

# Pecyn Dogfen Gyhoeddus



Swyddog Cyswllt:  
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At: Cyng Clive Carver (Cadeirydd)

Y Cynghorwyr: Haydn Bateman, Sean Bibby, Geoff Collett, Andy Dunbobbin, Mared Eastwood, Patrick Heesom, Richard Jones, Kevin Rush, Paul Shotton, Andy Williams a Arnold Woolley

Dydd Gwener, 8 Ionawr 2021

Annwyl Gynghorydd,

**RHYBUDD O GYFARFOD ANGHYSBELL**  
**PWYLLGOR TROSOLWG A CHRAFFU ADNODDAU CORFFORAETHOL**  
**DYDD IAU, 14 IONAWR, 2021 10.00 AM**

Yn gywir

Robert Robins  
Rheolwr Gwasanaethau Democraidd

Sylwch: Oherwydd y cyfyngiadau presennol ar deithio a'r gofyniad am gadw pellter corfforol, ni chynhelir y cyfarfod hwn yn y lleoliad arferol. Bydd hwn yn gyfarfod rhithiol a bydd 'presenoldeb' yn gyfyngedig i Aelodau'r Pwyllgor yn unig. Bydd y cyfarfod yn cael ei recordio.

Os oes gennych unrhyw ymholiadau, cysylltwch ag aelod o'r Tîm Gwasanaethau Democraidd ar 01352 702345.

## R H A G L E N

### 1 YMDDIHEURIADAU

**Pwrpas:** I dderbyn unrhyw ymddiheuriadau.

### 2 DATGAN CYSYLLTIAD (GAN GYNNWYS DATGANIADAU CHWIPIO)

**Pwrpas:** I dderbyn unrhyw ddatganiad o gysylltiad a chynghori'r Aelodau yn unol a hynny.

### 3 COFNODION (Tudalennau 5 - 12)

**Pwrpas:** I gadarnhau, fel cofnod cywir gofnodion y cyfarfodydd ar 10 Rhagfyr 2020.

### 4 RHAGLEN GWAITH I'R DYFODOL (Tudalennau 13 - 18)

Adroddiad Pennaeth Gwaesanaethau Democrataidd

**Pwrpas:** Ystyried y flaenraglen waith Pwyllgor Craffu & Trosolwg adnoddau corfforaethol.

### 5 OLRHAIN GWEITHRED (Tudalennau 19 - 22)

Adroddiad Pennaeth Gwaesanaethau Democrataidd

**Pwrpas:** Rhoi gwybod i'r Pwyllgor o'r cynnydd yn erbyn camau gweithredu o'r cyfarfod blaenorol.

### 6 TROSOLWG O RISGIAU AGORED O GYFNOD YR ARGYFWNG A CHYSONI CYLLID Y GRANT ARGYFWNG.

**Pwrpas:** Derbyn cyflwyniad ar y risgiau agored o gyfnod yr argyfwng a chysoni cyllid y Grant Argyfwng, yn ogystal â dadansoddiad o risgiau mwy hir dymor yn y gofrestr risg.

7 **MONITRO CYLLIDEB REFENIW 2020/21 (MIS 8)** (Tudalennau 23 - 44)

Adroddiad Rheolwr Cyllid Corfforaethol - Aelod Cabinet dros Gyllid

**Pwrpas:** Darparu'r wybodaeth ddiweddaraf i'r Aelodau am sefyllfa fonitro Cyllideb Refeniw 2020/21 ym Mis 8

8 **DIWEDDARIAD CANOL BLWYDDYN CYFLOGAETH A GWEITHLU**  
(Tudalennau 45 - 78)

Adroddiad Uwch Reolwr, Adnoddau Dynol a Datblygu Sefydliadol - Aelod Cabinet dros Reolaeth Gorfforaethol ac Asedau

**Pwrpas:** Mae'r adroddiad hwn yn cynnwys diweddariadau strategol yn ogystal ag ystadegau chwarterol y gweithlu a dadansoddiad ohonynt.

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 3

## **CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE** **10 DECEMBER 2020**

Minutes of the meeting of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Thursday, 10 December 2020

### **PRESENT: Councillor Clive Carver (Chairman)**

Councillors: Haydn Bateman, Sean Bibby, Geoff Collett, Andy Dunbobbin, Mared Eastwood, Patrick Heesom, Richard Jones, Kevin Rush, Paul Shotton, Andy Williams and Arnold Woolley

**CONTRIBUTORS:** Councillor Ian Roberts (Leader and Cabinet Member for Education), Councillor Carolyn Thomas (Deputy Leader and Cabinet Member for Streetscene and Countryside), Councillor Billy Mullin (Cabinet Member for Corporate Management and Assets), Councillor Glyn Banks (Cabinet Member for Finance), Chief Executive, Chief Officer (Governance), Corporate Finance Manager, Senior Manager for Human Resources & Organisational Development, Strategic Finance Manager and Customer Contact Service Manager

For minute number 43

Head of Clwyd Pension Fund, Pensions Administration Manager and Pension Fund Accountant

**IN ATTENDANCE:** Head of Democratic Services, Civic & Member Services Officer and Democratic Services Officer

### **35. DECLARATIONS OF INTEREST**

None.

### **36. MINUTES**

The minutes of the meeting held on 2 November 2020 were approved, as moved and seconded by Councillors Shotton and Dunbobbin. It was agreed that an update on business support grants would be circulated to the Committee.

The minutes of 12 November 2020 were approved, as moved and seconded by Councillors Dunbobbin and Rush.

### **RESOLVED:**

That both sets of minutes be approved as a correct record.

### **37. ACTION TRACKING**

The Head of Democratic Services presented the report on progress with actions arising from previous meetings.

The recommendation was supported by the Committee.

**RESOLVED:**

That the Committee notes the progress which has been made.

**38. FORWARD WORK PROGRAMME**

In presenting the report, the Head of Democratic Services advised that the Community Safety Partnership Annual Report may need to be deferred to the February meeting and could be replaced by the Community Endowment Fund Annual Report. He clarified that the Revenue Budget Monitoring Month 8 position was scheduled for the next meeting and that the Emergency Situation Briefings would be replaced by weekly Member briefing emails from January.

Councillor Jones said that there should be more focus on the alignment of the Council Plan with portfolios. He was advised that consultation on the content and format of the Council Plan would begin early in the New Year.

In response to Councillor Jones' concerns about the need to consider financial strategies at an early stage and to focus on issues where the Council had some control, the Chief Executive said that the Cabinet report on the budget closing strategy had been shared and that the Member briefing on the Provisional Local Government Settlement on 23 December would provide an opportunity to review the position and future financial risk management.

On that basis, the recommendations were supported.

**RESOLVED:**

- (a) That the Forward Work Programme be approved; and
- (b) That the Head of Democratic Services, in consultation with the Committee Chairman, be authorised to vary the Forward Work Programme between meetings, as the need arises.

**39. EMERGENCY SITUATION BRIEFING (VERBAL)**

The Chief Executive gave a verbal update on the current situation including local and regional statistics and the responses to the emergency. He responded to questions on the vaccination programme and the status of emergency hospitals. Councillor Roberts provided an update on the position in schools. The Senior Manager for Human Resources & Organisational Development reported on the recruitment process to increase capacity in the Test, Trace & Protect service.

**RESOLVED:**

That the verbal update be received.

#### **40. RECOVERY STRATEGY UPDATE**

The Chief Executive presented a report to update the Committee on the Corporate portfolio risk register and mitigating actions as part of recovery planning. As many of the short-term risks had been closed, the focus was on those risks for the medium and longer term with a number of financial risks likely to remain open for some time.

The Chief Officer (Governance), Corporate Finance Manager and Senior Manager for Human Resources & Organisational Development each gave an overview of the main changes and live issues on risk and recovery within their respective portfolios.

Councillor Shotton paid tribute to the workforce for their work during the pandemic.

The Chief Executive said that the next update on the Recovery Strategy would be reported in February, and that any significant issues on Finance would form part of the Revenue Budget Monitoring report in January.

Councillor Jones suggested that the Committee should focus on live issues such as rent arrears, Council Tax collection levels and school transportation which would affect the budget. The Chief Executive said that in addition to the item on this agenda, the budget report in January would reflect any changes to projections prior to the County Council meeting in February.

The recommendation was moved and seconded by Councillors Shotton and Dunbobbin.

#### **RESOLVED:**

That the Committee supports the latest updated risk register and risk mitigation actions within the corporate portfolios.

#### **41. COUNCIL PLAN 2021/22 DEVELOPMENT PROCESS**

The Chief Executive presented a report on the development of the proposed Council Plan for 2021/22 with focus on the Committee's respective portfolios.

As previously reported, the immediate strategic priorities for the recovery of portfolios had been extracted from the draft Council Plan 2020/21 and adopted for the second half of 2020/21. The Council Plan for 2021/22 would continue to take account of recovery and would be built around six themes suggested by Cabinet:

- Economy
- Education and Skills
- Environment
- Housing

- Personal and Community Well-being
- Poverty

The Medium Term Financial Strategy reflected key work on these areas. Consultation with Overview & Scrutiny Committees was scheduled for the New Year leading to adoption by Council in April/May 2021. In response to Councillor Jones' earlier point, whilst there was clear alignment with Overview & Scrutiny committees on the first five themes, areas under the Poverty theme were broader and spanned portfolios.

This point was acknowledged by Councillor Roberts who spoke about the need to retain cross-cutting themes such as Poverty and Well-being as well as in-year priorities such as Green Council which required a view across the Council.

Councillor Thomas agreed and gave examples of joint working across service areas. She also referred to the opportunity for Overview & Scrutiny committees to influence their forward work programmes.

In recognising the number of cross-cutting issues, Councillor Jones said that themes were easier to understand and follow when aligned to a specific lead officer and committee.

Councillor Shotton welcomed the priority areas to tackle poverty which spanned the remit of all committees.

Councillor Heesom spoke in support of Councillor Jones' comments and the importance of Overview & Scrutiny committees focussing on key issues.

Following the debate, the Committee supported the Chief Executive's suggestion that the Poverty theme remain open until the item was next considered so that Members could consider which Overview & Scrutiny committee was the best fit for this theme.

The recommendation in the report was moved and seconded by Councillors Jones and Heesom.

**RESOLVED:**

That the Committee notes the process and timeline for the review of the Council Plan for re-adoption for 2021/22.

**42. REVENUE BUDGET MONITORING 2020/21 (MONTH 7)**

The Corporate Finance Manager gave a presentation on the Council's success in making claims to Welsh Government (WG) for Emergency Grant funding and how these claims were reconciled against the £3m emergency reserve that was set aside at the start of the emergency situation. The presentation covered:



- National Funding Announcements
- Hardship Fund claims
- Income Loss claims
- Approved Contingency Reserve £3m

The presentation recognised the success of joint working between Local Government and WG from the start of the emergency situation. It was noted that the approved Contingency Reserve balance would be £2.616m if all holding claims were approved by WG in January. The lost income elements awaiting approval had been factored into budget monitoring projections and would result in a positive movement if approved by WG. The presentation slides would be circulated to the Committee following the meeting.

The Strategic Finance Manager presented the report on the revenue budget monitoring position for the Council Fund and Housing Revenue Account (HRA) as at Month 7 prior to consideration by Cabinet. This reflected the budget position at the close of the financial year if all things remained unchanged and took into account the latest position on WG Emergency Grant Funding announcements.

The operating deficit of £0.196m was a positive movement of £0.373m from the previous month and would leave a projected Contingency Reserve balance of £1.415m. The review of non-essential spend had helped to reduce the overall position by £0.700m to date by delaying spend and holding vacancies.

Amongst the significant variances were £0.345m of additional costs for Out of County Placements, and an improved position of £0.148m for Streetscene & Transportation and £0.270m for Governance, as set out in the report. Emerging risks such as the increase in demand for free school meals were being closely monitored.

It was projected that 96% of efficiencies would be achieved by year-end.

The projected £1.415m year-end balance of Contingency Reserves assumed that the projected overspend of £0.196m was met from the amount available in the £3m emergency ring-fenced fund, which would leave a remaining amount of £2.446m.

On the HRA, a projected underspend of £0.460m would leave a closing un-earmarked balance of £2.469m, which was above the recommended guidelines on spend.

Councillor Banks thanked officers for the report and their successes in obtaining grant funding.

Councillor Heesom thanked officers for the improved presentation of variances. In response to questions, the Chief Executive reported a positive outcome on negotiations with WG on the reimbursement of car parking income losses during Quarter 2. He also spoke about the challenges in reinstating markets during the emergency situation due to safety concerns.

Councillor Jones asked for explanation on the reduction in the approved budget for Central & Corporate Finance to which officers would provide a separate response. He called for the continued suspension of car parking charges to assist town centres. In response to questions, the Corporate Finance Manager provided clarification on the impact of the teachers' pay award. On the Council Tax Reduction Scheme (CTRS) it was hoped that WG would continue to provide financial support for the remaining two quarters.

Councillor Thomas spoke about her concerns about rising costs for transportation which would continue to be monitored.

Following a suggestion by the Chief Executive, it was agreed that the Committee would receive a report in January on the open risks from the emergency period and reconciliation of Emergency Grant funding, together with analysis of longer term risks in the risk register.

The recommendation was moved and seconded by Councillors Shotton and Jones.

**RESOLVED:**

That having considered the Revenue Budget Monitoring 2020/21 Month 7 report, the Committee confirms that there are no issues to be raised with the Cabinet on this occasion.

**43. CLWYD PENSION FUND UPDATE**

The Head of Clwyd Pension Fund presented a report on the Clwyd Pension Fund and Annual Report for 2019/20.

The Committee was introduced to the Pensions Administration Manager who gave an overview of the range of services provided by the teams.

The Pension Fund Accountant spoke about the statutory obligations in publishing the Annual Report and went on to highlight key areas such as the outcome of the triennial actuarial valuation and the impact of the emergency situation.

As a member of the Clwyd Pension Fund Committee, Councillor Mullin paid tribute to the work undertaken by the team.

A presentation was given on the local and national governance of the Fund covering:

- Clwyd Pension Fund Governance Structure
- Committee and Board changes
- The National Local Government Pension Scheme
- Policies and Strategies
- Objectives

- Summary of Independent Adviser's Sixth Annual Report
- Summary of Pension Board's Sixth Annual Report
- Looking forward

During the presentation, the Head of Clwyd Pension Fund explained the implications of Good Governance Recommendations to be introduced from next year.

The Chief Executive spoke about the complexity of the Fund and its robust governance arrangements. He thanked the officers, particularly the Pensions Administration Manager and her team for the improvements which had been made in that area.

Councillor Jones thanked the team for their presentation. He moved the recommendations which were supported by the Committee.

**RESOLVED:**

- (a) That having considered the Clwyd Pension Fund Annual Report for 2019/20, the Committee has no specific comments to make; and
- (b) The Committee confirmed that there were no specific areas of concern to require further information on at the next update.

**44. PUBLIC SERVICES OMBUDSMAN FOR WALES ANNUAL LETTER 2019-20 AND COMPLAINTS AGAINST FLINTSHIRE COUNTY COUNCIL 2020-21**

The Customer Contact Service Manager presented the report to share the Public Services Ombudsman for Wales (PSOW) Annual Letter for 2019-20. The report also included an overview of complaints against Council services between 1 April to 30 September 2020.

Although there had been an increase in the number of complaints made against the Council in 2019/20, a high percentage were premature (as the complaints procedure had not been fully exhausted), out of jurisdiction or closed after initial consideration by the PSOW. Good progress was reported on completing a range of actions to improve complaints handling.

For the period April to September 2020, Council services had performed well in closing a high percentage of complaints within timescale despite the national emergency, and the number of complaints had peaked in July as services were resumed. Members' attention was drawn to priority work underway on the workforce training programme and new Complaints Policy.

In response to comments from Councillor Jones, the Customer Contact Service Manager gave examples of complaints referred back from the PSOW which were requests for services. She explained that the recommendation on complaints handling applied to all councils and that workforce training was aimed at improving the quality of responses to reduce referrals to the PSOW. The high

number of complaints for waste and recycling services reflected the national position.

The Chief Executive spoke about work undertaken in Streetscene & Transportation and Planning to improve the quality of responses and timescales.

The Chairman referred to the inclusion of Rent Smart Wales complaints categorised under Cardiff Council, which prompted discussion on the disparity of figures due to outsourcing services. The Customer Contact Service Manager agreed to include the comments as part of feedback on the Annual Letter.

Councillor Mullin paid tribute to the Service Manager and her team for their work.

In response to comments from Councillor Heesom, the Chief Executive provided clarification on the services of the PSOW and said that the Complaints Policy would be shared with the Committee in the New Year. The Customer Contact Service Manager spoke about her involvement on a consultation group with the PSOW to discuss policy changes.

The recommendations were moved and seconded by Councillors Heesom and Bibby.

**RESOLVED:**

That the Committee:

- (a) Notes the annual performance of the Council in respect of complaints made to the Public Services Ombudsman for Wales (2019-20) and local complaints made against services in the first half of 2020-21;
- (b) Supports the actions in paragraph 1.08 to improve complaints handling across the Council; and
- (c) Supports the actions in paragraph 1.09 to review the Council's complaints policy by 31 March, 2021.

**45. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE**

There were no members of the press or public in attendance.

(The meeting started at 10am and ended at 1pm)

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**Chairman**

# Eitem ar gyfer y Rhaglen 4



## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 14 January, 2021
<b>Report Subject</b>	Forward Work Programme
<b>Report Author</b>	Head of Democratic Services
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee of which they are Members. By reviewing and prioritising the Forward Work Programme Members are able to ensure it is Member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Corporate Resources Overview & Scrutiny Committee.

### RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Head of Democratic Services, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE FORWARD WORK PROGRAMME</b>
1.01	Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council or Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	<p>In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:</p> <ol style="list-style-type: none"><li>1. Will the review contribute to the Council's priorities and/or objectives?</li><li>2. Is it an area of major change or risk?</li><li>3. Are there issues of concern in performance?</li><li>4. Is there new Government guidance of legislation?</li><li>5. Is it prompted by the work carried out by Regulators/Internal Audit?</li><li>6. Is the issue of public or Member concern?</li></ol>
<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	None as a result of this report.
<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	Publication of this report constitutes consultation.
<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	None as a result of this report.
<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1 – Draft Forward Work Programme
<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>None.</p> <p><b>Contact Officer:</b> Robert Robins Head of Democratic Services</p> <p><b>Telephone:</b> 01352 702320</p> <p><b>E-mail:</b> <a href="mailto:robert.robins@flintshire.gov.uk">robert.robins@flintshire.gov.uk</a></p>

7.00	<b>GLOSSARY OF TERMS</b>
7.01	<b>Improvement Plan:</b> the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

Mae'r dudalen hon yn wag yn bwrpasol



## Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2020/21

DATE	ISSUE	O&S FOCUS / PURPOSE	REPORT(S) FROM
Thursday 11 <sup>th</sup> February 2021 10.00	Action tracking Forward work programme	Progress chasing Approval	Robert Robins
	Budget 2021/22	Consultation	Chief Executive/Gary Ferguson
	Community Safety Partnership Annual Report	Monitoring & Assurance	Sian Jones
	Flintshire Community Endowment Fund - Annual Report	Information and assurance	Fiona Mocko
	Monthly Revenue Budget Monitoring 2020/21 (Month 9)	Monitoring	Dave Ledsham
Thursday 11 <sup>th</sup> March 2021 10.00	Action tracking Forward Work programme	Progress chasing Approval	Robert Robins
	Member Communication and Case Management Support update.	Monitoring	Rebecca Jones
	Review of the Corporate Complaints policy	Consultation	Rebecca Jones
	Monthly Revenue Budget Monitoring 2020/21 (Month 10)	Monitoring	Dave Ledsham

Tudalen 17

Item to be allocated

- North Wales Councils Regional Emergency Planning Service,
- North Wales Fire & Rescue authority – annual consultation
- Alignment of risks identified from the Annual Governance Statement

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 5



## CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	14 January 2021
<b>Report Subject</b>	Action Tracking
<b>Report Author</b>	Head of Democratic Services
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The report shows the action points from previous meetings of the Corporate Resources Overview & Scrutiny Committee and the progress made in completing them. The majority of the requested actions have been completed. Any outstanding will be reported back to the next monthly meeting.

### RECOMMENDATIONS

1	That the committee notes the progress which has been made.
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### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE ACTION TRACKING REPORT</b>
1.01	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following the meeting of the committee in July 2018, it was recognised that there was a need to formalise such reporting back, as 'Matters Arising' is not an item which can feature on an agenda.

1.02	<p>This paper summarises those points and where appropriate provides an update on the actions resulting from them.</p> <p>The Action Tracking details are attached in appendix A.</p>
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	The creation of the Action Tracking report increases work flow but should provide greater understanding and efficiency.

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	In some cases, action owners have been contacted to provide an update on their actions.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	Not applicable.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A – CRO&SC Action Points

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	<p>Minutes of previous meetings of the committee as identified in the report.</p> <p><b>Contact Officer:</b> Robert Robins, Head of Democratic Services  <b>Telephone:</b> 01352 702320  <b>E-mail:</b> <a href="mailto:robert.robins@flintshire.gov.uk">robert.robins@flintshire.gov.uk</a></p>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	None.

Action Tracking Appendix for January 2021 CRO&SC

Meeting	Agenda item	Action Required and by whom	Action taken	Timescale
10.12.20	4. Action tracking	Update on grants to be circulated to Members of the Committee when available.	Circulated by Revenues Manager 15/12	Completed.
10.12.20	5. FWP	Report focussing on the open risks and use of emergency funding to be scheduled for January. Reports on Council Plan and Budget to the February	Included in FWP	Completed.
10.12.20	9. RBM M7	Revenue Budget – Presentation slides to be circulated to the Ctte	Circulated by Head of Democratic Services 13/12	Completed
10.12.20	11. Public services Ombudsman for Wales Annual Letter 2019/20 and Complaints against FCC half year 2020-21	PSOW - Complaints Policy to be brought to the Ctte and Cabinet in the New Year following the review	Included in FWP	Completed

Tudalen 21

Mae'r dudalen hon yn wag yn bwrpasol

# Eitem ar gyfer y Rhaglen 7



## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 14 <sup>th</sup> January 2021
<b>Report Subject</b>	Revenue Budget Monitoring 2020/21 Month 8
<b>Cabinet Member</b>	Cabinet Member for Finance
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

The purpose of this report is to provide Members with the Revenue Budget Monitoring 2020/21 (Month 8) Report.

### RECOMMENDATIONS

1	That the committee considers and comments on the Revenue Budget Monitoring 2020/21 (Month 8) report. Any specific matters for attention will be noted and reported back to the Cabinet when it considers the report.
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### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE REVENUE BUDGET MONITORING POSITION 2020/21 (MONTH 8)</b>
1.01	The Revenue Budget Monitoring 2020/21 (Month 8) report will be presented to Cabinet on Tuesday 19th January, 2021. A copy of the report is attached as Appendix A to this report.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As set out in Appendix A; Revenue Budget Monitoring 2020/21 (Month 8).

<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
3.01	None required.

<b>4.00</b>	<b>RISK MANAGEMENT</b>
4.01	As set out in Appendix A; Revenue Budget Monitoring 2020/21 (Month 8).

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix A; Revenue Budget Monitoring 2020/21 (Month 8)

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None required.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Dave Ledsham, Finance Manager <b>Telephone:</b> 01352 704503 <b>E-mail:</b> dave.ledsham@flintshire.gov.uk

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<p><b>Revenue:</b> a term used to describe the day to day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.</p> <p><b>Budget:</b> a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.</p> <p><b>Capital Programme:</b> The Council's financial plan covering capital schemes and expenditure proposals for the current year and a number of future years. It also includes estimates of the capital resources available to finance the programme.</p>



**CABINET**

<b>Date of Meeting</b>	Tuesday, 19th January, 2021
<b>Report Subject</b>	Revenue Budget Monitoring Report 2020/21 (Month 8)
<b>Cabinet Member</b>	Cabinet Member for Finance
<b>Report Author</b>	Corporate Finance Manager
<b>Type of Report</b>	Operational

**EXECUTIVE SUMMARY**

This monthly report provides the latest detailed revenue budget monitoring position 2020/21 for the Council Fund and Housing Revenue Account for the financial year and presents the position, based on actual income and expenditure, as at Month 8. This report projects how the budget would stand at the close of the financial year if all things remain unchanged; it also takes into account the latest position on Welsh Government Emergency Grant Funding announcements.

The projected year end position, without new actions to reduce cost pressures and/or improve the financial return on efficiency planning and cost control is:

**Council Fund**

- An operating surplus of £0.270m (excluding the impact of the pay award which will be met by reserves), which is a favourable movement of £0.466m from the deficit figure of £0.196m reported at Month 7.
- A projected contingency reserve balance as at 31<sup>st</sup> March, 2021 of £1.685m

**Housing Revenue Account**

- Net in-year revenue expenditure forecast to be £1.590m lower than budget
- A projected closing balance as at 31<sup>st</sup> March, 2021 of £3.763m

As reported in previous reports and to assist with mitigating the overall projected overspend the following measures were introduced from Month 5:-

- 1) All non-essential spend be reviewed and challenged with a view to ceasing/delaying where able and
- 2) Further Portfolio Management Team challenge of recruitment to vacancies i.e. ceasing/delaying.

## RECOMMENDATIONS

1	To note the overall report and the projected Council Fund contingency sum as at 31 <sup>st</sup> March 2021.
2	To note the projected final level of balances on the Housing Revenue Account (HRA).

## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE MONTH 8 POSITION</b>
1.01	<p><b>Council Fund Projected Position</b></p> <p>The projected year end position, without mitigation to reduce cost pressures and improve the yield on efficiency planning, is as follows:</p> <ul style="list-style-type: none"><li>• An operating surplus of £0.270m (excluding the impact of the pay award which will be met by reserves)</li><li>• A projected contingency reserve available balance as at 31 March 2021 of £1.685m.</li></ul> <p>To assist with mitigating the overall projected overspend the following measures have been introduced:-</p> <ol style="list-style-type: none"><li>1) All non-essential spend is being reviewed and challenged with a view to ceasing/delaying where able and</li><li>2) Introduction of a vacancy management process to consider new recruitment requests</li></ol> <p>The outcome of this work is shown within the report and will continue as part of the robust challenge of the future monthly monitoring position.</p>

1.02	<p><b>Table 1. Projected Position by Portfolio</b></p> <p>The table below shows the projected position by portfolio:</p> <table border="1" data-bbox="320 255 1374 1211"> <thead> <tr> <th data-bbox="320 255 786 450">Portfolio/ Service Area</th> <th data-bbox="786 255 975 450">Approved Budget  £m</th> <th data-bbox="975 255 1182 450">Projected Outturn  £m</th> <th data-bbox="1182 255 1374 450">In-Year Over / (Under) spend  £m</th> </tr> </thead> <tbody> <tr> <td data-bbox="320 450 786 510">Social Services</td> <td data-bbox="786 450 975 510">68.465</td> <td data-bbox="975 450 1182 510">68.429</td> <td data-bbox="1182 450 1374 510">(0.036)</td> </tr> <tr> <td data-bbox="320 510 786 571">Out of County Placements</td> <td data-bbox="786 510 975 571">11.940</td> <td data-bbox="975 510 1182 571">12.506</td> <td data-bbox="1182 510 1374 571">0.566</td> </tr> <tr> <td data-bbox="320 571 786 631">Education &amp; Youth</td> <td data-bbox="786 571 975 631">8.770</td> <td data-bbox="975 571 1182 631">8.246</td> <td data-bbox="1182 571 1374 631">(0.524)</td> </tr> <tr> <td data-bbox="320 631 786 692">Schools</td> <td data-bbox="786 631 975 692">98.728</td> <td data-bbox="975 631 1182 692">98.728</td> <td data-bbox="1182 631 1374 692">0.000</td> </tr> <tr> <td data-bbox="320 692 786 752">Streetscene &amp; Transportation</td> <td data-bbox="786 692 975 752">30.650</td> <td data-bbox="975 692 1182 752">31.756</td> <td data-bbox="1182 692 1374 752">1.106</td> </tr> <tr> <td data-bbox="320 752 786 813">Planning &amp; Environment</td> <td data-bbox="786 752 975 813">5.762</td> <td data-bbox="975 752 1182 813">6.118</td> <td data-bbox="1182 752 1374 813">0.356</td> </tr> <tr> <td data-bbox="320 813 786 873">People &amp; Resources</td> <td data-bbox="786 813 975 873">4.491</td> <td data-bbox="975 813 1182 873">4.365</td> <td data-bbox="1182 813 1374 873">(0.126)</td> </tr> <tr> <td data-bbox="320 873 786 934">Governance</td> <td data-bbox="786 873 975 934">9.193</td> <td data-bbox="975 873 1182 934">9.264</td> <td data-bbox="1182 873 1374 934">0.071</td> </tr> <tr> <td data-bbox="320 934 786 994">Strategic Programmes</td> <td data-bbox="786 934 975 994">4.943</td> <td data-bbox="975 934 1182 994">4.636</td> <td data-bbox="1182 934 1374 994">(0.307)</td> </tr> <tr> <td data-bbox="320 994 786 1055">Housing &amp; Assets</td> <td data-bbox="786 994 975 1055">16.149</td> <td data-bbox="975 994 1182 1055">15.431</td> <td data-bbox="1182 994 1374 1055">(0.718)</td> </tr> <tr> <td data-bbox="320 1055 786 1115">Chief Executive</td> <td data-bbox="786 1055 975 1115">2.748</td> <td data-bbox="975 1055 1182 1115">2.440</td> <td data-bbox="1182 1055 1374 1115">(0.308)</td> </tr> <tr> <td data-bbox="320 1115 786 1176">Central &amp; Corporate Finance</td> <td data-bbox="786 1115 975 1176">24.147</td> <td data-bbox="975 1115 1182 1176">23.796</td> <td data-bbox="1182 1115 1374 1176">(0.351)</td> </tr> <tr> <td data-bbox="320 1176 786 1211"><b>Total</b></td> <td data-bbox="786 1176 975 1211"><b>285.986</b></td> <td data-bbox="975 1176 1182 1211"><b>285.716</b></td> <td data-bbox="1182 1176 1374 1211"><b>(0.270)</b></td> </tr> </tbody> </table>	Portfolio/ Service Area	Approved Budget  £m	Projected Outturn  £m	In-Year Over / (Under) spend  £m	Social Services	68.465	68.429	(0.036)	Out of County Placements	11.940	12.506	0.566	Education & Youth	8.770	8.246	(0.524)	Schools	98.728	98.728	0.000	Streetscene & Transportation	30.650	31.756	1.106	Planning & Environment	5.762	6.118	0.356	People & Resources	4.491	4.365	(0.126)	Governance	9.193	9.264	0.071	Strategic Programmes	4.943	4.636	(0.307)	Housing & Assets	16.149	15.431	(0.718)	Chief Executive	2.748	2.440	(0.308)	Central & Corporate Finance	24.147	23.796	(0.351)	<b>Total</b>	<b>285.986</b>	<b>285.716</b>	<b>(0.270)</b>
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1.03	<p>The reasons for the favourable net movement of £0.466m from the previous month are shown in Appendix 1. The reasons for the overall projected variances are summarised within Appendix 2 showing the detail of all variances over £0.050m and a summary of minor variances for each portfolio.</p> <p>Within the projected underspend position of £0.270m, there are COVID-19 related cost pressures and income shortfalls totalling £1.327m which are shown in a separate column in Appendix 2 (cost savings of £0.505m, cost pressures of £0.516m and income shortfalls of £1.316m). We will continue to look at legitimate funding opportunities from the Welsh Government Hardship Fund which if confirmed will have a positive impact on the overall position.</p>																																																								
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1.04	<p><b>Social Services (£0.161m)</b></p> <p>The favorable movement is as a result of the following, mitigated by minor variances across the Portfolio</p> <ul style="list-style-type: none"> <li>• Small reductions in costs across in-house care services, together with a reduction in staff costs which are driven by the demand for care (£0.054m)</li> </ul>																																																								

	<ul style="list-style-type: none"> <li>• Reduction in the cost of care packages for people supported within the Resources and Regulated Service (£0.043m)</li> <li>• An award of a Welsh Government Grant to meet eligible costs incurred (£0.083m)</li> </ul> <p><b>Out of County Placements £0.082m</b></p> <p>The aggregate impact of new placements and changes of placements forecast to the end of the financial year with some mitigation of costs being approved from the Integrated Care Fund Grant.</p> <p><b>Governance (£0.070m)</b></p> <p>Updated expenditure projections on postage costs within Central Despatch following review and additional projected court fee income.</p> <p><b>Housing &amp; Assets (£0.223m)</b></p> <p>Positive movement of (£0.100m) on Homelessness due to reduced projection for Bed and Breakfast accommodation as demand is being managed by use of temporary accommodation. Receipt of a Welsh Government Admin Grant for self-isolation payments for (£0.035m) and an additional (£0.060m) savings on National Domestic Rates Charges.</p> <p><b>People &amp; Resources (£0.099m)</b></p> <p>The agreed recharge for overheads claimed for the Track and Trace Project for hosting the service across the North Wales region being (£0.072m) in HR&amp;OD and (£0.013m) for Corporate Finance.</p>
1.05	<p><b>Key Financial Risks – Council Tax Income and Council Tax Reduction Scheme</b></p> <p>There have been significant impacts on Council Tax income and the Council Tax Reduction Scheme.</p> <p>The potential financial impact of these two areas is being reported separately due to 1) the difficulties in predicting the impacts of these risks and 2) the potential for these areas to be further supported by additional Welsh Government funding.</p> <p>However, if these cost pressures are not met by additional funding they will reduce the projected underspend of £0.270m. An update on the latest position on each area is detailed below.</p>
1.06	<p><b>Council Tax Income</b></p> <p>As with all Councils the pandemic has significantly impacted on council tax collection. At this stage council tax income is 1% below target which equates to £1m. Income is expected to continue to recover now that recovery processes have resumed in full and when agreed payment deferrals are settled. Welsh Government are monitoring the situation, but taking a longer term view as to any potential support when the recovery impacts are more certain.</p>

1.07	<p><b>Council Tax Reduction Scheme (CTRS)</b></p> <p>During the pandemic there has been a significant increase in demand with additional costs of £0.294m identified as at the second quarter. Welsh Government have confirmed funding for the first two quarters estimated at £0.147m. However, the risk remains for the remaining two quarters of the year for existing clients together with the costs of any further increases in demand which is likely in the current economic climate.</p>
1.08	<p><b>OPEN RISKS</b></p> <p>Members were made aware when setting the budget that there were a number of open risks that would need to be kept under close review. An update on these is provided below.</p>
1.09	<p><b>Pay Award</b></p> <p>The Teachers Pay Award which is effective from September 2020 has now been set at 3.1% and the financial impact of this for 2020/21 is estimated to be £0.535m. Welsh Government recently announced grant funding of £0.200m to part fund this increase. The remainder will need to be met from Schools delegated budgets.</p>
1.10	<p><b>Charging for Post 16 Transport</b></p> <p>The budget for 2020/21 provides for expected additional income of £0.449m based on the assumption that charging would be introduced from September 2020. This policy decision was reversed by Cabinet in May.</p> <p>The developing financial solution through effective partnership working with Coleg Cambria will assist with mitigating the financial risk for 2020/21. An agreement has been reached with the college that a level of the anticipated value of the journeys would be reimbursed to the Portfolio and that is now reflected in the projected outturn.</p>
1.11	<p><b>Out of County Placements</b></p> <p>Additional funding of £2.7m was included in the budget for 2020/21 to address the historic significant increase in demand. At this stage, based on current activity there is an overall net projected overspend of £0.566m (underspend of £0.131m within Education together with an overspend of £0.697m within Children's Services).</p>
1.12	<p><b>NEW EMERGING RISKS</b></p> <p><b>Free School Meals</b></p> <p>Schools have a delegated budget for free school meals (FSM) which is based on the number of pupils eligible for FSM. The budget for 2020/21 is £1.256m. Following the closure of schools in March, the Council made direct payments to families and there was a marked increase in the number of claims. Based on current free school meal claims and making projections</p>

	<p>for a range of take-up percentages in the remainder of the year, it is estimated that the budget could overspend by between £0.222m and £0.344m.</p>
1.13	<p><b>Transportation</b></p> <p>Under School Transport, there has been a significant financial increase in private hire coach, minibus and taxi quotations, which is due to the operators including the cost of the cleaning of vehicles, driver PPE and the fact the school contract is the only business they are receiving at the moment, i.e. no private hire for weekends, during the day such as swimming lessons, school trips or private tour excursions.</p> <p>The Transport team will be assessing the overall financial impact of this.</p>
1.14	<p><b>Emergency Funding</b></p> <p>In addition to the Hardship Fund, Welsh Government has previously confirmed further funding of £264 million across Wales to continue to support local government for additional costs and income losses. Eligibility criteria for this funding has now been confirmed and income loss claims will continue to be made on a quarterly basis for the remainder of the financial year.</p> <p>Welsh Government have previously confirmed that additional costs for Social Care and Schools will continue to be a priority when considering the use of this funding which is encouraging to ensure that the Council can continue to meet the impact of these additional costs.</p> <p>The announcements on funding for the first two quarters of increased demand for the Council Tax Reduction Scheme is also a positive outcome and is currently under consideration for the remainder of the financial year as well as any further increases in demand.</p>
1.15	<p><b>Achievement of Planned In-Year Efficiencies</b></p> <p>The 2020/21 budget contains £5.206m of specific efficiencies which are being tracked and monitored. The Council aims to achieve a 95% rate in 2020/21 as reflected in the MTFS KPI's.</p> <p>The current assessment of the efficiencies to be achieved in 2020/21 shows that £4.982m or 96% of the efficiencies will be achieved.</p> <p>Further details on the current status on efficiencies can be seen in Appendix 2 with the overall impact in relation to any impact for 2021/22 being reviewed as part of the ongoing work on the MTFS.</p>
1.16	<p><b>Reserves and Balances</b></p> <p><b>Un-earmarked Reserves</b></p>

	The level of Council Fund Contingency Reserve brought forward into 2020/21 was £2.370m as detailed in the 2019/20 outturn report. This is the amount available for general purposes following the set-aside of £3.0m for Emergency Funding.
1.17	<p>Taking into account the above and, the current projected overspend at this stage, and previously agreed allocations, the balance on the Contingency Reserve at 31 March 2021 is projected to be £1.685m as detailed in Appendix 3.</p> <p>This assumes that the projected underspend of £0.270m increases the overall Reserve.</p> <p>The £3m emergency ring-fenced fund would have an amount of £2.641m remaining after allowing for currently known ineligible items.</p>
1.18	A review of the Earmarked Balances and Reserves is on-going, balances challenged and identified as no longer required are to be returned to the Contingency Reserve.
1.19	<p><b>Housing Revenue Account</b></p> <p>The 2019/20 Outturn Report to Cabinet on 16 June 2020 showed an un-earmarked closing balance at the end of 2019/20 of £2.009m and a closing balance of earmarked reserves of £0.437m.</p>
1.20	The 2020/21 budget for the HRA is £36.672m which includes a movement of £0.164m to reserves.
1.21	The monitoring for the HRA is projecting in year expenditure to be £1.590m lower than budget and a closing un-earmarked balance as at 31 March 2021 of £3.599m, which at 10.32% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%. Appendix 5 attached refers.
1.22	<p><b>Housing Revenue Account (£1.130m)</b></p> <p>This significant positive movement at Month 8 is due to a review of the borrowing requirements for the year as dealing with COVID-19 has caused delays within a number of areas:</p> <ul style="list-style-type: none"> <li>• capital spend on the SHARP Programme has reduced from previously projected (£1.111m)</li> <li>• the Welsh Quality Standards (WHQS) completion deadline has been extended to the end of 2021</li> </ul> <p>Due to the reduced spend, the borrowing requirement has reduced from previously anticipated levels. The savings created from reduced in-year borrowing requirements have been allocated as CERA in the draft 2021/22 business plan to offset the increased borrowing levels required next year to complete the delayed works into 2021/22.</p>
1.23	The budget contribution towards capital expenditure (CERA) is £12.928m.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	As set out within the report.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	The financial impacts of the emergency as set out in the report are a combination of actual costs and losses to date and estimates of costs and losses for the future. There is the possibility that the estimates will change over time. The budget will be monitored closely and mitigation actions taken wherever possible.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	None specific.

<b>5.00</b>	<b>APPENDICES</b>
5.01	Appendix 1: Council Fund – Movement in Variances from Month 7 Appendix 2: Council Fund – Budget Variances Appendix 3: Council Fund – Programme of Efficiencies Appendix 4: Council Fund – Movement on Un-earmarked Reserves Appendix 5: Housing Revenue Account Variances

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	Various budget records.

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<b>Contact Officer:</b> Dave Ledsham Strategic Finance Manager <b>Telephone:</b> 01352 704503 <b>E-mail:</b> <a href="mailto:dave.ledsham@flintshire.gov.uk">dave.ledsham@flintshire.gov.uk</a>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Budget:</b> a statement expressing the Council's policies and service levels in financial terms for a particular financial year. In its broadest sense it includes both the revenue budget and capital programme and any authorised amendments to them.



**Council Fund:** the fund to which all the Council's revenue expenditure is charged.

**Financial Year:** the period of twelve months commencing on 1 April.

**Housing Revenue Account:** the Housing Revenue Account (HRA) is a local authority account showing current income and expenditure on housing services related to its own housing stock. The account is separate from the Council Fund and trading accounts and is funded primarily from rents and government subsidy.

**Intermediate Care Fund:** Funding provided by Welsh Government to encourage integrated working between local authorities, health and housing.

**Projected Outturn:** projection of the expenditure to the end of the financial year, made on the basis of actual expenditure incurred to date.

**Reserves:** these are balances in hand that have accumulated over previous years and are held for defined (earmarked reserves) and general (general reserves) purposes. Councils are required to regularly review the level and purpose of their reserves and to take account of the advice of the Chief Finance Officer.

**Revenue:** a term used to describe the day-to-day costs of running Council services and income deriving from those services. It also includes charges for the repayment of debt, including interest, and may include direct financing of capital expenditure.

**Variance:** difference between latest budget and actual income or expenditure. Can be to date if reflecting the current or most up to date position or projected, for example projected to the end of the month or financial year.

**Virement:** the transfer of budget provision from one budget head to another. Virement decisions apply to both revenue and capital expenditure heads, and between expenditure and income, and may include transfers from contingency provisions. Virements may not however be approved between capital and revenue budget heads.

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

Service	Movement between Periods (£m)	Narrative for Movement between Periods greater than £0.025m
<b>Social Services</b>		
<b>Older People</b>		
Resources & Regulated Services	-0.054	There have been a number of small reductions in costs across the various in-house care services. This includes day centres (£0.006m), homecare (£0.014m), residential care (£0.024m) and extra care (£0.010m). Collectively there was a reduction of £0.033m on staff costs, which are driven by the demand for care and can fluctuate over time.
Impact of Covid-19	-0.000	
Minor Variances	0.011	
<b>Adults of Working Age</b>		
Resources & Regulated Services	-0.043	This change is due to the overall change in care package costs of people supported by this service.
Minor Variances	0.005	
<b>Children's Services</b>		
Professional Support	-0.083	This is due to an award of Welsh Government grant, some costs previously incurred within this budget are eligible to be funded by this grant.
Minor Variances	0.002	
<b>Safeguarding &amp; Commissioning</b>		
Impact of Covid-19	0.000	
Minor Variances	-0.001	
<b>Total Social Services (excl Out of County)</b>	<b>-0.161</b>	
<b>Out of County</b>		
Children's Services	0.060	Aggregate impact of new placements, placement changes and increase in grant income (ICF)
Education & Youth	0.022	
<b>Total Out of County</b>	<b>0.082</b>	
<b>Education &amp; Youth</b>		
Minor Variances	0.005	
<b>Total Education &amp; Youth</b>	<b>0.005</b>	
<b>Schools</b>	<b>-0.000</b>	
<b>Streetscene &amp; Transportation</b>		
Service Delivery	0.095	Additional hire of transport, increased stores recharges and HRC site costs
Highways Network	-0.160	Reduction in fleet fuel costs (£0.084m) based on updated projections and reduced commitments across Highways Network services
Transportation	0.048	Increase in projected cost of school transport
Regulatory Services	0.038	Updated projection on PCN and FPN income, increased disposal costs for soil and rubble and medical waste.
Impact of Covid-19	-0.012	
Other Minor Variances	-0.000	
<b>Total Streetscene &amp; Transportation</b>	<b>0.008</b>	
<b>Planning, Environment &amp; Economy</b>		
Business	-0.023	Receipt of Rent Smart Grant Income and reduced commitment on Contaminated Land projects.
Development	-0.024	Higher than anticipated level of actual Land Charges Fees received during the period favourably affecting the projection
Minor Variances	0.004	
<b>Total Planning &amp; Environment</b>	<b>-0.043</b>	
<b>People &amp; Resources</b>		

HR & OD	-0.069	Agreed recharge for overheads claimed for the TTP project for hosting the service on behalf of the region
Corporate Finance	-0.030	Agreed recharge for overheads claimed for the TTP project for hosting the service on behalf of the region
Impact of Covid-19	0.000	
<b>Total People &amp; Resources</b>	<b>-0.099</b>	
<b>Governance</b>		
Internal Audit	-0.024	Re-profile of commitments for postage within Central Despatch
Minor Variances	-0.045	Minor Variances across the Service
<b>Total Governance</b>	<b>-0.070</b>	
<b>Strategic Programmes</b>		
Minor Variances	0.000	
<b>Total Strategic Programmes</b>	<b>0.000</b>	
<b>Housing &amp; Assets</b>		
Centralised Costs	-0.071	Revised outturn on NDR savings includes £0.030m adjustment from 2019/20, plus other minor variances.
Benefits	-0.037	WG Admin grant allocation for self isolation payments from COVID-19 hardship fund
Housing Solutions	-0.100	Reduced projection for Bed and Breakfast accommodation as demand is being managed by use of temporary accommodation
Impact of Covid-19	0.000	
Minor Variances	-0.015	
<b>Total Housing &amp; Assets</b>	<b>-0.223</b>	
<b>Chief Executive's</b>		
Impact of Covid-19	0.000	
<b>Central &amp; Corporate Finance</b>		
Impact of Covid-19	-0.000	Increase in Apprentice Tax Levy due to Pay Award allocated in November.
<b>Grand Total</b>	<b>-0.466</b>	

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
<b>Social Services</b>							
<b>Older People</b>							
Localities	19.218	18.640	-0.579	-0.058	-0.595	The net cost of residential care is £0.484 underspent. This includes the cost of residential care placements net of the income received for this service, such as property charges and contributions from health. There is a decline in the demand for residential care placements due to Covid 19. Day care is £0.058m under budget, this service is currently closed and will be reopened only when it is considered safe to do so. Domiciliary and Direct Payments are reporting a combined overspend of £0.163m and are projected based on recent levels of care provision. The Localities Teams staff budget is underspending by £0.129m due to a number of staff not yet paid at top of scale, some temporary reduced hours and in-year savings on travel costs. The minor adaptations budget is £0.063m underspent based on expected activity and there is a small underspend on service level agreements paid to the third sector of £0.009m.	
Resources & Regulated Services	8.027	7.728	-0.298		-0.245	The Councils in-house care provision is reporting an underspend of £0.298m. Day care is reporting an overspend of £0.005m, day centres are currently closed and assumed to be so until it is safe to reopen. The day centre staff are deployed to residential care to assist in delivering care, however the staff costs are still recorded against the day-care budget. Homecare is underspent by £0.009m. Staff costs are incurred as a result of the number of hours of homecare delivered and projected forward based on estimated future activity. Residential care is overspent by £0.005m due to a number of small variances. Extra care is underspending by £0.289m as Plas yr Ywern in Holywell has not yet opened and staff already recruited to are currently redeployed to alternate in-house care services and this has meant significant costs due to COVID-19 have been avoided. It is anticipated that Plas yr Ywern will open in January 2021.	
Impact of Covid-19	0.000	-0.000	-0.000	-0.000	0.000		
Minor Variances	1.228	1.198	-0.030		-0.026		
<b>Adults of Working Age</b>							
Resources & Regulated Services	25.462	25.411	-0.050		-0.008	The outturn reflects the current cost of residential placements, supported living, domiciliary care, Direct Payments and day care. Currently day care services are either closed or running a reduced service.	
Administrative Support	0.328	0.247	-0.081		-0.087	Not all staff are currently paid at top of grade and there are also some staff seconded from this service. There have also been in-year savings on staff travel costs.	
Residential Placements	1.297	2.017	0.720		0.725	The overspend is due to the costs of care services provided to people with mental health care needs. These costs include nursing and residential care, domiciliary care and Direct Payments. Care needs for individuals supported by this service vary over time, sometimes unexpectedly, and costs are subject to these same changes.	
Minor Variances	4.119	3.897	-0.223		-0.228		
<b>Children's Services</b>							

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Family Placement	2.621	2.783	0.162		0.171	The overspend is due to current demands on the service from the number of fostering placements, which in some instances avoid making an Out of County placement which would be more expensive. The main pressure areas are payments for foster carers, foster agencies and special guardianship payments.	
Legal & Third Party	0.225	0.546	0.321		0.322	Legal costs are overspent due to the number of cases going through the courts and the use of some external professionals. Direct Payments have also increased in demand.	
Professional Support	5.293	5.576	0.283		0.366	To support adequate levels of child protection, the established staffing structure needs to be at a sufficient level to meet mandatory safeguarding standards. Vacancies are therefore minimised and additional temporary posts are required.	
Minor Variances	1.482	1.499	0.017		0.004		
<b>Safeguarding &amp; Commissioning</b>							
Charging Policy income	-3.060	-3.139	-0.079		-0.078	Charging policy income is expected to exceed the budget and is based on the weekly charge cap and the number of service users who financially contribute the their care.	
Business Support Service	1.224	1.164	-0.059		-0.059	This variance is on salaries and due to some staff not yet paid at top of scale and some staff opting out of the pension scheme.	
Management & Support	-2.057	-2.187	-0.130		-0.129	The underspend is due to not having to contribute to the Regional Collaboration unit in 2020/21	
Minor Variances	3.058	3.050	-0.008		-0.009		
<b>Total Social Services (excl Out of County)</b>	<b>68.465</b>	<b>68.429</b>	<b>-0.036</b>	<b>-0.058</b>	<b>0.126</b>		
<b>Out of County</b>							
Children's Services	7.437	8.134	0.697		0.637	The pressure reflects the current cohort of placements with significant numbers of new placements in recent months together with a number of placement changes at higher cost due to breakdowns of placements	Continue to robustly challenge placement proposals presented to the Out of County panel and explore opportunities for cost reductions across the whole of the current cohort.
Education & Youth	4.504	4.373	-0.131		-0.153	The projected underspend reflects the current cohort of Education placements with demand for new placements still being maintained	Continue to robustly challenge placement proposals presented to the Out of County panel and explore opportunities for cost reductions across the whole of the current cohort.
<b>Total Out of County</b>	<b>11.940</b>	<b>12.506</b>	<b>0.566</b>	<b>0.000</b>	<b>0.484</b>		
<b>Education &amp; Youth</b>							
Integrated Youth Provision	1.345	1.117	-0.228	-0.148	-0.242	Includes a projected underspend of -£0.139m on Youth Centres due to closures arising from COVID-19 safety measures producing savings on building cleaning and some relief staffing costs. Also includes a total saving of -£0.103m on the Youth Justice Service mainly due to a delay in recruitment to a new post and savings on equipment purchase and training.	
School Improvement Systems	1.709	1.528	-0.181	-0.149	-0.179	Savings arising from the challenge of non-essential spend. Early Entitlement savings due to demography and reduced number of settings requiring funding.	
School Planning & Provision	0.676	0.611	-0.065		-0.065	Mainly a saving against the provision for third party/public liability insurance claims	
Minor Variances	5.040	4.989	-0.051		-0.043		

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**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
<b>Total Education &amp; Youth</b>	<b>8.770</b>	<b>8.246</b>	<b>-0.524</b>	<b>-0.297</b>	<b>-0.529</b>		
<b>Schools</b>	<b>98.728</b>	<b>98.728</b>	<b>0.000</b>		<b>0.000</b>		
<b>Streetscene &amp; Transportation</b>							
Service Delivery	8.911	9.141	0.230		0.136	The service has incurred additional revenue pressures from responding to and resolving previously reported security measures and remedial actions following vandalism at the Household Recycling Centres. This matter was widely reported during 2019-20 and has not abated. The monthly costs are now running at over £0.006m per month, mainly due to the introduction of a night time presence on the sites. This has resulted in a forecast pressure in the sum of £0.072m for the year. Further impacts for hire of transport, additional stores recharges and HRC site costs are reflected at Month 8.	
Highways Network	7.764	7.702	-0.061		0.098	Following a stringent review of fuel costs and advice from market advisors, the fuel cost forecast for fleet vehicles has been reduced accordingly. In addition, updated projections on a number of services across Highways Network has resulted in reduced commitments.	
Transportation	9.366	9.120	-0.246	-0.150	-0.294	Operators have been supported during school closures by receiving 75% of their contracted values, in addition a number of routes have been re-procured to reflect current arrangements for operation in the new school year. The forecast position for this service has now been clarified and accommodates both matters. It should be noted however that this improvement will only impact during 2020-21 and the underlying impact of the current circumstances. There are also risks around this position in that the updated forecast is based on the assumption that Colleges will honour their agreement to support Post 16 transport in the sum of £0.600m. However, if this income is not realised in full, the position will be impacted accordingly. Additional costs in relation to school transport provision have been recognised at Month 8.	
Regulatory Services	4.609	4.817	0.208		0.170	This service has experienced a downturn in the levels of income generated by sales of Electricity and this is currently anticipated to reach a level of some £0.120m during the year. There has also been a downturn in the rebate for co-mingled waste due to a considerable drop in the value of approximately £70-£80 per ton. The variance also now reflects the projected loss of car park income in Quarter 2 and 3 following amendments to WG Income Loss Funding eligibility criteria. There have been some additional disposal costs reflected at Month 8 in relation to soil and rubble and medical waste.	

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Impact of Covid-19	0.000	0.975	0.975	0.975	0.987	Following a full reconciliation and review of Streetscene expenditure and income loss relating to the Coronavirus Pandemic, all relevant details have now been consolidated to one code. This has been done in order to facilitate enhanced reporting and monitoring of the impact. All risks identified are now recorded in this forecast and at month 8 they include; £0.050m HRC sites and overtime, £0.550m car parking income loss, £0.099m in relation to potential PCN and FPN reveues, £0.080m in relation to additional vehicles and fuel and £0.075m in relation to additional private contractors and plant hire. In addition, there is also a risk around free school meal transport provided and submitted as part of the COVID-19 Hardship claim; this has been challenged by Welsh Government and discussions are ongoing around the potential outcome. A level of additional disposal expenditure as a result of increased kerbside waste collections due to people working and remaining at or close to home up to October totalling £0.133m has already been approved by WG. A further £0.121m for the November to March period is now reflected in the Month 8 variance position.	It should also be noted that following the disallowing of expenditure from claims to Welsh Government of the Grass Cutting contract, let due to all operatives being diverted to waste routes, an application has been made for the release of part of the £3m COVID-19 Contingency Reserve Funding. In addition, there is also a risk around free school meal transports provided in good faith and submitted as a part of the COVID claim; this has been challenged by Welsh Government and discussions are ongoing around the potential outcome.
<b>Total Streetscene &amp; Transportation</b>	<b>30.650</b>	<b>31.756</b>	<b>1.106</b>	<b>0.825</b>	<b>1.098</b>		
<b>Planning, Environment &amp; Economy</b>							
Development	0.023	0.213	0.190	0.270	0.214	Pressure within the Building Control service is due in the main, to delays sourcing core materials meaning that the construction industry is operating at a low level of capacity. This results in a projected reduced Building Control fee income. A lull in the property market is affecting a reduced need for Land Charge Searches adding to the overspend. The current economic conditions are having an adverse affect the Planning Applications, the projection is dependant on the number and value of applications received, resulting in a changeable outturn to ensure an accurate reflection. The overall variance is mitigated by the Fee Increase for planning and related applications of approx 20% that came into effect August, 2020	
Regeneration	0.511	0.575	0.064	0.098	0.073	There has been a significant impact on income levels following the closure of the markets in the first half of the financial year.	
Minor Variances	5.228	5.330	0.102	0.050	0.112	Minor Variances across the Portfolio each below £0.050m	
<b>Total Planning &amp; Environment</b>	<b>5.762</b>	<b>6.118</b>	<b>0.356</b>	<b>0.418</b>	<b>0.399</b>		
<b>People &amp; Resources</b>							
HR & OD	2.398	2.308	-0.090		-0.021	Favourable variance due to the agreed recharge for overheads claimed for the TTP project for hosting the service on behalf of the region	
Corporate Finance	2.094	2.057	-0.036		-0.006		
<b>Total People &amp; Resources</b>	<b>4.491</b>	<b>4.365</b>	<b>-0.126</b>	<b>0.000</b>	<b>-0.027</b>		
<b>Governance</b>							

**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

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Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Legal Services	0.736	0.897	0.161		0.164	Overspend as a result of employing locums covering absence to ensure continuing client service delivery in the area of child protection £0.176m. Historical efficiency target that was dependant on demand reduction in another service that has not occurred, thereby preventing the consequent achievement of the efficiency £0.091m. Total overspend is mitigated by vacant posts, expected fee income and commitment challenge across the service.	
Democratic Services	2.098	2.023	-0.074		-0.059	Favourable variance following reduced take up of Members Allowances £0.024m. Further Commitment challenge across a number of service areas and £0.015m relates to minor variances.	
Revenues	0.037	0.092	0.055	0.249	0.076	The national lockdown restrictions have resulted in the cessation of all recovery activities, especially enforcement/bailiff duties during the first 5 months of the year (and during the recent firebreak). All debt recovery activities, with the exception of enforcement/bailiff duties re-commenced during August. The level of financial risk from fee income remains a risk but following the first court hearing in October and with further hearings scheduled on a monthly basis from November to March, income from fees is projected to increase over the next 4 months.	
Minor Variances	6.323	6.252	-0.070	0.071	-0.040	Impact of Covid-19 across other Portfolio Services : Customer Services, Central Despatch	
<b>Total Governance</b>	<b>9.193</b>	<b>9.264</b>	<b>0.071</b>	<b>0.320</b>	<b>0.141</b>		
<b>Strategic Programmes</b>							
Leisure	4.943	4.636	-0.307		-0.307	Variance due to reduced utility costs.	
<b>Total Strategic Programmes</b>	<b>4.943</b>	<b>4.636</b>	<b>-0.307</b>	<b>0.000</b>	<b>-0.307</b>		
<b>Housing &amp; Assets</b>							
Enterprise Centres	-0.217	-0.109	0.108		0.112	Pressure due to loss of income in respect of void units	Agreed recharge for overheads claimed for the TTP project for hosting the service on behalf of the region
Property Asset And Development	0.444	0.368	-0.076		-0.077	Mainly staffing cost savings pending completion of restructure	
Caretaking & Security	0.262	0.201	-0.061		-0.062	Mainly staffing cost savings due to vacancies	
Centralised Costs	3.353	2.421	-0.931		-0.860	Underspend on NDR totalling £0.600m, predominantly due to the demolition of Phase 3 & 4 at County Hall. -£0.073m underspend on Gas due to lower usage. -£0.100m underspend on Electricity due to lower usage and reduced rates and -£0.059m underspend on Water.	
Benefits	11.665	11.839	0.173	0.119	0.211	Potential net pressure of up to £0.750m on the Council Tax reduction scheme due to additional take up arising from the COVID-19 pandemic impact on employment. This figure takes account of £0.147m of WG emergency funding support in respect of the April to September element of the overall pressure but the £0.750m is not included in the variance figures. Variance includes pressure of £0.119m on staffing costs due the additional demand caused by the COVID-19 pandemic and overpayments.	
Housing Solutions	1.091	0.991	-0.100		0.000	Savings on Bed and Breakfast accommodation due to managing demand through use of temporary accommodation	



**Budget Monitoring Report**  
**Council Fund Variances**

**MONTH 8 - SUMMARY**

Service	Approved Budget (£m)	Projected Outturn (£m)	Annual Variance (£m)	Impact of Covid-19 (£m)	Last Month Variance (£m)	Cause of Major Variances greater than £0.050m	Action Required
Council Fund Housing	-0.324	-0.204	0.120		0.117	Reduction of internal Housing Support grant allocation due to eligibility issues and pressure arising from new service contract for Carelink	
Minor Variances	-0.126	-0.076	0.050		0.064		
<b>Total Housing &amp; Assets</b>	<b>16.149</b>	<b>15.431</b>	<b>-0.718</b>	<b>0.119</b>	<b>-0.495</b>		
Chief Executive's	2.748	2.440	-0.308		-0.292	Vacant posts across the service	
Central & Corporate Finance	24.147	23.796	-0.351		-0.402	Over recovery of planned pension contributions recoupment against actuarial projections based on the level of contributions received to date and forecast to the end of the financial year.	
<b>Grand Total</b>	<b>285.986</b>	<b>285.716</b>	<b>-0.270</b>	<b>1.327</b>	<b>0.195</b>		

## 2020/21 Efficiencies Outturn Tracker - M8

Efficiency Description	Accountable Officer	Efficiency Target	Projected Efficiency	(Under)/Over Achievement	Efficiency Open/Closed (O/C)	Confidence in Achievement of Efficiency - Based on (see below) R = High Assumption A = Medium Assumption G = Figures Confirmed	
		2020/21 £m	2020/21 £m	2020/21 £m			
<b>Portfolio</b>							
<b>Corporate</b>							
Employer Pension Contributions	Reduced requirement due to recovery	Rachel Parry Jones	0.800	0.800	0.000	C	G
Actuarial Review	Reduced contribution rate	All	2.646	2.646	0.000	C	G
Single Person Discount Review	One Off Efficiency	David Barnes	0.300	0.300	0.000	O	G
<b>Total Corporate Services</b>			<b>3.746</b>	<b>3.746</b>	<b>0.000</b>		
<b>Social Services</b>							
Reviewing Function	Reduction of Post	Neil Ayling	0.025	0.264	0.239	O	G
Supported Living	Reduction of Voids	Neil Ayling	0.025	0.005	(0.020)	O	G
Communications	Reduction in Mobile Hardware	Neil Ayling	0.030	0.020	(0.010)	O	G
Vacancy Management Saving	Appropriate Vacancy Management	Neil Ayling	0.030	0.025	(0.005)	O	G
Strategic Use of Grant Funding	Core Funding Replacement Solution	Neil Ayling	0.100	0.170	0.070	O	G
Regional Collaboration Wrexham CBC	Reduction in Posts	Neil Ayling	0.030	0.010	(0.020)	O	G
Additional Social Services Grant	Social Services Grant	Neil Ayling	0.426	0.000	(0.426)	O	G
<b>Total Social Services</b>			<b>0.666</b>	<b>0.494</b>	<b>(0.172)</b>		
<b>Education &amp; Youth</b>							
Integrated Youth Provision	Youth Centres - Premises	Claire Homard	0.014	0.014	0.000	O	G
<b>Total Education &amp; Youth</b>			<b>0.014</b>	<b>0.014</b>	<b>0.000</b>		
<b>Streetscene &amp; Transportation</b>							
Discretionary Transport Review - Post 16 Transport	Joint with Education	Steve O Jones	0.449	0.402	(0.047)	O	R
Income from External Works		Steve O Jones	0.010	0.010	0.000	O	G
Garden Waste Charges	Additional take up of service	Steve O Jones	0.030	0.030	0.000	O	G
NWRP Gate Fee Benefit	Utilisation of WG Grant funding	Steve O Jones	0.200	0.200	0.000	O	A
<b>Total Streetscene &amp; Transportation</b>			<b>0.689</b>	<b>0.642</b>	<b>(0.047)</b>		
<b>Planning, Environment &amp; Economy</b>							
Countryside	Additional Tree Income	Tom Woodall	0.010	0.010	0.000	O	G
Countryside	Review of Spending	Tom Woodall	0.017	0.017	0.000	O	G
Review of Pest Control	Trading Standards Investigations and Community Safety	Sian Jones	0.035	0.035	0.000	O	G
Development Management	Increased Planning Fee Income	Mandy Lewis	0.015	0.015	0.000	O	G
Minerals & Waste	Adoption of new SLA with Partners	Gary Nancarrow	0.005	0.000	(0.005)	O	G
Portfolio Admin	Supplies and Services Review	Lynne Fensome	0.005	0.005	0.000	O	G
Regeneration	Bus Dev, Housing and Markets	Niall Waller	0.004	0.004	0.000	O	G
<b>Total Planning, Environment &amp; Economy</b>			<b>0.091</b>	<b>0.086</b>	<b>(0.005)</b>		
<b>Total 2020/21 Budget Efficiencies</b>			<b>5.206</b>	<b>4.982</b>	<b>(0.224)</b>		

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	%	£
<b>Total 2020/21 Budget Efficiencies</b>	<b>100</b>	<b>5.206</b>
<b>Total Projected 2020/21 Budget Efficiencies Underachieved</b>	<b>-4</b>	<b>(0.224)</b>
<b>Total Projected 2020/21 Budget Efficiencies Achieved</b>	<b>96</b>	<b>4.982</b>
<b>Total 2020/21 Budget Efficiencies (Less Previously agreed Decisions)</b>	<b>100</b>	<b>0.000</b>
<b>Total Projected 2020/21 Budget Efficiencies Underachieved</b>	<b>0</b>	<b>0.000</b>
<b>Total Projected 2020/21 Budget Efficiencies Achieved</b>	<b>0</b>	<b>0.000</b>

**Movements on Council Fund Unearmarked Reserves**

	£m	£m
Total Reserves as at 1 April 2020	11.025	
Less - Base Level	(5.769)	
<b>Total Reserves above base level available for delegation to Cabinet</b>		5.256
Less - amount approved for Childrens Services ' Front Door Pressures'		(0.134)
Less - COVID-19 Emergency Funding Allocation*		(2.886)
Plus Month 8 projected outturn		0.270
Less - projected national pay award increase		(0.821)
<b>Total Contingency Reserve available for use</b>		<b>1.685</b>

**Budget Monitoring Report**  
**Housing Revenue Account Variances**

**MONTH 8 - SUMMARY**

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Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Last Month Variance (£m)	Cause of Major Variance	Action Required
<b>Housing Revenue Account</b>						
Income	(36.676)	(36.466)	0.210	0.206	There is a pressure forecast of £0.210m. Of this £0.112m relates to loss of income voids which are currently running at 2.01% void rate compared to 1.75% in the Business Plan. £0.069m relates to garages, £0.068m relates to void water charges. Additional new build rental income projected at £0.060m. The remaining £0.021m is attributed to Minor Variances	
Capital Financing - Loan Charges	9.027	7.916	(1.111)	0.000	Reduction in spend on SHARP Programme has reduced the prudential borrowing required.	
Estate Management	1.846	1.672	(0.174)	(0.166)	Additional expenditure of £0.058m is anticipated during the year in respect of the purchase of software. This is offset by salary efficiencies arising from vacancy savings and the pay award of £0.195m. The remaining £0.037 is minor variances	
Landlord Service Costs	1.434	1.393	(0.041)	(0.011)	There is a saving of £0.041m which relates to servicing costs which are lower due to some Covid restrictions, these offset minor variances of £0.008m	
Repairs & Maintenance	8.907	8.407	(0.500)	(0.487)	Reduction in Materials for Responsive and Voids expenditure due to Covid restrictions (£0.152m). Reduced projection of Responsive sub-contractor spend on basis of Covid restrictions (£0.221m). Staffing Vacancy savings (£0.109m). Overall NI staffing saving (£0.089m). Increased Fleet projection based on Q2 charges £0.074m. Minor variances £0.003m.	
Management & Support Services	2.523	2.547	0.024	(0.004)	There is a pressure projected of £0.024m of this £0.020m relates to salary savings. £0.011m relates to underspend on training due to Covid restrictions. There has been a increase in insurance costs of £0.063m. - £0.008m minor variances.	
Capital Expenditure From Revenue (CERA)	12.928	12.928	0.000	0.000		
HRA Projects	(0.153)	(0.151)	0.002	0.002		
Contribution To / (From) Reserves	0.164	0.164	0.000	0.000		
<b>Total Housing Revenue Account</b>	<b>0.000</b>	<b>(1.590)</b>	<b>(1.590)</b>	<b>(0.460)</b>		

# Eitem ar gyfer y Rhaglen 8



## CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday, 14 <sup>th</sup> January 2021
<b>Report Subject</b>	Employment and Workforce Mid-Year update
<b>Cabinet Member</b>	Cabinet Member for Corporate Management and Assets,
<b>Report Author</b>	Senior Manager, Human Resources and Organisational Development
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

To provide Members with an update for the Mid-Year 2020/21 Report. This report provides details of the following:

- Headcount and Full Time Equivalent (FTE)
- Organisation Age Profile (Non –Schools and Schools)
- Employee Turnover and Stability (Including Redundancies and Early Retirements)
- Attendance
- Performance Monitoring (Appraisals)
- Resource Management (Agency Workers)
- Equality and Diversity
- Achievements made by Human Resources within the quarter

The format of this report and the accompanying Workforce Information Dashboard reports are intended to focus on organisational performance and trends. The dashboards are a visual presentation of data, showing the current status and historical trends of the Council's performance against key performance indicators.

This report provides a brief narrative on the overall performance against a number of indicators. A more detailed explanation is provided on an exceptional basis where performance is falling below organisational performance indicators or where there has been a significant movement, either upwards or downwards, in the reported trends. The narrative will include an explanation for the movement in trend and details of any proposed actions to improve or maintain performance.

The performance information for the whole organisation is split to show Schools and Non-Schools data separately.

On a periodic basis, this report will highlight key achievements or projects undertaken in support of the People Strategy and/or Council Plan.

## RECOMMENDATIONS

1	Members comment on Mid-Year Workforce Information Report 2020/21 (April 2020 – September 2020).
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## REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE WORKFORCE INFORMATION REPORT</b>
1.01	<p><b>Headcount and Full Time Equivalent (FTE)</b></p> <p>The headcount and FTE figures during at the mid-year point show an overall decrease of 14 FTE across the Council since April. Non-schools show an increase of 4 FTE, and Schools show an overall increase of 18 FTE.</p>
1.02	<p><b>Age Profiling</b></p> <p>Age profiling the organisation, departments and teams is an important part of understanding the age demographics of our workforce and where we may need to focus attention. Why do we use age profiling?</p> <ul style="list-style-type: none"> <li>• to identify work areas with a high average age</li> <li>• to help plan for retirements and how we will recruit or retain staff</li> <li>• to highlight patterns and trends across our workforce</li> <li>• to support workforce planning.</li> </ul> <p>Understanding our workforce profile, enables the Council to assess supply and potential problem areas within a given service/portfolio and aids succession planning by identifying any skill gaps that may arise. Without an analysis of age profile (and skills profile), no workable long term planning can be made.</p>
1.03	<p><b>Employee Turnover and Stability (Including Redundancies and Early Retirements)</b></p> <p>The mid-year turnover percentage is 4.06%. This is an improvement when compared to the previous year (6.25) but not surprising given the restrictions in terms of movement generally during quarter one due to the national lockdown.</p> <p>Human Resource colleagues actively encourage the use of exit interviews so portfolios can monitor and understand individual reasons for leaving. Reasons for leaving include not having a clear understanding of what to expect to in their role and/or of the Council as an employer. The feedback obtained from exit interviews also assists Human Resources to review the effectiveness of the various recruitment methods used across the Council and justify making changes as appropriate to improve recruitment and retention.</p>

1.04	<p><b>Attendance</b></p> <p>The mid-year cumulative full time equivalent (FTE) days lost for the Council is 3.07. This is a significant improvement when compared to the previous year (4.67). The COVID-19 pandemic has seen a change in the way that all workgroups undertake their work. For a substantial number, this has seen them working from home, for others, they remain in work with high levels of PPE. All of these changes have had a positive effect on some illnesses such as infection rates.</p> <p>Attendance has been managed very closely throughout the pandemic as managers and employees have had to learn to manage a range of new and complex scenarios such as self-isolation, household isolation and COVID absence. As we continue to navigate new legislation and provide guidance for complex situational questions, to tackle the short and long term obstacles associated with the impact of COVID-19 it has been necessary to provide regular communications and updated guidance to managers and employees. In addition, we have extended our seasonal flu programme to provide vaccinations to all key workers.</p>
1.05	<p><b>Performance Monitoring (Appraisals)</b></p> <p>Many of our employees have and continue to work differently in what are often challenging circumstances. Some employees have been unable to work due to the nature of their work or the lack of facilities to work from home. There have been particular challenges for many with the closure of schools and other services most notably those with caring responsibilities for children or other dependents. There have also been a number of employees who, for many months, were required to shield because of their vulnerability or illness.</p> <p>We will all have team members who have gone above and beyond for the benefit of the Council and/or the communities they serve. Sadly, we will also be managing the adverse impact of COVID-19 on employees' mental health which, for some, has taken a heavy toll.</p> <p>Employees still need a framework in which they can provide and receive feedback and continue to learn and grow. With this in mind, for 2020/21 we have introduced an alternative approach to our normal performance appraisals in the form of a structured one to one which provides for a welfare check, an honest discussion about what has been achieved during the last six months, and how they have coped. Followed by what can realistically be achieved in the next six months and the normal career conversation which provides an opportunity to discuss and explore future aspirations.</p>
1.06	<p><b>Resource Management (Agency Workers)</b></p> <p>The cumulative mid-year agency spend for 2020/21 is £1.36m. The largest agency spend is within Streetscene and Transportation at £714,000. The second largest spend is within Social Services at £291,000. Both of these services have been at the forefront of the response to the pandemic, which has required to changes to working practices, including the introduction of</p>

	<p>'bubbles' to keep our workforce safe which has impacted on the number of additional, temporary resources required to supplement the service.</p> <p>The cumulative mid-year 'Off-contract' spend for 2020/21 is £167,000. This shows that the use of agency workers is continuing to be used more appropriately across the organisation. However, Human Resources will work with Portfolios who continue to spend 'Off-contract' to further educate and assist in the appropriate use of agency workers.</p> <p>There were a total of 90 active agency placements on 30 September. At the time of running the report 72 placements exceeded the 12 week Agency Worker Regulations threshold. Of those that exceeded the threshold, 50 were within Streetscene and Transportation, 13 in Housing and Assets, 4 in Social Services, 2 each in Governance, and Planning, Environment and Economy and 1 in Education and Youth.</p>
1.07	<p><b>Equality and Diversity Workforce Monitoring</b></p> <p>Workforce diversity monitoring is an important means of demonstrating, implementing and promoting equality of opportunity. Ongoing promotion and monitoring is carried out to gather information on the diversity of our workforce including potential recruits as well as existing employees. The Council collects diversity information based on current UK equality legislation which aims to prevent discrimination on grounds of age, disability, gender, race, sexual orientation, religion and other protected characteristics. Information gathered can if analysed regularly, help us to identify barriers that prevent access to employment and career development for certain groups of people, and to develop solutions, such as positive action plans or alternative policies and practices.</p>
1.08	<p><b>Achievements – Workforce Health and Wellbeing Survey</b></p> <p>During the summer of 2020, we created an employee health and wellbeing survey, the purpose of which was to understand the overall emotional, social and physical wellbeing of our employees during the early part of the pandemic. Between 18/08/20 and 21/09/20 we received 1,237 responses which equates to 20% of the workforce. Based on a typical response to employee surveys of 5-30%, this is a healthy response rate.</p> <p>The survey had four key sections designed to get a baseline assessment of the health and wellbeing of our employees, namely:</p> <ul style="list-style-type: none"> <li>• General Health and Wellbeing</li> <li>• Working from Home</li> <li>• Working Differently</li> <li>• Return to Work.</li> </ul> <p>97% of those who completed the survey indicated that they were in reasonably or very good health. During the pandemic, the council has been able to expand its use of remote working which has enabled more services to operate as normal, or as close to normal. Of those who responded, 85% believed they had a good work-life balance and 9 out of 10 employees were being kept in regular contact with by their managers and were receiving regular updates.</p>



	A high level assessment of the findings are detailed in the presentation at Appendix Two.
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<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
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2.01	None arising directly from this report.
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<b>3.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
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3.01	None as the dashboard reports appended to this report details existing actual out-turns in the various measures.
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<b>4.00</b>	<b>RISK MANAGEMENT</b>
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4.01	None arising directly from this report.
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<b>5.00</b>	<b>APPENDICES</b>
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5.01	Appendix One: Dashboard – Workforce Information Mid-Year Report 2020/21
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5.02	Appendix Two: Health and Wellbeing Survey – High level outcomes
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<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
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6.01	None.
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<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
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7.01	<p><b>Contact Officer:</b> Sharon Carney, Senior Manager, Human Resources and Organisational Development.  <b>Telephone:</b> 01352 702139  <b>E-mail:</b> <a href="mailto:sharon_carney@flintshire.gov.uk">sharon_carney@flintshire.gov.uk</a></p>
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<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
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8.01	<p><b><u>Headcount and FTE</u></b>  This will provide information on the current levels of the Council's workforce.</p>
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**Age Profiling**

The purpose of providing the Organisational Age Profile is to enable the Council to provide a guide to the future number of potential retirements and succession plan by identifying any skill gaps that may arise. Without an analysis of age profile, no workable long term planning can be made.

**Employee Turnover and Stability (Including Redundancies and Early Retirements)**

This information will provide the awareness of trends in turnover rates within the Council for potential measure to be put in place for high turnover rates, if applicable.

**Attendance**

Attendance remains a high priority in the Council and will provide detailed information on the areas for improvement for absence/attendance. Stage 1 and Stage 2 capability hearings are the formal stages of the Attendance Management policy where sanctions including dismissal take place.

**Performance Management (Appraisals)**

Reporting on performance appraisals and development will enable more effective monitoring of potential training needs for future planning.

**Resource Management**

This information will include the usage of agency workers within the Council.

**Equality and Diversity Workforce Monitoring**

Information will be provided to inform what measures, if any, need to be implemented to prevent inequalities within the Council.

**Red Book**

JNC for Local Authority Craft & Associated Employees.

**Green Book**

JNC National Agreement for the former APT&C and Manual employees.

# CORPORATE DASHBOARD REPORTS

(FLINTSHIRE COUNTY COUNCIL)

2020/21 - MID YEAR REPORT  
(APRIL - SEPTEMBER)

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# 2020/21 DASHBOARD

## FLINTSHIRE COUNTY COUNCIL CUMULATIVE TOTALS

3

### TOTAL HEADCOUNT

6,060

### TOTAL FTE

4,704

### LEAVERS / TURNOVER

247 / 4.06%

### AGENCY SPEND 2020/21

£1.36m

### TARGET 2020/21

£1.70m

### DAYS LOST PER FTE 2020/21

3.07

### TARGET 2020/21

8.00

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# MID YEAR 2020/21 DASHBOARD

## HEADCOUNT AND FULL TIME EQUIVALENT (FTE) - NON SCHOOLS

### TOTAL HEADCOUNT

**2,920**

### TOTAL FULL TIME EQUIVALENT

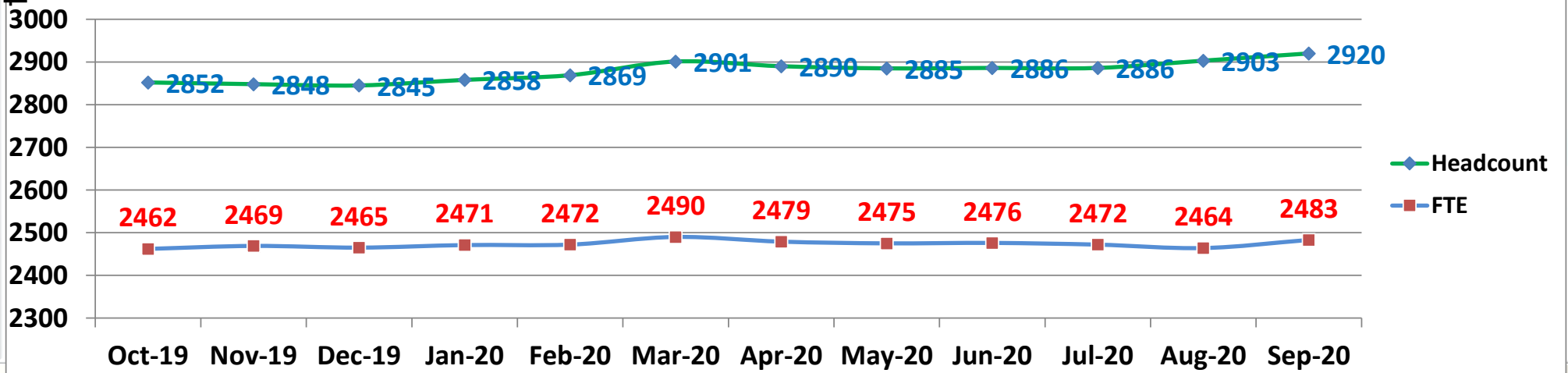
**2,483**

01/04/2020 **2,890** Increase of 30 person (+1.049%) 30/09/2020 **2,920**

01/04/2020 **2,479** Increase of 4 FTE (+0.16%) 30/09/2020 **2,483**

Tudalen 54

### HEADCOUNT AND FTE - 12 MONTH TREND

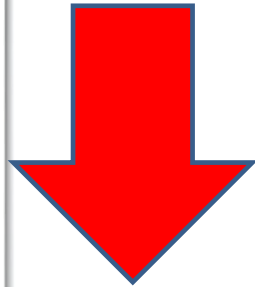


# MID YEAR 2020/21 DASHBOARD

## ATTENDANCE - NON-SCHOOLS

5

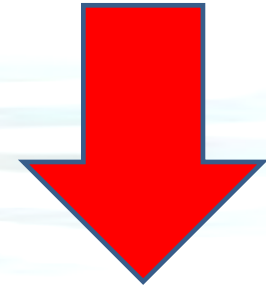
### DAYS LOST PER FTE AT 30/09/2019



30/09/2019  
1.22

1.34

30/09/2020  
1.34



**Downturn of 0.12**

### TOP 4 REASONS

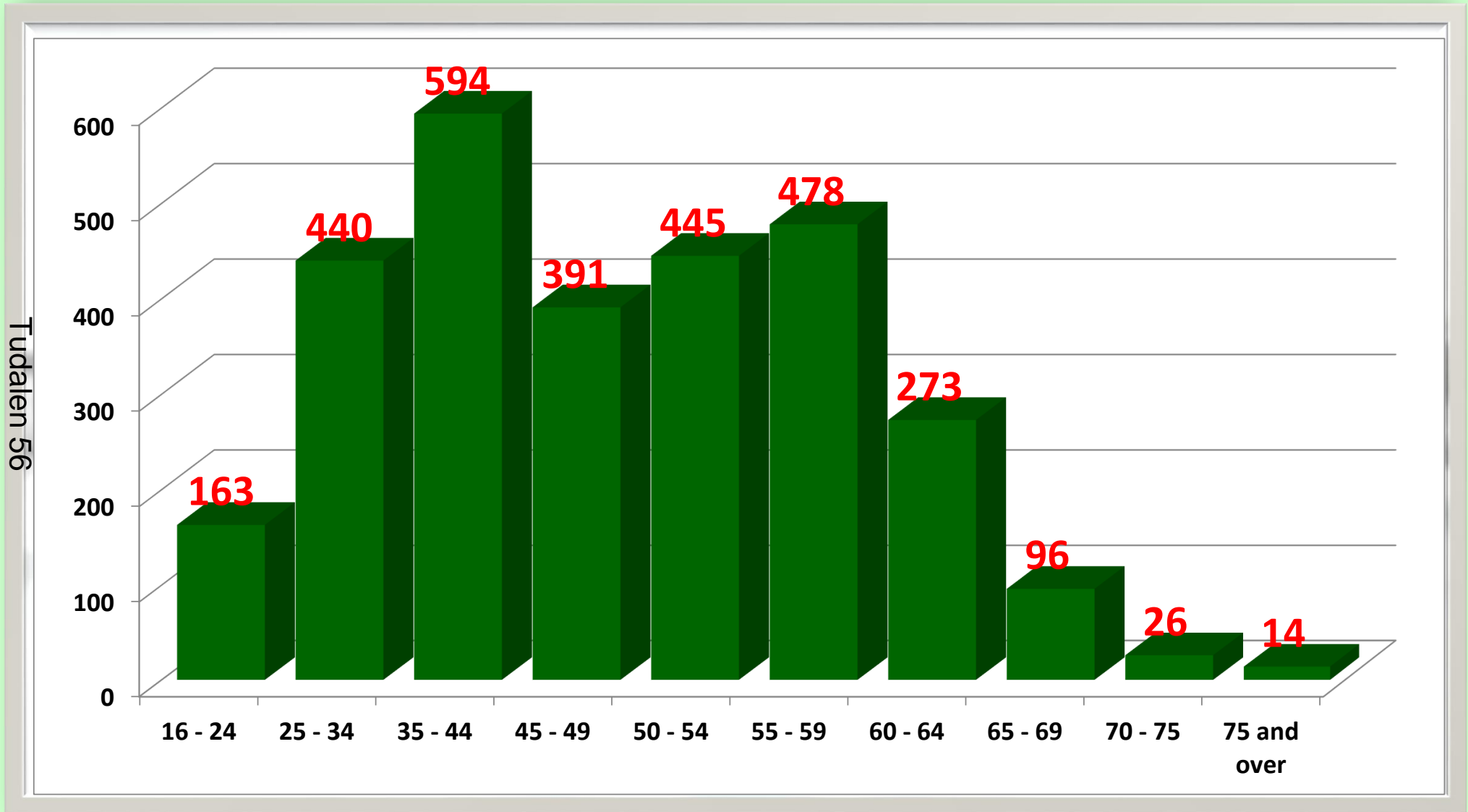
1. STRESS, DEPRESSION, ANXIETY
2. MUSCULOSKELETAL
3. STOMACH, LIVER, DIGESTION, VOMITING
4. INFECTIONS

Tudalen 55

# MID YEAR 2020/21 DASHBOARD

## AGE PROFILE - NON-SCHOOLS

6





# MID YEAR 2020/21 DASHBOARD

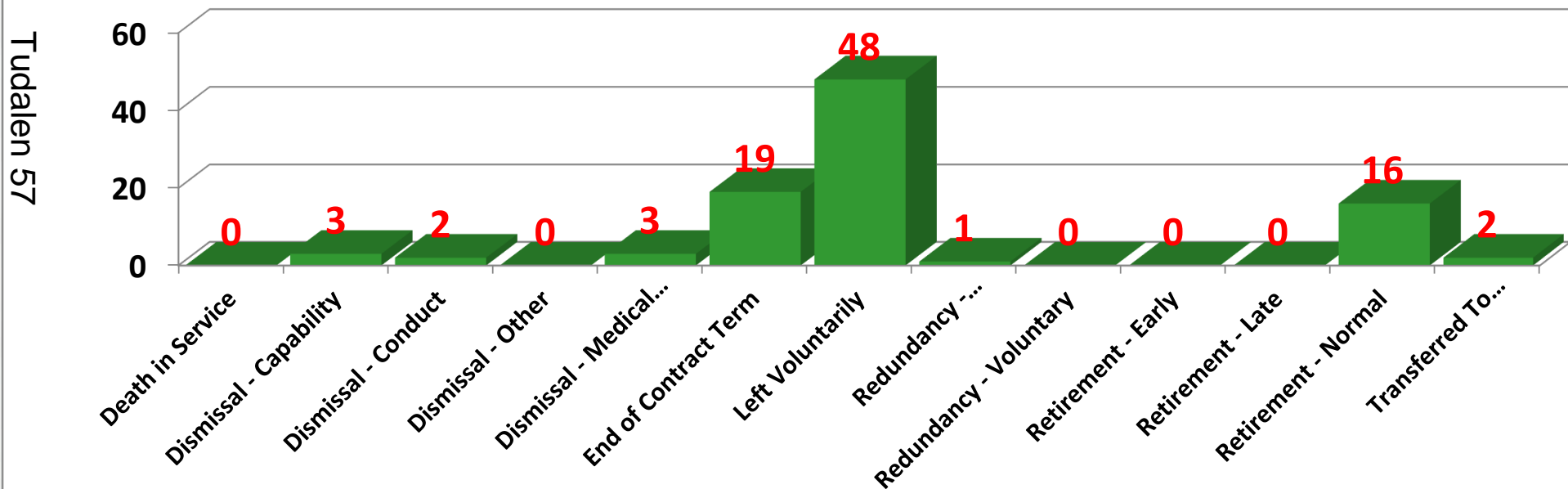
## TURNOVER AND STABILITY - NON SCHOOLS

7

### LEAVERS - 2020/21

94

### LEAVER REASON - MID YEAR



# MID YEAR REPORT DASHBOARD

## EQUALITY AND DIVERSITY - NON-SCHOOLS

### GENDER BREAKDOWN

**MALE**

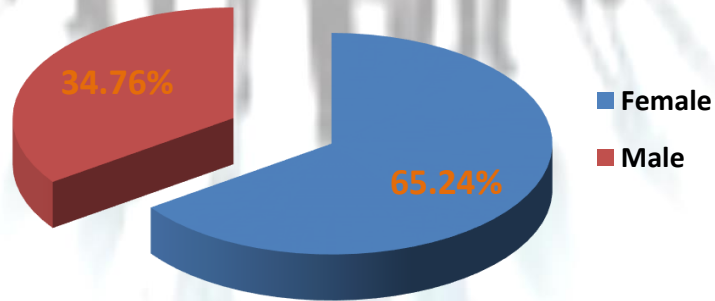
**1,015**  
(34.76%)

**FEMALE**

**1,905**  
(65.24%)

Tudalen 58

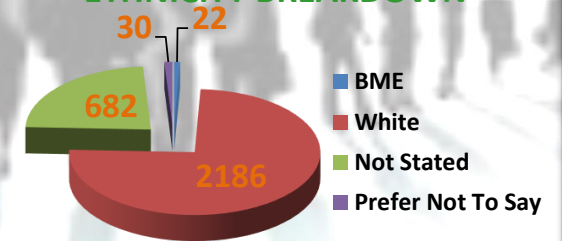
### GENDER BREAKDOWN (%)



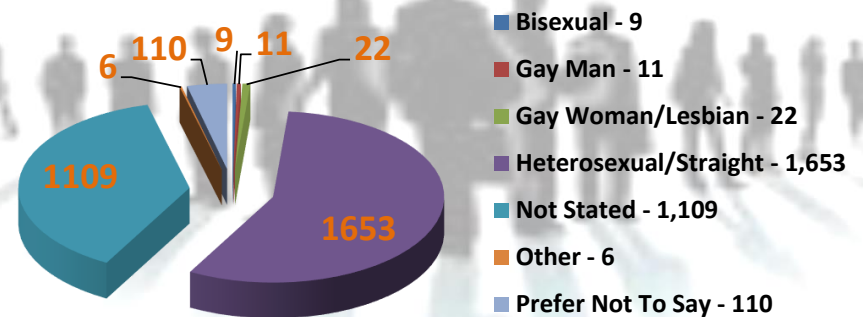
### ETHNICITY

BME - 22  
 WHITE - 2,186  
 PREFER NOT TO SAY - 30  
 NOT STATED - 682

#### ETHNICITY BREAKDOWN



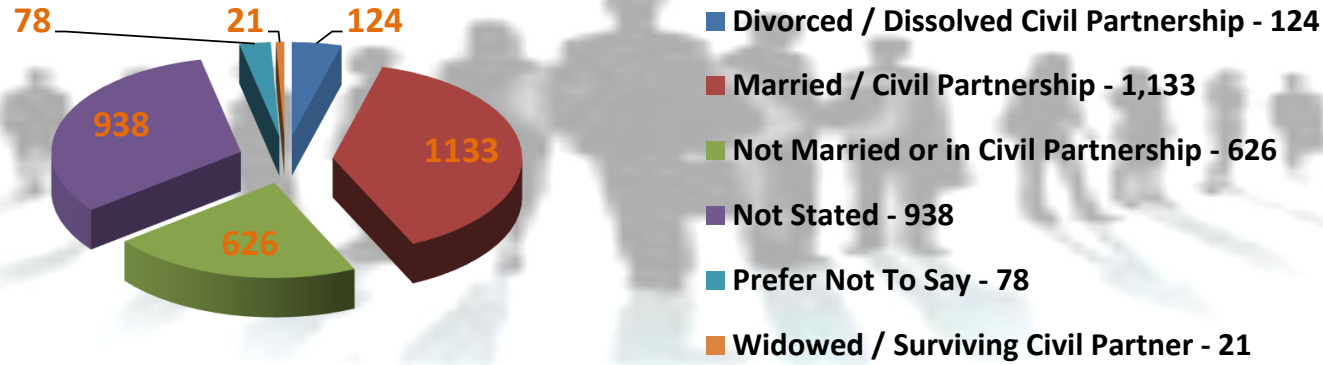
### SEXUAL ORIENTATION



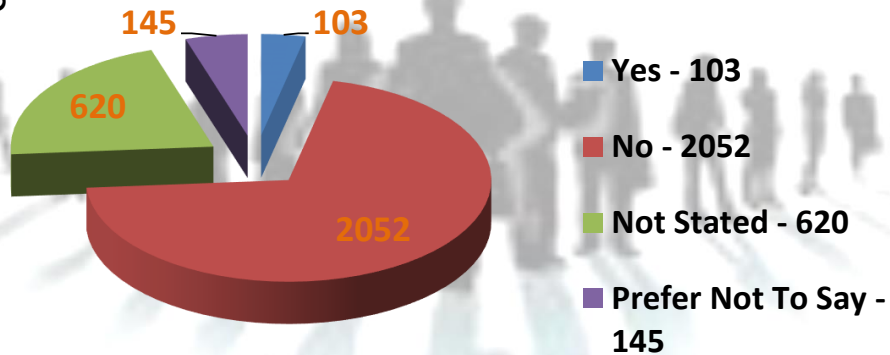
# MIF YEAR 2020/21 DASHBOARD

## EQUALITY AND DIVERSITY - NON-SCHOOLS

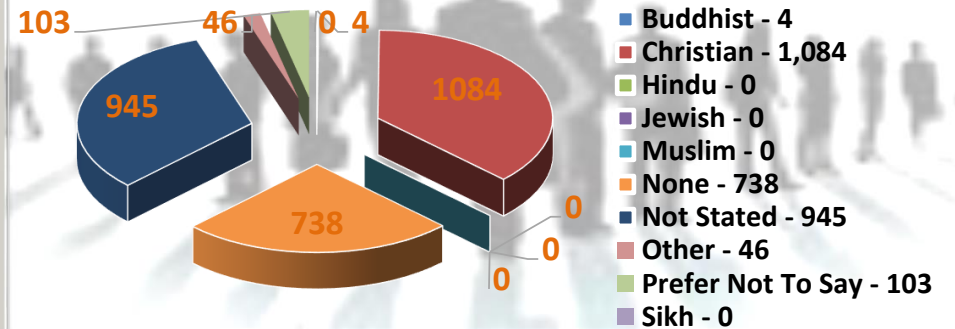
### MARITAL STATUS



### DISABILITY



### RELIGION OR BELIEF

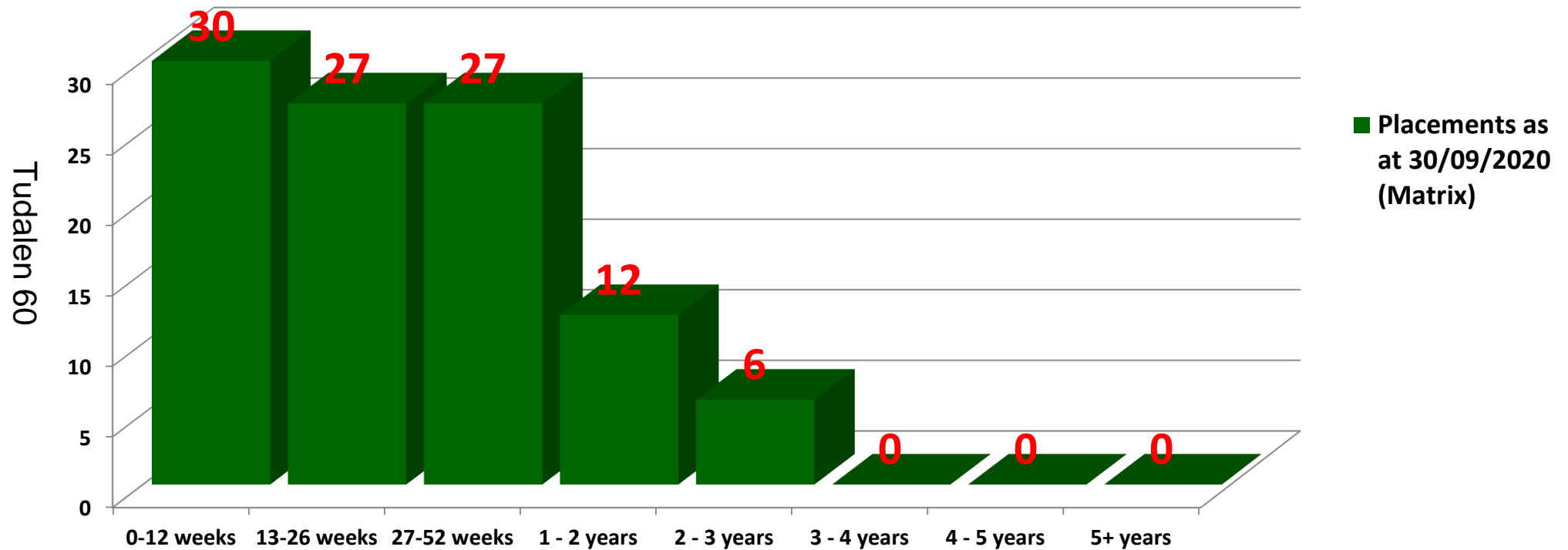


Tudalen 59

# MID YEAR 2020/21 DASHBOARD

## RESOURCE MANAGEMENT - AGENCY

### Agency Tenure Management Mid Year



# MID YEAR 2020/21 DASHBOARD

## HEADCOUNT AND FULL TIME EQUIVALENT (FTE) - SCHOOLS

### TOTAL HEADCOUNT

**3,140**

### TOTAL FULL TIME EQUIVALENT

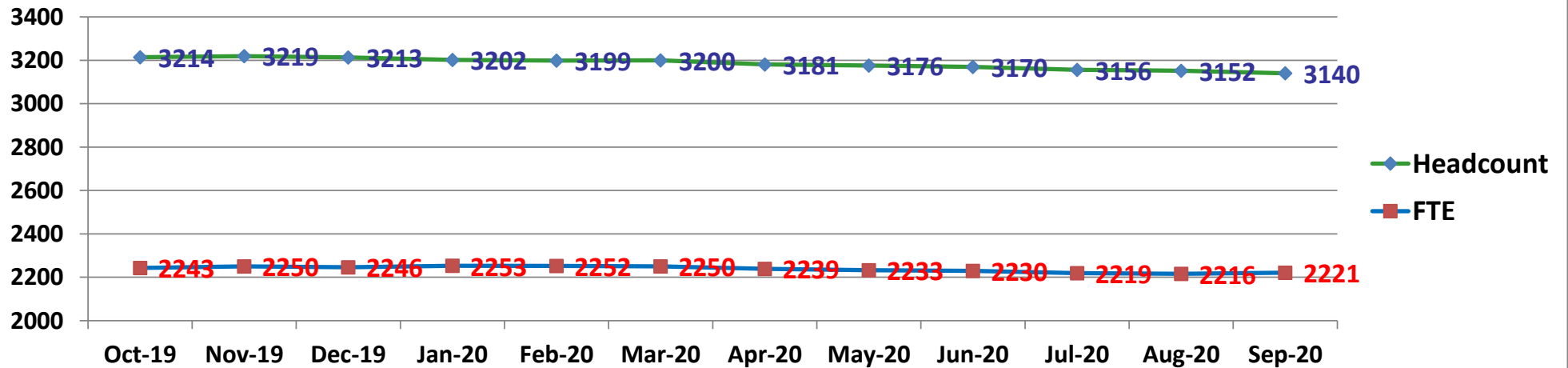
**2,221**

01/04/2020 **3,181** Decrease of 41 people (-1.29%) 30/09/2020 **3,140**

01/04/2020 **2,239** Decrease of 18 FTE (-0.80%) 30/09/2020 **2,221**

### HEADCOUNT AND FTE - 12 MONTH TREND

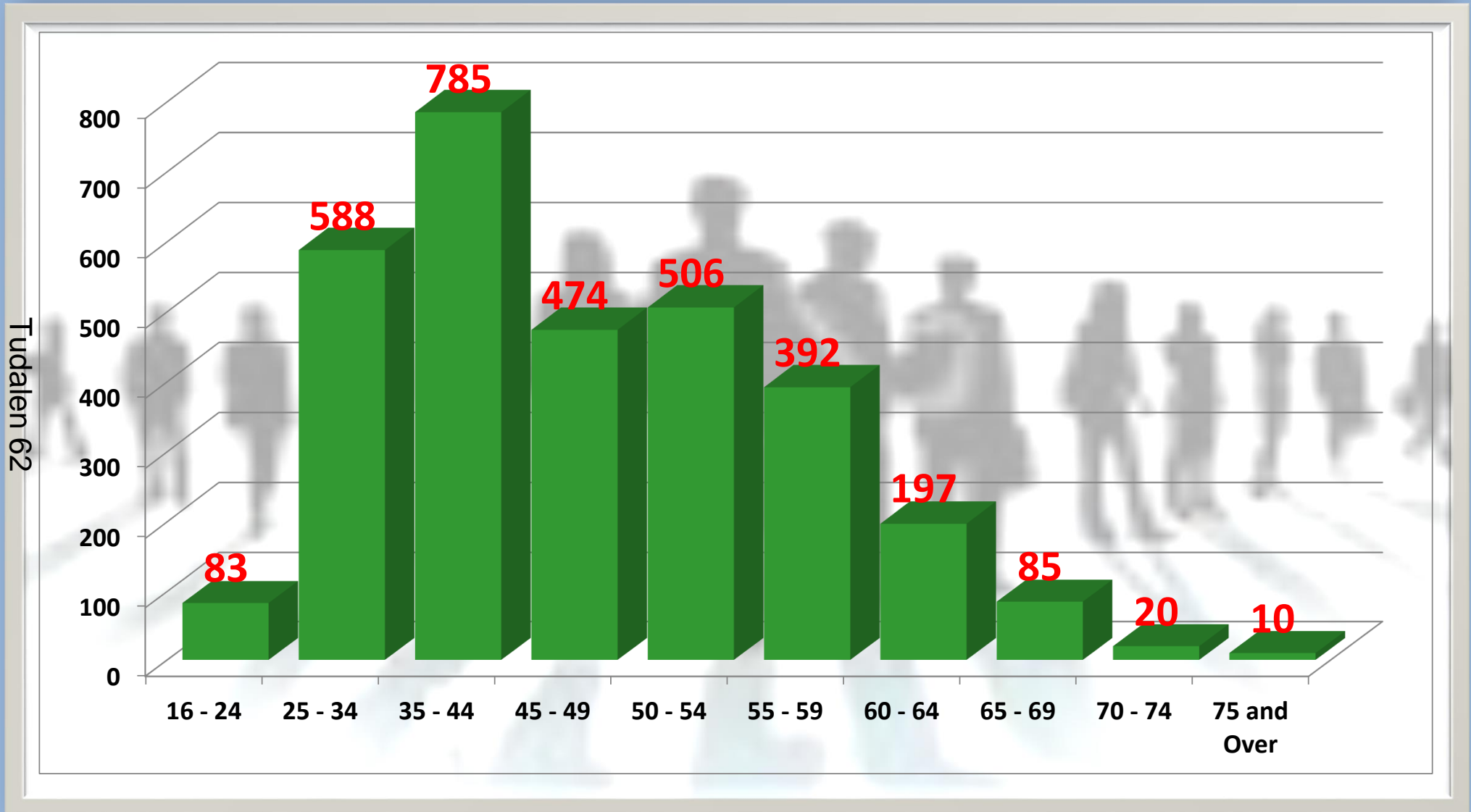
Tudalen 61



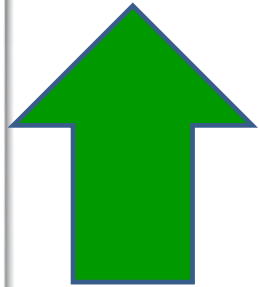
# MID YEAR 2020/21 DASHBOARD

## AGE PROFILE - SCHOOLS

12



**DAYS LOST PER FTE AT 30/09/2020**



30/09/2019  
3.67

**1.73**

30/09/2020  
1.73



**Improvement of 1.94**

Tudalen 63

**TOP 4 REASONS**

1. STRESS, DEPRESSION, ANXIETY
2. MUSCULOSKELTAL
3. BENIGN & MALIGNANT TUMOURS, CANCERS
4. INFECTIONS



# MID YEAR 2020/21 DASHBOARD

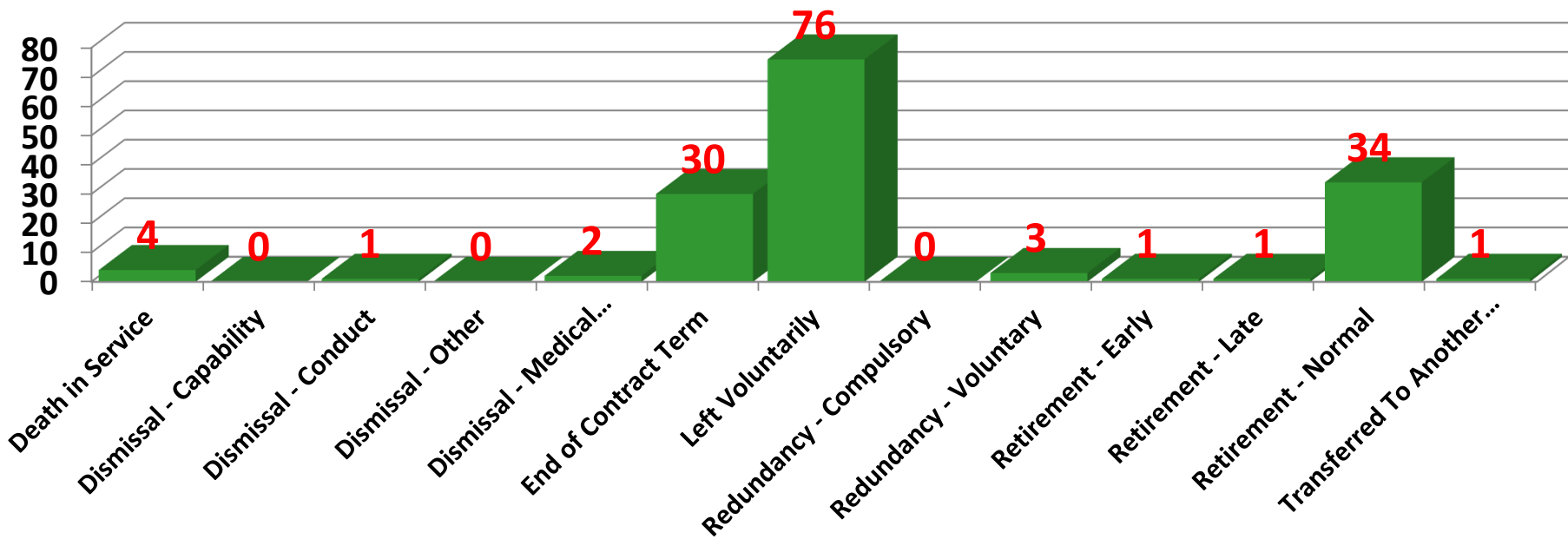
## TURNOVER AND STABILITY - SCHOOLS

### LEAVERS - 2020/21

153

### LEAVER REASON - MID YEAR

Tudalen 64





# MID YEAR 2020/21 DASHBOARD

## EQUALITY AND DIVERSITY - SCHOOLS

### GENDER BREAKDOWN

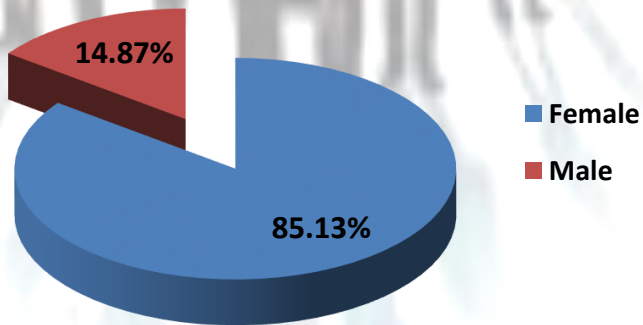
**MALE**

**467**  
(14.87%)

**FEMALE**

**2,673**  
(85.13%)

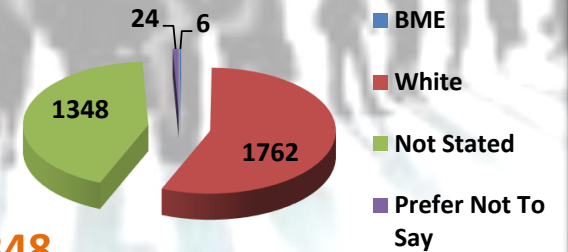
### GENDER BREAKDOWN (%)



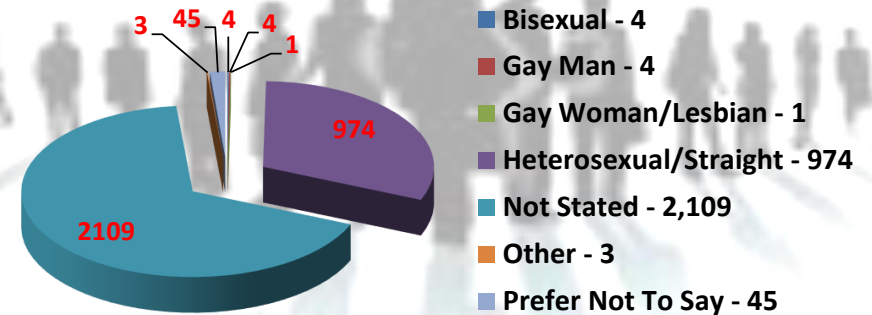
### ETHNICITY

**BME - 6**  
**WHITE - 1,762**  
**PREFER NOT TO SAY - 24**  
**NOT STATED - 1,348**

### ETHNICITY BREAKDOWN (%)



### SEXUAL ORIENTATION



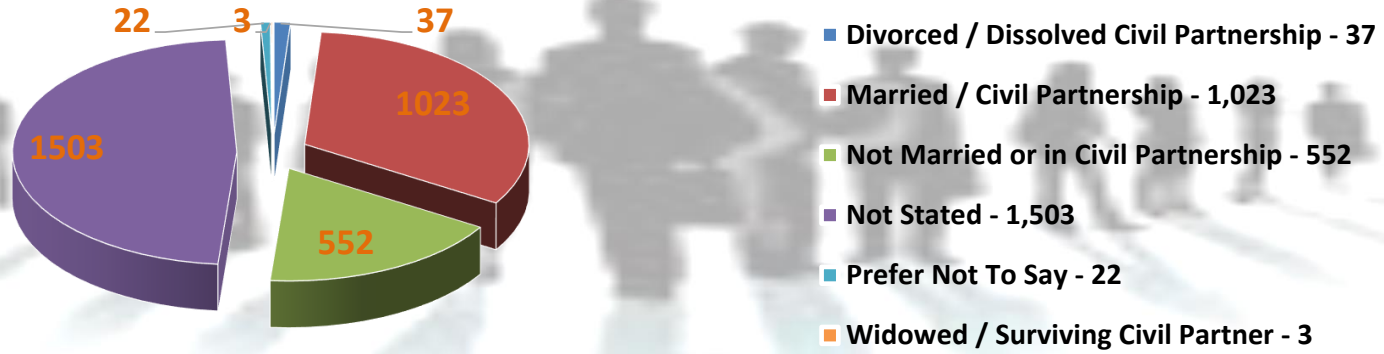
Tudalen 65

# MID YEAR 2020/21 DASHBOARD

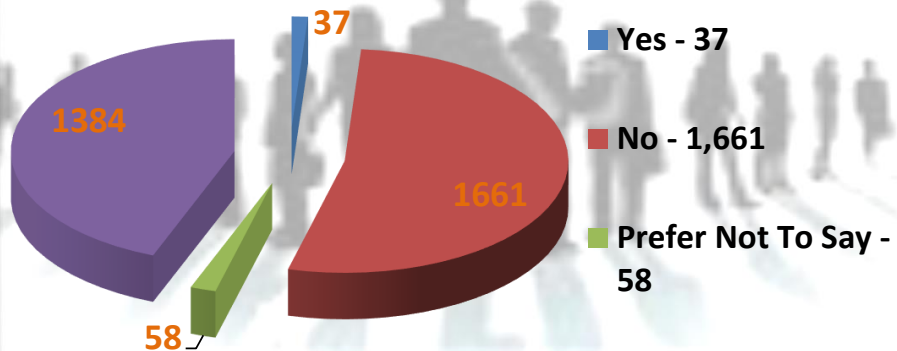
## EQUALITY AND DIVERSITY - SCHOOLS

Tudalen 66

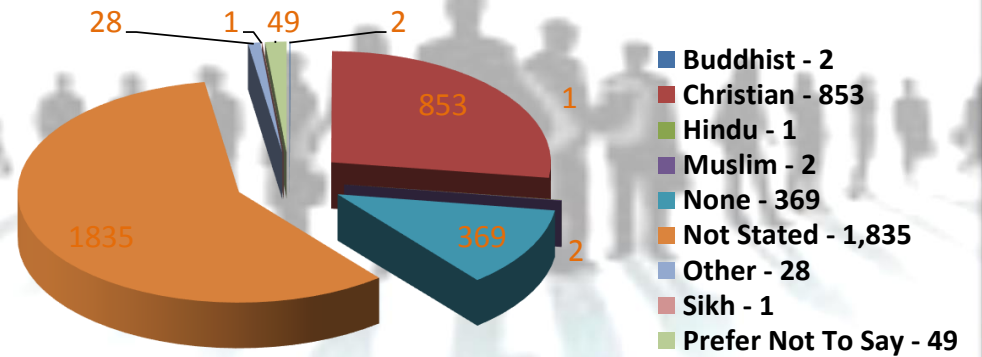
### MARITAL STATUS



### DISABILITY



### RELIGION OR BELIEF



# Corporate Services Overview and Scrutiny Committee

Thursday, 14 January 2021

## Assessing our Health & Well-being - Survey Response

# Results including response rate

 **1,237**

The number of employees who completed the survey



Survey Response Rate 20%



53.35%

Working from home



27.57%

Remained in work - working differently



1.86%

Shielding



0.40%

Sickness absence

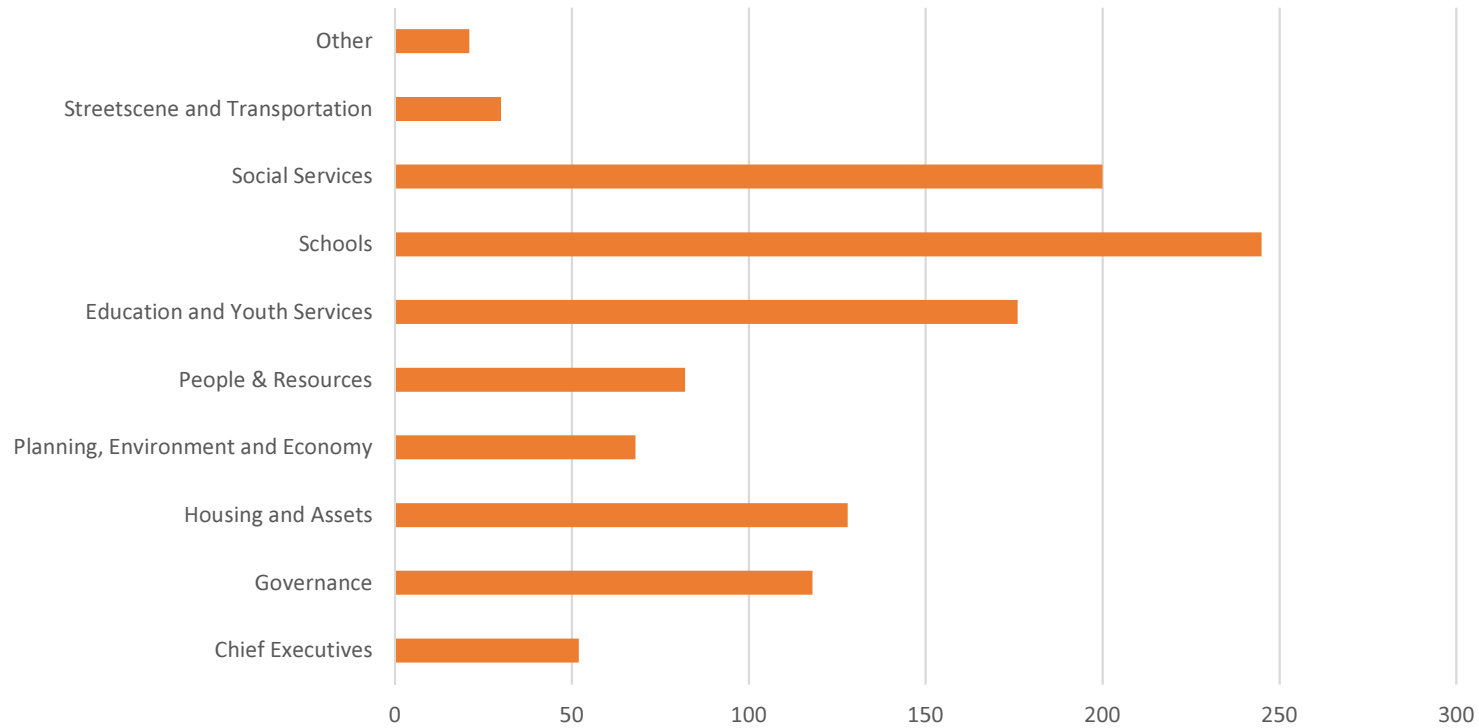


16.81%

Other

# Response by Portfolio

Tudalen 69



# General Health & Well-being

Having reviewed the data, 97% of those who completed the survey indicated that they are in reasonably or very good health.

Answer Choices	%
I am in very good health	44.99%
I am in reasonably good health	52.00%
I am in fairly poor health	2.93%
I am in very poor health	0.08%

At the time of issuing the survey, 82.47% of those who completed the survey had not experienced any symptoms

Answer Choices	%
Yes, I have been tested and I am currently experiencing symptoms	0.00%
Yes, I have been tested; but am now recovered or asymptomatic	0.65%
Possibly, I'm experiencing symptoms but have not been tested	0.24%
Possibly, I've experienced symptoms (now recovered) but have not been tested	11.20%
I've not experienced symptoms	82.47%
Other (please specify)	5.44%

Areas which have affected employee mental health and wellbeing – employees were asked to pick **THREE** **STATEMENTS**

Answer Choices	%
I feel socially isolated	15.20%
I worry about my own health	17.46%
I worry about the health of friend or family members	52.79%
I worry about my job security	9.78%
I feel sad about not having access to leisure activities	11.40%
I can't access resources that help me manage my mental health (e.g. therapy, group support)	13.86%
Relationships with people I share a house with are tense or unpleasant (e.g. family members)	4.12%
I am coping fairly well	57.07%
I have been spending more time with my family and that's been nice	46.48%
I have been keeping myself busy e.g. gardening, doing crafts, DIY	46.32%
None of these	2.91%
Other	10.83%

# Working from Home

What affect has working from home had on your wellbeing

Answer Choices	%
A positive effect	40.83%
A negative effect	19.67%
No real effect	39.50%

Do you feel you have had a good work -life balance

Answer Choices	%
Yes	84.20%
No	15.80%



# Returning to Work

How are you feeling about returning to work when the time is right?

Answer Choices	%
I can't wait to get back to work	16.07%
I'm a little anxious but I want to get back to normal	44.20%
I'm quite anxious and I'm not looking forward to it	8.93%
I'm very anxious and will need support	3.57%
Other	27.23%

# Levels of Support

Number who responded **YES** to the following questions:

Is your manager keeping in regular contact?

Is your manager providing you with updates?



95.83%

89.78%



94.97%

94.62%

Tudalen 74

# Working differently – remained in work

Have you felt safe carrying out your roles during the pandemic?

Answer Choices	%
Yes	80.91%
No	19.09%

Have you felt supported when carrying out your role during the pandemic?

Answer Choices	%
Yes	87.70%
No	12.30%

Have you been provided with appropriate PPE to help you carry out your role during the coronavirus/COVID pandemic?

Answer Choices	%
Yes	73.80%
No	7.35%
I do not need PPE to carry out my role	18.85%

# Over to you...

Any surprises?

Any questions?

Tudalen 76

# Next steps

- What do we do with the findings?
- Do we re-run the survey? – if yes, when?

Mae'r dudalen hon yn wag yn bwrpasol