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## Introduction

Welcome to Flintshire's Annual Performance Report (APR). This document gives an overview of the performance of the Council during 2018/19 against the priorities we set. It also covers progress against our Well-being Objectives.

The report covers: -

- Progress against key actions and projects;
- Actual and comparative performance information against local and nationally set performance indicators;
- An assessment of how well the Council is managing the strategic risks and challenges it faces;
- The outcomes of external regulatory work and the Council's response to improve governance and public services as a result; and
- Our performance against the Future Generations Ways of Working and our Own Well-being objectives.

## Priority Setting

The Council has competing pressures and priorities. Some priorities are 'self-selecting' to meet national government social policy objectives such as housing and education. Others are set more locally.

The priorities have been shaped by councillors across our Cabinet and the Overview and Scrutiny functions to ensure continuity of analysis for past, present and future performance against which the Council can be judged. There is widespread ownership of the priorities within the Council and with our key partners in the public, private and voluntary sectors.

This set of six priorities supported by a series of sub-priorities has helped the Council to concentrate on the things where attention was most needed during 2018/19. The remaining priorities from previous years have been managed as more routine business outside of the Plan.

Priority	Sub Priority	Well-Being Objectives
<b>Supportive Council</b>	Appropriate and Affordable Homes	<ul style="list-style-type: none"><li>• Ensuring the supply of affordable and quality housing of all tenures</li></ul>
	Modern, Efficient and Adapted Homes	<ul style="list-style-type: none"><li>• Ensuring the supply of affordable and quality housing of all tenures</li></ul>
	Protecting people from poverty	<ul style="list-style-type: none"><li>• Protecting people from poverty by maximising their income and employability</li></ul>
	Independent Living	<ul style="list-style-type: none"><li>• Making early interventions to support healthy and independent living.</li><li>• Sustaining a local market of high quality and affordable service provision for those who are highly dependent on care support.</li></ul>
	Integrated Community Social and Health Services	<ul style="list-style-type: none"><li>• Enabling more people to live independently and well at home.</li><li>• Giving equal opportunity to all to fulfil their lives.</li><li>• Providing joined-up services with public and third sector partners which support quality of life in communities and for individuals and families.</li></ul>

	Safeguarding	<ul style="list-style-type: none"> <li>Protecting people from the risk of any form of abuse.</li> <li>Making communities safe places by working with partners to prevent crime, repeat crime and anti-social behaviour.</li> </ul>
<b>Ambitious Council</b>	Business Sector Growth and Regeneration	<ul style="list-style-type: none"> <li>Sustaining economic growth through local and regional business development, employment and training sites.</li> <li>Developing the transport infrastructure and employment sites and transport services, widening access to employment and training sites.</li> <li>Creating a supply of diverse and quality training and employment opportunities.</li> </ul>
<b>Learning Council</b>	High Performing Education	<ul style="list-style-type: none"> <li>Providing high quality learning opportunities and learning environments for learners of all ages.</li> <li>Supporting children and younger people to achieve their potential.</li> <li>Supporting learners from 3 to 18 years of age to aspire to high levels of educational attainment and achievement.</li> </ul>
<b>Green Council</b>	Sustainable Development and Environmental Management	<ul style="list-style-type: none"> <li>Enhancing the natural environment and promoting access to open and green spaces.</li> <li>Reducing energy consumption and using and developing alternative/renewable energy production.</li> <li>Maximising the recovery and recycling of waste.</li> </ul>
	Safe and sustainable travel services	<ul style="list-style-type: none"> <li>Developing the transport infrastructure and employment sites, and transport services, widening access to employment and training sites.</li> </ul>
<b>Connected Council</b>	Resilient Communities	<ul style="list-style-type: none"> <li>Supporting local communities to be resilient and self-supporting.</li> <li>Committing to resilient service models to sustain local public services.</li> <li>Widening digital access to public services.</li> </ul>
<b>Serving Council</b>	Effective Resource Management	<ul style="list-style-type: none"> <li>Continuing to be a high performing and innovative public sector organisation with social values.</li> <li>Providing high quality, accessible, responsive and cost effective public services.</li> </ul>

Note: The colour scheme used in this table is used throughout the document for ease of recognition.

## Your Local Services

- Services for you – a compilation of the range of services we offer the community of Flintshire and some figures against how well we have performed last year 2018/19.
  - Building 500 new council houses to meet growing demand
  - Provided 184 Extra Care units
  - Helped 1246 number of people aged 65 and over to live independently at home
  - 6,025 street lamps replaced
  - 1,175 km of highways maintained
  - 100% of our council housing has a valid gas safety
  - 676 people on Universal Credit received digital support
  - 476 private sector homes received energy efficient measures
  - 151 Council homes received energy efficiency measures
  - Protected 100% of tenants from unsuitable living conditions
  - 59% of young people aged 16 – 18 in the youth justice system offered education, training or employment
  - 578 people on Universal Credit received personal budgeting support
  - Recruited 8 new foster families to help support children and young people who are at risk
  - Kerbcraft – Child pedestrian training delivered in variety of schools – 412 pupils trained in year
  - Cycle training – National Standards Cycle Training in schools – 1,056 pupils trained in year

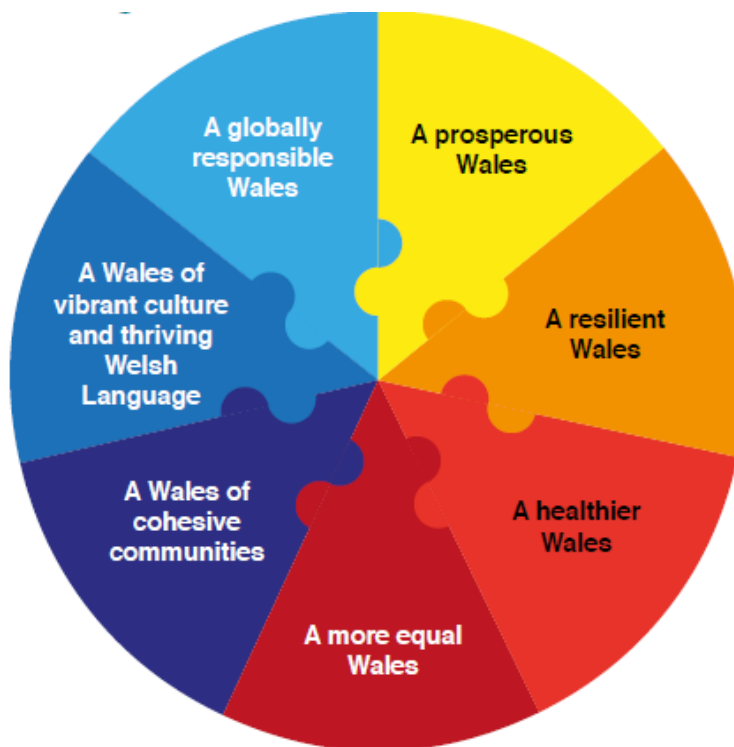
## Assessment of our Wellbeing Objectives

The Council set its Well-being Objectives in June 2017. These are the Council's commitments to embrace 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 set a general purpose for public bodies. They also aim to ensure better decisions by:

- considering the long-term
- prevention
- integrated working
- working collaboratively
- and being inclusive of people of all ages.

The section 'Future Generations – Five Ways of Working Case Studies' provides examples of how we have met the Future Generations ways of working.



Our Well-being Objectives reflect the 'Impacts' we intend to make through the actions and activities within each priority. An assessment of the progress against each Objective is made as part of the overall performance for each priority.

For the purpose of this report we have reported against our adopted Well-being Objectives.

Priority	Sub Priority	Progress	Outcome	Well-Being Objectives Outcome/Evidence
Supportive Council	Appropriate and Affordable Homes	G	G	We have built 153 new Council and affordable homes.
	Modern, Efficient and Adapted Homes	G	G	94% of landlords are registered with Rent Smart Wales. 46 people from vulnerable groups have been rehoused into appropriate housing.
	Protecting people from poverty	G	G	578 people on Universal Credit received personal budgeting support. 676 people on Universal Credit received digital support.
	Independent Living	G	G	184 Extra Care units provided. Opening of Hwb Cyfle, to provide modern day care for people with a learning disability
	Integrated Community Social and Health Services	G	G	1,286 families received information and support through the Early Help Hub. Increased resources to support social prescribing, linking to GPs in the community
	Safeguarding	G	G	55% of employees completed the level 1 e-learning training package to meet the requirements of the Domestic Abuse and Sexual Violence National Training Framework
Ambitious Council	Business Sector Growth and Regeneration	G	G	A new strategic approach to town centres has been developed.
Learning Council	High Performing Education	G	G	59% of young people aged 16 – 18 in the youth justice system offered education, training or employment.
Green Council	Sustainable Development and Environmental Management	G	G	6,025 streetlights replaced with LED lighting. 36% reduction in our carbon footprint across our Council buildings
	Safe and sustainable travel services	G	G	10 Local Travel Arrangements are now in place.
Connected Council	Resilient Communities	G	G/A	26% of contracts over £25,000 include Community Benefit clauses
Serving Council	Effective Resource Management	G/A	G/A	100% of major capital projects were completed on time and within budget.



## Highlights of performance and what has been achieved.

### Theme: Supportive Council

<b>Strong Performance</b>
<ul style="list-style-type: none"> <li>• 153 new Council and affordable homes</li> <li>• Rehoused 46 people from vulnerable groups into appropriate housing</li> <li>• 94% landlords and letting agents complaint with Rent Smart Code of Practice</li> <li>• 100% of tenants protected from unsuitable living conditions</li> </ul>
<b>Strong Stories</b>
<ul style="list-style-type: none"> <li>• Economic Ambition Board received confirmation of funding from UK and Welsh Governments in the region of £240m which will include skills capital projects</li> <li>• Delivery of energy efficient heating systems to a minimum of 300 households and energy advice to 3,000 properties</li> <li>• In September 2018 the Progress for Providers project was publicly recognised, winning the Social Care Wales Accolades Awards for 'Excellent outcomes for people of all ages by investing in the learning and development of staff'. The project was also a finalist in the Association for Public Service Excellence (APSE) Awards - 'Celebrating outstanding achievement and innovation within UK local government service delivery'</li> <li>• Full-time post in partnership with Flintshire Local Voluntary Council (FLVC) recruited in the Single Point of Access to support social prescribing, linking to GPs in the community</li> <li>• 1,246 families accessed the Early Help Hub and were provided with information and / or support</li> </ul>
<b>Improvement Areas</b>
<ul style="list-style-type: none"> <li>• Number of days to process new housing benefit claims</li> <li>• Average number of calendar days taken to deliver a Disabled Facilities Grant (DFG)</li> <li>• Percentage of households successfully prevented from becoming homeless</li> </ul>

### Theme: Ambitious Council

<b>Strong Performance</b>
<ul style="list-style-type: none"> <li>• A North Wales Regeneration Plan has been developed to steer investment from the Welsh Government Targeted Regeneration Investment Programme. The programme has delivered 12 projects so far with £3m allocated in 2018/19 and a further £8m due to be allocated in 2019/20. In Flintshire, this has enabled the reopening of Holywell High Street to traffic as part of a package of measures to bring new life to the core of the town</li> <li>• The North Wales Economic Ambition Board has led the development of an ambitious strategy to invest in the digital infrastructure of North Wales. £9m of funding has been allocated from UK Government to improve connectivity to public buildings. Over £30m of further investment is proposed as part of the Growth Deal project portfolio</li> </ul>
<b>Strong Stories</b>
<ul style="list-style-type: none"> <li>• The UK and Welsh Governments have announced funding support for the Growth Deal and detailed business cases are now being prepared. The total package of projects for North Wales could see £1bn of investment in the regional economy</li> <li>• A new strategic approach to town centres has been developed</li> <li>• Transport proposals continue to focus on enabling residents to access employment opportunities to spread the benefits of economic growth</li> </ul>
<b>Improvement Areas</b>



- The Council has undertaken a comprehensive review of business risks associated with Brexit and has a plan for mitigation in place. The Council will continue to work closely internally and with businesses to monitor the potential impact of Brexit

## Theme: Learning Council

Strong Performance
<ul style="list-style-type: none"> <li>• Performance at Foundation Phase, Key Stage 2 and Key Stage 3 remained strong in 2018 and above the Welsh average</li> <li>• Performance in 2018 for KS4 outcomes at GCSE level improved and is comparable to those in similar local authorities</li> <li>• A*- A results at GCSE and A Level improved</li> <li>• Construction projects at Connah's Quay and Penyffordd are on schedule and within budget</li> <li>• Multi-agency collaboration supported the Council to achieve a reduction of 0.53% points in the number of Year 11 pupils who were not in education, employment or training (NEET)</li> <li>• Unauthorised absence is the second lowest in Wales</li> </ul>
Strong Stories
<ul style="list-style-type: none"> <li>• Welsh Government have approved the £1.3m class size grant for Ysgol Glan Aber, Bagillt.</li> <li>• All schools completed their initial assessment of readiness for the new curriculum</li> <li>• 98 % of apprentices that completed the programme had a positive outcome securing employment either with Flintshire or another employer</li> <li>• Over the last three years, no primary school has been placed in a statutory category of concern following inspection</li> <li>• The proportion of primary schools judged as Excellent for standards by Estyn is well above the Wales average</li> <li>• The number of schools in the LA in categories of serious concern have reduced from 3 to 1 and the number of schools in Estyn Review are low - just 3</li> </ul>
Improvement Areas
<ul style="list-style-type: none"> <li>• Increase the number of new pupils engaging with the TRAC programme – staffing vacancies initially impacted performance</li> <li>• Increase the education offer to young people in the Youth Justice Service</li> <li>• Improve pupil attendance, particularly in the secondary sector</li> <li>• Reduce fixed term and permanent exclusions from schools</li> </ul>

## Theme: Green Council

Strong Performance
<ul style="list-style-type: none"> <li>• The highway resurfacing programme has been completed at 26 different locations.</li> <li>• 6,025 LED street lighting lanterns have been replaced</li> <li>• We have a recycling rate of 77% across all five Household Recycling Centres sites.</li> <li>• 89% of our fleet vehicles meets the Euro 6 standard</li> </ul>
Strong Stories
<ul style="list-style-type: none"> <li>• We have reduced our carbon footprint across our Council buildings by 37%</li> <li>• 51.51% reduction in non-domestic energy related carbon emissions since 2009/10</li> <li>• We are enabling the communities to have greater access to active travel options including cycle routes.</li> <li>• New Household Recycling Centre (HRC) at Rockcliffe, Oakenholt opened, offering a modern site with full accessibility</li> </ul>

<ul style="list-style-type: none"> <li>• New fleet has been introduced in the Streetscene service, providing improved fuel economy and reduced emissions</li> <li>• No breaches of the Air Quality standards in North Wales</li> <li>• Completion of the Flint Townscape Heritage Initiative</li> <li>• Completion of Flint coastal path design project</li> <li>• Improved access on Parkway, Deeside Industrial Park (DIP) through Active Travel and bus infrastructure schemes</li> <li>• Positive feedback from the A548 DIP partial signalisation of Parkway roundabout</li> <li>• Completion of the bus network review, with 10 local travel arrangements in place</li> </ul>
<b>Improvement Areas</b>
<ul style="list-style-type: none"> <li>• Continue to improve our recycling rates</li> <li>• Further work to provide mandatory training for passenger transport operators, drivers, and passenger assistants</li> </ul>

## Theme: Connected Council

<b>Strong Performance</b>
<ul style="list-style-type: none"> <li>• We have sustained a total of 13 assets through the Community Asset Transfer programme</li> <li>• Continued success of Aura and Holywell Leisure Centre as key Alternative Delivery models</li> <li>• 26% of contracts over £25,000 have included Community Benefit clauses</li> <li>• We helped resolve over 115,000 customer enquiries at our Flintshire Connects Centres</li> <li>• We assessed nearly 9,000 applications for Blue Badges at Flintshire Connects</li> </ul>
<b>Strong Stories</b>
<ul style="list-style-type: none"> <li>• There are estimated to be around 40 Social Enterprises operating across Flintshire. A network has been created to enable them to meet up and learn from each other</li> <li>• Social Value Strategy developed and approved enabling the social sector to show their unique delivery and value in our contracts</li> <li>• Third sector support from HFT for our disability based services</li> <li>• Received the Silver Award for the Ministry of Defence's Employee Recognition Scheme; being very close to gaining the Gold Award</li> <li>• Strong community interest and involvement in many of our Centenary celebrations of WW1 projects</li> <li>• The Public Services Board continues to perform well against the objectives (priorities) of the Well-being Plan</li> <li>• Registered over 700 births and over 450 marriages</li> </ul>
<b>Improvement Areas</b>
<ul style="list-style-type: none"> <li>• Seeking Social Enterprise accreditation</li> <li>• Further strengthening our community resilience projects</li> <li>• Adding social value through the work of Aura Leisure and libraries</li> </ul>

## Theme: Serving Council

<b>Strong Performance</b>
<ul style="list-style-type: none"> <li>• 62,920 e-forms have been submitted on our website and mobile app</li> <li>• Maximised the amount of Council tax collection at 98.2%</li> <li>• 9,500 residents have now signed up to receive their council tax bills electronically</li> <li>• The Council collected 'in-year' 99.2% of Business Rates that was due to be paid</li> </ul>
<b>Strong Stories</b>

- The Customer Account enables residents to view information about their waste and recycling collection, ward Member information, planning applications, requests for service submitted online. For those residents who hold a tenancy with us, they will be able to view repairs and rent statements in 2019/20 as the account is extended
- Supported Council tenants to pay their rent on time and promote well-being, especially those who have been impacted by welfare reform. The launch of a housing early intervention team and specialised case management system has helped the Council offer advice and support to those in financial difficulty
- 98% of planned efficiencies have been achieved across the Council
- Increased the visibility of mental health first aiders
- Promoted the importance of physical exercise in managing mental wellbeing
- Developed our own in house system to support the delivery of Welsh Governments childcare offer which has been viewed very positively by Welsh Government and has also been licenced for use by Cardiff Council and Rhondda Cynon Taf County Borough Council

#### Improvement Areas

- Reduce absence sickness rates, to a target of less than 8.0 days per employee
- Percentage of eligible employees receiving an annual appraisal
- Increase attendance in Stress Management Training
- Reduce the number of employees being referred to occupational health with mental health issues

## Council Plan Progress – Infographic of RAGs

### Assessment of our Performance

The table below provides an overview of progress against Council Plan Actions and Key Performance Indicators. For more details information please refer to the End of Year Monitoring Report.

The Action Progress key below defines the Red / Amber / Green (RAG) for Actions Progress in year. The Outcome RAG status below was assessed as part of the end of year reports in September and is based on our confidence in contributing positively towards the Outcome during the year.

<b><u>PROGRESS RAG Status Key</u></b>		<b><u>OUTCOME RAG Status Key</u></b>	
<b>R</b>	<b>Limited Progress</b> - delay in scheduled activity; not on track	<b>R</b>	<b>Low</b> - lower level of confidence in the achievement of outcome(s)
<b>A</b>	<b>Satisfactory Progress</b> - some delay in scheduled activity, but broadly on track	<b>A</b>	<b>Medium</b> - uncertain level of confidence in the achievement of the outcome(s)
<b>G</b>	<b>Good Progress</b> - activities completed on schedule, on track	<b>G</b>	<b>High</b> - full confidence in the achievement of the outcome(s)

The key below defines the Red / Amber / Green (RAG) status for each of the Key Performance Indicators.

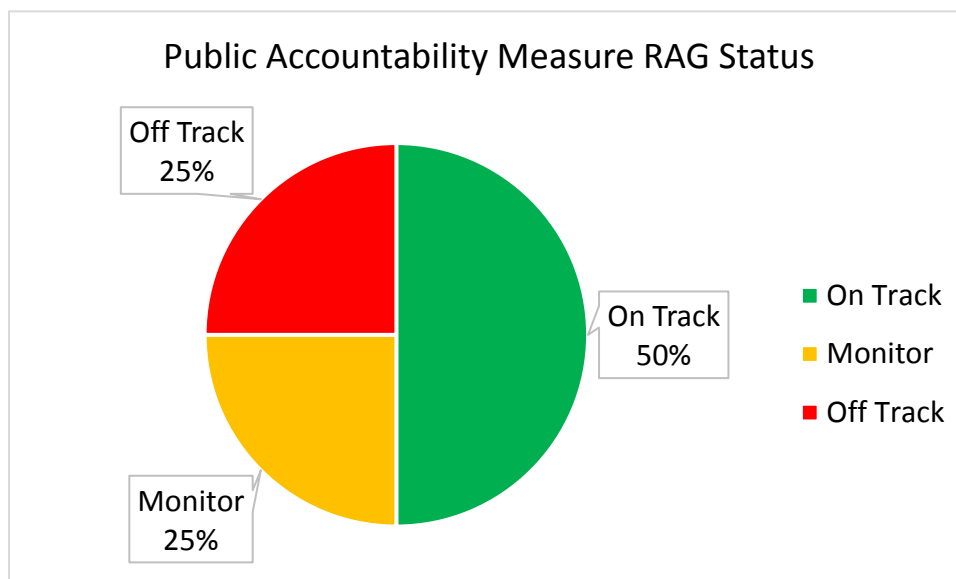
<b>Key Performance Indicators</b>	
<b>Limited Progress</b> - delay in scheduled activity; not on track	<b>RED</b>
<b>Satisfactory Progress</b> - some delay in scheduled activity, but broadly on track	<b>AMBER</b>
<b>Good Progress</b> - activities completed on schedule, on track	<b>GREEN</b>

## Performance Data Summary

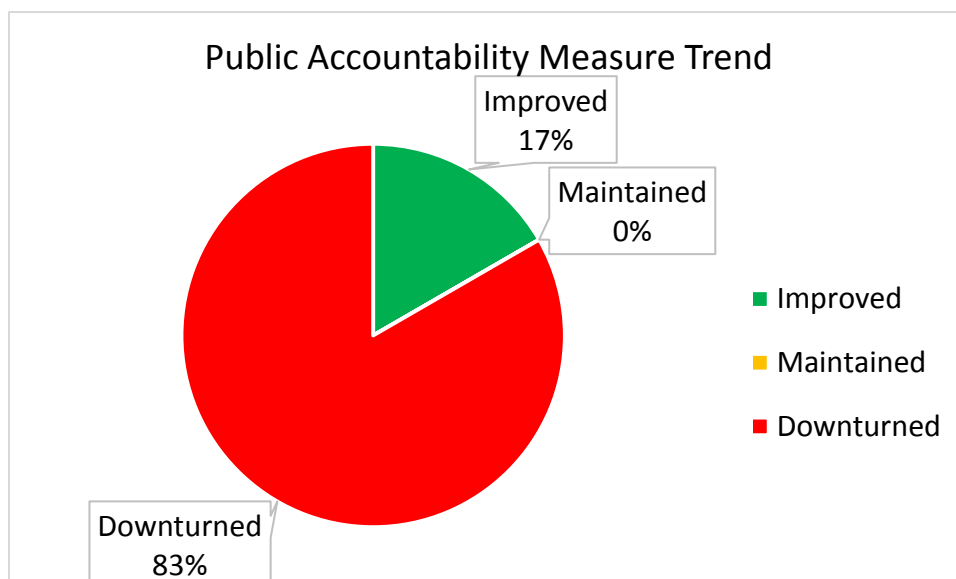
### National Performance Summary (All Wales Position)

The Welsh Government and the Local Government Data Unit released 2018/19 performance data for all local authorities in Wales (and Public Accountability Measures) in August 2019. This was accompanied by an overview of national trends as in previous years. There were a total of 16 measures against which we could benchmark and monitor.

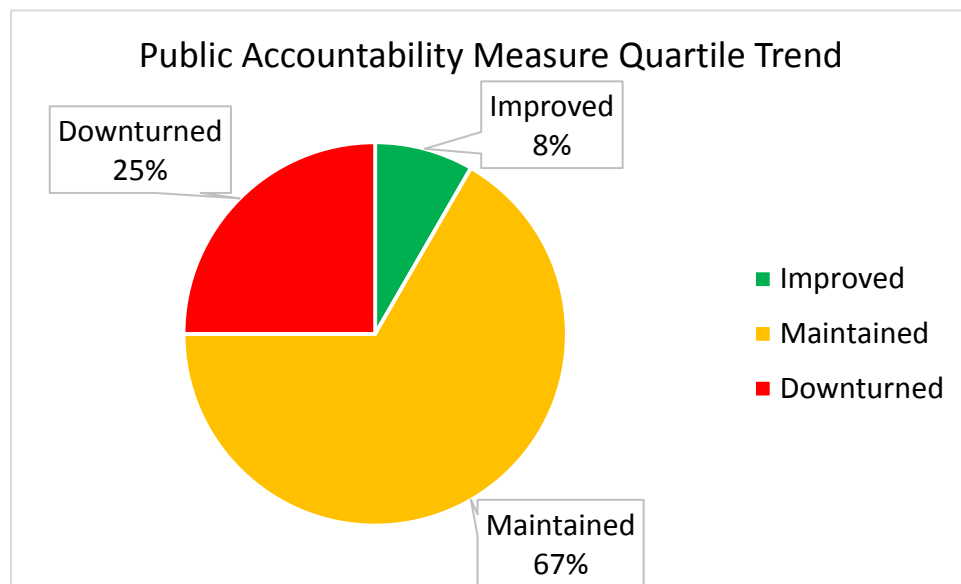
**Chart 1a: How we performed against Public Accountability Measures 2018/19**



**Chart 1b: Performance trend for Public Accountability Measures 2018/19**



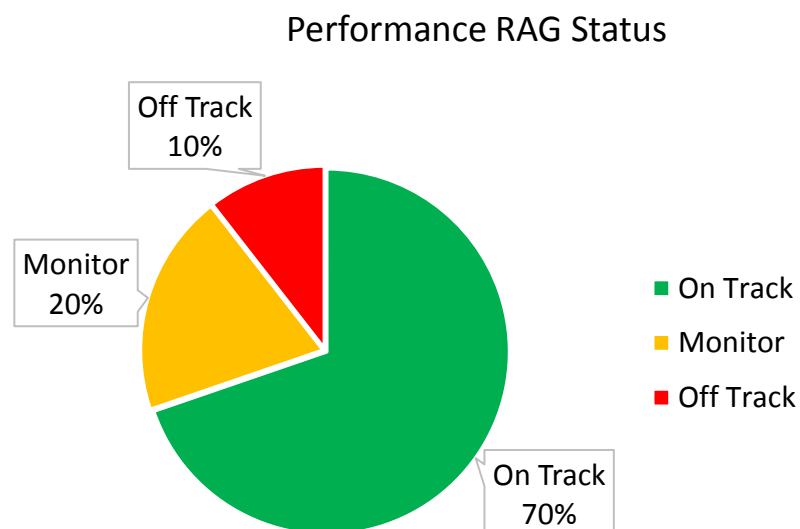
**Chart 1c: Performance of Quartile trend for Public Accountability Measures 2018/19**



#### Council Plan Performance Summary

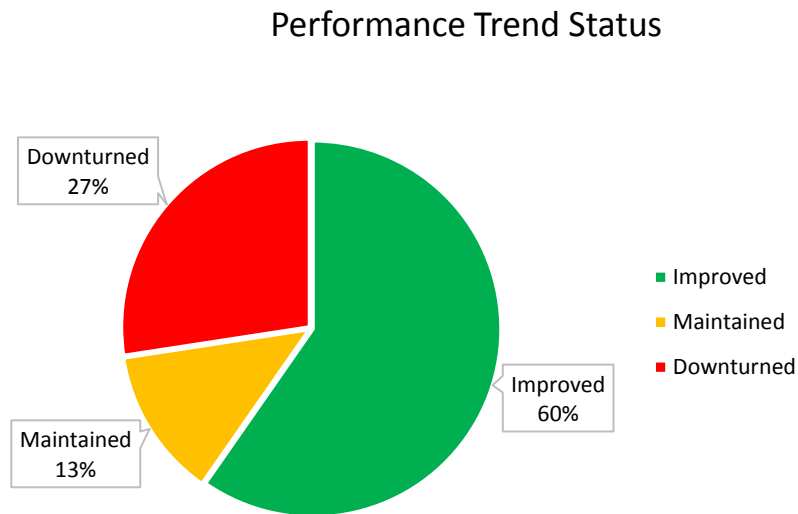
Performance for 2018/19 against our Council Plan Measures is summarised in the performance indicator chart below. 70% of indicators achieved target or better compared to 58% in 2017/18. 10% of indicators significantly missed targets compared to 8% during 2017/18.

**Chart 2a: Performance RAG status for Council Plan Measures 2018/19**



The performance trend for 2018/19 against our Council Plan Measures is summarised in the performance indicator chart below. 60% of indicators improved compared to 68% in 2017/18. 27% of performance indicators downturned compared to 23% in 2017/18. 13% maintained their performance compared to 9% in 2017/18.

**Chart 2b: Performance Trend for Council Plan Measures 2018/19**

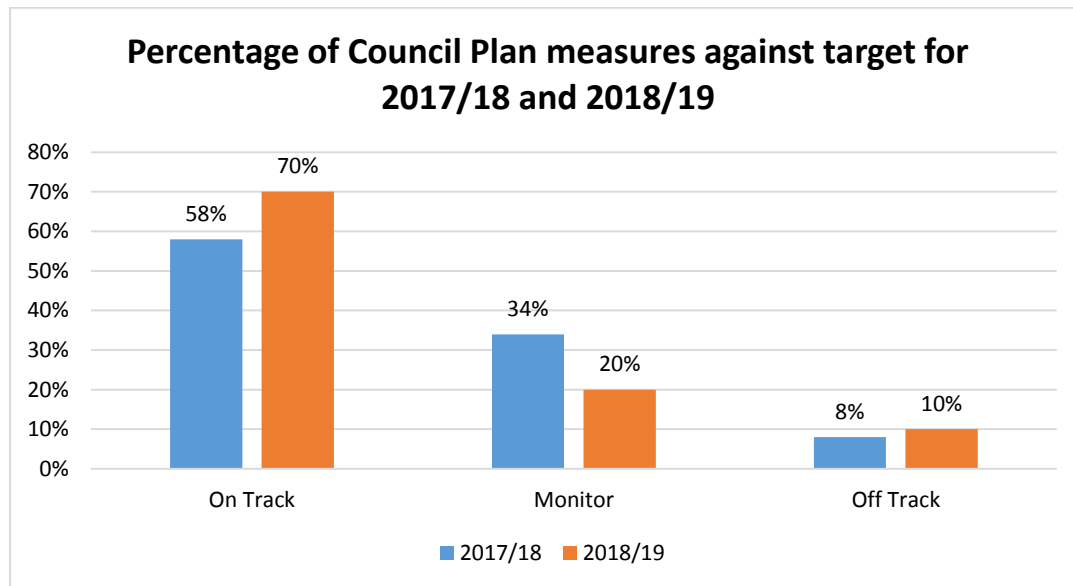




### Council Plan Performance Overview

The table below shows that we had a positive year in outcomes compared to 2017/18. We had 58% performance indicators which were on track in 2017/18 and 70% in 2018/19. During 2017/18 34% performance indicators missed target marginally compared to 20% during 2018/19. During 2017/18 8% of performance indicators were classed as off track and missed target compared to 10% in 2018/19.

**Chart 3a: Percentage of Council Plan measures against target for 2017/18 and 2018/19**



## Risk Management

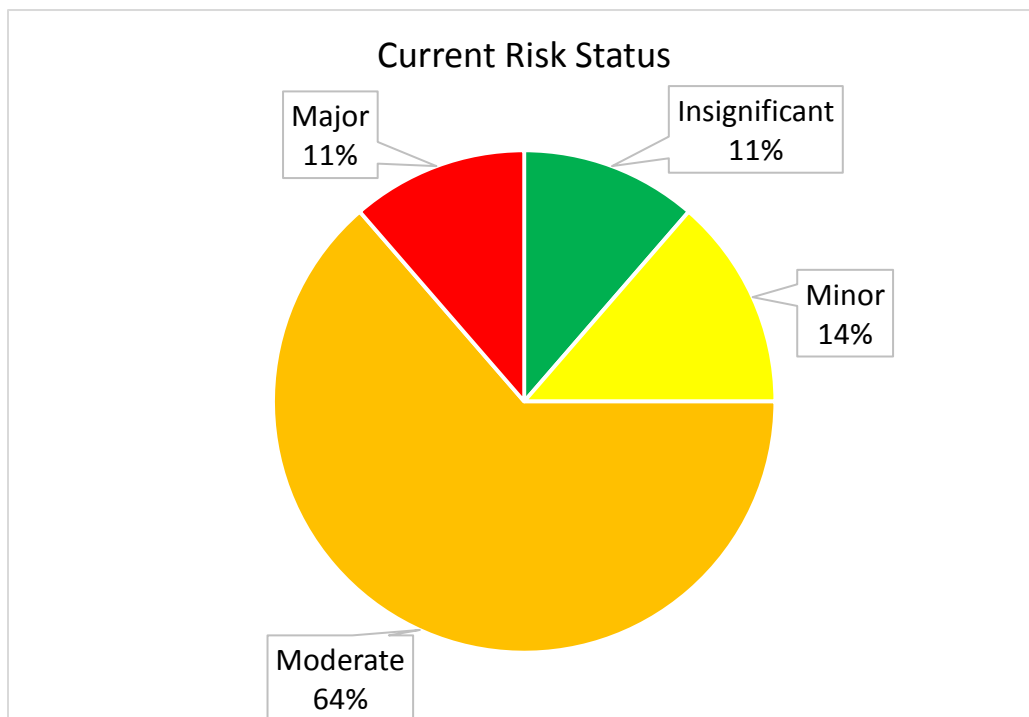
The Council adopted the Council Plan for 2018/19 in June 2018. The Council Plan's strategic risks are contained within the priorities of the Plan and are monitored throughout the year.

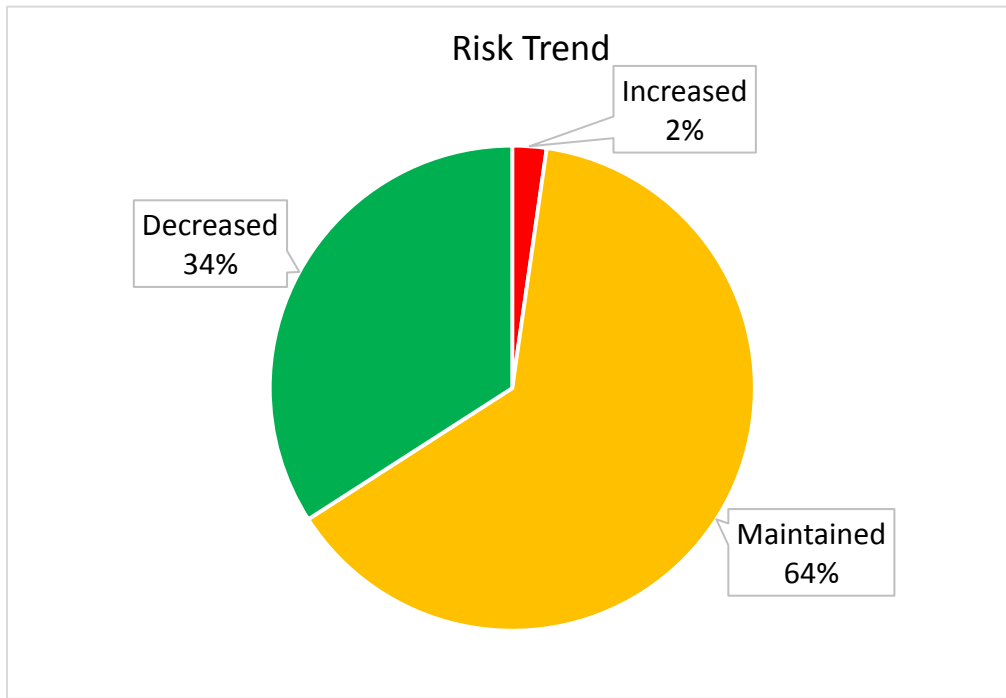
Analysis of the year end risk levels for the 44 strategic risks identified in the Council Plan is as follows: -

- 5 (11%) are low (green)
- 6 (14%) are minor (yellow)
- 28 (64%) are medium (amber)
- 5 (11%) are high (red)

Trend analysis compares the significance of risk levels at the end of the year with those at the start of the year. The analysis showed that: -

- 15 (34%) risks had reduced
- 28 (64%) risks remained the same
- 1 (2%) risks had increased





A summary table of the risks at year end 2018/19 is shown at Appendix A

## Future Generations – Five Ways of Working – Case Study - Deeside

### Long Term –

Future growth in Deeside will be underpinned by widening travel to work patterns so that more people can access employment, training and educational opportunities and serving existing employment areas by guaranteeing a quality, integrated bus service for the local workforce and a realistic alternative to the car. The proposals complement the wider vision outlined in the Deeside Plan and accord with the concept of the North Wales Metro scheme.

### Prevention –

There is an anticipated 5-7,000 job creations associated with the Airfields and Northern gateway developments within Deeside Enterprise Zone. Employment locations such as Deeside Enterprise Zone have job vacancies, but such locations need to be made more accessible to those most in need. The collapse of GHA Coaches in 2016 highlighted the fragility of the bus operating sector in North Wales and the need for operators and local transport authorities to work more closely together to sustain a viable market for the future. The making of the Quality Partnership Scheme introduces stability and resilience to bus service provision, for the benefit of operators and passengers alike.

### Integration –

The bid reflects the wider strategic objectives identified in the Joint Local Transport Plan, the Deeside Plan and the North Wales Metro scheme concept.

### Collaboration –

The bid accords with the strategic objectives identified in the Joint Local Transport Plan, the Deeside Plan and the North Wales Metro scheme concept.

Consequently, we believe that it fully reflects the views endorsed through consultation and appraisal of those plans and strategies, and represents a consensus view of the development of the transport network across Deeside.

### Involvement -

Scheme design, appraisal and consultation is well developed. As the work progresses all key stakeholders will be engaged to ensure that agreement is reached and that each scheme element within this bid can be delivered within the timeframe and budget allocated.

## Future Generations – Five Ways of Working – Case Study – Food Poverty – Food Enterprise

Food poverty and Food insecurity is a public health crisis which has serious implications including:

- for children's learning, wellbeing and life chances;
- a crisis that hinders parents' ability to alleviate the crisis, because they themselves fall hungry;
- impairing people's ability to make the decisions necessary to improve their circumstances;
- Older people's health is suffering as a consequence.

In direct response to these issues set, the Council and partners (ClwydAlyn Housing and Can Cook) previously decided to provide support to those who were most vulnerable and did not have access to good fresh food. During the course of that period the partnership developed a delivery plan which sought to ensure children were fed across the school holidays and other groups such as those residing in hostels, were also fed well.

The Council and its partners have been exploring a number of options which will see progress maintained through the development of a longer term and sustainable solution to food poverty. Flintshire County Council has been working with Can Cook to produce a plan.

The plan, developed in consultation with the Flintshire Food Poverty Group, would at first:

- Identify the gaps and issues within the localised food aid offer and;
- Address those issues, by designing a local social-food-enterprise that could address some of the issues in the long term.

The proposed model of delivery is for a new social enterprise business, with the three partners (Flintshire County Council; ClwydAlyn Housing and Can Cook), having equal rights for the management and delivery of the operation.

The mission of the company will be to "connect everyone with good fresh food".

A primary aim will be to reach and develop sustainable models for people to access good affordable fresh food, particularly linking in with work we do and services we provide such as:

- Domiciliary care and linking food provision with care services
- Developing a transition programme from food aid to food purchase for vulnerable groups, i.e. homeless families
- To link in with services which support residents and embed support around food provision within those services
- To use food provision as a catalyst to begin to tackle loneliness and isolation

This work has direct links and impacts with the five delivery principles of the Well-being of Future Generations Act:

**Long Term** – The work of the Enterprise will be the foundation and a major contributor for a positive impact, by enabling and delivering longer term solutions to alleviate food poverty and food insecurity in Flintshire and over time across the region.

#### Prevention –

The Enterprise will develop and support services within the community and build evidence to drive changes necessary to have significant impacts in relation to preventative measures to reduce or eliminate the levels of food poverty and food insecurity in Flintshire.

#### Integration –

The work of the Enterprise reflects the objectives of Flintshire's Food Poverty Strategy that was agreed and adopted by the Public Services Board in July 2018

#### Collaboration –

The work of the Enterprise reflects the objectives of Flintshire's Food Poverty Strategy that was agreed and adopted by the Public Services Board in July 2018 – the Enterprise itself is a collaboration of public and private sector and the Food Poverty group that will directly influence the activity and delivery has a wide reaching cross-sector membership.

#### Involvement -

The Enterprise is already linked with wide ranging cross sector organisations and will develop engagement and inclusion from communities as it progresses.

### Long Term –

The aim of the Early Help Hub is to deliver more timely and appropriate early intervention and support for families with evidence of greater levels of need, in line with statutory requirements set out in the Social Services and Wellbeing Act 2014. With ever increasing demand on the service the aim is to secure a whole family approach making sure parent's needs are met alongside the needs of their children.

The EHH aims to reduce demand on statutory provision and see the reduction of children on the CP Register and the reduction of looked after children.

### Prevention –

The EHH was commissioned with the aims of addressing key legislative and regulatory requirements and the Flintshire Public Service Board ambition for better quality cost effective services that secure good outcomes for all in Flintshire. Requirements of the Social Services and Wellbeing Act 2014 is to ensure families have access to relevant information, advice and support to build wellbeing and resilience. By co-locating key agencies and closer partnership working gives rise to better information sharing, reduction in repeat referrals, less duplication of work and bespoke packages of support for Flintshire families.

### Integration –

The EHH is co-located and fully integrated with Children's Services. Working closely and alongside front door child protection services and Team around the Family is vital to the sustainability of the EHH and the safeguarding of children. The EHH uses the same database (Paris) so as supports the timely intervention of support to families.

### Collaboration –

The Early Help Hub is a multi-agency, non-statutory Panel that is co-located in the Flint Connects building. The agencies involved in the Early Help Hub include:

- Police
- Children's Services
- Health
- Flying Start
- Youth Service and Education
- Housing
- Action for Children
- Voluntary Sector
- Youth Justice Service

The Early Help Hub is managed by 1 Team Manager and 2 Senior Practitioners.



The Hub is a single point of contact for professionals, families & young people to access early help across Flintshire with the aim being to support families with the right help, at the right time from the right service. With statutory and voluntary agencies being based together it increases information sharing and a coordinated response to meet family's needs.

#### Involvement -

All early help partners fully engage in the process to ensure all relevant information is shared so an agreement is reached to create a bespoke package of support for each family.

## Equality

The Council takes seriously its duty to promote equality, eliminate discrimination and foster good relations through all its activities. The Council published an updated Strategic Equality Plan in 2017; this is being incorporated into CAMMS (Performance management system) to ensure that progress and achievements can be monitored more effectively and regular updates provided.

## Welsh Language Standards (WLS)

The Council is committed to meeting the Welsh Language Standards ensuring that we can provide high quality services in both English and Welsh. The Welsh Language Promotion Strategy has been drafted and subject to consultation.

## Partnership and Collaboration Activity

Flintshire has a longstanding and proud track record of partnership working. The communities it serves expect the statutory and third sector partners to work together, to work to shared priorities and, through collective effort, to get things done. The Public Services Board, is at the heart of promoting a positive culture of working together and concentrates energy, effort and resources on some of the big social issues of today.

The Flintshire Public Services Board was established on 1<sup>st</sup> April 2016 as a result of the “Well-being of Future Generations (Wales) Act” coming into effect. The Flintshire PSB is made up of senior leaders from a number of public and voluntary organisations: Flintshire County Council, Betsi Cadwaladr University Health Board, Natural Resources Wales, North Wales Fire & Rescue Services (statutory members), North Wales Police, Public Health Wales, Flintshire Local Voluntary Council, Coleg Cambria, Glyndwr University, Wales Community Rehabilitation, National Probation Services Wales, Police & Crime Commissioner and Welsh Government (invited PSB members). Together these organisations are responsible for developing and implementing the Well-being Plan for Flintshire published in May 2018.

Whilst the PSB realise there is much that could be done to add value to public services and to the communities of Flintshire and identified a number of priorities for 2017/18 onwards that support the seven goals of the “Well-being of Future Generations (Wales) Act”.

## Regulation, Audit and Inspection

The Council is regulated by a number of organisations throughout the year. These include, amongst others the Wales Audit Office (WAO), Estyn for Education and the Care and Social Services Inspectorate (CSSIW).

The WAO publish an annual report on behalf of the Auditor General for Wales called the Annual Improvement Report. This report summarises the outcomes of all work that the WAO have undertaken during the year. The conclusion draw by the Auditor General for Wales was *“The Council is meeting its statutory requirements in relation to continuous improvement but, as with all councils in Wales, it faces challenges going forward.”*

## Corporate Health and Safety

The Council is committed to its duties and responsibilities as an employer for health and safety. The management of workplaces that are safe to the health of all Council employees, sub-contractors, stakeholders and members of the public is one of our main priorities. To meet this priority we plan to meet the requirements of the Health and Safety at Work Act 1974 and other associated legislation as far as is reasonably practicable.

## Appendices

Appendix A – Council Plan 2018/19 Risk Register

Appendix B – Flintshire County Council's Well-being Objectives alignment to the national Well-being Goals

## Feedback and how to Obtain Further Information

There are a number of related documents which support this Annual Performance Report. These can be obtained through the following links:

- Flintshire County Council Plan 2018/19
- Flintshire Council Plan Annual Monitoring Report 2018/19
- Flintshire Social Services Annual Performance Report 2018/19
- Annual Strategic Equality Plan Report 2018/19
- Welsh Language Monitoring Report 2018/19

Thank you for reading our Annual Performance Report for 2018/19

Your views and suggestions about how we might improve the content and layout of the Annual Performance Report for future years are welcome.

In addition, should you wish to know more about our priorities for this year onwards please read our Council Plan 2019/20. Again, your views about future priorities, plan content and layout are welcome.

### **Please contact us on:**

Tel: 01352 702744

Email: [corporatebusiness@flintshire.gov.uk](mailto:corporatebusiness@flintshire.gov.uk)