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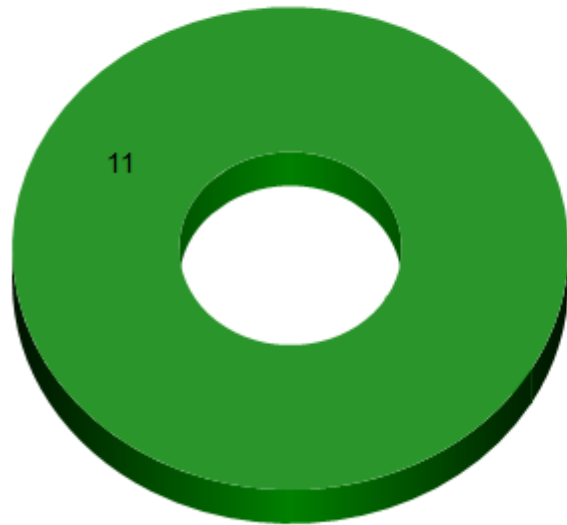
# Appendix 1 - Quarterly Performance Progress Report

Flintshire County Council



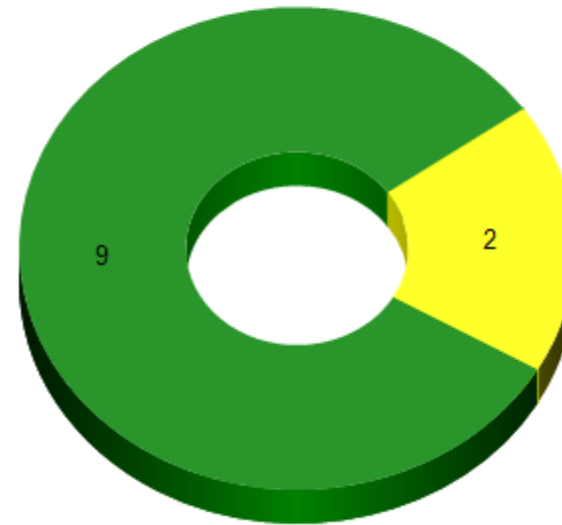
*Print Date: 08-Sep-2016*

Action Progress RAG Status



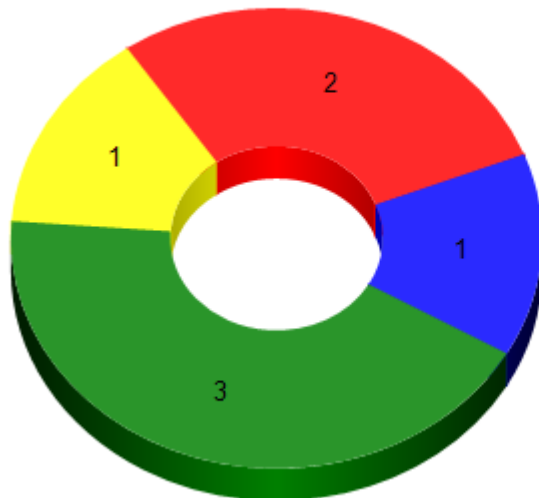
On Track 100% (11)

Action Outcome RAG Status



On Track 82% (9)  
Monitor 18% (2)

KPI Progress RAG Status



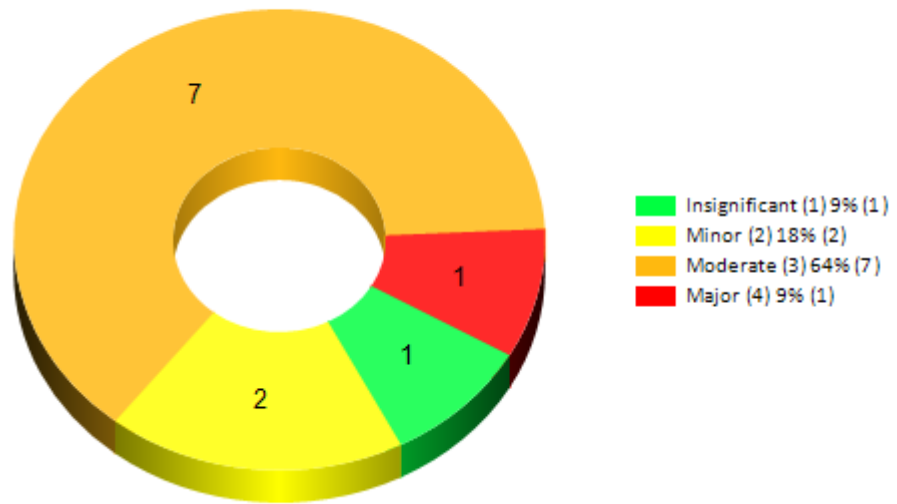
On Track 50% (3)  
Monitor 17% (1)  
Off Track 33% (2)  
No Target 17% (1)

KPI Trend Status





Improved 25% (1)  
Maintained 25% (1)  
Downturned 50% (2)  
Not Applicable 75% (3)



### Current Risk Status





## 8 Modern and Efficient Council



### Actions



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.1.1.1 Develop the Community and Social Sectors through developing and growing social enterprises in Flintshire, in turn supporting and creating new forms of local business	Ian Bancroft - Chief Officer - Organisational Change 1	In Progress	01-Apr-2016	31-Mar-2017	45.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> Alternative Delivery Models Programme (ADMs) is contributing to developing new and stronger social enterprises in Flintshire. The programme transferring 5 services to ADM's by 2017 is now in its second year of the three year plan. This year implementation plans are in place for 2 new organisations, and there is 1 implementation plan for strengthening an existing social sector organisation. 8 Community Asset Transfers (CATs) were completed or are in final stages of legal completion for end March 2016, with a further 4 progressing at an earlier stage. Further detail on the CATs programme is at 8.1.1.5. At this stage of the 3 year programme a 45% completion rate is assured.</p> <p>Last Updated: 08-Sep-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.1.1.2 Encourage volunteers and active citizens	Ian Bancroft - Chief Officer - Organisational Change 1	In Progress	01-Apr-2016	31-Mar-2017	90.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b> The policy for active citizenship and volunteering is complete ready for adoption. An implementation plan with scalable targets is being developed. In advance of a formal policy the Council has worked with communities to develop community capacity around ADMs and CATs as reported elsewhere in this performance report.</p> <p>Last Updated: 08-Sep-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE	PROGRESS	OUTCOME
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					%	RAG	RAG
8.1.1.3 Ensure community benefit through our commissioning of goods and services and their impact	Arwel Staples - Strategic Procurement Manager	In Progress	01-Apr-2016	31-Mar-2017	50.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            A new set of Contract Procedure Rules (CPRs) has been developed and will be approved by Council in October 2016. As part of the new CPRs there is a mandatory requirement to include Community Benefit considerations for all contracts above £1m. To ensure Community Benefits are agreed and set a new Commissioning Form has also been agreed to be screened by the Corporate Procurement Unit prior to each tendering exercise contract by contract.</p> <p>Last Updated: 08-Sep-2016</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.1.1.4 Design and implement alternative delivery models (ADM's) to sustain important services to meet future need	Ian Bancroft - Chief Officer - Organisational Change 1	In Progress	01-Apr-2016	31-Mar-2017	60.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            The Leisure and Libraries Business Plan Employee Mutual has been approved by Cabinet. Implementation plans for the 5 community Alternative Delivery Models are being worked up and are due for completion by December 2016 (Cambrian Aquatics, Café Isa, Mancot Community Library, Connah's Quay Nomads and New Beginnings).</p> <p>Last Updated: 08-Sep-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.1.1.5 Empower communities to run and manage facilities in their locality through Community Asset Transfers CAT's)	Ian Bancroft - Chief Officer - Organisational Change 1	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            So far this year 12 community asset transfers are progressing through detailed work and have been through stage two sign of their business plan. This means they are on target for completion during the year. These contribute towards the overall target of 15. Progress will continue over the year with other business plans being signed off to add to the 12. The significant transfer of Holywell Leisure Centre is one of these 12 transfers.</p> <p>Last Updated: 08-Sep-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.1.1.6 Ensure our Armed Forces Community and their families are not disadvantaged when accessing Council Services	Karen Armstrong - Corporate Business and Communications Executive Officer	In Progress	01-Apr-2016	31-Mar-2018	25.00%	GREEN	GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            Flintshire has played an active role in preparing for regional funding (Covenant Fund 2016) that has been made available from the Ministry of Defence. The application is due to be submitted by end October 2016. The funding will support projects including training, and website development for service access.</p> <p>Last Updated: 08-Sep-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.2.1.1 Develop and implement a three year financial plan that reflects anticipated funding, costs and efficiencies to support strategic decision making.	Gary Ferguson - Corporate Finance Manager	In Progress	01-Apr-2016	31-Mar-2017	80.00%	GREEN	AMBER
<p><b>ACTION PROGRESS COMMENTS:</b>            The Medium Term Financial Strategy (MTFS) has been adopted by Cabinet, with Overview and Scrutiny Committee input, and regular updates are provided. The Provisional Local Government Settlement of Welsh Government is due mid-October. The outcome RAG rating derives from uncertainty over the content of the Settlement at this early stage.</p> <p>Last Updated: 08-Sep-2016</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.2.1.2 Implement the People Strategy to ensure the council has sufficient capability and capacity to operate effectively as a smaller organisation	Sharon Carney - Lead Business Partner	In Progress	01-Apr-2016	31-Mar-2017	90.00%	GREEN	GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            The People Strategy is on track to be revised by the revised date of end September 2016. The strategy reflects organisational needs and aligns capacity to priorities. In the interim period of Strategy revision, resources have been prioritised to meet dominant organizational needs including service reviews, efficiency led service model changes, the transition to Alternative Delivery Models, and workforce scale and cost reduction programmes.</p> <p>Last Updated: 08-Sep-2016</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.2.1.3 Rationalise the Council's use of corporate accommodation	Lisa McLellan - Asset Manager	In Progress	01-Apr-2016	31-Mar-2018	70.00%	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

The Council's corporate accommodation is being rationalised through reducing floor space and the costs of occupied office accommodation, and increasing the number/percentage of employees working in an agile way. Continued optimisation of space at both Flint Offices and Alltami progresses alongside phased County Hall rationalisation.



Last Updated: 08-Sep-2016

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.2.1.4 Optimise purchasing efficiencies through the use of regional and national procurement collaborations and through the increased use of electronic solutions	Arwel Staples - Strategic Procurement Manager	In Progress	01-Apr-2016	31-Mar-2017	40.00%	 GREEN	 AMBER

**ACTION PROGRESS COMMENTS:**

50 officers of 150 nominated have been trained in new systems and processes. Further training courses are planned for quarter 2 to increase the trained complement. The £400k annual savings target from regional and national procurement collaborations is on track to be achieved. There is ongoing monitoring of efficiencies gained from the National Procurement Service as part of this programme.

Last Updated: 08-Sep-2016


ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
8.2.1.5 Embrace digital channels as the default in service design where possible to provide access to online services at a time and location convenient to the customer.	Rebecca Jones - Customer Services Team Leader	In Progress	01-Apr-2016	31-Mar-2017	25.00%	 GREEN	 GREEN


**ACTION PROGRESS COMMENTS:**

The Council is making progress with the shift to digital as more customers choose electronic means to transact with the Council. In quarter 1 the Council processed over 4,000 digital transactions, and website usage was up 10.45% compared to the same quarter in 2015-16. Customer Support Services is working closely with ICT as part of the Customer Service Strategy to review and develop services with a 'digital first' principle. Prioritisation of services going on-line is background work supporting this programme.


Last Updated: 08-Sep-2016


## Performance Indicators


KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.1.5M01 The number of public assets transferred to the community	0	0	↔	0	 GREEN
<p><b>Lead Officer:</b> Neal Cockerton - Chief Officer - Organisational Change 2  <b>Reporting Officer:</b> Lisa McLellan - Asset Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> 12 asset transfers have reached stage 2 completion, but none legally completed in quarter 1. We are currently on target to complete 15 by the end of the financial year. The Community Asset Transfers (CAT'S), which include (Connah's Quay Cricket Club, Mold Rugby Club, Connah's Quay Community Centre, Mostyn Maes Playing Fields, Mostyn Bowling Club, Holywell Leisure Centre, Nant Mawr Community Centre, Holywell Library, Trelawnydd Playing Area, Broughton Youth Centre Glanrafon (Mold) - digihub, Broughton Play Care)</p> <p>Last Updated: 08-Sep-2016</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.2.1M01 Amount of efficiency targets achieved.	10876000	9703000	↓	12874000	 RED
<p><b>Lead Officer:</b> Colin Everett - Chief Executive  <b>Reporting Officer:</b> Gary Ferguson - Corporate Finance Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> The month 4 budget monitoring report indicates a current projection of 86% of efficiencies to be achieved within 2016-17. The 86% refers to a current projection of £9.703M against the original budget of £11.282M. Specific details of the tracked and monitored efficiencies are shown in the month 4 budget monitoring report.</p> <p>Last Updated: 05-Sep-2016</p>					



KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.2.2M03 Percentage of employee turnover (excluding early retirement and voluntary redundancy)	No Data	2.96	N/A	2	 RED
<p><b>Lead Officer:</b> Sharon Carney - Lead Business Partner  <b>Reporting Officer:</b> Andrew Adams - Business Information and Compliance Adviser  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Compared to the same Quarter last year there is a slight increase in turnover (from 2.10% to 2.24%). This figure includes details of employees whose fixed term contract has come to an end, in addition to details of employees who have chosen to leave the organisational voluntarily (resigned). The use of Fixed Term Contracts (FTCs) has increased over recent years, given funding challenges and the unknown impact of LGR.</p> <p>Last Updated: 07-Sep-2016</p>					

KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.2.2M04 (CHR/002) The number of working days per full time equivalent (FTE) local authority employee lost due to sickness absence.	0	2.42	↓	2.33	 AMBER
<p><b>Lead Officer:</b> Andrew Adams - Business Information and Compliance Adviser  <b>Reporting Officer:</b> -  <b>Aspirational Target:</b> 9.60  <b>Progress Comment:</b> When compared to the same quarter in 15/16, there has been a slight improvement. However, this has just missed the quarterly target of 2.33 (annual target of 9.30). The appropriate interventions continue to be made within Social Services and Street Scene and Transportation in an attempt to improve attendance.</p> <p>Last Updated: 07-Sep-2016</p>					




KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.2.4M01 Achievement of efficiency savings achieved due to the use of National, Regional and Sectoral procurement frameworks	114000	260000	↑	100000	 GREEN
<p><b>Lead Officer:</b> Arwel Staples - Strategic Procurement Manager  <b>Reporting Officer:</b> Arwel Staples - Strategic Procurement Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> Efficiency savings for national, regional frameworks is £260,000 this was against a target of £100k for the period.</p> <p>Last Updated: 07-Sep-2016</p>					




KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.2.4M02 Efficiencies achieved through the use of end to end electronic purchasing	No Data	No Data	N/A	N/A	N/A
<p><b>Lead Officer:</b> Arwel Staples - Strategic Procurement Manager  <b>Reporting Officer:</b> Arwel Staples - Strategic Procurement Manager  <b>Aspirational Target:</b>  <b>Progress Comment:</b> We are currently awaiting re-scheduling of a Welsh Government training programme to enable us to calculate efficiencies through end to end purchasing via the new benefits realisation tracking tool which has been endorsed by the Wales Audit Office. Until the training is delivered WG are unable to calculate savings at this stage.</p> <p>Last Updated: 06-Sep-2016</p>					




KPI Title	Previous Year Actual	Actual	Performance Indicator Trend	Target	Performance RAG
IP8.2.5M01 Increase the number of transactional services online and via the Flintshire app	No Data	4167	N/A	N/A	N/A
<p><b>Lead Officer:</b> Katie Clubb - Community Support Services Manager  <b>Reporting Officer:</b> Rebecca Jones - Customer Services Team Leader  <b>Aspirational Target:</b>  <b>Progress Comment:</b> This data relates to the number of customer enquiries the Council received in Q1 via digital channels i.e. website (e-forms), Mobile App and Live Chat. During quarter 1 we have actively engaged in promoting the customer service strategy and engaging senior officers in exploring opportunities to transform services via digital technology. We developed and launched the NEW Homes website during quarter 1, Take up of the NEW site will reported during quarter 2.</p> <p>Last Updated: 08-Sep-2016</p>					



## RISKS

### Strategic Risk

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The capacity and appetite of the community and social sectors.	Ian Bancroft - Chief Officer - Organisational Change 1	Dawn Holt - Alternative Delivery Models and Transforming Social Services Programme Manager				Open
<p><b>Potential Effect:</b> No increase in the number and strength in community and social sectors which in turn will limit the capacity for communities to assist in community asset transfer and other programmes.</p> <p><b>Management Controls:</b> Careful business planning and capacity development with community partners.</p> <p><b>Progress Comment:</b> Building on the Community Asset Transfers from 2015/16 12 further applications are being progressed. In addition 5 ADM's are in progress, see section 8.1.1.4.</p> <p>Last Updated: 08-Sep-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The willingness of the workforce and Trade Unions to embrace change.	Ian Bancroft - Chief Officer - Organisational Change 1	Dawn Holt - Alternative Delivery Models and Transforming Social Services Programme Manager				Open
<p><b>Potential Effect:</b> Organisational change objectives cannot be met.</p> <p><b>Management Controls:</b> Careful service and business planning with inclusivity of Trade Union and workforce input.</p> <p><b>Progress Comment:</b> Organisational change programmes are broadly on time and on budget.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Market conditions which the new alternative delivery models face.	Ian Bancroft - Chief Officer - Organisational Change 1	Dawn Holt - Alternative Delivery Models and Transforming Social Services Programme Manager				Open
<p><b>Potential Effect:</b> New Alternative Delivery Models will see a decrease in income and could be un-sustainable.</p> <p><b>Management Controls:</b> Realistic business plans and an increased commercialism of new organisations (e.g. leisure and libraries), underpinned by sufficient financial acumen.</p> <p><b>Progress Comment:</b> Completed Alternative Deliver Model (ADM) business plans contain some initial considerations of market conditions. More detailed planning market analysis work is being completed in the transition phase for those business plans approved by Cabinet. Final Community Asset Transfer (CAT) plans are on the whole progressing.</p> <p>Last Updated: 08-Sep-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Limitations on public funding to subsidise alternative models.	Ian Bancroft - Chief Officer - Organisational Change 1	Dawn Holt - Alternative Delivery Models and Transforming Social Services Programme Manager			↔	Open

**Potential Effect:** Alternative Delivery Models become unsustainable as it cannot meet costs with reduced funding from the Council.  
**Management Controls:** Properly plan for reduced levels of council funding for each Alternative Delivery Model and contingency plans. An agreed funding model where the Council subsidises the ADM's over a limited period is built into the MTFs.  
**Progress Comment:** The "Is the Feeling Mutual" report published on behalf of Welsh Government identified the need to support Alternative Delivery Models (ADM's) and Community Asset Transfers (CATs) with national support and resource. Welsh Government have now launched their ADM action plan.

The amber rating is due to the transitional arrangements currently in place. Once the transition period expires and the organisations are stable the risk will reduce to a green status.

Last Updated: 08-Sep-2016




RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Procurement regulations stifling our ability to develop local community and third sector markets	Arwel Staples - Strategic Procurement Manager				↔	Open




**Potential Effect:** Unlikely increase in spend with Small and Medium Enterprises (SMEs) and third sector suppliers  
**Management Controls:** Introduction of a new and improved corporate procurement strategy.  
**Progress Comment:** A new corporate procurement strategy is under development. Once the strategy has been approved one of the key outcomes will be local supplier development, increased used of community benefits, and increase spend with Social Enterprises.




Last Updated: 08-Sep-2016

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Newly established Social Enterprises fail in their early stages of development	Ian Bancroft - Chief Officer - Organisational Change 1	Dawn Holt - Alternative Delivery Models and Transforming Social Services Programme Manager, Mike Dodd - Social Enterprise Development Lead Officer	Amber	Amber	↔	Open
<p><b>Potential Effect:</b> New social enterprises are not sustainable and go into liquidation</p> <p><b>Management Controls:</b> i) Business development to the sector supported by the Council. ii) Monitoring of performance of new Social Enterprise delivery. iii) New network of social enterprise taking responsibility for increasing strength of the sector.</p> <p><b>Progress Comment:</b> Business development work is currently ongoing. Monitoring of new Community Asset Transfers starting this year and reporting by March 2017 The Social Enterprise Sector working group has had its first meeting.</p> <p>Last Updated: 06-Sep-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Newly established Community Asset Transfers fail in their early stages of development	Neal Cockerton - Chief Officer - Organisational Change 2		Amber	Amber	↔	Open
<p><b>Potential Effect:</b> New social enterprises are not sustainable and go into liquidation</p> <p><b>Management Controls:</b> Business development support for the sector; monitoring and management of performance of new Social Enterprise delivery; new network of social enterprises taking responsibility for self-help.</p> <p><b>Progress Comment:</b> Business development work is ongoing. Monitoring of new Community Asset Transfers starting this year for reporting by March 2017.</p> <p>The Social Enterprise Sector working group is now active.</p> <p>Last Updated: 08-Sep-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The scale of the financial challenge.	Gary Ferguson - Corporate Finance Manager					Open
<p><b>Potential Effect:</b> The Council does not have sufficient funding to meet its priorities and obligations.</p> <p><b>Management Controls:</b> i) The Council's Medium Term Financial Strategy and efficiency programme. ii) National negotiations on local government funding.</p> <p><b>Progress Comment:</b> The MTFS is complete to date and regularly updated.</p> <p>The outcome RAG rating derives from uncertainty over the content of the Settlement at this early stage.</p> <p>Last Updated: 08-Sep-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The capacity and capability of the organisation to implement necessary changes.	Sharon Carney - Lead Business Partner					Open
<p><b>Potential Effect:</b> Organisational change objectives cannot be met.</p> <p><b>Management Controls:</b> Careful service and business planning with alignment of corporate resources supplemented with specialist external support where required.</p> <p><b>Progress Comment:</b> Organisational change programmes are broadly on time and on budget.</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
The pace of procurement collaborations and our limited control over their development.	Gareth Owens - Chief Officer - Governance	Arwel Staples - Strategic Procurement Manager				Open
<p><b>Potential Effect:</b> Procurement efficiencies will not be realised.</p> <p><b>Management Controls:</b> Monitoring and management of the National Procurement Service (NPS) work programme and its benefits.</p> <p><b>Progress Comment:</b> The National Procurement Service (NPS) has increased the pace of procurement collaboration delivery with 30+ framework agreements in place and further projects identified. The work programme delivery is being closely monitored.</p> <p>Last Updated: 08-Sep-2016</p>						

RISK TITLE	LEAD OFFICER	SUPPORTING OFFICERS	INITIAL RISK RATING	CURRENT RISK RATING	TREND ARROW	RISK STATUS
Public attitude to accessing services on-line.	Clare Budden - Chief Officer - Community and Enterprise	Rebecca Jones - Customer Services Team Leader	Yellow	Yellow	↔	Open

**Potential Effect:** Targeted efficiencies to be achieved through people switching to accessing services will not be met.

**Management Controls:** Connects will promote and assist with self-service for to enable a full digital shift.

**Progress Comment:** The Council is making progress with the shift to digital as more customers choose electronic means to transact with the Council. In Q1 the Council received 3,148 e-forms (online enquiries), this is a 77% increase compared to the same period in 2015/16.

Live Chat launched in Q1. This new facility allows customers to transact with the Council in real-time live on our website and to date, 553 customers have chosen Live Chat to ask the Council a question.

The North East Wales Homes and Property Management website launched in Q1; a fresh design that allows landlords to find out how NEW Homes can manage every aspect of the letting process including fees. The website also reaches out to potential tenants who would like to benefit from competitive rent charges in Flintshire. Landlords and tenants can submit enquiries online, and tenants can use an interactive tool to check their eligibility thus reducing the reliance on traditional services such as telephone. A new facility for foster parents launched in Q1 enabling them to access invoices online, removing the reliance on paper systems. This is a new service and take-up figures will be available in Q2.

Social Media continues to play a key role in the delivery of digital services. Twitter continues to be a popular channel for customers to receive regular Council updates e.g. News and jobs, to ask questions and raise concerns. The Follower count continues to increase with 11,324 Followers on the English account and 636 on the Welsh account.

The Flintshire App has 1,950 registered users and in Q1, 466 enquiries were received via this channel. The service customers transact with the Council most is abandoned vehicles.

