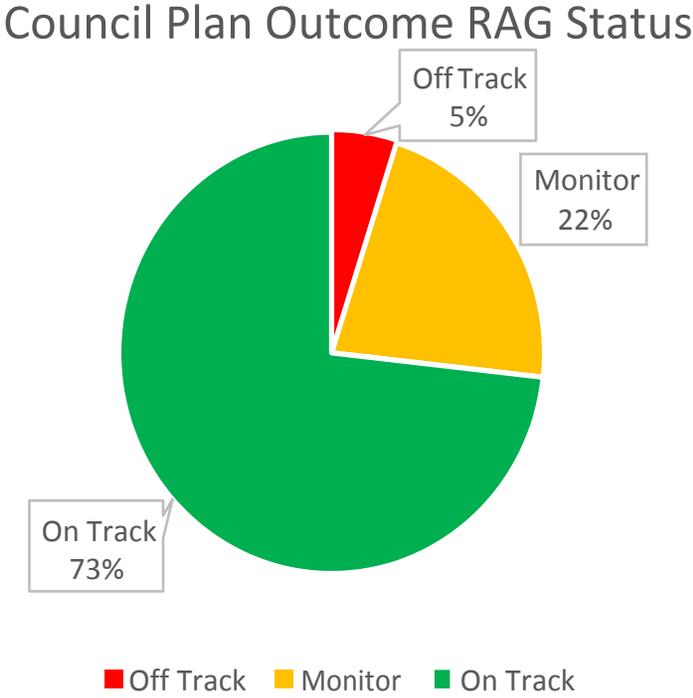
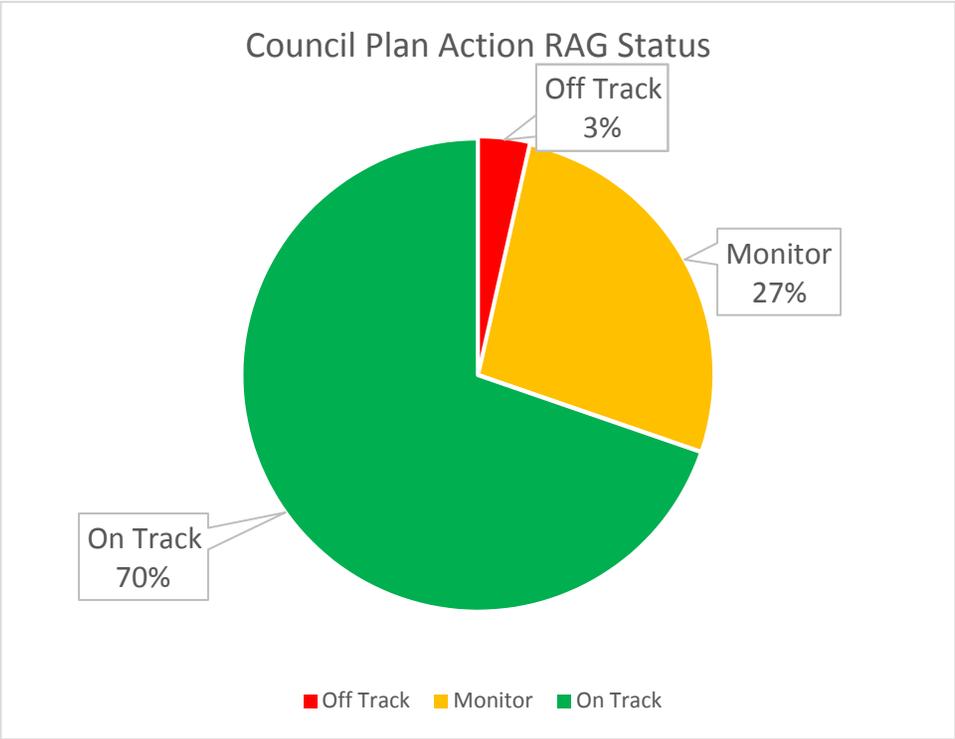




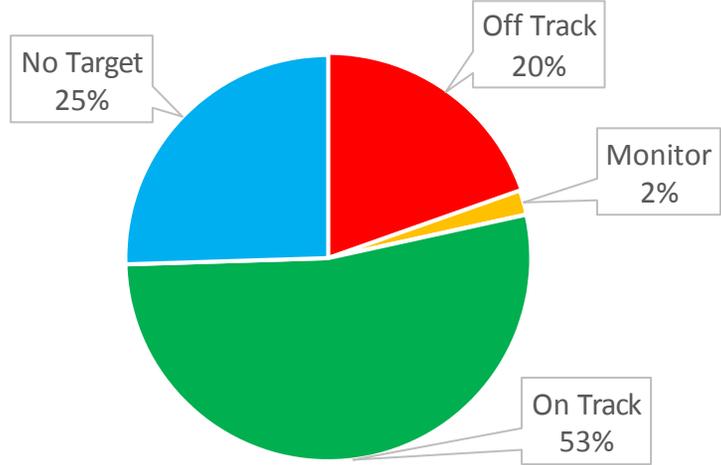
Council Plan Mid-Year Report 2021/22



Analysis



Council Plan Performance Measures

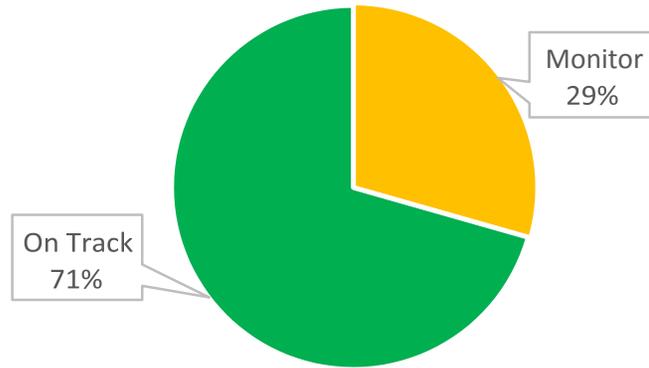


■ Off Track ■ Monitor ■ On Track ■ No Target

Personal and Community Wellbeing

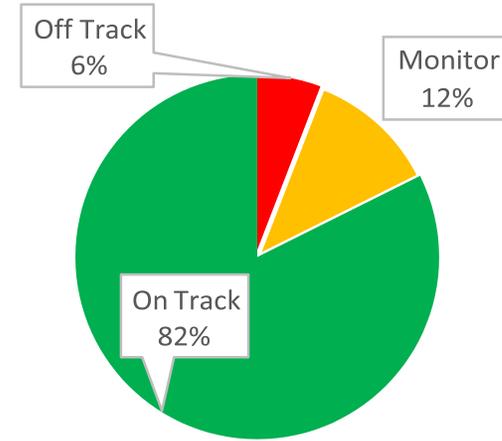
Personal and Community Wellbeing Overall Performance

Personal and Community Wellbeing Action RAG Status



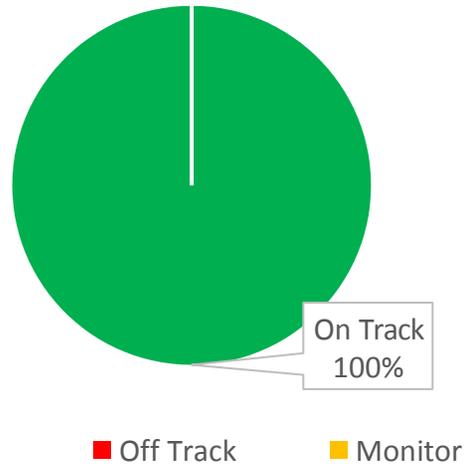
■ Off Track ■ Monitor ■ On Track

Personal and Community Wellbeing Outcome RAG Status



■ Off Track ■ Monitor ■ On Track

Personal and Community Wellbeing Performance Measures



Measures Off Track

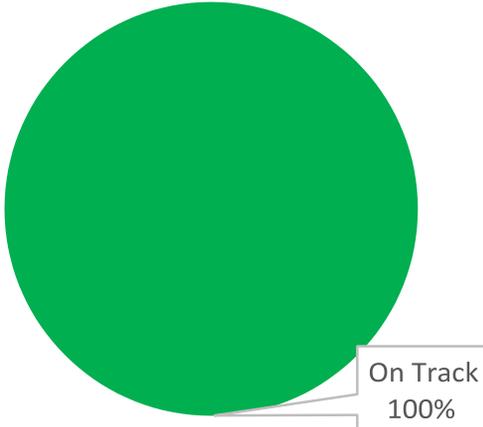
Area	Title
Personal Community and Wellbeing	There are no measures off track for this section

Independent Living Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing and extend our approach to Micro Care supporting more people in their own homes	50%	★	★	Additional funding sources from the Foundational Economy to support the project until March 2022. An off framework contract has been developed to support direct commissioning of Microcarers. Work has started to integrate the opportunities into both Direct Payments Team and Brokerage.
Ensuring services for families with children aged 0-7 are better integrated through the 'Early Years Pathfinder' project	50%	●	●	The self-assessment of local arrangements to support families conducted by the Early Years Partnership last winter found that Flintshire was well placed to make swift progress by implementing the local actions identified in the self-assessment and the recommendations in the Early Intervention Foundation's report (June 2021). The work with Vanguard started last year to look at the family's journey through the early years pathway is now progressing through thinking and discussion around integration and transformation. A work programme is continuing for 2021/22. Work has been impacted by Covid-19 due to availability of key stakeholders, however progress is now being made. The plan for the remainder of the year is the development of the local Early Years strategy, to focus on the family experience as part of local work on multi-agency support pathways to ensure each child has a strong foundation for their future.
Increasing the number of people who are able to make their own care arrangements through a Direct Payment	50%	●	★	We are continuing to grow this service. We now have the Personal Assistant portal to assist, but we are facing the shortage of carer issue, as in all other services and areas.
Providing additional placements at Marleyfield House Care Home to support older people	100%	✔	★	The extension at Marleyfield House has now been completed and we have opened an additional 32 beds to take the total capacity to 64. This includes 48 permanent residents and 16 short-term reablement residents who are supported to transition from hospital home as quickly as possible.

Independent Living Measures

Independent Living Performance Measures



■ Off Track ■ Monitor ■ On Track ■ No Target

Measures Off Track

Area	Title
Independent Living	There are no measures off track for this section

Independent Living

Direct Payments as a % of ~~home-based services~~



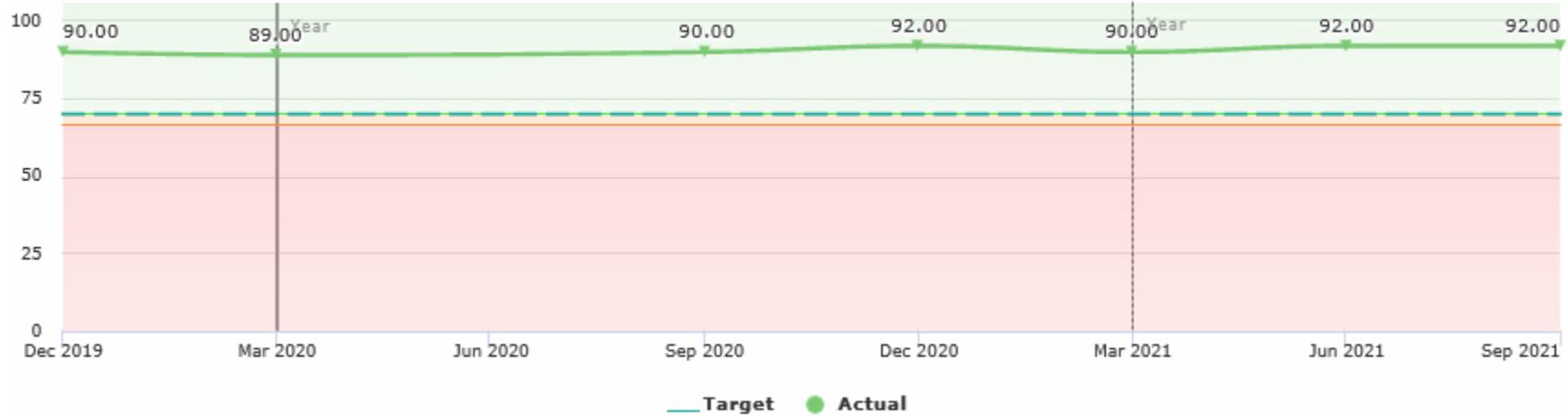
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
39.00	39.00		★

Comment

Our mid-year outturn is consistent with previous quarters. Our intention to increase the use of direct payments has been impacted by shortage of direct care staff. We are experiencing this across the whole direct care service, both in house and in the independent sector.

Independent Living

Percentage of equipment that is re-used



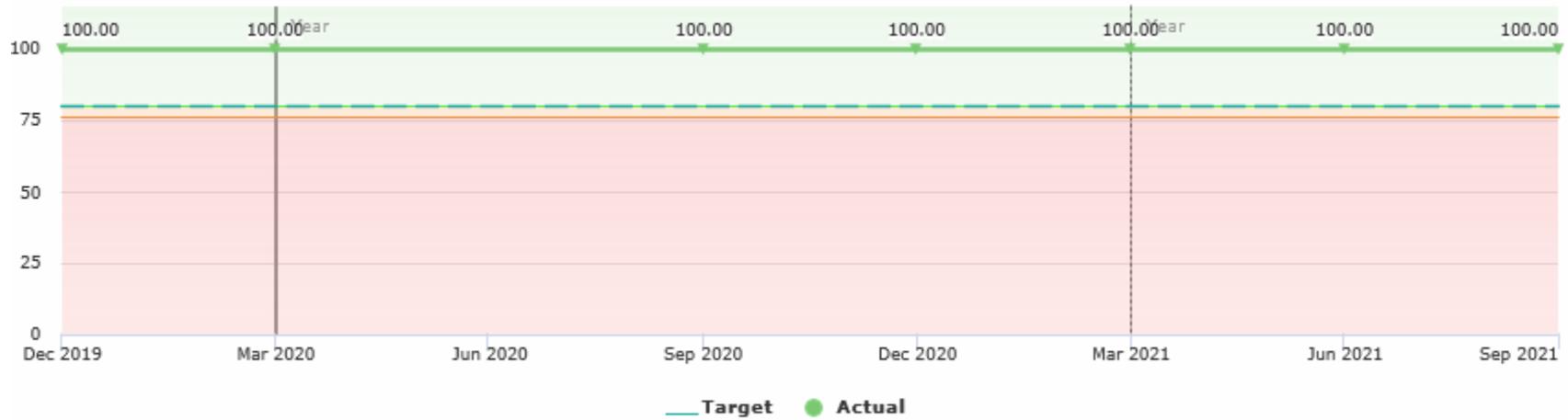
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
92.00	70.00	90.00	★

Comment

The standard of 70% is set nationally by the "National Minimum Standards for Community Equipment Services in Wales". However, the North East Wales Community Equipment Service (NEWCES) consistently achieve better than what is requested, with an average of approximately 90% re-use of equipment rather than throwing it away. By doing this there is a yearly cost avoidance of over £2m.

Independent Living

Percentage of requests for equipment that meet or exceed the national 7 Day standard



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
100.00	80.00	100.00	★

Comment

The North East Wales Community Equipment Service continue to provide 100% of equipment requests within the 7 day national standard.

Independent Living

Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standard



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
100.00	98.00	100.00	★

Comment

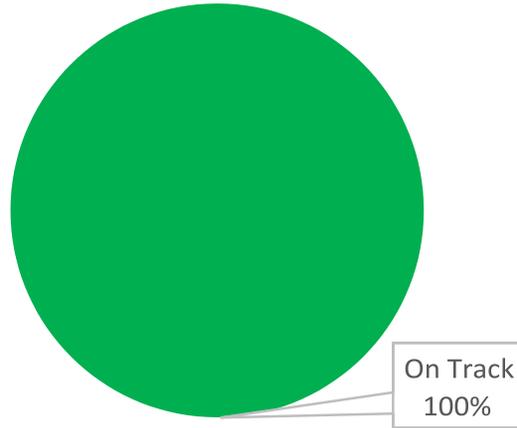
The North East Wales Community Equipment Service continue to be above target for urgent requests (1 day response time).

Safeguarding Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing and relaunching our corporate e•learning package to reflect the new safeguarding procedures. This will include extending access to the safeguarding e•learning module to key partners	0%	★	★	We are awaiting updated safeguarding procedures from Welsh Government.
Implementing an 'active offer' of advocacy support for people involved in the safeguarding process	50%	●	★	Tros Gynnal Plant have been attending team meetings in Children's Services to promote the use of advocates for families going through the safeguarding process. In Adult Safeguarding, staff have been made aware of the need to offer advocacy; data will be collected in the second half of this year to evidence how this is progressing.
Promoting the 'duty to report' so our employees understand their responsibility to report safeguarding concerns	50%	★	★	Information on the Duty to Report has been included in Member safeguarding training, the Council's Safeguarding Awareness training, and the mandatory e-learning for all Council employees.

Safeguarding Measures

Safeguarding Performance Measures



■ Off Track ■ Monitor ■ On Track ■ No Target

Measures Off Track

Area	Title
Safeguarding	There are no measures off track for this section

Safeguarding

The percentage of adult safeguarding enquiries that met the 7 day timescale



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
96.50	96.00	96.00	★

Comment

The safeguarding unit continue to meet target for processing safeguarding enquiries.

Safeguarding

The percentage of children who were reported as having run away who were offered a return interview



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
100.00	100.00	80.00	★

Comment

All children reported missing should be offered a return interview. In 2020/21 we measured the percentage of children who agreed to an interview; the chart shows that a number of young people chose not to engage with the process. From April 2021, we changed the measure to reflect our performance in offering an interview.

Direct Provision to Support People Closer to Home Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing the services we offer to provide respite for families with disabled children	100%	✔	★	Services are in place. However, delivery is currently impacted by the national shortage of carers.
Extending Croes Atti Care Home for older people, with a focus on dementia care; complete the planning phase	50%	★	★	A Health and Social Care programme board has been set up with terms of reference agreed to oversee the rebuild of Croes Atti, progress is being made with regards to land transfer from BCUHB to Local Authority. Concept design is in progress.
Growing our in-house fostering service to support more looked after children	50%	★	★	Flintshire is now part of Foster Wales, a National Network of 22 local authorities dedicated to increasing the number of Local Authority Foster Carers. Foster Wales launched in July 2021 and benefited from a National Tv campaign in September 2021, a recruitment strategy is being developed to establish what needs to be done locally. The target for 2021/22 is to approve ten carers. Seven have been approved and four are currently in progress. Since the recruitment campaign was launched, we have received 50 new enquiries from prospective foster carers.
Growing our in-house homecare service to support more people to live at home	50%	●	●	We are facing challenges in recruitment across the care sector. As part of the rebalancing agenda we are seeking to increase market share by growing our in house home care service. The homecare service has increased its market share to 16% of the overall market. This relates to an additional 16 staff who have been recruited to increase capacity.
Setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire	50%	★	★	Progress to date includes: <ul style="list-style-type: none"> • Appointment of a construction partner • Plans have been developed and submitted for planning approval Local ward member and the community have been appraised of the plans and our vision • Subject to planning consent, and the provision of a bat license, work will commence on the site in October 2021 • The target date to complete the refurbishment is June 2022. At this point, we will be in a position to submit our application for registration with Care Inspectorate Wales (CIW)

Direct Provision to Support People Closer to Home Measures

Measures Off Track

Area	Title
Direct Provision to Support People Closer to Home	There are no measures off track for this section

There are no reportable measures for this period

Local Dementia Strategy Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Developing a Flintshire Dementia strategy that sets a shared vision, and action, for the next phase of developing good dementia support for individuals, families, carers and communities	50%	★	★	Consultation with stakeholders and the community has been completed. Final actions are now being drafted before publication.
Working with registered Care homes providers and health partners to develop more long term nursing care placements for people who have dementia	50%	●	▲	The pressures in the care home sector are widely recognised nationally and the challenges in recruiting workforce is having a significant impact on Flintshire care homes. This is particularly the case in regards to nursing care. A new post has commenced in September looking at market sustainability in Flintshire.

Local Dementia Strategy Measures

Measures Off Track

Area	Title
Local Dementia Strategy	There are no measures off track for this section

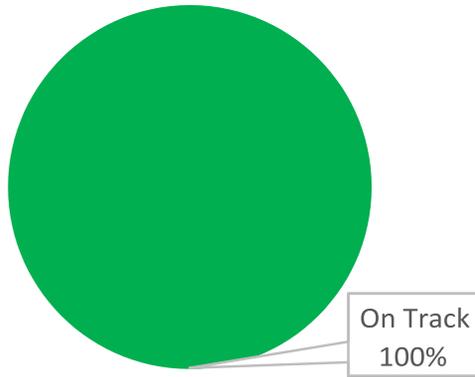
There are no reportable measures for this period

A Well-connected, Safe and Clean Local Environment Actions

Action	Percentage Complete	RAG	Outcome RAG	Comment
Keeping our local communities clean and safe through engagement, education and environmental enforcement	50%	★	★	Quarters one and two of 2021/22 have been successful with four education and engagement campaigns delivered. More will be programmed for delivery as inelegance of areas of poor Local Environmental Quality (LEQ) are identified.
Protecting residents and our environment from pollution and other public health and safety hazards by achieving the Streetscene Standard	50%	★	★	The service continues to deliver against the approved Streetscene Standards.
Working with local communities to inform a long term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people	70%	★	★	<p>Planning for community consultation as part of the Shotton Action Plan has commenced. This is ongoing.</p> <p>Community Consultation within the Holway area has commenced and actions raised by the residents are being implemented. To date there has been consultation regarding the services and groups that would support various ages living in the area that could be delivered from the newly refurbished Community Centre and playing fields.</p> <p>An Open Day at the Community Centre is planned for October half term to further engage the residents in planning services together.</p> <p>We work collaboratively with our partners in other Portfolios and in other agencies to undertake our consultation exercises so as to reduce duplication when planning service delivery.</p>

A Well-connected, Safe and Clean Local Environment Measures

A Well-connected, Safe and Clean Environment Performance Measures



■ Off Track ■ Monitor ■ On Track ■ No Target

Measures Off Track

Area	Title
Local Dementia Strategy	There are no measures off track for this section

A Well-connected, Safe and Clean Local Environment

Achieve minimum level of agreed Streetscene standards



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
85.00	85.00	51.22	★

Comment
The service continues to deliver against the approved Streetscene Standards.

A Well-connected, Safe and Clean Local Environment

Number of targeted environmental educational campaigns



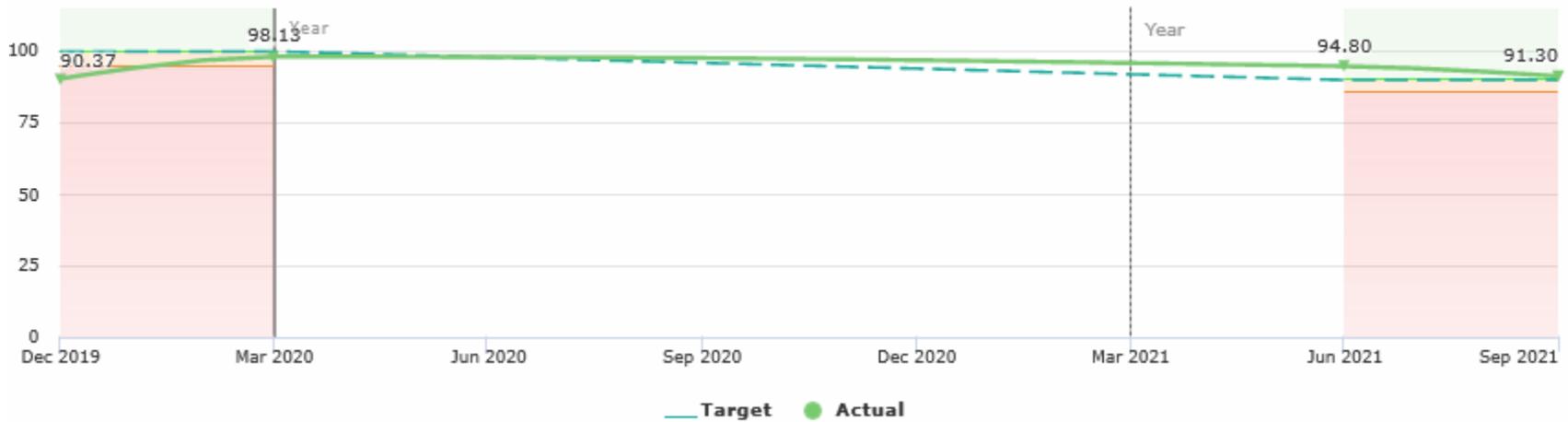
Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
6.00	5.00	4.00	★

Comment

Four education and engagement campaigns took place between the dates July 2021 to September 2021 in response to escalating fly-tipping and littering events in residential areas, predominantly back alleyways and green open spaces. Information letters and waste education packs have been delivered to properties, along with advice on how to recycle and dispose of waste correctly.

A Well-connected, Safe and Clean Local Environment

Progress actions to avoid non-payment of all FPN / PCN



Actual (YTD)	Target (YTD)	Last Year	Current RAG Rating
91.30	90.00		★

Comment
91.3% of expected income has been received to date. For the Period of July to September, there was a total of 705 Penalty Charge Notices (PCNs) issued, out of these there are still outstanding payments for 61 PCNs. Any outstanding payments will be progressed via the formal recovery process.