# FLINTSHIRE COUNTY COUNCIL

Council Plan 2017/2023 In-year priorities 2022/23

# PART 2 How achievements will be measured - Supporting actions, tasks and measures

# **Performance Achievements 2022/23**

Actions, tasks and measures have been set to monitor progress against an activity or plan. Actions are dated according to the target month for achievement. Performance will be monitored by percentage progress against the actions with supporting commentary.

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Income Poverty	People on low income who are unable to meet day to day living costs	Chief Officer Housing and Assets

# **Achievement Actions:**

- Families are supported to be financially resilient by:
  - a) Maximising the number of people signposted for support to facilitate longer term change by March 2023
  - b) Ensuring that take-up to benefit entitlements is maximised in a timely way by processing claims efficiently by March 2023
  - c) Maximising take up of the Discretionary Housing Payments scheme and other financial support by March 2023
  - d) Continuing to offer our community hub (Contact Centres) approach giving access to a range of programmes, services and agencies together in one place by March 2023

- HA04 Increased financial risk due to unprecedented and unpredictable increased demand for Council Tax Reduction Scheme (CTRS) due to business
  closure, unemployment; reduced hours of work
- HA27 Increasing service demands to respond to HA04

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Average number of calendar days to process new claims for housing benefit and council tax reduction	17	20
Average number of calendar days to process change in circumstances for housing benefit and council tax reduction	3	8
Total spend of Discretionary Housing Payments (%)	130%	100%

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Child Poverty	Children who do not have access to adequate food, clothing, shelter and education to lead a healthy and active life	Chief Executive, Chief Officer Housing and Assets, Chief Officer Education and Youth

### **Achievement Actions:**

- The cost of sending children to school is reduced by:
  - a) Making the processes for claiming free school meals as simple and straightforward as possible to increase the percentage of take-up against entitlement by March 2023
  - b) Encouraging take-up of the free school breakfast for year 7 pupils eligible for free school meals by March 2023
  - c) Maximising the take-up of the school uniform grant by March 2023
  - d) Developing a network of school uniform exchanges across the county supported by enhanced web and social media promotion by March 2023
- Free access to books, ICT networks, devices and library services are maintained by:
  - a) Maintaining the network of seven libraries in partnership with Aura by March 2023
  - b) Increasing usage of online resources for children and young people by March 2023
- Children have access to play opportunities by:
  - a) Ensuring children have access to staffed open-access playwork projects in local communities by March 2023
  - b) Ensuring children have access to well-maintained outdoor play areas which offer a varied and rich play environment by March 2023
- Working with partners to ensure children in areas of social deprivation have access to food, exercise and enrichment schemes during school holidays by March 2023
- Ensuring children have the opportunity to access meaningful community sports programmes (which impact on a range of issues including anti-social behaviour, child sexual exploitation, drug and alcohol prevention and County Lines) by March 2023

- Providing children with access to well-maintained outdoor play areas which offer a varied and rich play environment by March 2023
- Maintaining access to Free Swimming to help tackle health inequalities by March 2023

# **Associated Risks:**

• Risks to be confirmed

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Percentage of secondary school offering the free breakfast to those eligible year 7 pupils	100%	100%
Number of libraries open	7	7
Usage statistics of online resources for children and young people	15,117	15,875
Total number of children pre-registered for Summer Play Scheme	2,712	2,500
Total number of children pre-registered for community and school play sessions/support	349	300

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
FOOD POVACY	People who are not able to access food that meets their daily nutritional needs and requirements	Chief Officer Housing and Assets

# **Achievement Actions:**

- Everyone in Flintshire has access to affordable, good fresh food by:
  - a) Developing a "Well Fed at Home service" by December 2022
  - b) Continuing to develop delivery of a "Hospital to Home" meals service by March 2023
  - c) Introducing a transported and delivered food service "Mobile Meals" to those who are vulnerable by March 2023

# **Associated Risks:**

· Risks to be confirmed

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Numbers of residents enrolled in the "Mobile Meals" service	27	24
Number of residents supported by the "Hospital to Home" meals service	27	24

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Fuel Poverty	Households that have higher than average fuel costs and meeting those costs will cause them to experience poverty	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Reducing the risk of fuel poverty for residents by increasing the energy efficiency of homes by March 2023 Linked to Affordable and accessible housing
- Engaging, supporting and referring vulnerable households to reduce fuel poverty and improve health and wellbeing by March 2023 Linked to Personal and Community Well-being

# **Associated Risks:**

• PE06 – Decreasing availability of funding to deliver fuel poverty projects due to re-prioritisation of funding streams

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Total number of households receiving energy efficiency support	1,293	1,200

Well-being Objective: Protecting people from poverty by supporting them to meet their basic needs

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Digital Poverty	Inability to interact fully in a digital world when, where and how an individual needs to	Chief Officer Planning, Environment and Economy, Chief Officer Governance, Chief Executive

# **Achievement Actions:**

- Supporting people to use digital technology through promotion of suitable training to develop digital skills and confidence in the communities we serve
   by March 2023
- Providing free of charge public access to the internet and devices where necessary at Flintshire Connects Centres, Aura library services and the four
   Leisure Centres by March 2023
- Increasing loans of devices through the Aura Digital Access Scheme by March 2023
- Increasing take-up of digital learning opportunities supported by Aura by March 2023

- CG04 Diversion of resource to emergency management response and recovery work delays implementation of key digital and infrastructure projects
- PE04 Failure to prepare and deliver Growth Deal projects due to potential realigning of capital funding

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
People can access Council information digitally to develop and retain their digital skills – the number of online transactions received by the Council	93,742	60,000
The number of subscriptions to My Account	22,902	27,500
Percentage of libraries providing free of charge internet access	100%	100%
Number of devices available for loan through Aura Libraries	77	77

Total loans of devices	76	85
Number of registered learners	69	75
Number of sessions provided	210	225
Number of online transactions across the Council	93,742	60,000
Number of eforms available online to enable people to apply, report and pay for Council services	130	160

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Housing support and homeless prevention	Offering support to people to retain their housing and live well and avoiding homelessness	Chief Officer Housing and Assets

### **Achievement Actions:**

- Commissioning a wide range of housing related support that meets the needs of the people of Flintshire by March 2023
- Promoting housing support and homeless prevention services with our residents and partners by March 2023
- Ensuring a multi-agency partnership approach to homeless prevention and develop a culture where homelessness is "everyone's business" by March 2023
- Ensuring when homelessness does occur, it is rare, brief and non-recurring by March 2023
- Developing and extending our Housing First and Rapid Rehousing approaches for those who do experience homelessness by March 2023
- Remodelling the "emergency beds" Homeless Hub accommodation offer and service delivery by March 2023
- Exploring opportunities to develop a young person's homeless hub offering accommodation and support services by March 2023

### **Associated Risks:**

• HA09 – Increases in Homelessness impacts on workforce capacity increased risk of legal challenge and budgets (Discretionary Housing Payments, and Spend to Save Prevention Funds)

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of presentations to the homeless service	1,372	1,400
Percentage of successful prevention outcomes for homelessness under Housing Wales Act 2014	63%	65%
Percentage of successful relief outcomes for homelessness under Housing Wales Act 2014	57%	45%
Number of households accommodated by the Council under Housing Wales act 2014 homeless duties	101	100

Average length of stay for those households in interim homeless accommodation under Housing Wales Act 2014	117	130
Number of referrals received through the Housing Support Gateway	1,328	1,400

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Housing Needs and Housing Options	Helping people to explore their housing options so they can access the right homes to meet their needs	Chief Officer Housing and Assets

# **Achievement Actions:**

- Promoting Single Access Route to Housing (SARTH), Common Housing Register, Affordable Housing Register and Housing Support Gateway within the community and with professionals - by March 2023
- Developing self-service approaches that enable people to identify their own housing options through online support by March 2023
- Piloting a risk assessment process to identify pre tenancy support needs to reduce risk of tenancy failure by March 2023 Linked to Poverty
- Reviewing our sheltered housing stock to ensure that it continues to meet the needs of current and prospective tenants by March 2023

### **Associated Risks:**

HA44 – SARTH register demand increases creating unmet need due to shortages of existing social housing (Flintshire County Council and Partners)

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of applicants on the Common Housing Register	2,401	2,400
Customer satisfaction data for the Housing Register Service	32%	40%
Number of applicants rehoused via SARTH by All Housing Partners	619	620
Number of applicants rehoused via SARTH by Flintshire County Council	441	440
Number of households rehoused with significant adaptations requirements	10	10

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Social Housing	Working with housing partners to develop and invest in affordable housing - with modern methods of construction, and a commitment towards carbon neutral	Chief Officer Housing and Assets, Chief Officer Planning, Environment and Economy

### **Achievement Actions:**

- Working with housing association partners to build new social housing properties and additional affordable properties by March 2023
- Increasing the Council's housing portfolio by building social housing properties and affordable properties for North East Wales (NEW) Homes by March 2023
- Ensuring that the Council housing stock meets the Welsh Housing Quality Standard and achieves a minimum SAP energy efficiency rating of 65 by December 2022 Linked to Green and Environment
- Developing plans 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 by March 2023 Linked to Green and Environment, Linked to Poverty
- Working with residents to ensure our communities are well managed, safe, and sustainable places to live by March 2023
   Linked to Green and
   Environment
- Supporting our tenants to access technology and create sustainable digital communities by March 2023 Linked to Poverty
- Listening to our tenants and working with them to improve our services, homes and communities by March 2023

- HA20 Increase in demand for responsive repairs and planned works once lock down restrictions are eased (NEW Homes) Increased cost and resource
- New Risk Delays in the pre-construction process due to planning and Sustainable Drainage Approval Body (SABS) Applications
- New Risk Delays to the construction phase caused by further Covid-19 outbreaks and/or BREXIT related supply chain issues

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of Council Homes under construction	77	77
Number of Council Homes completed	0	36
Number of Affordable Homes under construction via NEW Homes	0	21
Number of Affordable Homes completed via NEW Homes.	4	0
Number of Residential social landlords (RSL's) homes under construction	N/A	150
Number of Residential social landlords (RSL's) homes completed	N/A	41
To deliver the Welsh Housing Quality Standard to all Flintshire County Council stock by December 2022	100%	100%
Achieving a SAP rating of 65 or above will be one of the key measures to determine whether or not the WHQS standard has been attained.	100%	100%
Total number of Small Disabled Adaptations completed	N/A	320
Average number of days to complete a Small Disabled adaptation	N/A	30
Total number of Discretionary Medium Disabled Adaptations completed	N/A	40
Average number of days to complete a Discretionary Medium Disabled adaptation	N/A	88
Total number of Mandatory Medium Disabled Adaptations completed	N/A	60
Average number of days to complete a Mandatory Medium Disabled adaptation	N/A	88
Total number of Mandatory Large Disabled Adaptations completed	N/A	8
Average number of days to complete a Mandatory Large Disabled adaptation	N/A	330
Total number of Disabled Adaptations completed	N/A	428

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Private Rented Sector	Supporting the private sector to raise standards in the management and condition of housing and promote tenancy sustainment in our communities	Chief Officer Housing and Assets Chief Officer Planning, Environment and Economy

### **Achievement Actions:**

- Engaging with private sector tenants, giving them a voice and responding to their needs by March 2023
- Working in partnership with landlords and private sector agents to better understand their needs by March 2023
- Developing a "landlord offer" that encourages landlords to work with the Council to raise standards of property management and condition of homes where needed by March 2023
- Improving access to private sector properties for those who are homeless, at risk of homeless and in housing need by March 2023
- Mapping Houses of Multiple Occupation (HMO's) across Flintshire to ensure legal minimum housing standards are met and to improve residents' quality
  of life by March 2023

### **Associated Risks:**

• HA45 – Private landlords face increasing financial pressures leading to instability within the Private Rented Sector, less affordable properties and increased demand and costs for social housing providers and homeless service

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of inspections of HMOs	18	35
Number of homeless households assisted under the Housing Wales Act 2014 to secure Private Sector Accommodation	62	64

Well-being Objective: Housing in Flintshire meeting the needs of our residents and supporting safer communities

### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Empty Properties	Bringing empty homes back into use to enhance the local housing market and improve our local communities	Chief Officer Planning, Environment and Economy

### **Achievement Actions:**

- Bringing empty homes back into use thorough the Empty Homes Loan by March 2023
- Exploring opportunities to develop a project management service for non-commercial landlords to encourage take up of the Empty Home Loan Scheme by March 2023
- Targeting 'problem' empty homes in our communities and using enforcement powers where appropriate to improve our communities and increase housing supply - by March 2023
- Exploring opportunities to maximise housing and revitalise our towns through the redevelopment of the High Street by March 2023 Linked to Economy

- New Capacity and resilience to deliver the Empty Homes service
- New Sustainability of Welsh Government funding to deliver the loan scheme

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
PAM/013 - Percentage of empty private properties brought back into use	3.6%	1.1%

**Well-being Objective:** 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Carbon Neutrality	A net carbon zero Council by 2030 and supporting wider decarbonisation actions across the County, making this central to Covid-19 recovery	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Gathering information on annual Council greenhouse gas emissions to submit to Welsh Government and the Climate Change Committee by September 2022
- Reviewing the procurement policy to reduce greenhouse gas emissions from suppliers by March 2023
- Developing plans towards net zero carbon for our assets in line with Welsh Government guidance' by March 2023
- Working with Flintshire's leisure and culture trust partners to reduce carbon emissions by March 2023

# **Associated Risks:**

• PE11 – Non-compliance with Welsh Government Carbon Reduction Target due to external factors such as willingness of the wider public to support initiatives and access funding to develop projects

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Council Greenhouse gas emissions	N/A	36,960 tCO2e

Well-being Objective: 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Climate Change and Adaptation	Be more resilient to the changes that have happened due to climate change and prepare for predicted future change	Chief Officer Planning, Environment and Economy

### **Achievement Actions:**

- Reviewing the Council's Flood Risk Management Strategy by March 2023
- Reviewing the Council's Strategic Flood Consequences Assessment by November 2022
- Carrying out flood investigations and alleviation works where appropriate by March 2023
- Assessing the feasibility of schemes within land assets for resisting flood and drought while enhancing biodiversity and increasing carbon storage by March 2023

# **Associated Risks:**

PE28 - Risk to service delivery through inability to recruit into vacant posts

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
There are no measures listed for this area	N/A	N/A

Well-being Objective: 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Fleet Strategy	Reducing the environmental impact of our fleet	Chief Officer Streetscene and Transportation

# **Achievement Actions:**

• Converting the authority's fleet to electric and alternative fuels (hydrogen etc) - by March 2023

- ST40 Interruption of available fuel to sufficiently operate fleet vehicles
- \*ST40a Increasing fuel costs due to instability in the fuel market

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Introduce electric vehicles into the recycling fleet	0	2

Well-being Objective: 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Green Environment	Enhance and increase biodiversity and trees to deliver multiple benefits for people, wildlife and the environment	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Delivering an increase in canopy cover as part of the Urban Tree and Woodland Plan by March 2023
- Enhancing the natural environment through the delivery of the Section 6 Environment Act Wales biodiversity duty by March 2023
- Delivery of green infrastructure projects under the Local Places for Nature grant funding stream by March 2023

# **Associated Risks:**

• PE12 - The implications of Ash Die back on finances and reputation of the Council due to the scale of the problem and the ability to make safe Highways and Council amenity land

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of Green infrastructure improvement projects and planting	N/A	10

Well-being Objective: 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Green Access	The promotion, good management and protection of our green spaces to deliver multiple benefits to the environment and our residents and visitors	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Exploring opportunities to develop the Flintshire Coast Park through the production of a scoping study by March 2023
- Delivering the Rights of Way Improvement Plan with a focus to ensure improved access for all and the promotions of Walking for Health by March 2023

# **Associated Risks:**

• New – Bid to Welsh Government Access Improvement Grant is not approved and the impact on the ability of the service to deliver the improvements

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of Kissing Gates and barriers removed from Public Rights of Way	N/A	30

Well-being Objective: 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Renewable Energy	The promotion and support of renewable energy opportunities across the Council Estate and wider communities.	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Assessing the feasibility of renewable energy and land assets and link to wider carbon ambitions by September 2022
- Agreeing appropriate investment strategy for future renewable energy developments by September 2022 Linked to Economy

# **Associated Risks:**

• PE11 – Non-compliance with Welsh Government Carbon Reduction Target due to external factors such as willingness of the wider public to support initiatives and access to funding to develop projects

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Council Greenhouse gas emissions	N/A	36,960 tCO2e

Well-being Objective: 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

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Active and Sustainable Travel Options	Provide opportunities for increasing levels of walking and cycling (active travel) and enable access to other alternative and sustainable methods of travel	Chief Officer Streetscene and Transportation

### **Achievement Actions:**

- Promoting the use of public transport through the further development of the Council's core bus network by March 2023 Linked to Economy
- Promoting multi modal transport journeys and the development of strategic transport hubs by March 2023 Linked to Economy
- Developing the County's electric car charging network by March 2023
- Promoting active travel and further developing the County's walking and cycling network by March 2023 Linked to Personal and Community Well-being

# **Associated Risks:**

• ST24a - Unable to progress with key infrastructure improvement projects due to resilience in staff, contractors and supply chain

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Introduce Electric Charging points at key locations across the County	4	17
Develop multi- modal transport hub at Garden City	0	1

Well-being Objective: 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

# What we will do in 2021/22:

Priority	Definition	Lead Officer (s)
Lifelliar Economy	Support and promote the Welsh Government's strategy to create a sustainable, circular economy in Flintshire	Chief Officer Streetscene and Transportation

### **Achievement Actions:**

- Achieving Welsh Government recycling targets by March 2023
- Developing and extending the Standard Yard Waste & Recycling Transfer Station by March 2023
- Supporting and promoting the Re-Use and Repair initiatives in partnership with Refurbs Flintshire by March 2023 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills
- Promoting the option to reuse and repair unwanted items at Household Recycling Centres by partnering with local Charities or social enterprises by March 2023 Linked to Poverty, Linked to Personal and Community Well-being, Linked to Education and Skills
- Working in partnership, actively support and engage with community led groups by developing recycling initiatives by March 2023 Linked to Poverty
  Linked to Personal and Community Well-being, Linked to Education and Skills
- Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient by March 2023 Linked to Economy

- ST28 Unable to accept and process waste and recycling due to the loss of Environmental Permit
- ST28a Unable to gain regulatory approval (planning; Drainage; environmental permitting) to progress key infrastructure projects in a timely manner due to delays in processing applications
- ST36a Loss of key suppliers or partner organisations to deliver key operational services due break in operations (fire, loss of permit, sickness)
- ST41 Unable to dispose of waste and recycling products due to end producer availability
- ST50 Inability to achieve national recycling targets due to increased residual waste tonnages collected

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Percentage of waste reused, recycled or composted	62%	70%

Average Recycling rate across Household Recycling Centres (HRCs)	80.02%	80%
Introduce an electronic labelling system for waste collection services	N/A	1

Well-being Objective: Enabling a sustainable economic recovery and growth

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Town Centre Regeneration	Regenerate and re-invent our town centres	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Monitoring the health and vitality of town centres to support effective management and business investment decisions by March 2023
- Encouraging and supporting investment in town centre properties especially to facilitate more sustainable uses by March 2023 Linked to Affordable and Accessible Housing
- Improving the environment in town centres by March 2023
- Supporting the growth of community enterprises in town centre locations by March 2023

# **Associated Risks:**

• PE03 – Unable to regenerate Town Centres through implementation of the Town Centre Strategy due to insufficient resources and the compound economic consequences of the emergency situation

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
There are no measures listed for this area	N/A	N/A

Well-being Objective: Enabling a sustainable economic recovery and growth

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Business	Enable business continuity and encourage appropriate investment	Chief Officer Planning, Environment and Economy

### **Achievement Actions:**

- Engaging town centre small businesses and improve support packages available to them by March 2023
- Supporting small and/or local businesses to engage with public sector procurement opportunities by March 2023
- Supporting recovery of the County's street and indoor markets by March 2023
- Supporting growth of the local and regional food and drink business sector through marketing and collaborative projects by March 2023
- Supporting recovery of the tourism and hospitality sectors and rebuild confidence in the industry by March 2023
- Increasing the scale and impact of the social business sector by March 2023
- Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient by March 2023 Linked to Green Society
  and Environment

# **Associated Risks:**

PE03 – Unable to regenerate Town Centres through implementation of the Town Centre Strategy due to insufficient resources and the compound economic consequences of the emergency situation

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of small or micro businesses receiving support	2,495	300
Number of social enterprises receiving support	41	45
Number of local businesses supported to reduce their carbon footprint and become more resource efficient	10	30

Well-being Objective: Enabling a sustainable economic recovery and growth

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Transport Connectivity	Develop and promote effective transport connectivity while supporting recovery and economic growth	Chief Officer Streetscene and Transportation

# **Achievement Actions:**

- Developing and delivering transport infrastructure improvements as part of North Wales Metro programme and the Council's Integrated Transport Strategy by March 2023 Linked to Green Society and Environment
- Ensuring Flintshire strategic transport priorities are well-represented in the Regional Transport Plan from the forthcoming Corporate Joint Committee development by March 2023 Linked to Green Society and Environment

- ST24a Unable to progress with key infrastructure improvement projects due to resilience in staff, contractors and supply chain
- ST49 Inability to deliver transport and highway network schemes due to service capacity and resilience
- ST49a Inability to deliver National Welsh Government transport and highway schemes due to insufficient capacity, resources, contractors

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of bus quality partnerships on the core network	0	1
Number of schemes delivered through the Welsh Government Active Travel Fund	3	3

Well-being Objective: Enabling a sustainable economic recovery and growth

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Digital Infrastructure	Ensure the digital networks facilitate and support recovery and growth	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Starting delivery of the local plans within North Wales Growth Deal for digital infrastructure by March 2023
- Connecting further rural communities to improved digital infrastructure by March 2023

# **Associated Risks:**

• PE24 Failure to deliver the Flintshire element of the Regional Growth Deal

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
There are no measures listed for this area	N/A	N/A

Well-being Objective: Enabling a sustainable economic recovery and growth

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Local Development Plan (LDP) Targets	Achieve LDP policy objectives for growth, protection and enhancement	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Ensuring timely adoption of the LDP once Inspector's Report received by December 2022
- Monitoring overall Plan performance via the Annual Monitoring Report (AMR) and submit to Welsh Government by March 2023
- Maintaining and update the LDP Housing Trajectory in line with planning decisions made by March 2023
- Making decisions at Planning Committee in line with the adopted LDP by March 2023
- Referencing the LDP growth strategy in early work on a North Wales Strategic Development Plan (SDP) by March 2023

# **Associated Risks:**

• New Risk – Local Development Plan is not adopted within 8 weeks following receipt of Inspector's report

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of calendar weeks for the adoption of the Local Development Plan following receipt of the Inspector's report	N/A	8

Well-being Objective: Enabling a sustainable economic recovery and growth

### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Spending money for the benefit of Flintshire	Grow our local economic vitality through social value commitments and procurement strategy	Chief Executive

### **Achievement Actions:**

- Continuing to generate social value outcomes through the Council's procurement activities by March 2023
- Supporting supply chain partners to measure and convert their social value offerings through procurement commitments, into real and tangible benefits for local residents and communities – by March 2023
- Reviewing the Social Value Strategy to identify further opportunities to maximise social value across the Council, its services and expenditure by March 2023
- Generating local spend to support economic growth through the inclusion of social value measures in procurement activity by March 2023

### **Associated Risks:**

- New -Demand and capacity to deliver
- New Foresight of systemised contracts register/ planned procurement
- New Impact caused by political and economic changes such as Brexit and COVID-19 recovery

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of contracts delivering community benefits	69	60
Monetary value of community benefits as measured against the Flintshire Themes Outcomes and Measures (TOMs) Framework	£2,854,266.00	£2,400,000.00

**Please Note:** Targets for 2022/23 are reduced in line with capacity and the current resource in place as formally agreed by Chief Officer Teams and Cabinet in January 2022. The measures have been calculated based on previous years, and are our best conservative estimate. This is subject to the demand for the service, and to the types of individual contracts procured within the financial year in terms of size, scope, duration and value of the contract, to ensure social value can be included, and which is proportionate and achievable. Therefore, the targets may slightly increase or decrease for this reason.

Well-being Objective: Enabling a sustainable economic recovery and growth

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Reducing worklessness	Work with our partners to support individuals to gain employment	Chief Officer Planning, Environment and Economy

# **Achievement Actions:**

- Co-ordinating a multi-agency approach to support businesses to recruit people from disadvantaged groups by March 2023 Linked to Poverty
- Delivering mentoring and wider support programmes to assist disadvantaged people to re-engage with the labour market by March 2023 Linked to
   Poverty

# **Associated Risks:**

• Difficulties in filling vacancies due to tight labour market

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of individuals entering employment, learning or volunteering	153	247
Number of individuals receiving support	367	600

# **Theme: Personal and Community Well-being**

Well-being Objective: Supporting people in need to live as well as they can

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Independent Living	People will be supported to live as independently as possible through the right type of support, when they need it	Chief Officer Social Services

### **Achievement Actions:**

- Developing a plan to provide additional placements for step down care within our in-house provision by March 2023
- Continuing to grow the Microcare market, utilising one Development Officer post by March 2023
- Developing an Early Years Strategy to ensure that all our children ages 0-7 have the best possible start in life and are able to reach their full potential
   by March 2023
- Plan for the relocation of Tri Ffordd supported employment project to a central site in Mold by March 2023
- Supporting people to achieve their mental well-being outcomes by promoting personal and community well-being through open access courses delivered by the Learning Partnership by March 2023
- Working 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:
  - Milestone: Clear pathways established by 31 March 2023

### **Associated Risks:**

• SS037 - Vacancy pressures across Social Services due to local, regional and national difficulties in recruitment and retention of qualified and experienced social workers, occupational therapists and direct care staff impact on service delivery

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of Microcare providers	24	34
Number of Microcare customers	N/A	34
Direct Payments as a % of home-based services	39	38

Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards	100%	98%
Percentage of requests for equipment that meet or exceed the national 7 Day standard	100%	80%
Percentage of equipment that is re-used	92	70%
Number of courses delivered by the Learning Partnership	N/A	TBC - Baseline year
Number of attendees for courses delivered by the Learning Partnership	N/A	TBC - Baseline year

# **Theme: Personal and Community Well-being**

Well-being Objective: Supporting people in need to live as well as they can

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
	Implement and promote the new safeguarding procedures so our employees understand how they can help safeguard people in the community	Chief Officer Social Services

# **Achievement Actions:**

- Continuing to promote the corporate e-learning package by March 2023
- Preparing for the implementation of the new Liberty Protect Safeguard procedures by March 2023

- SS06 Some individuals are illegally detained awaiting Liberty Protection assessments because there is insufficient capacity to absorb the introduction of Community assessments
- SS19 More children and families experience ACE's (Adverse Childhood Experiences) as family relationships breakdown, or become strained, due to the pressures of lockdown and rising financial pressures

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
The percentage of adult safeguarding enquiries that met the 7 day timescale	92.5%	92%
The percentage of children who were reported as having run away or gone missing from home who were offered a return interview	100%	100%
The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	N/A	98%
The percentage of Pre-birth assessments completed within timescales	N/A	93%

# **Theme: Personal and Community Well-being**

Well-being Objective: Supporting people in need to live as well as they can

# What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Direct Provision to support people closer to home	The services we provide so people can access the support they need in their local community	Chief Officer Social Services

### **Achievement Actions:**

- Setting up a registered Children's Home to help avoid the need for residential placements outside Flintshire by March 2023
- Continuing to grow our in-house homecare service to support more people to live at home by March 2023
- Continuing to grow our in-house fostering service to support more looked after children by March 2023
- Developing an action plan for the progression of the advocacy priority by March 2023

- SS01 Expenditure on out of county placements increases as placement costs increase in a demand led market
- SS10 Insufficient capacity to provide the quantities and levels of care to clients at home and in the community because of challenges in recruitment of direct care workers and instability in the care market
- SS21 Targets for Mockingbird are missed due to a failure to recruit foster carers to the scheme given the constraints on completing assessments for carers and providing training
- SS22 An insufficient supply of placements leads to young people being placed in unregulated settings

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Rate of people over 65 helped to live at home per 1,000 population	33	34
Number of new foster carer approvals in the year	8	5
People with a learning disability accessing Project Search to improve their employability skills	6	12

# **Theme: Personal and Community Well-being**

Well-being Objective: Supporting people in need to live as well as they can

## What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Local Dementia Strategy	Continuing to improve the lives of people living with dementia in Flintshire	Chief Officer Social Services

## **Achievement Actions:**

• Establishing a Dementia Strategy Implementation Group, to include representation from people with lived experience – by March 2023

## **Associated Risks:**

Risks to be confirmed

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of people supported through the Dementia Strategy	600	810

## **Theme: Personal and Community Well-being**

Well-being Objective: Supporting people in need to live as well as they can

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
A well-connected, safe and clean local environment.	Resilient communities where people feel connected and safe	Chief Officer Streetscene and Transportation,

#### **Achievement Actions:**

- Protecting residents and our environment from pollution and other public health and safety hazards by achieving the Streetscene Standard by March 2023
- Working in partnership, actively support and engage with community led groups by developing Local Environmental Quality initiatives by March 2023

  Linked to Green Society and Environment
- Working with two local communities to inform a long-term vision and delivery plan for using the Flexible Funding Grant programme to achieve positive outcomes for people by March 2023
- Contributing to Public Health Wales' priorities through partnership working with Aura by:
  - Improving mental well-being and resilience by March 2023
  - o Promoting healthy behaviours by March 2023
  - Securing a healthy future for the next generation by March 2023

#### **Associated Risks:**

• \*ST43a - An increase in environmental crime (littering, dog fouling, side waste) due to increased footfall in public and open spaces and residents not disposing of waste appropriately

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Achieve minimum level of agreed Streetscene standards	85%	85%
Number of targeted environmental educational campaigns	3	2

Number of community engagement events to promote improved Local Environmental Quality	2	2
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Well-being Objective: Enabling and supporting learning communities

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Educational Engagement and Achievement	Providing diverse learning opportunities to support educational achievement in schools and communities	Chief Officer Education and Youth

#### **Achievement Actions:**

- Maintaining support for the rollout of the revised curriculum for pupils from 3-16 which better prepares them for their future lives and employment by
   March 2023
- School employees continuing to access the GwE professional learning offer and engage in cluster working by March 20023
- Embedding 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 by March 2023
- Working with schools to support development and implementation of flexible and bespoke educational packages to improve attendance and engagement
   by March 2023

- EY25 Schools insufficiently prepared to implement new curriculum which impacts adversely on leaners
- EY12 Deteriorating school buildings adversely impacts on curriculum delivery
- EY26 Ineffective school leadership results in poor pupil outcomes which increases risk of schools being placed in statutory Estyn categories
- EY27 School leadership and governance is ineffective due to lack of engagement in professional development and support programmes
- EY30 Increased numbers of young people not in Education, Training and Employment due to lack of pupil engagement
- EY29 Reduced performance in Science, Technology, Engineering and Math's subjects at post 16 could impact on access to local apprenticeships and progression into higher education
- EY31 Increase in young people subject to intervention by the Youth Justice Services due to the impact of school closures and revised service delivery models.
- EY32 Young people in the Youth Justice Service not accessing minimum statutory education offer due to lack of pupil engagement

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Percentage of schools maintaining progress against key milestones in implementation of the new curriculum	100%	100%
Reduction in the number of permanent exclusions	9	25
Reduction in the number of fixed term exclusions	1,025	1,150
PAM/008 Percentage of pupil attendance in secondary schools	88.78%	89%
PAM/007 Percentage of pupil attendance in primary schools	92.7%	93%

Please note: - Measures for exclusions and attendance for the Council Plan 22/23 will be for the academic year 21/22 - reported in October 2022.

Well-being Objective: Enabling and supporting learning communities

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Digital Learning Opportunities	Supporting education engagement and achievement through proactive use of accessible digital media	Chief Officer Education and Youth, Chief Executive

#### **Achievement Actions:**

- Supporting schools and wider education services to increase their digital offer for children and young people by March 2023
- Upskilling employees within the Education and Youth Portfolio through access to the GwE professional learning offer and other appropriate training opportunities – by March 2023
- Embedding the delivery plan for Integrated Youth Services by maintaining focus on increased digital engagement- by March 2023
- Continuing to increase the range of digital material hosted on the North East Wales Archive website and other digital services to encourage greater participation by March 2023
- Continuing to monitor schools' provision for learners who are 'digitally disadvantaged' by March 2023
- Supporting schools to maximise their available hardware via the national Hwb programme and to ensure sustainable funding plans in place by March 2023
- Increasing take-up of digital learning opportunities supported by Aura by March 2023 Linked to Poverty
- Providing community training for online learning platforms in a partnership with Aura and Adult Community Learning by March 2023

#### **Associated Risks:**

• New - Hwb transformation programme deadlines are not met and schools do not have an effective digital strategy in place for December 2023

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of learners registered for digital learning opportunities	69	75

Number of digital learning sessions provided in English	21	25
Number of digital learning sessions provided in Welsh	0	5
Number of Adult Community Learning sessions provided in English	210	250
Number of Adult Community Learning sessions provided in Welsh	0	5
Number of Adult Community Learning attendees	408	450

Well-being Objective: Enabling and supporting learning communities

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Learning Environments	Creating aspirational and flexible learning environments	Chief Officer Education and Youth Chief Executive

#### **Achievement Actions:**

- Starting construction of the proposed 3-16 campus at Mynydd Isa by March 2023
- Consult on increasing capacity of Drury CP and Penyffordd CP schools through the School Organisation Code by March 2023
- Commissioning a contractor and start design and development process for Drury CP and Penyffordd CP by March 2023
- Seeking Council approval to progress B and B Wales Government 21st Century Schools Investment Programme by March 2023
- Progressing the development of a new premises plan for the North East Wales Archive by March 2023

- EY11 Fluctuating pupil demography impacts on sufficiency of school places
- EY12 Deteriorating school buildings adversely impacts on curriculum delivery
- EY13 Inability to fully deliver on Welsh Government 21st Century School Building Programme due to financial, workforce and contractor implications
- EY24 Inability to meet national archive accreditation standards due to poor quality of the accommodation
- EY06 Insufficient funding to deliver new archive premises

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Percentage of community space used in re-developed Flint Library and Wellbeing Hub	75%	75%

Well-being Objective: Enabling and supporting learning communities

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Learning Community Networks	Supporting our learning communities to engage and achieve through extensive partnership working unpinned by common safeguarding practices	Chief Officer Education and Youth, Chief Executive

#### **Achievement Actions:**

- Continuing 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 by March 2023
- Developing the Delivery Plan for Adult Community Learning to increase engagement and improve skills within local communities by March 2023
- Developing a Supporting Learners strategy to increase levels of engagement and provide appropriate progression routes to further engagement, study or employment by March 2023
- Expanding the adult learning offer to reflect national, regional and local priorities in order to provide the skills required through partnership planning by March 2023
- Working with Adult Community Learning and Flintshire Learning Recovery and Wellbeing Network Partners to share best practice and maximise opportunities for learning within the community with opportunities to be available in all Aura libraries by March 2023
- Working in partnership with Open University Wales to support and signpost library users to Open Learn courses and subsequent learning pathways with Open Learn Champions in each library by March 2023
- Working in partnership with Aura to provide Alternative Provision to young people excluded from school to help gain meaningful qualifications by March 2023

- EY34 Adult Community Learning Partnership with Wrexham County Borough Council is not effective in procuring suitable providers to deliver quality learning opportunities for participants
- EY35 Adult Community Learning Partnership Delivery Plan is ineffective in ensuring engagement and achievement of adult learners

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of Adult Community Learning sessions provided	210	255
Number of libraries offering learning and development opportunities	7	7

Number of courses accessed through Open Learn	N/A	50
Percentage of Aura libraries offering an Open Learn Champion	100%	100%

Well-being Objective: Enabling and supporting learning communities

## What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Shecialist Enticational Provision	Extending local capacity to support learners with Additional Learning Needs (ALN)	Chief Officer Education and Youth

#### **Achievement Actions:**

- Implementing Year two of the Transformation plan for children and young people with additional learning needs, in line with Welsh Government legislation and associated guidance by March 2023
- Further defining and embedding the menu of outreach support and training to be offered to schools via Plas Derwen Pupil Referral Unit by March 2023
- Developing a strategic proposal for the next phase of the Additional Learning Needs provision which increases the level of in-house provision and seeks to reduce the reliance on out of county provision by March 2023

- EY15 Non-compliance with the Additional Learning Needs Education Tribunal (ALNET) Act 2018
- EY04 Increased financial costs to the Inclusion Service due to legal challenges
- EY05 Insufficient financial resources to support children and young people's emotional health
- EY16 Failure to make statutory provision for learners with special educational needs due to resource availability
- EY19 Insufficient local education provision to support learners with mental health needs
- EY20 Increased number of Special Educational Needs Tribunals due to inability to meet the statutory assessment process and accurately identify individual needs

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Percentage of schools maintaining progress against key milestones in the ALN reforms	85%	100%

Well-being Objective: Enabling and supporting learning communities

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Welsh Education Strategic Plan (WESP)	Working with schools and partners to support the Welsh Government's strategy to enable one million Welsh speakers by 2050	Chief Officer Education and Youth

#### **Achievement Actions:**

- Continuing to increase the capacity and take up of Welsh medium education to achieve Welsh Government targets by March 2023
- Continue to improve the Welsh language skills of employees in schools to more effectively support learners and the delivery of the curriculum by March 2023
- Providing targeted support and intervention to schools to raise standards and promote bilingualism by March 2023
- Extending the range of youth services delivered bilingually to encourage young people to retain and use their Welsh language skills into early adulthood
   by March 2023
- Embedding the role of the Integrated Youth Provision Welsh language coordinator by March 2023
  - Ensuring all digital and face to face youth and play provision has an increasing bilingual offer which supports the expansion of the Council's Welsh Language immersion programme – by March 2023

- EY17 Failure to meet the statutory targets in the Welsh in Education Strategic Plan due to insufficient parental take up of Welsh medium education
- EY28 Ineffective school leadership results in standards of Welsh in schools falling below the national average

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of pupils in year 1 in Welsh medium education	N/A	130
Number of Year 11 pupils studying Welsh	N/A	103

Well-being Objective: Enabling and supporting learning communities

#### What we will do in 2022/23:

Priority	Definition	Lead Officer (s)
Well-being	Working with schools and partners to provide opportunities for children, young people and the education workforce to engage in activities which support their emotional health and well-being	Chief Officer Education and Youth

#### **Achievement Actions:**

- Rolling out the National Framework for Embedding a Whole School Approach to Emotional Health and Wellbeing in all Flintshire schools by March 2023
- Supporting all secondary schools to complete the School Health Research Network survey in 2022
  - o Developing action plans based on the findings, particularly in relation to Emotional Health and Wellbeing by March 2023
- Meeting the requirements under Wellbeing Whole School Approach Development Fund for employee training and pupil engagement by March 2023
- Consolidating the Inspire Youth Work Hospital Project which provides support to young people at risk of self-harming behaviour by March 2023
- Improving awareness of trauma informed practice with schools and Education and Youth employees by March 2023

- EY05 Insufficient financial resources to support children and young people's emotional health
- EY19 Insufficient local education provision to support learners with mental health needs

Achievement Measures	Baseline Data (2021/22)	2022/23 Target
Number of schools who have enrolled with the National Nurturing Schools Programme and completed the training	15	15