2022. Adolygodd y Cyngor y cynllun a'r amcanion blaenorol gan nodi a ellid dileu amcanion o'r cynllun newydd neu eu hystyried ar gyfer eu cynnwys yn barhaus.
- 14 Defnyddiodd y Cyngor ystod eang o ddata mewnol ac allanol i lywio ei sylfaen dystiolaeth ar gyfer datblygu ei Gynllun Cyngor a'i amcanion llesiant. Roedd hyn yn cynnwys Asesiad Lles y Bwrdd Gwasanaethau Cyhoeddus (BGC) ac Asesiad Anghenion Poblogaeth y Bwrdd Cynllunio Rhanbarthol (RPB), yn ogystal ag adroddiad Tueddiadau yn y Dyfodol Llywodraeth Cymru ac asesiadau rhanbarthol a chenedlaethol eraill. Mae hyn yn golygu bod gan y Cyngor ddealltwriaeth dda o angen, risg a chyfleoedd wrth ddatblygu ei amcanion llesiant.
- 15 Cynhaliodd y Cyngor gyfres o weithdai mewnol gyda rheolwyr gwasanaeth, prif swyddogion, cyfarwyddwyr ac Aelodau i'w cynnwys yn natblygiad y cynllun a'r amcanion newydd. Adolygodd y prif swyddogion y sylfaen dystiolaeth a datblygu cynllun ac amcanion drafft. Heriwyd y rhain gan y Pwyllgorau Craffu cyn yr adolygiad terfynol a'u diwygio gan brif swyddogion ac arweinwyr gwasanaethau.
- 16 Nid oedd y Cyngor yn cynnwys trigolion yn uniongyrchol i ddatblygu ei amcanion llesiant, ac ni ymgynghorodd â hwy ar ei amcanion drafft ychwaith. Fodd bynnag, defnyddiodd ffynonellau eilaidd o dystiolaeth ymgysylltu a gynhwyswyd yn y prosesau asesu a gwblhawyd gan y Bwrdd Gwasanaethau Cyhoeddus a'r Bwrdd Cynllunio Rhanbarthol. Roedd y prosesau ymgysylltu hyn yn cynnwys barn trigolion, grwpiau cydlyniant cymunedol a sefydliadau'r trydydd sector. Wrth

bennu amcanion llesiant nesaf, dylai'r Cyngor ystyried sut y gall gynnwys amrywiaeth ei gymunedau fel rhan o'r broses.

- 17 Wrth ddatblygu Cynllun y Cyngor, mae'r Cyngor wedi ystyried sut y gall weithio gyda phartneriaid ac mae hyn yn cael ei adlewyrchu yn yr amcanion a'r camau sydd wedi'u cynnwys ynddynt.
- 18 Roedd sylfaen dystiolaeth y Cyngor yn cynnwys adolygiad o strategaethau a chynlluniau trefnu partneriaid allanol i nodi cysylltiadau rhwng y rhain a'r amcanion drafft a luniwyd gan y Cyngor.
- 19 Mae'r fersiwn gymeradwy o Gynllun y Cyngor yn cynnwys manylion a gweithgarwch arfaethedig ar bob amcan, sy'n cynnwys rhestru cyfleoedd i weithio gyda phartneriaid allanol i gefnogi'r gwaith o gyflawni gweithgarwch i gyflawni'r amcanion.
- 20 Mae Cynllun y Cyngor hefyd yn rhestru blaenoriaethau cenedlaethol partneriaid allanol y gallai'r Cyngor gyflawni ei amcanion ei hun effeithio arnynt.
- 21 Mae gan y Cyngor ystod o brosesau ar waith i gefnogi cyflawni ei amcanion. Mae gan y Cyngor saith blaenoriaeth, pob un wedi'i gefnogi gan amcan llesiant. Mae pob amcan yn cynnwys nifer o is-flaenoriaethau, gyda phob un o'r rhain yn cynnwys ystod o allbynnau (gweithgareddau, tasgau a darparu gwasanaethau) a mesurau (gan edrych ar faint o weithgarwch sydd wedi digwydd a pha effaith y mae wedi'i chael). Mae'r holl wybodaeth hon wedi'i chynnwys yn y fersiwn gyhoeddedig o Gynllun y Cyngor.
- 22 Disgwylir i'r rhan fwyaf o'r gweithgareddau a restrir o dan bob is-flaenoriaeth, 124 o'r 169, gael eu cwblhau yn 2024, er bod llawer ohonynt yn rhan o weithgaredd ehangach a fydd yn parhau yn ystod oes y cynllun ac sydd â ffocws tymor hwy. Er enghraifft, disgwylir i weithgarwch tymor byr y Cyngor i adolygu ei Strategaeth Rheoli Perygl Llifogydd a'r Asesiad Canlyniadau Llifogydd Strategol gael ei gwblhau erbyn Mehefin 2024 ond bydd yn dylanwadu ar sut mae'r Cyngor yn rheoli perygl llifogydd yn y tymor hir.
- 23 Mae'r 45 o gamau gweithredu sy'n weddill yn cwmpasu pedair blynedd olaf y cynllun. Bydd angen i'r Cyngor barhau i ddatblygu camau gweithredu a fydd yn helpu i gyflawni'r amcanion y tu hwnt i'r flwyddyn bresennol, o ystyried bod y cynllun yn ymestyn hyd at 2028.
- 24 Nid oeddem yn gallu dod i'r casgliad pa drefniadau sydd gan y Cyngor ar waith i ddarparu adnoddau ar gyfer ei amcanion llesiant oherwydd diffyg tystiolaeth a ddarparwyd i ni gan y Cyngor.
- 25 Wrth gyflwyno'r cynllun i'w gymeradwyo, dywedodd papurau'r Cyngor fod 'goblygiadau adnoddau wedi cael eu hystyried wrth baratoi'r Cynllun Ariannol Tymor Canolig a'r Rhaglen Gyfalaf a byddant yn parhau i gael eu monitro yn ystod y trefniadau monitro cyllideb ac adolygu ariannol rheolaidd.' Nid ydym wedi gweld tystiolaeth o hyn yn ystod ein hadolygiad. Os nad yw'r Cyngor yn gallu rhoi adnoddau i'r ystod lawn o weithgareddau a nodwyd yn ei amcanion llesiant, mae'n peryglu peidio â gallu cyflawni ei Gynllun Cyngor na chyflawni ei amcanion
- 26 Mae'r Cyngor wedi datblygu trefniadau i'w alluogi i fonitro cynnydd ac effaith gweithgarwch dros y tymor byr, canolig a hir. Caiff cynnydd yn erbyn cyflawni'r amcanion llesiant ei adrodd bob chwarter i Dîm Prif Swyddogion y Cyngor (COT), y Cabinet a'r Cyngor Llawn. Mae'r Pwyllgorau Craffu yn derbyn adroddiadau ar eu his-flaenoriaethau perthnasol. Mae'r mesurau a ddefnyddir yn gymysgedd o allbynnau a chanlyniadau, gan ddangos maint y gweithgaredd a'i effaith. Mae'r rhain yn dangos cynnydd yn erbyn pob is-flaenoriaeth. Mae hyn yn cynnwys statws Coch / Ambr / Gwyrdd a data wedi'i ddiweddarau (lle bo ar gael) a diweddariad ysgrifenedig ar gyfer yr holl is-flaenoriaethau.
- 27 Mae'r adroddiad hwn yn cynnwys tynnu sylw at is-flaenoriaethau nad ydynt ar y targed ac adnabod risgiau newydd. Mae'r naill neu'r llall o'r rhain yn sbarduno adroddiad uchafbwyntiau,

sy'n cynnwys cyd-destun ac yn nodi'r risg bosibl sy'n gysylltiedig â pheidio â chyflawni'r is-flaenoriaeth, ynghyd â chamau gweithredu arfaethedig i wella perfformiad.

- 28 Mae lle i'r Cyngor fabwysiadu dull mwy ffurfiol o ddysgu a gwella sut mae'n datblygu ei amcanion a Chynllun y Cyngor.
- 29 Rydym yn ymwybodol ei fod wedi cymryd rhan mewn ymarferion cyfatebol ar gyfer yr asesiad Llesiant BGC a'r asesiad anghenion poblogaeth RPB. Ac, fel y nodwyd uchod, cynhaliodd y Cyngor adolygiad o Gynllun y Cyngor blaenorol hefyd.
- 30 Fodd bynnag, mae bylchau yn y dystiolaeth ehangach a ddarparwyd i ni yn nodi bod gwendidau yn y ffordd y mae'r Cyngor yn rheoli ei gofnodion ac yn cadw deunydd rhag gweithgarwch mewnl. Mae hyn yn golygu ei fod yn colli allan ar gyfleoedd i ddysgu.

## Argymhellion

A1 Pan fydd yn datblygu ei amcanion llesiant nesaf, dylai'r Cyngor sicrhau eu bod yn cael eu llywio gan safbwyntiau amrywiaeth ei boblogaeth i sicrhau bod y cynllun yn cael ei lywio gan farn lawn y gymuned leol.

A2 Wrth ddatblygu datganiadau llesiant yn y dyfodol, dylai'r Cyngor nodi sut mae'n bwriadu sicrhau bod adnoddau'n cael eu dyrannu bob blwyddyn at ddibenion cymryd camau i gyflawni ei amcanion i sicrhau bod modd cyflawni'r rhain.

A3 Dylai'r Cyngor sicrhau, wrth osod cyllideb yn y dyfodol, neu wrth adnewyddu ei gynllun ariannol tymor canolig, bod cysondeb clir ag amcanion llesiant y Cyngor, a bod eglurder ynghylch sut y gallai targedau arbedion neu ansicrwydd ariannol hysbys yn y dyfodol effeithio ar gyflawni ei amcanion llesiant.

A4 Er mwyn sicrhau y gall y Cyngor werthuso prosesau a nodi gwersi ar gyfer dysgu, dylai ystyried ei drefniadau ar gyfer cadw a rheoli dogfennau sy'n cwmpasu sut mae'n casglu ac yn storio gwybodaeth sy'n ymwneud â gosod amcanion llesiant a gwersi a ddysgwyd.



# Atodiad 1

## Cwestiynau allweddol a'r hyn yr ydym yn chwilio amdano

Mae'r tabl isod yn nodi'r cwestiwn yr oeddem yn ceisio ei ateb wrth gynnal yr archwiliad hwn, ynghyd â rhai is-gwestiynau i arwain ein casglu tystiolaeth. Maent yn seiliedig ar y dangosyddion cadarnhaol yr ydym wedi'u defnyddio o'r blaen yn ein harchwiliad egwyddor datblygu cynaliadwy, a ddatblygwyd trwy ymgysylltu â chyrff cyhoeddus a'u llywio gan gyngor ac arweiniad gan Gomisiynydd Cenedlaethau'r Dyfodol Cymru. Nid rhestr wirio yw'r rhestr hon, ond yn hytrach set o nodweddion darluniadol sy'n disgrifio sut beth allai da edrych.

## I ba raddau y mae'r corff wedi gweithredu yn unol â'r egwyddor datblygu cynaliadwy wrth osod ei amcanion llesiant newydd?

**Cwestiwn 1. Cynllunio: A oedd y broses a roddwyd ar waith gan y corff i osod ei amcanion llesiant yn seiliedig ar yr egwyddor datblygu cynaliadwy?**

**A yw'r corff wedi defnyddio data a gwybodaeth arall i ddeall anghenion, risgiau a chyfleoedd a sut y gallent newid dros amser?**

- Mae gan y corff asesiad clir a chytbwys o gynnydd yn erbyn amcanion llesiant blaenorol a ddefnyddiwyd i lywio dealltwriaeth y corff o'r angen 'fel y mae'/tymor byr'.
- Mae'r corff wedi gosod amcanion llesiant yn seiliedig ar ddealltwriaeth dda o angen, risg a chyfleoedd yn awr ac yn y dyfodol, gan gynnwys dadansoddi tueddiadau'r dyfodol. Mae'n debygol y bydd hyn yn cael ei dynnu o amrywiaeth o ffynonellau lleol a chenedlaethol, megis:
  - Aseidiadau llesiant Byrddau Gwasanaethau Cyhoeddus
  - Aseidiadau poblogaeth Byrddau Partneriaeth Rhanbarthol
  - Canlyniadau ymarferion ymwneud / ymgynghori lleol
  - Monitro a chwynion gwasanaethau
  - Adroddiad Tueddiadau'r Dyfodol
  - Adroddiad Cyflwr Adnoddau Naturiol Cyfoeth Naturiol Cymru (SoNaRR) ar gyfer Aseidiadau Cymru ac Ardaloedd
- Mae'r corff wedi ceisio deall achosion sylfaenol problemau fel y gall fynd i'r afael â chylchoedd negyddol a heriau rhwng cenedlaethau trwy ei amcanion llesiant.

**A yw'r corff wedi cynnwys eraill i ddatblygu ei amcanion llesiant?**

- Mae'r corff yn defnyddio canlyniadau cyfranogiad i helpu i ddewis ei amcanion llesiant. Mae'r ymglymiad hwnnw - boed yn gynradd, eilaidd neu'n gyfuniad - yn adlewyrchu amrywiaeth lawn y boblogaeth.
- Mae cyfranogiad yn adlewyrchu arfer da a chyngor gan Gomisiynydd Cenedlaethau'r Dyfodol.

<p><b>A yw'r corff wedi ystyried sut y gall yr amcanion wella llesiant a chael effaith eang?</b></p>	<ul style="list-style-type: none"> <li>• Mae'r amcanion llesiant wedi'u cynllunio i wella llesiant yn yr ystyr ehangaf a gwneud cyfraniad ar draws y saith nod llesiant cenedlaethol.</li> <li>• Mae'r amcanion llesiant wedi'u cynllunio i adlewyrchu a manteisio ar y cysylltiadau rhwng gwahanol feysydd gwaith.</li> <li>• Mae dealltwriaeth ddatblygedig o sut mae'r amcanion llesiant yn effeithio ar, neu'n ymwneud â'r hyn y mae cyrff cyhoeddus eraill yn ceisio ei gyflawni a chyfleoedd i weithio gyda'i gilydd.</li> </ul>
<p><b>A yw'r corff wedi dylunio'r amcanion i sicrhau manteision tymor hwy, wedi'u cydbwyso â diwallu anghenion tymor byr?</b></p>	<ul style="list-style-type: none"> <li>• Mae'r corff wedi gosod amcanion sy'n ddigon uchelgeisiol ac sydd wedi'u cynllunio i yrru gweithgaredd ar draws y sefydliad.</li> <li>• Mae'r amcanion wedi'u cynllunio i ddiwallu anghenion tymor byr a thymor hir. Pan osodir amcanion dros amserlen fer i ganolig, fe'u gosodir yng nghyd-destun ystyriaethau neu uchelgeisiau tymor hwy.</li> </ul>
<p><b>Cwestiwn 2. Adnoddau a chyflawni: A yw'r corff wedi ystyried sut y bydd yn sicrhau y gall gyflawni ei amcanion llesiant yn unol â'r egwyddor datblygu cynaliadwy?</b></p>	
<p><b>A yw'r corff wedi ystyried sut y gall roi adnoddau i'r amcanion llesiant?</b></p>	<ul style="list-style-type: none"> <li>• Dyrannwyd adnoddau i sicrhau y gellir cyflawni'r amcanion dros y tymor byr a'r tymor canolig, ond mae'r corff hefyd wedi ystyried adnoddau, risgiau a/neu sut y gall adnoddau ar gyfer amcanion tymor hwy.</li> <li>• Mae'r corff wedi dyrannu adnoddau i sicrhau buddion ataliol, lle mae'r rhain yn cael eu disgrifio yn ei amcanion llesiant.</li> </ul>
<p><b>A yw'r corff wedi ystyried sut y gall weithio gydag eraill i gyflawni eu hamcanion?</b></p>	<ul style="list-style-type: none"> <li>• Mae'r corff yn defnyddio ei wybodaeth am amcanion/gweithgarwch partneriaid, ei berthnasoedd a'i drefniadau cydweithredol i sicrhau y gall gyflawni uchelgeisiau trawsbynciol.</li> </ul>
<p><b>Cwestiwn 3. Monitro ac adolygu: A yw'r corff wedi sefydlu trefniadau i fonitro cynnydd a gwella sut mae'n cymhwyso'r egwyddor datblygu cynaliadwy wrth bennu ei amcanion llesiant?</b></p>	

<p><b>Ydy'r corff wedi datblygu mesurau a threfniadau monitro priodol?</b></p>	<ul style="list-style-type: none"> <li>• Mae mesurau perfformiad wedi'u cynllunio i adlewyrchu'r egwyddor datblygu cynaliadwy, e.e. drwy ganolbwyntio ar ganlyniadau sy'n torri ar draws ffiniau adrannol / sefydliadol ac sy'n sicrhau buddion lluosog (gan gynnwys ataliol) dros y tymor hwy.</li> <li>• Mae 'edau aur' a fydd yn caniatáu i'r corff adrodd yn glir ac yn dryloyw ar gynnydd i gyflawni'r amcanion.</li> </ul>
<p><b>A yw'r corff yn ceisio dysgu oddi wrth a gwella sut y mae wedi cymhwyso'r egwyddor datblygu cynaliadwy i bennu ei amcanion llesiant?</b></p>	<ul style="list-style-type: none"> <li>• Mae'r corff yn dangos hunanymwybyddiaeth ac ymrwymiad i wella sut mae'n cymhwyso'r egwyddor datblygu cynaliadwy fel y gall wneud hynny mewn ffordd ystyrlon ac effeithiol.</li> <li>• Mae'r corff wedi dysgu o osod amcanion llesiant blaenorol a thrwy gymhwyso'r egwyddor datblygu cynaliadwy yn fwy cyffredinol ac mae wedi gwella'r broses ar gyfer pennu ei amcanion llesiant newydd.</li> <li>• Mae gan y corff neu'n bwriadu myfyrio ar sut y mae wedi cymhwyso'r egwyddor datblygu cynaliadwy yn y cylch hwn o bennu amcanion llesiant.</li> </ul>





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## Setting of well-being objectives – Flintshire County Council

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## Background: Our examinations of the setting of well-being objectives

- 1 The Well-being of Future Generations (Wales) Act 2015 (the Act) places a 'well-being duty' on 48 public bodies. The duty requires those bodies to set and publish 'well-being objectives' that are designed to maximise their contribution to achieving each of the Act's seven national well-being goals.<sup>1</sup> They must also take all reasonable steps, in exercising their functions, to meet those objectives.
- 2 The Auditor General must carry out examinations to assess the extent to which public bodies have acted in accordance with the sustainable development principle when setting their well-being objectives.<sup>2</sup> We are carrying out a rolling programme of these examinations, up to early 2025.<sup>3</sup>
- 3 To do something in accordance with the sustainable development principle means acting 'in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs'. To achieve this, a public body must take account of the five ways of working: long term, integration, involvement, collaboration, and prevention.<sup>4</sup>
- 4 We designed an assessment framework to enable us to assess the extent to which public bodies have applied the sustainable development principle when setting their well-being objectives. **Appendix 1** sets out further information on our approach, including a set of 'positive indicators' that illustrate what good could look like.
- 5 In designing our approach, we considered what we could reasonably expect from public bodies at this point in time. Public bodies should now be familiar with the sustainable development principle and ways of working and be seeking to apply them in a meaningful way. At the same time, we appreciate that public bodies are still developing their experience in applying the sustainable development principle when setting well-being objectives. Therefore, the examinations include consideration of how public bodies are applying their learning and how they can improve in future.

## Carrying out our examination at Flintshire County Council

- 6 The aim of this examination was to:
  - explain how Flintshire applied the sustainable development principle throughout in the process of setting its well-being objectives;

<sup>1</sup> The seven national well-being goals are; a prosperous Wales, a resilient Wales, a healthier Wales, a more equal Wales, a Wales of cohesive communities, a Wales of vibrant culture and thriving Welsh language, and a globally responsible Wales.

<sup>2</sup> Section 15 (1) (a) Well-being of Future Generations (Wales) Act 2015

<sup>3</sup> The Auditor General must carry out examinations over the period set out in the Act, which begins one year before a Senedd election and ends one year and one day before the following Senedd election.

<sup>4</sup> Section 5 Well-being of Future Generations (Wales) Act 2015

- provide assurance on the extent that Flintshire applied the sustainable development principle when setting its well-being objectives; and
  - identify opportunities for Flintshire to further embed the sustainable development principle when setting well-being objectives in future.
- 7 We set out to answer the overall question ‘to what extent has Flintshire acted in accordance with the sustainable development principle when setting its new well-being objectives’. We did this by exploring the following questions:
- Was the process Flintshire put in place to set its well-being objectives underpinned by the sustainable development principle?
  - Has Flintshire considered how it will make sure it can deliver its well-being objectives in line with the sustainable development principle?
  - Has Flintshire put in place arrangements to monitor progress and improve how it applies the sustainable development principle when setting its well-being objectives?
- 8 We discussed the timing of the examination with Flintshire and we tailored the delivery to reflect its specific circumstances.
- 9 We gathered our evidence in the following ways:
- reviewing key documents; and
  - carrying out interviews with council officers.
- 10 As part of the review of key documents, the Council was unable to provide detailed evidence of how it plans to fund the delivery of its well-being objectives and how it manages arrangements for working with partners and identifying opportunities for collaboration. This means our findings for Questions 2 of the audit criteria (see **Appendix 1** for details) are limited due to the lack of evidence provided.

## How and when the Council set its well-being objectives

- 11 The draft Council Plan, containing its objectives, was submitted to Cabinet in January 2023 for approval at Full Council in May 2023. As of March 2024, the plan and objectives had not been published online.
- 12 The Council Plan contains seven well-being objectives, which the Council calls priorities. **Exhibit 1** sets out those well-being objectives.

### Exhibit 1: Flintshire’s well-being objectives 2023/28

**1. Poverty – Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient**

**2. Affordable and Accessible Housing – Housing in Flintshire meeting the needs of our residents and supporting safer communities**

3. **Green Society and Environment – Limiting and enhancing the impact of the Council’s services on the natural environment and supporting the wider communities of Flintshire to reduce their own carbon footprint**

4. **Economy – Connecting communities and enabling a sustainable economic recovery and growth**

5. **Personal and Community well-being – Supporting people in need to live as well as they can**

6. **Education and Skills – Enabling and supporting learning communities**

7. **A well-managed Council – A responsible, resourceful and trusted Council operating as efficiently as possible**

## What we found

**The Council has applied the sustainable development principle in part to the setting of its well-being objectives, but it did not directly involve its residents in the process and has not identified the resources required to deliver its objectives**

### The process for setting well-being objectives

#### Findings

- 13 Development of the new council plan began in July 2022. The Council reviewed the previous plan and objectives and identified if objectives could be removed from the new plan or considered for continued inclusion.
- 14 The Council used a wide range of internal and external data to inform its evidence base for developing its Council Plan and well-being objectives. This included the Public Services Board’s (PSB) Well-being Assessment and the Regional Planning Board’s (RPB) Population Needs Assessment, as well as the Welsh Government’s Future Trends report and other regional and national assessments. This means that the Council had a good understanding of need, risk and opportunities when developing its well-being objectives.
- 15 The Council ran a series of internal workshops with service managers, chief officers, Directors, and Members to involve them in the development of the new plan and objectives. Chief officers reviewed the evidence base and developed a draft plan and objectives. These were challenged by Scrutiny Committees before final review and amendment by chief officers and service leads.

- 16 The Council did not directly involve residents in developing its well-being objectives, neither did it consult them on its draft objectives. However, it did use secondary sources of engagement evidence included in the assessment processes completed by the Public Services Board and the Regional Planning Board. These engagement processes included the views of residents, community cohesion groups and third sector organisations. When next setting well-being objectives, the Council should consider how it can involve the diversity of its communities as part of the process.
- 17 In developing its Council Plan, the Council has considered how it can work with partners and this is reflected in the objectives and steps included within them.
- 18 The Council's evidence base included a review of the strategies and organisational plans of external partners to identify links between these and the draft objectives drawn up by the Council.
- 19 The approved version of the Council Plan contains details and proposed activity on each objective, which includes listing opportunities for working with external partners to support delivery of activity to achieve the objectives.
- 20 The Council Plan also lists the national priorities of external partners that could be impacted by the Council achieving its own objectives.
- 21 The Council has a range of processes in place to support the delivery of its objectives. The Council has seven priorities, each one supported by a well-being objective. Each objective contains a number of sub-priorities, with each of these containing a range of outputs (activities, tasks and service delivery) and measures (looking at how much activity has taken place and what impact it has achieved). All this information is included within the published version of the Council Plan.
- 22 The majority of activities listed under each sub-priority, 124 of the 169, are due to be complete in 2024, although many of them are part of wider activity that will continue during the lifetime of the plan and have a longer-term focus. For instance, the Council's short-term activity to review its Flood Risk Management Strategy and Strategic Flood Consequences Assessment is due to be completed by June 2024 but will influence how the Council manages flood risk in the long-term.
- 23 The remaining 45 actions cover the last four years of the plan. The Council will need to continue developing actions that will help deliver the objectives beyond the current year, given the plan extends to 2028.
- 24 We were unable to conclude what arrangements the Council has in place to resource its well-being objectives because of a lack of evidence provided to us by the Council..
- 25 When submitting the plan for approval, the Council's papers stated that 'Resource implications have been considered during preparation of the Medium-Term Financial Plan and Capital Programme and will continue to be monitored during the regular budget monitoring and financial review arrangements.' We have not seen evidence of this during our review. If the Council is unable to resource the full range of activity identified in its well-being objectives, it risks not being able to deliver its Council Plan or meet its objectives
- 26 The Council has developed arrangements to allow it to monitor the progress and impact of activity over the short, medium, and long-term. Progress against delivery of the well-being objectives is reported quarterly to the Council's Chief Officer Team (COT), Cabinet and Full Council. Scrutiny Committees receive reports on their relevant sub-priorities. The measures used are a mix of outputs and outcomes, showing both the volume of activity and its impact. These show progress against each sub-priority. This includes a Red / Amber / Green status and updated data (where available) and a written update for all sub-priorities.

- 27 This reporting includes the highlighting of sub-priorities which are not on target and the identification of new risks. Either of these triggers a highlight report, which includes context and identifies the potential risk associated with not delivering the sub-priority, along with proposed actions to improve performance.
- 28 There is scope for the Council to take a more formalised approach to learning and improving how it develops its objectives and Council Plan.
- 29 We are aware that it has participated in equivalent exercises for the PSB Well-being assessment and the RPB Population needs assessment. And, as noted above, the Council also undertook a review of the previous Council Plan
- 30 However, gaps in the wider evidence provided to us indicate that there are weaknesses in how the Council manages its records and retains material from internal activity. This means it is missing out on opportunities for learning.

## Recommendations

R1 When it next develops its well-being objectives, the Council should ensure they are informed by the views of the diversity of its population to ensure the plan is informed by the full views of the local community.

R2 When developing future well-being statements, the Council should set out how it proposes to ensure resources are allocated annually for the purposes of taking steps to meet its objectives to ensure these are achievable.

R3 The Council should ensure that in future budget setting processes or when refreshing its medium-term financial plan there is clear alignment with the Council well-being objectives, and that there is clarity about how savings targets or known future financial uncertainty might affect the delivery of its well-being objectives.

R4 To ensure that the Council can evaluate processes and identify lessons for learning, it should consider its arrangements for document retention and management covering how it gathers and stores information relating to the setting of well-being objectives and lessons learned.

# Appendix 1

## Key questions and what we looked for

The table below sets out the question we sought to answer in carrying out this examination, along with some sub-questions to guide our evidence gathering. They are based on the positive indicators we have previously used in our sustainable development principle examinations, which were developed through engagement with public bodies and informed by advice and guidance from the Future Generations Commissioner for Wales. This list is not a checklist, but rather an illustrative set of characteristics that describe what good could look like.

**To what extent has the body acted in accordance with the sustainable development principle when setting its new well-being objectives?**

**Question 1. Planning: Was the process the body put in place to set its well-being objectives underpinned by the sustainable development principle?**

<p><b>Has the body used data and other intelligence to understand need, risks and opportunities and how they might change over time?</b></p>	<ul style="list-style-type: none"> <li>• The body has a clear and balanced assessment of progress against previous well-being objectives that has been used to inform the body’s understanding of the ‘as is’/ short-term need.</li> <li>• The body has set well-being objectives based on a good understanding of current and future need, risk and opportunities, including analysis of future trends. This is likely to be drawn from a range of local and national sources, such as:             <ul style="list-style-type: none"> <li>– Public Services Boards’ well-being assessments</li> <li>– Regional Partnership Boards’ population assessments</li> <li>– The results of local involvement/ consultation exercises</li> <li>– Service monitoring and complaints</li> <li>– Future Trends report</li> <li>– Natural Resources Wales’ State of Natural Resources Report (SoNaRR) for Wales and Area Based Assessments</li> </ul> </li> <li>• The body has sought to understand the root causes of problems so that it can address negative cycles and intergenerational challenges through its well-being objectives.</li> </ul>
<p><b>Has the body involved others in developing its well-being objectives?</b></p>	<ul style="list-style-type: none"> <li>• The body uses the results of involvement to help select its well-being objectives. That involvement – whether primary, secondary or a combination – reflects the full diversity of the population.</li> <li>• Involvement reflects good practice and advice from the Future Generations Commissioner.</li> </ul>



<p><b>Has the body considered how the objectives can improve well-being and have a broad impact?</b></p>	<ul style="list-style-type: none"> <li>• The well-being objectives have been designed to improve well-being in the broadest sense and make a contribution across the seven national well-being goals.</li> <li>• The well-being objectives have been designed to reflect and capitalise on the connections between different areas of work.</li> <li>• There is a well-developed understanding of how the well-being objectives impact on/ relate to what other public bodies are trying to achieve and opportunities to work together.</li> </ul>
<p><b>Has the body designed the objectives to deliver longer-term benefits, balanced with meeting short-term needs?</b></p>	<ul style="list-style-type: none"> <li>• The body has set objectives that are sufficiently ambitious and have been designed to drive activity across the organisation.</li> <li>• The objectives are designed to meet short and longer-term need. Where objectives are set over a short to medium timeframe, they are set in the context of longer-term considerations or ambitions.</li> </ul>
<p><b>Question 2. Resourcing and delivery: Has the body considered how it will make sure it can deliver its well-being objectives in line with the sustainable development principle?</b></p>	
<p><b>Has the body considered how it can resource the well-being objectives?</b></p>	<ul style="list-style-type: none"> <li>• Resources have been allocated to ensure the objectives can be delivered over the short and medium-term, but the body has also considered longer-term resources, risks and/or how it can resource longer-term objectives.</li> <li>• The body has allocated resources to deliver preventative benefits, where these are described in its well-being objectives.</li> </ul>
<p><b>Has the body considered how it can work with others to deliver their objectives?</b></p>	<ul style="list-style-type: none"> <li>• The body is drawing on its knowledge of partners objectives/ activity, its relationships and collaborative arrangements to make sure it can deliver on cross-cutting ambitions.</li> </ul>

<b>Question 3. Monitor and review: Has the body put in place arrangements to monitor progress and improve how it applies the sustainable development principle when setting its well-being objectives?</b>	
<b>Has the body developed appropriate measures and monitoring arrangements?</b>	<ul style="list-style-type: none"> <li>• Performance measures are designed to reflect the sustainable development principle, e.g., by focusing on outcomes that cut across departmental/ organisational boundaries and deliver multiple (including preventative) benefits over the longer term.</li> <li>• There is a 'golden thread' that will allow the body to clearly and transparently report on progress to meeting the objectives.</li> </ul>
<b>Is the body seeking to learn from and improve how it has applied the sustainable development principle to setting its well-being objectives?</b>	<ul style="list-style-type: none"> <li>• The body shows self-awareness and a commitment to improving how it applies the sustainable development principle so that it can do so in a meaningful and impactful way.</li> <li>• The body has learnt from setting previous well-being objectives and from applying the sustainable development principle more generally and has improved the process for setting its new well-being objectives.</li> <li>• The body has or plans to reflect on how it has applied the sustainable development principle in this round of setting well-being objectives.</li> </ul>





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We welcome correspondence and telephone calls in Welsh and English.  
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.

# Management response form

**Report title:** Setting of Well-being Objectives – Flintshire County Council

**Completion date:** April 2024

**Document reference:** MRF/FCC/WBO

Ref	Recommendation	Management response	Completion date	Responsible officer (title)
R1	When it next develops its well-being objectives, the Council should ensure they are informed by the views of the diversity of its population to ensure the plan is informed by the full views of the local community.	<p>Please set out here relevant commentary on the planned actions in response to the recommendations</p> <p>A mid-plan review of the current Council Plan (2023-28) will be undertaken later in the year. As part of the mid-plan review a public consultation will be completed, to ensure the views of the diversity of Flintshire's population is considered and the plan is informed by the views of the local communities of Flintshire.</p> <p>In addition, the Well-being Objectives already form part of business planning for Portfolios. However, the mid-plan review will be used as an opportunity to review and strengthen this.</p>	<p>Please set out by when the planned actions will be complete</p> <p>August 2024 – June 2025</p>	<p>Performance and Risk Team</p>

Ref	Recommendation	Management response Please set out here relevant commentary on the planned actions in response to the recommendations	Completion date Please set out by when the planned actions will be complete	Responsible officer (title)
R2	When developing future well-being statements, the Council should set out how it proposes to ensure resources are allocated annually for the purposes of taking steps to meet its objectives to ensure these are achievable.	As part of the mid-plan review of the Council Plan (2023-28) the current well-being statement will be reviewed and if required, amended, and updated to state how it proposes to ensure resources are allocated in achieving the Well-being Objectives.	August 2024 – June 2025	Performance and Risk Team
R3	The Council should ensure that in future budget setting processes or when refreshing its medium-term financial plan there is clear alignment with the Council well-being objectives, and that there is clarity about how savings targets or known future financial uncertainty might affect the delivery of its well-being objectives.	Within the mid-plan review of the Council Plan (2023-28) alignment to the medium-term financial plan will be clearly identified in the review. The Council's current Well-being Objectives will be revised and amended, where necessary, to ensure that they are reflective of current (and future) financial uncertainties. Future meetings with Corporate Finance Team will form not only part of the mid-plan review but also annual reviews of the Council Plan, to ensure any financial uncertainties are highlighted, which could affect the delivery of a Well-being Objective(s).	August 2024 – June 2025	Performance and Risk Team / Corporate Finance Team

Ref	Recommendation	<b>Management response</b> Please set out here relevant commentary on the planned actions in response to the recommendations	<b>Completion date</b> Please set out by when the planned actions will be complete	<b>Responsible officer (title)</b>
R4	To ensure that the Council can evaluate processes and identify lessons for learning, it should consider its arrangements for document retention and management covering how it gathers and stores information relating to the setting of well-being objectives and lessons learned.	<p>A lesson learnt document has been created to identify any opportunities for future learning (and improvement). In addition, a full review and mapping exercise of previous information and documentation relating to the setting of current Well-being Objectives (and priorities) has been completed as part of this audit. Improved arrangements for document retention and storage of documentation have also been undertaken.</p> <p>Flintshire County Council also meet bi-monthly with North Wales local authorities and attend all Wales network groups quarterly to discuss key topic areas and identify / share lessons learned, opportunities for improvement and best practice.</p>	Completed	Performance and Risk Team

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## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 12 <sup>th</sup> September 2024
<b>Report Subject</b>	Corporate Self-assessment 2023/24
<b>Cabinet Member</b>	Cabinet Member for Corporate Services
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Local Government and Elections Act (Wales) 2021 sets out a duty to report on performance and states 'A council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements.' This Corporate Self-assessment 2023/24 aims to achieve the duty set out above for the act and for the use by the Council.

This is the Council's third year completing the Corporate Self-assessment. For 2022/23, the model and approach were reviewed and adapted slightly to include an additional two questions within Theme A (Vision, Strategy and Performance Reports), to ensure that the Well-being of Future Generations (Wales) Act 2015 and Integrated Impact Assessments (IIA's) were incorporated. For 2023/24, the model and approach were reviewed again and adapted to align with the WLGA's Panel Performance Assessment Methodology, with existing questions amended slightly, a number of new questions and a new Theme (Theme I: Climate Change) added to the Corporate Self-assessment.

The Corporate Self-assessment is a comprehensive assessment of the corporate organisation and not a detailed assessment of the performance of each service portfolio, therefore, the assessment themes have been designed in this way.

### RECOMMENDATIONS

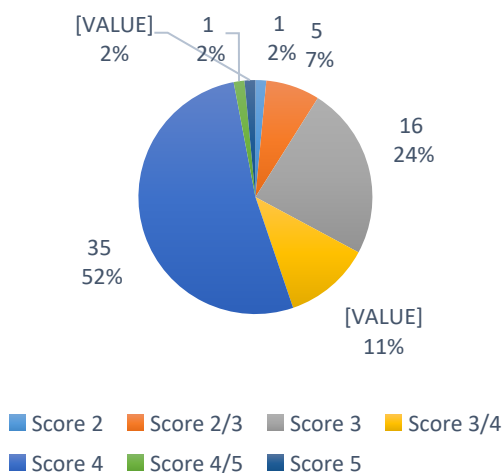
1	To accept and approve the findings of the Corporate Self-assessment 2023/24.
2	To approve the opportunities for improvement identified in Corporate Self-assessment 2023/24.

## REPORT DETAILS

1.00	EXPLAINING THE CORPORATE SELF-ASSESSMENT 2023/24
1.01	<p>Under the Local Government and Elections (Wales) Act 2021, the Council must put in place a system of Corporate Self-assessment to review the extent to which:</p> <ul style="list-style-type: none"> <li>a) it is exercising its functions effectively,</li> <li>b) it is using its resources economically, efficiently, and effectively, and</li> <li>c) its governance is effective for securing the matters set out in paragraphs (a) and (b).</li> </ul>
1.02	<p>The Corporate Self-assessment Model focused on nine themes and considered a number of core questions within each of these themes. As with all models there inevitably is some overlaps across themes however, the themes are sufficiently defined and demarked to avoid too much overlapping or duplication.</p> <p>The Self-assessment Model followed three stages:</p> <ul style="list-style-type: none"> <li>• Stage One - ‘desk-based’ analysis and evaluation of available documents and evidence, and some internal triangulation through review and moderation</li> <li>• Stage Two - opinion sourcing, consultation and engagement and ‘triangulation’</li> <li>• Stage Three - production of a formal and final published assessment and improvement plan which will be led by the Cabinet and run through both the Corporate Resources Overview and Scrutiny Committee and the Governance and Audit Committee for input and assurance</li> </ul>
1.03	<p>Stage One of the self-assessment was an analysis and evaluation against the Themes, listed below:</p> <ul style="list-style-type: none"> <li>• <b>A</b> - Vision, Strategy and Performance</li> <li>• <b>B</b> - Resource Planning and Management</li> <li>• <b>C</b> - Organisational Governance, Ethics and Values</li> <li>• <b>D</b> - Organisational Leadership and Operating Models</li> <li>• <b>E</b> - Innovation and Change Management</li> <li>• <b>F</b> - Partnership Working</li> <li>• <b>G</b> - Customer and Community Engagement</li> <li>• <b>H</b> - Risk Management and Business Continuity</li> <li>• <b>I</b> – Climate Change</li> </ul>
1.04	<p>We drew upon the Council’s Annual Governance Statement (AGS) model of evaluation and scoring, and evidence capturing, as this model is known to be effective. The model is a useful platform for challenging and moderating variations in opinion through facilitated review. The scoring criteria is listed below:</p> <ul style="list-style-type: none"> <li>• <b>Score 5</b> – Very best practice (no action required)</li> <li>• <b>Score 4/5</b> – Very best practice / Good evidence (no action required)</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Score 4</b> – Good evidence (no action required)</li> <li>• <b>Score 3/4</b> – Good evidence / further action may be required</li> <li>• <b>Score 3</b> – Evidence but further action may be required</li> <li>• <b>Score 2/3</b> – Some evidence but lacking in key areas / further action may be required</li> <li>• <b>Score 2</b> – Some evidence but lacking in key areas and action required</li> <li>• <b>Score 1</b> – No evidence and action required</li> </ul>
1.05	<p>Stage Two of the Corporate Self-assessment is undertaken in two parts.</p> <ul style="list-style-type: none"> <li>• Part 1 - a review of 2022/23 Opportunities for Improvement with relevant Officers</li> <li>• Part 2 - sets out the conclusions from the analysis and evaluation of Stage One</li> </ul> <p>The results of Stage One were shared with Senior Managers at Senior Leadership Academi where some of the results were considered, challenged, and evaluated.</p> <p>During Stage Two, consultation was undertaken with Chief Officer - Governance, Officers, and a number of Members from Cabinet, Governance and Audit Committee and Corporate Resources Overview and Scrutiny Committee, to further consider, challenge and evaluate the feedback and scores to ensure that as a Council, we are continuously self-assessing our performance.</p>
1.06	<p>The final results of the Corporate Self-assessment 2023/24, identified that overall, the Council is performing well against the assessment questions:</p> <ul style="list-style-type: none"> <li>• Score 5 - very best practice for and no further action required <b>2%</b></li> <li>• Score 4/5 - good evidence/very best practice and no further action required for <b>2%</b>,</li> <li>• Score 4 - good evidence and no further action required for <b>52%</b>,</li> <li>• Score 3/4 - good evidence / action may be required for <b>11%</b> ,</li> <li>• Score 3 - evidence but further action required for <b>24%</b> ,</li> <li>• Score 2/3 - some evidence but lacking in key areas / further action required for <b>7%</b>,</li> <li>• Score 2 - some evidence but lacking in key areas and further actions required for <b>2%</b>.</li> </ul>
1.07	<p>The final results of the Corporate Self-assessment 2023/24 are detailed in the graph below:</p>

### Corporate Self-Assessment Scores 2023/24



1.08

Where outcome of performance has been identified as scoring 3/4 (having good evidence / action may be required) or scoring less than this, an improvement plan has been devised:

#### Opportunities for Improvement 2023/24

Eleven Opportunities for Improvement have been identified for improvement in this year's Corporate Self-assessment and although this is an increase from last year, consideration must be given to a new theme and addition of 37 questions.

- **Opportunity 1** – Improve and further embed a performance management and data culture
- **Opportunity 2** – Undertaking of Integrated Impact Assessments (IIA's) (where applicable)?
- **Opportunity 3** – Corporate oversight of policies and strategies with alignment to the Council's ethics and values
- **Opportunity 4** – Consideration of staff retention, current and future skills needs and gaps
- **Opportunity 5** – Communication and engagement with citizens of Flintshire
- **Opportunity 6** – Under-represented groups are communicated and engaged with effectively
- **Opportunity 7** – Further embed risk appetite
- **Opportunity 8** – Reduce the impact of climate change
- **Opportunity 9** – 2030 net zero commitments as part of 'Net Zero Wales'
- **Opportunity 10** – Reductions in carbon emissions in the wider community
- **Opportunity 11** – Integration of climate change into the medium and longer term planning

Section 10 of Appendix A provides further details to support the Opportunities of Improvement.

1.09

Stage Three is being presented here which includes published assessment and an improvement plan, which will be led by the Cabinet and presented to Corporate Resources Overview and Scrutiny Committee

	and Governance and Audit Committee for input and assurance in September 2024.
1.10	<p>Overall based on the range of questions asked against the nine Themes it is considered that the Council:</p> <ul style="list-style-type: none"> <li>a) Does exercise its functions effectively.</li> <li>b) Uses its resources economically, efficiently, and effectively; and</li> <li>c) Has effective governance for securing the matters set out in paragraphs (a &amp; b)</li> </ul> <p>This is consistent with the findings and areas for improvements within the Annual Governance Statement 2023/24.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	A risk in delivering some of the Opportunities for Improvement identified in the Corporate Self-assessment 2023/24 are in relation to available resources.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	<p>The results of Stage One were shared with Senior Managers at Senior Leadership Academi where some of the results were considered, challenged, and evaluated.</p> <p>During Stage Two, consultation was undertaken with Chief Officer - Governance, Officers, and a number of Members from Cabinet, the Governance and Audit Committee and the Corporate Resources Overview and Scrutiny Committee, to further consider, challenge and evaluate the feedback and scores to ensure that we as a Council are continuously self-assessing our performance.</p> <p>Corporate Resources Overview and Scrutiny Committee now has the opportunity to consider and review the content of the Corporate Self-assessment 2023/24 and the Opportunities for Improvement (detailed within the Corporate Self-assessment).</p>

<b>4.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
4.01	Integrated Impact Assessments and Risk Management feed into the Corporate Self-assessment and are assessed within the themes and questions. A key risk in delivering some of the Opportunities for Improvement identified in the Corporate Self-assessment 2023/24, are in relation to available resources.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A: Corporate Self-assessment 2023/24

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<a href="#">Council Plan (2023-28)</a> <a href="#">Annual Governance Statement 2023/24</a> <a href="#">Panel Performance Assessment Methodology</a>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Emma Heath (Strategic Performance Advisor) <b>Telephone:</b> 01352 702 744 <b>E-mail:</b> <a href="mailto:emma.heath@flintshire.gov.uk">emma.heath@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Annual Governance Statement:</b> is a public document that reports on the extent to which we as the Council comply with our own code of governance. This is a requirement by the Accounts and Audit (Wales) Regulations 2018 to prepare a statement on internal control.</p> <p><b>Panel Performance Assessment:</b> The Local Government and Elections (Wales) Act 2021 places a duty on councils to arrange for a panel to undertake and respond to a corporate, organisational level assessment, of the extent to which the council is meeting its performance requirements.</p>

2023/24

Flintshire County Council  
Corporate Self-Assessment

Draft

## What is the Purpose of this Document?

This document details the Council’s Corporate Self-assessment and identifies areas of best practise and areas for further improvement. The document explains:

Section	Content	Page
1.	What is the Corporate Self-Assessment?	3
2.	Process of Review and Timeframe	4
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4.	Three Year Comparison (Summary of the Effectiveness of the Council’s Corporate Self-Assessment)	5-6
5.	External Assurance	6
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7.	Annual Governance Statement	7-8
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9.	Progress on Opportunities for Improvement from 2022/23	26–29
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# 1. What is the Corporate Self-Assessment?

The Local Government and Elections Act (Wales) 2021 sets out a duty to report on performance and states 'A council must produce a self-assessment report in respect of each financial year. The report must set out its conclusions on the extent to which it met the performance requirements during that year, and any actions it intends to take, or has already taken, to increase the extent to which it is meeting the performance requirements.' This document aims to achieve the duty set out above for the act and for the use by the Council.

The Corporate Self-assessment is a comprehensive assessment of the corporate organisation and not a detailed assessment of the performance of each service portfolio, the assessment themes are designed in this way.

The self-assessment is meant to provide a platform for assurance and self-improvement and would lead to an improvement plan for the organisation.

The Self-assessment Model focused on nine themes and considered a number of core questions within each of these themes, outlined further in this document. As with all models there will inevitably be overlaps across themes however, the themes are sufficiently defined and demarked to avoid too much overlapping or duplication.

The Self-assessment Model followed three stages:

- **Stage One** - 'desk-based' analysis and evaluation of available documents and evidence, and some internal triangulation through review and moderation
- **Stage Two** - opinion sourcing, consultation and engagement and 'triangulation'
- **Stage Three** - production of a formal and final published assessment and improvement plan which will be led by the Cabinet and run through both the Corporate Resources Overview and Scrutiny Committee and the Governance and Audit Committee for input and assurance.

The first stage was more evidential, this included the presence of strategies and evaluative reports e.g., regulatory reports, the [Annual Governance Statement](#) (AGS), the Annual Performance Report. The second stage, more qualitative through consultation with key stakeholders, whilst the third stage is the closing stage involving the production and publication of a formal and final assessment and action plan.

## 2. Process of Review and Timeframe

A timeframe to complete each of the three stages of the Corporate Self-assessment was identified as follows:

Stage	Task	Timeline
One	Desk-based' analysis and evaluation of available documents and evidence, and some internal triangulation through review and moderation	January – April 2024
Two	Opinion sourcing, consultation and engagement and 'triangulation'	April – July 2024
Three	Closing stage, production of a formal and final published assessment and action plan. Led by the Cabinet and run through both the Overview and Scrutiny Committee and the Governance and Audit Committee for input and assurance	July - September 2024

The Corporate Self-assessment draws upon the Council's AGS model of evaluation, scoring and evidence capturing as this model was known to be effective. A Project Board was initially established in 2021, comprising of a Project Board Chair, a senior responsible officer, and officers from across portfolios that were either currently Performance Leads or officers who were previously part of the Governance Recovery Group during the Council's response phase to the pandemic. A report was initially shared at Governance and Audit Committee in July 2021 on the development of the Self-assessment model, the proposed model for the first Corporate Self-assessment was endorsed.

As this is the third year completing the Corporate Self-assessment, the Performance and Risk Management Team now lead on the self-assessment but continue to liaise with the officers who previously sat on the Project Board as they understand their portfolio services, whilst having sufficient seniority within the Council to take the Self-assessment forward.

This is the Council's third year completing the Corporate Self-assessment. For 2022/23, the model and approach were reviewed and adapted slightly to include an additional two questions within Theme A (Vision, Strategy and Performance Reports), to ensure that the Well-being of Future Generations (Wales) Act 2015 and Integrated Impact Assessments (IIA's) were incorporated. For 2023/24, the model and approach was reviewed and adapted to align with the [Panel Performance Assessment Methodology](#), with existing questions amended slightly, a number of new questions and a new Theme (Theme I: Climate Change) added to the Corporate Self-assessment. The Local Government and Elections (Wales) Act 2021 places a duty on councils to arrange for a panel to undertake and respond to a corporate, organisational level assessment, of the extent to which the council is meeting its performance requirements.

The results of Stage One were shared at a Senior Leadership Academi where some of the results were considered, challenged, and evaluated. During Stage Two, consultation was undertaken with Members from Cabinet, Governance and Audit Committee and Corporate Resources Overview and Scrutiny Committee, to further consider, challenge and evaluate the feedback and scores to ensure that we as a Council are continuously self-assessing our performance.

### 3. Scoring Criteria:

The scoring criteria for the Corporate Self-assessment is detailed below;

**Score 5** – Very best practice

**Score 4** – Good evidence

**Score 3** – Evidence but further action may be required

**Score 2** – Some evidence but lacking in key areas/ action required

**Score 4/5** – Very best practice / Good evidence

**Score 3/4** – Good evidence / Further action may be required

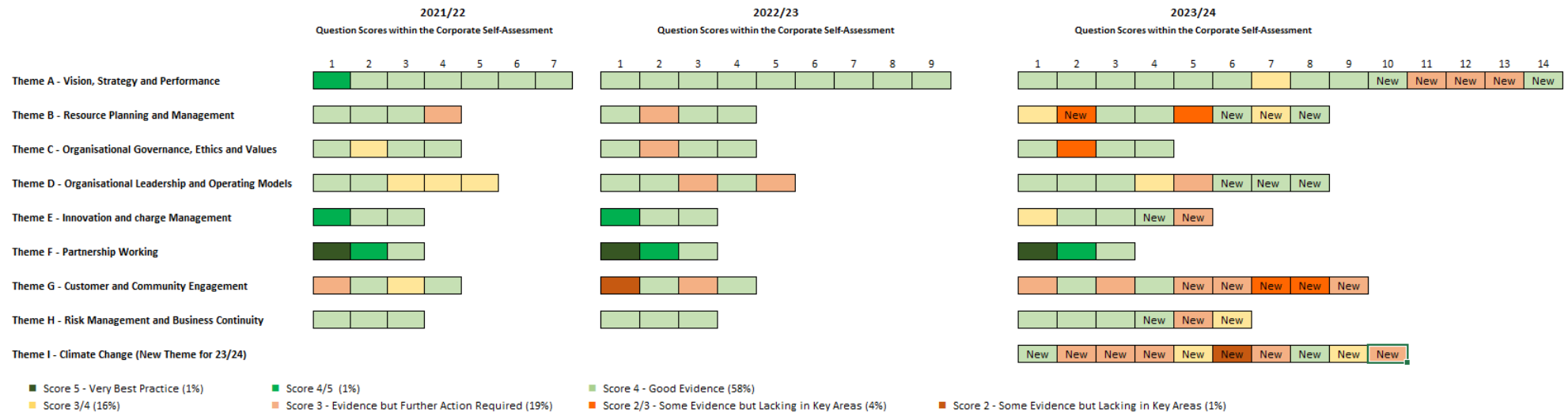
**Score 2/3** – Some evidence but lacking in key areas / Further action may be required

**Score 1** – No evidence

### 4. Three Year Comparison (Summary of the Effectiveness of the Council’s Corporate Self-Assessments)

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Comparison between 2021/22, 2022/23 and 2023/24 Corporate Self Assessments



Note: Two additional questions were added to the 22/23 Corporate Self-assessment within Theme A  
 Note: A total of 32 new questions and a new theme (Theme I) were added to the 23/24 Corporate Self-assessment

An overall comparison of the scores between 2022/23 and 2023/24 for the 35 questions within Themes A-H (excluding the thirty-two new questions within the Themes) between the financial years of 2022/23 and 2022/24, shows that **27** scores have remained the same, **6** have decreased and **2** have increased.

A further breakdown of the scoring within each of the Themes is outlined below;

- **Theme A** – eight questions remained with a score of 4 and one question reduced from a score of 4 to a 3/4. The five new questions for 2023/24; two scored 4 and three questions scored 3.
- **Theme B** – two questions scored 4; one question scored 3/4 and one question scored 2/3. The four new questions for 2023/24; two questions scored a 4, one question scored 3/4 and another score 2/3
- **Theme C** – three of the questions remained at a 4 and one question reduced to a 2/3.
- **Theme D** – two questions remained the same with a score of 4, one question increased from 3 to a 4 and one question decreased from a score of 4 to a 3/4. The three new questions for 2023/24; all three questions scored a 4.
- **Theme E** – two questions remained the same with a score of 4, and one questions decreased from 4/5 to a 3/4. The two new questions for 2023/24; one scored a 4 and the other scored a 3.
- **Theme F** – scoring for all three questions remained the same, one score of 5, one a 4/5 and one question scoring a 4.
- **Theme G** – scores for two questions remained a 4, one question increased from a 2 to a 3, and one question remained a score of 3. The five new questions for 2023/24; three questions scored 3 and two questions scored 2/3.
- **Theme H** – scoring for all three questions remained a 4. The three new questions for 2023/24; one question scored 4, one question scored 3/4 and the other question scored 3.
- **Theme I** – For 2023/24 Theme I was added to the Corporate Self-assessment to capture information specific to Climate Change, with 10 questions being added to this theme. Of the ten questions, two questions scored 4, two questions scored 3/4, five questions scored 3 and one question scored 2.

## 5. External Assurance

A high-level focus of governance, risk, and control arrangements are in place for setting and monitoring actions in response to reports received from external regulators, including Estyn, Care Inspectorate Wales (CIW) and Audit Wales. The Annual Audit Summary sets out the audit and regulatory work completed by Audit Wales of Flintshire County Council since the last annual report which was published in March 2023. Overall, the Auditor General for Wales has reached a positive conclusion. No formal recommendations have been made during the year and proposals for improvement have arisen from the national and local reviews undertaken. The Auditor General gave an unqualified true and fair opinion on the Council's financial statements on 12 April 2024, after the deadline agreed with the Welsh Government of 30 November 2023. The audit was delivered later than in previous years mainly due to the impact of new auditing standard requirements.

## 6. Council Performance

The Council Plan is a detailed document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to 'set out any actions to increase the extent to which the council is meeting the performance requirements.' The Council Plan 2023-28 was adopted by the Council in June 2023, and the end of year performance monitoring report highlighted that 74% of activities were making good progress and 65% of the performance indicators had met or exceeded their targets for the year.

## 7. Annual Governance Statement

It has been clear when evaluating both the Corporate Self-assessment and the Annual Governance Statement (AGS) that there are some commonalities.

The themes identified for Improvement from the AGS are:

- **Improvement in internal and external stakeholder engagement, consultation, and participation**
  - Enhanced decision making to ensure the most appropriate course of action is taken.\*
  - The ability to receive and use feedback to shape service improvement, including improved complaints handling.\*
  - Ensuring inclusivity with stakeholder groups and encouragement of public participation.\*
  - Improved social media presence.
- **Development of the Integrated Impact Assessments (IIAs)**
  - This will ensure the Council assesses the impact of their decisions and policies on equality groups, the environment, the economy, and other areas of interest prior to policy / strategy changes.
- **Sustainability of Resources and Resilience of Workforce**
  - Effectively managing service expectations with the resources available with all stakeholders especially.
  - Developing and retaining the workforce capacity, recruitment and retention following a pay modelling review.\*
  - Increase the use of the Welsh language within the workforce and members.
- **Training Opportunities**
  - Enhanced decision making and challenge process through focused training, facilitated sessions available to Members and Senior Officers.

- **Embedding of Risk Management**

- Implementing robust and integrated risk management arrangements, within the Council's financial, social, and environmental position.
- Increase level of awareness and understanding of risk management across the Council through the development and roll out of risk management e-learning module.\*

Where an Asterix has been included to an area for improvement above, this an area for improvement which has also been identified in this year's Corporate Self-assessment (2023/24).

## 8. Key Themes of the Corporate Self-Assessment

The nine key themes of the Corporate Self-assessment are listed below, with analysis on how we do this / how we achieve this is provided from page 9 to page 25:

<b>Theme A</b>	Vision, Strategy and Performance
<b>Theme B</b>	Resource Planning and Management
<b>Theme C</b>	Organisational Governance, Ethics and Values
<b>Theme D</b>	Organisational Leadership and Operating Models
<b>Theme E</b>	Innovation and Change Management
<b>Theme F</b>	Partnership Working
<b>Theme G</b>	Customer and Community Engagement
<b>Theme H</b>	Risk Management and Business Continuity
<b>Theme I</b>	Climate Change

Against these themes, the Council reviewed whether:

- It was exercising its functions effectively
- It was using its resources economically, efficiently, and effectively
- Governance was effective for securing the above

## Theme A – Vision, Strategy and Performance

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Questions		How we do this / How we achieve this?
A1	Does the Council have a set of corporate and service strategies in place which set out vision and ambition?	<ul style="list-style-type: none"> <li>Council Plan 2023-28 which sets out the Council's vision and ambition for the year and longer term.</li> <li>A set of corporate and service strategies were in place which set out the Council's vision and ambition e.g., the Digital Strategy, Medium Term Financial Strategy (MTFS) and the Capital Programme and Capital Strategy 2024/25 – 2026/27</li> </ul>
A2	Are these strategies locked-in to national and regional Government strategy, and collaborative planning with key partners?	<ul style="list-style-type: none"> <li>The Council Plan priorities are clearly defined and locked into national and regional priorities and strategies.</li> <li>The Council Plan 2023-28 identifies clear linkages to national and regional policies/strategies which are captured in the document</li> <li>School Modernisation Strategy and Strategic outline Programme for 21st Century school investment - Moving towards Net Zero Carbon for new schools builds, Youth Justice Plan</li> </ul>
A3	Are these strategies being followed and are they achieving their aims and objectives?	<ul style="list-style-type: none"> <li>The Council Plan 2023-28 progress and performance is monitored through the Business Planning, Performance and Risk Management System</li> <li>The MTFS was updated annually alongside the Council's budget process</li> <li>Service Strategies were reviewed within their set timeframes (set timeframes varied between each of the strategies and the services)</li> <li>Annual reporting on relevant strategies and plans ensures reviews of aims and objectives are being achieved</li> </ul>
A4	Are these strategies sustainable, and dynamic, in adapting to change and the future?	<ul style="list-style-type: none"> <li>The Council Plan had an annual refresh in 2023/24 to ensure appropriateness. Engagement was conducted with stakeholders including Chief Officer Team, senior officers, employees, members of the Council to support the development of the plan</li> <li>The review of our Digital Strategy including consultation ensures it remains fit for purpose and meets the needs of changing technologies</li> </ul>
A5	Are these strategies supported by portfolio service business plans which are consistent with the overall aims and objectives of the Council?	<ul style="list-style-type: none"> <li>During the year each Portfolio had a business plan in place which supported the Council Priorities that align with the Council Plan 2023-28, with the aims and objectives of the Council and some priorities are reflected in the Council Plan, where appropriate</li> <li>Portfolio Business Plans are in development and monitored through the Business Planning, Performance and Risk Management System</li> </ul>
A6	Are these strategies compliant with the requirements of the Wellbeing of Future Generations (Wales) Act 2015?	<ul style="list-style-type: none"> <li>Statutory guidance for Public Service Boards (PSBs) adhered to, for Well-being Assessment and Well-being Plan production. This includes demonstrable alignment to the well-being goals for Wales and five ways of working</li> </ul>



Questions		How we do this / How we achieve this?
		<ul style="list-style-type: none"> <li>• A requirement of Committee reports is to demonstrate how strategies are compliant with the Act</li> <li>• The Digital Strategy and Climate Change Strategy aims and objectives are well mandated under the Act and the five ways of working</li> <li>• Council Plan (2023-28) (and Portfolio Business Plans) are compliant with the requirements of the Act</li> </ul>
A7	Are strategies and decisions made following the undertaking of Integrated Impact Assessments (where applicable)?	<ul style="list-style-type: none"> <li>• Integrated Impact Assessments (IIAs) are carried out on all new strategies that assess against the Wellbeing of Future Generations (Wales) Act 2015, including summary IIAs for Committee reporting on strategic reports.</li> </ul>
A8	Are these portfolio service plans being followed and are they achieving their aims, objectives, and performance targets? (new to 22/23)	<ul style="list-style-type: none"> <li>• Regular reviewing of Portfolio Business Plans, including monitoring and an escalation process in place</li> <li>• Annual Performance Report 2023/24</li> <li>• End of year reporting 2023/24 against the priorities and measures within the Council Plan (2023-28)</li> <li>• Risk Registers were developed within the Business Planning, Performance and Risk Management System during 2023/24. Risks are monitored and updated monthly (or more frequently if required)</li> </ul>
A9	Is there effective democratic oversight of portfolio service direction and performance? (new to 22/23)	<ul style="list-style-type: none"> <li>• Performance reporting cycles that we had in place ensured that we had robust assurance and scrutiny in place</li> <li>• Performance reporting cycles have a thorough process for executive responsibility, scrutiny, and assurance</li> <li>• Portfolio performance has been reported through relevant Programme Boards</li> </ul>
A10	Is there an integrated organisation cross-cutting approach to tackling issues such as climate change, poverty, regeneration / local economy, wellbeing etc? (new to 23/24)	<ul style="list-style-type: none"> <li>• Climate change and carbon reduction is considered within the Asset Management Plan</li> <li>• Financial impacts are picked up across portfolios through programme boards, capital strategy and MTFS</li> <li>• Adult learning action plan linked to regeneration – place making groups e.g., Holywell area mapping sheltered housing; linking adult learning plan into community provision</li> </ul>
A11	Is data used effectively to evaluate performance and drive improvement? (new to 23/24)	<ul style="list-style-type: none"> <li>• External benchmarking is undertaking, and sources include Data Cymru, Housemark, APSE</li> <li>• Public Service Ombudsman for Wales Annual Letter and complaints report</li> <li>• Annual targets in Welsh in Education Strategic Plan (WESP) are reported to Welsh Government and used to update action plans</li> </ul>
A12	Is there evidence of an embedded and continuous approach to performance management, which identifies required interventions that are acted upon promptly? (new to 23/24)	<ul style="list-style-type: none"> <li>• Information and Data Management Strategy</li> <li>• Scrutiny committees</li> <li>• Programme Boards</li> <li>• Estyn and CIW inspections</li> <li>• Social Services annual report – identifies priorities</li> </ul>

Questions	How we do this / How we achieve this?
A13 Do service plans include an evaluation of service performance (including audit and complaints/compliments) to identify areas of improvement and are these aligned to corporate improvement objectives? (new to 23/24)	<ul style="list-style-type: none"> <li>• Complaints/compliments</li> <li>• Social Services Annual Report</li> <li>• Annual self-evaluation report undertaken in Education and Youth portfolio</li> <li>• Alignment between Portfolio Business Plans and Council Plan (2023-28)</li> </ul>
A14 Does the Council adopt a category management approach to procurement? (new to 23/24)	<ul style="list-style-type: none"> <li>• The Council's Procurement Strategy has been recently reviewed and aims to align with the Well-being of Future Generations (Wales) Act 2015, and reference Flintshire's own Corporate Well-being Objectives</li> <li>• The category management approach is considered best practice</li> <li>• The Collaborative Procurement Service reports to a Joint Management Board</li> </ul>

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**Score 4 – Good Evidence**

- Each Portfolio ensures that their business plans align with the Council Plan 2023-28 and other strategies / plans (where applicable)
- Digital Strategy aims and objectives are well mandated under the Well-being of Future Generations (Wales) Act 2015 and the five ways of working
- A new Strategic Equality Plan (SEP) is developed every four years and annually reviewed; fulfils statutory responsibility and promotes equality and demonstrates our ambition in relation to this
- Cross cutting collective corporate approach in place – climate analysis and equality analysis

**Score 3/4 – Good evidence / Action may be required**

- (A7) Consistently undertake an IIA, where required, will improve, and better inform decision making

**Score 3 – Evidence but Further Action Required**

- (A11) This is undertaking but has limitations. As a Council need to use data to drive and further enhance performance
- (A12) There is much data capturing across the organisation undertaking but need to consider how this captured at a strategic level
- (A13) Ongoing development of Portfolio Business Plans within the Business Planning, Performance and Risk Management System

## Theme B – Resource Planning and Management

Questions		How we do this/how we achieve this?
B15	Does the Council have comprehensive and maintained strategies for workforce, finance, procurement, and assets in place, that are aligned to the statutory budget planning cycle (which demonstrates how the Council will sustain service delivery)? (amended 23/24)	<ul style="list-style-type: none"> <li>The Council had a number of comprehensive and maintained strategies in place which included; the Medium Term Financial Strategy, Market Stability Report, Dementia Strategy, Code of Corporate Governance, Procurement Strategy, a Capital Asset Strategy, Workforce Strategy and Digital Strategy</li> </ul>
B16	Does the Council have comprehensive and maintained strategies for workforce, finance, procurement, and assets in place, that are being managed to support wider agendas (spending for community benefit, social value, place shaping, housing shortages, and regeneration)? (new to 23/24)	<ul style="list-style-type: none"> <li>Number of strategies that support wider agendas, including inclusion of social value within procurement activities</li> <li>Housing Strategy - includes a five year financial programme of works to build additional social homes to address shortages in the County</li> <li>Community Asset Transfer process</li> <li>Sustainable Learning Communities Investment Programme</li> </ul>
B17	Are these strategies achieving their aims and objectives at a corporate level?	<ul style="list-style-type: none"> <li>These strategies act as a framework within the Council and underpin all activities operated. Updates were provided to Cabinet and/or Overview and Scrutiny Committees on the progress of the strategies</li> </ul>
B18	Are these strategies achieving their aims and objectives at a portfolio level?	<ul style="list-style-type: none"> <li>These strategies act as a framework within the Council and underpin all activities operated. Updates were provided to Cabinet and/or Overview and Scrutiny Committees on the progress of the strategies</li> </ul>
B19	Are these strategies sustainable, and dynamic, in adapting to change and the future?	<ul style="list-style-type: none"> <li>These strategies act as a framework within the Council and underpin all activities operated. However, there were some areas between Portfolios and Corporate that doesn't always respond to changing needs</li> </ul>
B20	Are there effective budget monitoring arrangements in place that offer value for money? (new to 23/24)	<ul style="list-style-type: none"> <li>MTFS – comprehensive assessment of budget</li> <li>Committed Finance Team</li> <li>Budget monitoring between Corporate Finance and Portfolio Service Managers allowing early identification and intervention</li> <li>Member involvement of budget monitoring</li> </ul>
B21	Does the Council consider staff retention, current and future skills needs and gaps? (new to 23/24)	<ul style="list-style-type: none"> <li>Hybrid Working Policy</li> <li>Flexible Working Policy</li> <li>Employee Assistance Programme</li> <li>Adapting to meeting service changes needs</li> </ul>

<p>B22 Is there a positive organisational culture (respect, transparency, co-operation, challenge, commitment to continuous improvement, equality of staff and organisational health)? (new to 23/24)</p>	<ul style="list-style-type: none"> <li>• Welsh in the Workplace Policy</li> <li>• Supervision and Well-being appraisal process / policy</li> <li>• Code of Practice on Ethical Employment in Supply Chains</li> <li>• Diversity and Equality policy</li> <li>• Learning and Development opportunities</li> <li>• Access to VivUp – Employee Benefits Support Platform</li> </ul>
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**Score 4 – Good Evidence**

- Strategies act as a framework within the Council and underpin all activities operated, at a portfolio and corporate level
- Positive organisational culture – Open and honest culture of transparency and co-operation
- Undertaking of Workforce Survey during June 2023

**Score 3/4 – Good Evidence / Action May be Required**

- (B21) Review and implementation of a compliant and sustainable pay model
- (B15) Timeliness of reviewing and monitoring of key strategies

**Score 2/3 - Some Evidence but Lacking in Key Areas / Further Action Required**

- (B16) and (B19) There are areas that need be improved upon, this includes the timeliness of reviewing and monitoring key strategies and plans, ensuring corporate oversight of all policies and strategies, and determining the effectiveness of such policies and strategies

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## Theme C – Organisational Governance, Ethics and Values

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Questions	How we do this/how we achieve this
C23 Does the Council have comprehensive, clear, robust and maintained frameworks and codes in place for governance, ethics and values that welcomes scrutiny and constructive challenge? (new to 23/24)	<ul style="list-style-type: none"> <li>The Council's Code of Corporate Governance was reviewed and updated by the Corporate Governance Working Group which comprised of senior officers from the relevant portfolios. Their assessments were subject to challenge by statutory officers</li> <li>IA Report (ethics) - We ensured that the seven principles of public life were central to decision making</li> <li>Code of Conduct - Good conduct was of paramount importance and adherence to the code was ensured by the Council having a robust Standards Committee, the membership of which was refreshed through stringent recruitment of new lay members</li> <li>We upheld Principle A of our Corporate Governance Arrangements, which requires us to behave with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law</li> <li>Our Annual Governance Statement (AGS) was subject to Member challenge</li> <li>Risk Management Framework was reviewed in December 2023 and presented to Governance and Audit Committee January 2024</li> </ul>
C24 How well are these frameworks and codes applied and observed?	<ul style="list-style-type: none"> <li>The AGS is a self-assessment of our Code of Corporate Governance based on the evidence and knowledge we have within the organisation and was reviewed by Audit Wales</li> </ul>
C25 Is the application of ethics and values evident in the way the Council appraises options and makes decisions?	<ul style="list-style-type: none"> <li>Strong corporate values are evidenced in the continued delivery of discretionary services/decisions made for the benefit of our residents despite financial pressures to cut such services</li> </ul>
C26 Does the Council work productively with its external regulators and demonstrate sound compliance?	<ul style="list-style-type: none"> <li>A robust ethical framework was in place - mapped through to monitoring and reporting structures</li> <li>The ethical framework was visible in the Constitution and supporting policies and protocols</li> </ul>

### Score 4 – Good Evidence

- Strong corporate values which are evidence in the continued delivery of services, especially those that are discretionary
- Annual Governance Statement and Code of Corporate Governance
- Frameworks and codes presented to Governance and Audit Committee

### Score 2/3 - Some Evidence but Lacking in Key Areas / Further Action Required

- (C24) Develop a clear set of values which are clearly defined and it is consistently applied across the Council (including employees and Members). All policies, strategies, and processes to align with the Council's values

## Theme D – Organisational Leadership and Operating Models

Question	How we do this/how we achieve this
D27 Is there strong and effective political leadership and influence (locally, regionally and nationally)? (amended 23/24)	<ul style="list-style-type: none"> <li>• The AGS, Principle A evidence identified a number of documents which set out Codes of Conduct along with the Code of Corporate Governance and also set out a standard to achieve</li> <li>• Regular Group leaders’ meetings were held between the leaders of each of the Council’s political groups and attended by the statutory officers (Chief Executive/Head of Paid Service, Chief Officer (Governance)/Monitoring Officer, Corporate Finance Manager/Section 151 Officer and Head of Democratic Services)</li> </ul>
D28 Is there strong and effective professional leadership and influence (locally, regionally and nationally)? (amended 23/24)	<ul style="list-style-type: none"> <li>• The AGS Principle A evidence identified a number of documents which set out Codes of Conduct along with the Code of Corporate Governance which also sets out a standard to achieve</li> <li>• Strong and professional leadership was provided through the Chief Officer Team (COT) and the portfolio Department Management Teams, supported by the senior Leadership Academy, comprising of Chief Officers and their portfolio Service Managers</li> </ul>
D29 Does the Council have an adopted organisational operating model and a preferred working culture?	<ul style="list-style-type: none"> <li>• The Council’s ‘flat structure’ operating model was adapted in 2014, following an extensive review. The original structure of Chief Executive and nine Chief Officers moved to one of a Chief Executive and six Chief Officers as a result of adapting to change within the Council</li> <li>• Continuously looking at ways to improve service delivery</li> <li>• Collaborative working</li> </ul>
D30 As an organisation do we operate as a one Council?	<ul style="list-style-type: none"> <li>• The structure was effective, and this was demonstrated by the performance of the organisation at corporate performance level and the performance across a number of various projects in which the different areas worked in a collaborative way</li> </ul>
D31 Is it evident that the preferred working culture is pre-dominant and effective?	<ul style="list-style-type: none"> <li>• The working culture was collegiate with officers from different portfolios working together on projects</li> </ul>
D32 Does the Council show commitment to working with partners to reduce inequality and delivering services that are inclusive and accessible to a diverse community? (new to 23/24)	<ul style="list-style-type: none"> <li>• North Wales Public Sector Equality Network work with the Regional Community Cohesion Team</li> <li>• Armed Forced Covenant</li> <li>• Partnership working for alternative education delivery models</li> <li>• Regional School Improvement service</li> <li>• Development of Digital Hub in partnership with Digital Communities Wales to ensure digital services can be accessed for all</li> </ul>

D33	Are councillors and officers supported in their leadership roles, including learning and development? (new to 23/24)	<ul style="list-style-type: none"> <li>• Retaining Professional Body status/accreditation</li> <li>• Career Professional Development</li> <li>• WLGA Leadership courses</li> <li>• Elected Members detailed induction training package</li> </ul>
D34	How do political and managerial leaders at all levels demonstrate leadership and commitment to reducing inequality and challenging discrimination within the Council? (new to 23/24)	<ul style="list-style-type: none"> <li>• Corporate Equalities Board</li> <li>• Anti Racist Wales action plan</li> <li>• Strategic Equality Plan</li> <li>• Learning and Development opportunities</li> <li>• Pride events within secondary schools</li> </ul>

**Score 4 – Good Evidence**

- Strong collaborative working across portfolios and continuously looking at ways to improve delivery
- Range of learning and development opportunities
- Annual Governance Statement / Code of Corporate Governance
- Regular group leader’s meetings

**Score 3/4 – Good Evidence / Action May be Required**

- (D30) The completion of the Council’s Vision and Values work needs to be finalised. It will help define and reinforce the Council’s goals

**Score 3 - Evidence but Further Action Required**

- (D31) Resilience amongst the workforce is an emerging issue and therefore, to address this work is underway on a compliant and sustainable pay model and the approval of the Workforce Planning Framework (this is also relates to Theme B)

## Theme E – Innovation and Change Management

Question	How we do this/how we achieve this
E35 Does the Council have a proven appetite for innovation and change management?	<ul style="list-style-type: none"> <li>The Council Plan (2023-28) is a five-year plan and is an ambitious document. Target dates, measures and actions were stretched/ambitious but realistic in nature. Within the Council Plan 2023-28 there are number of examples that demonstrate innovation and change management with a number of additional actions and measures evident throughout the duration of the plan</li> <li>Digital Strategy, Sustainable Learning Communities Strategy, Housing Strategy</li> <li>Net Zero of new building projects</li> </ul>
E36 How well has the Council implemented its chosen innovation and change programmes and projects against time, budget, risk identification, transition and performance objectives and targets? (amended 23/24)	<ul style="list-style-type: none"> <li>Successful at securing external funding to deliver innovative projects including within the Energy Services, Regeneration and Countryside</li> <li>Adult community Learning Partnership- significant expansion of provision – positive Estyn inspection.</li> <li>Council Plan (2023-28)</li> </ul>
E37 How well does the Council compare to its peers in being an innovator?	<ul style="list-style-type: none"> <li>Lead authority on Wales Government Mutual Investment Model (MIM) on school capital projects</li> <li>Engage with a number of networks to share ideas and identify best and work practice, including the successful Multi-Systemic Therapy project, Micro-care, Project Search</li> </ul>
E38 Is there a clear commitment to prevention with suitable resources deployed to prevention or resolving issues (root cause) over treating and managing issues? And has consideration been given to collaboration with other services / partners to provide an integrated solution? (new to 23/24)	<ul style="list-style-type: none"> <li>Trauma Informed Practices with Training Officers and Schools to be become trauma informed practitioners / organisations to support a more preventative approach</li> <li>Housing Support Grant</li> <li>Advocacy services for adults and children are commissioned on a regional or sub-regional basis</li> <li>North Wales Construction Framework and Partnership</li> <li>North East Wales Sensory Support Service</li> <li>Digital Surgeries</li> </ul>
E39 Does the Council use digital tools, data, and strategies to facilitate transformation, support corporate objectives and continuously drive improvement? (new to 23/24)	<ul style="list-style-type: none"> <li>Digital Strategy 2021-2026 - Governed by the Digital Strategy Board</li> <li>Capital Programme / Asset Management Plan</li> <li>Utilised digital solutions, including social media and google ads advertising, to support with the recruitment of social workers</li> </ul>



<p><b>Score 4 – Good Evidence</b></p> <ul style="list-style-type: none"> <li>• Digital Strategy 2021-26 sets a clear vision demonstrating the Council’s appetite for innovation and change in a modern digital world</li> <li>• Hybrid working model has supported the adapt to change management and provides continuity of services delivery. Extensive use of virtual meetings that allows collaboration with a range of organisations successfully</li> </ul>
<p><b>Score 3/4 – Good Evidence / Action May be Required</b></p> <ul style="list-style-type: none"> <li>• (E35) Generate an environment where innovative thinking is encouraged to generate a positive impact</li> </ul>
<p><b>Score 3 - Evidence but Further Action Required</b></p> <ul style="list-style-type: none"> <li>• (E39) To improve ease of access to data and digital tools that facilitate more efficient and effective working resulting in increased productivity</li> </ul>

## Theme F – Partnership Working

Question	How we do this/how we achieve this
F40 Does the council engage well in local, regional, and national partnerships and collaborations?	<ul style="list-style-type: none"> <li>• There was a wide amount of evidence throughout a number of documents which demonstrated engagement locally, regionally, and nationally. Examples of these documents included the Public Services Board – Well-being Plan, Joint Public Service Board Plan, Council Plan (2023-28), AGS - Principle B, Code of Corporate Governance and Regional Emergency Planning, Welsh Language promotion work with Wrexham</li> </ul>
F41 Where in partnerships do, we have good and robust governance partnerships arrangements?	<ul style="list-style-type: none"> <li>• Clear terms of reference were agreed where necessary to ensure clarity of the governance arrangements. For example, the Public Service Board Terms of Reference set out the Governance arrangements for the Board</li> <li>• Adult Learning Partnership</li> <li>• Youth Justice Service Executive Management Board</li> </ul>
F42 Do partners achieve their objectives / outcomes?	<ul style="list-style-type: none"> <li>• Performance of key partnerships and collaboration was strong</li> <li>• Establishments of new groups to manage emerging issues</li> <li>• Success in achieving a number of grant funding</li> </ul>

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<b>Score 5 – Very Best Practice</b>
<ul style="list-style-type: none"> <li>• Engagement in local, regional, and national partnerships and collaborations</li> </ul>
<b>Score 4 / 5 – Very Best Practice / Good Evidence</b>
<ul style="list-style-type: none"> <li>• Portfolios representing the Council on a number of boards, locally, regionally and nationally including Youth Justice Service Executive Management Board</li> </ul>
<b>Score 4 – Good Evidence</b>
<ul style="list-style-type: none"> <li>• Regional Integration Funding clearly identifies the success achieved against its aims and objectives</li> </ul>

## Theme G – Customer and Community Engagement

Question	How we do this/how we achieve this
G43 Does the Council have comprehensive and maintained plans and policies for customer and community engagement in place?	<ul style="list-style-type: none"> <li>• Core principles for public engagement and consultation were adopted in 2012 to underpin the Welsh National Principles for Public Engagement</li> <li>• Regional School Improvement Service</li> <li>• Social Services Annual Report provides evidence of engagement with individuals and communities</li> </ul>
G44 Does the Council use customer and community feedback effectively in reviewing performance and shaping services?	<ul style="list-style-type: none"> <li>• Services engaged with customers and communities to gain feedback on performance and drive improvements to help shape services</li> <li>• Survey for Tenants and Residents (STAR Survey) undertaken</li> <li>• Concerns and Complaints Policy</li> </ul>
G45 How well does the Council perform in meeting its customer services standards and targets?	<ul style="list-style-type: none"> <li>• Performance against Corporate Complaints was monitored and reported to Cabinet, Corporate Resources Overview and Scrutiny Committee, Governance and Audit Committee as well as annually to the PSOW annual letter and half yearly update. The Chief Officers Team received monthly performance reports</li> </ul>
G46 How well does the Council engage with stakeholders in framing policy and in the making of key service policy decisions?	<ul style="list-style-type: none"> <li>• Engagement with key stakeholders such as partners had been identified in the AGS as working well. There was strong evidence of partnership working, relationship management and formal and informal partnerships</li> <li>• Workshops with external partners to inform policy and strategy development regarding Housing Strategy and Welsh Quality Housing Standard</li> <li>• Climate Change Programme Communication And Engagement Plan</li> </ul>
G47 Are there mechanisms in place to ensure that under-represented groups are communicated and engaged with effectively? (new to 23/24)	<ul style="list-style-type: none"> <li>• Regional Community Cohesion Team</li> <li>• Strategic Equality Plan</li> <li>• Youth Service Consultation – What Matters</li> <li>• Childrens Commissioner Consultation – Bullying Serious Violence and Organised Crime – local/national consultation</li> </ul>
G48 Do underrepresented groups have opportunities to be involved in decision making and the design and delivery of services? (new to 23/24)	<ul style="list-style-type: none"> <li>• Youth Council and Youth Service Young Leaders</li> <li>• Use of service users in interviews, e.g., Progression Service</li> <li>• Development of the Consultation and Engagement hub</li> <li>• STAR Rent Survey</li> <li>• Surveys undertaken at a service level</li> </ul>

G49	How satisfied with services are residents including under-represented groups and how is this measured? (new to 23/24)	<ul style="list-style-type: none"> <li>Development of the Consultation and Engagement hub is now live so this will see improvements to gain an understanding how satisfied with services are residents including under-represented groups and how is this measured</li> </ul>
G50	Does the Council collect, share, and publish relevant Equality, Diversity and Inclusion (EDI) data and information about its communities? (new to 23/24)	<ul style="list-style-type: none"> <li>Pupil Level Annual School Census (PLASC) data</li> <li>Strategic Equality Plan</li> <li>Use of external sources (Data Cymru)</li> </ul>
G51	How is Equality, Diversity and Inclusion (EDI) information regularly updated and used to identify priorities for the local area? (new to 23/24)	<ul style="list-style-type: none"> <li>Updated in the Strategic Equality Plan annual reports and Plans (every 4 years) and when the wellbeing assessment is updated</li> <li>Captured via Upshot in the Youth Service and used for targeting provision/projects</li> <li>Equality, Diversity and Inclusion information is used in service planning and regional strategies within Social Services</li> </ul>

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**Score 4 – Good Evidence**

- EDI information used within Youth Justice for targeted provision and includes identifying protected characteristics and data relating to communities
- Engagement and consultation at services levels frequently undertaken to support and inform reviewing performance and shaping services

**Score 3 – Evidence but Further Action Required**

- (G43) and (G45) To develop a corporate Consultation and Engagement Strategy to improve consultation, involvement and engagement across the Council
- (G47) and (G48) Develop quality assurance process for IIAs which ensures under represented engaged and consulted to inform decision making
- (G51) Ensure equality data is made more easily accessible so Officers are able to access what they need, when they need it

**Score 2 / 3 – Some Evidence but Lacking in Key Areas / Further Action Required**

- (G49) and (G50) Ensure services have processes in place to capture and use equality monitoring data and Establish mechanism to share equality data across the Council

## Theme H – Risk Management and Business Continuity

Question	How we do this/how we achieve this
H52 Does the Council have comprehensive and maintained strategies for risk management and business continuity in place, which inform decision making? (amended 23/24)	<ul style="list-style-type: none"> <li>• Risk Management Framework is reviewed annually, updated accordingly, and was last reviewed in December 2023 and endorsed at Governance and Audit Committee January 2024. Risk Procedure is a live document and frequently reviewed and updated</li> <li>• Development of Risk Registers for each portfolio within the Business Planning, Performance and Risk Management System has enabled the monitoring and reporting of risks to be centralised and co-ordinated</li> <li>• Risk reports produced monthly for Portfolios and Chief Officer Team</li> </ul>
H53 Have these strategies proved effective in real-time and/or test scenario settings?	<ul style="list-style-type: none"> <li>• Recovery risk registers are no longer a requirement since coming out of the pandemic, but portfolio risk registers continued to be managed and maintained throughout 2022/23</li> </ul>
H54 Are these strategies dynamic in adapting to change and ensuring resilience for the future?	<ul style="list-style-type: none"> <li>• The Risk Management Framework was reviewed and shared with Governance and Audit Committee for review and agreement of the framework. Development takes place yearly to ensure the latest trends and best practice is being upheld</li> <li>• An E-learning Risk Management module has been developed and finalised. Roll out of the E-learning module to commence September 2024</li> </ul>
H55 Is there sufficient assurance from Internal Audit, Audit Wales, and other regulators on performance against statutory duties and achievement of objectives? (new to 23/24)	<ul style="list-style-type: none"> <li>• Social Services positive inspection from Care Inspectorate Wales 2023/24</li> <li>• Audit Wales reports</li> <li>• Annual external regulation report</li> <li>• Estyn</li> <li>• Internal audit reports</li> <li>• Frequent reporting to Governance and Audit Committee regarding regulatory reports</li> </ul>
H56 Is data used effectively to identify risks and drive improvement? (new to 23/24)	<ul style="list-style-type: none"> <li>• Information and Data Management Strategy</li> <li>• The use of organisations to assist with benchmarking, i.e., Data Wales</li> <li>• Data collected to support and evidence achievement of portfolio objectives is also used to monitor strategic and operational risks</li> </ul>
H57 Is there a shared understanding and collective view of risks and risk appetite? (new to 23/24)	<ul style="list-style-type: none"> <li>• Risk Management Framework / procedure considers risk appetite</li> <li>• Frequent reporting of risks to ensure shared understanding and collective view of risks</li> </ul>

<b>Score 4 – Good Evidence</b>	
	<ul style="list-style-type: none"> <li>• Risk Management Framework was approved by Governance and Audit Committee</li> <li>• Development of Risk Registers for each portfolio within the Business Planning, Performance and Risk Management System has enabled the monitoring and reporting of risks to be centralised and co-ordinated</li> </ul>
<b>Score 3/4 – Good Evidence / Action May be Required</b>	
	<ul style="list-style-type: none"> <li>• (H57) Increase level of awareness and understanding of risk management / risks / risk appetite across the Council through the development and roll out of risk management e-learning module</li> </ul>
<b>Score 3 – Evidence but Further Action Required</b>	
	<ul style="list-style-type: none"> <li>• (H56) To further enhance use of data (internal and external) to identify risks to support with driving improvement across the Council</li> </ul>

## Theme I – Climate Change (New Theme 23/24)

Question	How we do this/how we achieve this
158 How does the Council champion and direct action on climate change?	<ul style="list-style-type: none"> <li>• The Council published its Climate Change Strategy in February 2022, which details how it will reduce its carbon emissions, aiming to become Net Zero by 2030</li> <li>• Training and awareness events</li> <li>• Working groups to support themes detailed within the Climate Change Strategy</li> </ul>
159 How is the Council working with partners and the community to reduce the impact of climate change?	<ul style="list-style-type: none"> <li>• Energy efficient technology</li> <li>• Engaging with tenants and primary schools</li> <li>• E-learning module</li> <li>• Clear direction and engagement with partners and stakeholders</li> </ul>
160 What is the Council’s approach to climate change mitigation measures relating to its own operations?	<ul style="list-style-type: none"> <li>• People Strategy, Digital Strategy contribute and has actions aligned to the Council’s approach to climate change</li> <li>• The Council’s Climate Change Strategy contains an action plan that details how emissions are to be reduced across five themes; Buildings, Mobility and Transport, Procurement, Land Use and Behaviour</li> </ul>
161 Are the Council’s 2030 net zero commitments in Net Zero Wales understood and owned across the Council?	<ul style="list-style-type: none"> <li>• Council wide development of the development of the Climate Change Strategy</li> <li>• Structured training programme developed</li> <li>• Members and senior leaders have received carbon literacy training to increase awareness</li> </ul>
162 How is the Council contributing to the target of net zero by 2050 across its whole community?	<ul style="list-style-type: none"> <li>• The Council works with other public sector organisations as well as private sector businesses, to engage, empower and influence carbon reduction</li> <li>• The Climate Change programme maintains a communication and engagement plan which ensures key stakeholder groups are engaged and provided information and support to reduce their carbon impacts</li> <li>• Climate Toolkits to inform and empower launched in 2023/24</li> </ul>
163 What is the approach to adaptation and building local resilience to climate change?	<ul style="list-style-type: none"> <li>• Climate Strategy Review including climate risk and resilience to inform new strategy</li> <li>• Able to work hybrid</li> <li>• Adverse Weather Policy</li> <li>• Climate risk and adaptation measures are carried out across the Council</li> </ul>
164 To what extent have planned mitigation and adaptation actions relating to climate change been prioritised and aligned to the Council’s financial strategy?	<ul style="list-style-type: none"> <li>• Climate Change Strategy</li> <li>• Climate Change training and awareness events</li> <li>• Established reporting and scrutiny processes in place</li> <li>• Programmes built into MTFS</li> </ul>

165	Is the Council able to evidence from its reporting to date of its own emissions, in accordance with the Public Sector Net Zero reporting guide?	<ul style="list-style-type: none"> <li>The Council calculates its emissions aligned with the Public Sector Net Zero Reporting Guide and reports annual Carbon Footprint updates to Climate Change Committee, Environment and Economy Overview and Scrutiny Committee and Cabinet</li> </ul>
166	Are any steps being taken to record, monitor and report on progress with emissions reductions in the wider community?	<ul style="list-style-type: none"> <li>Participation in national working groups to explore development of Social Care Carbon Reporting tools for use with social care providers</li> <li>Climate toolkit</li> <li>Keep Britain Tidy inform the Council, of the Schools using their carbon calculator tool 'Count Your Carbon' and what the emissions are</li> </ul>
167	Is climate change integrated into medium- and longer-term planning and are planned actions on climate change mitigation and adaptation sufficiently resourced, which will have the most significant impact?	<ul style="list-style-type: none"> <li>Climate Change Strategy and action plan details short, medium, and long term actions to achieve Net Zero Carbon</li> <li>Action plans are monitored by working groups, and reported on annually to Climate Change Committee, Scrutiny Committee and Cabinet</li> </ul>

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**Score 4 – Good Evidence**

- Climate Change Strategy
- Climate Change training and awareness events
- Programme built into MTFS

**Score 3/4 – Good Evidence / Action May be Required**

- (162) and (166) Facilitate both accredited and non-accredited training for Members and Officers to improve their knowledge and understanding of the impacts of climate change. Monitoring and reporting emissions reductions within the wider community

**Score 3 – Evidence but Further Action Required**

- (159), (160), (161), (164 and (167) – Review of Climate Change Strategy. Review the Council’s current commitments. Council to utilise real data and progress from the last 2-5 years to plan medium and long term goals

**Score 2 - Some Evidence but Lacking in Key Areas**

- (163) Consider how we can better work with our partners and community to reduce the impact of climate change, as well as mitigation measures for the Council’s own operations



## 9. Progress on Opportunities for Improvement from 2022/23

Opportunity for Improvement 2022/23	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Review of Progress 2023/24
<p>1) Look at workforce strategies to allow for more flexibility in resource planning and responding to recruitment challenges</p> <p>2) Corporate oversight of all policies and strategies for each Portfolio, creating a structured work programme that details the reviewing period of the policies and strategies</p> <p>Determining the effectiveness of policies and strategies by aligning them with the 'Theme' question (B13)</p>	<p>March 2024</p> <p>September 2024</p> <p>September 2024</p>	<p>B) Planning and Resource Management - <i>Are these strategies and supporting action plans sustainable, and dynamic, in adapting to change and the future? (B13 now B19 as of 23/24)</i></p>	<p>Corporate Manager, People and Organisational Development</p> <p>Internal Audit, Performance and Risk Manager / Strategic Performance Advisor</p> <p>Internal Audit, Performance and Risk Manager / Strategic Performance Advisor</p>	<p><b>Amber</b></p>	<p>1) As advised in Section 7, within the Council Plan 2023-28, recruitment and retention is a key area of focus as part of the priority 'People'. A Workforce Planning Framework is in draft – once finalized and implemented this will provide a consistent approach. In the meantime, Portfolios are provided with their establishment report (people data) monthly and EDI reports quarterly which enables managers to look at employee data including age breakdown and positively compare our demographics as a Council with census information. The development of a compliant and sustainable is progressing positively. A new target date for implementation needs to be agreed with Cabinet</p> <p>2) A draft Policy Framework has been developed. A structured forward work programme to develop corporate oversight of strategies and polices is at the initial stages</p> <p>3) As this area of work is still at initial stages, ensuring that strategies / policies are sustainable and dynamic in adapting to change and the future, will commence at the review /</p>

Opportunity for Improvement 2022/23	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Review of Progress 2023/24
<p>1) Establish clear ethics and values for the organisation</p> <p>2) Engage with the workforce to determine the Council's ethics and values</p> <p>All policies, strategies, and process to align with the Council's ethics and values (this is also related to Theme B, question B13)</p>	<p>December 2023</p> <p>December 2023 (completed)</p> <p>September 2024</p>	<p>C) Organisational Governance, Ethics and Values - <i>How well are these frameworks and codes applied and observed? (C15 now C24 as of 23/24)</i></p>	<p>Corporate Manager, People and Organisational Development</p> <p>Corporate Manager, People and Organisational Development</p> <p>Internal Audit, Performance and Risk Manager / Strategic Performance Advisor</p>	<p><b>Amber</b></p>	<p>development stages of a strategy / policy. Also has links to the use of IIA's</p> <p>1) The Council's ethics and values have been developed and now require final approval and adoption</p> <p>2) Engagement with the workforce during the summer months of 2023 provided positive feedback which endorsed the proposed organisational values</p> <p>3) A structured forward work programme to develop corporate oversight of strategies and policies is at the initial stages but as part of this work alignment with the Council's ethics and values will form part of this</p>
<p>1) Embedding the ethics and values within the organisational and working structure</p> <p>2) The implementation of a compliant and sustainable new pay model (this is also related to Theme B, question B13)</p> <p>3) Finalisation of the Workforce Planning Framework (this is also related to Theme B, question B13)</p> <p>4) Preferred working culture needs to be defined through consultation and review of policy</p>	<p>September 2024</p> <p>March 2024</p> <p>December 2023</p> <p>December 2024</p>	<p>D) Organisational Leadership and Structure - <i>Does the Council have an adopted organisational structure and a preferred working culture? (D20 now D29 as of 23/24)</i></p>	<p>Corporate Manager, People and Organisational Development</p> <p>Corporate Manager, People and Organisational Development</p> <p>Corporate Manager, People and Organisational Development</p>	<p><b>Amber</b></p>	<p>1) Review of relevant policies including Hybrid Working policy</p> <p>2) Work commenced in October 2023 and has continued into 2024. A preferred model is emerging but requires further work to ensure it is fit for purpose and meets the tests of legal, sustainable and affordable</p> <p>3) A draft Workforce Planning Framework has been developed. As advised in Section A employee data is available to managers to undertake workforce planning (including succession planning)</p>

Opportunity for Improvement 2022/23	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Review of Progress 2023/24
					4) Engagement with the workforce during the summer months of 2023 provided positive feedback which endorsed the proposed organisational values. Enabling relevant policies, including the Hybrid Working Policy to be affective will require continuous review and monitoring
1) Improve and embed a performance culture through the development of a Performance Management Framework	March 2024	D) Organisational Leadership and Structure - <i>Is it evident that the preferred working culture is predominant and effective? (D22 now D31 as of 2023/24)</i>	Internal Audit, Performance and Risk Manager / Strategic Performance Advisor	<b>Red</b>	1) The development of Performance Management Framework has fallen behind schedule. Initial research and structure of the Performance Management Framework has been undertaken but drafting of the framework is still required
1) Establish a corporate Facebook page and develop use of social media as a means of communication 2) A Charter for communication detailing customer expectations of the Council and vice versa. Establish realistic and manageable response times as well as standard of civility 3) Create corporate policy on consultation and engagement with annual plans of intended consultations	March 2024	G) Customer and Community Engagement - <i>Does the Council have comprehensive and maintained plans and policies for customer and community engagement in place? (G29 now G43 as of 23/24)</i>	Customer Contact Service Manager / Customer Service and Communications Manager	<b>Amber</b>	1) The Council's corporate Facebook page was launched in early 2024 and is used frequently to share information including news, events, and emergency information. A Welsh and English account is managed by Customer Service and has gained over 4,000 followers 2) A review of the Customer Service Policy and charter for communication is in progress. The outcome of this review will be published on the newly

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Opportunity for Improvement 2022/23	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Review of Progress 2023/24
<p>4) Review of customer standards guidelines corporately</p>					<p>launched Consultation &amp; Engagement Hub to invite feedback from customers</p> <p>3) A corporate policy on consultation and engagement has been drafted and is due to be shared on the newly launched Consultation &amp; Engagement Hub to invite feedback from customers</p> <p>4) A review of corporate customer standards links to point 2 and is to be reviewed</p>
<p>Customers engagement and involvement as part of the reviewing process</p> <p>2) Develop a single system for oversight of customer engagement</p> <p>3) Enhance service delivery through data collection, feedback and benchmarking</p>	<p>March 2024</p>	<p>G) Customer and Community Engagement - <i>How well does the Council perform in meeting its customer services standards and targets? (G31 now G45 as of 23/24)</i></p>	<p>Customer Contact Service Manager / Customer Service and Communications Manager</p>	<p><b>Amber</b></p>	<p>1) Customers to be consulted on a draft corporate consultation and engagement policy via the consultation and engagement hub</p> <p>2) Capital secured in 2023/24 to procure a third-party solution to host the Council's consultation and engagement but work on hold due to MTFS. Local solution developed and launched on the Council's website as an alternative</p> <p>3) Improved complaint performance data shared with portfolios to review trends and learn from complaints and learn from complaints</p>

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## 10. Opportunities for Improvement in 2023/24

The Performance and Risk Management Team engaged with Portfolios in the completion of the Self-Assessment. Based on the range of questions asked against the nine Themes it is considered that the Council:

- a) Does exercise its functions effectively,
- b) Uses its resources economically, efficiently, and effectively, and
- c) Governance is effective for securing the matters set out in points (a) and (b).

This is consistent with the Council’s Annual Governance Statement and the Annual Performance Report for the year 2023/24. There are always areas where we strive for improvement and the following list of opportunities were identified for improvement in 2023/24.

During 2023/24, consultation was undertaken with the Senior Management Team and members of Cabinet, the Corporate Resources Overview and Scrutiny Committee and Governance and Audit Committee. This enabled each of the Themes to be critically reviewed and as a result the Council have identified eleven areas for improvement, broken down into specific actions for each area. Some of these areas were also Opportunities for Improvement for 2022/23 with them being more medium and/or longer-term goals.

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
1) Improve and embed a performance culture through the development of a Performance Management Framework. (Links to D31)	December 2024	A) Vision, Strategy and Performance <i>A11 Is data used effectively to evaluate performance and drive improvement?</i>	Internal Audit, Performance and Risk Manager / Strategic Performance Advisor	Red	1) The development of Performance Management Framework has fallen behind schedule due to available resources and conflicting priorities. Initial research and structure of the Performance Management Framework has been undertaken but drafting of the framework is still required
2) Offer training sessions provided by DataCymru to all elected Members in order to improve the understanding of how data can be used in committee	March 2025	<i>A12 Is there evidence of an embedded and continuous approach to performance management, which identifies required</i>	Democratic Services Manager		2) Training opportunities are provided to Members and where applicable the Council will continue to liaise with Data Cymru for further training

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
<p>work to facilitate improvements. Provide training to all (ordinary) members of OSC's, to ensure they understand their role and the committee's role, to include effective questioning skills (performance, risk, data).</p> <p>3) Review the committee reporting template to ensure risk management is a key element of the report.</p> <p>4) Develop an Information and Data Management Group, to improve The Council's use of data and to further implement and embed the Information and Data Management Strategy</p>	<p>January 2025</p> <p>December 2024</p>	<p><i>interventions that are acted upon promptly?</i></p> <p><i>A13 Do service plans include an evaluation of service performance (including audit and complaints/compliments) to identify areas of improvement and are these aligned to corporate improvement objectives?</i></p> <p>D) Organisational Leadership and Structure</p> <p><i>D31) Is it evident that the preferred working culture is pre-dominant and effective?</i></p> <p>H) Risk Management and Business Continuity</p> <p><i>H56) Is data used effectively to identify risks and drive improvement?</i></p>	<p>Democratic Services Manager</p> <p>Information Governance Manager</p>	<p style="background-color: red; color: red;">[Redacted]</p>	<p>opportunities. Effective Chairing skills training is provided to all Chairs and Vice-Chairs of Committees, to include facilitating debate and challenge. There will be separate sessions in due course for Chairs and Vice-Chairs of OSC to focus on risk and performance. Continue to ensure elected Members challenge and support the Council appropriately as part of the Overview &amp; Scrutiny process.</p> <p>3) This is a new opportunity for improvement in this year's Corporate Self-assessment, therefore is at the initial stages. However, each OSC committee do monitor identified risks as part of their normal working practice, and perhaps maintain a record as part of their Forward Work element.</p> <p>4) A terms of reference is being drafted for the Information and Data Management Group but aims and objectives of the group will consist of:</p> <ul style="list-style-type: none"> <li>We will treat information and data as a key corporate asset to support improved decision make and best use of resource</li> <li>We will use information and data more effectively and innovatively to deliver better,</li> </ul>





Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
					training on IIA's – e.g. what they are, why they are included, what to look for.
<p>1) Look at workforce strategies to allow for more flexibility in resource planning and responding to recruitment challenges</p> <p>2) Corporate oversight of all policies and strategies for each Portfolio, creating a structured work programme that details the reviewing period of the policies and strategies</p> <p>3) Determining the effectiveness of policies and strategies by aligning them with the 'Theme' question (B19)</p> <p>4) Establish clear ethics and values for the organisation. Completion of the Council's Vision and Values work will help define and reinforce the Council's goals</p>	<p>A new target date for implementation needs to be agreed with Cabinet.</p> <p>December 2024</p> <p>December 2024</p> <p>December 2024</p>	<p>B) Resource Planning and Management</p> <p><i>B15) Does the Council have comprehensive and maintained strategies for workforce, finance, procurement, and assets in place, that are aligned to the statutory budget planning cycle (which demonstrates how the Council will sustain service delivery)?</i></p> <p><i>B16) Does the Council have comprehensive and maintained strategies for workforce, finance, procurement, and assets in place, that are being managed to support wider agendas (spending for community</i></p>	<p>Corporate Manager, People and Organisational Development</p> <p>Internal Audit, Performance and Risk Manager / Strategic Performance Advisor</p> <p>Internal Audit, Performance and Risk Manager / Strategic Performance Advisor</p> <p>Corporate Manager, People and Organisational Development</p>	<b>Amber</b>	<p>1) As advised in Section 7, within the Council Plan 2023-28, recruitment and retention is a key area of focus as part of the priority 'People'. A Workforce Planning Framework is in draft – once finalized and implemented this will provide a consistent approach. In the meantime, Portfolios are provided with their establishment report (people data) monthly and EDI reports quarterly which enables managers to look at employee data including age breakdown and positively compare our demographics as a Council with census information. The development of a compliant and sustainable is progressing positively. A new target date for implementation needs to be agreed with Cabinet</p> <p>2) A draft Policy Framework has been developed. A structured forward work programme to develop corporate oversight of strategies and policies is at the initial stages</p> <p>3) As this area of work is still at initial stages, ensuring that strategies /</p>



Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
5) All policies, strategies, and process to align with the Council's ethics and values (this is also related to Theme B, question B19)	December 2024	<p><i>benefit, social value, place shaping, housing shortages, and regeneration)?</i></p> <p><i>B19) Are these strategies and supporting action plans sustainable, and dynamic, in adapting to change and the future?</i></p> <p>C) Organisational Governance, Ethics and Values</p> <p><i>C24) How well are these frameworks and codes applied and observed?</i></p> <p>D) Organisational Leadership and Structure</p> <p><i>D30) As an organisation do we operate as a one Council?</i></p>	Internal Audit, Performance and Risk Manager / Strategic Performance Advisor	Amber	<p>policies are sustainable and dynamic in adapting to change and the future, will commence at the review / development stages of a strategy / policy. Also has links to the use of IIA's (Theme A)</p> <p>4) The Council's ethics and values have been developed and now require final approval and adoption</p> <p>5) A structured forward work programme to develop corporate oversight of strategies and polices is at the initial stages but as part of this work alignment with the Council's ethics and values will form part of this</p>
1) Look at workforce strategies to allow for more flexibility in resource planning and responding to recruitment challenges through the review of pay model	A new target date for implementation needs to	B) Resource Planning and Management	Corporate Manager, People and	Amber	1) Due to existing budget pressures and vacancy management, which impacts sustainability (Five Ways of Working, Well-being of Future Generations

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
2) Development of Workforce Planning Framework	be agreed with Cabinet.  December 2024	<i>B21) Does the Council consider staff retention, current and future skills needs and gaps?</i>	Organisational Development  Corporate Manager, People and Organisational Development		(Wales) Act 2015) work remains ongoing regarding review of pay model. Workshops have been undertaken with Members to review pay model options and costing associated  2) As advised in Section 7, within the Council Plan 2023-28, recruitment and retention is a key area of focus as part of the priority 'People'. A Workforce Planning Framework is in draft – once finalised and implemented this will provide a consistent approach
1) A Charter for communication detailing customer expectations of the Council and vice versa. Establish realistic and manageable response times as well as standard of civility  2) Create corporate policy on Consultation and Engagement with annual plans of intended consultations  3) Review of customer standards guidelines corporately	December 2024  January 2025  January 2025	G) Customer and Community Engagement  <i>(G43) Does the Council have comprehensive and maintained plans and policies for customer and community engagement in place?</i>  <i>(G45)How well does the Council perform in meeting its customer services</i>	Customer Contact Service Manager / Customer Service and Communications Manager	<b>Amber</b>	1) A review of the Customer Service Policy and Charter for Communication is in progress. The outcome of this review will be published on the newly launched Consultation & Engagement Hub to invite feedback from customers  2) A corporate policy on Consultation and Engagement has been drafted and is due to be shared on the newly launched Consultation & Engagement Hub to invite feedback from customers  3) A review of Corporate Customer Standards links to point 2 and is to be reviewed

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
		<i>standards and targets?</i>			
<p>1) Work with Regional Community Cohesion Officer to commission regional workshop on how to engage/consult with people with protected characteristics</p> <p>2) Develop quality assurance process for IIAs which ensures under represented engaged and consulted to inform decision making</p> <p>3) Update guidance on equality monitoring and ensure services have processes in place to capture and use equality monitoring data</p> <p>4) Establish mechanism to share equality data across the Council</p>	<p>March 2025</p> <p>Further approval required at Corporate Equality Board</p> <p>Further approval required at Corporate Equality Board</p> <p>Further approval required at Corporate Equality Board</p>	<p>G) Customer and Community Engagement</p> <p><i>(G7) Are there mechanisms in place to ensure that under-represented groups are communicated and engaged with effectively?</i></p> <p><i>(G48) Do underrepresented groups have opportunities to be involved in decision making and the design and delivery of services?</i></p> <p><i>(G49) How satisfied with services are residents including under-represented groups and how is this measured?</i></p> <p><i>(G50) Does the Council collect, share, and publish relevant</i></p>	<p>Strategic Policy Advisor</p> <p>Corporate Equality Board and IIA Quality Assurance Subgroup</p> <p>Corporate Equality Board and Data Subgroup</p> <p>Corporate Equality Board and Data Subgroup</p>	<p></p> <p></p> <p><b>Red</b></p> <p></p>	<p>1) This is a new opportunity for improvement in this year's Corporate Self-assessment, therefore, this is at the initial stages</p> <p>2) Actions which relate to the Corporate Equality Board will be discussed at the next meeting in September for approval and to set timeframes</p> <p>3) Actions which relate to the Corporate Equality Board will be discussed at the next meeting in September for approval and to set timeframes</p> <p>4) Actions which relate to the Corporate Equality Board will be discussed at the next meeting in September for approval and to set timeframes</p>

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
5) Ensure more robust and comprehensive evidence of the profile of the Council's employees and customers is available for analysis. Ensure equality data is made more easily accessible so users are able to access what they need, when they need it	Further approval required at Corporate Equality Board	<p><i>Equality, Diversity and Inclusion (EDI) data and information about its communities?</i></p> <p><i>(G51) How is Equality, Diversity and Inclusion (EDI) information regularly updated and used to identify priorities for the local area?</i></p>	<p>Corporate Equality Board and Data Subgroup</p> <p>Corporate Equality Board and Data Subgroup</p>	<p><b>RAG</b></p>	5) Actions which relate to the Corporate Equality Board will be discussed at the next meeting in September for approval and to set timeframes
1) Roll out of Risk Management e-learning module	October 2024	<p>(H) Risk Management and Business Continuity</p> <p><i>(H57) Is there a shared understanding and collective view of risks and risk appetite?</i></p>	Strategic Performance Advisor	<p><b>Amber</b></p>	1) The e-learning module has been developed and is in its final stages of product testing. Once finalised it be rolled out to the workforce and Members
1) To review the Climate Change Strategy during 2024-25	March 2025	<p>(I) Climate Change</p> <p><i>(I59) How is the Council working with partners and the community to reduce the impact of climate change?</i></p>	Programme Manager, Climate Change & Carbon Reduction		1) This gives us an opportunity to review our current commitments and consider how we can better work with our partners and community to reduce the impact of climate change, as well as mitigation measures for the Council's own operations

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
2) The Public Service Boards in the region have agreed to develop a climate risk assessment as a regional approach. The Council will ensure it feeds into this process as a key stakeholder	March 2025	<p><i>(160) What is the Council's approach to climate change mitigation measures relating to its own operations?</i></p> <p><i>(162) How is the Council contributing to the target of net zero by 2050 across its whole community?</i></p> <p><i>(163) What is the approach to adaptation and building local resilience to climate change?</i></p>	Programme Manager, Climate Change & Carbon Reduction	<p style="text-align: center;"><b>Amber</b></p>	2) The Council will ensure it feeds into this process as a key stakeholder
1) Improve communications internally with Officers and Members to ensure all are familiar and understand the Council's commitments and progress	March 2025	(I) Climate Change  <i>(161) - Are the Council's 2030 net zero commitments in Net Zero Wales understood and owned across the Council?</i>	Programme Manager, Climate Change & Carbon Reduction	<p style="text-align: center;"><b>Amber</b></p>	1) Ownership of the Council's net zero commitments has been adopted throughout the organisation. Work is still underway to improve knowledge and understanding of climate change and its impacts, as part of an ongoing behaviour change programme. Communications internally are improving with more frequent use of the Workforce news and employee engagement  2) Carbon Literacy and e-learn training are available to both officers and

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
2) Facilitate both accredited and non-accredited training for Members and Officers to improve their knowledge and understanding of the impacts of climate change  3) Building condition surveys for the Council's schools to enable a baseline to be determined  4) To keep abreast of best practice in costing other carbon actions	March 2025  March 2025  March 2025	<i>(164) To what extent have planned mitigation and adaptation actions relating to climate change been prioritised and aligned to the Council's financial strategy?</i>	Programme Manager, Climate Change & Carbon Reduction  Programme Manager, Climate Change & Carbon Reduction  Programme Manager, Climate Change & Carbon Reduction	Amber	Members, and 'Carbon' is now a mandatory subject within the Member training programme  3) The current Welsh Government funded building condition surveys for the Council's schools will allow a baseline to be determined from which more accurate costings and phased plans of work can be established for our building stock  4) The Council will continue to keep abreast of the latest best practice in costing other carbon actions to ensure the programme of work is realistic and achievable
1) Monitoring and reporting emissions reductions	March 2025	(I) Climate Change  <i>(i66) Are any steps being taken to record, monitor and report on progress with emissions reductions in the wider community?</i>	Programme Manager, Climate Change & Carbon Reduction	Amber	1) Monitoring and reporting emissions reductions within the wider community will be reviewed as part of the Climate change strategy review, to ensure the Council is able to use its influence as a public sector organisation to drive wider carbon reduction outside of its own operations
1) Utilise real data and progress from the last 2-5 years to plan medium and long-term goals that are both achievable and ambitious	March 2025	(I) Climate Change  <i>(167) Is climate change integrated into medium- and longer-term planning and are planned</i>	Programme Manager, Climate Change & Carbon Reduction	Amber	1) Again, this year's Climate Change strategy review will allow the Council to utilise real data and progress from the last 2-5 years to plan medium and long term goals that are both achievable and ambitious

Opportunity for Improvement 2023/24	Target Completion Date	Theme and Question it Contributes to	Owner	Progress RAG	Progress Comment
		<i>actions on climate change mitigation and adaptation sufficiently resourced, which will have the most significant impact?</i>			

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## 11. Certification

The Corporate Self-Assessment undertaken provides a comprehensive assessment of the organisation and provides a platform of assurance.

Opportunities to improve have been identified through this review. We pledge our commitment to addressing these issues over the coming year and we will monitor their implementation and operation as part of our next annual review.

Signed on behalf of Flintshire County Council

**Neal Cockerton – Chief Executive**

**Cllr. Ian B Roberts – Leader of the Council**





## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 12 <sup>th</sup> September 2024
<b>Report Subject</b>	Flintshire Connects Annual Report 2023-24
<b>Cabinet Member</b>	Cabinet Member for Corporate Services
<b>Report Author</b>	Chief Officer (Governance)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides an overview of the annual performance of Flintshire Connects, the service responsible for providing face-to-face and digital access to Council services during financial year 2023-24.

This report also seeks support from Cabinet to review the Flintshire Connects service in 2024-25.

### RECOMMENDATIONS

1	That Scrutiny notes Flintshire Connects annual performance 2023-24.
2	That scrutiny comments on whether, in light of reducing footfall at Flintshire Connects Centres, that: <ul style="list-style-type: none"> <li>a) there should be a review of the service, commencing with public consultation on why usage is reducing, and what functions the service could/should provide; and</li> <li>b) the consultation should also explore the potential impact on those with protected characteristics of possibly reducing opening hours to reflect the reduced usage by residents</li> </ul>

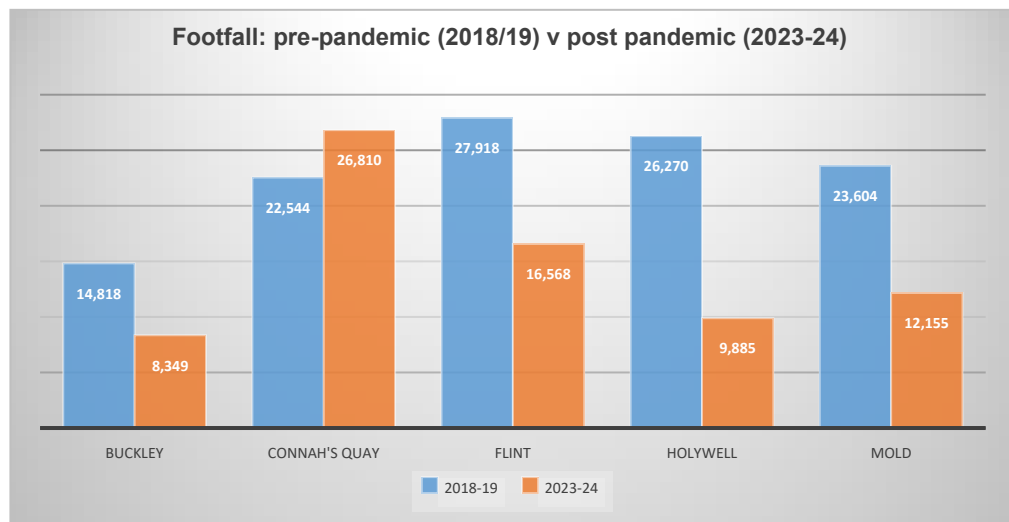
## **REPORT DETAILS**

<b>1.00</b>	<b>FLINTSHIRE CONNECTS ANNUAL PERFORMANCE 2023-24</b>
1.01	<b>Background</b> <p>Flintshire Connects provide face-to-face services at “one stop shops” in Buckley, Connah’s Quay, Flint, Holywell, and Mold. The service is also integral to the Council’s Digital Strategy in terms of providing high quality, accessible, responsive, and cost-effective public services. The team provide access to a range of statutory services including Blue Badges, Social Housing, Homelessness, Revenues and Benefits. The team also support digitally excluded customers, helping them to embrace digital technology by providing advice and support to increase their confidence to use digital technology as a way of contacting the Council and third sector organisations.</p>
1.02	Flintshire Connects is proud of its partnership working with Aura, Job Centre Plus and North Wales Police. By co-locating services in this way the team can provide support to the county’s most vulnerable customers as well as those who need support to access services online.
1.03	Flintshire Connects employ 9.90 FTE Customer Service Advisors and one Team Leader to resolve customer enquiries at first point of contact thus reducing duplication, releasing back-office efficiencies, and improving the service for customers. The Connects Centres are open: <ul style="list-style-type: none"><li>• Buckley: Tuesday, Wednesday and Thursday 9am until 4:30pm</li><li>• Connah’s Quay: Monday to Friday 9am until 4:30pm</li><li>• Flint: Monday to Friday 9am until 4:30pm</li><li>• Holywell: Monday to Friday 9am until 4:30pm</li><li>• Mold: Monday, Wednesday and Friday 9am until 4:30pm</li></ul>
1.04	Over recent years Flintshire Connects has experienced both recruitment and retention difficulties and has needed to make savings to help balance the Council’s budget. In October 2022, Buckley and Mold Connects Centres reduced their opening hours on a temporary basis and this became a permanent arrangement at the start of 2023-24. In this way the service has supported the Governance portfolio to achieve efficiencies of £76,000 through a restructure and revised opening hours. At the end of 2022-23 a further £60,000 efficiency was put forward to help bridge the funding gap for 2023-24.
1.05	As mentioned above, Flintshire Connects faced significant recruitment and retention issues during 2022-23 which led to eight new employees joining the service over last 12 months. Consequently, it has taken time to train new employees to a level where they are able to confidently support customers unaided. The service is currently at full establishment (i.e. all posts in the staffing structure are filled).
<b>1.06</b>	<b>Flintshire Connects 2023-24</b>

1.07 In 2020 the Coronavirus pandemic led to the temporary closures of all Connects Centres. The restrictions imposed by Welsh Government led to Connects Centres closing with little notice to customers and employees were redirected to other duties including telephone support via the Contact Centre. As restrictions were eased by Welsh Government, the Connects Centres reopened albeit with a reduced footfall owing to the advice to travel for essential purposes only. It was anticipated that customers might not immediately return to pre-pandemic levels, and whilst Flintshire Connects has returned to “business as usual”, footfall with the exception of Connah’s Quay Connects has not.

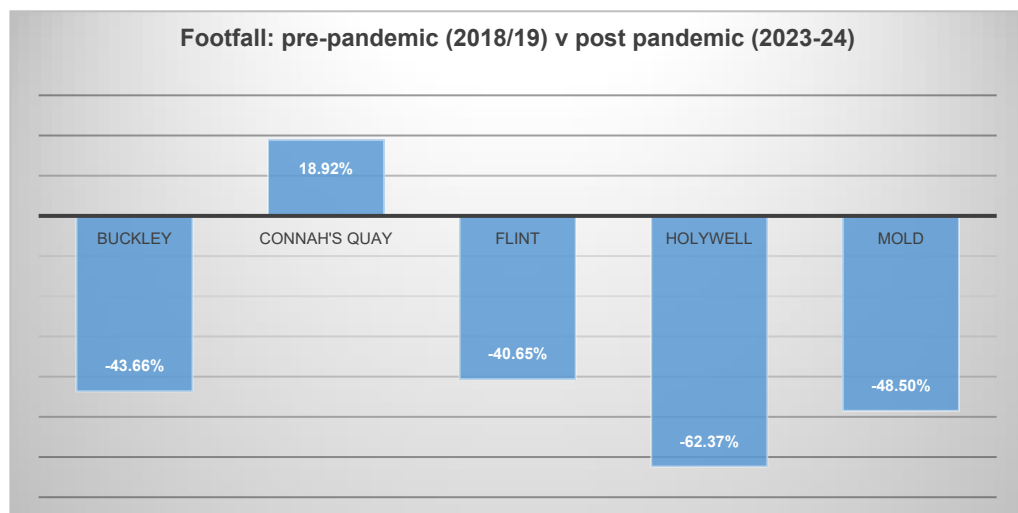
1.08 Table 1 below illustrates footfall pre-pandemic compared to now:

**Table 1**



1.09 Table 2 illustrates the impact on demand:

**Table 2**



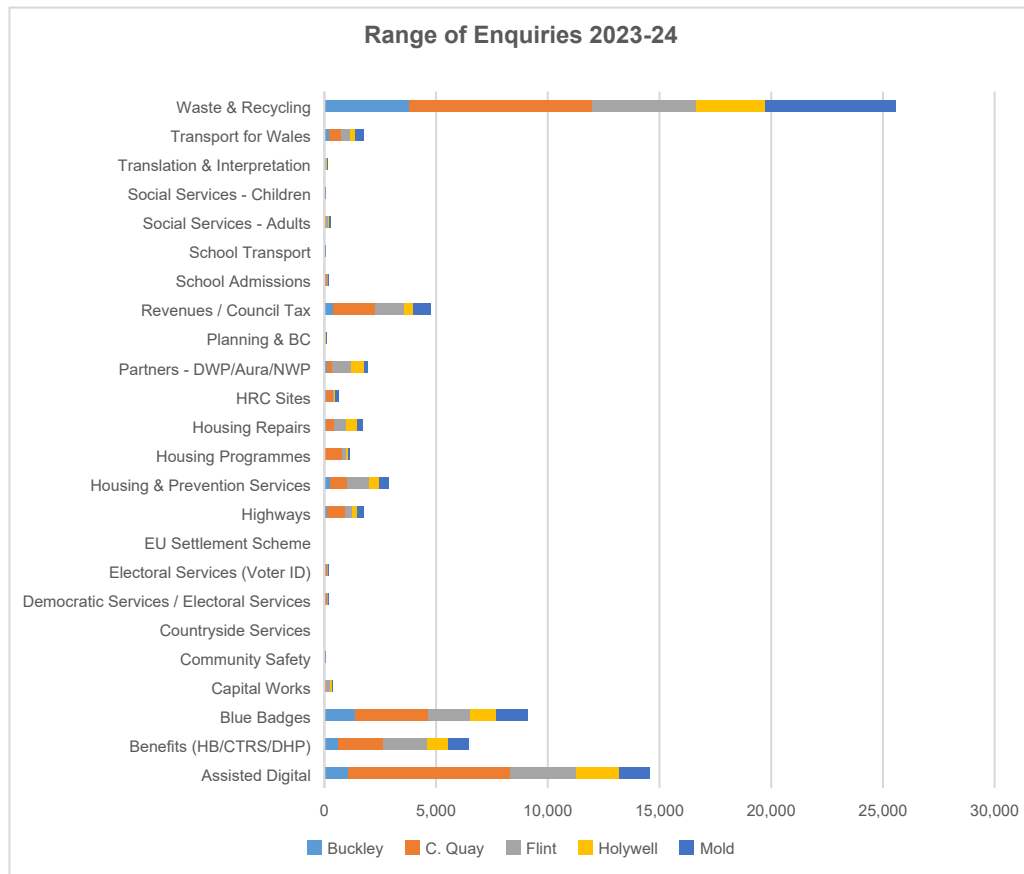
As noted above, the data informs the Council that except for Connah’s Quay, footfall to Connects Centres has not returned to pre-pandemic levels and demand is reducing.

1.10 Prior to the pandemic Flintshire Connects received over 115,000 customers, but this has reduced to 73,767 in the last 12 months. This shift in customer behaviour represents a 41,387 reduction in footfall (35.94%). In the last 12 months alone footfall reduced by over 10,500 (12.51%). In Buckley and Mold where it was anticipated the service would expect to see 60% of usual footfall due to part-time opening hours across three days, the actual footfall is less, Buckley (56%) and Mold (51%).

1.11 The closures during the pandemic accelerated societal shift towards the use of online services. It appears that the shift has not been wholly reversed following the easing of restrictions. The service needs to recognise that reduction in usage and reflect on what functions it should be providing to support residents whilst tailoring its availability to reducing levels of demand.

1.12 Table 3 provides a breakdown of the range of enquiries received by Flintshire Connects:

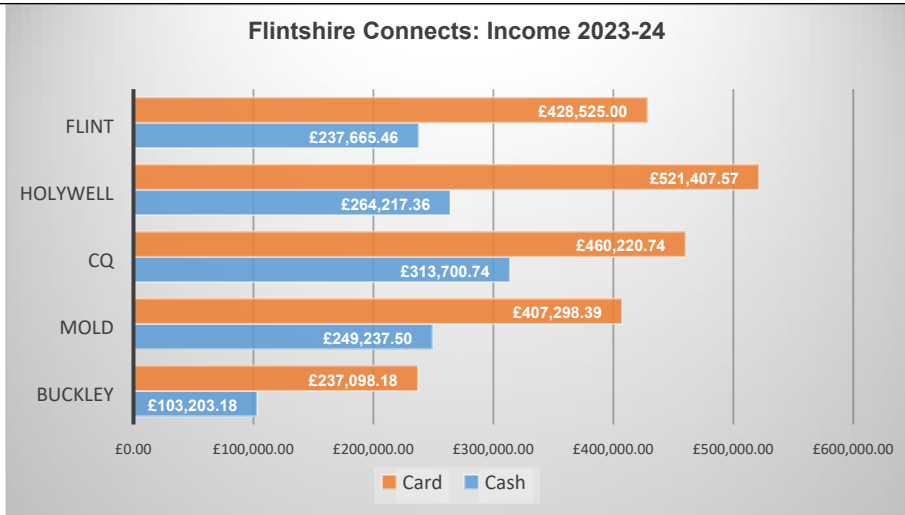
**Table 3**



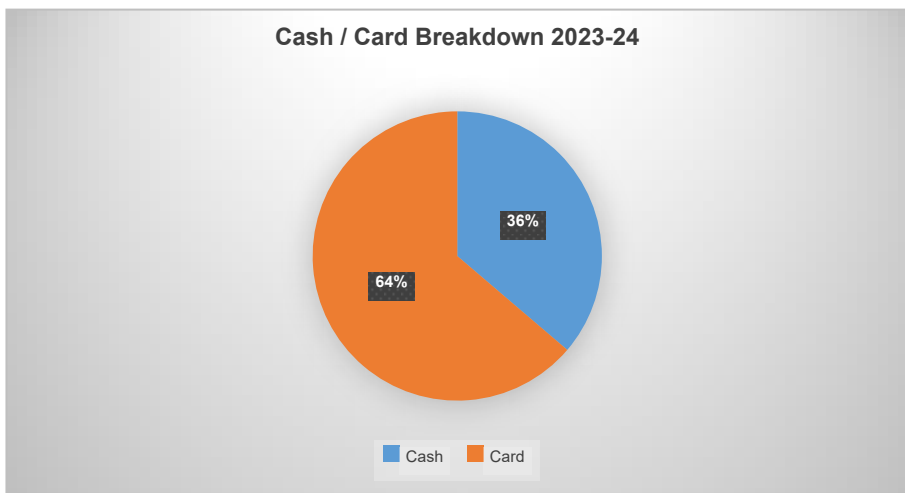
The high volume of waste and recycling enquiries relate to the supply of waste and recycling receptacles.

1.13 **Key Service Updates 2023-24**  
**Assisted Digital** is a key priority for the Council. Flintshire Connects play a key role in supporting the implementation of digital initiatives for those customers who may be digitally excluded to help them embrace digital technologies. During 2023-24 Customer Service Advisors assisted 14,328

	customers which is a small reduction of 1,510 compared to the previous year. Flintshire Connects continue to support customers to access My Account enabling customers to view and track enquiries online and pay for Council services.
1.14	<b>National Databank</b> Flintshire Connects joined forces with Good Things Foundation in 2022-23 to ensure residents on low incomes are digitally enabled by providing them with free SIM cards and data vouchers through the National Databank. Free SIM cards and data vouchers continue to be made available from all Connects Centres to eligible residents, taking a trust-based approach. The free data has been provided by Virgin Media O2, Vodafone and Three.
1.15	<b>Blue Badges</b> are administered by Flintshire Connects using the Welsh Government's toolkit for assessing eligibility. Flintshire Connects handled 5,458 applications in 2023-24 of which 624 were refused and 2,506 issued; this represents a reduction of 42% in demand compared to the previous year (9,422 applications 2022-23) as more applicants are confident to use the digital platform on gov.uk. The Department for Transport continue to work with its partner Valtech who provide direct support to the Council as the host service for applying for Blue Badges including an online portal via gov.uk; and Allied Publicity Services who manufacture Blue Badges on behalf of the Council.
1.16	<b>Homelessness</b> triages are undertaken at all Connects Centres. During 2023-24 Flintshire Connects supported 2,876 people in respect of their housing needs, a reduction of 27.5% compared to the previous year (3,976 people supported in 2022-23). Initial enquiries are managed by Customer Service Advisors with only urgent cases and those people requiring social housing being referred to Housing Prevention or SARTH thereby releasing capacity in Housing Prevention to focus on complex and urgent cases.
1.17	<b>Revenues and Benefit</b> are busy areas of work with Customer Service Advisors trained to support customers to access benefits such as cost of living payments, uniform grants, and free school meals. Customer Service Advisors are trained to deal with enquiries at first point of contact which has improved the customer experience and first-time resolution which enables back-office services to focus on more specialist and complex cases.
1.18	<b>Payments</b> are taken at all Connects Centres which supports the Council's Revenue and Debt Recovery services. During 2023-24 Flintshire Connects received a consistent level of income compared to the previous year - £3,222,574.12 across the five Connects Centres, broken down as follows:



Interestingly, the highest number of transactions relate to card payments despite options to pay online or set-up direct debits for example.



1.19 The above data clearly highlights customer demand in Flintshire Connects is reducing and customer behaviour is changing:

- Footfall reduced by 35.94% post pandemic;
- Assisted digital support reduced as more people become digitally enabled and can self-serve (1.12);
- Blue Badge face-to-face support reduced as more people apply online (1.14);
- Reduced demand for low level homeless triages (1.15);
- Reduction in cash (1.17).

In contrast, digital services and telephone remain popular channels to access council services. Overall, this data highlights the need to review Flintshire Connects considering the declining customer demand.

1.20 **2024-25 Priorities**

Flintshire Connects plays a critical role in the delivery of the Council's Digital Strategy. Customer Service Advisors are skilled personnel who can support the Council Plan Digital Poverty theme by:

	<ul style="list-style-type: none"> <li>• Supporting people to use digital technology.</li> <li>• Providing free of charge public access to the internet and devices.</li> </ul> <p>The service also supports the Digital Strategy by providing all our customers with the ability to find out information and access our services in a convenient and accessible way.</p>
1.21	Whilst it is acknowledged Flintshire Connects is a highly valued service, the data within this report highlights the need to review service provision and with this in mind, Flintshire Connects is committed to a review of customer demand, resources, and opening times in 2024-25.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	A review of Flintshire Connects will establish the best use of resource in the future based on customer demand and feedback.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Flintshire Connects support a wide demography and assist customers with the characteristics that are protected by the Equality Act 2010. As such, as part of a review of the service, an impact assessment will be undertaken to assess the impact any future changes may have on customers and solutions to mitigate risks.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	Currently, the service does not undertake consultation with customers on their satisfaction with the service. Given the short nature of many transactions it is not appropriate to undertake such consultation at the point of delivery. However, the national residents survey does/will in future include a question about satisfaction with the Flintshire Connects service.
4.02	Given the demography of customers, and noting that many have protected characteristics, a public consultation should be at the heart of the review of the service. It is suggested that we should begin the review by consulting residents on what they value about the service, whether/how it might be improved within budget constraints, why usage has reduced and how we might mitigate the impact of reduced opening hours as a consequence of reductions in footfall.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Rebecca Jones, Customer Contact Service Manager  <b>Telephone:</b> 01352 702413  <b>E-mail:</b> <a href="mailto:rebecca.jones@flintshire.gov.uk">rebecca.jones@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Digital Services</b> - the electronic delivery of information including data and content across multiple platforms and devices such as a website or mobile phone.</p>





## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	12 <sup>th</sup> September 2024
<b>Report Subject</b>	Social Value Progress Update
<b>Cabinet Member</b>	Cabinet Member for Finance and Social Value
<b>Report Author</b>	Corporate Manager Capital Programme and Assets
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

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

This report outlines performance data for the last six months of the financial year 2023/24.

### RECOMMENDATIONS

1	Corporate Resources Overview and Scrutiny Committee notes the positive performance achieved in generating social value for quarters three and four of the financial year 2023/24.
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### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE LATEST PERFORMANCE FOR SOCIAL VALUE</b>
1.01	<p>Generating increased social value is a priority for the Council.</p> <p>The primary emphasis continues to be on increasing the social value derived from the Council's commissioning and procurement processes.</p>
1.02	This report covers quarters three and four of 2023/24 financial year. During these reporting periods the Council's social value achievements have remained high.

	<p>Performance data for quarters one and two of 2023/24 financial year was reported to Corporate Resources Overview and Scrutiny Committee and Cabinet in March 2024. However, to allow oversight of a full financial year's performance, quarter one and two data for 2023/24 has been provided again in this report under 1.04 and 5.01.</p>								
1.03	<p>Tables 1 and 2 below illustrate the social value generated from awarded contracts calculated in the 2023/24 financial year.</p> <p>The Council currently uses the National Themes, Outcomes, and Measures (TOMs) to measure social value. The following calculations are derived from the information provided by contractors, within the specific quarter, to demonstrate how they have achieved social value outcomes. A monetary value is then applied to the activity to determine the quantitative value.</p>								
1.04	<p>Table 1 below shows the performance achieved in quarters one and two of 2023/24 financial year.</p> <p>Table 1 – Social Value Performance for Q1 and Q2 2023/24 NB: financial values have been rounded up/down to the nearest whole pound.</p> <table border="1"> <thead> <tr> <th></th> <th>Quarter 1 Apr-Jun 2023</th> <th>Quarter 2 Jul-Sep 2023</th> <th>Total Quarters 1 and 2 2023/24</th> </tr> </thead> <tbody> <tr> <td>£s of social value generated</td> <td>£2,382,218</td> <td>£248,384</td> <td>£2,630,602</td> </tr> </tbody> </table>		Quarter 1 Apr-Jun 2023	Quarter 2 Jul-Sep 2023	Total Quarters 1 and 2 2023/24	£s of social value generated	£2,382,218	£248,384	£2,630,602
	Quarter 1 Apr-Jun 2023	Quarter 2 Jul-Sep 2023	Total Quarters 1 and 2 2023/24						
£s of social value generated	£2,382,218	£248,384	£2,630,602						
1.05	<p>Table 2 below shows the performance achieved in quarters three and four of 2023/2024 financial year.</p> <p>Table 2 – Social Value Performance for Q3 and Q4 2023/2024 NB: financial values have been rounded up/down to the nearest whole pound.</p> <table border="1"> <thead> <tr> <th></th> <th>Quarter 3 Oct-Dec 2023</th> <th>Quarter 4 Jan-Mar 2024</th> <th>Total Quarters 3 and 4 2023/24</th> </tr> </thead> <tbody> <tr> <td>£s of social value generated</td> <td>£2,756,669</td> <td>£3,067,076</td> <td>£5,823,745</td> </tr> </tbody> </table> <p>In quarters one and two of 2023/24 (April 2023 to September 2023 inclusive), £2,630,602 of social value was generated. Combining this with the performance data above provides <b>a total of £8,454,347 of social value generated in the financial year 2023/24.</b></p>		Quarter 3 Oct-Dec 2023	Quarter 4 Jan-Mar 2024	Total Quarters 3 and 4 2023/24	£s of social value generated	£2,756,669	£3,067,076	£5,823,745
	Quarter 3 Oct-Dec 2023	Quarter 4 Jan-Mar 2024	Total Quarters 3 and 4 2023/24						
£s of social value generated	£2,756,669	£3,067,076	£5,823,745						
1.06	<p>In addition to the above social value performance reporting, the Council's Procurement Services also capture information on procurement activities.</p> <p>In quarters one and two of 2023/24 financial year, twenty-seven contracts were awarded over £25k, of which six (22%) were supported to include social value and 21 (78%) were not supported to include social value. Further details can be found at appendix 5.01.</p>								

1.07	In quarters three and four of 2023/24 financial year, thirty-one contracts were awarded over £25k, of which 16 (52%) were supported to include social value and 15 (48%) were not supported to include social value. Further details can be found at appendix 5.02.
1.08	<p>For a period during quarter one and quarter two of 2023/24, the Social Value Development Officer post was temporarily vacant, during which time interim arrangements were in place.</p> <p>This in part accounts for why there is a drop in the number of contracts supported to include social value during this time.</p>
1.09	<p>Below are illustrations of the community-driven social value results that have contributed to the overall social value realised in the financial year 2023/2024, encompassing all quarters:</p> <ul style="list-style-type: none"> <li>• £6,177,651 of local spend through contract.</li> <li>• 100% of staff on contracts paid the real living wage.</li> <li>• £987 donated to support people in fuel poverty.</li> <li>• £57,382 with local partnerships to implement circular economy solutions (value of the goods and services donated).</li> <li>• 269 hours invested to support educational initiatives with local schools and colleges.</li> <li>• 44 Volunteering hours to support local community projects.</li> <li>• £1,334 value (including staff time) to support health and wellbeing initiatives in Flintshire.</li> <li>• 4,725 pupil interactions. School engagements via school assemblies or individual lessons.</li> <li>• 163,042 total kWh energy saved through low carbon sustainable energy interventions (e.g. solar PV.).</li> <li>• 252 hours of expert business advice to local Voluntary, Community and Social Enterprises (VCSE) and Micro, Small and Medium Enterprises (MSME)</li> <li>• £3,125 donated to support local community projects.</li> <li>• 76 local people employed full time equivalent.</li> <li>• 139,574 car miles saved by contractors.</li> </ul>
1.10	<p><b>Future Performance Reporting</b></p> <p>As reported and endorsed in March 2024, for improved alignment with the financial year, there will be an adjustment in the reporting schedule. Henceforth, the annual report detailing social value performance will be presented in June each year.</p>

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no resource implications to report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
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3.01	An impact assessment is not required as this is a report on operational progress and performance.
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<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	This report will be considered by Cabinet at their meeting scheduled for 17 <sup>th</sup> September 2024.

<b>5.00</b>	<b>APPENDICES</b>			
5.01	Table 3 – Procurement Performance data for quarters one and two 2023/2024 financial year.			
		<b>Quarter 1 Apr-Jun 2023</b>	<b>Quarter 2 Jul-Sep 2023</b>	<b>Total for Q1 and Q2 2023/24</b>
	Total No. contracts awarded over £25k	14	13	27
	Proportion of contracts awarded over £25k which were supported to include social value	4 (29%)	2 (15%)	6 (22%)
	Proportion of contracts awarded over £25k which were not supported to include social value	10 (71%)	11 (85%)	21 (78%)
5.02	Table 4 – Procurement Performance data for quarters three and four 2023/24 financial year.			
		<b>Quarter 3 Oct-Dec 2023</b>	<b>Quarter 4 Jan-Mar 2024</b>	<b>Total for Q3 and Q4 2023/24</b>
	Total No. contracts awarded over £25k	12	19	31
	Proportion of contracts awarded over £25k which were supported to include social value	6 (50%)	10 (52%)	16 (51%)
	Proportion of contracts awarded over £25k which <b>were not</b> supported to include social value	6 (50%)	9 (48%)	15 (49%)

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
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6.01	<p>The Social Value Strategy was part of the Social Value report to Cabinet in March 2019.</p> <p><a href="https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=391&amp;MId=4250&amp;Ver=4&amp;LLL=0">https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=391&amp;MId=4250&amp;Ver=4&amp;LLL=0</a></p>
6.02	<p>The previous Social Value Progress Report was presented to the Corporate Resources Overview and Scrutiny Committee on 7<sup>th</sup> March 2024 and is available online:</p> <p><a href="https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=141&amp;MId=5566&amp;Ver=4&amp;LLL=0">https://committeemeetings.flintshire.gov.uk/ieListDocuments.aspx?CId=141&amp;MId=5566&amp;Ver=4&amp;LLL=0</a></p>
6.03	<p>The previous Social Value Progress report was presented to Cabinet on 12<sup>th</sup> March 2024 and is available online:</p> <p><a href="https://committeemeetings.flintshire.gov.uk/mgConvert2PDF.aspx?ID=80308">https://committeemeetings.flintshire.gov.uk/mgConvert2PDF.aspx?ID=80308</a></p>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Dianne Hunt – Social Value Development Officer  <b>Telephone:</b> 01352 702140  Cymraeg/Welsh: 01267 224923  <b>E-mail:</b> <a href="mailto:Dianne.Hunt@flintshire.gov.uk">Dianne.Hunt@flintshire.gov.uk</a></p>

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

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## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	12 <sup>th</sup> September 2024
<b>Report Subject</b>	Flintshire and Wrexham Public Services Board (PSB) Annual Report 2023/24
<b>Cabinet Member</b>	Deputy Leader and Cabinet Member for Streetscene and Transportation
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Well-being of Future Generations (Wales) Act 2015 requires specific public bodies to work together in partnership as a Public Services Board (PSB) to improve local economic, social, environmental, and cultural well-being.

Responsibilities of PSBs include periodically preparing and publishing an assessment of local well-being, which is then used to inform the setting of local well-being objectives that are contained within a five-year local Well-being Plan.

The Flintshire and Wrexham PSB Well-being Plan 2023-28 was published in June 2023.

In line with statutory guidance, all PSBs must produce an annual report no later than one year after the publication of the previous report or new local Well-being Plan.

The PSB must provide a copy of its Annual Report to Welsh Ministers, the Future Generations Commissioner, the Auditor General for Wales and the local authority's overview and scrutiny committee.

The Flintshire and Wrexham PSB Annual Report 2023/24 is being presented to the Corporate Resources Overview and Scrutiny Committee for information and can be found at Appendix A.

## RECOMMENDATIONS

1	Corporate Resources Overview and Scrutiny Committee notes the provision of the Flintshire and Wrexham PSB Annual Report 2023/24.
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FLINTSHIRE AND WREXHAM PUBLIC SERVICES BOARD ANNUAL REPORT 2023/24</b>
1.01	<p><b>Background</b></p> <p>The Well-being of Future Generations (Wales) Act 2015 places a well-being duty on designated public bodies. This requires them to act jointly under a Public Services Board (PSB) to improve local economic, social, environmental, and cultural well-being and thus support the achievement of the seven well-being goals for Wales.</p>
1.02	<p>A PSB is required to periodically prepare and publish an assessment of local well-being. The assessment should be published within the 12 months preceding each ordinary local government election.</p> <p>Flintshire PSB's most recent Well-being Assessment was published in April 2022.</p>
1.03	<p>PSBs are also required to prepare and publish a Well-being Plan that sets out the PSBs local well-being objectives and the action the PSB will take to meet them.</p> <p>The Well-being Plan and local well-being objectives should be informed by the Well-being Assessment that was conducted.</p> <p>The first Flintshire and Wrexham PSB Well-being Plan, covering the period 2023 to 2028, was published in June 2023. This Plan was considered and approved by Flintshire County Council at its meeting on 20<sup>th</sup> June 2023.</p>
1.04	<p>PSBs must prepare and publish an annual report that outlines the steps the PSB has taken since the publication of its most recent Well-being Plan to meet the well-being objectives that are contained within it.</p> <p>A copy of each annual report must be sent to Welsh Ministers, the Future Generations Commissioner, the Auditor General for Wales and the local authority's overview and scrutiny committee.</p> <p>The Flintshire and Wrexham PSB Annual Report 2023/24 has been sent to the Welsh Ministers, the Future Generations Commissioner and the Auditor General for Wales and is being presented to the Corporate Resources Overview and Scrutiny Committee today as an information item.</p>



1.05	<p><b>The Flintshire and Wrexham PSB Annual Report 2023/24</b></p> <p>The Flintshire and Wrexham PSB Annual Report 2023/24 sets out the steps taken, and progress made, to meet the local well-being objectives, as contained within the Well-being Plan.</p> <p>The well-being objectives are:</p> <ul style="list-style-type: none"> <li>• Build flourishing communities by reducing inequalities across environment, education, employment, income, and housing.</li> <li>• Improve community well-being by enabling people of all ages to live healthy and independent lives.</li> </ul>
1.07	<p>Key highlights of progress made in achieving the local well-being objectives are provided below:</p> <ul style="list-style-type: none"> <li>• The PSB believes that all children should have the best start in life, and both local authorities are leading a joined-up approach to prevention and early intervention, so that we can identify and tackle the root causes of inequality.</li> <li>• The PSB partners have worked to co-create new engagement methods, especially with young people through Community Narratives at Sealand and Ty Pawb, developing storytelling techniques through the TEDx events, which have focused on mental health and climate change, and working with schools through the Future Leaders programme.</li> <li>• Partners developed a whole system approach to the healthy weight priority of Eating Well and Being Active in Schools across Wrexham and Flintshire, with the aspiration being to increase the number of children who live within three miles of their school who walk, scoot or cycle there.</li> <li>• Recognising that taking part in green health opportunities can improve physical and mental health, the PSB has sought to optimise green health opportunities through social prescribing.</li> <li>• The 100 stories programme is a partnership led by Betsi Cadwaladr University Health Board, working with professionals, parents/carers/guardians and young people to gather stories about the transition from Children to Adult services when it comes to services for neurodiversity.</li> <li>• The PSB partners have started to become Foster Friendly organisations, in line with the Welsh Governments framework for eliminating profit from children’s social care. This will help to support the connected carers and foster families across our communities and provide safe, warm supportive homes for our care experienced young people.</li> <li>• Led by Wrexham University, partners have worked together to build the North Wales Children’s University, so that all children across Flintshire and Wrexham have the opportunity to learn outside the classroom environment.</li> <li>• Together with the North Wales Insight Partnership and the Co-production Network for Wales, the three PSBs across north Wales</li> </ul>

	<p>have worked hard to build and test new ways to engage with communities, stakeholders, and partners, and to ensure seldom heard voices are heard and given the opportunity to shape future work.</p> <p>In addition, the PSB has focussed on creating a strong structure, to enable the organisations that make up the PSB to provide faster engagement with their teams to deliver those actions where partnership working can make the biggest impact. It is doing this through three Boards: Children and Young People, Communities, and Workplaces.</p> <p>The PSB is also working together on sharing and collaborating on areas such as best practice, training, and scrutiny reporting.</p> <p>A full copy of the Flintshire and Wrexham PSB Annual Report 2023/24 can be found at Appendix A.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	<p>The PSB is supported regionally by the North Wales Insight Partnership (NWIP), which consists of officers from across the public sector and connects organisations and communities across the region.</p> <p>The NWIP is encouraging regional partnership working to align priorities and identify opportunities across the PSBs, the Regional Partnership Board, and the North Wales Economic Ambition Board.</p>
2.02	<p>Welsh Government provides a North Wales PSB Regional Support Grant. In 2023/24 this grant was managed by Flintshire County Council on behalf of PSBs in the region. This support is to encourage collaboration and innovation between the three PSBs.</p> <p>This grant is supporting the development of some innovative approaches to engagement and co-production, which have already helped to support achievement of the local well-being objectives.</p> <p>Part of the grant is being used to develop a data portal where communities across North Wales can find out more about the well-being planning for North Wales. This will align with the Data Cymru objective to develop clear data portals for PSBs.</p>
2.03	<p>Working with partner organisations and communities, the Wales Co-production Network is providing long term support for engagement and co-production across North Wales.</p> <p>The PSB is utilising the support of this Network to help engage local communities in well-being work.</p>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	<p>A full Integrated Impact Assessment (IIA) was prepared for the Well-being Plan 2023-28.</p> <p>An IIA is not required for the Annual Report as this is reporting on progress made in delivering the Well-being Plan and local well-being objectives contained within it.</p>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	In line with statutory requirements, a copy of the Flintshire and Wrexham PSB Annual Report 2023/24 is being presented to the Corporate Resources Overview and Scrutiny Committee at its meeting on 12 <sup>th</sup> September 2024.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A: Flintshire and Wrexham PSB Annual Report 2023/24

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>An Assessment of Well-being in Flintshire 2022.</p> <p><a href="https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Well-being-assessment-2022/An-Assessment-of-Well-being-in-Flintshire-2022.pdf">https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Well-being-assessment-2022/An-Assessment-of-Well-being-in-Flintshire-2022.pdf</a></p>
6.02	<p>Flintshire and Wrexham Public Services Board (PSB) Well-being Plan 2023-28. This was presented to the Full Council meeting held on 20<sup>th</sup> June 2023.</p> <p><a href="https://www.flintshire.gov.uk/en/PDFFiles/Policy-and-Performance/PSB/Flintshire-and-Wrexham-Public-Services-Board-Well-being-Plan-2023-2028.pdf">https://www.flintshire.gov.uk/en/PDFFiles/Policy-and-Performance/PSB/Flintshire-and-Wrexham-Public-Services-Board-Well-being-Plan-2023-2028.pdf</a></p>
6.03	<p>SPSF 3: Collective role (public services boards) – Shared Purpose: Shared Future – Statutory guidance on the Well-being of Future Generations (Wales) Act 2015</p> <p><a href="https://www.gov.wales/sites/default/files/publications/2024-04/spsf-3-collective-role-public-services-boards.pdf">https://www.gov.wales/sites/default/files/publications/2024-04/spsf-3-collective-role-public-services-boards.pdf</a></p>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer:</b> Nicola McCann – Strategic Partnerships Advisor</p> <p><b>Telephone:</b> 01352 702740 Cymraeg/Welsh: 01267 224923</p> <p><b>E-mail:</b> <a href="mailto:Nicola.McCann@flintshire.gov.uk">Nicola.McCann@flintshire.gov.uk</a></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
	<p><b>Public Services Board (PSB)</b> The Well-being of Future Generations (Wales) Act 2015 established statutory PSBs that replaced the voluntary Local Service Boards in each local authority area. The role of a PSB is to:</p> <ul style="list-style-type: none"> <li>• Assess the state of economic, social, environmental, and cultural well-being in its area.</li> <li>• Set objectives that are designed to maximise the PSB’s contribution to the well-being goals.</li> </ul> <p>Each PSB must prepare and publish a plan setting out its objectives and the steps it will take to meet them. This is called a local Well-being Plan. It must state:</p> <ul style="list-style-type: none"> <li>• Why the PSB feels their objectives will contribute within their local area to achieving the well-being goals.</li> <li>• How it has had regard to the assessment of local well-being in setting its objectives and steps to take.</li> </ul> <p><b>Well-being of Future Generations (Wales) Act 2015</b> The Well-being of Future Generations (Wales) Act requires public bodies in Wales to think about the long-term impact of their decisions, to work better with people, communities and each other, and to prevent persistent problems such as poverty, health inequalities and climate change.</p>

## APPENDIX A

### Flintshire and Wrexham Public Services Board – Annual report 23/24

#### Chairs introduction

The Public Services Board is here to reflect on and respond to the needs of our local communities in the most effective way, and to maximise the impact of the resources we have, guided by the principles of the Well-Being of Future Generations Act (2015).

I am proud to be Chair of Flintshire and Wrexham Public Services Board. In my role as Chief Officer of Flintshire's County Voluntary Council, I have the privilege of promoting the great work that volunteers and community groups carry out in our local communities, working in partnership with and complementing the work of our statutory partners in supporting the residents of North East Wales.

Guided by our well-being plan, we must continually review and adapt our working practices in response to the conversations that public service employees and volunteers are having daily as they support the residents of Flintshire and Wrexham. This first annual report as a joint Flintshire and Wrexham Public Services Board gives plenty of examples of where we are working together as partners, stakeholders and communities.

As a Public Services Board, I feel we should do more away from the Board room table to effect system change to ensure continuous improvement. This includes reflecting and building on some of the wonderful examples of effective multi-agency working as well as planning for and delivering positive change where needed.

We have two ground-breaking pieces of legislation in Wales – the Well Being of Future Generations Act (2015) and the Social Services and Well Being Act (2014). I am keen to bring the planning, the governance, and the delivery of services within the Acts' requirements more closely together and continue to work with North Wales colleagues on the Regional Partnership Board to do so.

Thank you for taking the time to read our Annual Report.

Ann Woods

Chief Officer

Flintshire Local Voluntary Council

## Some key headlines

- The PSB believes that all children should have the best start in life, and both local authorities are leading a joined up approach to prevention and early intervention, so that we can identify and tackle the root causes of inequality.
- The PSB partners have worked to co-create new engagement methods, especially with young people through Community Narratives at Sealand and Ty Pawb, developing storytelling techniques through the TEDx events which have focused on mental health and climate change, and working with schools through the Future Leaders programme.
- Partners developed a whole system approach to the healthy weight priority of Eating Well and Being Active in Schools across Wrexham and Flintshire, with the aspiration being to increase the number of children who live within three miles of their school who walk, scoot or cycle there.
- Recognising that taking part in green health opportunities can improve physical and mental health, the PSB has sought to optimise green health opportunities through social prescribing
- The 100 stories programme is a partnership led by BCUHB, working with professionals, parents/carers/guardians and young people to gather stories about the transition from Children to Adult services when it comes to services for neurodiversity.
- The PSB partners have started to become Foster Friendly organisations, in line with the Welsh Governments framework for eliminating profit from children's social care. This will help to support the connected carers and foster families across our communities and provide safe, warm supportive homes for our care experienced young people.
- Led by Wrexham University, partners have worked together to build the North Wales Children's University, so that all children across Flintshire and Wrexham have the opportunity to learn outside the classroom environment.
- Together with the North Wales Insight Partnership and the Co-production Network for Wales, the three PSBs across north Wales have worked hard to build and test new ways to engage with communities, stakeholders and partners, and to ensure seldom heard voices are heard and given the opportunity to shape what we do.

## Background

Flintshire and Wrexham PSBs worked closely and effectively during the COVID pandemic, and so came together as a single Public Services Board in January 2023. This has allowed us to continue to build momentum, as we focus on improving community well-being across the two counties. The PSB is delighted that its first Chair is from the Voluntary Sector representing the knowledge, capacity and commitment which this vibrant partner makes to our communities.

We used the evidence and insight in our well-being assessments to develop and publish a Well-being Plan for the area in May 2023, as a statutory requirement of the Well-being of Future Generations Act (2015). Informed by the four pillars of sustainable development: social, economic, environment and culture, our plan seeks to address the key areas which pose the greatest need or challenge for our communities and describe where the PSB can make the greatest contribution, adding value to existing partnerships and core services.

Our well-being plan is shaped around two well-being objectives and as a partnership we are discussing how we can jointly embed these across our organisations:

- Build flourishing communities by reducing inequalities across environment, education, employment, income and housing.
- Improve community well-being by enabling people of all ages to live safe, healthy and independent lives

## What have we achieved so far?

We then spent the remainder of 2023 creating a strong structure, to enable the organisations that make up the PSB to provide faster engagement with their teams to deliver those actions where partnership working can make the biggest impact. We are doing this through three Boards: our Children and young people, our communities, and our workplaces. And then, key to making the magic happen is an Integration Team to align the Boards and ensure the PSB puts the building blocks in place to tackle climate change and the nature emergency and to build good mental health and wellbeing

With sustainable development at our core, we are focused on hearing the rich mix of voices across our communities. By telling stories and sharing experiences, we will be able to work together to shape our future.

## Children and Young People Board

In this Board we have prioritised the need to focus on prevention and early help, in order to make a real impact on our two objectives. This is complemented by a wide range of partnership activity, and this report picks out some highlights.

In Wrexham the Prevention and Early Help Partnership meets to lead the delivery of the Prevention and Early Help Strategy. The Partnership has strategic oversight of a range of public services delivered across Wrexham and is able to take time to delve into some of the key challenges and opportunities.

This structure is mirrored in Flintshire, and both partnerships work closely on initiatives such as the Wellbeing Portal which allows people to easily report health and social care issues and have quick access to information and support. The Wrexham Digital Services team were recognised for this work, winning the Digital Achievement Award at the Granicus UK Public Sector Awards.

Under this theme, the Children and young people Board is seeking to add value where partnerships are looking to work with schools to mitigate child poverty. In addition, the partnerships are aiming to identify the out-of-school activities that are available to children and young people, that complement the Curriculum for Wales delivered in schools. Ultimately the aim is to recognise that children's learning opportunities across Flintshire and Wrexham are extensive and their participation in them builds confidence, aspiration and success.

The successful Wrexham and Flintshire Children University pilot was led by Wrexham University in 2022, bringing a diverse range of partners together. From initially working with 176 Children and Young People in 9 settings and with 121 learning destinations, the programme has now been successfully scaled up across North Wales, taking in more than 1100 Children and Young People in 51 schools. Potentially this model can drive transformative change for young people in the future. The culmination of the hard work of the children and young people has been graduation ceremonies held at Bangor University and Wrexham University, with a range of surprise guests and messages of positive support from mentors across Wales.

Coleg Cambria has led on a post 16 transition project across north Wales to share information about young people changing provider at 16 (to new school, 6th form or college). This enables partners to work together to support planning to meet needs, identify young people at risk of early drop off, and to reduce the risk of dropping out of the system.

In Flintshire, an innovative programme called Supportive Steps has engaged with 142 Flintshire learners to ensure they stay on track in education, helping with their progression.

North Wales Fire and Rescue has created a youth engagement role focusing on health called Tan Ffit

Police Liaison Officers have held group sessions with Foundation Learning but also Art, Catering, Hair & Beauty on a variety of subjects from talks on Domestic Violence, Cyberbullying, theft, shoplifting, online safety, and the consequences of drug dealing.

The Chief Officers of Flintshire Local Voluntary Council and Association of Voluntary Organisations in Wrexham have led multi-agency discussions at Ty Pawb in Wrexham as part of the National Future Generations Young Leaders Academy programme. Following a successful pilot programme in [2019](#) and [2021](#), the Future Generations Commissioner welcomed the third cohort of the Future Generations Leadership Academy from September 2023 to March 2024. The Academy is for young people aged 18-30 and the programme combines virtual and in person sessions, around 60-70 hours in total. The participants practice and improve their leadership skills, which are called 'Superpowers' in the programme. They also learn good practice around implementing the Well-being of Future Generations Act and its seven well-being goals, as well as the five ways of working required to achieve the goals.



## Communities

In this Board we are focusing on how we can build long term resilience, working with communities, to address the effects of long term climate change and the nature emergency on where we live.

The third sector County Voluntary Councils in Flintshire and Wrexham are leading on key developments to support the well-being of the residents of North East Wales, including:

- Bespoke Social Prescribing and Community Connector services
- Key Fund grant programmes through Levelling Up Funds and Shared Prosperity Funds in collaboration with Cadwyn Clwyd

To enable better links and effective partnership working, North Wales Police have held networking events with both AVOW and FLVC. Current initiatives and operations were shared between neighbourhood and preventative policing teams and key staff from the Voluntary Services Councils. This has led to a number of further conversations about how the police and third sector could more effectively work together and support each other, both in general and on specific topics. North Wales Police have worked with Coleg Cambria to raise awareness of Ending Men's Violence Against Women

The 100 Stories project is a BCUHB-led project, in partnership with Wrexham University which sets out to address gaps in local knowledge and understanding with regards to transition in North Wales Health Services (that is the transition from children's services to adults services). Working closely with professionals, parents, carers and (most importantly) children and young people themselves, the project has employed a range of tried and tested leadership, storytelling and evaluation methods, including Public Narrative, Community of Enquiry and Most Significant Change – empowering and giving a voice to those who often feel disconnected from the decisions which impact upon their lives.

Some of the people involved in the project to date, joined PSB members for a participatory workshop session at the June 2024 meeting of the PSB. This looked at their experience of transition, the findings of the project, their alignment with the ambitions and commitments of the Wrexham and Flintshire Wellbeing Plan, and the simple actions which could help to enhance the impacts of the 100 stories project.

Flintshire County Council has developed the Micro-Care project in conjunction with Social Firms Wales, Welsh Government Foundational Economy, and Cadwyn Clwyd. This project supports people to setup as small enterprises (no more than 6 employees) or sole traders to deliver direct personal care and wider wellbeing services in Flintshire.

The Micro-Care project has supported people from an employment aspect, creating an opportunity for people to fit employment in around their lives, where caring responsibilities have been a barrier previously. It also has a strong emphasis on the well-being of those in the community. By being able to purchase services independently or through a direct payment, people have been able to create their own packages of support targeted on the areas that mean most to them, to enable them to remain safe and independent for longer. This includes people who are supported, as well as those who are caring for them.

Funded by donations from organisations such as NWFRS, NWP and private industry, Danger Point is an independent charity that provides interactive activities so that visitors can learn about risk in a safe environment. DangerPoint covers home safety, fire safety, road safety, rail safety, water safety and internet safety to name but a few, and is open to the public and to schools.

This year, North Wales Police has led effective partnership working to provide community support and wrap around services as part of an operation to tackle an established organised crime group which was supplying drugs in the Penycae, Rhosllanerchrugog and surrounding areas. Organisations were brought together to provide support to local residents including housing, substance misuse, employment and other services, once the group were removed from the area. A significant number of arrests were made and joint patrols took place in the aftermath of the action which involved more than 100 officers across a number of days. Sentencing is yet to take place but a significant volume of the suspects have already pleaded guilty and the community support was well received by the local community and its elected representatives.

North Wales Fire and Rescue have established partnership relationships with Natural Resources Wales in relation to Wildfires and Flooding prevention and response, sharing best practice with NRW on a new long term Community Risk Management Plan

A diverse community of practice came together for a Nature Based Social Prescribing Event hosted and held at Wrexham University, looking at the impact of green spaces on mental health and wellbeing. Coleg Cambria has planted over 1000 trees and developed wildflower meadows achieving bee friendly accreditation

The Wrexham Forest Partnership is bringing partners together to facilitate increased trees and green infrastructure for Wrexham. Natural Resources Wales has co-ordinated the partnership to build knowledge and practice, share areas of work and priorities between partners and identify areas of funding, raising awareness and enabling Wrexham to achieve the UK Tree of the Year award.

## Workplaces

In this Board we are focusing on what PSB organisations can do to make the biggest impact to their communities through volunteering, active travel and sustainable procurement

There is a real opportunity for the third sector to lead our priority to build workplace volunteering and share best practice, and for PSB organisations to work collectively to discuss how we make volunteering impactful, possibly using some of the system thinking transferrable learning from the Shaping Places for Wales programme. Fire and Rescue has an active approach, so AVOW will help to develop their volunteering policy as a PSB pilot

Coleg Cambria has led the way locally, with a wide range of volunteering with local groups including AVOW and FLVS to date £35k funds raised and 3107 hours of volunteering time to support the community across Wrexham and Flintshire.

The North Wales Healthy Travel Charter has been agreed by the PSBs across the region and will be a step-change in developing active travel. Within our PSB we now have a number of partners who have agreed to work together to share best practice, discuss what support, resource and capacity is needed, how the signatories can work together and how the PSB can support partners who haven't yet got on board.

The isolation of carers and people providing services from home is a worry, particularly after coming back from time out of work. We have sought to identify and develop strong links between carers Micro-Carers so that they are able to build a network of colleagues that can support each other.

Collaboration with Diverse Cymru to raise awareness of BME cultural competency within Coleg Cambria. Additionally, a training programme is being developed with Diverse Cymru's guidance

NWFRS work alongside GoSafe, NWP and other partners on an engagement-focused approach to the new speed limit called Operation Ugain. This programme sees drivers travelling over the speed limit identified by the Police. NWFRS provide an alternative to penalty points or a fine through road safety education and engagement, delivering a free 10-minute presentation to inform people on the change in default speed limit, the reasons behind the change, and how they can identify the roads it applies to.

## PSB Magic

Our North Wales regional partnership work is increasingly interconnected, with a strong focus on how we can ensure everything that we do is led by and shaped by our communities. Working through a regional lens helps PSB organisations add value to all well-being outcomes and shape lasting change across our region and Wales.

Through the North Wales Insight Partnership, we have worked together to align well-being assessments and connect well-being plans. This was supplemented by a programme of Climate change data analysis focused on how we in public services work alongside citizens to analyse and understand data. Led by Wrexham University this pilot of a public involvement method background, involved citizens across the region working to analyse data, and this work then informed and shaped the well-being priorities. Citizens were paid for their time and expertise and work is now continuing to evolve around deliberative democracy and working with partners to explore a toolkit for using different approaches to engage and involve citizens.

The Insight Partnership manages the PSB regional support funding from Welsh government. This support is to encourage collaboration and innovation between the three PSBs, and since the success of working as a regional partnership to produce rich well-being assessments, there have been a range of innovative learning projects.

The following projects have been developed in North East Wales with the intention of sharing the learning across the region as we scale up our best practice:

Future Leaders programme. On the principle of nothing about us, without us, the project team worked with Ysgol Clywedog in Wrexham to develop a way for young people to talk directly about well-being with PSB leaders. This is part of the challenge to engage Children and Young People with the WBFGA and to shift the power balance onto the needs of the future generations and how we feed this insight into public services priorities, planning and delivery. Guided by the Wales Co-production Network, the first session was held in November 2022, and enabled rich conversations between young leaders with colleagues from Betsi Cadwaladr, Wrexham County Borough Council and Wrexham University.

The intention of the project is to continue to scale this concept up across the region, and share the model across Wales. Going forward, there will be a number of key outcomes: the views of young people can feed quickly and directly into well-being planning, a regular dialogue and open accountability will be established and the confidence and experience of the young people involved will be enhanced

Flintshire and Wrexham Public Services Board is committed to sharing power and responsibility where it can. Through our regional Co-producing Community Narratives project

we have been using creative engagement methods in Sealand, Flintshire and Ty Pawb in Wrexham. Led by Wrexham University, the project means working together honestly as friends and equal partners to discuss how communities, stakeholders and public organisations will be able to improve our well-being.

During the year we have worked with different partners across our region on a number of innovative projects that are informed by the well-being plans, priorities and with a key focus to work with communities. The New Futures programme has been working with six communities (Larynx, Eagles and Dragons, Learning Disability, Ty Pawb Multicultural hub, Refugee and Asylum Seeker Community book, Solocode) to enable rich conversations around well-being, and to equip those communities with the skills to help to participate and shape the action planning phase. The key learning was brought together in a film and a launch event in April 2023 at Ty Pawb, Wrexham, and the team is looking at how the project can be replicated in West Wales.

- EYST Wrexham engages with a group of Black, Asian and Ethnic Minority youths in Wrexham, and is supporting them to design and decorate the EYST Eagles Meadow Hub, in order to express their diverse identities, their cultural heritage, and what the space means to them. The bi-weekly sessions dedicated to project delivery also facilitate discussions on new ways for EYST Wrexham to share their wellbeing needs, develop new wellbeing activities, and interact with other youth groups and relevant local/regional organisations.
- EYST Flint engages with a group of Black, Asian and Ethnic Minority youths in Flintshire, and is supporting them to organise and participate in a Multi-Cultural Sports Programme at a local cricket club. In addition to this event, the group is also being supported to attend three engagement sessions with Campfire Cymru at Halkyn Woods – these sessions will deliver a programme of outdoor activities, and facilitate discussions on wellbeing, youth leadership and cultural exchange.
- Mind Our Future works with a group of young people with identified mental health and wellbeing challenges in Wrexham, and is supporting them to organise and host a podcast to discuss their wellbeing needs and lead a conversation on new ideas for delivering wellbeing support in North Wales. In addition to the podcast session, the group is also being supported to utilise mobile recording equipment to document bite size wellbeing conversations at selected locations in Wrexham to raise awareness of local sources of wellbeing support.
- Wrexham Pride engages with a group of LGBTQ+ community organisers in Wrexham, in partnership with VIVA, a third sector organisation supporting LGBTQ+ youths in North Wales. This project is supporting the group to connect with LGBTQ+ youths via group discussions hosted at Coleg Cambria and Wrexham University, in order to develop new ideas to counteract discrimination.
- Creating and supporting the growth of a multicultural hub, led by the Welsh Government community Cohesion Team. The key challenge is how we stop consulting and have continual conversations. A collection of diverse leaders from across black, ethnic and minority communities created a group to lead conversations with public services so that we can work together to shape the future. This is growing and developing, and we are working to host a Festival of communities in 2025 for communities across Wales focused on health, music, arts, and food, with a vast range of partners.

As a region we are combining our efforts through the North Wales Insight Partnership to focus on building systems leadership and change maker capacity and capability where it is needed, whether in organisations or in community groups, coming together to share and learn. Our next big challenge will be working together through the Climate Change Risk assessment process to identify the risks that our communities will face in the future.

This will support the next well-being assessments and well informed adaptation plans that connect communities, partners and the PSBs will help to build resilience. This work will be challenging but we can learn from other areas in north Wales who have started on their journey.

## Community Safety

Flintshire's People Are Safe Board have now agreed the following priorities for 2024/2025:

- Working in partnership to address Violence Against Women and Girls, Domestic Abuse and Sexual Violence
- Prevent and deter anti-social behaviour and crime in our neighbourhoods
- Developing partnerships to tackle serious and organised crime.
- Protecting our communities
- To support each of these priorities, a partnership approach will be taken to address the part played by the misuse of illicit drugs and alcohol. Substances misuse will often exacerbate offending behaviour or be a significant causal factor.

Wrexham Community Safety priorities were also reviewed in its Community Safety Plan 2023 – 2026:

- Work in Partnership to Reduce Crime and Disorder
- Work in Partnership to tackle Violence against Women and Girls, Domestic Abuse and Sexual Violence.
- Tackle Violent and Serious Organised Crime
- Protect and build resilient communities and maintain public safety.

Flintshire's People are Safe Board and Wrexham Community Safety Partnership have been given £57,000 and £60,000 respectively by the Police and Crime Commissioner as part of the Serious Violence Duty to work with third sector partners and statutory agencies on key areas such as VAWDASV, Community Cohesion, Youth Anti-Social Behaviour, knife crime and exploitation. Flintshire and Wrexham are represented on the regional Serious Violence Steering Group and have been contributing to the development of the North Wales Serious Violence Strategy for preventing, and reducing serious violence. The strategy was launched in June.

Coleg Cambria has been looking at Knife Crime and emerging substance misuse issues across the counties. The group is formed of Wrexham and Flintshire Councils together with Police, Education and other local partners. As a legacy of the Knife Angel's visit Coleg Cambria with support from North Wales Police and Wrexham Council are also building a Knife Dragon, from knives collected from regional knife amnesties. Completion is planned for December 2024 and the sculpture will be used to raise awareness of the devastating impact of knife crime.

Wrexham Council were recently awarded funding through the Home Office Preventing Radicalisation Fund, which will enable the delivery of regional workshops for young people age 16+ and for professionals working with young people. Wrexham has also been involved in raising awareness of domestic violence through various events and launched their Keep your Heart campaign in 2023. Red hearts have been distributed throughout the county, they are printed with a QR code which links to domestic violence support service information.

## Reflections

Since the publication of our well-being plan over a year ago, we have increasingly focused on what has been the impact of our strategic partnership, and how can PSBs act as catalysts to enable communities, partners, stakeholders and businesses to innovate, discuss their well-being and build their resilience. Partnership landscapes can be complex, enabling a dispersed form of social innovation that can help to connect citizens and communities.

However, there are a number of challenges:

- There are increasing demands on PSBs, who as strategic partnerships are thinly resourced, and enabling systemic change across their organisations will take time.
- The Climate Change Risk assessment and similar programmes of work that require both expertise and officer time to complete. We need to tackle climate change urgently and regionally, harnessing the collective wisdom of the other North Wales PSBs, the Regional Partnership Board and our diverse communities.
- Whilst the PSB presents an excellent opportunity to bring the right people round the table, and to connect with other partnerships, there is an inherent risk in not broadening participation across organisations. So, when we lose an energetic colleague it takes time for their successor to get up to speed.
- As budget pressures continue, that we keep a long term focus on improving well-being and delivering our objectives. The PSB has to be seen as a safe space for public sector bodies to discuss issues and work together – it is more important than ever that we collaborate. With a consistent and dedicated commitment to protecting prevention and help services, this will also alleviate pressure on costly statutory interventions.
- There is an awareness gap of what PSBs are and what they are able to achieve. At best they will be a catalyst for communities and partners to innovate and co-produce solutions. This is why we have held back from having a traditional top down website and a traditional logo so that in the future we can co-produce better engagement and data sharing and insight to support the well-being plans and the regional partnership work across North Wales. The North Wales Insight partnership is developing a platform for regional engagement. Led by Wrexham University, this project will include workshops with the communities and creating opportunities for local designers and creatives to get involved, and will align with the Data Cymru objective to develop clear data portals for PSBs
- PSBs need to involve the people they serve and hear the diverse mix of voices in their communities. As a region we are increasingly trying new ways to involve our communities. And as a direct result of this engagement we are working with the Future Generations Office to directly link the Young Leaders Alumni with Flintshire and Wrexham PSB as critical friends. [Future Generations Leadership Academy 3.0 – The Future Generations Commissioner for Wales](#)
- In the last year we have realised that there is a concentration of regional alliances for change/social movements and new ways of working but it is emergent and growing with little resource.
- As strategic partnerships, Public Services Boards must operate as a place for leaders, colleagues and communities to listen and to have honest discussions. And then challenge, change and support their organisations, through research, data and insight, enabling organisations to practically use the five ways of working in everything they do



## Our next steps

We need to ensure that our PSB focuses on what we have learned on our journey so far. As a strategic partnership we will continue to look to the long term, way beyond the lifespan of individual well-being plans, as we work together to build the prosperity, well-being and resilience of our communities.

Our key next steps are to:

- Continue to support the North Wales Insight Partnership as colleagues develop, test and use rich ways to work with communities and share what PSBs are doing to promote and encourage community investment in our well-being plan.
- Support continued sharing and connecting across our region. It is by building strong communities of practice through events like the North Wales C4C or by sharing data and insight that we will enable real involvement and innovation.
- Use a systems leadership approach to change how we deliver the services that communities need. The new Shaping Places for Wales programme will be a significant way we build capacity and continue to innovate and be prepared for the big societal challenges facing our region.
- Deliver change. At the end of the day, impact matters more than innovation on its own. As a strategic partnership Flintshire and Wrexham PSB can be the catalyst to a whole civic society approach with business, citizens and public institutions identifying issues and working together to fix them. The children's university is a great template for this.

Edited by Michael Cantwell and Nicola McCann

June 2024

### **Flintshire and Wrexham PSB Members**

- Association of Voluntary Organisations Wrexham
- Betsi Cadwaladr University Health Board
- Coleg Cambria
- Department of Work and Pensions
- Flintshire County Council
- Flintshire Local Voluntary Council
- Natural Resources Wales
- North Wales Fire and Rescue Service
- North Wales Police
- Welsh Government
- Wrexham County Borough Council
- Wrexham University

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