

## CABINET

<b>Date of Meeting</b>	Tuesday, 21 <sup>st</sup> January 2025
<b>Report Subject</b>	Council Plan 2024/25 Mid-Year Performance Monitoring Report
<b>Cabinet Member</b>	Cabinet Member for Governance and Corporate Services
<b>Report Author</b>	Chief Executive
<b>Type of Report</b>	Strategic

### EXECUTIVE SUMMARY

The Council Plan 2023/28 was adopted by the Council in June 2023. This report presents a summary of performance of progress against the Council Plan priorities identified for 2024/25 at the mid-year (Quarter 2) position.

This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.

### **Recommendations**

1.	To endorse and support the levels of progress and confidence in the achievement of priorities as detailed within the Council Plan 2023/28 for delivery within 2024/25.
2.	To endorse and support overall performance against Council Plan 2024/25 performance indicators/measures.
3.	To be assured by explanations given for those areas of underperformance.

## REPORT DETAILS

1.00	<b>EXPLAINING THE COUNCIL PLAN 2024/25 PERFORMANCE AT MID-YEAR</b>																																							
1.01	The Council Plan Mid-Year Performance Report provides an explanation of the progress made towards the delivery of the priorities set out in the 2023/28 Council Plan for delivery within 2024/25. The narrative is supported by information on performance indicators and/or milestones.																																							
1.02	This report is an exception-based report and concentrates on those areas of performance which are not currently achieving their target.																																							
1.03	<p><b>Monitoring our Performance</b></p> <p>Each of the sub-priorities under each priority within the Plan have high level activities which are monitored over time. ‘Progress’ shows action against scheduled activity and is categorised as:</p> <ul style="list-style-type: none"> <li>• <b>RED:</b> Limited Progress, delay in scheduled activity and not on track</li> <li>• <b>AMBER:</b> Satisfactory Progress, some delay in scheduled activity, but broadly on track</li> <li>• <b>GREEN:</b> Good Progress, activities completed on schedule and on track</li> </ul>																																							
1.04	<p><b>Progress against Council Plan activity (Actions)</b></p> <p>In summary, our overall progress against the quarterly activities /actions (135) identified in the Council Plan for 2024/25 is:</p> <ul style="list-style-type: none"> <li>• Good (green) progress was achieved in 67% (91) of activities.</li> <li>• Satisfactory (amber) progress was achieved in 29% (39) of activities.</li> <li>• Limited (red) progress was made in 4% (5) of activities</li> </ul> <table border="1" data-bbox="336 1395 1409 1816"> <thead> <tr> <th rowspan="2">PRIORITY</th> <th colspan="3">ACTIONS</th> </tr> <tr> <th>GREEN</th> <th>AMBER</th> <th>RED</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>12</td> <td>1</td> <td>0</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>7</td> <td>9</td> <td>1</td> </tr> <tr> <td>Green Society and Environment</td> <td>19</td> <td>7</td> <td>1</td> </tr> <tr> <td>Economy</td> <td>15</td> <td>7</td> <td>1</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>10</td> <td>2</td> <td>0</td> </tr> <tr> <td>Education and Skills</td> <td>15</td> <td>5</td> <td>0</td> </tr> <tr> <td>A Well Managed Council</td> <td>13</td> <td>8</td> <td>2</td> </tr> <tr> <td><b>Overall Progress</b></td> <td><b>91 (67%)</b></td> <td><b>39 (29%)</b></td> <td><b>5 (4%)</b></td> </tr> </tbody> </table>	PRIORITY	ACTIONS			GREEN	AMBER	RED	Poverty	12	1	0	Affordable and Accessible Housing	7	9	1	Green Society and Environment	19	7	1	Economy	15	7	1	Personal and Community Well-being	10	2	0	Education and Skills	15	5	0	A Well Managed Council	13	8	2	<b>Overall Progress</b>	<b>91 (67%)</b>	<b>39 (29%)</b>	<b>5 (4%)</b>
PRIORITY	ACTIONS																																							
	GREEN	AMBER	RED																																					
Poverty	12	1	0																																					
Affordable and Accessible Housing	7	9	1																																					
Green Society and Environment	19	7	1																																					
Economy	15	7	1																																					
Personal and Community Well-being	10	2	0																																					
Education and Skills	15	5	0																																					
A Well Managed Council	13	8	2																																					
<b>Overall Progress</b>	<b>91 (67%)</b>	<b>39 (29%)</b>	<b>5 (4%)</b>																																					
1.05	The five activities which show a <b>Red RAG</b> status and are off track at mid-year (Quarter 2) are listed overleaf:																																							

**PRIORITY: AFFORDABLE AND ACCESSIBLE HOUSING**

**Sub Priority: Housing Support and Homeless Prevention**

**CHC036T - Identify a site for a young person's supported housing provision offering accommodation and support services.**

A potential site was identified however, following review the scheme was aborted due to high costs and the identification of restrictive covenants.

**PRIORITY: GREEN SOCIETY AND ENVIRONMENT**

**Sub Priority: Circular Economy**

**CST025T - Achieve Welsh Government recycling targets.**

The year end recycling performance for 2023/24 was 62.77% (unverified by Natural Resources Wales). This was below the 64% required by the in-year target and well below the 70% target for 2024/25 (this year). Quarter 1 (April - June 2024) data submission has shown no improvement to the existing recycling performance.

Cabinet has approved a transition to a three weekly residual waste model that will see a potential increase in recycling performance by 4.5%. A further report will be presented through the governance cycle in November to present an implementation and communication plan to members ahead of the service change.

Other interventions set out in the Resource and Waste Strategy are being progressed which will further improve recycling performance.

**PRIORITY: ECONOMY**

**Sub Priority: Rural Regeneration**

**CPE052T - Recruit a Digital Connectivity Officer to support rural communities to access better quality connectivity options.**

Recruitment has been frozen due to Council budget constraints.

**PRIORITY: A WELL MANAGED COUNCIL**

**Sub Priority: Financial Resilience**

**CFI005T - Ensure the funding needs of the Council over the medium term are met through financial planning.**

The Council has a major budget challenge for setting the 2025/26 Budget and is currently considering the options it has available.

**CFI007T - Ensure an adequate level of reserves is maintained by the Council.**

The projected overspend in the 2024/25 financial year has a significant impact on levels of available reserves and is currently projected to only leave an amount of £337,000 in the contingency reserve. Measures are being put in place to try and improve the position by the end of the financial year.

1.06	<p><b>Performance against the Council Plan Performance Indicators (Measures)</b></p> <p>Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as:</p> <ul style="list-style-type: none"> <li>• <b>RED</b> - Under-performance against target.</li> <li>• <b>AMBER</b> - Where improvement may have been made but performance has missed the target.</li> <li>• <b>GREEN</b> - Positive performance against target.</li> </ul>																																							
1.07	<p>Analysis of the mid-year (Quarter 2) performance measures (52) against the targets set for 2024/25 shows:</p> <ul style="list-style-type: none"> <li>• 38 (73%) measures have a green RAG status</li> <li>• 5 (10%) measures have an amber RAG status</li> <li>• 9 (17%) measures have a red RAG status</li> </ul> <table border="1" data-bbox="336 831 1406 1249"> <thead> <tr> <th rowspan="2">PRIORITY</th> <th colspan="3">MEASURES</th> </tr> <tr> <th>GREEN</th> <th>AMBER</th> <th>RED</th> </tr> </thead> <tbody> <tr> <td>Poverty</td> <td>8</td> <td>1</td> <td>0</td> </tr> <tr> <td>Affordable and Accessible Housing</td> <td>11</td> <td>0</td> <td>5</td> </tr> <tr> <td>Green Society and Environment</td> <td>6</td> <td>2</td> <td>0</td> </tr> <tr> <td>Economy</td> <td>2</td> <td>1</td> <td>1</td> </tr> <tr> <td>Personal and Community Well-being</td> <td>9</td> <td>1</td> <td>0</td> </tr> <tr> <td>Education and Skills</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>A Well Managed Council</td> <td>2</td> <td>0</td> <td>3</td> </tr> <tr> <td><b>Overall Progress</b></td> <td><b>38 (73%)</b></td> <td><b>5 (10%)</b></td> <td><b>9 (17%)</b></td> </tr> </tbody> </table>	PRIORITY	MEASURES			GREEN	AMBER	RED	Poverty	8	1	0	Affordable and Accessible Housing	11	0	5	Green Society and Environment	6	2	0	Economy	2	1	1	Personal and Community Well-being	9	1	0	Education and Skills	0	0	0	A Well Managed Council	2	0	3	<b>Overall Progress</b>	<b>38 (73%)</b>	<b>5 (10%)</b>	<b>9 (17%)</b>
PRIORITY	MEASURES																																							
	GREEN	AMBER	RED																																					
Poverty	8	1	0																																					
Affordable and Accessible Housing	11	0	5																																					
Green Society and Environment	6	2	0																																					
Economy	2	1	1																																					
Personal and Community Well-being	9	1	0																																					
Education and Skills	0	0	0																																					
A Well Managed Council	2	0	3																																					
<b>Overall Progress</b>	<b>38 (73%)</b>	<b>5 (10%)</b>	<b>9 (17%)</b>																																					
1.08	<p>The performance indicators/measures which show a <b>Red RAG</b> status (9) for performance against the target set are listed below:</p> <p><b>PRIORITY: AFFORDABLE AND ACCESSIBLE HOUSING</b>  <b>Sub Priority: Private Rented Sector</b>  <b>CHC040M - Landlords engaged through Flintshire Landlord Forum</b>  (Actual 0 – Target 20)</p> <p>Responding to the needs of landlords remains a priority task for the Housing and Prevention Service. A dedicated Private Sector Housing Officer is in post and this officer works alongside the National Residential Landlords Association (NRLA) to facilitate the previously held quarterly Landlord Forum Meetings. In recent years as a result of the changes to housing law in Wales and the introduction of the Housing Wales Act 2016, there had been significant demand from landlords and lettings agents to understand changes in legislation, respond to emerging risks associated with housing conditions and disrepair. Demand for Forum meetings has however reduced. The Forum has therefore not met this Quarter. Landlords have continued to access advice and guidance from the Private Sector Housing Officer and colleagues in the Public Protection Team. The Landlord Support e-mail account has received approximately 40 enquiries during the year to date from local</p>																																							

landlords. Consultation with Landlords and Lettings Agents will be undertaken in Quarter 3 to inform the content of the next Landlord Forum which will be delivered during Quarter 3.

**Sub Priority: Social Housing**

**CHC019M - Number of Council Homes completed**

(Actual 0 – Target 2)

A planned acquisition in Holywell has been delayed and will complete in Quarter 3. A further 10 acquisitions are planned in Quarter 3, with an additional 12 by March 2025. There has been slippage on the Flintshire County Council development schemes due to viability considerations.

**CHC023M - Number of Residential Social Landlord (RSL's) homes completed**

(Actual 0 – Target 8)

There are currently 178 homes under construction by RSL partners: 17 Wales and West at Brunswick Road, Buckley (nine) and New Inn, Station Road (eight) which are anticipated to complete in Quarter 3. 100 Clwyd Alyn at Northern Gateway, 56 Clwyd Alyn at 66a Mold Road, Mynydd Isa. In addition, there is approximately five acquisitions by the Council via Social Housing Grant funding.

We had anticipated that eight homes under construction would have been completed in Quarter 2 however, due to construction delays this was not possible. These houses will, however, be completed before the end of this financial year.

**CHC042M - Average number of days to complete a Medium Disabled adaptation**

(Actual 148 – Target 122)

The timescales for completion of medium adaptations have been impacted by sickness absence within the team.

**CHC044M - Average number of days to complete a Large Disabled adaptation.**

(Actual 657 – Target 456)

There has been an increase in the number of referrals for large scale adaptations which has resulted in a delay with the progression of cases. These cases can be extremely complex, and the assessment / design has on occasion been longer than expected.

**PRIORITY: ECONOMY**

**Sub Priority: Reducing Worklessness**

**CPE013M - Number of individuals receiving support.**

(Actual 108 – Target 142)

In Quarter 2, 56 participants registered on the C4W+ programme. Referrals obtained via Job Centre Plus, Working Wales, Employment hubs, the Council's website and outreach events. In order for participants to register onto the programme database, the relevant identification must be obtained. This is not a true reflection on the number of referrals within this Quarter as mentors are still working with participants to obtain the identification required by Welsh Government therefore, flagging red.

**PRIORITY: A WELL MANAGED COUNCIL**

**Sub Priority: Digital**

**CGV008M - 80% of telephone calls to the corporate Contact Centre answered.**

**(Actual 68% – Target 80%)**

In Quarter 2, the corporate Contact Centre received 44,624 telephone calls, 67.87% of which were answered, which is a small improvement on Quarter 1. The largest volume of telephone calls related to Streetscene (18,377) and Housing (17,844) with the latter receiving more calls than Quarter 1.

During Quarter 2, the service unexpectedly experienced significant staffing issues which has led to vacancies and consequently the need to recruit new staff.

**Sub Priority: People**

**CHR001M - Number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence**

**(Actual 5.37 – Target 4.50)**

At the time of reporting, the mid-year cumulative full time equivalent (FTE) days lost for 2024/25 is 5.37, which shows a downturn when compared to the previous year (4.59). The outturn at the mid-year point forecasts that the outturn for 2024/25 is 10.74 FTE days lost. 29% of all absences across the Council are related to mental health, 20% musculoskeletal and 18 % are due to viral infections/illnesses. The Council continues to work closely in managing attendance, offering additional support, including mindfulness, counselling, stress management courses, stress risk assessments etc. Additional support is also available from the Council's Employee Assistance Programme, Vivup.

**CHR004M - Percentage of employees who have completed all of mandatory modules**

**(Actual 58.5% – Target 100%)**

The monthly completion report continues to be provided to Portfolios to ensure records and completions are kept up to date. Managers are asked to liaise with their teams to ensure that they carry out any training that is not 'completed' against their record.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	There are no specific resource implications for this report.

**3.00****IMPACT ASSESSMENT AND RISK MANAGEMENT****3.01****Ways of Working (Sustainable Development) Principles Impact**

The Council Plan 2023/28 continues to be aligned to the Sustainable Development Principles:

Long-term	Throughout the Mid-Year Performance Monitoring Report there are demonstrable actions and activities which relate to all the Sustainable Development Principles.  Specific case studies will be included in the Annual Performance Report for 2024/25.
Prevention	
Integration	
Collaboration	
Involvement	

By completing a high-level IIA for the Council Plan (2023-28), it enabled the Council to have an overview of the various additional IIA's that will be carried out to support the Council Plan (2023/28) priorities.

**Well-being Goals Impact**

The Council Plan (2023/28) continues to provide evidence of alignment with the seven Well-being Goals (part of the Well-being of Future Generations (Wales) Act 2015 and Five Ways of Working (Sustainable Development Principle). To do this effectively the Council ensures that specific strategic and policy reports include impact and risk assessments and considers the Well-being Goals.

Prosperous Wales	Throughout the Mid-Year Performance Monitoring Report there is evidence of alignment with the Well-being Goals.  Specific strategic and policy reports include impact and risk assessments.
Resilient Wales	
Healthier Wales	
More equal Wales	
Cohesive Wales	
Vibrant Wales	
Globally responsible Wales	

## **Council's Well-being Objectives**

The Council undertook a review of its Well-being Objectives during the development of the Council Plan. The updated set of Well-being Objectives are a more focused set of seven. The Well-being Objectives identified have associated priorities for which they resonate. See the full list below.

<b>Priority</b>	<b>Well-being Objective</b>
Poverty	Protecting our communities and people from poverty by supporting them to meet their basic needs and to be resilient
Affordable and Accessible Housing	Housing in Flintshire meeting the needs of our residents and supporting safer communities
Green Society and Environment	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
Economy	Connecting communities and enabling a sustainable economic recovery and growth
Personal and Community Well-being	Supporting people in need to live as well as they can
Education and Skills	Enabling and Supporting Learning Communities
A Well Managed Council	A responsible, resourceful, and trusted Council operating as efficiently as possible

The information detailed within the Council Plan Mid-Year Performance Report 2024/25 demonstrates the progress made against the Well-being Objectives.

Risks are identified as part of the annual review of the Council Plan and are detailed within Council Plan (Part 2 Document). In accordance with the Risk Management Framework, risks are reviewed monthly and reported upon.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	Consultation with Senior Managers and Chief Officers was undertaken in setting the actions and measures to support performance of the Council Plan 2023/28.



4.02	The actions/measures detailed within the Council Plan are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
------	--

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 - Council Plan 2024/25 Mid-Year Performance Monitoring Report Appendix 2 - Council Plan 2024/25 Part 2: Milestones and Measures Document

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<b>Council Plan 2023/28</b> <a href="https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Council-Plan-and-Well-Being-Objectives/Council-Plan-2023-28.pdf">https://www.flintshire.gov.uk/en/PDFFiles/Council-Democracy/Council-Plan-and-Well-Being-Objectives/Council-Plan-2023-28.pdf</a>

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Sam Perry <b>Telephone:</b> 01352 701476 <b>Email:</b> <a href="mailto:sam.perry@flintshire.gov.uk">sam.perry@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Council Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government and Elections (Wales) Act 2021 for organisations to ‘set out any actions to increase the extent to which the council is meeting the performance requirements.’ Plans for organisations should be robust; be clear on where it wants to go; and how it will get there.
8.02	<b>An explanation of the report headings:</b>  <b>Measures (Key Performance Indicators - KPIs)</b>  <b>Actual (YTD)</b> – the year-to-date performance identified i.e., by numbers, percentages, etc.  <b>Target (YTD)</b> – The target for the year to date which is set at the beginning of the year.

**Current RAG Rating** – This measures performance for the year against the target. It is automatically generated according to the data:

- **Red** = a position of under performance against target
- **Amber** = a mid-position where improvement may have been made but performance has missed the target; and
- **Green** = a position of positive performance against the target.