



Annual Performance Report 2021/22

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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 2021/22 against the priorities set and progress against our Well-being Objectives.

The report covers:

- Actual and comparative performance information.
- Our performance against the Future Generations Ways of Working and our Own Well-being objectives.

Priority Setting

Flexibility in planning has been necessary during 2021/22. Corporate and portfolio strategic and operational risks have been monitored as part of ongoing recovery process and not directly linked to the Council Plan for 2021/22.

Alignment of Council Plan Priorities and Well-Being Objectives

For 2021/22, the Well-being Objectives have been allocated to the respective portfolios as detailed below:

Portfolio	Well-Being Objectives
Education and Youth	<ul style="list-style-type: none"> • Protecting people from poverty by supporting them to meet their basic needs • Enabling and Supporting Learning Communities • Supporting people in need to live as well as they can
Housing and Assets	<ul style="list-style-type: none"> • Protecting people from poverty by supporting them to meet their basic needs • Housing in Flintshire meeting the needs of our residents and supporting safer communities • Supporting people in need to live as well as they can
Governance	<ul style="list-style-type: none"> • Protecting people from poverty by supporting them to meet their basic needs
Planning, Environment and Economy	<ul style="list-style-type: none"> • Enabling a sustainable economic recovery • Protecting people from poverty by supporting them to meet their basic needs • 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 • Housing in Flintshire meeting the needs of our residents and supporting safer communities
Social Services	<ul style="list-style-type: none"> • Supporting people in need to live as well as they can
Streetscene and Transportation	<ul style="list-style-type: none"> • 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. • Supporting people in need to live as well as they can • Enabling a sustainable economic recovery
Chief Executives	<ul style="list-style-type: none"> • Protecting people from poverty by supporting them to meet their basic needs • Enabling a sustainable economic recovery

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 communities of Flintshire and some figures against how well we have performed last year 2021/22

- **2,777** children participated in the summer play scheme including **38** disabled children supported by volunteer buddies
- Duke of Edinburgh (DofE) - Participants from the Council dedicated **1,183** hours to volunteering with a social value of **£5465.46**
- **48** outreach sessions delivered in the community by 'Flintshire Sorted' across **10** areas in Flintshire
- Reduction in the number of first-time entrants into the youth justice system
- **1,224** applications for Discretionary Housing Payments (DHP) - advice and support provided as part (DHP) application process
- **£395,349** (DHP allocation and additional Government funding) spent supporting households due to impact of pandemic and cost of living rising costs
- **3,000+** Self Isolation Support Payment applications granted
- **140+** households provided with specialist advice and support, including Discretionary Assistance Fund, Warm Wales, Welsh Water, Supporting People, Free School Meals and Uniforms
- **Over 2,000** meals were delivered to families over half term and the Christmas holidays
- **8,672** applications processed for Winter Fuel Payment Support Scheme, awarding **6,682** eligible customers with £200 towards their fuel bills
- The rate of completion of small/priority adaptations doubled and **11** large adaptations were completed following 'hold on work' due to Covid
- **98%** of reported Anti-social behaviour (ASB) cases were closed as resolved with **100%** customer satisfaction rate in the handling of ASB case
- The Digital Flintshire Hub has attracted **over 7,000** views since it was launched in August 2021
- **22,902** subscriptions to 'My Account'
- **Over 92,000** digital self-service enquiries were received. This is an increase compared to the previous year and exceeds the target set for the year
- Council tax 'in-year' collections levels were the **2nd highest in Wales** - Outturn of **97.73%**, which is 0.7% above the previous year, an additional **£700k** being collected in year
- NDR 'in-year' collections levels recorded as being the **highest in Wales** with an outturn of **99.24%**, an increase of 1.5% on previous year. The national average was 95.9%
- The Council Tax and NDR service migrated **375** customer accounts across to the new Customer Portal
- **1,293** households supported to increase the energy efficiency of their homes exceeded the target of **1,200** set for the year
- **204** vulnerable households were supported to reduce fuel poverty and improve health and well-being. This exceeded the target set of 200 households.
- Approval of **£424K** 'house to home' loans to enable Empty Homes to be brought back into use
- **49** sites received biodiversity improvements

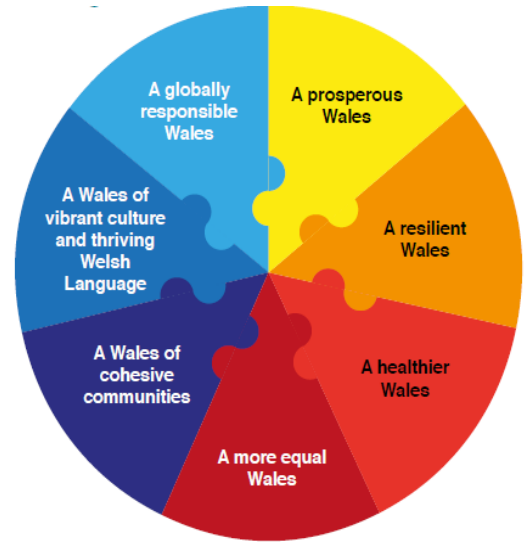
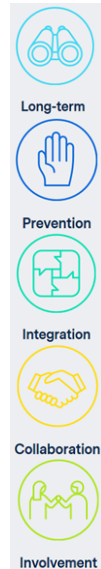
- **One of eight** local authorities across Wales (only authority in North Wales) to receive funding for the implementation of a 20mph speed limit scheme ahead of the national rollout
- **8** new foster carers were recruited
- **374** packages of reablement in the community were completed during the year, with **67%** reducing or removing the need for formal support
- **39%** of home-based support was delivered via a direct payment
- **92%** of community equipment was cleaned and reused
- **877** adult carers had their needs assessed during the year
- **600** people were supported through the Dementia Strategy
- **100%** of urgent requests for equipment met or exceeded the national 1-day response standards
- **100%** of requests for equipment met or exceeded the national 7-day standard
- **27** Micro-carers delivering services in the county
- Approximately **£3,229,432** of social value has been generated through the Council's procurement activities, surpassing the target of **£2,854**
- **62%** of the Council's contracts procured have included contractual social value requirements

Assessment of our Wellbeing Objectives

The Council set its Well-being Objectives in June 2021 to meet the requirements of 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
- being inclusive of people of all ages.



Further details on the Future Generations Act (FGA) and the seven wellbeing goals can be found by using this [link](#).

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

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.

Highlights of performance and what has been achieved

Portfolio: Education and Youth

Strong Performance

- During August 2021, 2,777 children participated in the summer play scheme. This included 38 disabled children supported by volunteer buddies
- Duke of Edinburgh (DofE) - Participants from **Flintshire County Council** dedicated **1,183** hours to volunteering between April 2021 and March 2022, with a social value of **£5465.46**
- Flintshire Sorted have delivered 48 outreach sessions in the community across 10 areas in Flintshire
- Reduction in the number of first-time entrants into the youth justice system
- Current national re-offending indicators demonstrate a reduction for children and young people and the lowest offending within our YOT family across England and Wales

Strong Stories

- Castell Alun High School – Successful completion and handover in August 2021 to provide for a new three-story specialist Art and Design Technology teaching block and remodelled internal accommodation, capital investment c£8.0m
- Brynford C.P School – £1.3m to extend hall, new classroom, stores, community room, staff room and refurbish some existing areas - Successful completion and handover in February 2022
- Queensferry Learning Campus – Successful completion and handover in February 2022, to develop existing learning campus to develop three learning facilities, capital investment c£11m:
 - Remodelling and refurbishment of Queensferry C.P. School
 - Plas Derwen – new build for pupils who require specialist intervention for their behavioural, social and emotional challenges
 - Ty Calon – new build community facility to deliver adult and young people community learning opportunities and sports facilities
- Launch of the new Integrated Youth Provision Plan – Multiplying Impact
- Development of LGBT+ open access youth club provision in partnership with Theatre Clwyd
- Ongoing development of LGBT+ groups within High School Settings. One is currently set up and facilitated by the School and Community Immersion Worker in Ysgol Treffynnon and delivered within the school timetable
- Ongoing specialist LGBT+ support from Integrated Youth Provision's Youth information office for schools wishing to develop and LGBT group within the school setting
- Targeted transition and mental health and wellbeing support provided to learners of Connah's Quay High School through an evening youth club provision. This group has been developed by the School and Community Immersion team
- Open Access Youth Provision has been opened at Deeside Leisure Centre. The dedicated youth club venue has been provided by Aura Leisure and Libraries following extensive renovation works. The weekly Youth Club is staffed by both Integrated Youth Provision and Aura's qualified youth work staff
- Integrated Youth Provision Detached team support Aura Leisure and Libraries to deliver community sports sessions
- The detached team also responded to issues and needs within Flintshire communities by providing youth work support that is not linked to a youth centre or building but on the streets and in the areas where young people congregate and spend their social and leisure time
- Integrated Youth Provision (IYP) and Wrexham Youth Service joint consultation work on the impact of Covid 19 on young people's mental health and wellbeing
- Integrated Youth Provision delivered a programme of activities through Summer of Fun and Winter of Wellbeing Funding. The activities were developed for young people to have fun and enjoy themselves but also provide information, support and guidance to young people

- Integrated Youth Provision (IYP) social media platforms aimed to reach out to young people to share information, support and signposting services from IYP and our partnership networks. It is also a method for young people, partners and members of the public to make contact and ask questions or request information
- Forest Schools were delivered by qualified youth workers to young people identified by schools who they felt would benefit from this additional and targeted support. Forest School is based on a holistic approach to mental health and wellbeing and the beneficial effects of learning in a relaxed outdoor setting but within a structure where they feel their achievements can be recognised by others (youth workers and school etc.) but also, more importantly, by themselves. This leads to increased confidence and self-esteem and has a positive effect on mental health and wellbeing. This approach has been hugely beneficial and is a much sought-after provision by our Flintshire High Schools
- **What Just Happened Project** – Flintshire’s Integrated Youth Provision (IYP) team launched a unique video highlighting insights into and reactions to the Covid-19 pandemic by young people and how it affected their lives. The video shows young actors voicing the thoughts and feelings of local young people and the scripted video shows a true reflection of how they coped during the last two years and how they have adapted to change
- **Can a Lles Project** - Flintshire’s Integrated Youth Provision (IYP) teamed up with a group of young people from Ysgol Maes Garmon recently for a new and exciting pilot project called ‘Cân a Lles’ (“Song and Wellbeing”). The project was led by singer songwriter Tom Collins who originally had a hook of a song as a starting point for the young people to work with. But these talented young people had other ideas and decided they wanted to write, compose and record their own song with Tom’s support. Following eight sessions they recorded their song called ‘Dal i Ddod’ (Still to Come)
- **Celf a Lles Project** – A project has been running within our Youth Clubs called ‘Celf a Lles’ this project is for young people in our youth clubs to create pieces of art that we could submit into the Urdd Arts and Crafts Competitions. Four youth clubs actively took part to create their pieces of art. From this project we had 31 young people that became members of the Urdd and we submitted 12 pieces of artwork in to the Eisteddfod. All work were awarded at County level, but one young person’s work made it to the National Eisteddfod where they came second throughout Wales. We visited the Urdd Eisteddfod in Denbigh with the young person to receive her reward. The Chair of the Council Cllr Mared Eastwood also joined us to support our young person from Greenfield Youth Club as did the clubs worker in charge.
- **Cymraeg Bob Clwb** – We have introduced ‘Cymraeg Bob Clwb’ to our youth clubs to introduce more Welsh in our open access delivery. The aim of the project is to create a bilingual environment where young people will see and hear the Welsh language in any form outside of an education setting. Resources have been created to support the Youth Clubs to promote the Welsh language, heritage and culture. The youth clubs have been supportive of this campaign, and many have started to create Welsh areas / rooms within their clubs
- **Cymraeg Bob Cynllun** – Welsh language has been introduced into play through the Play Development team. The team use basic phrases in all of their sessions with the children, resources have been created that encourage the use of the language but without infringing on the right of the child to play. The team have mentioned that children regularly ask to do their warmups in Welsh as we have introduced a fun and active warm up with the ‘lâr Ffyfici’ (Funky Chicken). Evidence is showing an increase in the use of the Welsh language in Play. We will also introduce more Welsh in to the 2022 Summer Playschemes
- Use of IT in schools following major investment programme by Welsh Government:
 - We currently have 19,000 desktop devices in use across our schools
 - All schools have up to date smartboard teaching devices for every regular class base
 - As a result, 70% of those surveyed use Edtech for learning for more than 30% of teaching and learning time
 - 90% use it naturally to develop literacy, numeracy, science and technology skills

- 90% of those surveyed say it has increased pupils' collaboration and independent skills
- **Welsh Language** - The informal use of Welsh in all schools is very much a strategic priority. All 5 Welsh medium primary schools in Flintshire have achieved their Gold award. All English medium primary schools in Flintshire have embarked on their journey with Cymraeg Campus, with 4 schools achieving the Silver Award, one of whom has now gone on to achieve the Gold Award. They are the first school in North Wales to achieve this
- **Reducing the impact on inequality** - The Healthy Schools Team have overseen SHEP Food and Fun in Flintshire since it began in 2018 initially with 2 schools. In 2021, over 160 children and young people aged 5-12 years benefited from SHEP in 6 schools, with over 2000 meals served during the 12-day programme
- **Support Period Dignity** - As part of the Period Dignity Grant the Portfolio launched a home subscription service for products to be delivered to home addresses of children and young people directly with a suitable provider. Training has been provided for schools and this has been linked to the work for RSE. A survey of users of this service was very positive with 96% agreeing the products were delivered in discreet packaging; 92% of responders saying they would recommend the providers' sanitary products to others and 91% of responders would consider using the provider again
- **Outdoor Learning to support learning and well-being** - As a result of a target to increase outdoor learning for pupils at key stage 2, 127 places have been taken up on a range of training by 154 teaching or teaching assistant practitioners over the past academic year. This has resulted in a 15% average increase in time spent learning outdoors and it has developed confidence in this area
- All schools in Flintshire have received training and support with regards to the implementation of the new legislation for children and young people with additional learning needs. Children are being moved to the new system in line with the Welsh Government timescales
- Officers and schools worked hard with children with a range of individual needs and their families to support continued engagement and intervention. This resulted in no appeals being lodged with Special Education Tribunal for Wales (SENTW)
- The levels of Year 11 pupils becoming NEET (not in education, employment or training) after completing compulsory education remain very low at 1.2% of the overall year group despite the impact of the Covid pandemic
- There has been a comprehensive offer of support to refugee families moving into Flintshire. This has included support to access and engage with education along with wrap around services to support the whole family to integrate successfully with the wider community

Improvement Areas

- Improving the monitoring, evaluation and learning from our investment and delivery within integrated youth provision to further evidence the immediate, medium and long-term impacts

Portfolio: Housing and Assets

Strong Performance

- 1224 applications for Discretionary Housing Payments (DHP) - advice and support provided as part (DHP) application process
- £395,349 (DHP allocation and additional Government funding) spent supporting households due to impact of pandemic and cost of living rising costs
- 3,000+ Self Isolation Support Payment applications granted
- 140+ households provided with specialist advice and support, including Discretionary Assistance Fund, Warm Wales, Welsh Water, Supporting People, Free School Meals and Uniforms
- 2000+ meals were delivered to families over half term and the Christmas holidays
- New Discretionary Grant Policy (2021), meaning adaptations of less than £10,000 could be approved without the requirement of means. This equated to 40% of medium sized adaptations being processed as discretionary
- 8,672 applications processed for Winter Fuel Payment Support Scheme, awarding 6,682 eligible customers with £200 towards their fuel bills
- The rate of completion of small/priority adaptations doubled and 11 large adaptations were completed following hold on work due to Covid
- Delivered additional schemes and initiatives for Welsh Government, whilst continuing to meet standard performance targets around Housing Benefits and Council Tax Reduction. (New Claims 19.25 days against target of 20 days; Change of Circumstances 4.5 days against target of 8 days)
- 98% of reported Anti-social behaviour (ASB) cases were closed as resolved with 100% customer satisfaction rate in the handling of ASB case
- Exceeded targets for providing local job opportunities on Welsh Housing Quality Standards (WHQS) refurbishment work programmes through our procured suppliers and contractors
- 2,000+ energy efficiency measures delivered to reduce fuel poverty and our ambitions towards decreasing our Co2 emissions

Strong Stories

- Apprentice gained full time employment position within Welfare Reform Team
- Members of the department gained qualifications in Advice and Support NVQ Levels 3 and 4
- Joint working with Revenues to deliver financial support via the Cost of Living Scheme. 10,070 customers received £150 towards the costs of their bills, in addition to the 32,000 customers automatically paid £150. Flintshire paid over 90% of the main Cost of Living scheme payments (one of two LA's achieving such high results against a Welsh average of 60%)
- Successful administration of a range of new grants and schemes in addition to business as usual work within the Benefits and Grants team
- Events for local residents held in the HRA community centres tackling loneliness and isolation
- The Community Support Hub in Shotton was opened providing support on poverty, digital inclusion and handing out lateral flow tests
- Hospital to home food safety box service for residents returning home from hospital to help them to continue to eat well
- Collaborative work with North Wales Fire and Rescue Service to deliver fire safety advice and support vulnerable tenants by installing stove guards
- Supporting resettlement schemes for Afghan and Syrian nationals and families fleeing the conflict in Ukraine. The only Authority in North Wales investing in caseworkers providing holistic packages of support, alongside statutory and third sector partners - recognised as good practice by Welsh Government. An Afghan individual supported is now employed by the Council as a caseworker to support our families

- The Council was successful in achieving the WHQS (Welsh Housing Quality Standards) in December 2021 as per the Welsh Government deadline

Improvement Areas

- Development of customer involvement strategy to increase satisfaction levels around involvement and participation in response to recent residents' survey
- Review end to end voids management process and explore best practice to improve voids performance
- Complete planned restructures and establish robust workforce planning to respond to increasing demands and pressures across the service

Portfolio: Governance

Strong Performance

- The Digital Flintshire Hub has attracted over 7,000 views since it launched in August 2021. The Hub provides resources to keep people safe online, training, health and wellbeing resources, digital events and activities. The Hub also provides information about the Council's ambitious plans contained in the Digital Strategy
- Over 92,000 digital self-service enquires were received during 2021-22, an increase on the previous year
- Recommended civil marriage and civil partnership ceremonies that were suspended over the last two years without disruption to existing bookings for 2021-22
- Successfully moved from traditional paper Registers to online registrations for marriage
- Continued to support the Councils hybrid workplace approach ensuring secure remote access for over 2,000 officers
- Council tax 'in-year' collections resulted in an outturn of 97.73%, which is 0.7% above the previous year. In monetary terms, this equates to an additional £700k being collected in year. The collection levels for 2021-22 are the 2nd highest in Wales
- NDR 'in-year' collections saw an outturn of 99.24%, which is 1.5% above the previous year. The collection levels for 2021-22 are officially recorded as being the highest in Wales and well above the national average of 95.9%
- The Council Tax and NDR service migrated 375 customer accounts across to the new Customer Portal
- 38,785 telephone calls were received by the Revenues service and 96% of these were answered promptly

Strong Stories

- Continued rollout of HWB infrastructure project in schools in line with Welsh Government funding award which has seen significant investment in core infrastructure, schools-based networks and classroom-based devices
- The number of subscribers to "My Account" continues to increase with 23,952 subscriptions so far
- The Digital Flintshire Hub launched in August 2021 on Flintshire's website. The Digital Hub promotes a range of tools to support people to develop their digital skills - help getting online, staying safe online, free digital training, help and advice
- Introduced Welsh Government's Child Burial Fund for parents suffering the loss of a child – administered by the Registrars offering a £500 payment
- New Concerns and Complaints Policy launched
- #BeKindOnline campaign and Social Media House Rules launched to set behaviour standards for everyone using social media as communication channel

- Refreshed website content for Elections – the Elections Hub launched at the end of 2021-22 in preparation for the county council elections in May 2022
- The Revenues service undertook a pioneering review using an external contractor to review entitlement to Council Tax exemptions for 284 properties where probate was pending on the estate of the last resident. The review led to new council tax charges of £27k
- Businesses continued to be supported throughout the covid recovery period and the Revenues service continued to award the final round of Business Support Grants during 2021-22 which resulted in grants of £2.18m being awarded to 904 businesses. The grants awarded in 21-22, when combined with grants in the previous year, has seen the Council awarding in excess of £56.6m in Business Support Grants

Improvement Areas

- Although Council Housing Rent arrears have stabilised, collection of rent remains challenging as the cost-of-living crisis continues to affect vulnerable tenants who are often less able to meet the rising energy and other living costs. 2021/22 Rent Arrears were £1.90m, which equates to £47k higher than the previous year. The service continues to provide early interventions and advice to support tenants who fall behind with their payment

Portfolio: Planning, Environment and Economy

Strong Performance

- The number of households supported to increase the energy efficiency of their homes and thereby contributing to the reduction in fuel poverty exceeded the target set for the year with 1293 measures being delivered against a target of 1,200
- The number of support and referrals of vulnerable households to reduce fuel poverty and improve health and wellbeing exceeded target with 204 households supported against a target of 200
- Approval of £424K 'house to home' loans to enable Empty Homes to be brought back into use
- 49 sites received biodiversity improvements
- The Access and Natural Environment team secured Woodland Investment Grant funding to plant over 12 Hectares with 4,000 trees to increase the resilience of Wepre Park and contribute towards the Council's Carbon reduction programme. This scheme also provided multiple benefits by improving public access and recreation and visitor experience with improved trails, information and signage, contributing to improved health and wellbeing of the local community. The trees were planted with local volunteers and school children
- This tree planting programme has been completed with projects externally funded through Welsh Government's Local Places for Nature grant and challenge fund. Semi-mature standards have been planted across the urban communities of Flintshire in line with policy target to increase canopy cover

Strong Stories

- The Climate Change Strategy was developed and adopted by the Council, setting an ambitious pathway to net zero carbon Council by 2030
- The Communities for Work team, with Jobcentre Plus and Careers Wales, held a Job Fair at Broughton Park in October 2021. Over 600 people attended the event which was supported by 15 businesses showcasing 200 vacancies in the retail and hospitality sector. The event was very successful with positive feedback from everyone who took part
- Communities for Work in partnership with Department for Work and Pensions and Careers Wales supported the Mitie redundancies in a two-day event (22nd and 23rd March). Mitie were managing 178 Covid testing sites across Wales which were set to close on the 31 March 2021, resulting in over 150 redundancies at their Deeside sites. Through this multi-agency approach, individuals being made redundant were able to access the support from all providers as well as employers who were there on the day with vacancy opportunities
- The Business Development team delivered a succession of Welsh Government funded Covid emergency grants to businesses throughout the year. 2,827 applications were processed and over £4m of funding was awarded to small businesses. Despite the workload created by the urgency of the programmes, the team took the time to help applicants, who were often unfamiliar with public sector processes, through the application process to ensure they got the money they needed
- The Council's Health and Safety Enforcement Team undertook a successful Crown Court prosecution against a care home who were found guilty of serious breaches to Health and Safety legislation in September 2021. The failings included unsafe systems of work and lack of risk assessments. This led to a member of staff who worked there to sustain life changing injuries. The company who owned the home were fined £90k, plus legal costs
- Trading Standards prosecuted a second-hand car dealer for two counts of theft. In one case the trader sold a car to a consumer, but the car was never delivered, and the money was never refunded, in the second case a car was sold, it was faulty and when the consumer returned the car the trader never fixed the problem and again did not refund the money. He was sentenced to 40 months in prison, suspended for 12 months plus 200 hours community work and ordered to pay £4800 compensation to the two complainants

- Specialist infection, prevention and control advice was provided to workplaces, care homes and educational settings in relation to COVID 19
- Successful recruitment to vacancies for Environmental Health Officers in a very competitive market attracting experienced candidates to allow the team to concentrate on more “business as usual” activities following the two years spent supporting the Council’s response to Covid
- Significant progress was made in relation to moving at a faster pace than the minimum requirements set out in the Food Standards Agency COVID-19 Local Authority Recovery Plan: guidance and advice to local authorities for the period from 1st July 2021 to 2023/24
- Focussed auditing of shellfish registration document completion was undertaken which increased the compliance levels and improved traceability through the food chain
- The Empty Homes team successfully progressed two problem empty homes through the enforced sales procedure resulting in both properties now being back in use
- Agreement to the concept of a Nutrient Management Board to control phosphate levels in our rivers
- Procurement and implementation of a new back-office system for the handing of planning applications. The system will subsequently be rolled out across the Portfolio
- Submission of a Levelling Up funding bid for improvements to the Wrexham/Bidston line and new station at Deeside

Improvement Areas

- Supporting local businesses in their efforts to reduce their carbon footprint and become more resource efficient
- Supporting individuals to enter employment, learning or volunteering opportunities
- Mapping of Houses in Multiple Occupation

Portfolio: Social Services

Strong Performance

- 12,910 of contacts for children received during the year (12% ↑)
- 1,242 new assessments completed for children during the year
- 702 children were supported with a care and support plan on 31st March
- 100% of children who went missing were offered a return interview
- 8 new foster carers were recruited
- 7,318 of contacts for adults received during the year (6% ↑)
- 3,242 new assessments completed for adults during the year (24% ↑)
- 2,020 adults were supported with a care and support plan on 31st March
- 374 packages of reablement in the community were completed during the year, with 67% reducing or removing the need for formal support
- 39% of home-based support was delivered via a direct payment
- 100% of urgent requests for equipment met or exceeded the national one-day response standards, this exceeded the target for the year
- 100% of requests for equipment met or exceeded the national seven-day standard, this also exceeded the target for the year
- 92% of community equipment was cleaned and reused
- 877 adult carers had their needs assessed during the year
- 600 people were supported through the Dementia Strategy

Strong Stories

- Completion of our expansion of Marleyfield House providing additional capacity at the site and state of the art facilities
- The Council's Lleisiau Clwyd Voices of the Future project, established with our partners Theatre Clwyd, was successful in being shortlisted as finalists for a prestigious Accolade award organized by Social Care Wales
- The Micro-care programme has been very successful, with 27 Micro-carers delivering services in the County
- Completion of the refurbishment work at Arosfa, increasing the provision and capacity to accommodate long term residents, and provide a quality local service as an alternative to out of county placements
- Further developed our actions to support people living with dementia
- We continued to grow and successfully progress our existing Mockingbird Foster Carer Support Model
- Developed our 'Small Homes Scheme' for children, which is currently supporting one child, and have commenced building works to develop two residential assessment centres for children
- Our wellness and recovery programme has adapted and expanded to support individuals with their mental health and well-being
- Our partnership with Hft continues to thrive in delivering services for people with learning disabilities
- We received a Highly Commended Award at the GeoPlace Conference 2021 for our innovative approaches, which include an interactive map of Dementia Friendly communities and services

Improvement Areas

- Establish a robust workforce planning model to anticipate future social care demands and develop the social work and direct care workforce ahead of the need

Portfolio: Streetscene and Transportation

Strong Performance

- The Council's waste strategy has been continually reviewed to respond to the changing lifestyle patterns of Flintshire residents due to the pandemic.
- The continued provision of home to school transport continued throughout the Covid 19 Pandemic. Additional services were also provided during periods of lockdown which included transporting the children of critical workers and the delivery of free school meals
- The Council's Bereavement Services responded effectively to the effects of the pandemic, whilst also undertaking the highest ever recorded number of public health burials
- The Council was one of eight local authorities across Wales (only authority in North Wales) to receive funding for the implementation of a 20mph speed limit pilot scheme ahead of the national rollout
- The Council is one of the only authorities in the UK to have successfully implemented a Singular Speed Limit Order ensuring the legitimacy of the Flintshire's speed limits
- Successful in acquiring £3.5m of Welsh Government capital grant funding for the progression of the following projects:
 - Implementation of Average Speed Cameras on the A5104 Rhydtalog to Treuddyn
 - Undertaking of a detailed study and implementation of accident remedial measures on the A5119 – Northop to Flint
 - Active Travel and school safety improvement works on the A550 Hawarden Road and Fagl Lane, Hope – delivery within 2022
 - Development of Active Travel and school safety scheme proposals at 6 primary schools in Flint
 - Development and delivery of Mold to Chester Strategic Cycle Route improvements, contributing to the Council's Strategic cycle network
 - Development of Active Travel improvements on Lower Aston Hall Lane
 - Active Travel in rural communities - active travel improvements in Caerwys
 - Delivery of Active Travel Core Funding programme incorporating a wide range of infrastructure improvements across the county
 - Development of Garden City Bus Shuttle Interchange
 - Implementation of engineering measures to reduce motor vehicle strikes on Padeswood Road Train bridge
 - Development of bus links to newly constructed Park and Ride facility on Deeside Industrial Park
- The Council has maintained Gold Award for the accuracy of the Streets Gazetteer
- Supported the growth of the North Wales Metro with the primary developments for the region

Strong Stories

- The Buckley repair and re-use centre opened to the public offering a number of upcycling and repair sessions centred around a welcoming café environment
- A weekly absorbent hygiene product (AHP) and nappy collection service was introduced to supplement the weekly recycling collections
- Side waste enforcement was reintroduced to minimise the amount of black sack (general residual) waste put out for collection.
- Actively supporting the Keep Wales Tidy "Caru Cymru" initiative and creation of a new environmental improvement coordinator to deliver community projects
- Community litter picking champions were supported with the issuing of equipment for them to utilise and the collection of all waste collected
- Completion of the £950k infrastructure development at Greenfield Household Recycling Centre, Composting Facility and Transfer Station
- The successful implementation the RFID system for garden waste subscriptions

- The development of a purpose-built training facility for the delivery of in-house training to the Streetscene workforce
- Approval granted to introduce a cashless payment solution for car parking charges
- The Holywell and Area Fflecsi bus service was introduced in July 2021 providing vital transport links for rural communities without accessible commercial services
- Completion of the Active Travel Network Map consultation
- The adoption of a new Cemetery Management System which has enabled the digitisation of the Council's cemeteries and records
- We supported the roll-out of more than 100 wildflower sites across the county
- We continued to deliver a winter maintenance service without disruption throughout the pandemic
- Electric Vehicle (EV) charging infrastructure was installed at our operational depot
- Supported in the success of national recognised awards in areas of public open spaces

Improvement Areas

- Downturn in the Council's recycling performance due to an increase in the amount of black sack residual waste being presented by residents following the pandemic – work will continue to review the waste strategy for 2023-2024
- A statutory review of the provision of local toilets will be undertaken in 2022

Portfolio: Chief Executives

Strong Performance

- 78,612 Payroll payments processed during 2021/22 with 99.47% accuracy
- Approximately £3,229,432 of social value was generated through the Council's procurement activities, surpassing the target of £2,854,266 outlined in the Council plan for 2021/22. This included the delivery of a diverse range of social, economic, environmental and cultural outcomes for local communities
- 62% of the Council's contracts procured in 2021/22 included contractual social value requirements

Strong Stories

- Introduction of a bilingual service provision for DBS checks
- Continued to support the organisation through the pandemic with limited impact on the services provided
- Occupational Health continued to provide 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
- Occupational Health continued to support the vaccination programme at Deeside Rainbow Hospital, four clinical staff attended one day per week
- The Council continued to increase social value from the Council's commissioning and procurement activities with good achievements made against then targets set
- The Council continues to be Nationally recognised for its work in social value, this is outlined in the following highlights for 2021/22:
 - Key panel speaker at the UK National Social Value Conference 2022
 - Key panel speaker at the National Social Value Conference in Wales 2021
 - Engaged as a key stakeholder in the independent review of social value policy and legislation commissioned by Welsh Government, which will support the upcoming Procurement Reform and Social Partnerships & Procurement Bills
 - Key Speaker at the Infuse Procurement Lab event held in March/April 2022
 - The Council were featured and positively regarded within the Commissioners Procuring Well-being in Wales Report published in 2021 by the Future Generations office

Improvement Areas







- Requests for Payroll interim payments increased from 0.40% to 0.53%

Council Plan Progress – Infographic of RAGs

Assessment of our Performance

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

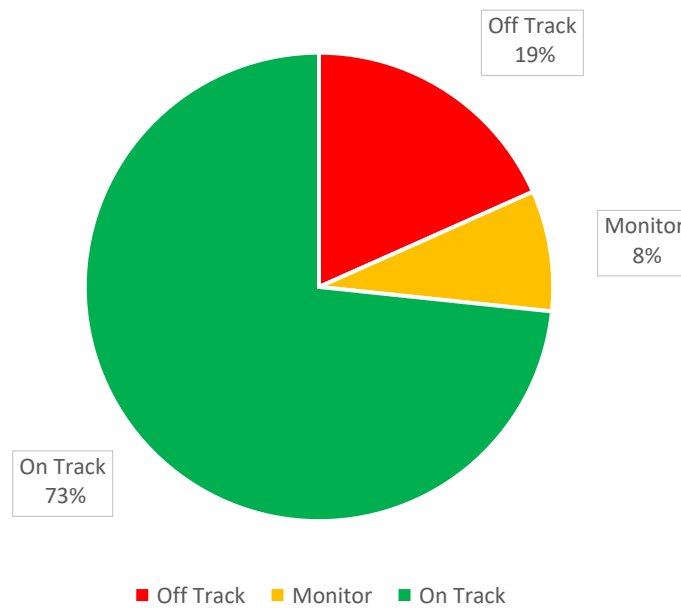
The key below defines the Red / Amber / Green (RAG) for measures contained in the End of Year Monitoring Report.

<u>Performance Status Key</u>		<u>Trend Status Key</u>	
	Limited Progress - delay in scheduled activity; not on track		Downturned – In comparison to the previous year’s data, the performance outturn has reduced
	Satisfactory Progress - some delay in scheduled activity, but broadly on track		Maintained – In comparison to the previous year’s data, performance is the same as last year
	Good Progress - activities completed on schedule, on track		Improved - In comparison to the previous year’s data, performance has increased

Council Plan Performance Summary 2021/22

Performance for 2021/22 against our Council Plan Measures is summarised in the chart below.

Chart 1a: Council Plan Performance Measures 2021/22



In summary:

- 73% of indicators achieved target or better compared to 67% in 2020/21
- 18% of indicators missed target compared to 13% during 2020/21
- 9% of indicators are being monitored compared to 20% in 2020/21

Chart 1b: Comparison of Performance RAG Status for Council Plan Measures - 2020/21 and 2021/22

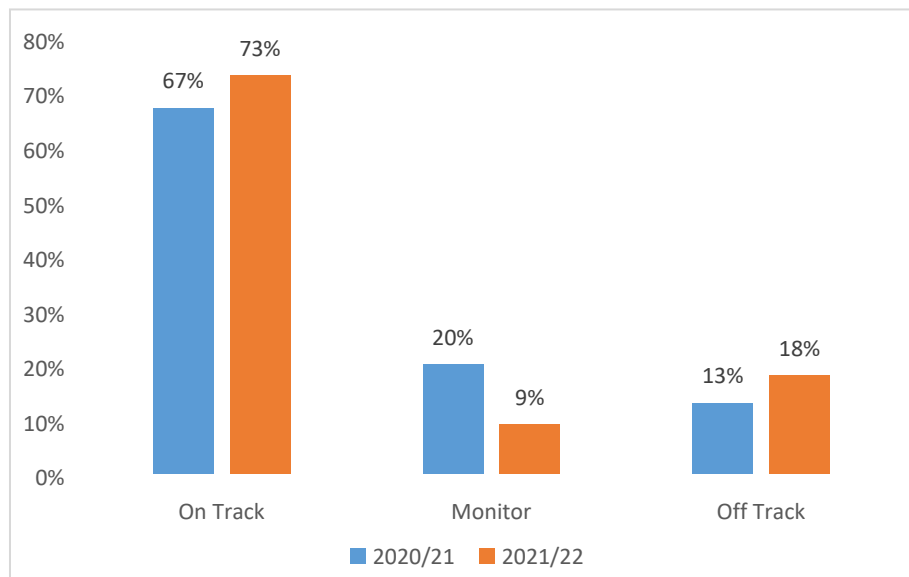


Chart 2: Council Plan Action RAG Status 2021/22

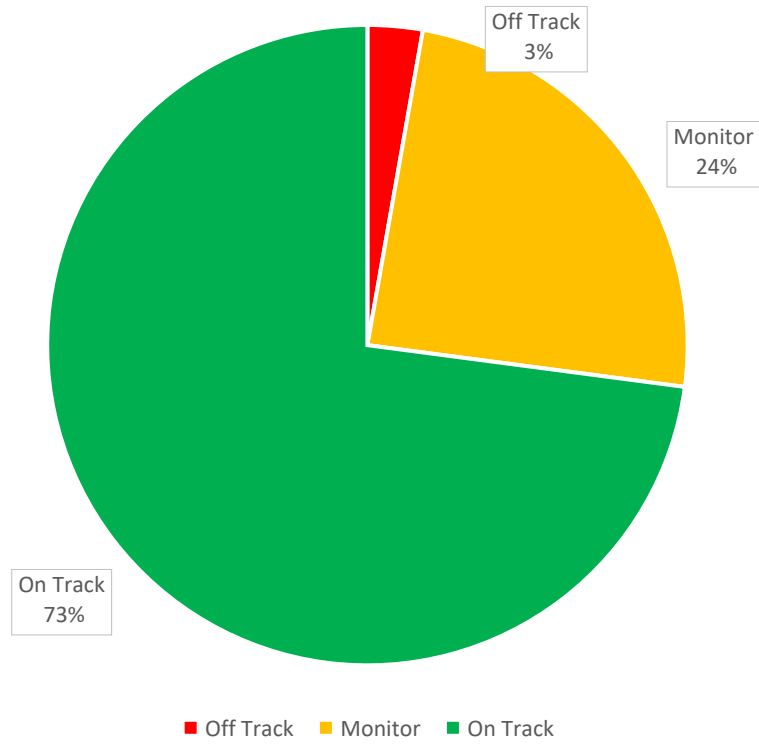
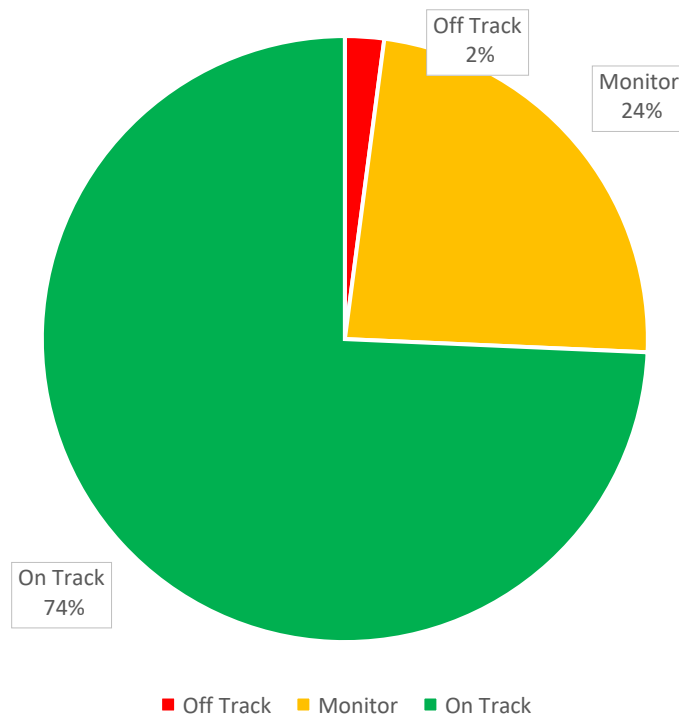


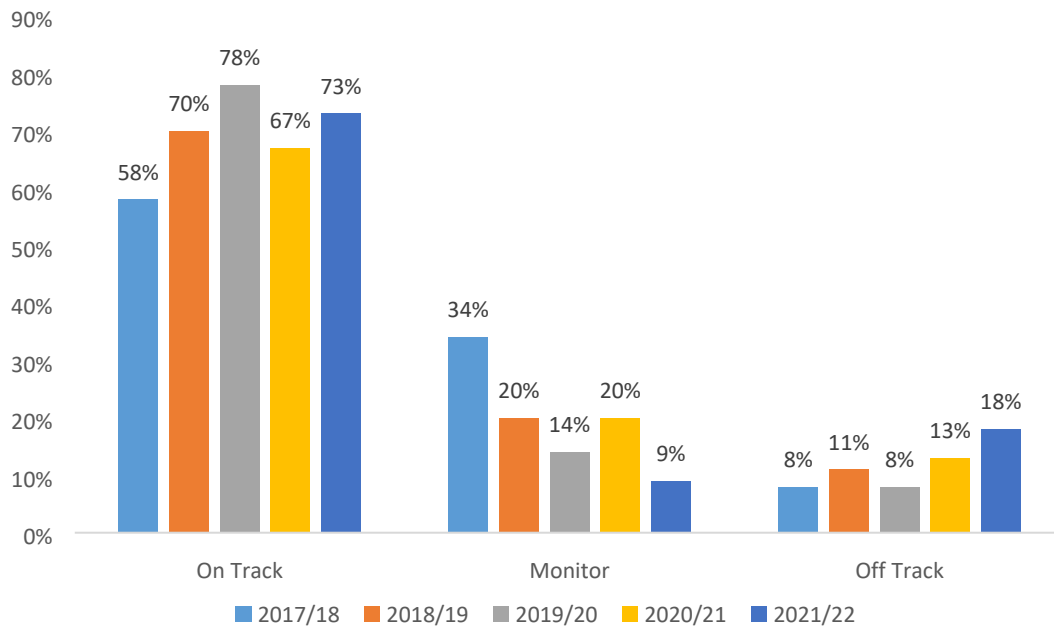
Chart 3: Council Plan Outcome RAG Status 2021/22



Council Plan Performance Data Summary

The table below demonstrates a comparison of performance data from 2017/18 through to 2021/22.

Chart 4: Percentage of Council Plan Measures Against Target - 2017/18, 2018/19, 2019/20, 2020/21 and 2021/22



Risk Management and Business Planning

In response to the pandemic, we invoked Flintshire Business Continuity Plans. These plans were designed to enable services to continue to function in the short-term. With response to the pandemic going on longer than short-term and changing to medium-term/longer-term, a new approach to business planning and recovery was developed. We developed business recovery plans based on an effective risk management approach which underpinned these plans. This approach embedded risk management into everyday activity and regular reporting of risk. Corporate Risk updates on recovery were shared at Recovery Committee between June 2021 and March 2022 as the response and recovery phases continued.

Future Generations (Wales) Act 2015: Five Ways of Working

The following case studies are just a few examples of positive performance during 2021/22 and demonstrate how the Council considered the five ways of working.

Case Study: Holywell and Area Fflecsi Bus Service



In July 2021, Flintshire County Council, working in partnership with Transport for Wales (TfW) introduced a new pre-bookable “Fflecsi” transport service in Holywell and the surrounding areas. Fflecsi is a different way to travel by bus and an exciting new service from Transport for Wales (TfW), which is being delivered in numerous locations across Wales in partnership with local authorities and local bus operators.

The aim of the new Fflecsi Service in Holywell and surrounding area is to develop the existing transport infrastructure and widen access to employment. By providing valuable transport links for residents in more rural areas the service enables travel to work, retail outlets, meeting with friends, appointments and connecting with other bus services for onward travel across North Wales and England.

Centred on linking communities to each other the Fflecsi service:

- Critical aim of eliminating transport poverty
- Providing isolated residents access to community events and facilities
- Encouraging residents to access bus travel instead of car use
- Providing younger residents with transport to after school and club activities.
- Embedding the benefits of Bus travel within communities

Long Term:

The Fflecsi service will encourage behavioural changes towards bus travel as an alternative to car travel amongst residents.

The Fflecsi service will promote active travel and in turn, contribute to the Council's Climate Change agenda.

The flexibility of the service and ability to book journeys via a telephone app will encourage a new generation of bus service users, helping secure the long-term future of public transport services.

The success of the Fflecsi service in Holywell has encouraged the introduction of a similar service in Buckley, due to be launched in August 2022.

Prevention:

The overarching aim of the Fflecsi service is to provide residents who were left without commercial transport services with the ability to connect to communities and services within their area. This will reduce the social isolation experienced by many and encourage a return to public transport services that have seen a steady decline in passenger numbers in recent years

Integration:

The Fflecsi service is available to all residents of all ages within the service area and allows travel across that service area, encouraging community activities, social events and attendance of after school clubs. Furthermore, residents who were previously unable to attend community and social events due to lack of transport are now able to join in, promoting well-being and connectivity with other residents.

Collaboration:

The Fflecsi service has been introduced in partnership with T.f.W and is operated by a local bus operator, providing local employment opportunities. (It has also been welcomed and supported by Town and Community Councillors.)

Involvement:

The Fflecsi service has opened the doors to new opportunities in local communities such as walking groups and coffee mornings and continues to grow in passenger numbers as the service is promoted with residents as a vital transport link within their community.

Further information on the Holywell and Wales Fflecsi Services are available on the links below:

<https://www.flintshire.gov.uk/en/PDFFiles/Roads-and-Travel/Bus-Timetables/Fflecsi-Leaflet.pdf>

<https://fflecsi.wales>

Case Study: Early Years and family Services Capital Works Scheme

Ysgol Derwyn



Westwood



Brynford CP



Community Project Work at the Holway Centre



The aim of the Early Years Capital Works has identified opportunities to improve childcare settings within Flintshire. The childcare settings will be able to deliver the childcare offer, the offer provides 30 hours of Welsh Government-funded early education and childcare to working parents of 3 and 4 year olds for 48 weeks of the year. By having improved facilities, there will be an opportunity for increased capacity.

This project originally commenced in 2019 but was delayed due to Covid. New childcare settings will be delivered across nine childcare schemes and a Flying Start (FS) scheme at Aston in Shotton. The project is underway and is due for completion by March 2023. The sites where the new childcare settings will be located are:

- Ysgol Derwen, Kinnerton
- Glan Aber CP, Bagillt
- Westwood, Buckley
- Ysgol Bro Carmel, Whitford
- Ysgol Sydchyn, Northop
- Ysgol Merllyn, Bagilt
- Ysgol Erscoob, Caerwys
- Brynford CP

- Aston Family Centre, Shotton – Part of the Flying Start (FS) development

As of March 2022, the following sites have been completed:

- Westwood, Buckley
- Ysgol Derwen, Kinnerton
- Aston Family Centre, Shotton
- Ysgol Merllyn, Bagilt
- Brynford CP

Collaboration:

The project has been enabled via funding from Welsh Government (WG). In order to deliver the expectations of the funding, Early Years have worked with 21st Century Schools and Property and Design Consultancy to appoint Wynne Construction as the principle contractor. Wynne's have then worked with the Council to engage and collaborate with each school and childcare setting to ensure that work is planned effectively with minimal disturbance to the children at school.

With the challenges of restrictions and access to sites, the communication and collaboration with all key stakeholders in the process has been essential to the delivery of the project to date.

There have been several opportunities to work with local training providers and sub-contractors to provide opportunities to school leavers, college students and under-graduates. Without this collaboration, some of these opportunities for young people to gain experience may not have taken place.

Integration:

The schools that the settings are located on manage the building and hire it out to providers. This has created the opportunity for robust business plans to ensure all settings are sustainable.

The increased capacity contributes to the overall data profile when the Council completes the Childcare Sufficiency Assessment (CSA). This uses a range of data to ensure that the service being delivered meets the needs of the people of Flintshire and allows for the development of further opportunities.

Wynne Construction have worked with the Council to develop community benefits. Some of these are:

- An Employment and Skills Plan for Ysgol Brynford and Ysgol Croes Atti
- An Employment and Skills Plan for 11 Early Years Centres

Involvement:

Throughout the project, one of the key aspects has been involvement. This is not just across the departments involved in the project but the school headteachers, school governing bodies and the managers of the settings. By taking this approach the project has been able to flourish and develop as it has gone on.

The next steps in terms of involvement will be with those accessing the setting to offer further understanding, future opportunities and the impact the project has made.

Long Term:

In the long term, the settings will provide more opportunities for learn and play, be more self-sustaining in their running costs, and demonstrate the ambition the Council has to ensure that suitable childcare provision is available to those in need.

Having a dedicated childcare site located on the school site, with fantastic space and facilities will help the children who access the setting to learn, develop and thrive. The support that this can offer families is also invaluable as it will enable families the opportunity to thrive and potentially offer the children more opportunities away from the childcare or school setting.

With work opportunities being provided, the project has very much contributed to the development of young workers and enabled them to gain vital experience at the start of their career journey.

Prevention:

By developing these schemes, there is now spaces that enable services to deliver a better experience to children to help them thrive and learn. It also enables the settings to expand their capacity to support more children. These positive aspects then help to support parents and families by reducing the strain on family income and ensuring that childcare is not a barrier to them undertaking employment opportunities.

Social Value - Case Study

Below, is one example of many case studies highlighting the benefits that have been achieved through the delivery of social value programmes through contracts during 2021/22:

Castel Alun High School extension



The contract comprised of a new three-storey art and design technology block within an existing school in Flintshire. Social value was a weighted component of the tender, and whereby real and tangible commitments to social value were contractualised through the procurement process.

Some of the key outcomes that have been achieved through the contract include:

- 30% (£1,361,830) spend with local supply chain partners within 20 miles supporting economic growth
- 43% of local labour within 20 miles
- Two full time employment opportunities provided to individuals who are rehabilitating ex-offenders through the Inside Connections employment programme
- One local person retained full time
- 6 hours supporting people into work through employability initiatives (over 24 years old)
- 31 apprenticeship weeks
- 40 trainee weeks
- 105 staff hours volunteering in local communities
- 6 weeks work experience placements
- 6 hours delivering educational initiatives with local schools
- 5 hours providing expert advice to local Micro, Small, Medium Enterprises (MSME's) and Voluntary, Community, Social Enterprises (VCSE's)

Equality

During the past 12 months we have re-established our Corporate Equality Board, to oversee performance and progress to meeting our Strategic Equality Plan (SEP) and complying with the Public Sector Equality Duty (PSED) including the socio-economic duty. We signed up to become a non-awarded member of the City of Sanctuary local authority network and have remained committed to welcoming people in need of safety as evidenced by our support for Refugees and people fleeing Ukraine. We have continued to participate in awareness events and days such as Lesbian, Gay, Bisexual and Transgender History month, Hate Crime awareness week and Holocaust Memorial Day.

The Council has recognised the importance of diversity and has made a commitment to becoming a Diverse Council and agreed a Diversity in Democracy action plan to achieve this aim.

Welsh Language

We are pleased to report that we have continued to support Menter Iaith Fflint a Wrecsam to celebrate Dydd Gŵyl Dewi and promote and share our Welsh heritage. This year more retailers than in previous years participated in the annual Saint David's Day themed window dressing competition, raising the visibility of Welsh culture across our towns.

The appointment of a full-time Welsh Language Community Officer within the Integrated Youth Provision services has resulted in an increased use of Welsh with children and young people. For example, the summer Play schemes actively used Welsh with children from English medium schools. The kit bags for future play schemes will now include resources to support Play Leaders use Welsh on all play sites, providing children and young people the opportunity to use the language outside of school. Further training will be available for the team to develop their confidence in using a little 'Cymraeg' on all sites.

We received one complaint about non-compliance with the Welsh language standards, this related to signage. We are now putting in place actions to ensure this does happen again. We have continued to make progress complying with the Welsh language standards, however, there have been some challenges with recruitment following the pandemic, in particular, the recruitment of Welsh speakers to some public facing posts. This impacts on the Council's capacity to deliver bilingual services.

Partnership and Collaboration Activity

Flintshire has a longstanding and proud track record of partnership working. The communities it serves rightly expect the statutory and third sector partners to work together to manage shared priorities through collaboration. The Flintshire Public Services Board is at the heart of promoting a positive culture of working together, setting shared priorities and combining resources for the benefit of Flintshire, with an overall aim of improving local well-being.

The Flintshire Public Services Board is a strong and unified forum, formally established on 1st April 2016 as a result of the "Well-being of Future Generations (Wales) Act 2015" coming into effect. The Board is made up of senior leaders from a number of public and voluntary sector organisations, including: Flintshire County Council, Betsi Cadwaladr University Health Board,

Natural Resources Wales, North Wales Fire and Rescue Services (as statutory members); along with North Wales Police, Public Health Wales, Flintshire Local Voluntary Council, Coleg Cambria, Glyndwr University, National Probation Services Wales, Welsh Government and a representative on behalf of Flintshire Town and Community Councils (as invited PSB participants). Together these organisations have worked positively in implementing the [Well-being Plan for Flintshire 2021-22](#) and have worked together to deliver the in-year priorities to improve services and outcomes for local people.

Over the past 12 months, the Flintshire Public Services Board has focused their efforts in two main priority areas, priorities that were continued from the previous year. These being:

- Community Safety – People are Safe
- Healthy and Independent Living

The other previous priorities for the Flintshire Public Services Board (Economy, Environment and Community Resilience) were developed as follows:

- **Economy** – this priority is being led at a regional level by the Regional Economic Ambition Board with relevant projects and activities being delivered locally
- **Environment** – this priority is a blend of both joint work with Wrexham and locally delivered commitments
- **Community Resilience** – this priority is being led jointly with Wrexham Public Services Board as a result of a decision made by the regional Strategic Recovery Group (made up of key public service leaders)

The emergency situation/pandemic changed our home, work and social lifestyles and all public and third sector organisations have supported individuals and communities in ways which we could not have foreseen. We continue to support recovery from the pandemic by working in partnership.

Whilst retaining their separate Public Services Boards, in June 2020 the Flintshire Public Services Board and Wrexham Public Services Board formed a Joint Public Services Board, realising the value in sharing knowledge and resources to tackle common challenges around the COVID-19 pandemic. This arrangement, with focus on community resilience, continued in 2021-22.

Over the past 12 months, The Flintshire Public Services Board have developed, consulted upon and published “An Assessment of Well-being in Flintshire 2022” which will help inform the priorities and development of the next Well-being Plan for the period 2023-28.

Regulation, Audit and Inspection

The Council is regulated by organisations throughout the year. These include, amongst others, Audit Wales (AW), Estyn for Education and the Care Inspectorate Wales (CIW).

Audit Wales published a Summary Report on behalf of the Auditor General for Wales called the Annual Audit Summary Report. This report summarises the outcomes of all work that AW have undertaken during the year. Overall, the Auditor General for Wales has reached a positive conclusion. “The Auditor General certified that the Council had met its remaining Local Government (Wales) Measure 2009 duties for the financial year 2020-21, as saved by an order made under the Local Government and Elections (Wales) Act 2021.”

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 sits alongside our strategic priorities as our most important obligation. We take appropriate steps to seek to protect the health, safety and well-being of all our service users, visitors and employees in everything we do.

Additional Background Information (Available upon request)

There are a number of related documents which support this Annual Performance Report. These documents are available upon request:

- Council Plan 2021/22 – Part 2
- Council Plan Annual Performance Monitoring Report 2021/22
- Flintshire Social Services Annual Performance Report 2021/22
- Welsh Language Monitoring Report 2021/22
- Annual Strategic Equality Plan Report

Feedback and How to Obtain Further Information

Thank you for reading our Annual Performance Report for 2021/22.

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

Please contact us on:

Email: PRM@flintshire.gov.uk