

Annual Performance Report 2020/21

County Council
19 October 2021

The Annual Performance Report

- **Statutory duty to publish the Annual Report by 31 October**
- **Summarises and explains the Council's view of its success in achieving the Council's well-being objectives for 2020/21**
- **Aligns with the Sustainable Development principles of the Well-being of Future Generations Act**
- **Explains how the Council "makes arrangements to secure continuous improvement in the exercise of their functions"**
- **Reviews performance of local and national indicators for (target, trend and comparatively)**
- **Regulatory Activity**

Performance Overview 2020/21

Achieving our Wellbeing Objectives

Portfolio Area	Progress
Education and Youth	G
Housing and Assets	G
Governance	G
Planning, Environment and Economy	G
Social Services	G
Streetscene and Transportation	G
Chief Executives	G

Highlights for 2020/21

Education and Youth

- During August 2020, 1,865 children participated in the summer playscheme. This included 30 disabled children supported by volunteer buddies
- The number of First time entrants into the criminal justice system has fallen during the year
- Schools were well prepared for the safe reopening of statutory education from September 2020 and effectively managed subsequent national lockdown periods
- During the suspension of statutory education, schools settings were successfully repurposed into Hubs for vulnerable children and children of key workers during March to July 2020

Housing and Assets

- Over 500 residents per week were supported during the 18 week shielding period (14th April 2020 to 16th August 2020), providing over 46,000 meals
- 2,173 energy efficiency measures were delivered to reduce fuel poverty which exceeded the target of 600
- Regularly reporting zero rough sleepers demonstrates the services ongoing commitment and enhanced response to rough sleeping
- 27 volunteers from the Housing and Revenue department as well as Clwyd Alyn, Mountain Rescue and local volunteers delivered food parcels direct to the residents homes on a weekly basis for those who were shielding during the pandemic

Governance

- Able to increase number of home workers from 800 per day to over 1,500 in order to enable them to continue working safely during the pandemic
- In total, £50.9m was paid out to businesses during the pandemic in addition to the 1,265 businesses being awarded £16.3m of enhanced retail, leisure and hospitality rate relief
- 17,405 new subscriptions to 'My Account' which exceeded the target of 13,131 for the year with over 79,000 digital self-service enquiries received, a significant increase compared to the previous year and exceeds the target set for the year by 32%
- Businesses have been supported through the pandemic by the provision of Business Support Grants and Retail Relief. In the first 3 days of the first grant scheme going live, 1,113 grants totaling £14m were paid. A total of 2,620 grants were paid totaling £31.4m during phase one of the scheme.

Planning, Environment and Economy

- 2,173 energy efficiency measures delivered to reduce fuel poverty against a target of 600
- 62% of 'major' applications determined within time periods required against a target of 60% for the year
- Construction of two solar farms on brownfield sites in Flint and Connah's Quay
- Welsh Government highly commended the progress and social value model that Flintshire have adopted

Social Services

- 1,257 families received information and support through the Early Help Hub
- 378 adults commissioned their own services through a direct payment
- 55 Extra care units consisting of 43 one bedroom apartments and 12 two bedroom apartments opened in Holywell (Plas Yr Ywen)
- The implementation of Foster Carer support Model – ‘Mockingbird’

Streetscene and Transportation

- Over 3,500 packed lunches were delivered to pupils in their own home during the initial lockdown period
- Implementation of social distancing measures at over 80 schools across the County, as well as in all town Centres, to ensure a safe and compliant environment for those returning to public spaces
- Over 700 tonnes of 'waste' items have been sent for reuse from Flintshire's Household Recycling Centres and residential properties
- Green Recovery Circular Economy Funding successfully awarded to open a community repair and reuse centre, with Café, in the town of Buckley to promote waste and recycling behavioural change initiatives, community cohesion and town centre regeneration

Chief Executives

- 131 managers and employees completed Stress Management training. This exceeded the target set for the year
- The target for percentage of planned efficiencies achieved was exceeded for the year
- Flintshire County Council took on the role of lead employer for the Test, Trace, Protect programme on behalf of the six North Wales Local Authorities including recruitment, payroll and advice/guidance to North Wales Local Authorities. Over 3,300 applications were processed, Over 450 new starters and over 100 leavers
- Occupational Health provided specialist support to a number of front line services during the early part of the pandemic who needed additional support to cope with their demands

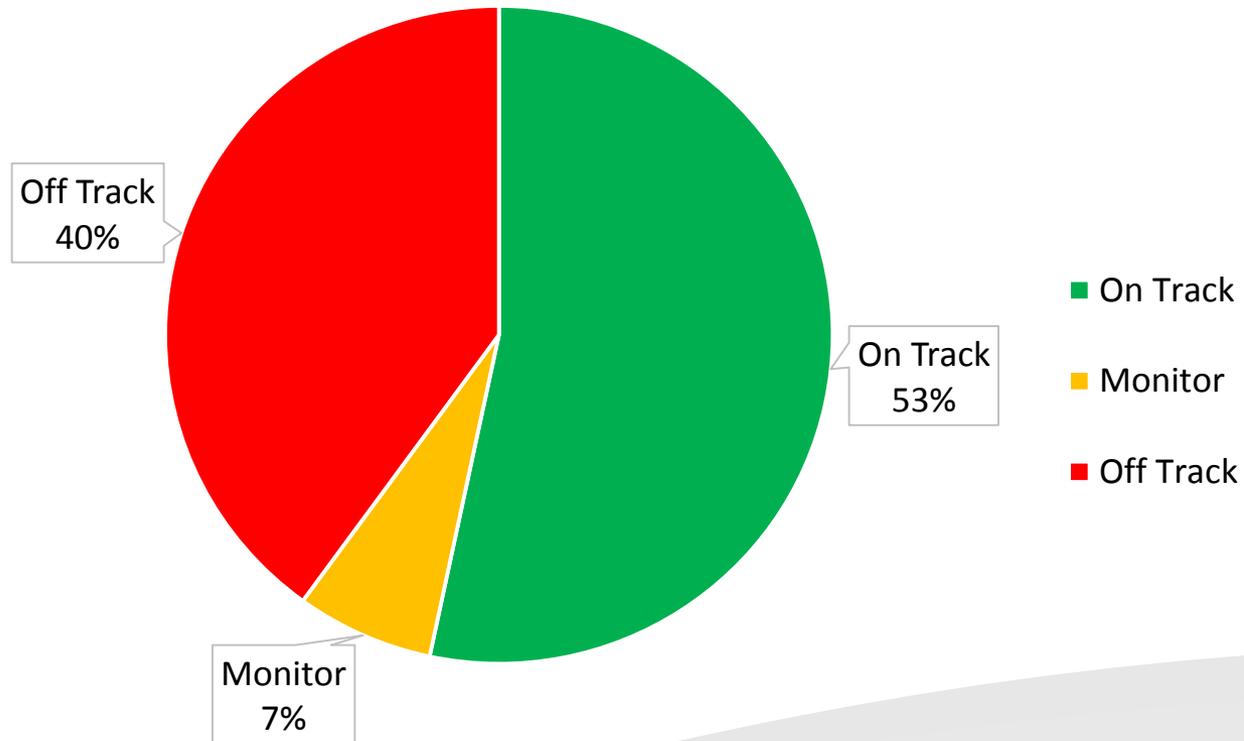
Areas for Improvement

- Disabled Facilities Grant (Large Adaptations)
- Time taken to determine planning applications
- Carbon Emissions

Performance Overview

The below graph demonstrates performance against our internal targets

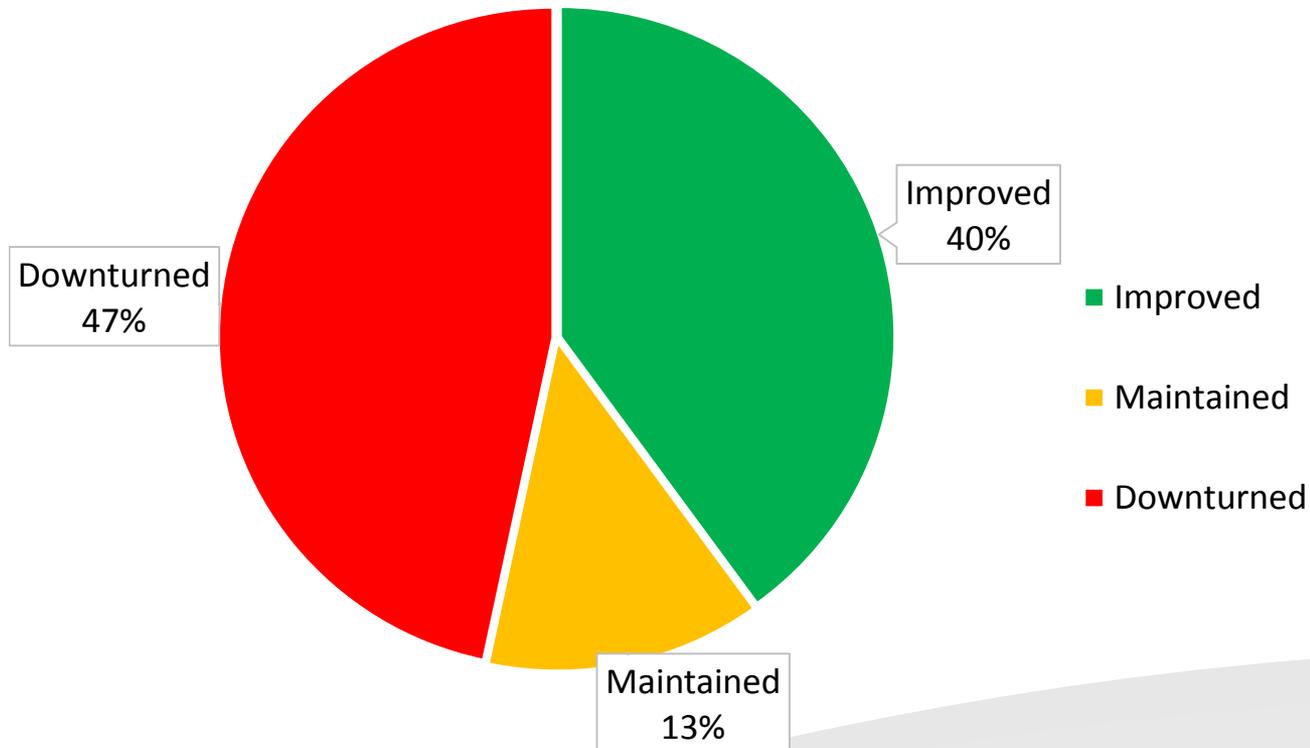
Public Accountability Measure RAG Status



Performance Overview

The below graph demonstrates trend of performance against the previous year 2019/20

Public Accountability Measure Trend



Next Steps

- Publicising our performance:
 - Full report and appendices on website
- Challenging ourselves:
 - Maintenance and sustainability of performance
 - Audit Wales: Issue compliance certificate