Pecyn Dogfen Gyhoeddus

Gareth Owens LL.B Barrister/Bargyfreithiwr
Chief Officer (Governance)
Prif Swyddog (Llywodraethu)

Swyddog Cyswllt:
Sharon Thomas 01352 702324
sharon.b.thomas@flintshire.gov.uk

At: Cyng Clive Carver (Cadeirydd)

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

Dydd Gwener, 4 Mehefin 2021

Annwyl Gynghorydd,

RHYBUDD O GYFARFOD ANGHYSBELL
PWYLLGOR TROSOLWG A CHRAFFU ADNODDAU CORFFORAETHOL
DYDD IAU, 10FED MEHEFIN, 2021 10.00 AM

Yn gywir

Robert Robins
Rheolwr Gwasanaethau Democrataidd

Sylwch: Bydd hwn yn gyfarfod dros y we a bydd 'presenoldeb' wedi'i gyfyngu i Aelodau'r Pwyllgor a'r Aelodau hynny o'r Cyngor sydd wedi gofyn i Bennaeth y Gwasanaethau Democrataidd am wahoddiad. Y Cadeirydd fydd yn penderfynu a yw'r rhain yn cael siarad ai peidio.

Bydd y cyfarfod yn cael ei ffrydio'n fyw ar wefan y Cyngor. Bydd recordiad o'r cyfarfod ar gael yn fuan ar ôl y cyfarfod ar https://flintshire.publici.tv/core/portal/home

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

R H A G L E N

1 PENODI CADEIRYDD

Pwrpas: Yn y Cyfarfod Blynyddol, penderfynodd y Cyngor mai Grŵp Geidwadol a fydd yn cadeirio'r Pwyllgor hwn. Rhoddir gwybod i'r Pwyllgor mai'r Cynghorydd Clive Carver yw Cadeirydd y Pwyllgor am y flwyddyn ddinesig hon.

2 PENODI IS-GADEIRYDD

Pwrpas: Penodi Is-Gadeirydd ar gyfer y Pwyllgor.

3 YMDDIHEURIADAU

Pwrpas: I dderbyn unrhyw ymddiheuriadau.

4 DATGAN CYSYLLTIAD (GAN GYNNWYS DATGANIADAU CHWIPIO)

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

5 COFNODION (Tudalennau 5 - 10)

Pwrpas: I gadarnhau, fel cofnod cywir gofnodion y cyfarfod ar 11 Mawrth 2021.

6 OLRHAIN GWEITHRED (Tudalennau 11 - 14)

Adroddiad Pennaeth Gwaesanaethau Democrataidd -

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

7 RHAGLEN GWAITH I'R DYFODOL (Tudalennau 15 - 22)

Adroddiad Pennaeth Gwaesanaethau Democrataidd -

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

8 DIWEDDARIAD AR Y STRATEGAETH ADFER (Tudalennau 23 - 28)

Adroddiad Prif Weithredwr - Cabinet ar y Cyd

Pwrpas: Derbyn diweddariad ar y sefyllfa ddiweddaraf o safbwynt yr amcanion adfer.

9 ADRODDIAD MONITRO PERFFORMIAD DIWEDD BLWYDDYN
(Tudalennau 29 - 86)

Adroddiad Prif Weithredwr - Aelod Cabinet dros Reolaeth Gorfforaethol ac Asedau

Pwrpas: Adolygu'r cynnydd wrth gyflawni gweithgareddau, lefelau perfformiad a lefelau risg presennol fel y nodwyd yng Nghynllun y Cyngor.

10 CYCHWYN Y DDYLETSWYDD ECONOMAIDD-GYMDEITHASOL
(Tudalennau 87 - 92)

Adroddiad Prif Weithredwr - Aelod Cabinet dros Reolaeth Gorfforaethol ac Asedau

Pwrpas: Diweddaru Trosolwg a Craffu ar ein parodrwydd ar gyfer cychwyn y ddyletswydd economaidd-gymdeithasol.

Sylwch, efallai y bydd egwyl o 10 munud os yw'r cyfarfod yn para'n hirach na dwy awr.

Nodyn Gweithdrefnol ar redeg cyfarfodydd

Bydd y Cadeirydd yn agor y cyfarfodydd ac yn cyflwyno eu hunain.

Bydd nifer o Gynghorwyr yn mynychu cyfarfodydd. Bydd swyddogion hefyd yn mynychu cyfarfodydd i gyflwyno adroddiadau, gyda swyddogion Gwasanaethau Democrataidd yn trefnu a chynnal y cyfarfodydd.

Gofynnir i bawb sy'n mynychu i sicrhau bod eu ffonau symudol wedi diffodd a bod unrhyw sain gefndirol yn cael ei gadw mor dawel â phosib.

Dylai'r holl feicroffonau gael eu rhoi "ar miwt" yn ystod y cyfarfod a dim ond pan fyddwch yn cael eich gwahodd i siarad gan y Cadeirydd y dylid eu rhoi ymlaen. Pan fydd gwahoddedigion wedi gorffen siarad dylen nhw roi eu hunain yn ôl "ar miwt".

Er mwyn mynegi eu bod nhw eisiau siarad bydd Cynghorwyr yn defnyddio'r cyfleuster 'chat' neu yn defnyddio'r swyddogaeth 'raise hand' sy'n dangos eicon codi llaw electronig. Mae'r swyddogaeth 'chat' hefyd yn gallu cael ei ddefnyddio i ofyn cwestiynau, i wneud sylwadau perthnasol ac yn gyfle i'r swyddog gynghori neu ddiweddaru'r cynghorwyr.

Bydd y Cadeirydd yn galw ar y siaradwyr, gan gyfeirio at aelod etholedig fel 'Cynghorydd' a swyddogion yn ôl eu teitl swydd h.y. Prif Weithredwr neu enw. O bryd i'w gilydd mae'r swyddog sy'n cynghori'r Cadeirydd yn egluro pwyntiau gweithdrefnol neu'n awgrymu geiriad arall ar gyfer cynigion er mwyn cynorthwyo'r Pwyllgor.

Os, a phan y cynhelir pleidlais, mi fydd y Cadeirydd yn egluro mai dim ond y rheiny sy'n gwrthwynebu'r cynnig/cynigion, neu sy'n dymuno ymatal a fydd angen mynegi hynny drwy ddefnyddio'r swyddogaeth 'chat'. Bydd y swyddog sy'n cynghori'r Cadeirydd yn mynegi os bydd y cynigion yn cael eu derbyn.

Os oes angen pleidlais fwy ffurfiol, bydd hynny yn ôl galwad enwau – lle gofynnir i bob Cynghorydd yn ei dro (yn nhrefn yr wyddor) sut mae ef / hi yn dymuno pleidleisio.

Yng nghyfarfodydd Pwyllgorau Cynllunio a Chyngor Sir mae amseroedd siaradwyr yn gyfyngedig. Bydd cloch yn cael ei chanu i roi gwybod i'r siaradwyr bod ganddyn nhw funud ar ôl.

Bydd y cyfarfod yn cael ei ffrydio'n fyw ar wefan y Cyngor. Bydd recordiad o'r cyfarfod ar gael yn fuan ar ôl y cyfarfod ar
https://flintshire.publici.tv/core/portal/home

<u>**CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE**</u>
<u>**11 MARCH 2021**</u>

Minutes of the meeting of the Corporate Resources Overview & Scrutiny Committee of Flintshire County Council held as a remote attendance meeting on Thursday, 11 March 2021

<u>**PRESENT**</u>**: Councillor Clive Carver (Chairman)**
Councillors: Haydn Bateman, Geoff Collett, Mared Eastwood, Richard Jones, Kevin Rush, Paul Shotton, Andy Williams and Arnold Woolley

<u>**SUBSTITUTES:**</u> Councillor: Joe Johnson (for Sean Bibby) and Paul Cunningham (for Andy Dunbobbin)

<u>**APOLOGY:**</u> Chief Executive

<u>**CONTRIBUTORS:**</u> 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 Officer (Governance), Corporate Finance Manager, Finance Manager (Corporate Finance) and Customer Contact Service Manager

<u>For minute number 69</u>
Strategic Policy Advisor (Fiona Mocko) and Andrea Powell - Director of Programmes (Deputy Chief Executive) of Community Foundation in Wales

<u>**IN ATTENDANCE:**</u> Head of Democratic Services and Democratic Services Officers

65. <u>**DECLARATIONS OF INTEREST**</u>

On Agenda Item 6 - Flintshire Community Endowment Fund - Annual Report, the Chairman declared a personal interest as he was a member of the grants committee.

66. <u>**MINUTES**</u>

The minutes of the meeting held on 11 February 2021 were approved, as moved and seconded by Councillors Paul Shotton and Haydn Bateman.

<u>**RESOLVED**</u>:

That the minutes be approved as a correct record.

67. <u>**ACTION TRACKING**</u>

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

As requested by Councillor Richard Jones, the letter to Welsh Government seeking additional support for Out of County Placements would be circulated once it had been finalised.

The recommendation was moved and seconded by Councillors Geoff Collett and Joe Johnson.

RESOLVED:

That the Committee notes the progress which has been made.

68.   **FORWARD WORK PROGRAMME**

In presenting the report, the Head of Democratic Services reminded Members that all Overview & Scrutiny Committee meetings in April would be cancelled to provide support to the Elections. As there were no items currently scheduled for the next meeting of the Committee on 13 May, the Chairman had agreed that a briefing on Social Values could be held on that date. An indicative forward work programme for the 2021/22 municipal year would be shared at the June meeting.

Councillor Richard Jones requested an early item on the Poverty theme within the Council Plan, which was now under the remit of this Committee. The Head of Democratic Services advised that this would be scheduled for June or July, together with an update on the North Wales Economic Ambition Board. In response to Councillor Jones' request for items on service balances within the budget and reasons for earmarked reserves, the Corporate Finance Manager said that this additional information would be incorporated into the revenue budget final outturn report to be received in June.

The recommendations were moved and seconded by Councillors Kevin Rush and Geoff Collett.

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.

69.   **FLINTSHIRE COMMUNITY ENDOWMENT FUND - ANNUAL REPORT**

The Strategic Policy Advisor introduced the annual report on work undertaken by the Community Foundation in Wales in managing the Flintshire Community Endowment Fund (the Fund) on behalf of the Council. The report also provided an update on the performance of the Clwyd tripartite Welsh Church Act Fund (Clwyd WCAF).

Members were introduced to Andrea Powell - Director of Programmes (Deputy Chief Executive) of the Community Foundation in Wales - who gave a presentation covering the following:

- Community Foundation Wales - update
- Fund History and Overview - Flintshire Community Endowment Fund/Tri-partite Welsh Church Act Fund
- Financial performance
- Summary of grants awarded
- Case studies
- The future

Since the previous report and as a direct response to the national emergency, Community Foundation Wales had awarded over £5m worth of grants to more than 1,000 individuals and organisations across Wales. The Council's website would be updated with regard to information on the three funds available specifically to Flintshire residents - Flintshire Community Endowment Fund, Flintshire Welsh Church Act Fund and the Hawarden and District Relief in Need Fund.

Councillor Richard Jones said that promotion of the correct information would help elected Members to raise awareness amongst communities. Andrea Powell provided details on eligibility relating to schools. Contact details and presentation slides would be shared with the Committee.

In response to questions from Councillor Paul Shotton, clarification was given on the approach to investment management to maximise returns. Members were also informed about the promotion of funds through the website and various forms of social media.

When asked by Councillor Carolyn Thomas about help for community groups to apply for grants, Andrea Powell confirmed that the Flintshire Local Voluntary Council was represented on the grants panel. Whilst the limited amount of funding presented a challenge, alternative funding streams were identified where possible.

Clarification was also given to Councillor Joe Johnson on funding for Church and community groups setting up foodbanks during the pandemic.

The recommendation was moved and seconded by Councillors Geoff Collett and Paul Shotton.

RESOLVED:

That Members support the work of the Community Foundation in Wales on behalf of the Council.

70. REVENUE BUDGET MONITORING 2020/21 (MONTH 9)

The Finance Manager presented a report on the revenue budget monitoring position for the Council Fund and Housing Revenue Account (HRA) at Month 10 prior to consideration by Cabinet. The report reflected the budget position at the close of the financial year if all things remained unchanged and took into account the latest position on Welsh Government (WG) Emergency Grant funding announcements.

On the Council Fund, the projected year-end position - without new actions to reduce cost pressures and improve the yield on efficiency planning - was an operating surplus of £0.924m, leaving a projected contingency reserve balance of £2.339 at the end of the financial year. This projection excluded the impact of the pay award to be met by reserves. The main reasons for the favourable movement of £0.552m from month 9 were set out in the report.

An update was provided on the key financial risks and additional risks on free school meals and severe weather impact, together with the position on the achievement of planned in-year efficiencies as detailed in the report. On un-earmarked reserves, it was noted that negotiations with WG were ongoing on the eligibility of some grant funding claims.

On the HRA, a projected underspend of £1.642m would leave a closing un-earmarked balance of £3.651m, which was above the recommended guidelines on spend.

Councillor Richard Jones raised concerns about the implications of the lesser contribution by Betsi Cadwaladr University Health Board (BCUHB) towards joint-funded care packages; he said that agreements should be challenged to avoid the Council identifying mitigating measures to accommodate such losses. The Finance Manager described the process for agreeing joint funding arrangements and the challenges on accurate projections for budget purposes. The Corporate Finance Manager said that more information on the reason for the difference could be determined and shared at the next meeting.

On significant movements, Councillor Jones asked that Hardship Fund claims in Streetscene & Transportation be separated for future reports. He also asked about the perceived increase in risk which had led to an additional contribution for corporate bad debt provision. The Chief Officer (Governance) explained that the position had been impacted by decisions taken on the safety of debt enforcement due to the national emergency. The Corporate Finance Manager said that it was prudent for the Council to set aside sufficient contributions as part of the year-end accounting process.

Speaking in support of Councillor Jones' concerns on joint-funded care packages, Councillor Ian Roberts cited increased costs of care providers as a factor. He suggested that the Committee may wish to request a more detailed report on the matter.

The Chairman suggested that it was appropriate to refer the topic to the Social & Health Care Overview & Scrutiny Committee.

Councillor Banks thanked officers for the positive report. On the requests for carry forward of funding, he commended the work of the teams in Revenues and Internal Audit throughout the emergency situation.

The Chief Officer (Governance) also paid tribute to those involved in ensuring a positive year-end outturn on the budget, despite the emergency situation.

As an update on emergency funding announcements, the Corporate Finance Manager confirmed that the Council had recently received two amounts of £1.181m for the recent WG announcements on unachieved savings and digital transformation and that this would improve reserves for the year end. In addition, further announcements by WG on funding for schools were expected.

Councillor Jones proposed Councillor Roberts' suggestion that the Committee look at joint-funded care package agreements in more detail including the sharing of risks arising from increased provider costs. He said that this was a funding issue and was therefore under the remit of this Committee.

The Head of Democratic Services spoke in support of the Chairman's view and advised that the matter should be considered by the Social & Health Care Overview & Scrutiny Committee.

Councillor Roberts said that as a finance issue, this was best considered by this Committee. On that basis, Councillor Jones moved the proposal and was seconded by Councillor Bateman.

RESOLVED:

(a)   That having considered the Revenue Budget Monitoring 2020/21 Month 10 report, the Committee confirms that there are no specific matters to be reported to Cabinet; and

(b)   That the Committee consider how the difference between the BCUHB expected and actual contribution for joint funded packages has arisen as soon as possible.

71.   **REVIEW OF THE CORPORATE COMPLAINTS POLICY**

The Chief Officer (Governance) introduced the report on the new Concerns and Corporate Complaints Policy for the Council, which was based on a model complaints handling procedure for public service providers in Wales.

The Customer Contact Service Manager explained that changes to the Complaints Policy made greater use of trends with a reporting timetable established to share performance data and identify changes to improve service delivery. A new Managing Customer Contact Policy was also shared to provide

clear guidance on managing unacceptable behaviour from customers to protect the workforce. Both policies were to be implemented and published from 1 April 2021.

Councillor Mullin welcomed the policies which would provide clear guidance to customers and protection for employees.

On the performance timetable, Councillor Richard Jones proposed that the report be received by the Committee half-yearly - in line with that of Cabinet and Audit Committee - rather than annually. As requested, the model guidance would be shared with the Committee following the meeting.

In response to a question from the Chairman, the officers provided clarification on the process for dealing with a complaint where an officer fails to respond to an enquiry.

Councillor Jones' proposal was seconded by Councillor Haydn Bateman.

RESOLVED:

That the Committee:

(a)   Supports the implementation of the Concerns and Complaints Policy from 1 April 2021;

(b)   Supports the implementation of the Managing Customer Contact Policy from 1 April 2021;

(c)   Notes the performance timetable as outlined in paragraph 1.15 of the report; and

(d)   Receives reports on a half-yearly rather than annual basis as indicated in the report.

72.   **MEMBERS OF THE PRESS IN ATTENDANCE**

There were no members of the press in attendance.

(The meeting started at 10am and ended at 11.50am)

…………………………
Chairman

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	10 June 2021
Report Subject	Action Tracking
Report Author	Head of Democratic Services
Type of Report	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.

REPORT DETAILS

1.00	EXPLAINING THE ACTION TRACKING REPORT
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	This paper summarises those points and where appropriate provides an update on the actions resulting from them. The Action Tracking details are attached in appendix A.

2.00	**RESOURCE IMPLICATIONS**
2.01	The creation of the Action Tracking report increases work flow but should provide greater understanding and efficiency.

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

4.00	**RISK MANAGEMENT**
4.01	Not applicable.

5.00	**APPENDICES**
5.01	Appendix A – CRO&SC Action Points

6.00	**LIST OF ACCESSIBLE BACKGROUND DOCUMENTS**
6.01	Minutes of previous meetings of the committee as identified in the report. **Contact Officer:** Robert Robins, Head of Democratic Services **Telephone:** 01352 702320 **E-mail:** robert.robins@flintshire.gov.uk

7.00	**GLOSSARY OF TERMS**
7.01	None.

Action Tracking Appendix for June 2021 CRO&SC

Meeting	Agenda item	Action Required	Action taken and timescale
14.02.21	7. Revenue Budget Monitoring Month 8	1. Member seminar to be arranged in due course on Christmas waste collection. 3. GF to ask fellow 151 officers for levels of overspending on Children's Services.	1. In progress; to be held April/May 3. In progress.
14.02.21	6. FWP	Officers to produce outline FWP based on previous discussions.	On agenda
13.03.21	5. FWP	1. The Committee approves the forward work programme 2. That the Head of Democratic Services in consultation with the Chair and Vice-chair of the committee be authorised to vary the forward work programme between meetings.	NWEAB and Poverty update to an early meeting) Details of service balances and reasons of ear-marked reserves to be included in the RBM out turn report. GF/DL)
13.03.21	6. Flintshire Community Endowment Fund Annual Report	That the Committee supports the work of the Community Foundation in Wales on behalf of the Council .	Presentation slides and Andrea Powell's email address to be circulated to the committee. (Fiona Mocko) FM to liaise with Andrea on updating the info on the website. FM to change the reporting period for next year.
13.03.21	7. RBM M10	That having considered the Revenue Budget Monitoring 2020/21 (Month 10) the Committee confirms that there are no specific matters which it wishes to have raised at Cabinet. Committee to consider how the difference between the BCUHB expected and actual contribution for joint funded packages has arisen as soon as possible	July meeting
13.03.21	8. Review of the Corporate Complaints Policy	That the Committee: 1. Supports the implementation of the concerns and Complaints Policy from 1st April 2021.	RJR to send the committee the Ombudsman's statement of principles for handling complaints.

		2. Supports the implementation of the Managing Customer Contact Policy from 1st April 2021 3. Notes the performance as outlined in the report. 4. Will receive reports on a half –yearly, rather than annual basis as indicated in the report.	

CYNGOR Sir y Fflint Flintshire COUNTY COUNCIL

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE	

Date of Meeting	Thursday 10 June, 2021
Report Subject	Forward Work Programme
Report Author	Head of Democratic Services
Type of Report	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

1.00	EXPLAINING THE FORWARD WORK PROGRAMME
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	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: 1. Will the review contribute to the Council's priorities and/or objectives? 2. Is it an area of major change or risk? 3. Are there issues of concern in performance? 4. Is there new Government guidance of legislation? 5. Is it prompted by the work carried out by Regulators/Internal Audit? 6. Is the issue of public or Member concern?
1.03	At the March meeting, it was reported that the officers would be meeting to prepare an outline forward work programme for consideration by the Committee. During subsequent discussions, it was agreed the work of the committee comprised five major strands: Strategy; Finance; Performance; Partnerships and Regulatory. Some of the meetings had clear focus on a particular strand, which is shown on the attached. Forward Work programme.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Publication of this report constitutes consultation.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	None. **Contact Officer:** Robert Robins Head of Democratic Services **Telephone:** 01352 702320 **E-mail:** robert.robins@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	No technical terms have been used in this report.

Mae'r dudalen hon yn wag yn bwrpasol

Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2021- 2022

DATE	ISSUE	O&S FOCUS / PURPOSE	REPORT(S) FROM
Thursday 8th July 10.00 Finance themed meeting	Revenue Budget Monitoring 20/21 Out-turn	Monitoring	Dave Ledsham
	Capital Programme Monitoring 2020/21 Out-turn	Monitoring	Neal Cockerton/ Chris Taylor
	Interim budget monitoring 2021/22	Monitoring	Dave Ledsham
	Medium Term financial strategy update and initial budget estimates for 2022/23		
	Digital Strategy	Assurance	Gareth Owens
	Implications of the lesser contribution by Betsi Cadwaladr University Health Board (BCUHB) towards joint-funded care packages		
Thursday 16th September 10.00 Partnerships Themed Meeting	Community Safety Partnership Annual Report	This item fulfils the statutory requirement for the committee to hold an annual 'crime & disorder' scrutiny meeting.	Sian Jones
	North Wales EAB /MDA update		
	Employment & Workforce information Quarter 1	Monitoring	Sharon Carney/ Andrew Adams

Tudalen 19

Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2021- 2022

	Annual Improvement Letter from the Auditor General for Wales	Assurance	Jay Davies	
	Revenue budget monitoring (Month 4) Capital Programme Monitoring Q1	Monitoring	Dave Ledsham Neal Cockerton/ChrisTaylor	
Thursday14th October 10.00 Strategy Themed Meeting	People Strategy Review and Returning to Work	Monitoring	Sharon Carney	
	North Wales Fire & Rescue Authority: consultation on the 2022/23 budget	Consultation	To be determined	
	Work of the Coroner's Office	Information: this item has never been to committee before.	Chief Executive/ Gareth Owens	
	Asset strategy Review	Update	Neal Cockerton	
	Poverty Priority Theme Overview	Review	Collective	
	Revenue budget monitoring (Month 5)	Monitoring		
Thursday11th November 10.00				
	Employment & Workforce Monitoring Quarter 2	Monitoring	Sharon Carney/ Andrew Adams	

Tudalen 20

Corporate Resources Overview & Scrutiny Committee Forward Work Programme 2021- 2022

	NWC-REPS Annual Report	Assurance	Helen Kilgannon
	Revenue budget monitoring (Month 6) Capital Programme monitoring (Quarter 2)	Monitoring	Dave Ledsham Neal Cockerton/ Chris Taylor
Thursday 9th December 10.00	MTFS & Budget 2022/2 Consultation	Consultation	Gary Ferguson
	Revenue budget monitoring (month 7)	Monitoring	Dave Ledsham
	Mid-Year Council Plan Monitoring	Monitoring	Jay Davies
	Public Service Ombudsman for Wales Annual Report for 202/21	Monitoring & Assurance	Rebecca Jones
	Complaints	Monitoring	Rebecca Jones
Thursday 13th January 2022 10.00	Budget 2022/23 consultation?		
	Revenue Budget monitoring (Month 8)	Monitoring	Dave Ledsham
Thursday 10th February 10.00	Revenue Budget monitoring (Month 9) Capital Programme Monitoring (Third quarter)	Monitoring	Dave Ledsham

Tudalen 21

Thursday10th March 10.00	Revenue Budget monitoring (Month 10)	Monitoring	Dave Ledsham
	Legacy items for after the elections	Opportunity for the committee to consider items to commend to the post election successor.	

Potential briefing topics

Clwyd Pension Fund update

CORPORATE RESOURCES OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Thursday 10th June 2021
Report Subject	Recovery Strategy Update
Cabinet Member	Collective Cabinet
Report Author	Chief Executive
Type of Report	Strategic

EXECUTIVE SUMMARY

Wales, and the North Wales region, is now in a second phase of recovery from the Covid-19 pandemic.

This Committee has received regular reports on the response to, and recovery from the pandemic over a series of meetings.

Council, at its recent Annual Meeting, appointed a new Recovery Committee to guide our second phase of recovery. As part of its role this new Committee will refer risks and issues to the respective Overview and Scrutiny Committees to review in detail as part of their forward work programmes.

This short report explains the Terms of Reference of the new Recovery Committee and sets out the updated corporate objectives being recommended for this second phase of recovery.

Verbal updates will be given at this meeting on progress with recovery for governance, finance and workforce as an interim report.

RECOMMENDATIONS	
1	That the Committee notes the report and awaits guidance from the Recovery Committee on risks and issues to review in more detail within its Terms of Reference as part of its forward work programme.

REPORT DETAILS

1.00	**RECOVERY STRATEGY AND GOVERNANCE**
1.01	Wales, and the North Wales region, is now in a second phase of recovery from the Covid-19 pandemic.
1.02	This Committee has received regular reports on corporate risk management and mitigation, and the progress in achieving our corporate recovery objectives over a series of meetings. The set of corporate recovery objectives has been reviewed and updated and the following will be recommended to the Recovery Committee for adoption:- **Overall Organisational Recovery** 1. To ensure the financial resilience and sustainability of the organisation in budget planning for 2022/23 and the medium-term; 2. To make a managed transition to a new operating model for working arrangements for the workforce; 3. To continue to protect the health and well-being of the workforce; 4. To continue to maintain good governance; 5. To restore public access to, and participation in, democratic meetings; 6. To continue to ensure organisational business continuity, and contingency planning for unforeseen developments with the pandemic'. **Finance** 1. To ensure the financial sustainability of the organisation; 2. To continue to maximise national assistance from the hardship fund and other government funding; 3. To continue to recover and restore income to target levels; 4. To continue to recover and restore debt to target levels; 5. To maintain reserves and balances at levels that meet our needs. **Workforce** 1. To ensure that the legal and ethical duties of the employer continue to be met in recovery; 2. To continue to restore and protect the well-being of the workforce over time; 3. To agree and implement a new operating model and working arrangements which maximise the use of technology and digital workplace solutions; 4. To continue to review opportunities for organisational re-design based on the learning from the emergency response and recovery phases.

	Governance
	1. To restore collection rates of Council Tax, NNDR, Sundry Debt and housing rents to target levels;
	2. To complete the transition to a settled model for modern meetings;
	3. To restore accessibility to, and participation by, the public in member meetings;
	4. To continue to support and expand digital means of service delivery.
	Service Recovery
	1. To ensure the business continuity of all services ;
	2. To meet the specific recovery objectives for each portfolio as set out in their respective business recovery plans;
	3. To plan the full recovery of services against any backlogs and temporarily reduced performance standards;
	4. To ensure that contingency planning is in place should there be a return to a third phase of response.
	Community Recovery
	1. To protect the health and well-being of local communities;
	2. To support and protect the most vulnerable in society;
	3. To support the recovery of communities and build their resilience;
	4. To support the economic recovery of communities and local business sectors.
	Regional Recovery
	1. To fully engage with the regional recovery strategy and as a member of the regional Recovery Co-ordinating Group;
	2. To effectively manage the local implementation of the regional *Prevention and Response* strategy for the pandemic;
	3. To effectively manage the local operation of the *Test, Trace and Protect* programme ;
	4. To play a full part in the planning and delivery of partnership programmes e.g. the vaccination programme.
1.03	The Recovery Committee will refer risks and issues to this Committee to review in detail in the areas of governance, finance, workforce and regional partnership working.
1.04	The Terms of Reference of the Recovery Committee as approved by Council are set out below:- **Recovery Committee – Terms of Reference** **1. Role** 1.1 To re-set the recovery objectives for the whole organisation and for each of the service portfolios.

	1.2 To overview recovery against those objectives. 1.3 To refer issues to the Cabinet and the Overview and Scrutiny Committees for detailed review/planning. 1.4 To help give assurance to the public and partner organisations on our local planning. 1.5 To carry out its role, the committee will be given access to the following tools and resources: • Local objectives and targets • Local recovery strategies and portfolio business plans • Internal risk registers with mitigation actions • Regional plans and strategies • National plans and strategies 1.6 It is intended that the Recovery Committee will operate for the 2021/22 municipal year only. **2. Form & composition** The Committee will be politically balanced and will consist of sufficient places to ensure that all political groups on the Council are represented. **3. Substitutes** Substitutes will be permitted where Members of the Committee are unable to attend. Notice must be given to the Committee officer in advance of the meeting. **4. Quorum** Rule of procedure 7 gives the quorum of Committees as being a quarter of the Membership. **5. Restrictions on Membership** The Leader of the Council has given an undertaking that the Chair of the Recovery Committee will not be nominated by the controlling group.
1.05	Verbal updates will be given at this meeting on progress with recovery for governance, finance, workforce and partnership working as an interim report.

2.00	RESOURCE IMPLICATIONS
2.01	None specific

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	Consultation on the second phase recovery strategy and governance arrangements has taken place with Chief Officers, the internal Emergency Management Response Team, Cabinet Members, and Group Leaders.

4.00	RISK MANAGEMENT
4.01	None specific.

5.00	APPENDICES
5.01	None.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	**Contact Officer:** Colin Everett **Telephone:** 01352 702101 **E-mail:** chief.executive@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	None.

Mae'r dudalen hon yn wag yn bwrpasol

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 10th June, 2021
Report Subject	End of Year Performance Monitoring Report
Cabinet Member	Deputy Leader for Governance and Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

Flintshire County Council Reporting Measures 2020/21 were identified by portfolios and approved by Cabinet in September 2020.

The Committee has both areas of corporate performance within its terms of reference, and this report presents the annual out-turn of performance against those measures identified for 2020/21 relevant to the Corporate Resources Overview & Scrutiny Committee. As the Overview & Scrutiny Committee with overall responsibility for performance, the complete outturn report for all portfolios is attached at Appendix 1.

This out-turn report for the 2020/21 Reporting Measures shows that 67% of the performance indicators have met or exceeded their targets. Where performance can be measured against last year there has been a 52% downturn in trend, with 43% of measures improving on last year's performance and 5% maintaining stable performance.

This report is an exception-based report and concentrates on under-performance against target.

RECOMMENDATIONS	
1.	That the Committee consider the End of Year Performance Monitoring Report to monitor areas of under performance and request further information as appropriate.
2.	To be assured by explanations given for underperformance, which in the main are explained by the interruption of the pandemic.

REPORT DETAILS

1.00	EXPLAINING THE PERFORMANCE AT YEAR END 2020/2021
1.01	The year-end performance monitoring reports provide explanation of the progress being made toward the agreed measures set out in the Flintshire County Council Reporting Measures 2020/21. These measures were approved by Cabinet after targets for 2020/21 were re-assessed for forecasted performance due to the disruptions caused during the response phase of the pandemic.
1.02	This report is an exception-based report and concentrates on under-performance against in-year targets.
1.03	**Monitoring our Performance** Analysis of performance against the performance indicators is undertaken using the RAG status. This is defined as: • RED - under-performance against target. • AMBER - where improvement may have been made but performance has missed the target. • GREEN - positive performance against target.
1.04	Analysis of current levels of performance against target shows the following: • 41 (67%) have achieved a green RAG status • 12 (20%) have an amber RAG status • 8 (13%) have a red RAG status
1.05	The performance indicator (PIs) which shows a red RAG status for current performance against target relevant to the Corporate Resources Overview & Scrutiny Committee is:- **Chief Executives Team - Corporate Finance** **Percentage of income target achieved** A review of fees and charges was undertaken in October 2020 and increases implemented where possible. The impact of the pandemic on Council Services has meant that there has been a reduction in levels of income this year.

2.00	RESOURCE IMPLICATIONS
2.01	There are no specific resource implications for this report.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT

3.01 | **Ways of Working (Sustainable Development) Principles Impact**

Long-term	Throughout all of the Mid-Year Monitoring Report there are demonstrable actions and activities which relate to all of the Sustainable Development Principles. Specific case studies will be included in the Annual Performance Report for 2020/21.
Prevention	
Integration	
Collaboration	
Involvement	

Well-being Goals Impact

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

Council's Well-being Objectives
The Council's wellbeing objectives will be included in the Annual Performance Report for 2020/21. We have reviewed and updated our Well-being Objectives in throughout the development of the Council Plan 2021/22.

4.00	CONSULTATIONS REQUIRED / CARRIED OUT
4.01	The Reporting Measures are monitored by the respective Overview and Scrutiny Committees according to the priority area of interest.
4.02	Chief Officers have contributed towards reporting of relevant information.

5.00	APPENDICES
5.01	Appendix 1: End of Year Performance Monitoring Report 2020-21.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Flintshire County Council Reporting Measures 2020/21.

7.00	CONTACT OFFICER DETAILS
7.01	**Contact Officer:** Colin Everett, Chief Executive **Telephone:** 01352 702101 **E-mail:** chief.executive@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
8.01	**Reporting Measures:** The document which sets out the performance indicators of the Council. This document provides a set of measures to support recovery and selected portfolio measures. **An explanation of the report headings** **Measures (Key Performance Indicators - KPIs)** Baseline Year – As a new indicator, a target has not been established. This will be monitored and targets established for the following year. End of Year Target – The target for this end of year as set at the beginning of the year. Current RAG Rating – This measures performance for the year against the target. It is automatically generated according to the data. Red = a position of under performance against target, Amber = a mid-position where improvement may have been made but performance has missed the target and Green = a position of positive performance against the target. Trend – Trend arrows give an impression of the direction the performance is heading compared to the previous year: - A 'downward arrow' always indicates poorer performance regardless of whether a KPI figure means that less is better (e.g. the amount of days to deliver a grant or undertake a review) or if a KPI figure means that more is better (e.g. number of new jobs in Flintshire). - Similarly an 'upward arrow' always indicates improved performance.

End of Year Report 2020/21

Gyda'n gilydd gallwn ni i gyd helpu i gadw **Sir y Fflint** yn ddiogel

Together we can all help to keep **Flintshire** safe

Revised 28/05/2021

Key for Report Performance

Performance	Shown as ▲	Trend	Shown as ▲
Off Track (Red)	🔴	Downturned (Red)	⬇
Monitor (Amber)	🔺	Maintained (Amber)	➡
On Track (Green)	🟢	Improved (Green)	⬆

Tudalen 34

What we mean by Performance RAG

The Performance RAG is generated by assessing current performance against the target. This outcome is then illustrated in the report using the images above.

What we mean by Trend

The Trend is generated by assessing current performance against last years performance. This outcome is then illustrated in the report using the images above.

End of Year Reporting Analysis - Progress Against Target RAG
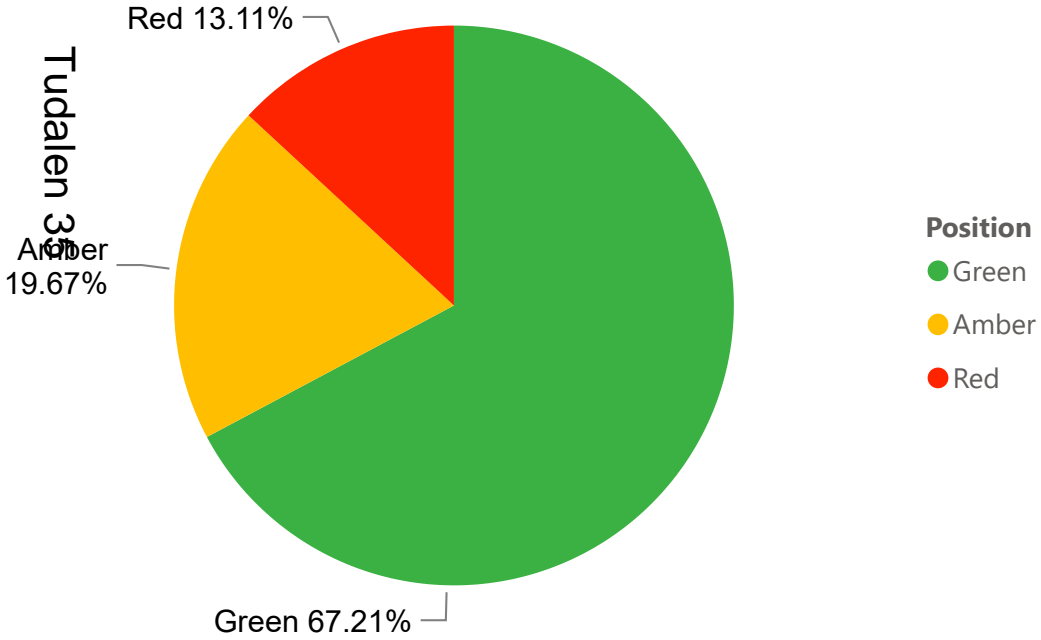
Measures off track

Title	Current RAG Rating
Average time taken to determine "major" applications in days	🔶
Average time taken to determine planning applications	🔶
Developing the number of bus quality partnerships on the core network	🔶
Percentage of Income target achieved	🔶
The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)	🔶
The percentage of council houses that meet the Welsh Housing Quality standards (WHQS) within our annual programme	🔶
Total number of individuals supported to access learning and work opportunities	🔶
Undertake post completion inspections of utility works	🔶

Progress against Target RAG

Red 13.11%

Amber 19.67%

Green 67.21%

Tudalen 35

Position
- 🟢 Green
- 🟡 Amber
- 🔴 Red

End of Year Reporting Analysis - Trend Status

Trend Status

Amber 5%

Green 43.33%

Red 51.67%

Trend Position
- 🔴 Red
- 🟢 Green
- 🟡 Amber
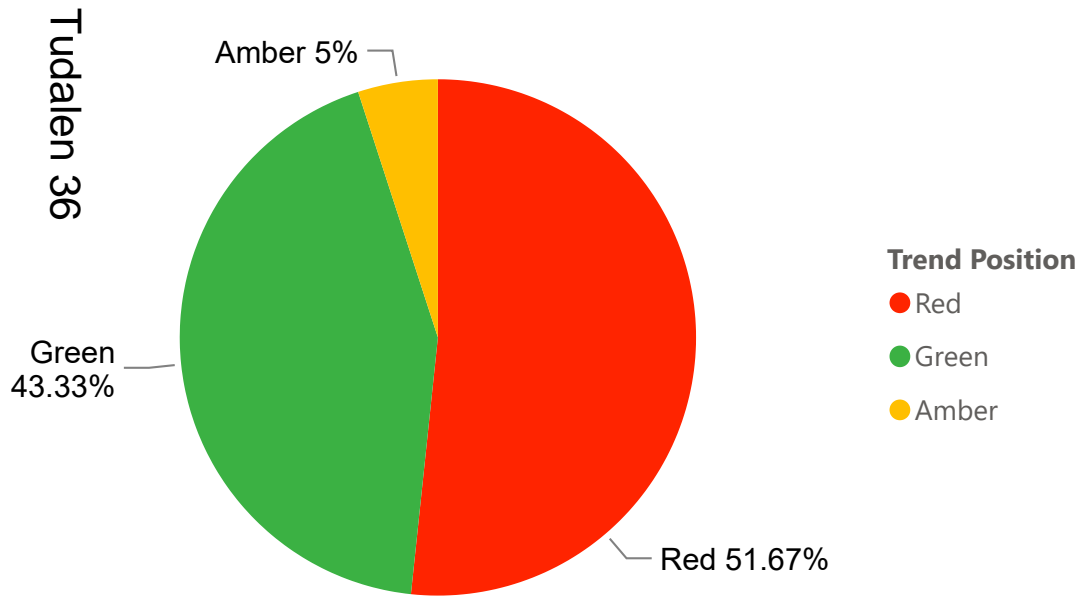
Measures with a downturn in performance

Title	Trend
Average number of calendar days taken to deliver a DFG (Large Adaptations)	⬇
Average recycling rate across all HRC sites	⬇
Average time taken to determine "major" applications in days	⬇
Average time taken to determine planning applications	⬇
Council Tax 'in-year' collection levels	⬇
Increase in attendance of managers and employee Stress Management training	⬇
Increase supply and variety of affordable homes	⬇
Non-Domestic Rates (NDR) 'in-year' collection levels	⬇
Number of new foster carer approvals in the year	⬇
Number of referrals to the Family Group Meeting Service	⬇
Number of Special Guardianship Orders made	⬇
Number of targeted environmental educational campaigns	⬇
People with a learning disability accessing Project Search to improve their employability skills	⬇
Percentage of A roads in overall poor condition	⬇
Percentage of all planning applications determined in time	⬇
Percentage of B roads in overall poor condition	⬇
Percentage of C roads in overall poor condition	⬇
Percentage of Food Establishments that meet Food Hygiene standards	⬇
Percentage of Income target achieved	⬇
Percentage of waste reused, recycled or composted	⬇
Provide Local Travel Arrangements (LTAs)in geographical areas of the County	⬇
Rent Income/Arrears – Arrears as a % of Rent Yield	⬇
The number of affordable homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)	⬇
The number of apprentices that complete the programme with a positive outcome	⬇
The percentage of children who were reported as having run away or gone missing from home who had a return interview	⬇
The percentage of council houses that meet the Welsh Housing Quality standards (WHQS) within our annual programme	⬇
The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales	⬇
The percentage pre-birth assessments completed within timescales.	⬇
Total number of energy efficiency measures delivered to reduce fuel poverty	⬇
Total number of individuals supported to access learning and work opportunities	⬇
Undertake post completion inspections of utility works	⬇

Streetscene and Transportation - Recovery Measures

Percentage of waste reused, recycled or composted
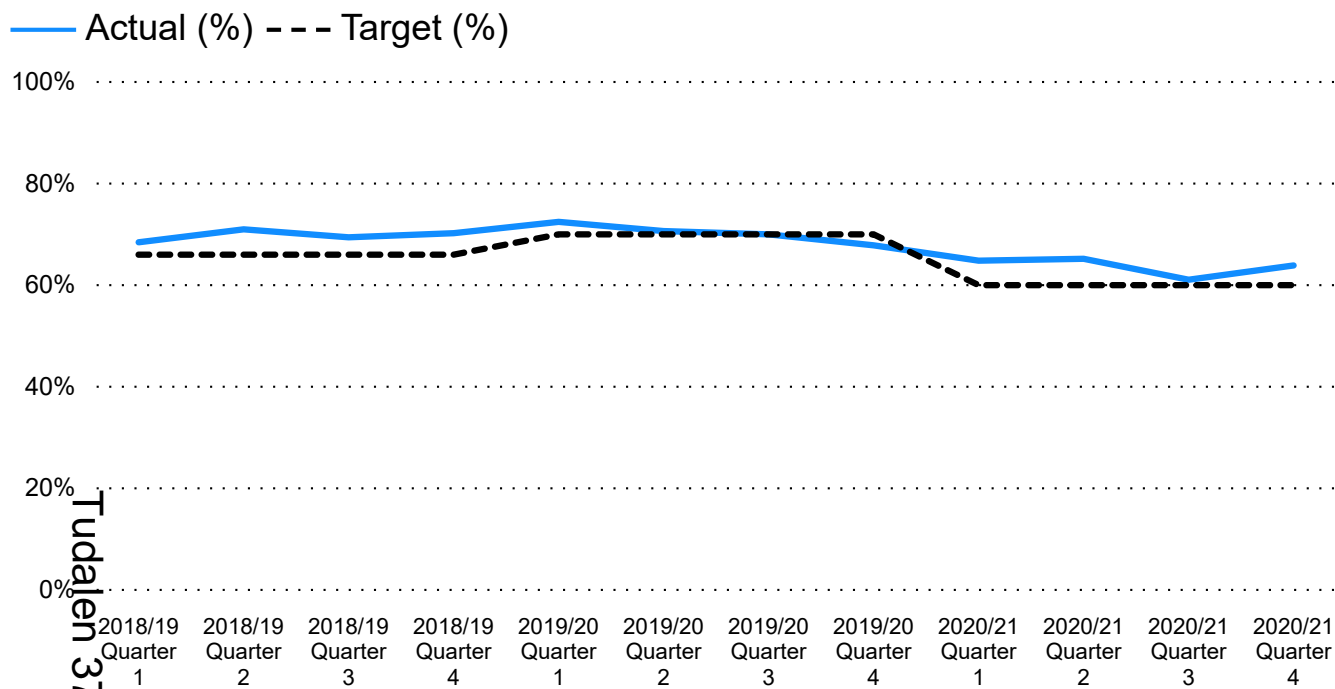
Actual (%) - - - Target (%)

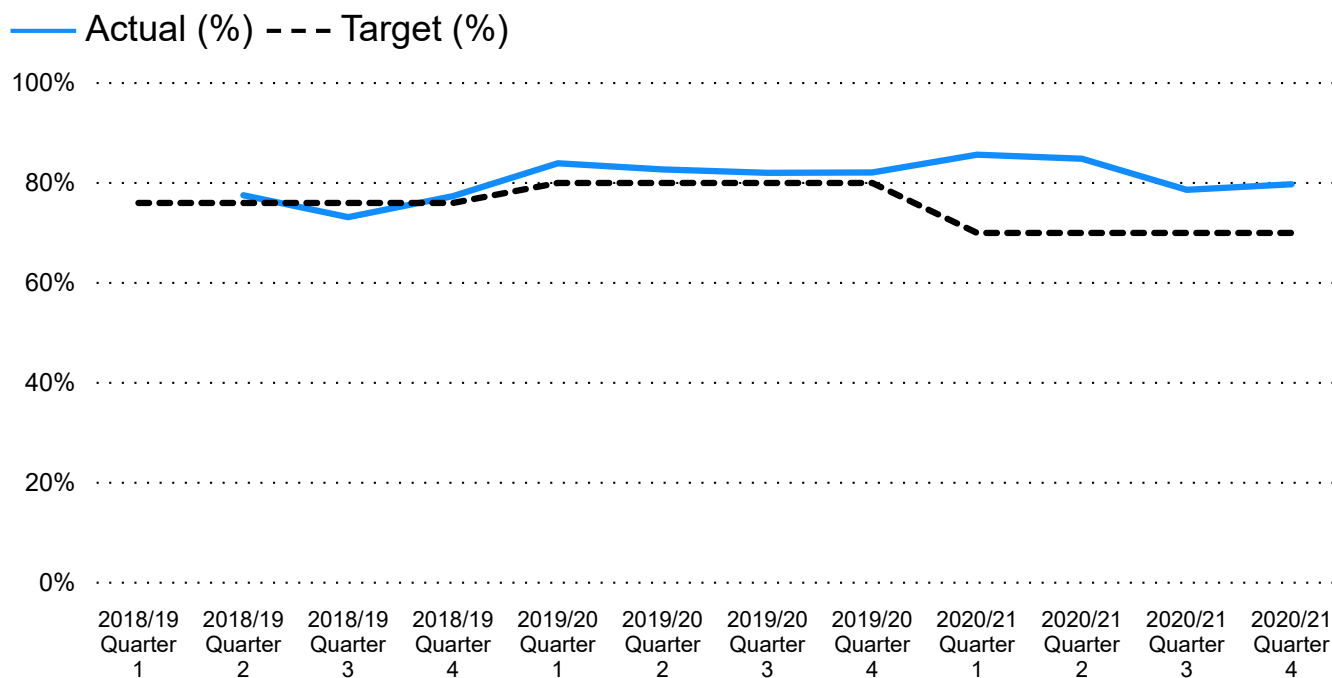| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
63.74%	60.00%	↓	🟢

Comment
Welsh Government statutory target has been achieved. Due to COVID restrictions, and the increase in working from home, including home refurbishments, waste and recycling tonnages have increased overall. However the increase in residual waste has offset any benefit from increases in recycling. Also, the impact of the Household Recycling Centres being closed during lockdowns has adversely impacted performance.

Average recycling rate across all HRC sites

Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
82.22%	70.00%	↓	🟢

Comment
National lockdown measures meant non-essential journeys were discouraged. Household Recycling Centres remained open when possible with appropriate measures. A decrease in footfall in January and February meant less waste brought to site.

Tudalen 37

Streetscene and Transportation - Recovery Measures

Developing the number of bus quality partnerships on the core network
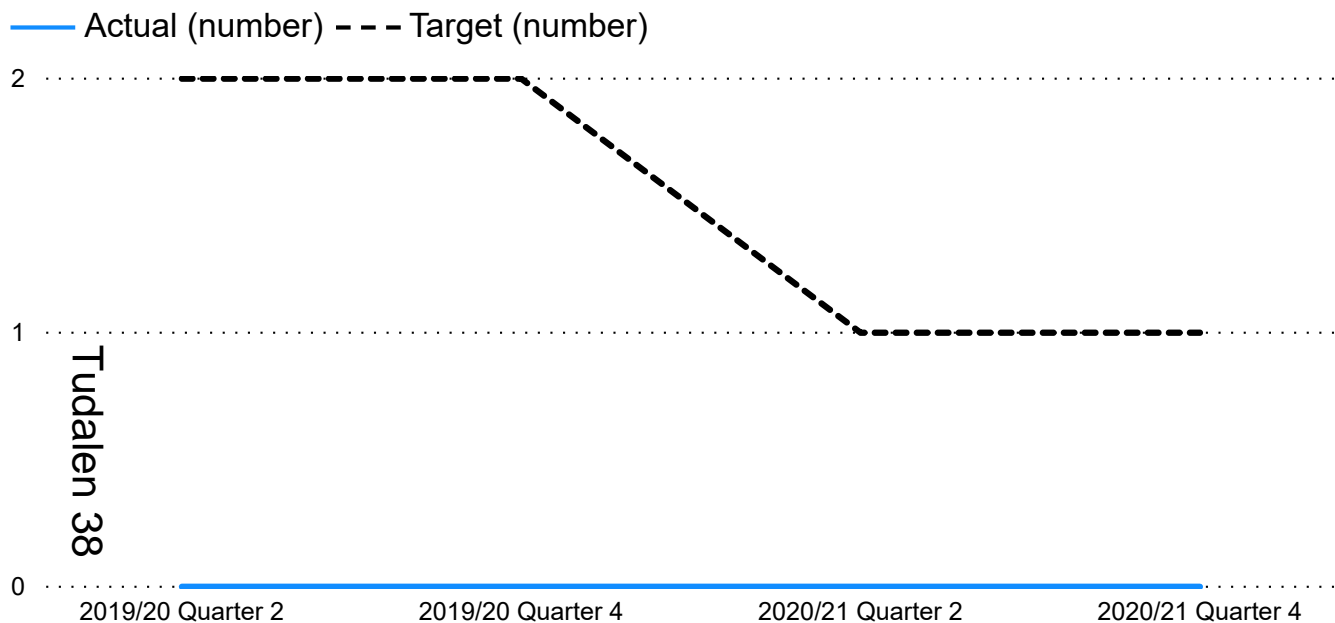
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
0	1.00	➡️	🔶

Comment
The ongoing development of the Quality Bus Partnership has been put on hold. Transport For Wales are undertaking a Network review across North Wales with a report due in May 2021.

Provide Local Travel Arrangements (LTAs) in geographical areas of the County
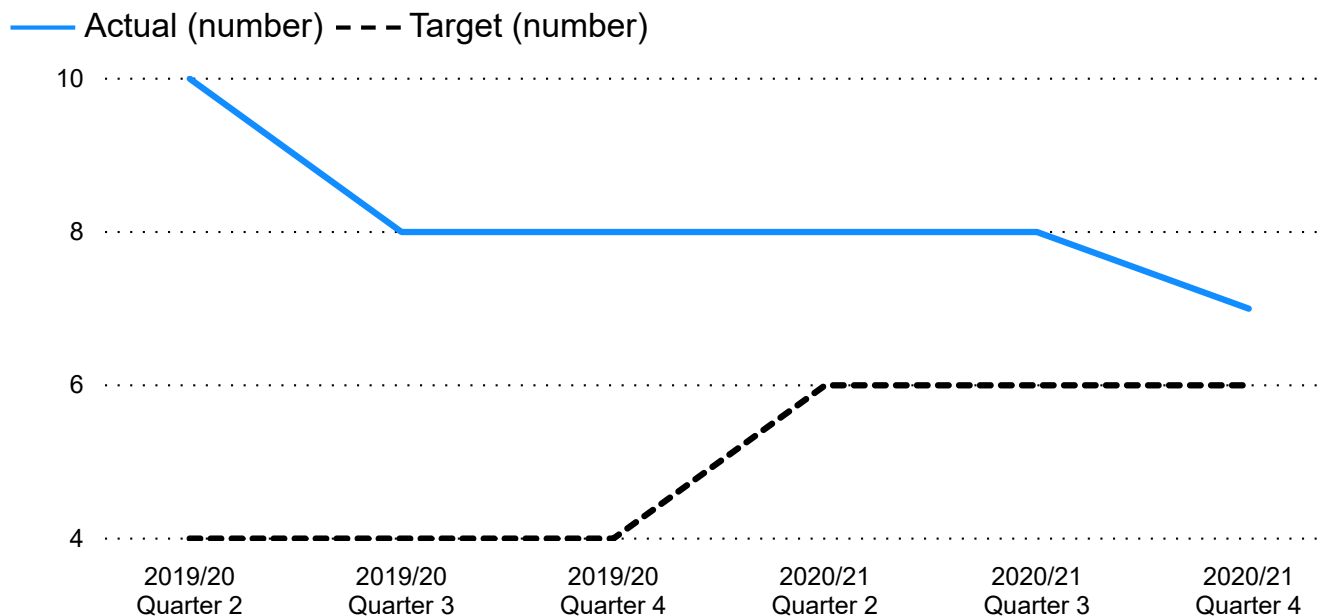
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7	6.00	⬇️	🟢

Comment
The Councils progress on the revision of LTA's has unfortunately been hindered by the recent COVID-19 pandemic and therefore, it has not been possible to obtain representative patronage data. That said, following the easing of the initial travel restrictions work has recommenced to review the current LTA's in place. The current LTA arrangement in Holywell will be replaced with a Fflecsi service in May 2021.

Tudalen 38

Streetscene and Transportation - Recovery Measures

Undertake post completion inspections of utility works
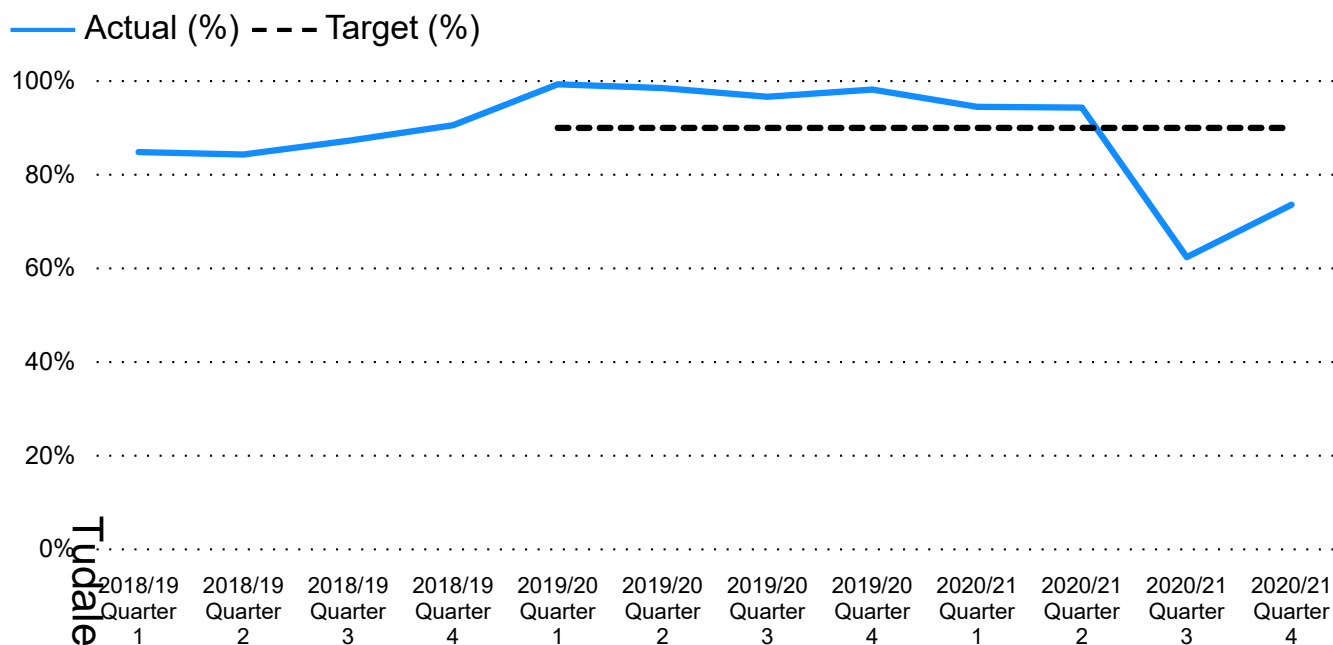
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
81.21%	90.00%	⬇	🔶

Comment

Every Highway Authority is required to inspect 10% of all repairs before the end of this guarantee period, but the Council inspect more than required to promote best practice and avoid future costs. If any defects are identified during the inspection the Utility are required to carry out the required remedial works, preventing the Authority from being burdened with the future repair costs. During the pandemic Streetscene Officers have continued to deliver services throughout. The percentage of inspections has reduced during this period, however the number undertaken is still significantly higher than the statuary requirement and these inspections have been complemented with an appointed contactor carrying out additional technical inspections. Inspections are allocated on a weekly basis, and therefore in order to provide a meaningful and reflective report, the data provided for quarter four are inspections generated in quarter three.

Achieve minimum level of agreed Streetscene standards
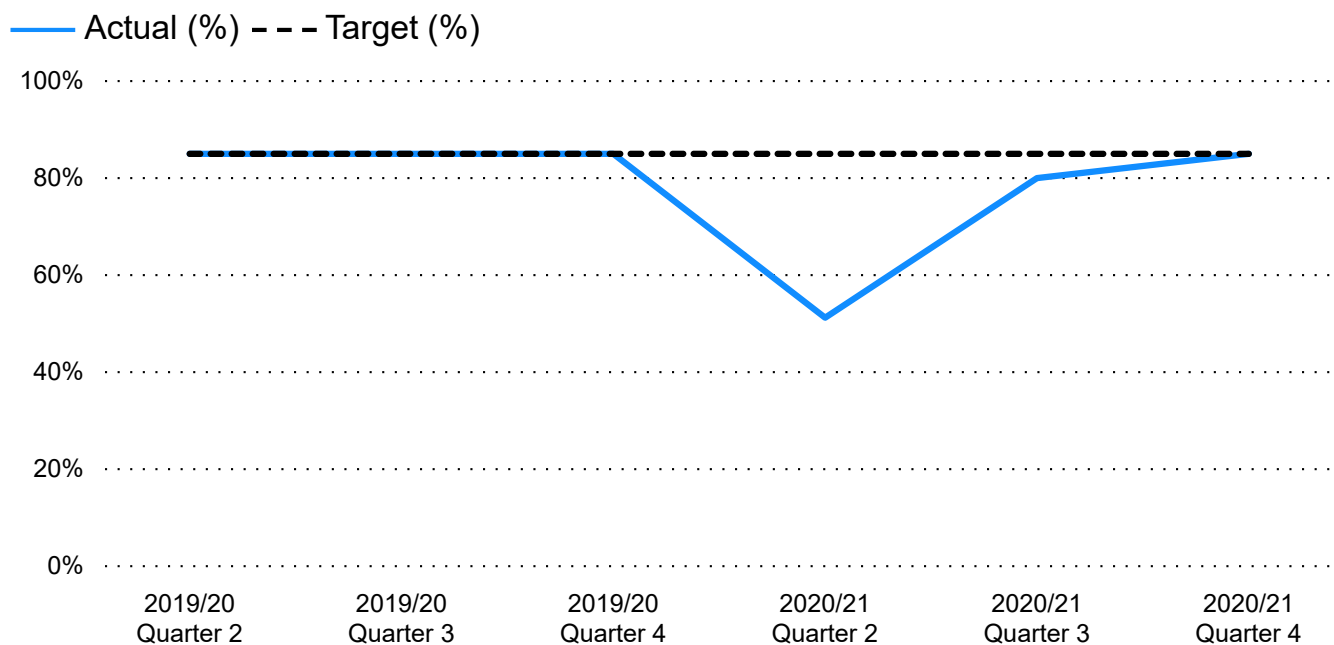
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
85.00%	85.00%	➡	🟢

Comment

Essential frontline services continued to be delivered throughout the pandemic, some services such as grass cutting, garden waste collections and household recycling centres were suspended in the early period of response. All services were resumed in early summer 2020 and have continued to operate throughout the rest of the year.

Tudalen 39

Streetscene and Transportation - Recovery Measures

Number of targeted environmental educational campaigns
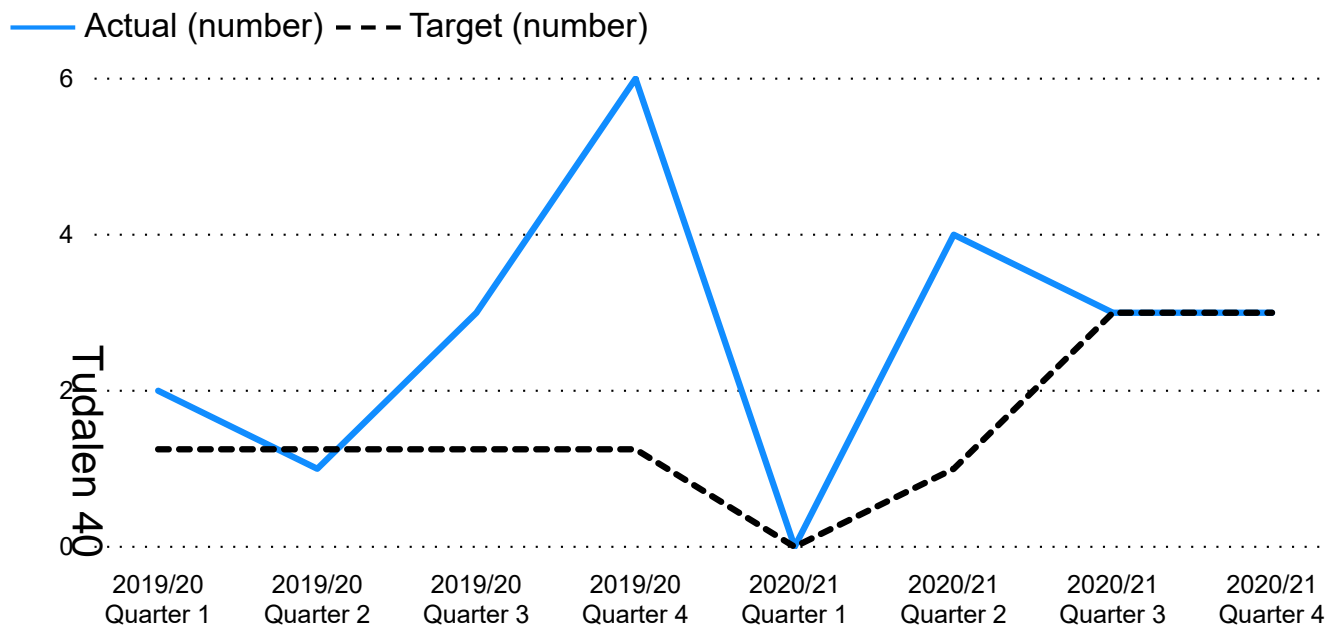
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
10	3.00	↓	🟢

Comment
Due to the increase in dog fouling a press release was issued in February to raise awareness of the issues and a reminder about the issuing of Fixed Penalty Notices. Campaigns were carried out in the following areas, Muirfield, Linderick Sunningdale and Aberllanch (Buckley), these were completed in January 2021. Since January 2021 foot patrols in all areas across Flintshire have been increased and officers are speaking with owners/residents on a daily basis and are carrying stickers and dog bags for distribution. Data is being collated and shared regarding hot spot areas, number of weekly visits and details of how many interactions with owners.

Streetscene and Transportation - Portfolio Measures

Percentage of A roads in overall poor condition
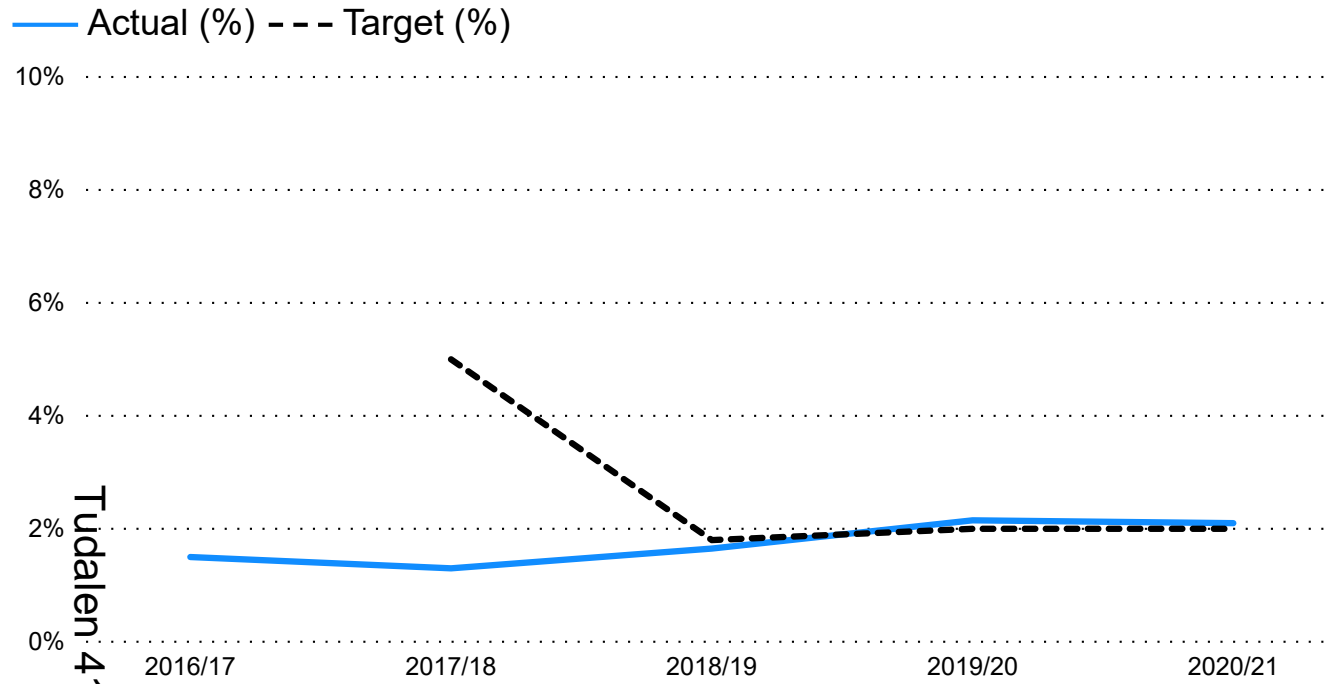
— Actual (%) - - - Target (%)

Tudalen 41

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
2.10%	2.00%	↓	🔺

Comment
Welsh Government Scanner Data received in September 2020 shows a similar level of the length of 'A' roads deemed to be in a poor conditions to the previous year. This may be as a result of reduce usage during the initial period of the pandemic, and the annual level of investment in the highway network being below the level required to maintain a steady state. However, national data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition.

Percentage of B roads in overall poor condition
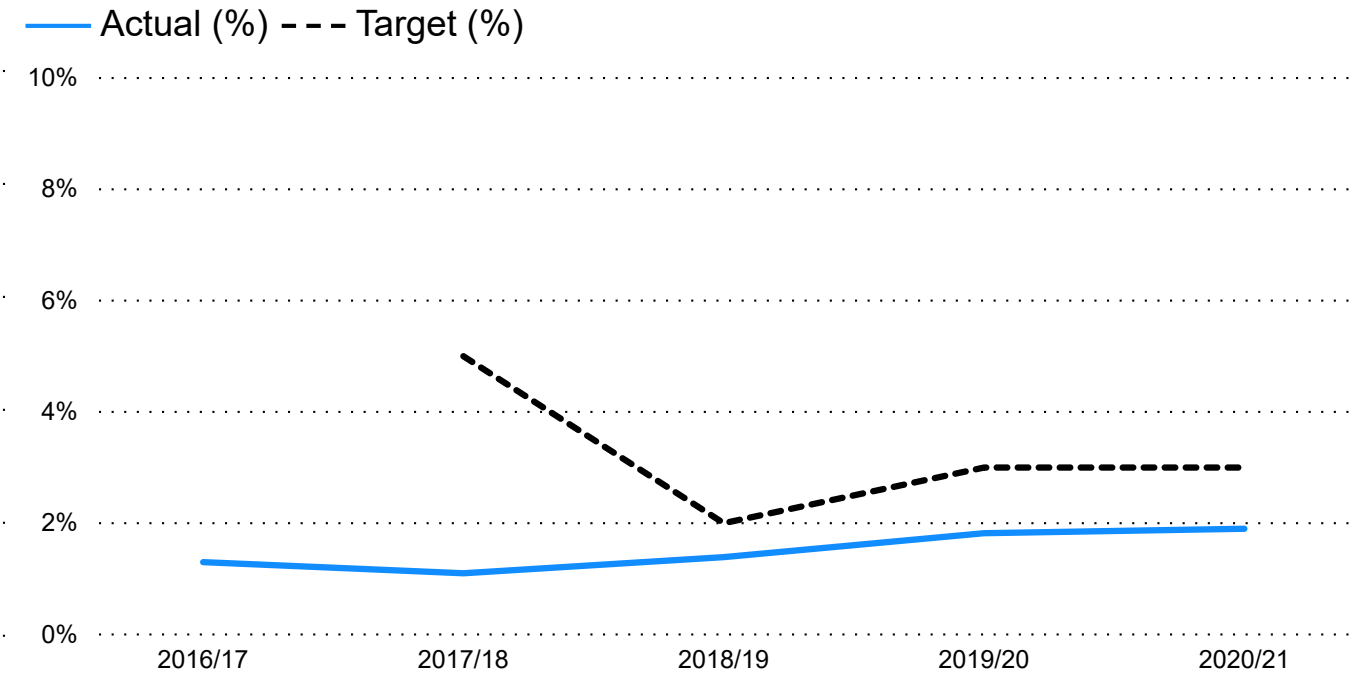
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
1.90%	3.00%	↓	🟢

Comment
Welsh Government Scanner Data received in September 2020 shows a similar level of the length of 'B' roads deemed to be in a poor conditions to the previous year. This may be as a result of reduce usage during the initial period of the pandemic, and the annual level of investment in the highway network being below the level required to maintain a steady state. However, national data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition.

Streetscene and Transportation - Portfolio Measures

Percentage of C roads in overall poor condition
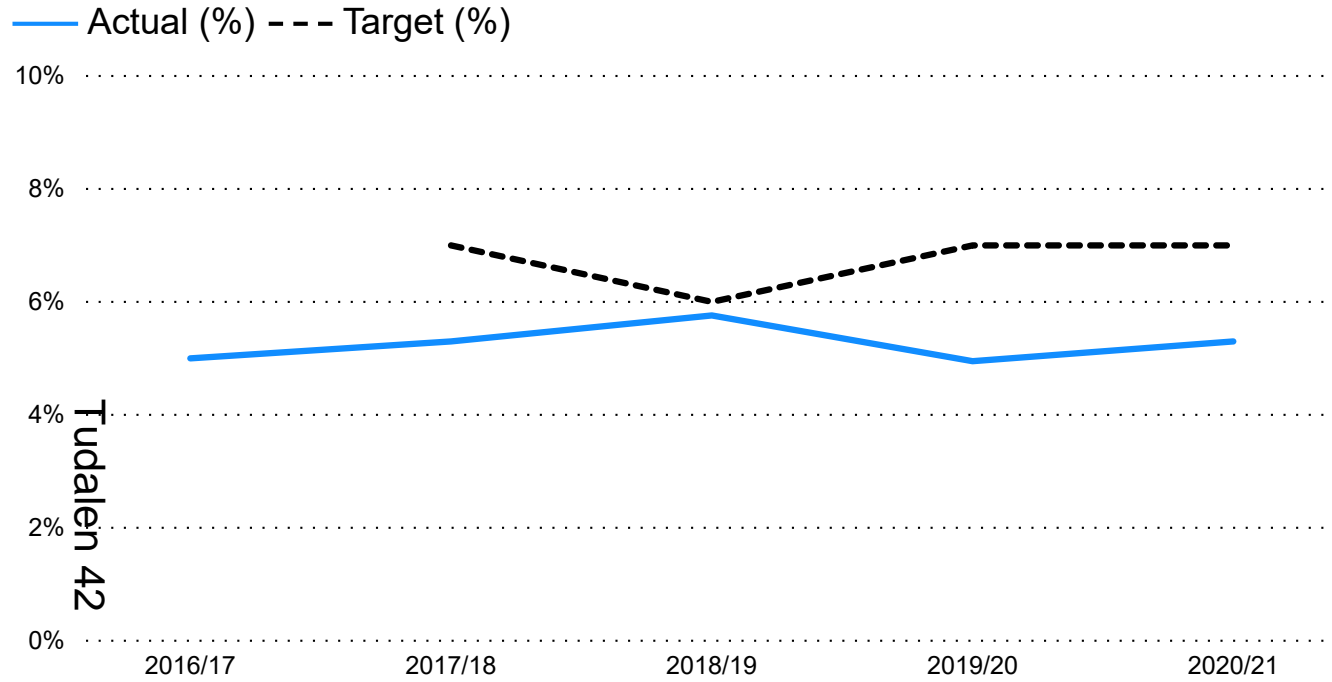
—— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
5.30%	7.00%	⬇	🟢

Comment

Welsh Government Scanner Data received in September 2020 shows an increase in the length of 'C' roads deemed to be in a poor conditions. This is a result of the annual level of investment in the highway network being below the level required to maintain a steady state, despite any reduction in the usage during the initial stages of the pandemic. However, national data continues to show the roads within Flintshire have the lowest proportion in poor condition.

Education and Youth - Recovery Measures

All schools adopt 'Ask Ceri' resource

—— Actual (%) - - - Target (%)

Tudalen 43

2020/21
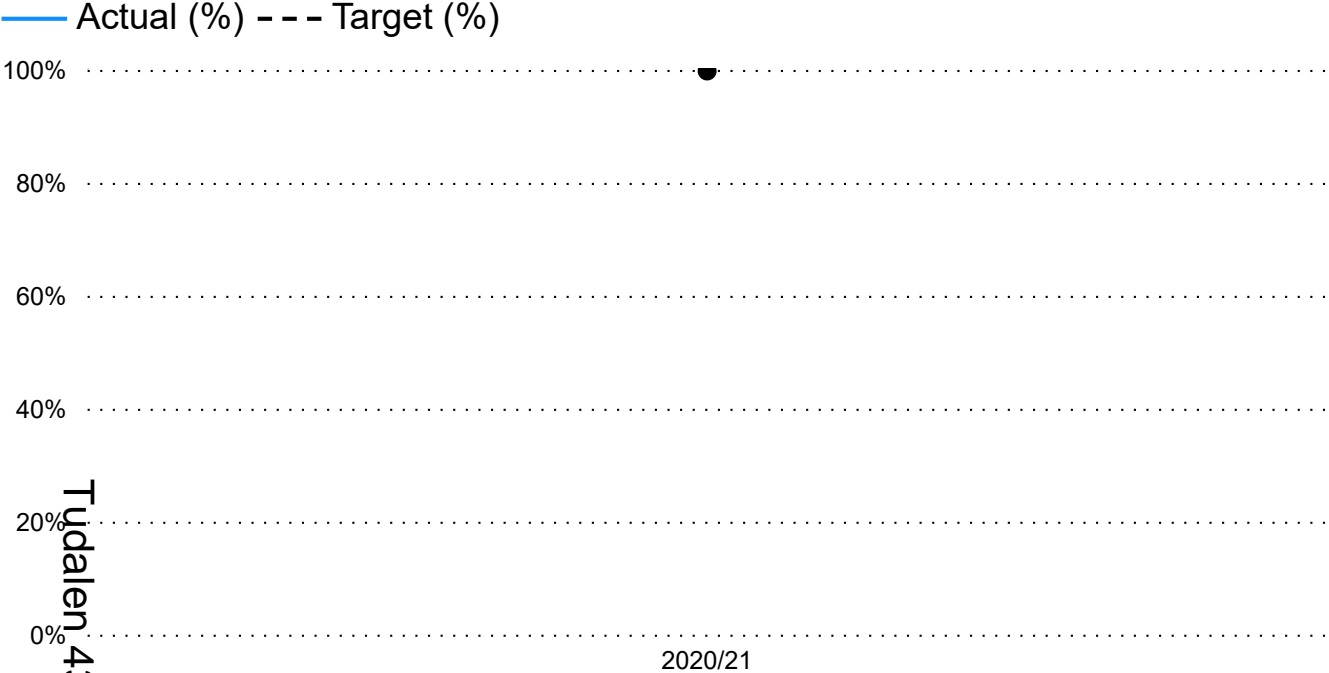
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating

100.00%

Comment

As a result of the COVID pandemic, it has not been possible to follow this up with schools beyond the training provided in March 2020. This will now move as an action to the 2021-2022 plan.

Education and Youth - Portfolio Measures

Percentage of year 11 leavers not in education, training...

— Actual (%) - - - Target (%)

Tudalen 44

End of Year Actual (%)	End of Year Target (%)	Trend ▼	Current RAG Rating
2.00%			

Comment
The pandemic has adversly impacted education, employment and training opportunities for young people leaving statutory education in 2020. Officers have paid particular attention to mental health and wellbeing, offering a range of support to individuals and their families. A broader range of alternative education packages have been sought to promote engagement and the development of relevant skills to facilitate the successful transition into further education, training or employment.

The percentage of young people aged 16 – 18 in the youth justice system offered education, training or employment
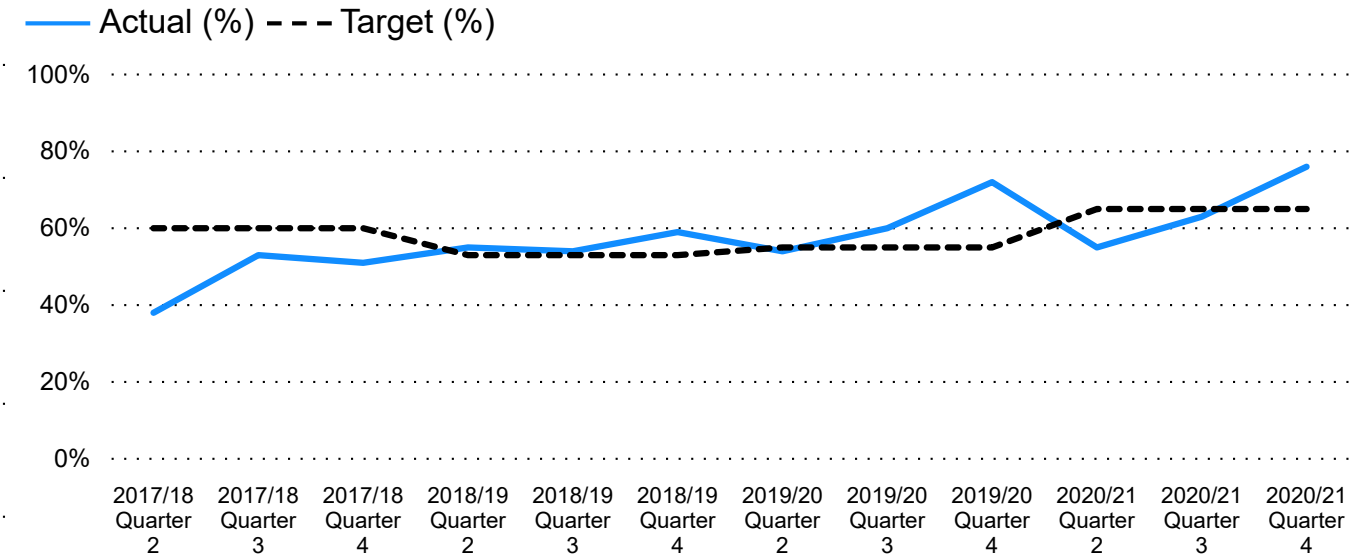
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
64.67%	65.00%	⬆	🟢

Comment
Of the 45 young people above school age open in the quarter, the majority were offered Education, Training and Employment. 65% were accessing more than 16 hours per week. The Youth Justice Service has an Education worker who supports all young people who are not accessing the full provision, and is able to offer alternatives to mainstream school or college through training courses and apprenticeships. This ensures that all young people referred to the services are assessed in terms of their educational provision at the point of entry.

Education and Youth - Portfolio Measures

## The number of pupils who receive fixed term exclusions from school

—— Actual (number)   - - - Target (number)

Tudalen 45

	2019/20		2020/21
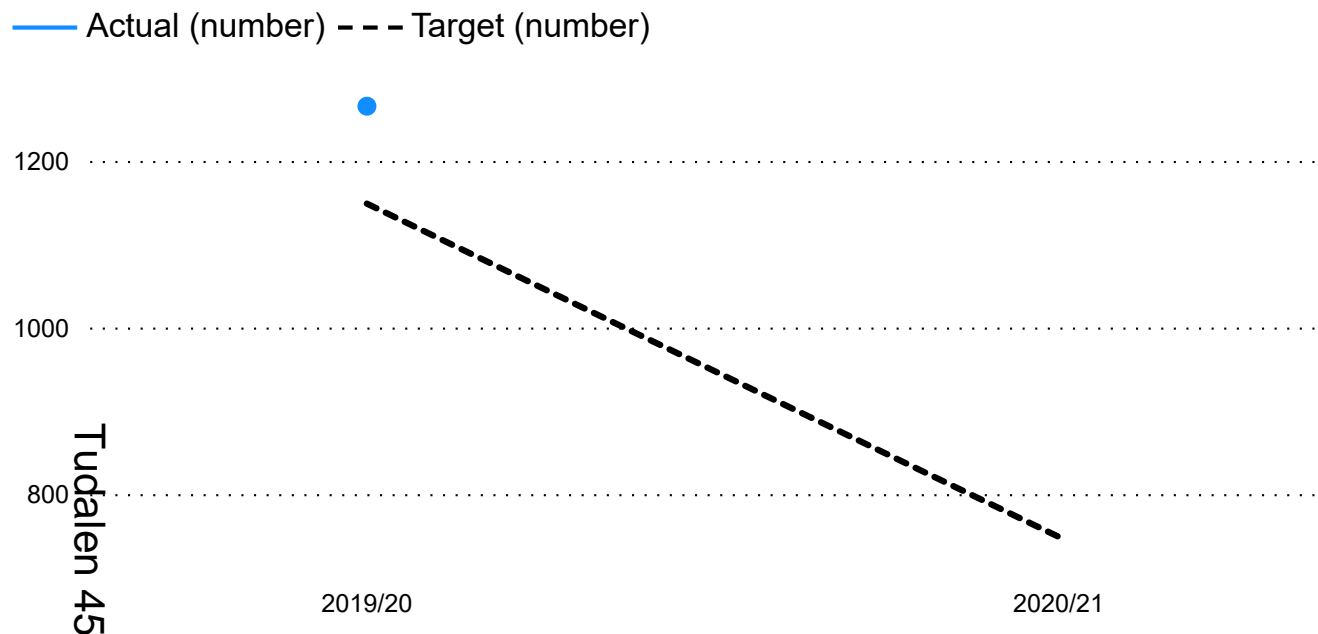
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	750.00		

Comment
Attendance in schools was limited due to the COVID restrictions which has naturally impacted on the levels of exclusion from schools. Work has continued to support an overall reduction once pupils return to school. This includes changes to central services and processes to support earlier identification and intervention for pupils and increased capacity for the Counselling Service. Schools have also been offered a range of training to support an increased focus on wellbeing and engagement.

The number of pupils who are permanently excluded from school

—— Actual (number)   - - - Target (number)

	2019/20	2020/21
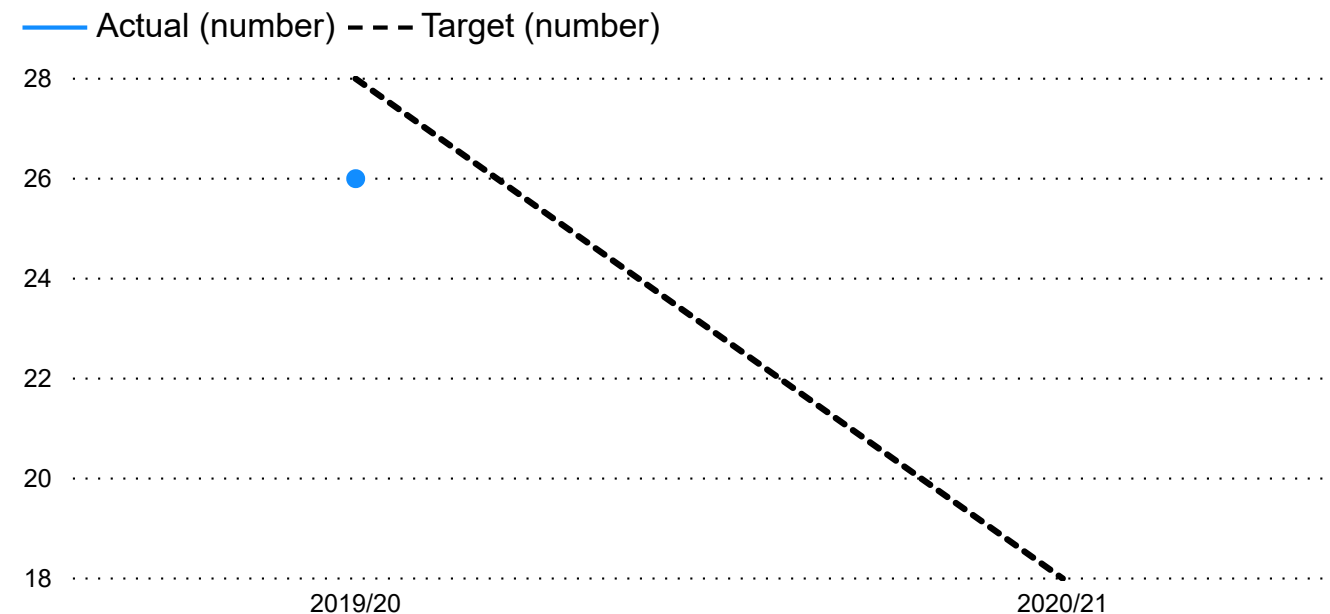
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	18.00		

Comment
The level of permanent exclusion has reduced overall due in essence to the closure of schools during the pandemic. There were a number of pupils who had been permanently excluded just prior to periods of lockdown and officers ensured that they were allocated educational provision pending the resumption of the statutory processes which were paused by Welsh Government.

Education and Youth - Portfolio Measures
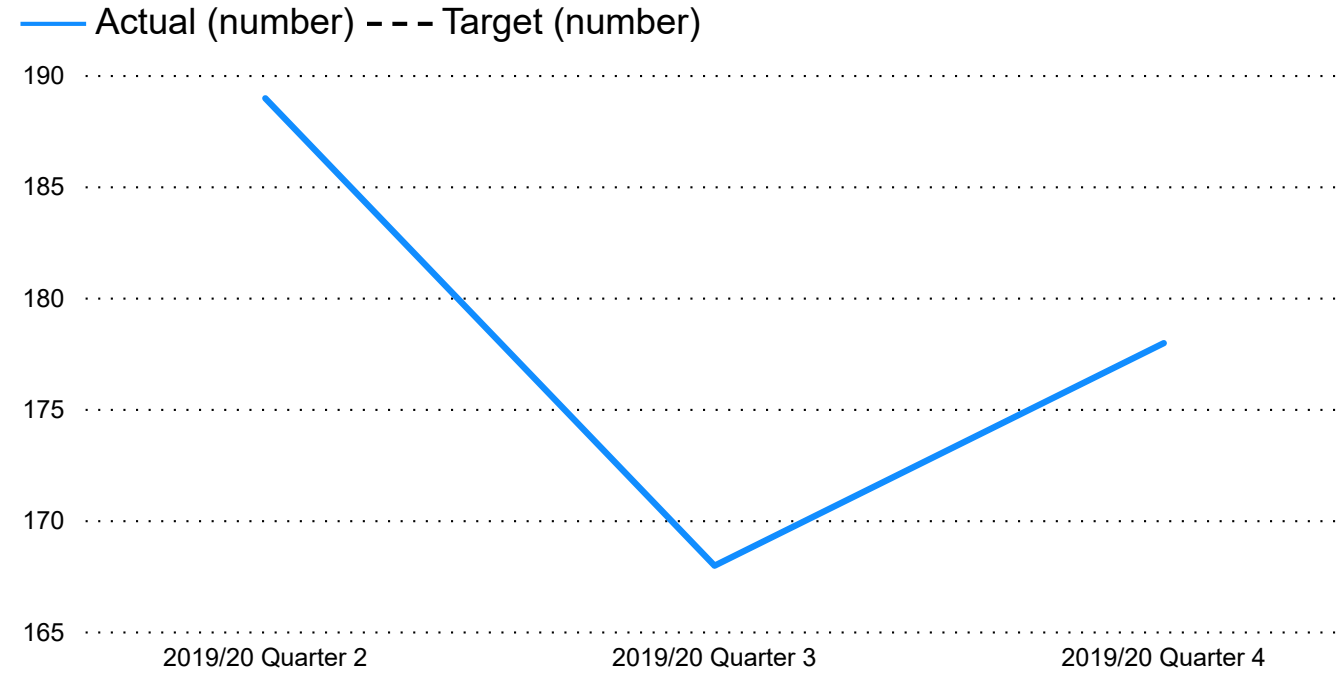
Number of children who access the Childcare Offer

— Actual (number) --- Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	625.00		

Comment
In line with Welsh Government COVID-19 guidance, the childcare offer was suspended. The funding has been used to support pre-school children of keyworkers, identified vulnerable children or those with additional needs, and also to support 5-8 year olds in summer play schemes.

Number of childcare providers

— Actual (number) --- Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating

Comment
No target set - Due to the suspension of the scheme, no providers contributed to the childcare offer.

Education and Youth - Portfolio Measures

All schools maintain progress against key milestones in implementation of the new curriculum

—— Actual (%) - - - Target (%)

Tudalen 47

2020/21
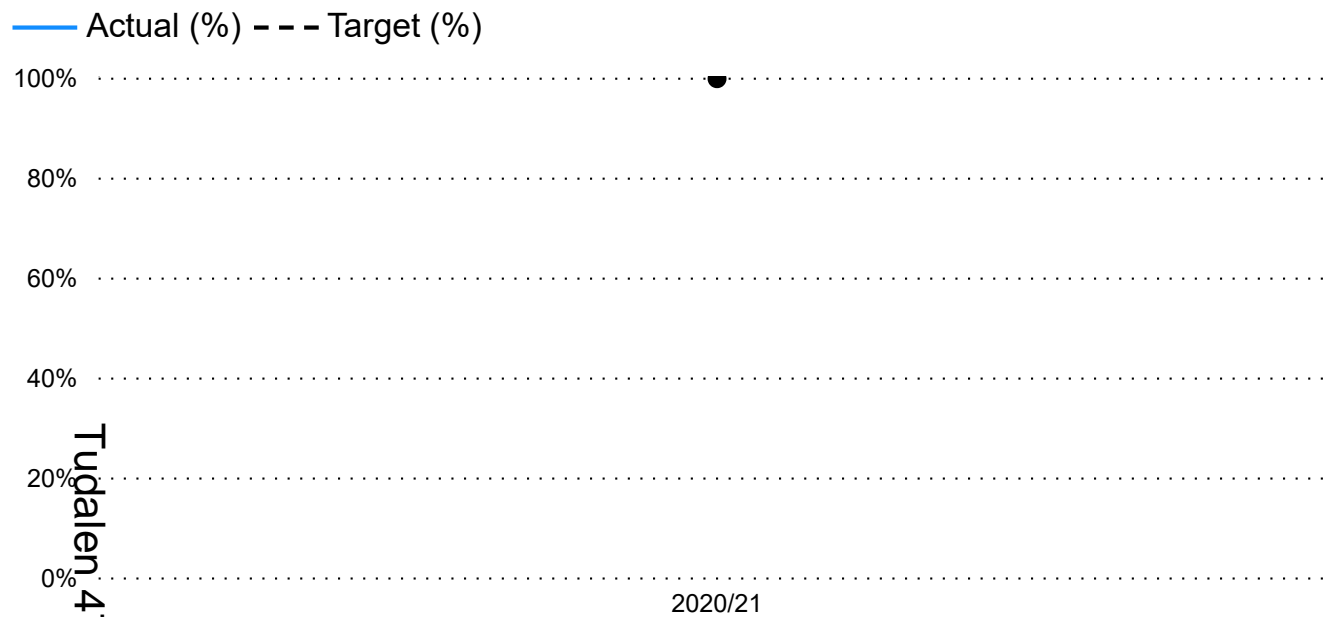
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

Comment
Whilst the pandemic has resulted in significant disruption to education over the last twelve months, schools in Flintshire have continued where possible to access professional development and plan for the implementation of the new curriculum. The summer 2020 INSET day set aside for planning for the new curriculum was however cancelled. Secondary schools can now also use the summer 2021 curriculum INSET day for work related to centre determined grades for GCSE and A Level qualifications.

All schools maintain progress against key milestones in the ALN reforms

—— Actual (%) - - - Target (%)

2020/21
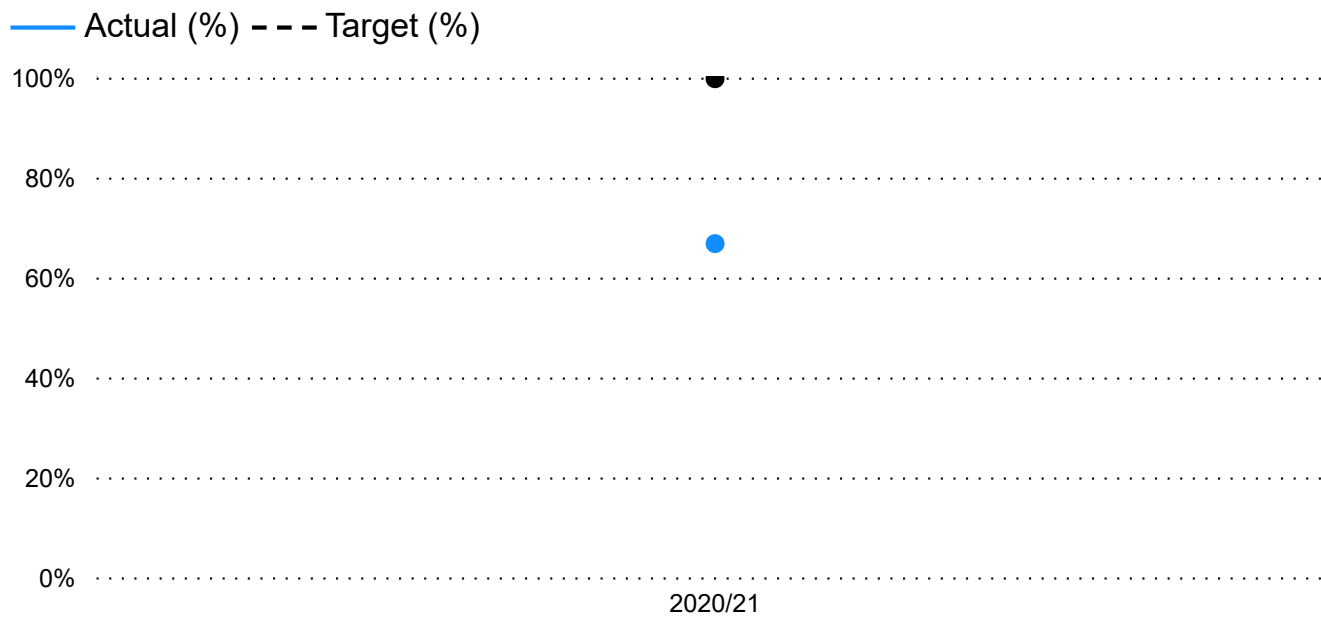
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

Comment
The additional workload pressures placed on schools by the pandemic has affected the level of progress recorded against the milestones. The level of engagement from schools in the training and Additional Learning Needs Transformation cluster and Forum meetings indicates a higher level of preparedness than the percentage indicates. The recent publication of the operational Code (April 2021) will enable the Council and schools to finalise their approaches ahead of implementation in September 2021.

Education and Youth - Portfolio Measures

First time entrants into Youth Justice Service

—— Actual (number) – – – Target (number)
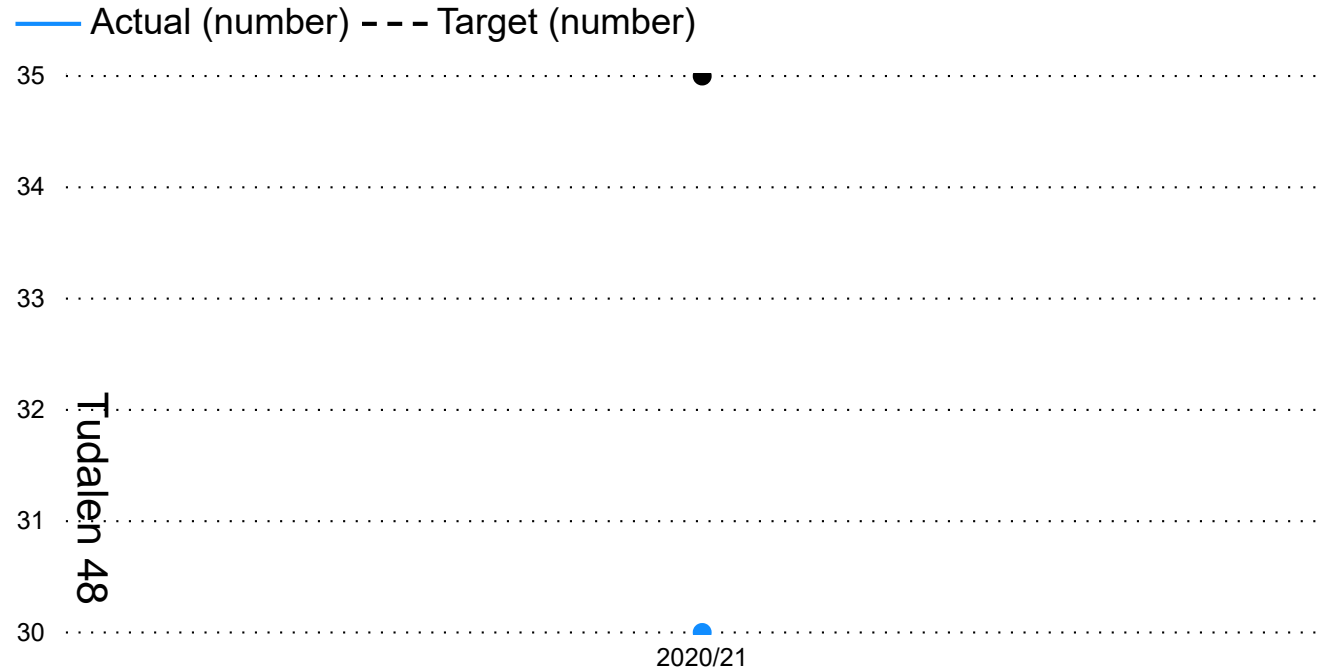
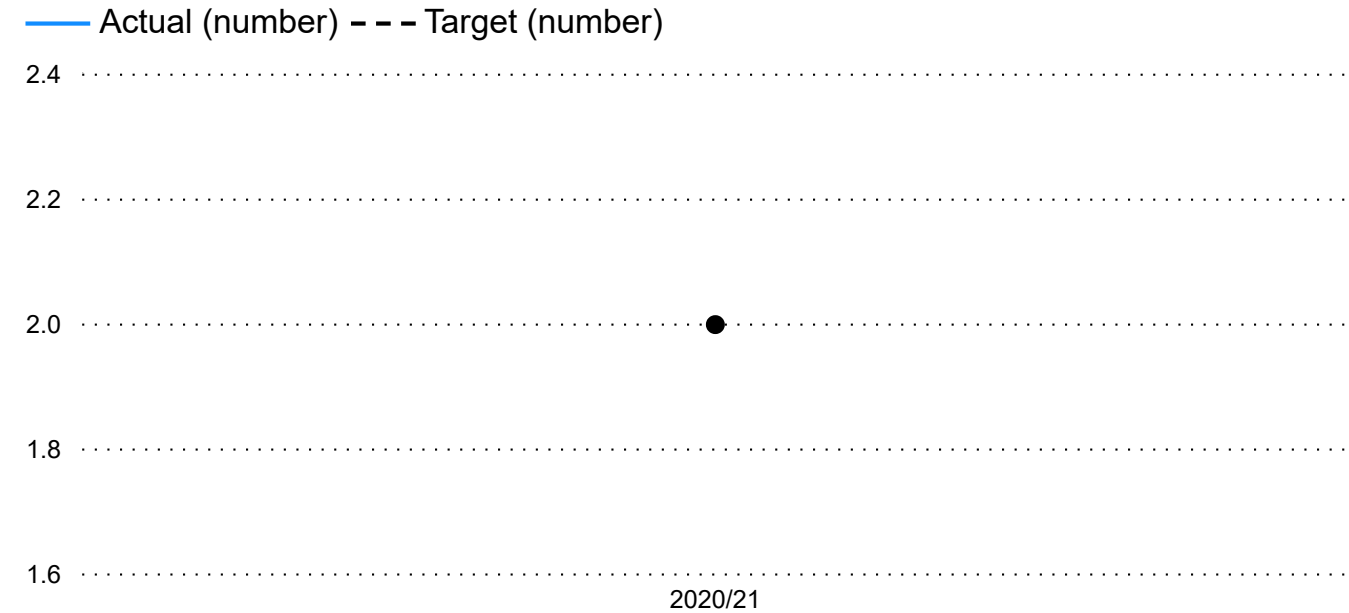| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
30.00	35.00		🟢

Comment
The number of First Time Entrants to the criminal justice system in Flintshire has fallen in 2020. There is a robust early intervention process that supports young people who are at risk of offending. Young people who have come to the notice of the police for low level anti-social behavior are referred to the Youth Justice Service, and they and their families are contacted with an offer of support. The use of Out of Court disposals enables a full assessment and bespoke intervention to be carried out. This approach diverts young people away from the courts process and deters further offending.

Number of Immersion Youth Workers in secondary schools

—— Actual (number) – – – Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	2.00		

Comment
Youth Service are developing plans to increase this number during 2021/22 but numbers are not yet confirmed.

Education and Youth - Portfolio Measures
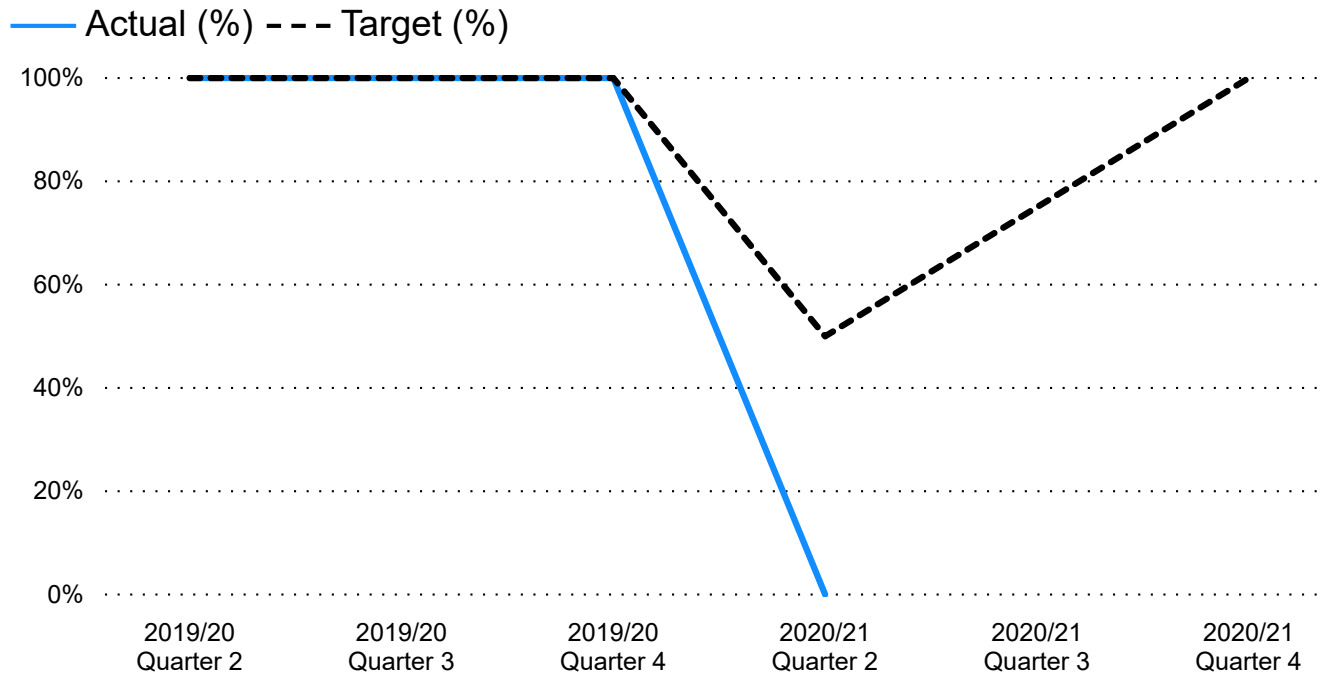
Access to sanitary products in schools
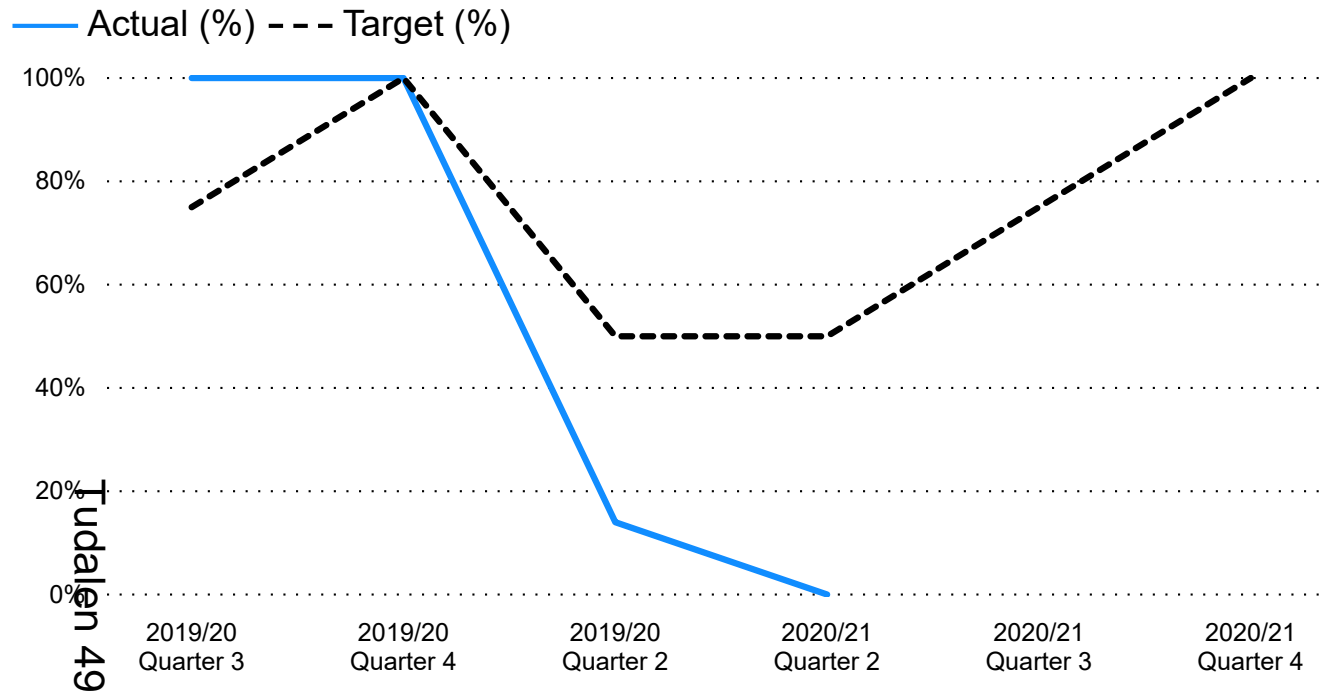
Actual (%) --- Target (%)

Tudalen 49

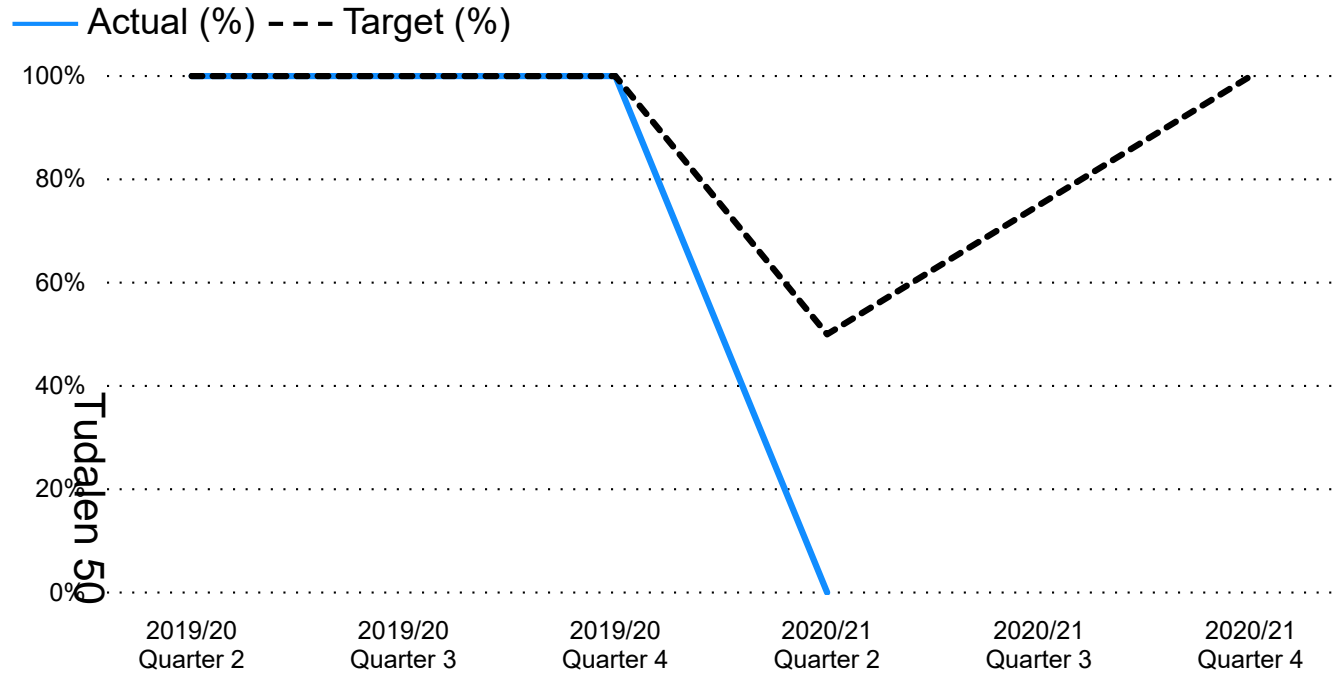| End of Year Actual (%)	End of Year Target (%)	Trend ▼	Current RAG Rating
100.00%			

Comment
The grant funding is monitored and audited as it is allocated to individual schools. Support is provided to ensure products are purchased in-line with grant conditions.

Access to sanitary products in youth clubs

Actual (%) --- Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%			

Comment
The grant funding is monitored and audited as it is allocated to individual youth clubs. Support is provided to ensure products are purchased in-line with grant conditions.

Education and Youth - Portfolio Measures

Access to sanitary products in Foodbanks

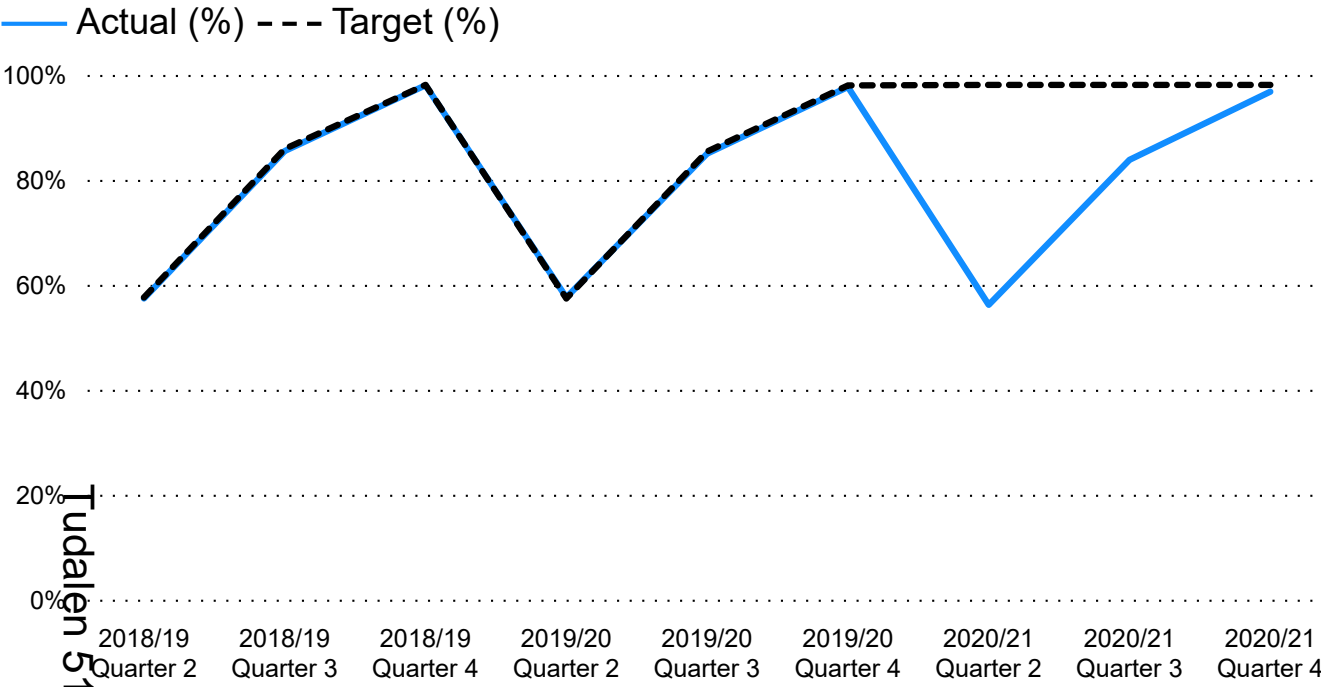| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	100.00%		

Comment
The grant funding is monitored and audited as it is allocated to individual foodbanks. Support is provided to ensure products are purchased in-line with grant conditions.

# Governance - Recovery Measures

Council Tax 'in-year' collection levels

—— Actual (%)   - - - Target (%)

Tudalen 51

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.01%	98.30%	⬇	🔺

Comment

Council Tax collection levels for 2020/21 were impacted significantly by the COVID-19 pandemic. As a result, in-year collection levels have fallen by 0.9% or £852k in monetary terms. To support taxpayers through the pandemic and restrictions, measures remain in place to offer longer term payment agreements and to re-commence recovery action against those residents who fail to pay or engage. Additional financial support from Welsh Government to cover the majority of in-year council tax collection losses has also helped to mitigate the financial position.

## Non Domestic Rate (NDR) 'in-year' collection levels
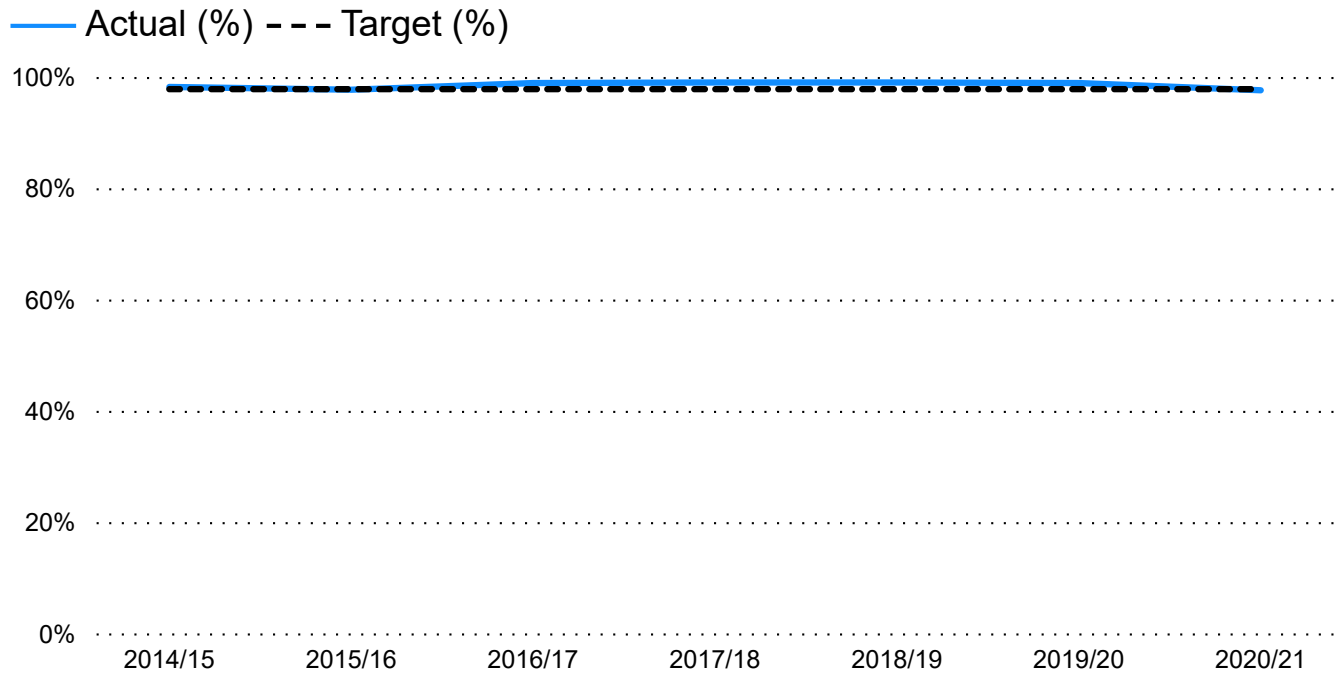
—— Actual (%)   - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.80%	98.00%	⬇	🔺

Comment

NDR collection levels for 2020/21 were impacted significantly by the COVID-19 pandemic and the temporary closure of many businesses impacted by the restrictions, even though increased numbers of businesses qualified for the temporary 100% rate relief for Retailers, Leisure and Hospitality providers. As a result, in-year collection levels have fallen by 0.2% against the target. To support businesses through the pandemic and restrictions, measures remain in place to offer longer term payment agreements and to re-commence recovery action against those businesses who fail to pay or engage.

Governance - Recovery Measures

## Rent Income/Arrears – Arrears as a % of Rent Yield
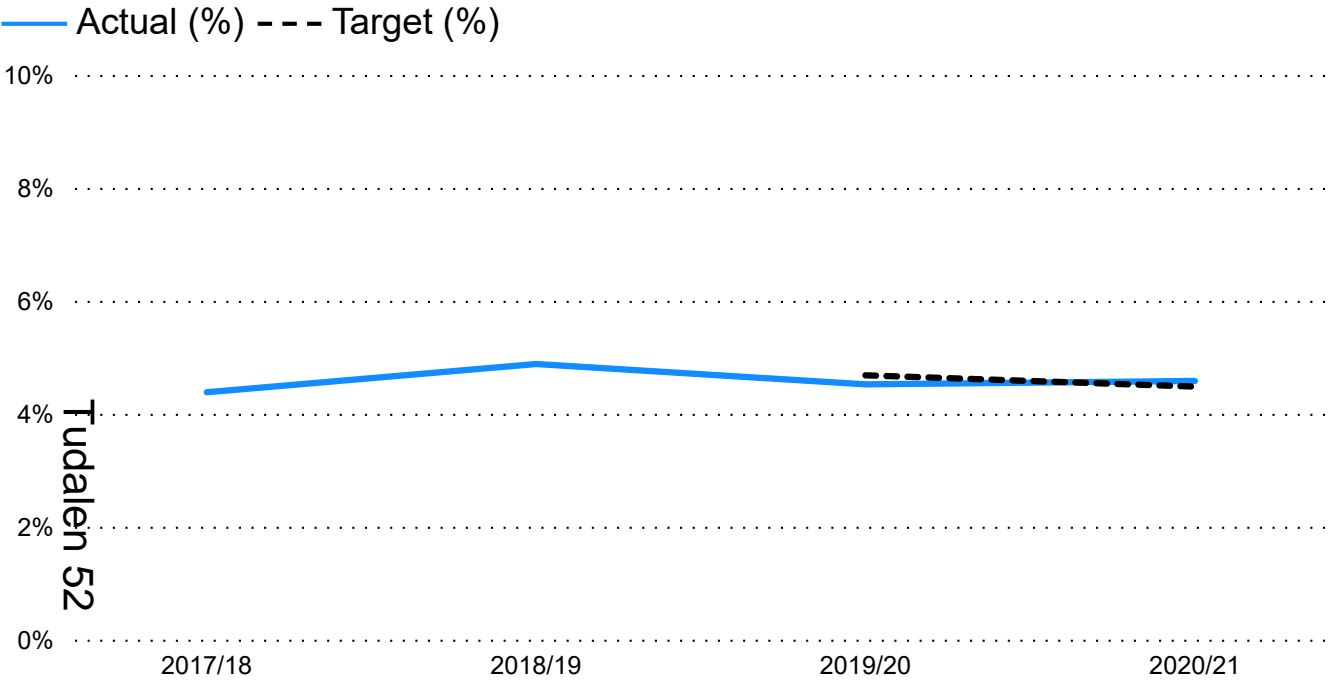
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
4.60%	4.50%	↓	▲

Comment
Rent Collection levels for 2020/21 were impacted by the COVID-19 pandemic. Rent arrears for 2020/21 closed at £1.854m compared to £1.815m in the previous year - an overall rise in arrears of £39k. Rent evictions remained on hold throughout the year as a result of Welsh Government Regulations to protect and support tenants. Measures remain in place to offer longer term payment agreements and to re-commence recovery action against those tenants who fail to pay or engage.

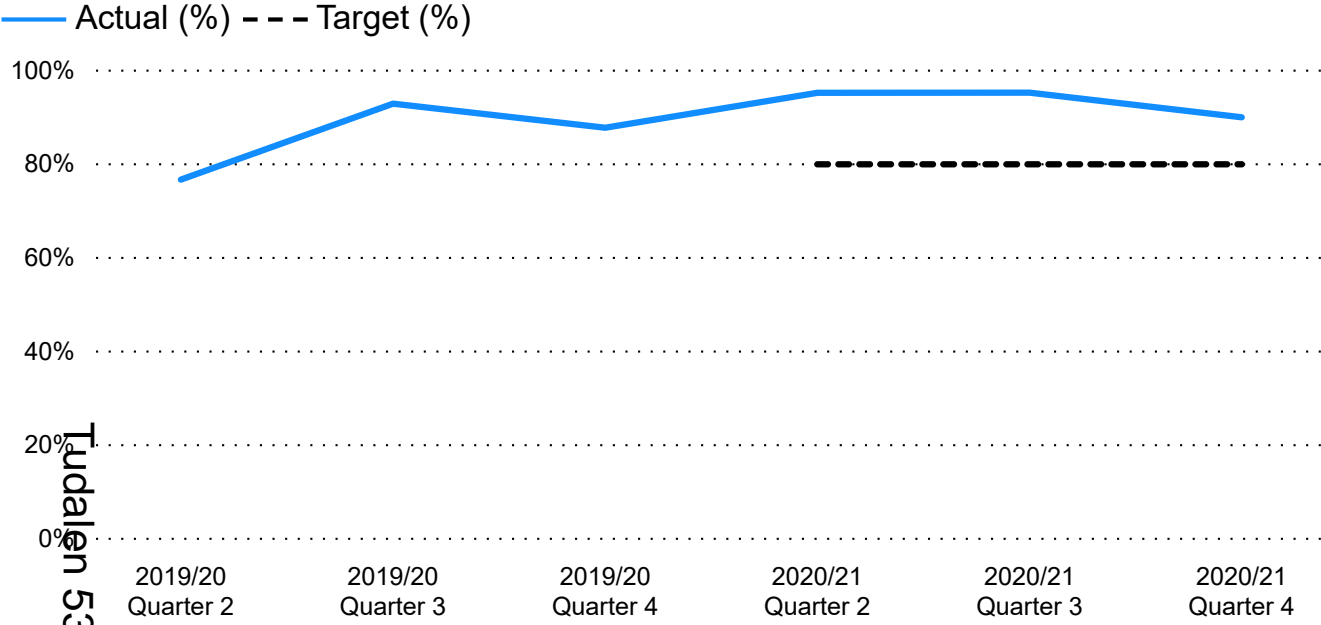## Call abandonment rate for a combined Housing and Streetscene contact centre
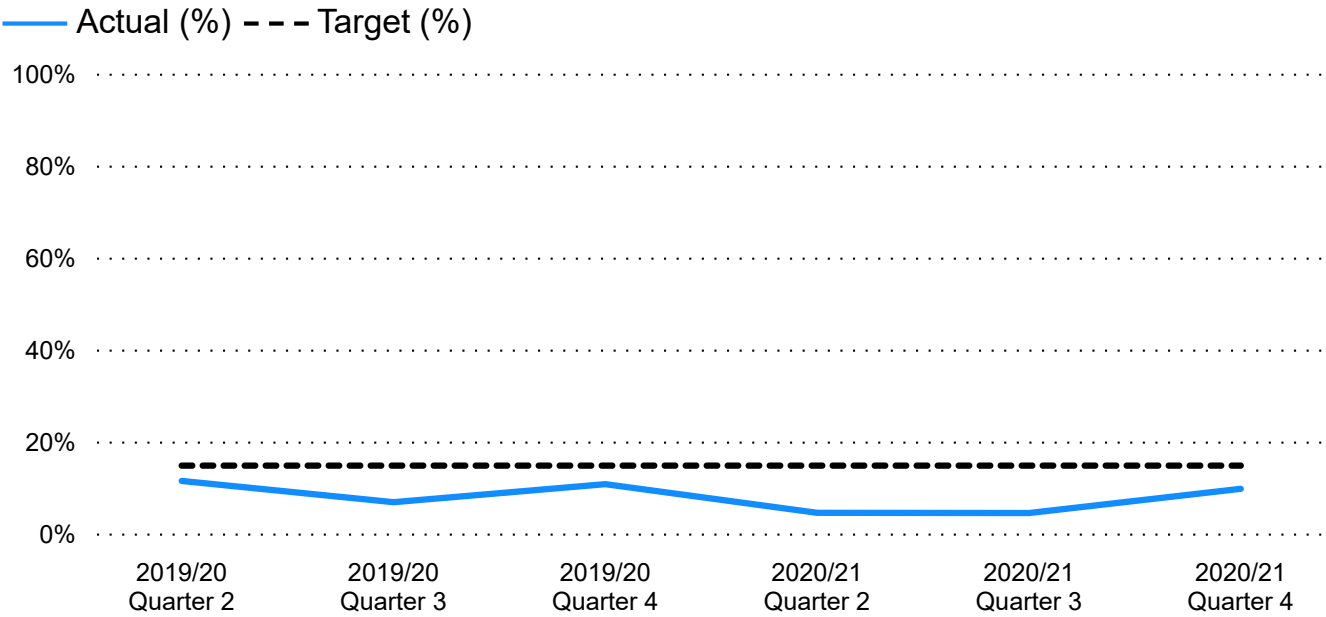
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
6.36%	15.00%	↑	●

Comment
The abandonment rate increased in quarter four but remains below target which is positive especially given a 37.43% increase in calls offered to the service compared to quarter three. The overall annual abandonment rate is 6.36% which is an improvement on the previous year where the abandonment rate was 13%.

Tudalen 52

Governance - Recovery Measures

## Call answering rate for a combined Housing and Streetscene contact centre

Actual (%) — — Target (%)

Tudalen 53

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
93.64%	80.00%	⬆	🟢

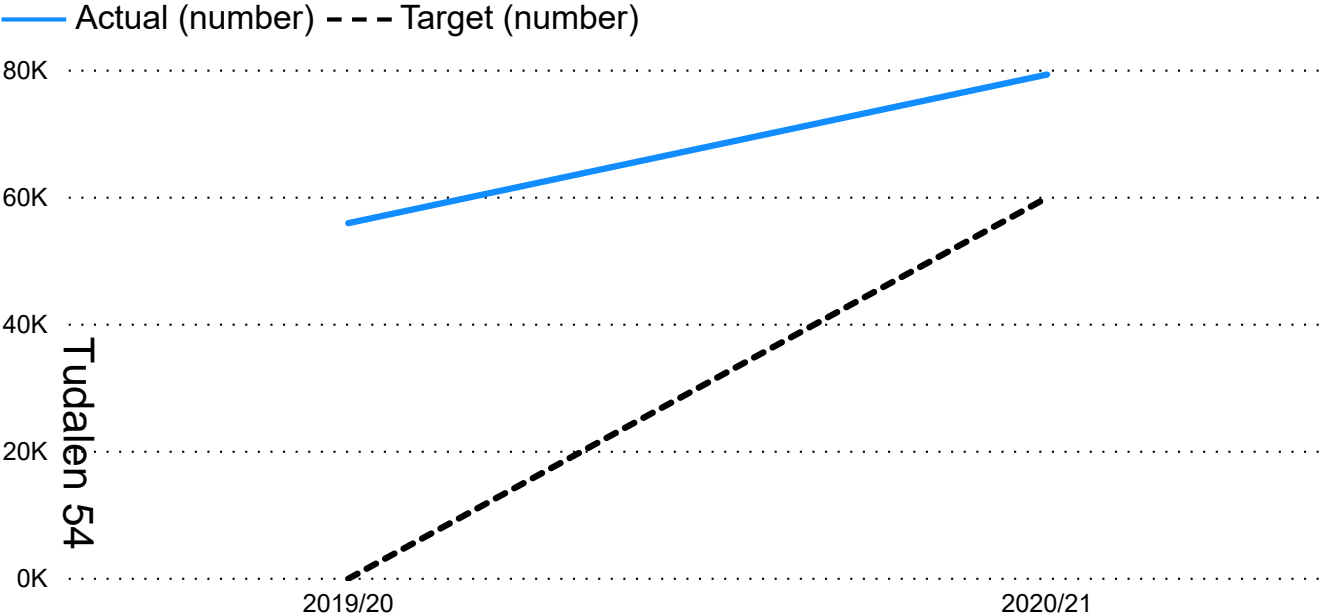| Comment |
|---|
| Despite a 29.84% increase in calls to Housing and Streetscene services during quarter four (compared to quarter three), the Contact Centre answered 90% of all calls offered which exceeds the target set. The overall call answer rate for the year is 93.64% and an improvement compared to the previous year of 87%. |

My Account sign up

Actual (number) — — Target (number)
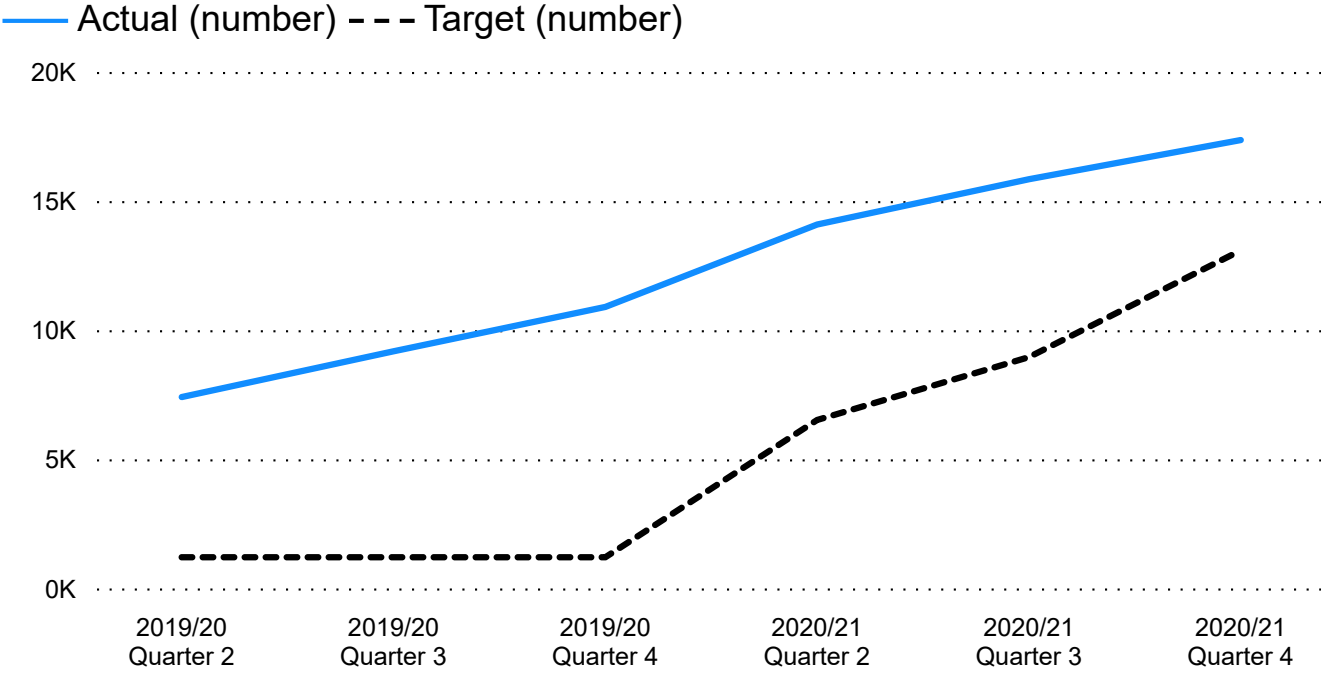
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
17,405.00	13,131.00	⬆	🟢

Comment
The number of new subscriptions to My Account continues to increase and has exceeded the target for this year.

Governance - Recovery Measures

## Increased digital self-service by customers across multiple services

──── Actual (number) ─ ─ ─ Target (number)

Tudalen 54

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
79,389.00	60,000.00	⬆	🟢

Comment
Customers can apply, request, report and pay for a range of Council services online. Over 79,000 enquiries were received in 2020-21 which is a significant increase compared to the previous year and exceeds the target set for the year by 32%. The highest percentage of online enquiries relate to Streetscene services e.g. waste and recycling, garden waste payments and also business grants which were new in 2020 and in response to COVID-19.

## Number of chargeable services available to pay online

──── Actual (number) ─ ─ ─ Target (number)
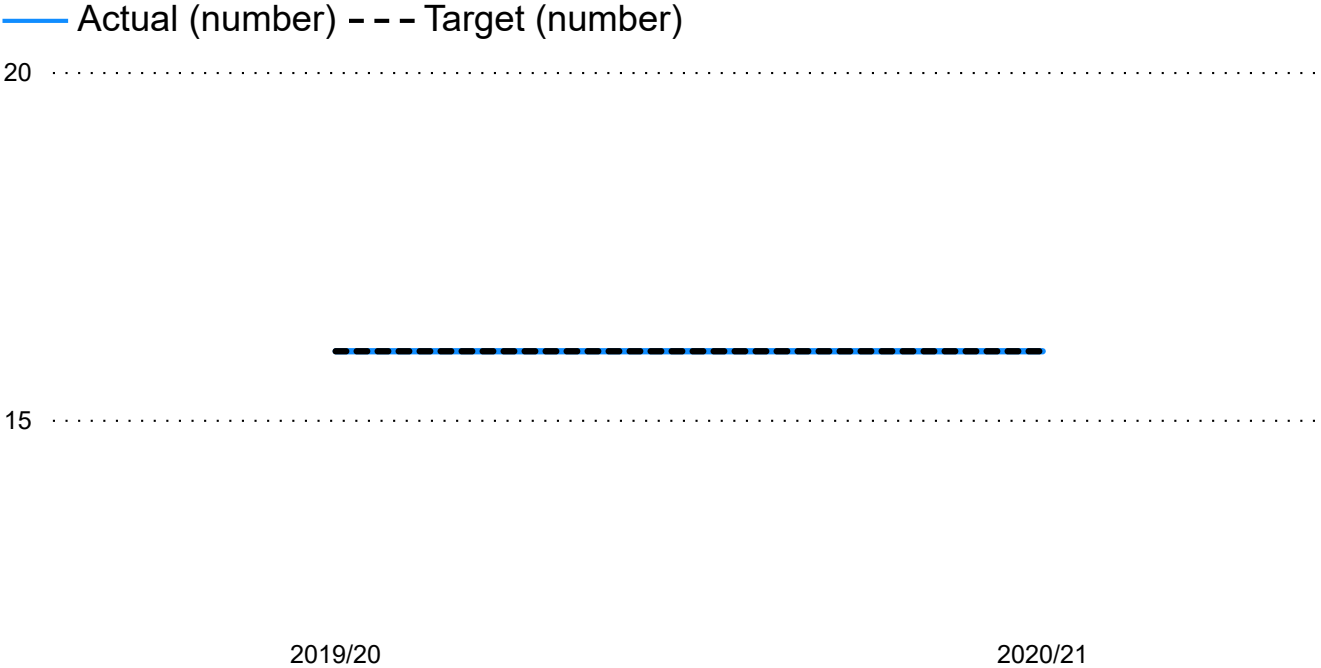
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
16.00	16.00	➡	🟢

Comment
All chargeable services can be paid on-line by debit and/or credit card or by Pay Pal.

Housing and Assets - Recovery Measures

## Average number of calendar days taken to deliver a DFG (medium adaptations)

Actual (number) — — — Target (number)
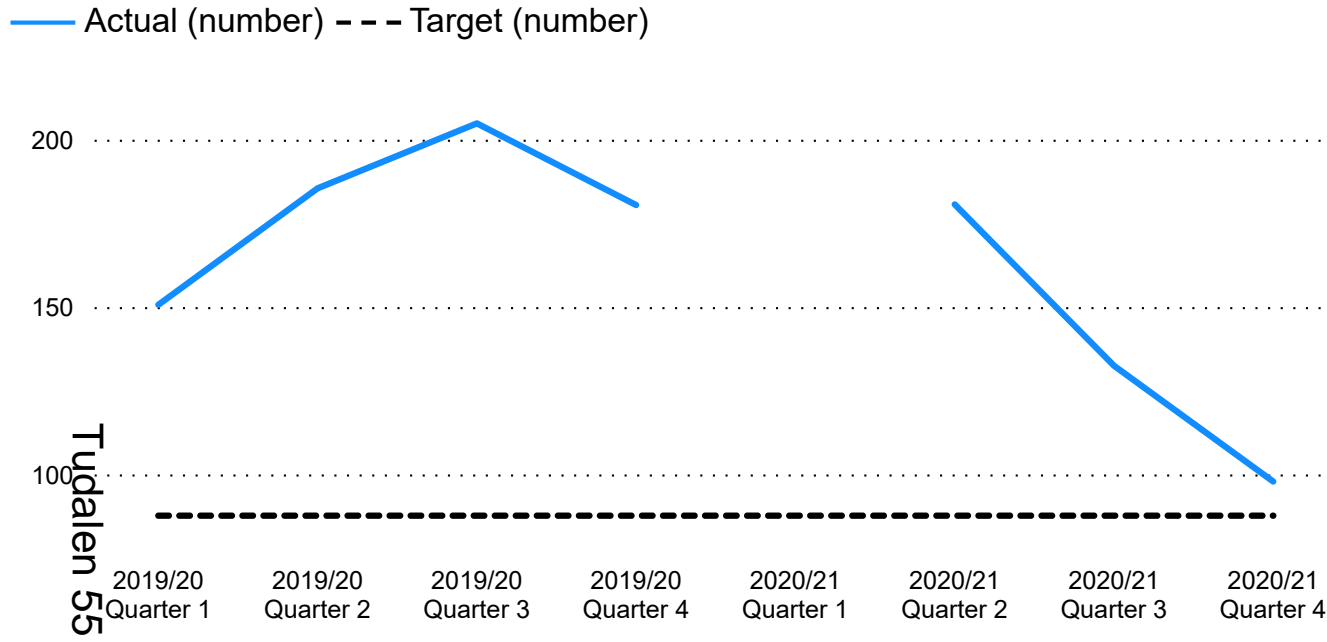
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
137.33	88.00	↑	⚠

Comment
The lockdown restrictions have had an effect on current works. Consideration for the safety of all staff, customers and contractors is paramount. However, majority of works have now re-started and we hope to get back on track to delivery within our timescales as set out in the Housing Service Standards.

## Average number of calendar days taken to deliver a DFG (Large Adaptations)

Actual (number) — — — Target (number)
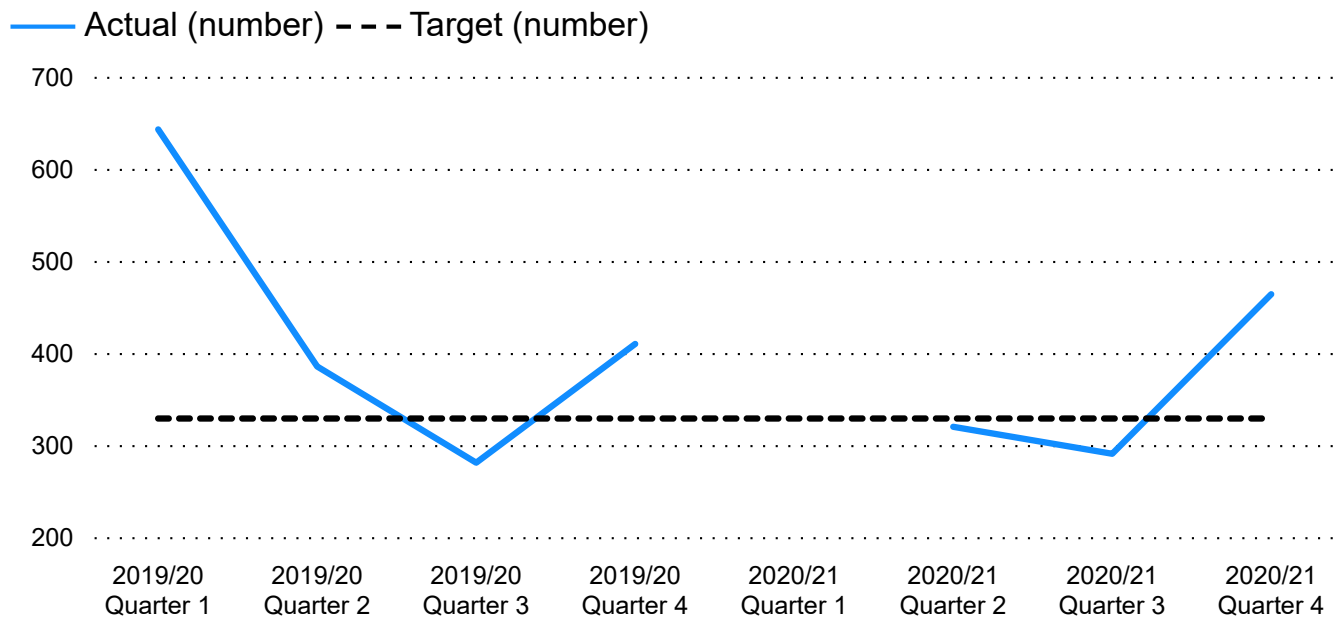
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
359.23	330.00	↓	⚠

Comment
Due to the lockdown restrictions this has had an effect on current works. Consideration for the safety of all staff, customers and contractors is paramount. However, majority of works have now re-started and we hope to get back on track to delivery within our timescales as set out in the Housing Service Standards.

Tudalen 55

Housing and Assets - Recovery Measures

Number of applicants on the Common Housing Register

Tudalen 56

Legend: Actual (number) — — — Target (number)
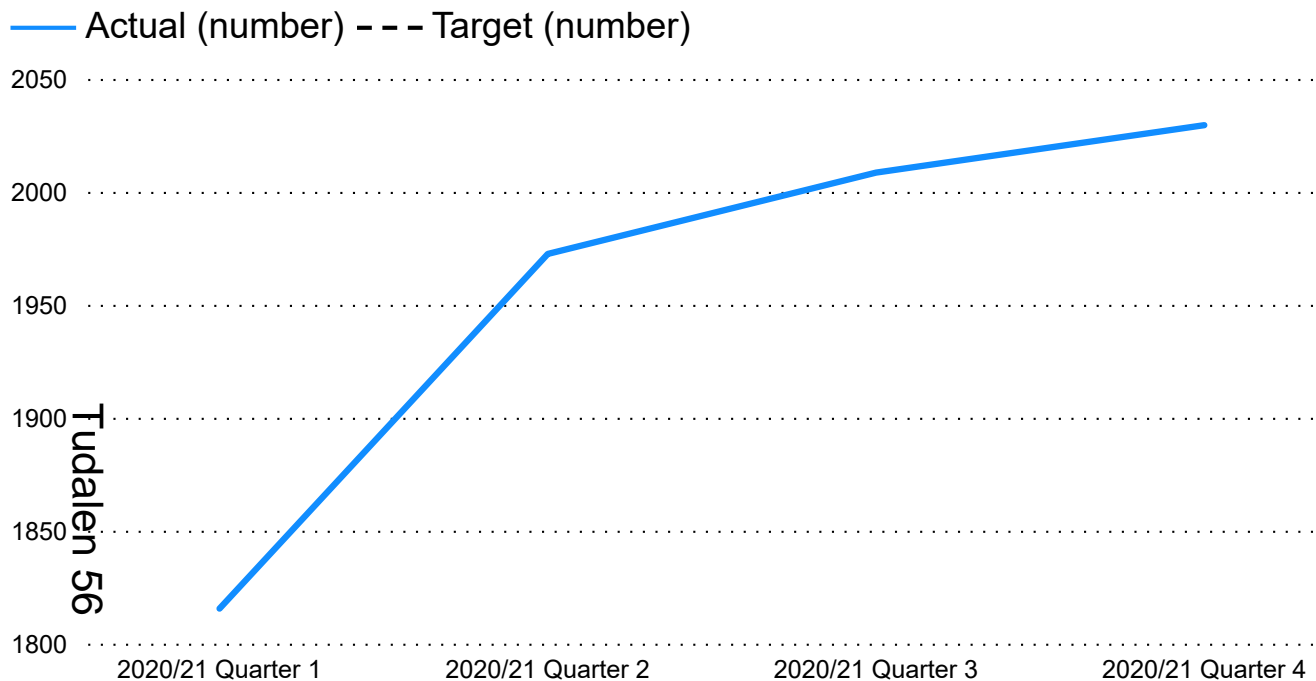
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2030.00			

Comment

No target set - Demand and eligibility for social housing through the Common Housing Register has increased during the course of the year. Numbers of applicants on the Common Housing Register are up approx. 29% from 1578 in the previous year. The increase is consistent with growing housing needs and hardship during the COVID period. Reduced supply of social housing throughout the year and increasing demand accounts for the large increase across the year and will have an impact on applicants waiting times for rehousing.

Number of referrals to the Housing Support Gateway

Legend: Actual (number) — — — Target (number)
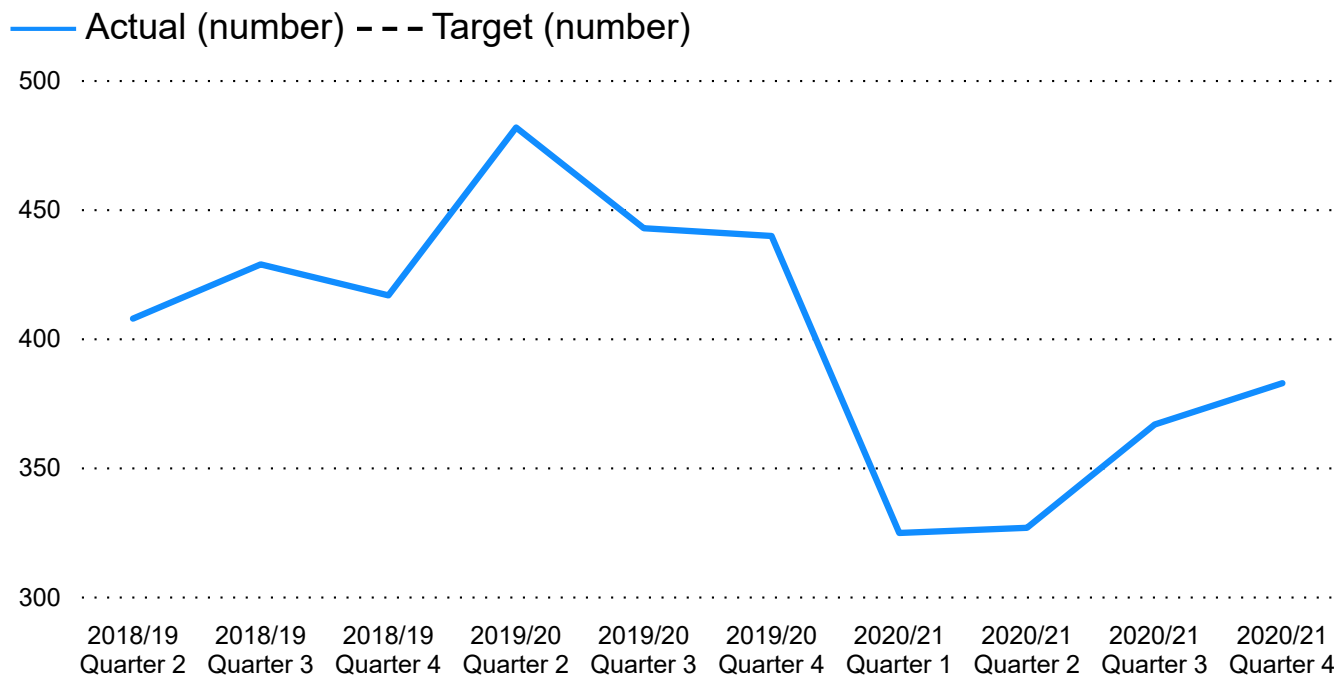
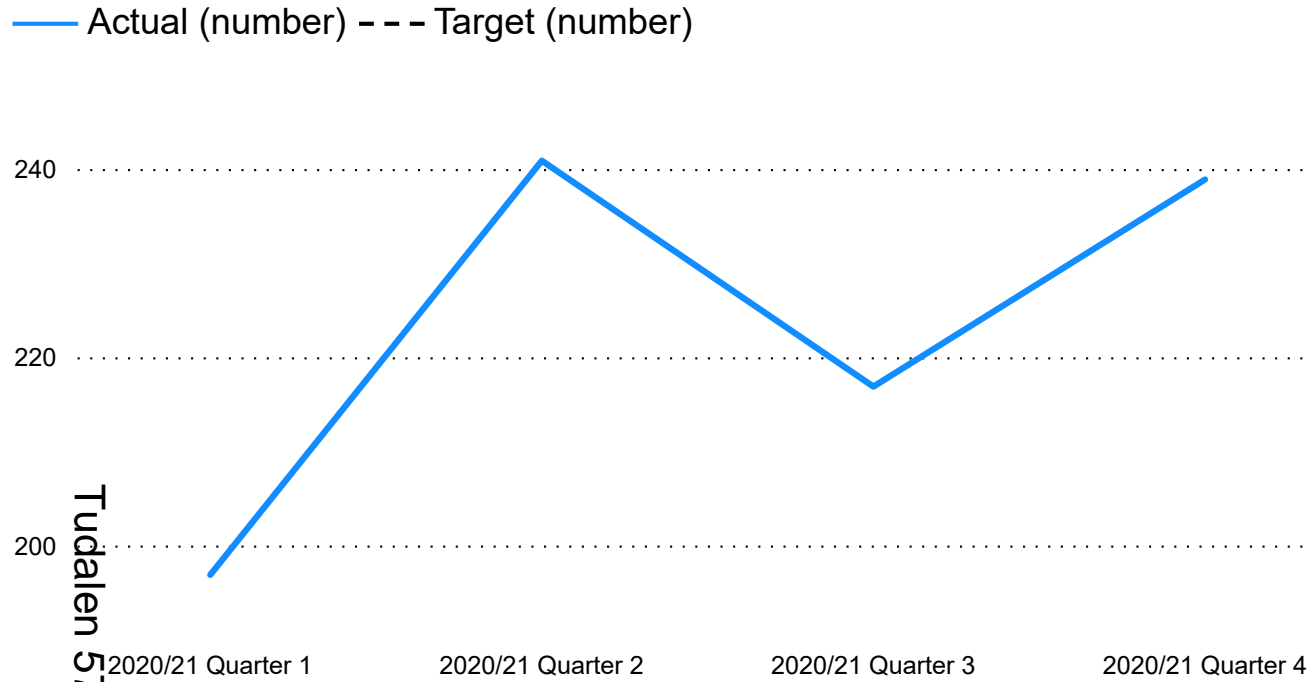| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
1402.00			

Comment

No target set - Demand for housing related support services has increased during the course of the year but is still down on the previous year. There are significant unknowns in regards to the medium term impact of COVID on people incomes, households' debts, health and overall welfare and it is likely that demand for housing related support will increase in the coming year. Flintshire's Housing Support Grant funding from Welsh Government has been significantly increased, enabling us to develop further service capacity in anticipation of forthcoming pressures

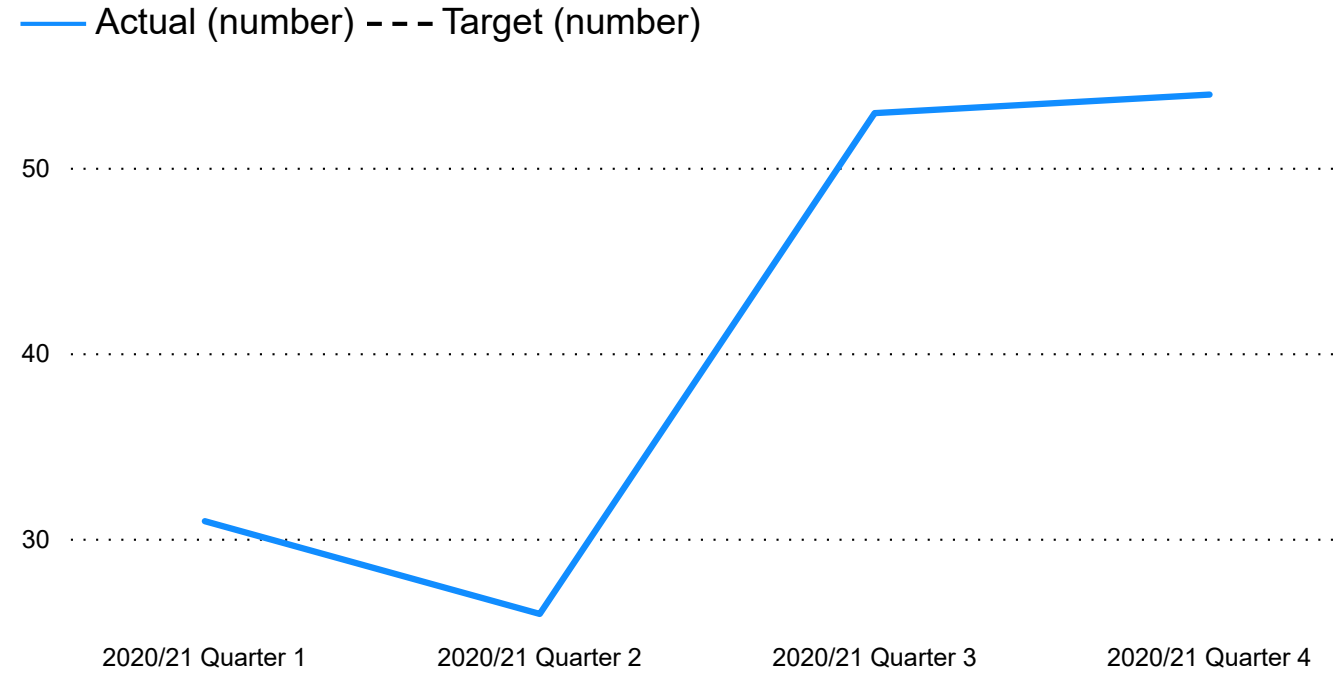# Housing and Assets - Recovery Measures

Number of homelessness presentations

Legend: —— Actual (number)   - - - Target (number)

Y-axis (Tudalen 57): 200, 220, 240

X-axis: 2020/21 Quarter 1, 2020/21 Quarter 2, 2020/21 Quarter 3, 2020/21 Quarter 4

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
894.00			

Comment
No target set - Presentations to the Homeless Team is down 11.4% on the previous year. National interventions such as the closure of courts for possession proceedings, evictions ban, furlough scheme, extended notice periods for those who rent, rental and mortgage holidays, have all been positive protections for residents to mitigate risks of increased homelessness during the coronavirus health pandemic. It is however anticipated that levels of presentations and pressures relating to homelessness will increase as these interventions and lockdown measures are eased.

## Number of households in homeless accommodation

Legend: —— Actual (number)   - - - Target (number)

Y-axis: 30, 40, 50

X-axis: 2020/21 Quarter 1, 2020/21 Quarter 2, 2020/21 Quarter 3, 2020/21 Quarter 4

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
41.00			

Comment
No target set - Presentations to the Homeless Team is down 11.4% on the previous year. National interventions such as the closure of courts for possession proceedings, evictions ban, furlough scheme, extended notice periods for those who rent, rental and mortgage holidays, have all been positive protections for residents to mitigate risks of increased homelessness during the coronavirus health pandemic. It is however anticipated that levels of presentations and pressures relating to homelessness will increase as these interventions and lockdown measures are eased.

Housing and Assets - Recovery Measures

Percentage of households successfully prevented from becoming homeless
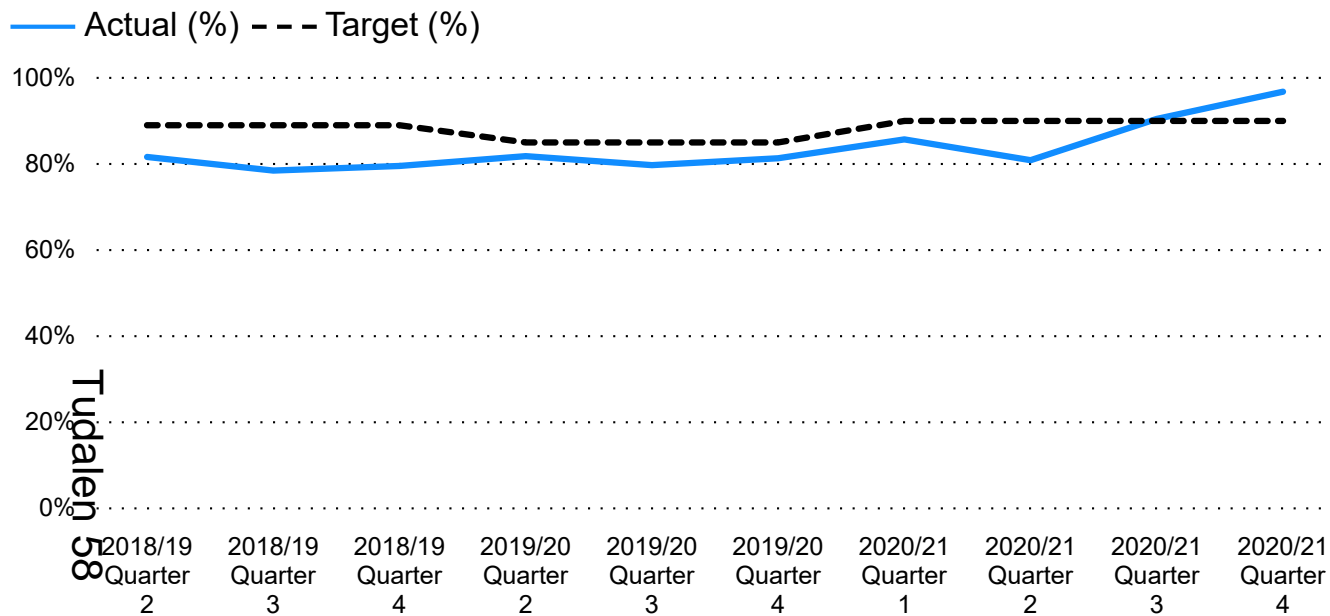
Actual (%) — — — Target (%)

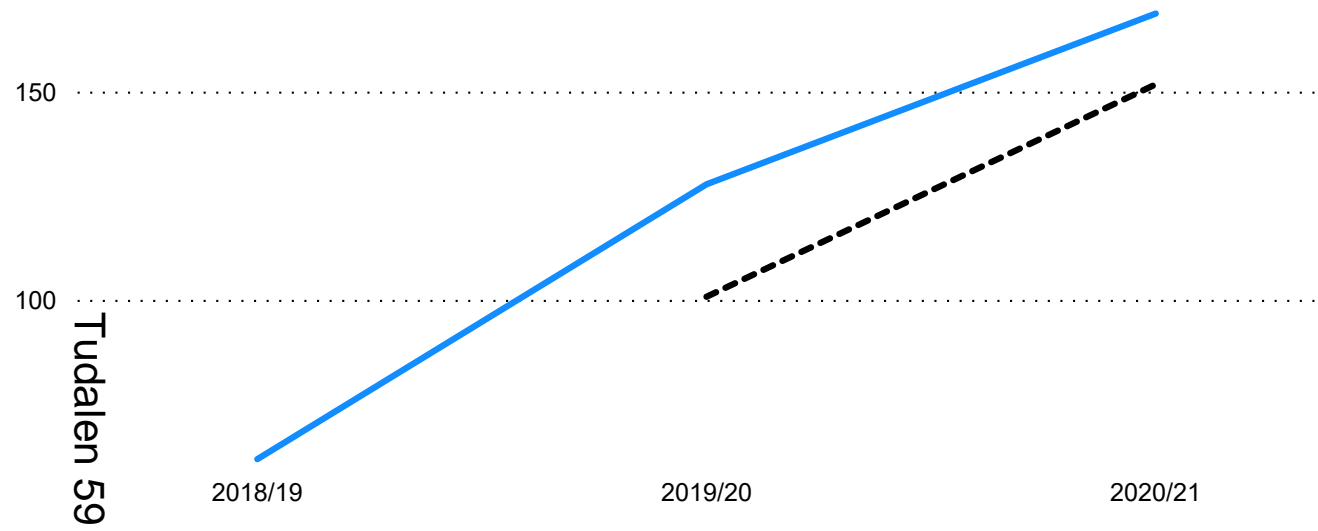| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
89.27%	90.00%	⬆	⚠

Comment

Throughout the year there were 183 cases where positive intervention by the Council helped people to avoid homelessness. Despite efforts to prevent homelessness this is not always possible and there are 22 cases where homelessness has occurred because prevention activities have failed. There are significant protections during the COVID period in regards to housing such as the evictions ban, extended notice periods that have reduced the number of cases where households are at risk of homelessness. Measures such as the furlough scheme have also helped reduces risks of homelessness. As these protections are lifted there is a greater risk of homelessness and the service is increasing capacity for housing support and homeless prevention.

Tudalen 58

Housing and Assets - Portfolio Measures

The number of affordable homes owned and managed by NEW Homes

Actual (number) — — — Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
169.00	152.00	⬆	🟢

Comment
Target exceeded by 17 additional homes. Future targets to be based on NEW Homes Business Plan, Planning Permissions and availability funding.

The number of affordable homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)
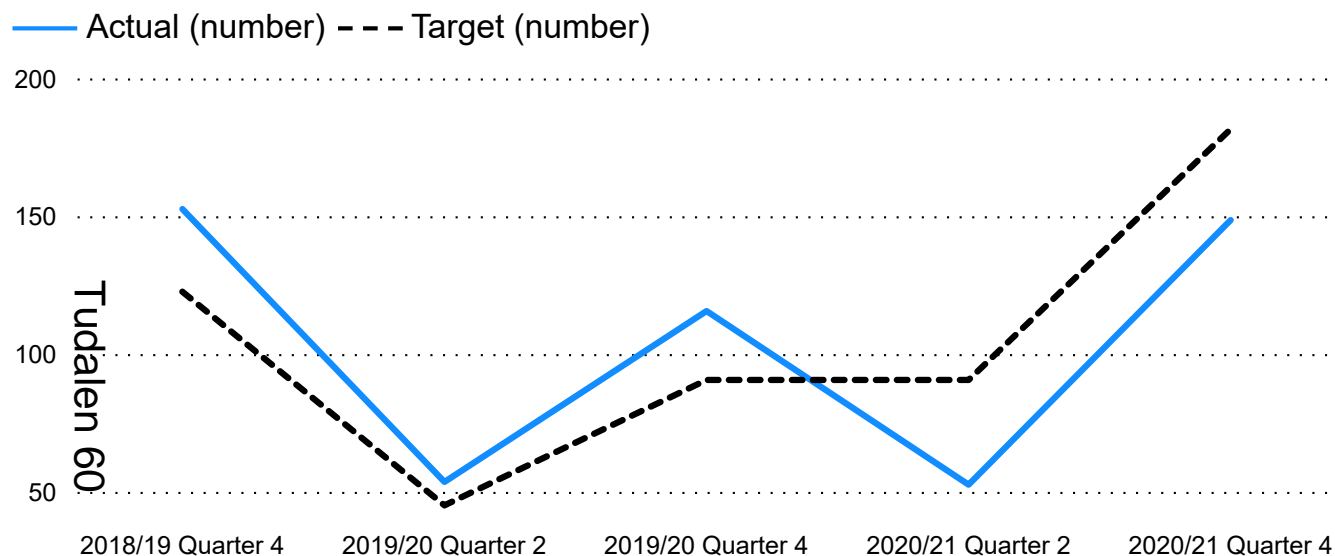
Actual (number) — — — Target (number)
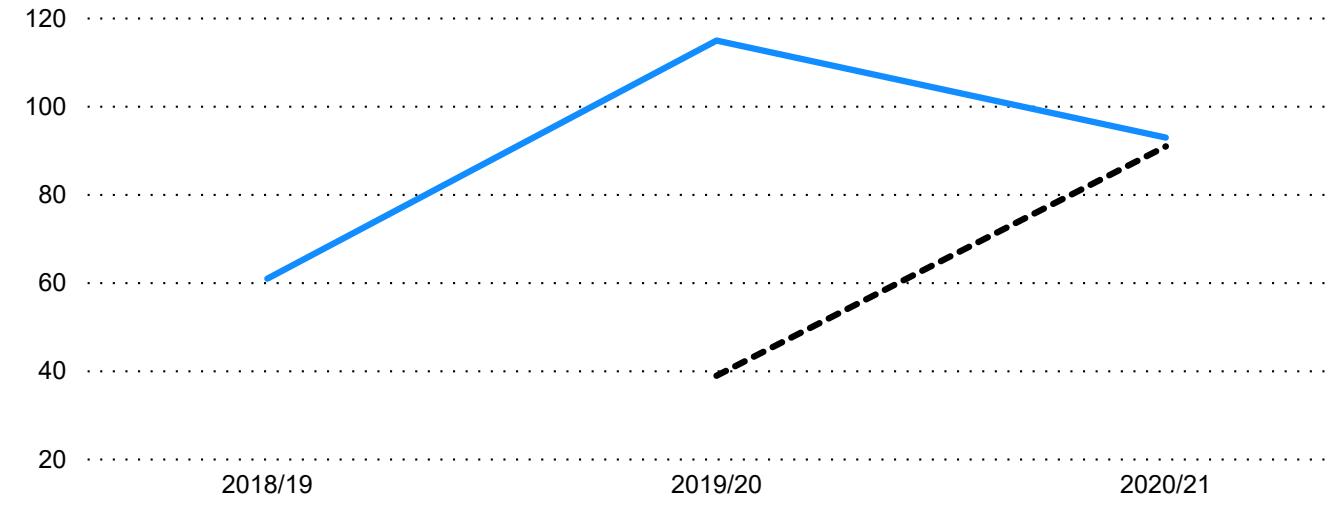
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
93.00	91.00	⬇	🟢

Comment
The target has been achieved for this measure. The majority of the properties completed for this year were two bedroom apartments and houses. Several three bedroom family homes were also delivered for Flint. Future developments will be conditional on the availability of building land and funding.

Tudalen 59

Housing and Assets - Portfolio Measures

The number of Council homes completed or under construction through the Strategic Housing and Regeneration Programme (SHARP)

Actual (number) — — — Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
149.00	182.00	⬆	🔶

Comment

Whilst the target has not been achieved for this measure, we have delivered 149 properties and over half of these are family homes. This is a great achievement considering the difficulties with ensuring COVID site safety throughout the year and the impact of lockdowns.

Average number of days to process new claims for housing benefit and council tax reduction
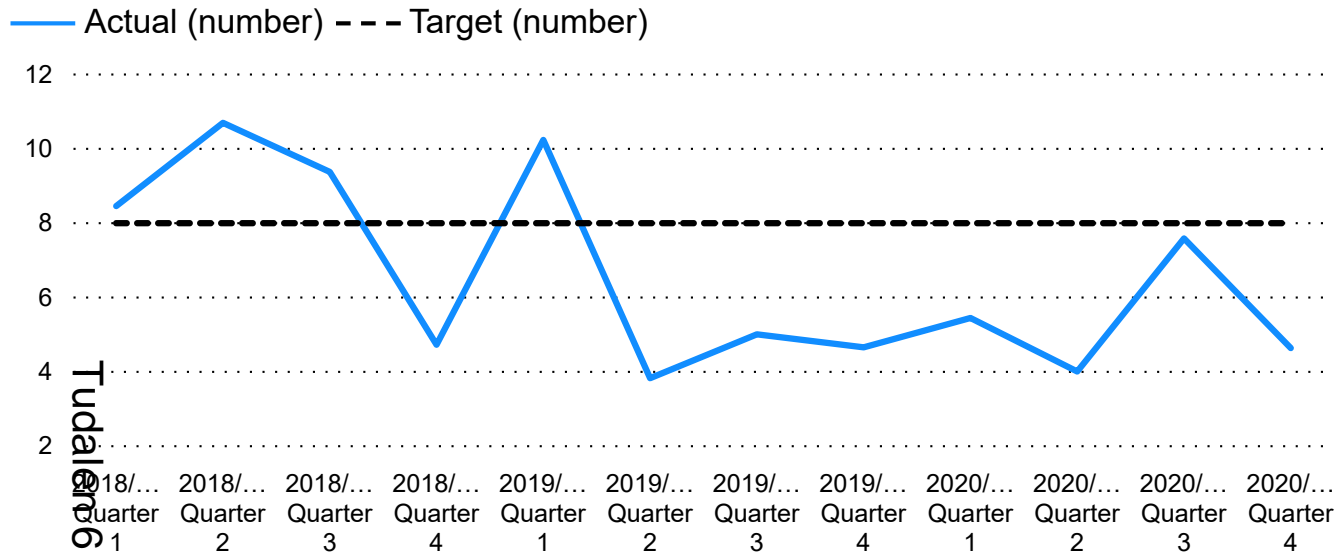
Actual (number) — — — Target (number)
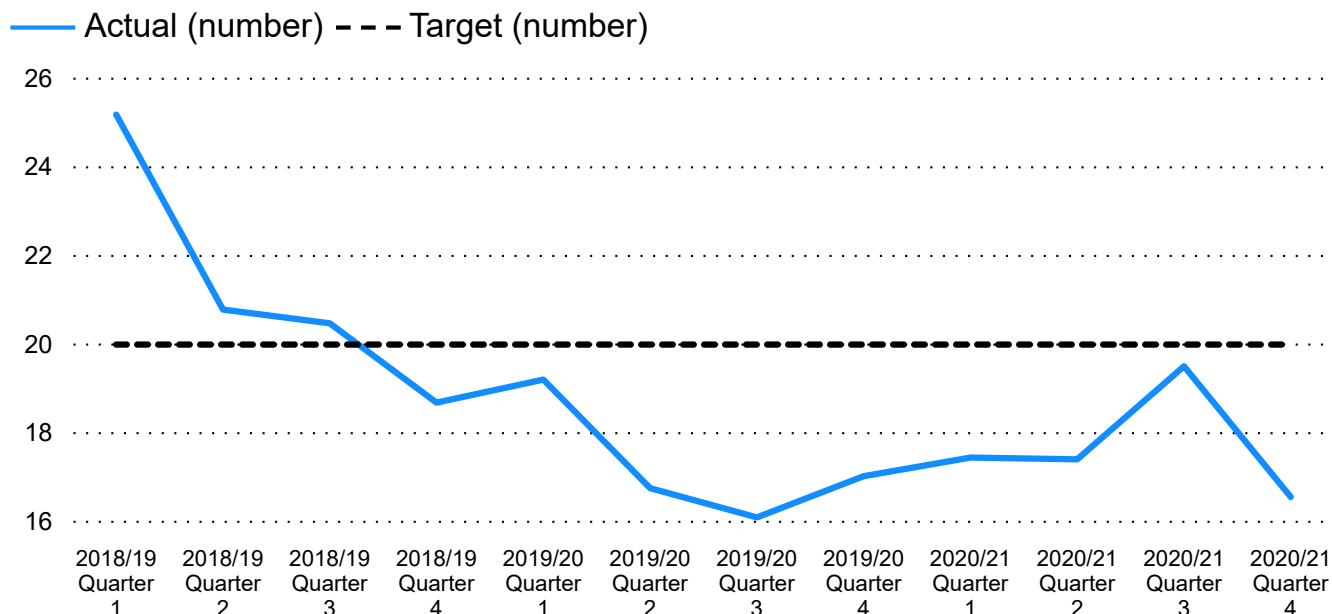
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
17.73	20.00	⬆	🟢

Comment

Performance target has been met each quarter for 2021/22. Due to the COVID Pandemic and the effect this had on the economy, work volumes increased. The team have been able to meet performance through overtime, TOIL and agency staff.

Housing and Assets - Portfolio Measures

## Average number of days to process change in circumstances for housing benefit and council tax reduction

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
5.42	8.00	⬆	🟢

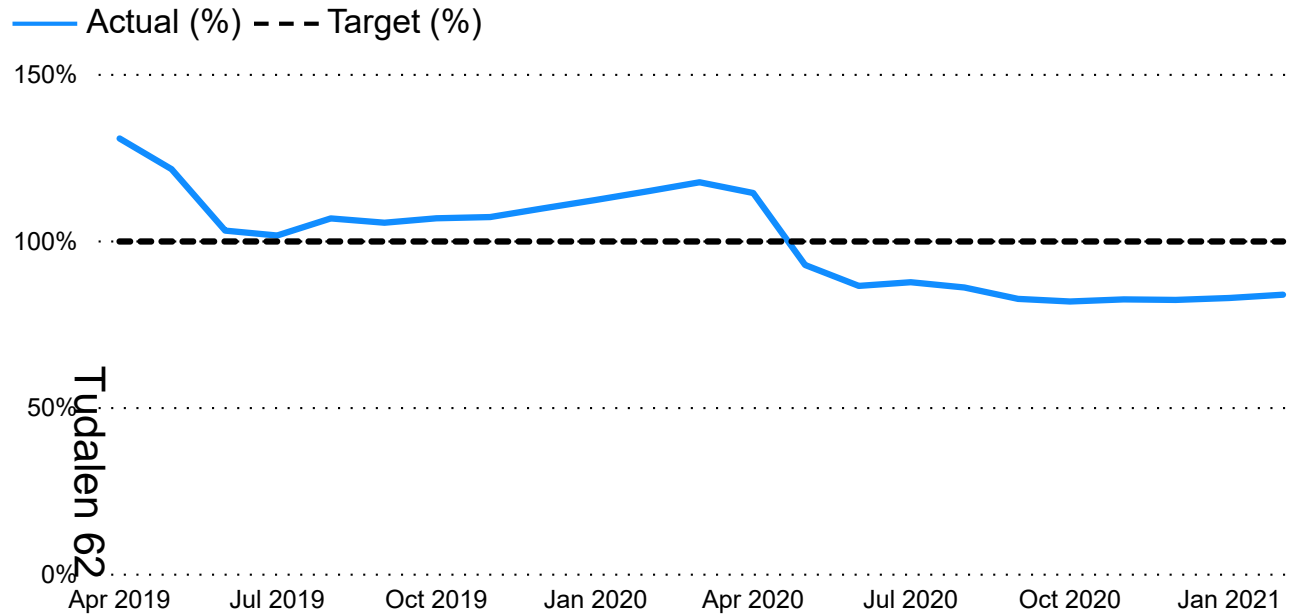| Comment |
|---|
| Performance target has been met each quarter for 2021/22. Due to the COVID Pandemic and the effect this had on the economy, work volumes increased. The team have been able to meet performance through overtime, TOIL and agency staff. |

Increase supply and variety of affordable homes
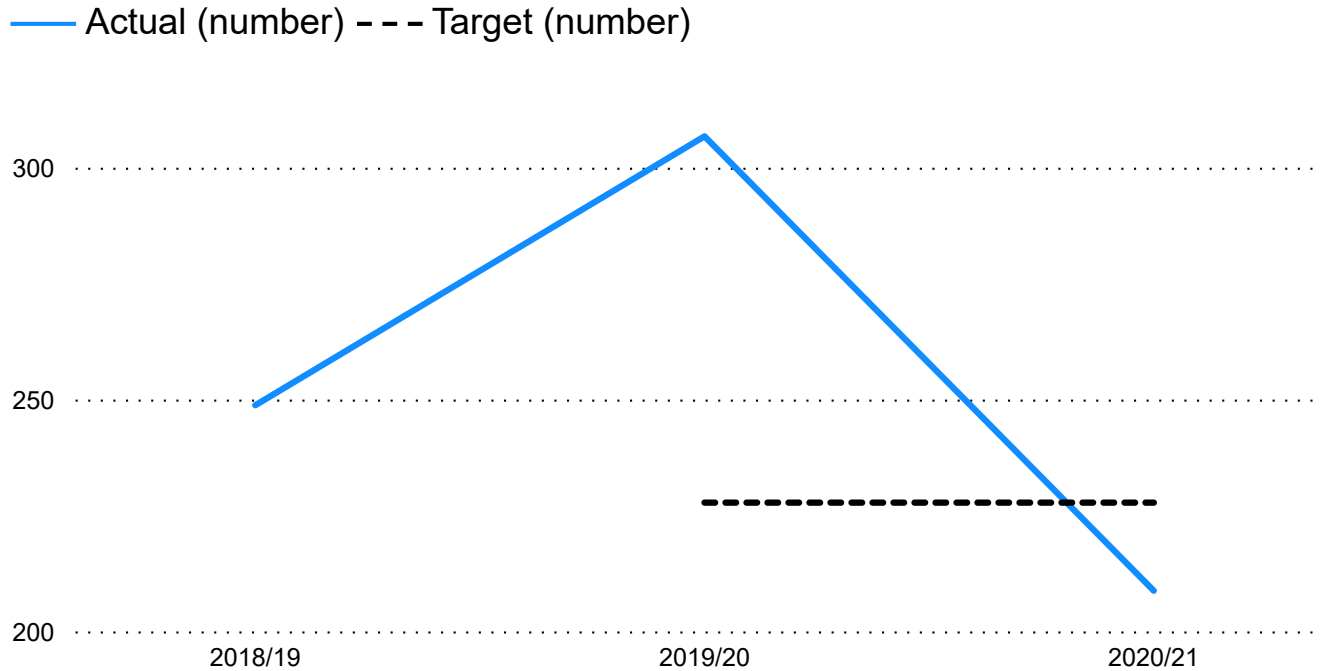
End of Year Actual (No.)	End of Year Target (No.)	Trend ▲	Current RAG Rating
209.00	228.00	🔻	🔺

Comment
A total of 209 additional affordable homes were provided in Flintshire in 2020/21. Partner Housing Associations (Registered Providers) delivered a total of 125 (60%) additional affordable Homes in Flintshire. These combined with the 84 additional affordable homes (40%) delivered by the Council/NEW Homes give a grand total of 209 affordable homes. Amber performance attributable to Flintshire County Council (FCC)/NEW Homes falling short of 100 unit target by 16 units (FCC Shortfall 13 NEW Homes 3).

Housing and Assets - Portfolio Measures

The percentage of council houses that meet the Welsh Housing Quality standards within our annual programme
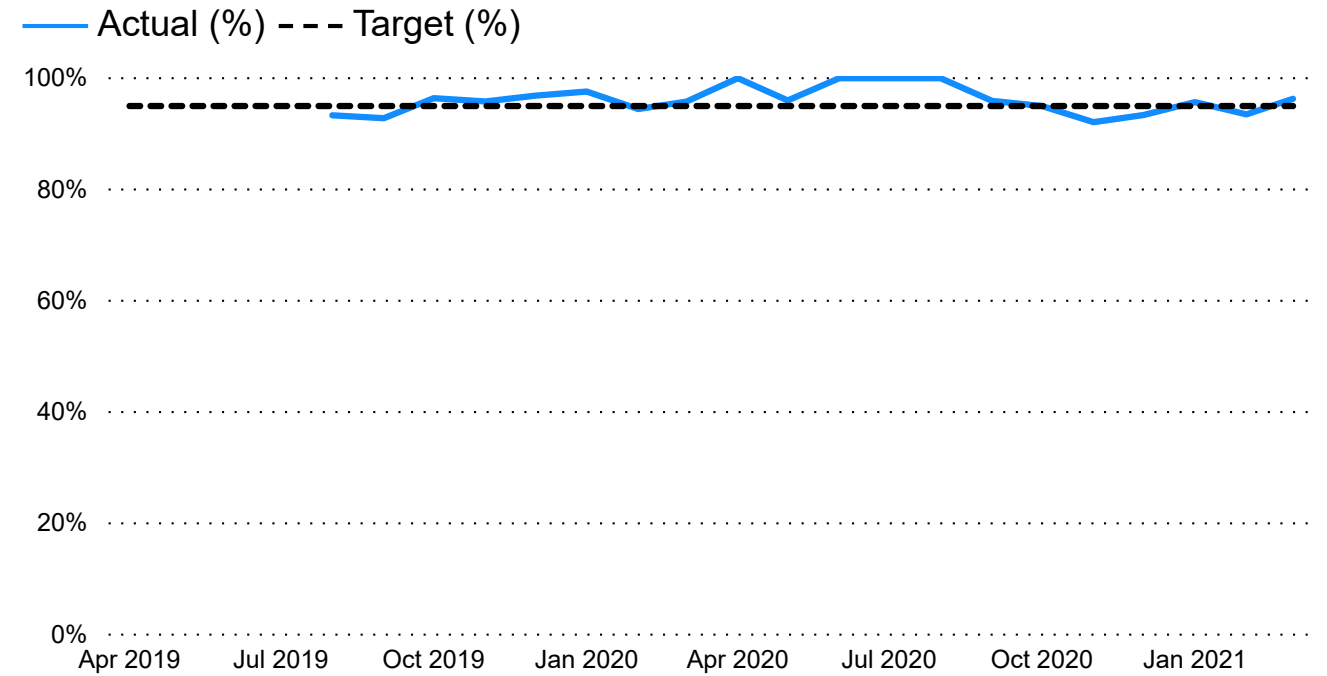

Tudalen 62

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
85.57%	100.00%	↓	◆

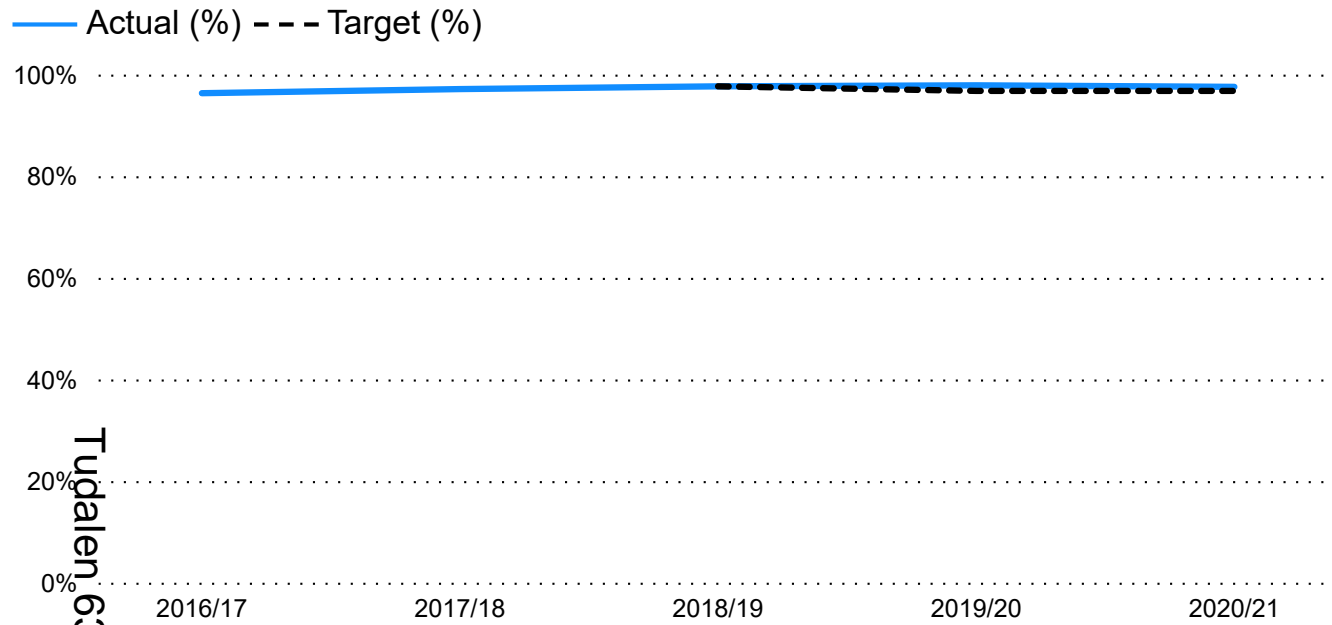| Comment |
|---|
| Due to the ongoing COVID-19 pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard (WHQS) Capital Programme were furloughed. This delayed the completion of the 2019-2020 financial years' work (Year Five) and the commencement of the 2020-2021 financial years' work (Year Six). We were able to commence and mobilise WHQS Programmes of work from July and as a result we started to receive hand overs for completed works in quarter three of the 2020-2021 financial year. |

Tenant satisfaction level

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
96.05%	95.00%	↑	●

Comment
Due to the ongoing COVID-19 pandemic, many of the Contractors the Council had procured to deliver the Welsh Housing Quality Standard Capital Programme were furloughed.
This is has impacted on our tenant satisfaction surveys and the ability to complete these with the tenant face to face with our Tenant Liaison Officers.
Our satisfaction results for our Welsh Quality Housing Standards (WHQS) refurbishment programmes ended positively with an overall average of 97%. This is an excellent result given the restrictions placed upon the Council and its Contractors who were working in our tenants homes during this difficult time.

Planning, Environment and Economy - Recovery Measures

Percentage of food establishments that meet food hygiene standards

— Actual (%)   - - - Target (%)

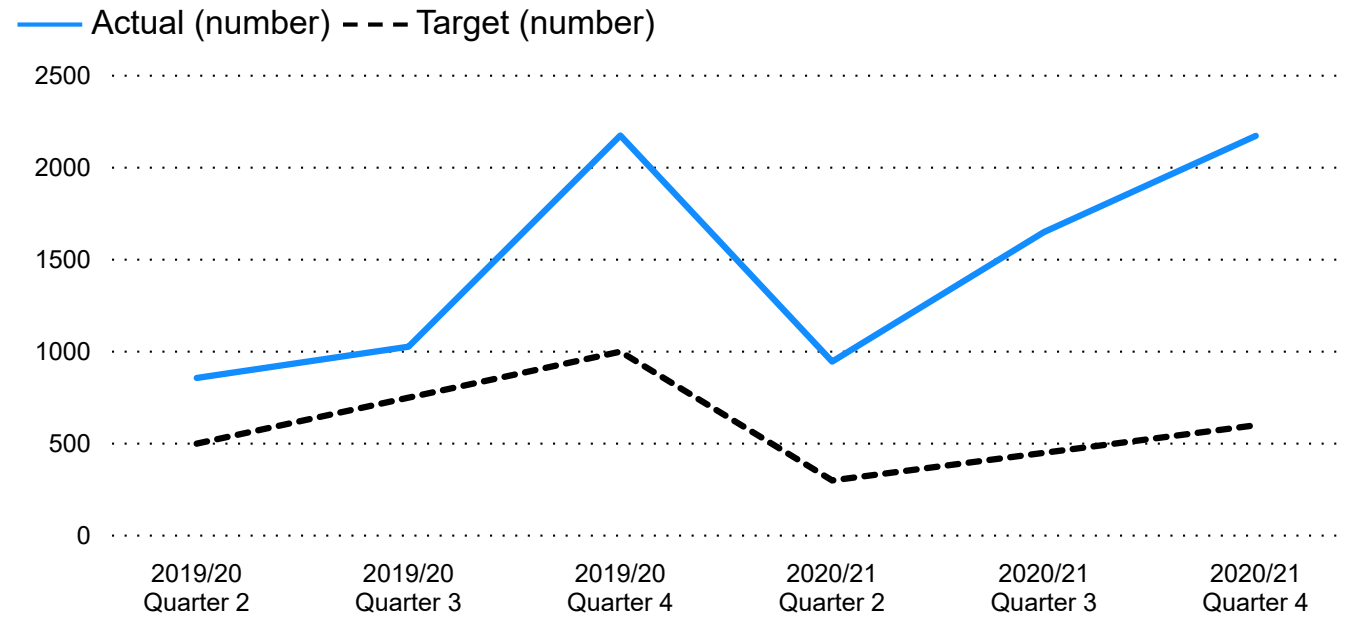| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.80%	97.00%	↓	🟢

Comment
Due to the requirements on the service to respond to the COVID-19 pandemic, a lower level of food hygiene inspections have been undertaken. While the level of Broadly Compliant premises has remained above the target of 97%, this is in part due to businesses not having been inspected and so there was no change to their food hygiene rating. The service is concerned as to the effect of the pandemic on compliance levels within food businesses and on the number of new businesses that require inspection which will impact on next year's figures.

Total number of energy efficiency measures delivered to reduce fuel poverty

— Actual (number)   - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2173.00	600	↓	🟢

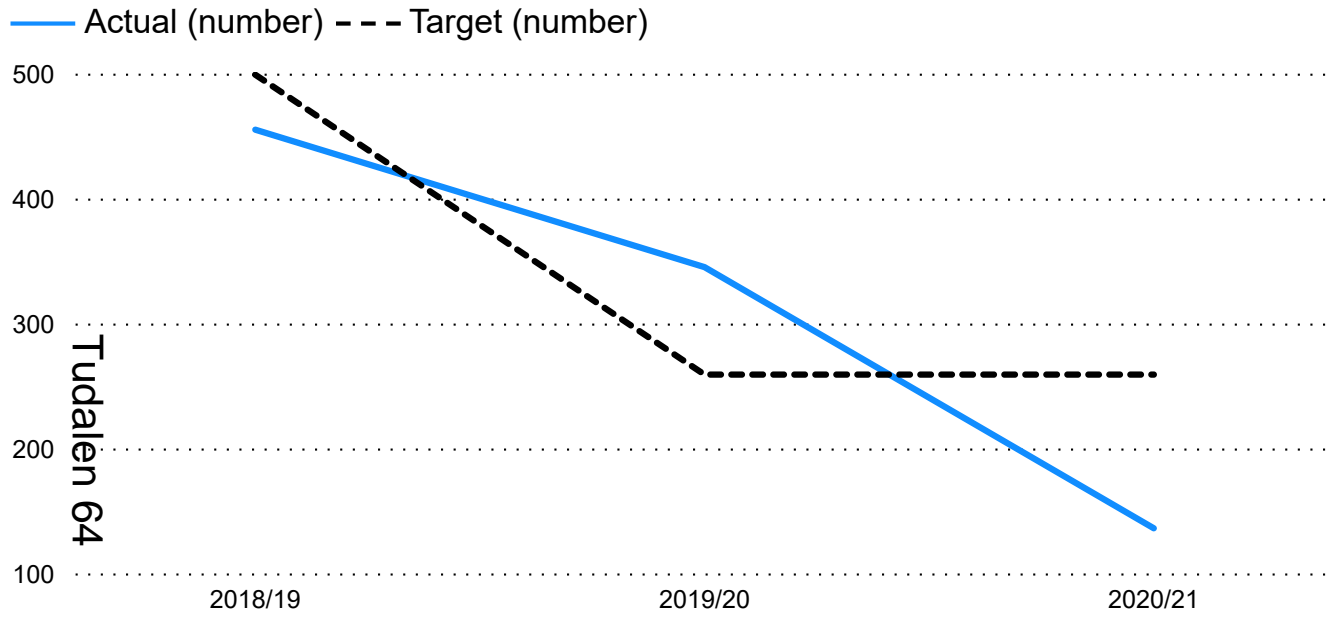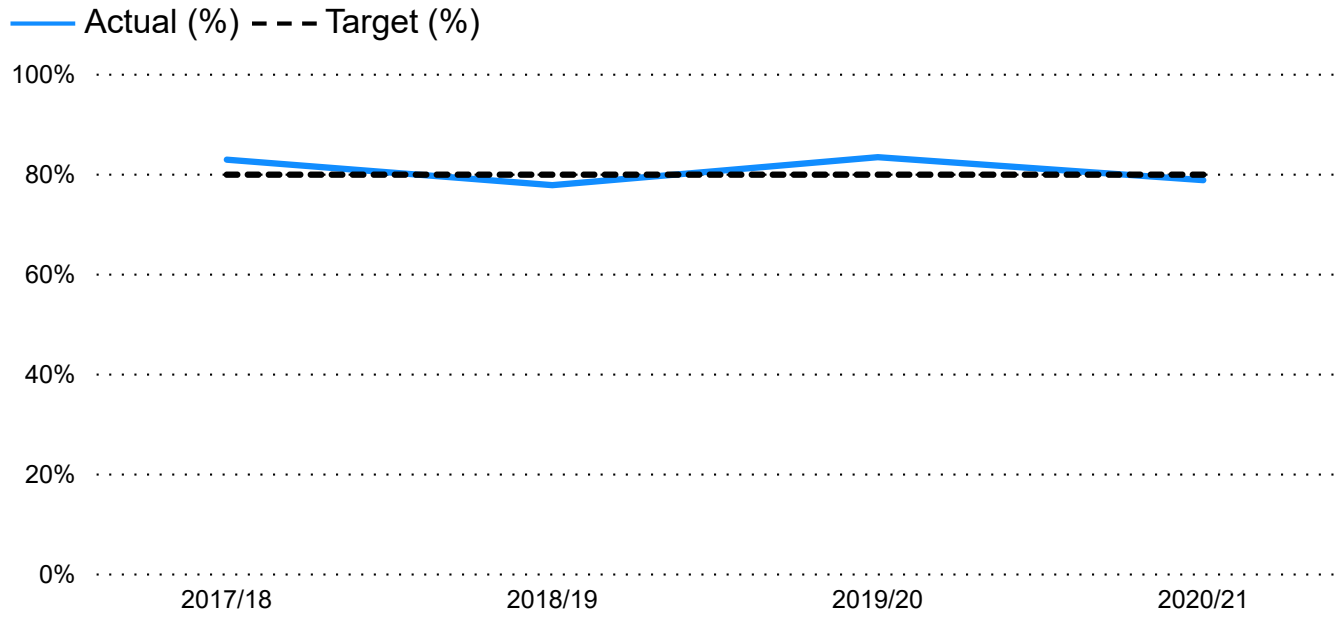| Comment |
|---|
| These measures are actual installs funded from various sources available to the team to reflect the maximum benefit to the resident both financially and emotionally who find themselves in fuel poverty. The numbers are less than our target for this quarter due to over achieving last quarter and throughout the year. However the target for the year has been exceeded. |

Tudalen 63

Planning, Environment and Economy - Recovery Measures

Total number of individuals supported to access learning and work opportunities

Legend: Actual (number) — — — Target (number)

Y-axis label: Tudalen 64

Y-axis: 500, 400, 300, 200, 100
X-axis: 2018/19, 2019/20, 2020/21

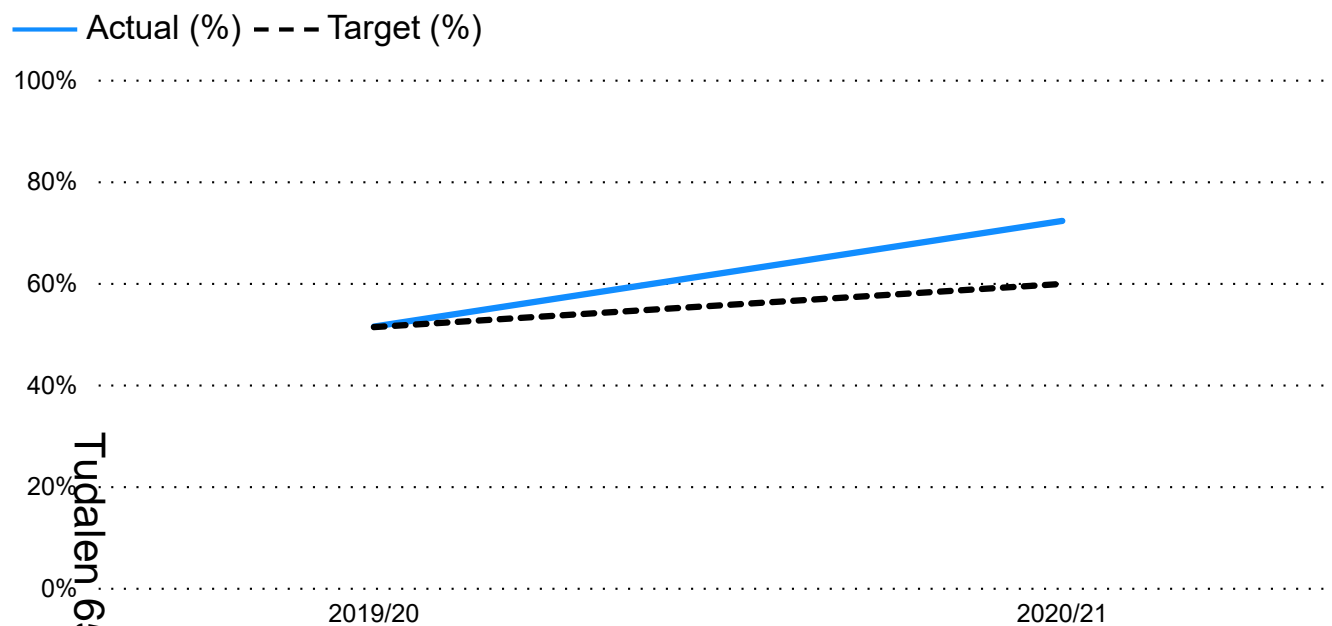| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
137.00	260	↓	◆

Comment
This has been a challenging year for the Communities for Work (CFW) programme, which saw Pathway programmes put on hold limiting the options available to participants to access the relevant training opportunities. Teams have delivered the programme virtually by working from home and have supported mentoring scheme participants to gain E-Learning, Customer services and construction skills qualifications. The teams have also supported participants into employment opportunities within the care, retail and construction sectors.

Percentage of all planning applications determined in time

Legend: Actual (%) — — — Target (%)

Y-axis: 100%, 80%, 60%, 40%, 20%, 0%
X-axis: 2017/18, 2018/19, 2019/20, 2020/21

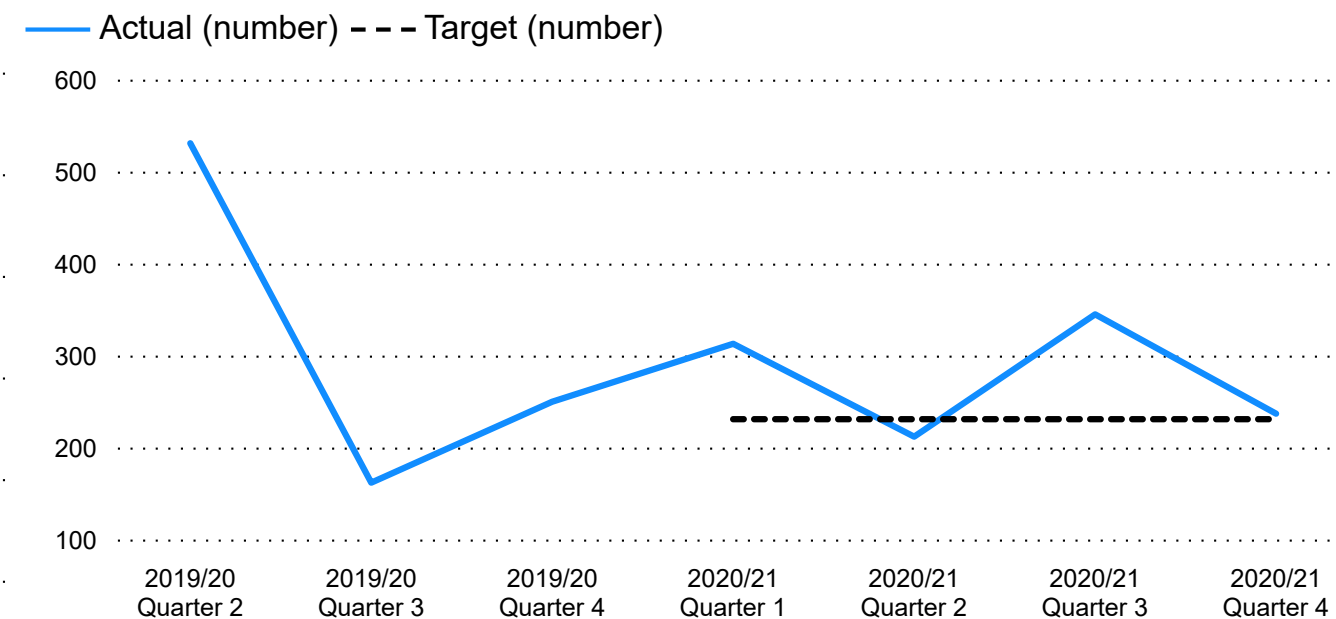| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
78.90%	80.00%	↓	▲

Comment
Acknowledgement that the target is unmet. However due to significant capacity issues in the first six months of 20/21 and ongoing impact of pandemic preventing full site visits from December until mid-April the level of performance achieved so close to the target in normal operational times is excellent.

Planning, Environment and Economy - Recovery Measures

Percentage of "major" applications determined within time periods required

Legend: Actual (%) — Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
62.00%	60.00%	↑	●

Comment
The target for this measure has been exceeded in each quarter.

Average time taken to determine "major" applications in days

Legend: Actual (number) — Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
277.75	232	↓	◆

Comment
Quarter one and quarter three are significantly higher than the target. Action needs to be taken to ensure the overall length of such application is reduced by effective case management.

Tudalen 65

Planning, Environment and Economy - Recovery Measures
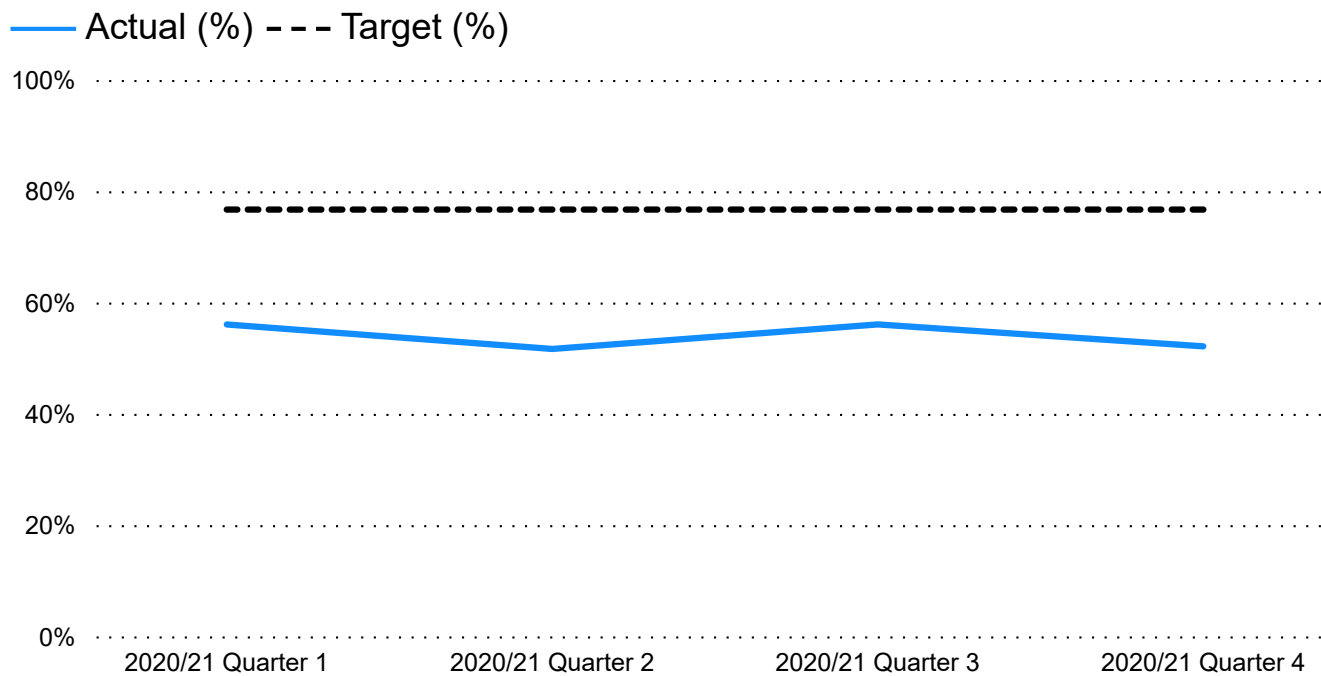
Average time taken to determine planning applications

—— Actual (number) - - - Target (number)
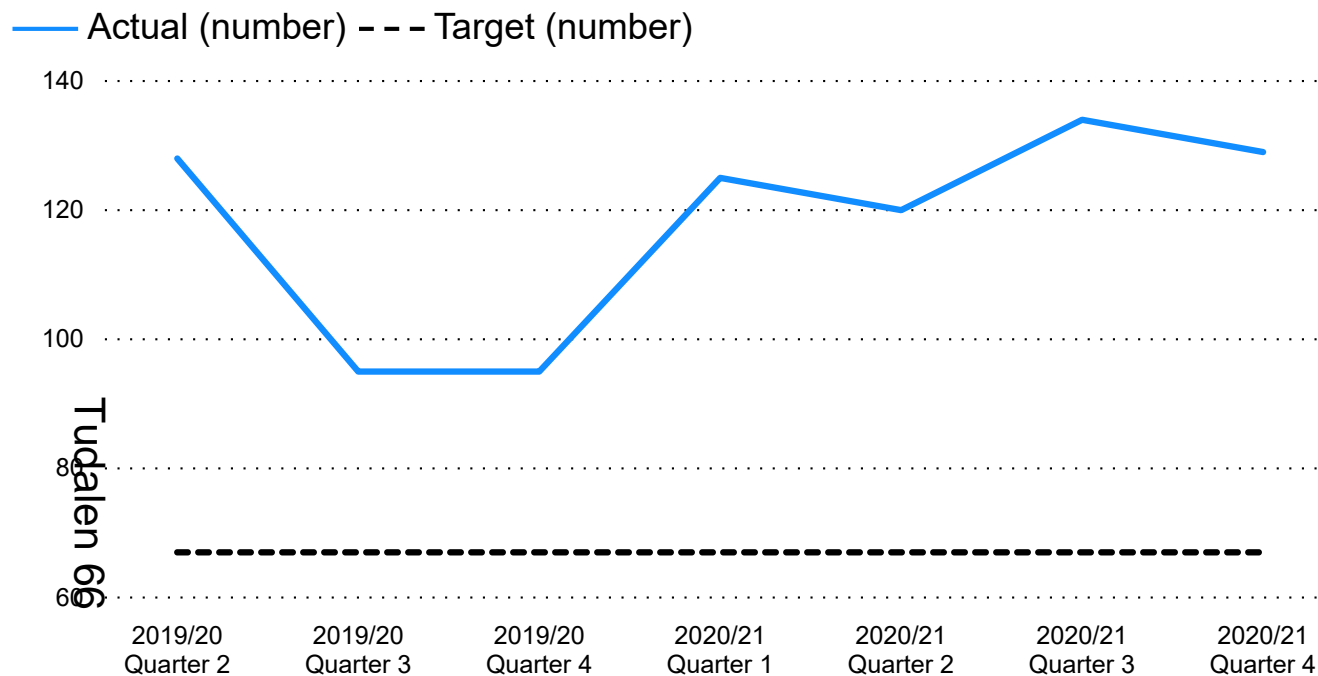
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
127.00	67	⬇	🔶

Comment
Target not met and double the time taken or more. This reflects the impact of the pandemic throughout 20/21 and the reduced capacity within the service to 30% at times. The majority of applicants agreed to extension of times with understanding of delay of the whole process such as inability to display statutory notices (in accordance with Welsh Government advice) and the back log of cases which developed whilst service transferred to electronic working from home .

Enforcement cases investigated within 84 days

—— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
54.17%	76.90%		🟢

Comment
Data to be verified - Significant impact on speed of investigations as service capacity was reduced and actively redirected to manage significant and major planning applications.

Planning, Environment and Economy - Recovery Measures

Average time taken to pursue positive enforcement action where a breach had been identified
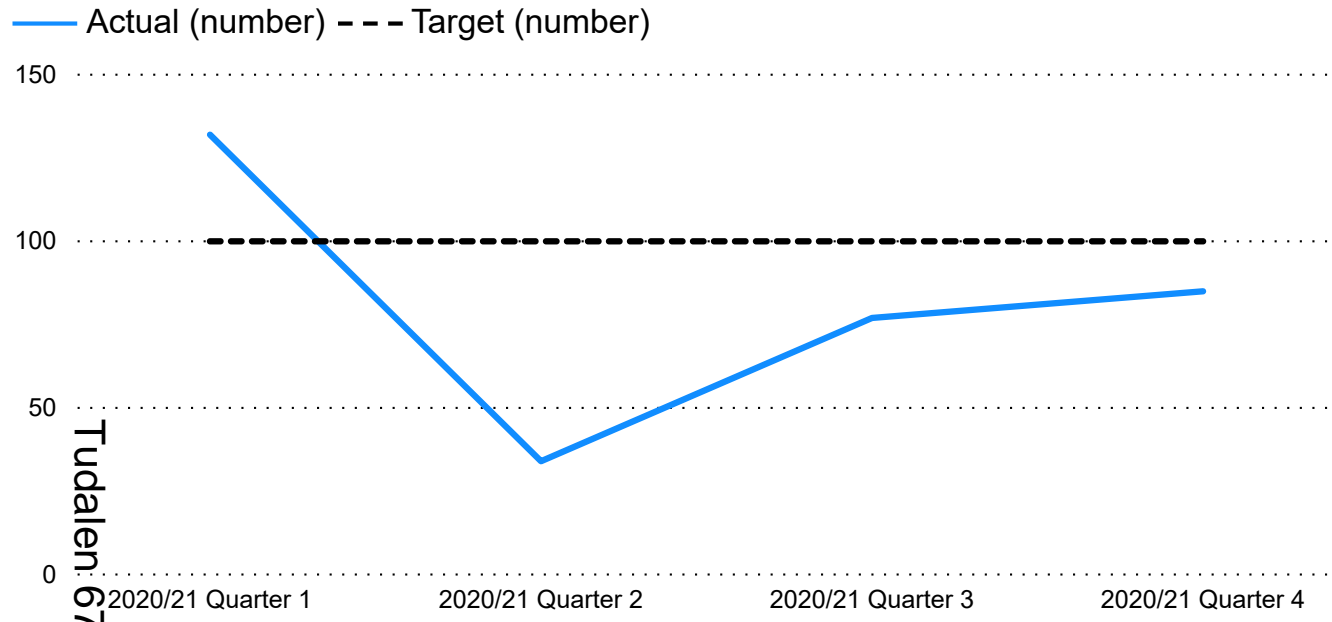
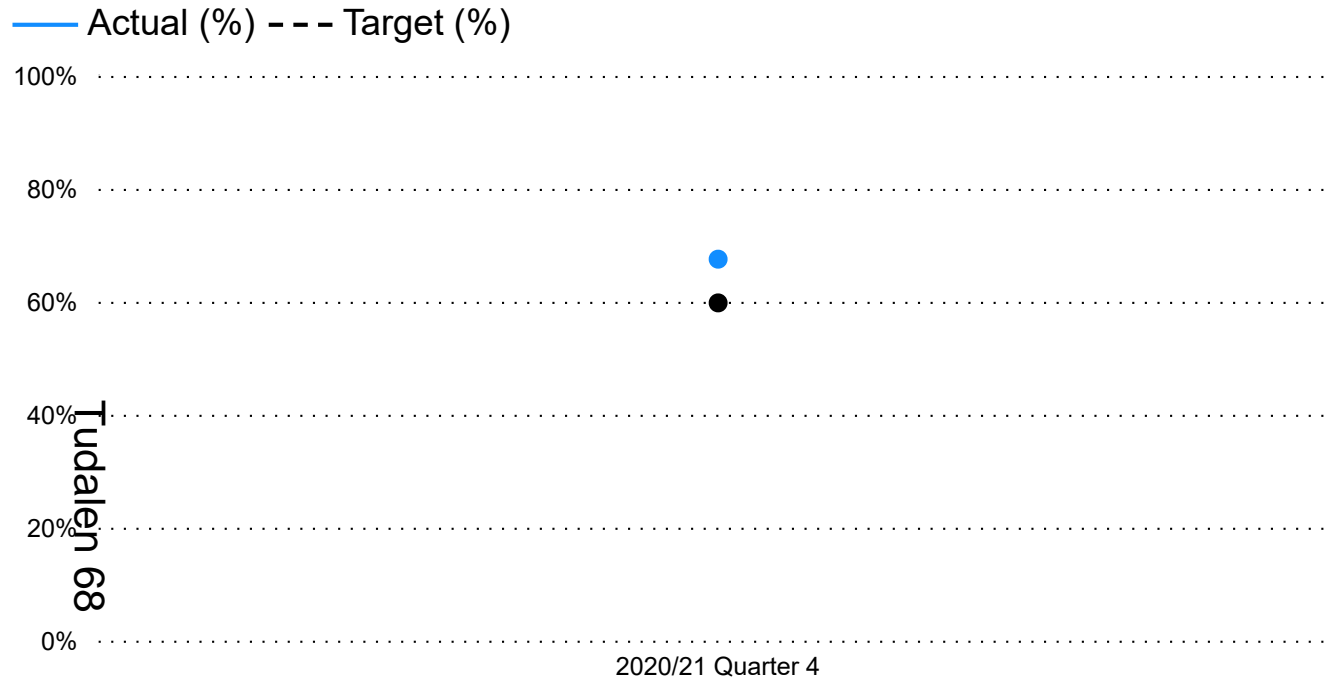| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
82.00	100		🟢

Comment
Reflects the pro-active work that the enforcement team were able to take during lockdowns once a breach had been identified.

Planning, Environment and Economy - Portfolio Measures
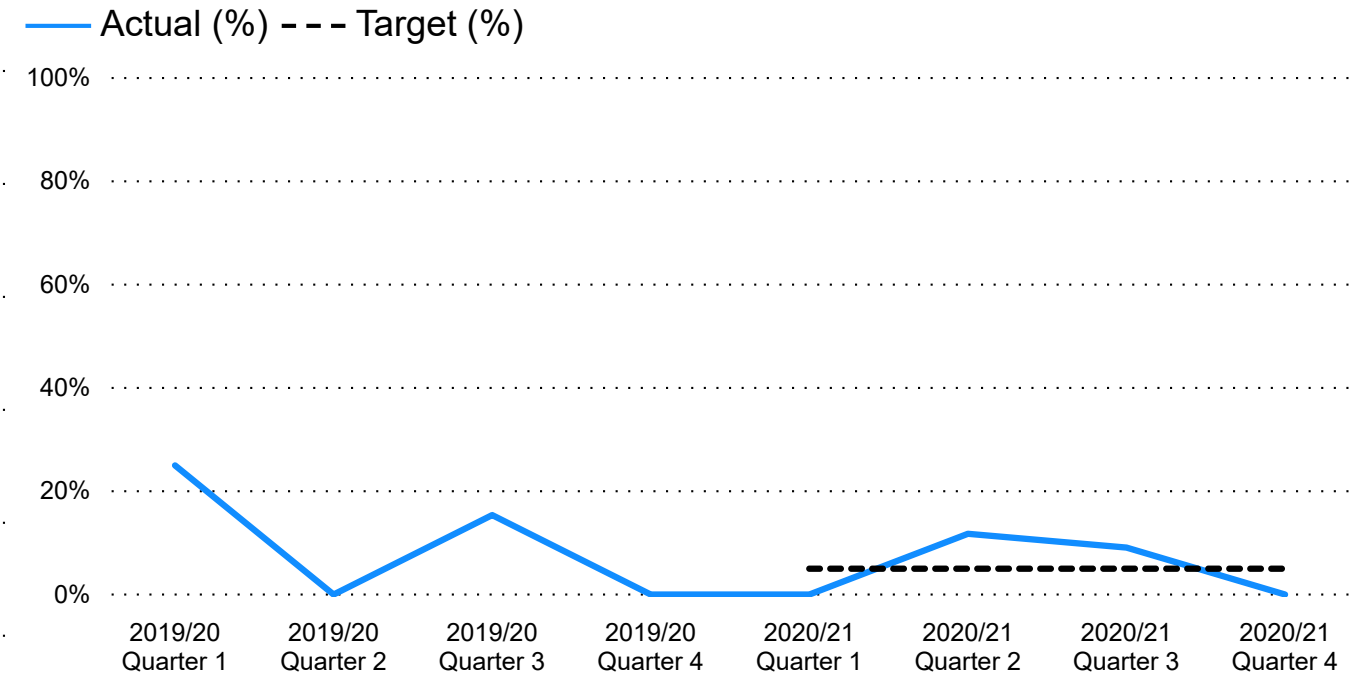
Percentage of all planning appeals dismissed

Actual (%) - - - Target (%)

Tudalen 68

2020/21 Quarter 4

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
67.74%	60.00%		🟢

Comment

31 appeals in total of which 21 were dismissed.

Decisions made contrary to officer recommendation

Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
7.31%	20.00%	⬆	🟢

Comment

Performance at planning committee has been maintained throughout the pandemic.

Planning, Environment and Economy - Portfolio Measures

Sustainable Development Indicators

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating

Comment

Measure to be removed from quarterly reporting due to changes in Welsh Government requirements.

Percentage of empty private properties brought back into use

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating

Comment

Benchmarking data - This measure is used for benchmarking nationally. The number of empty properties needs to be ratified before a percentage figure can be calculated.

Planning, Environment and Economy - Portfolio Measures

Number of applications received and determined during the quarter

— Actual (number) - - - Target (number)

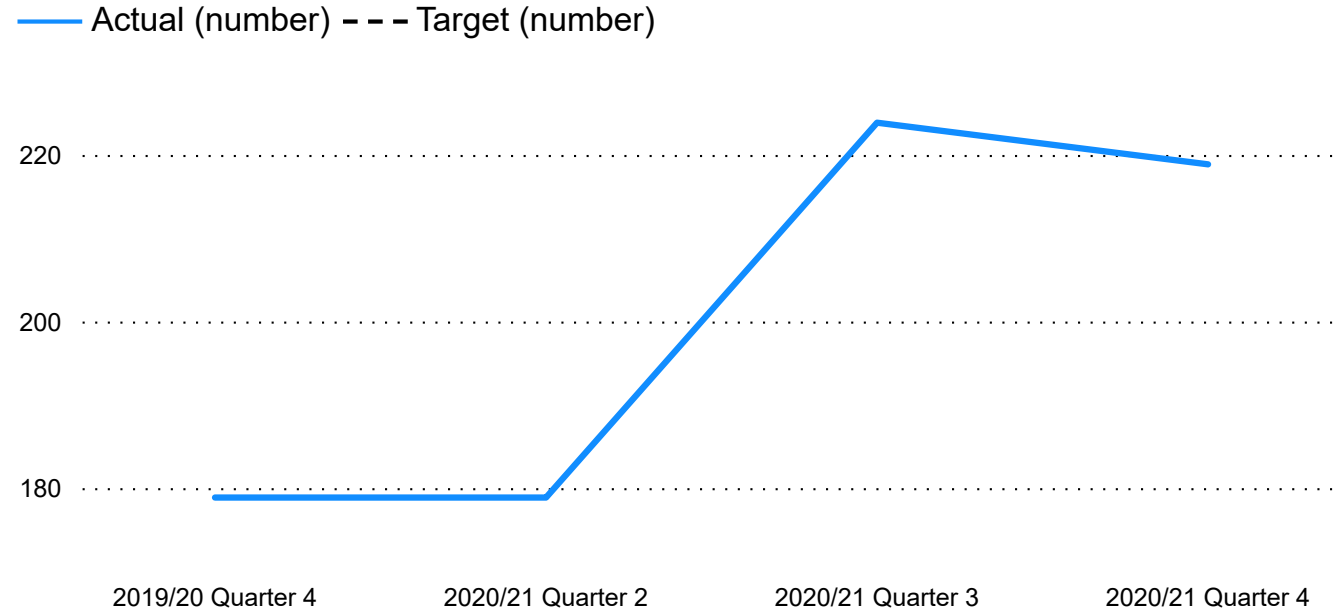| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
801.00			

Comment
No Target Set - Received 308, determined - 219. Data is collected to enable Welsh Government to ratify the Quarterly performance returns.
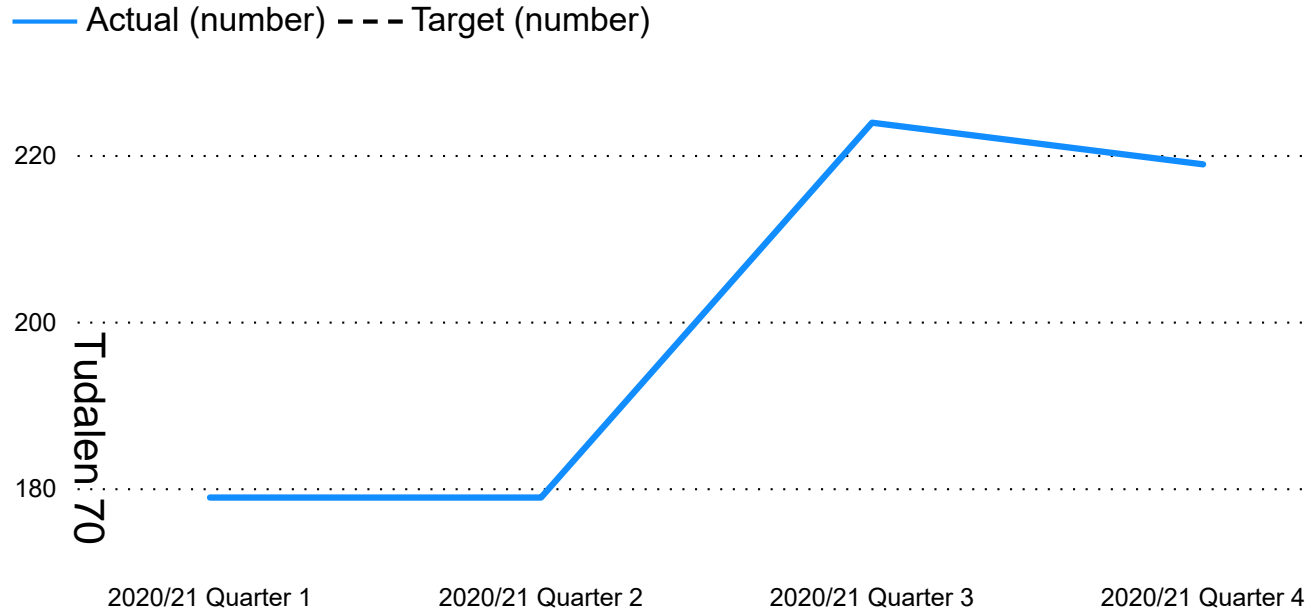
Number of applications received, carried forward, transferred and determined during the quarter

— Actual (number) - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
801.00			

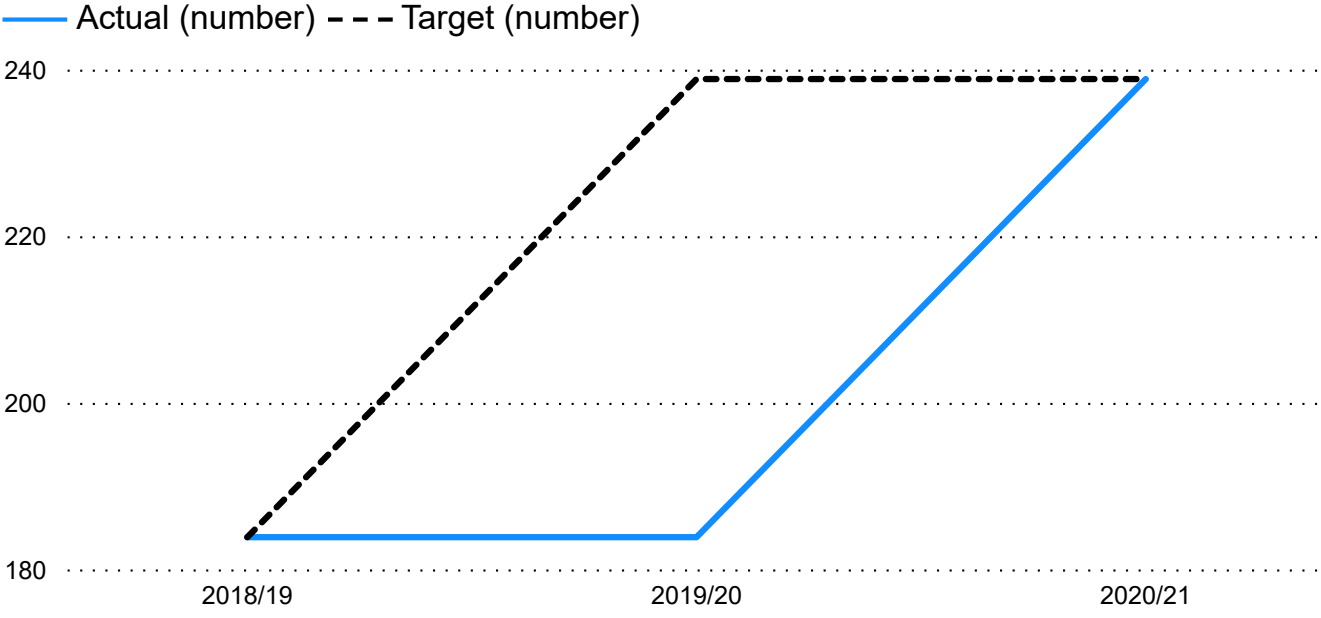| Comment |
|---|
| No target set. Received - 308, Carried forward - 495, Determined - 219, withdrawn - 46. Data is collected to enable Welsh Government to ratify the Quarterly performance returns. |

Social Services - Recovery Measures

The number of Holywell Extra Care (Plas yr Yrwn) units created

Tudalen 71

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
55.00	50.00	⬆	🟢

Comment
Plas yr Ywen Extra Care opened in Holywell on 22 March, providing 55 modern apartments consisting of 43 one and 12 two bedroom apartments.
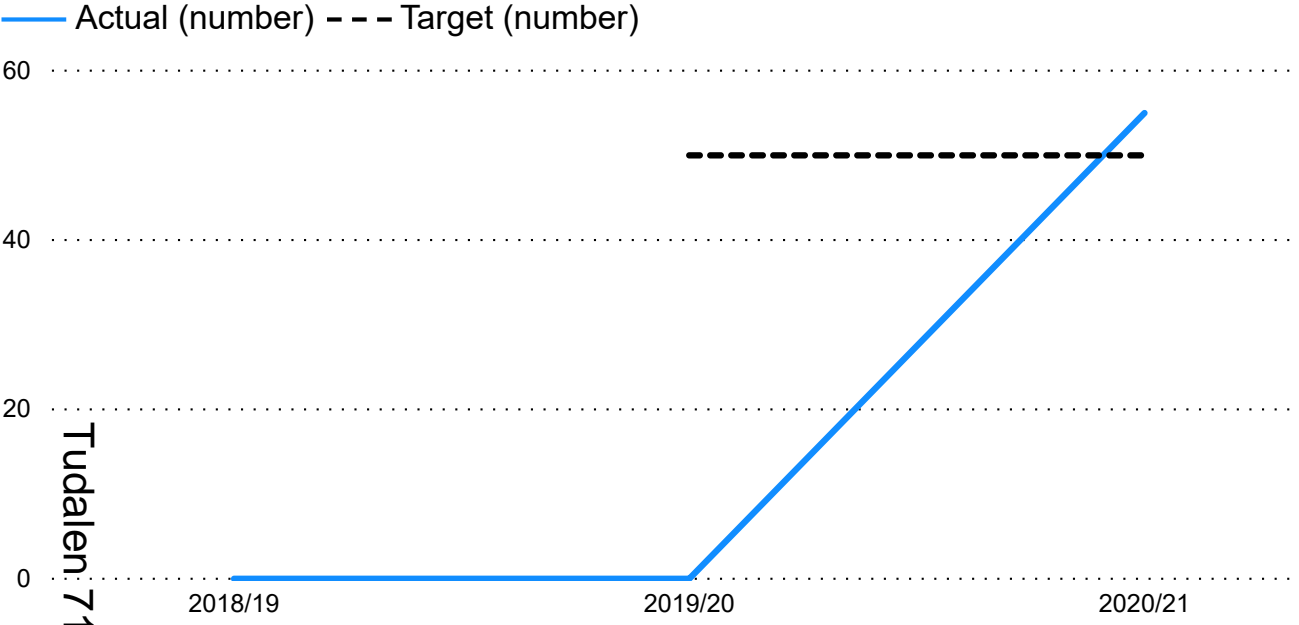
The number of Extra Care units provided across Flintshire

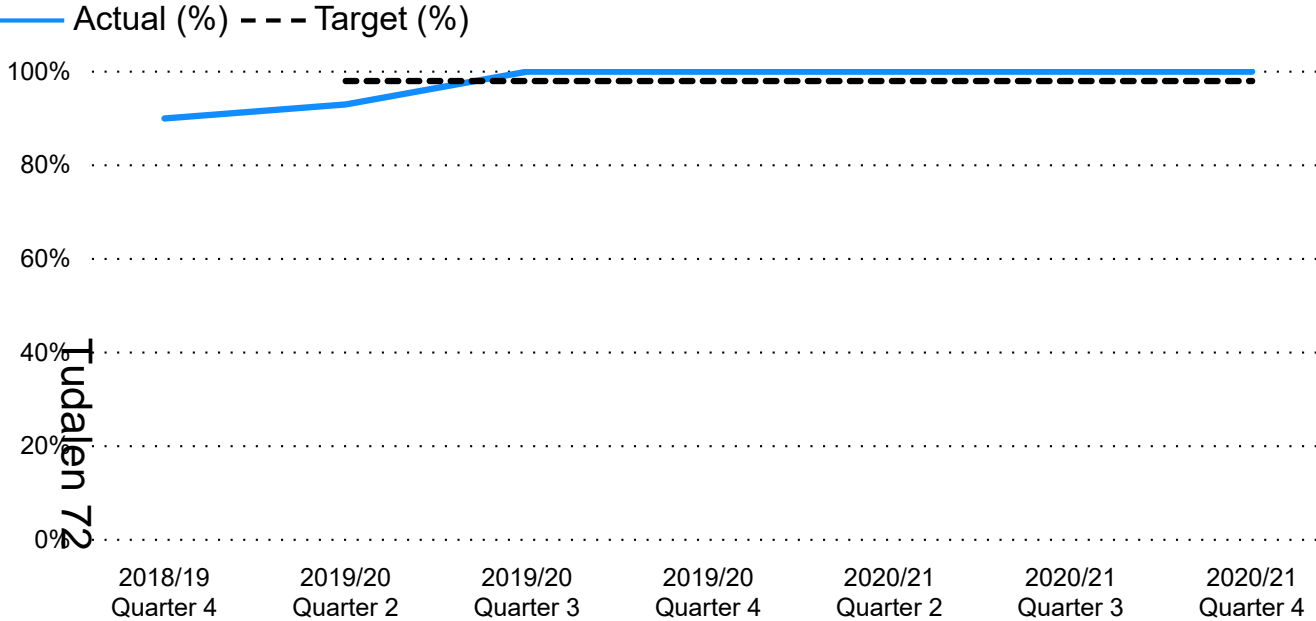| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
239.00	239.00	⬆	🟢

Comment
Plas yr Ywen Extra Care opened in Holywell on 22 March, providing 55 modern apartments consisting of 43 one and 12 two bedroom apartments.

Social Services - Recovery Measures

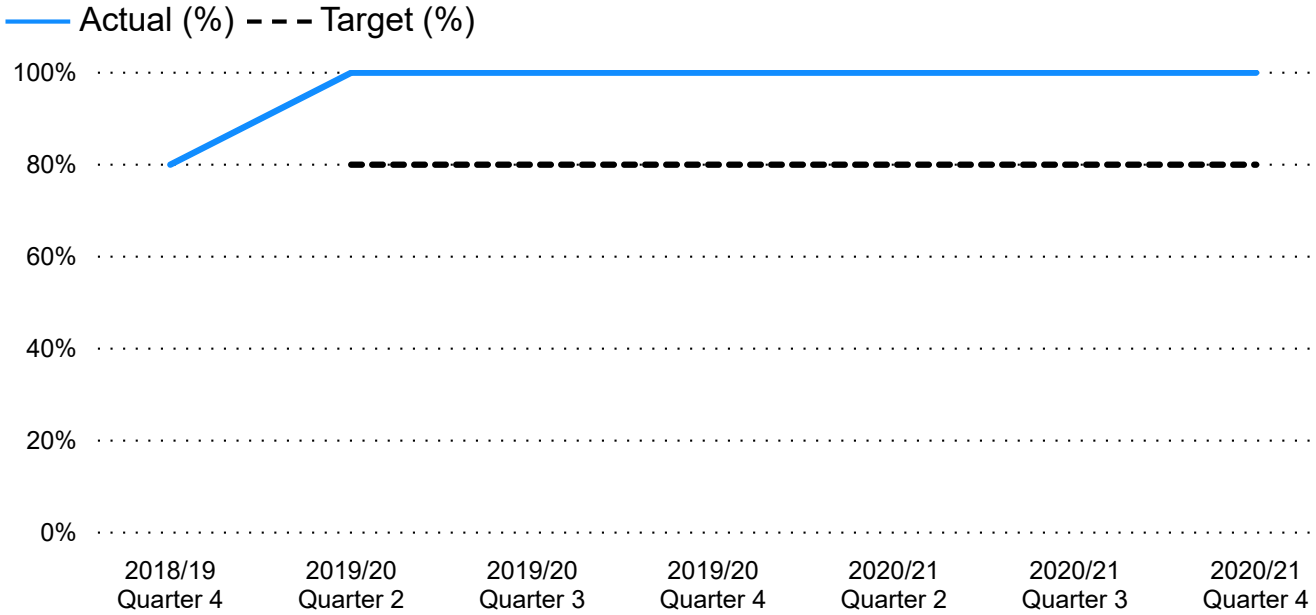## Percentage of urgent requests for equipment that meet or exceed the national 1 Day response standards

Legend: Actual (%) ——— Target (%) - - -

Y-axis: 100%, 80%, 60%, 40%, 20%, 0%

(rotated text: Tudalen 72)

X-axis: 2018/19 Quarter 4, 2019/20 Quarter 2, 2019/20 Quarter 3, 2019/20 Quarter 4, 2020/21 Quarter 2, 2020/21 Quarter 3, 2020/21 Quarter 4

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	98.00%	⬆	🟢

Comment

Equipment is managed by the North East Wales Community Equipment Service. The National standard for urgent requests is 90% within one day.

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

Legend: Actual (%) ——— Target (%) - - -

Y-axis: 100%, 80%, 60%, 40%, 20%, 0%

X-axis: 2018/19 Quarter 4, 2019/20 Quarter 2, 2019/20 Quarter 3, 2019/20 Quarter 4, 2020/21 Quarter 2, 2020/21 Quarter 3, 2020/21 Quarter 4

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	80.00%	⬆	🟢

Comment

The National standard for the provision of equipment requests within 7 days is 80%.

Social Services - Recovery Measures

## Number of new foster carer approvals in the year

— Actual (number) - - - Target (number)
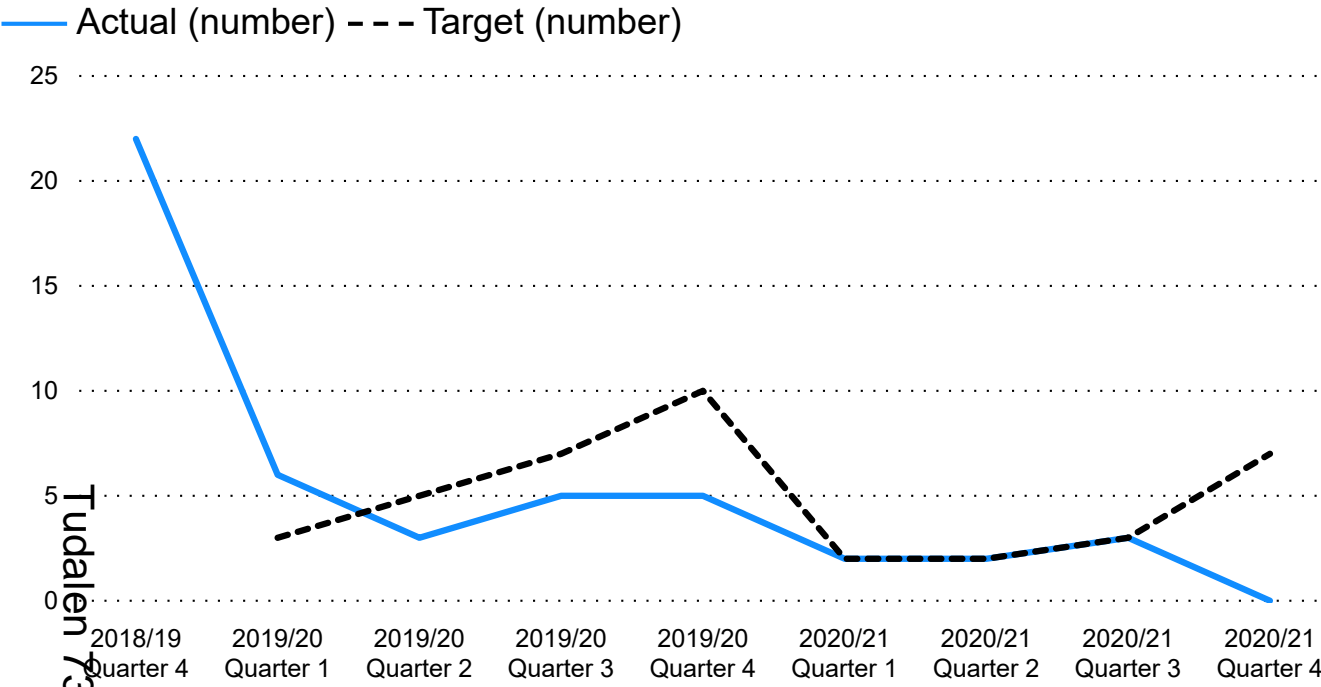
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7.00	10.00	↓	🟢

Comment

We have recruited seven new foster carers this year. Whilst the target of 10 has not been met, the original aim of 5 - 10 has been achieved.

Number of referrals to the Family Group Meeting Service

— Actual (number) - - - Target (number)
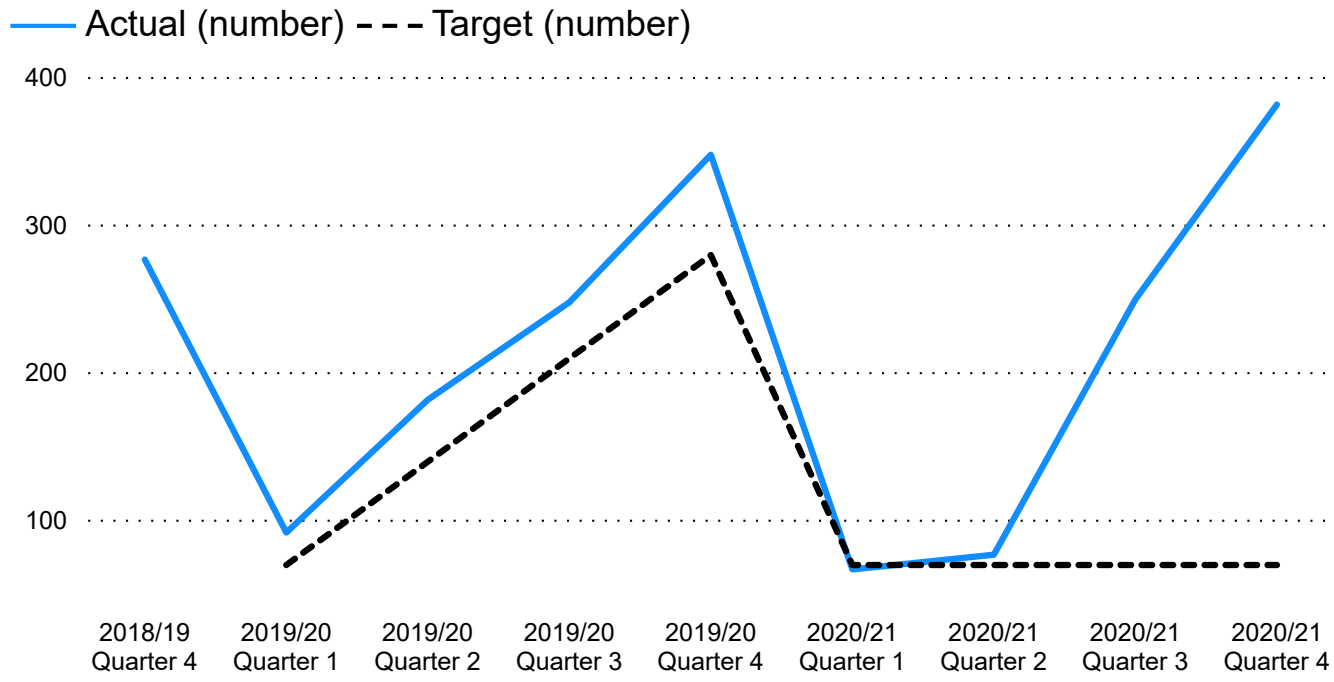
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
382.00	280.00	↓	🟢

Comment

382 families were referred to the service in the year. 12 of these families were still to be allocated by 31st March.

Tudalen 73

Social Services - Portfolio Measures

The number of people who access the social prescribing / 3rd sector service through the Single Point of access

— Actual (number) - - - Target (number)

Tudalen 74

| 2018/19 Quarter 2 | 2018/19 Quarter 4 | 2019/20 Quarter 2 | 2019/20 Quarter 4 | 2020/21 Quarter 2 | 2020/21 Quarter 4 |

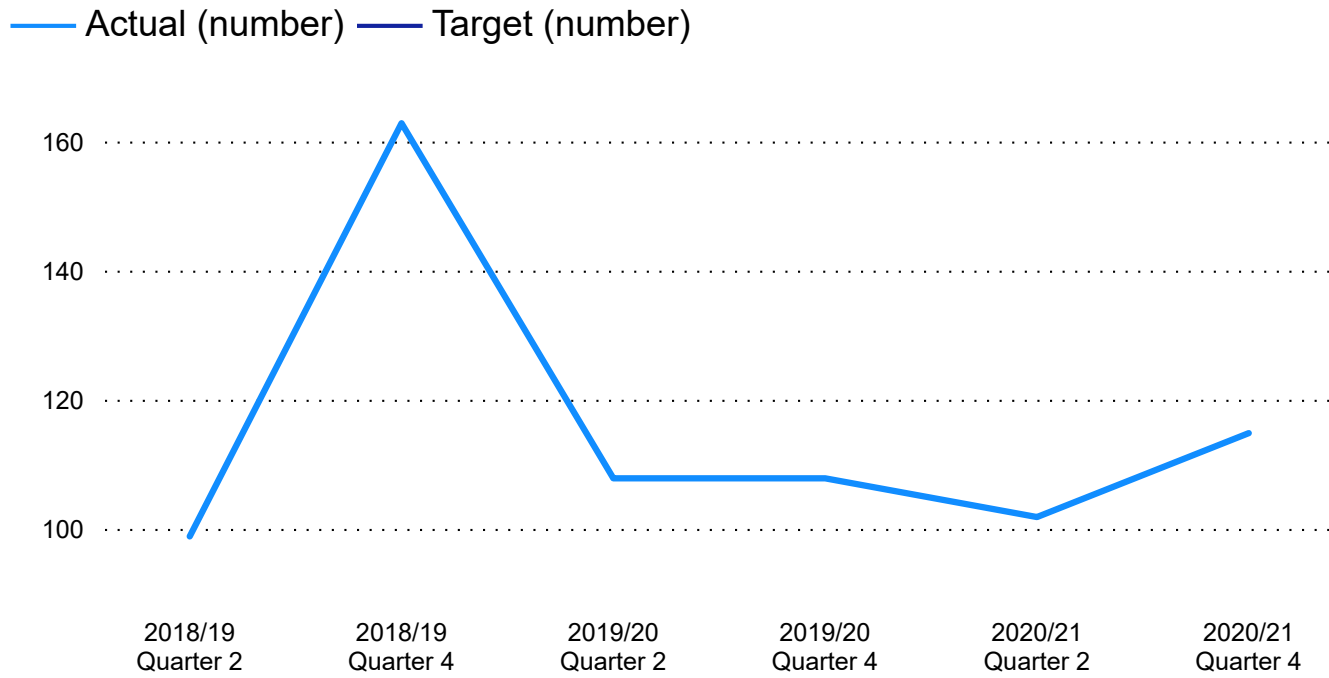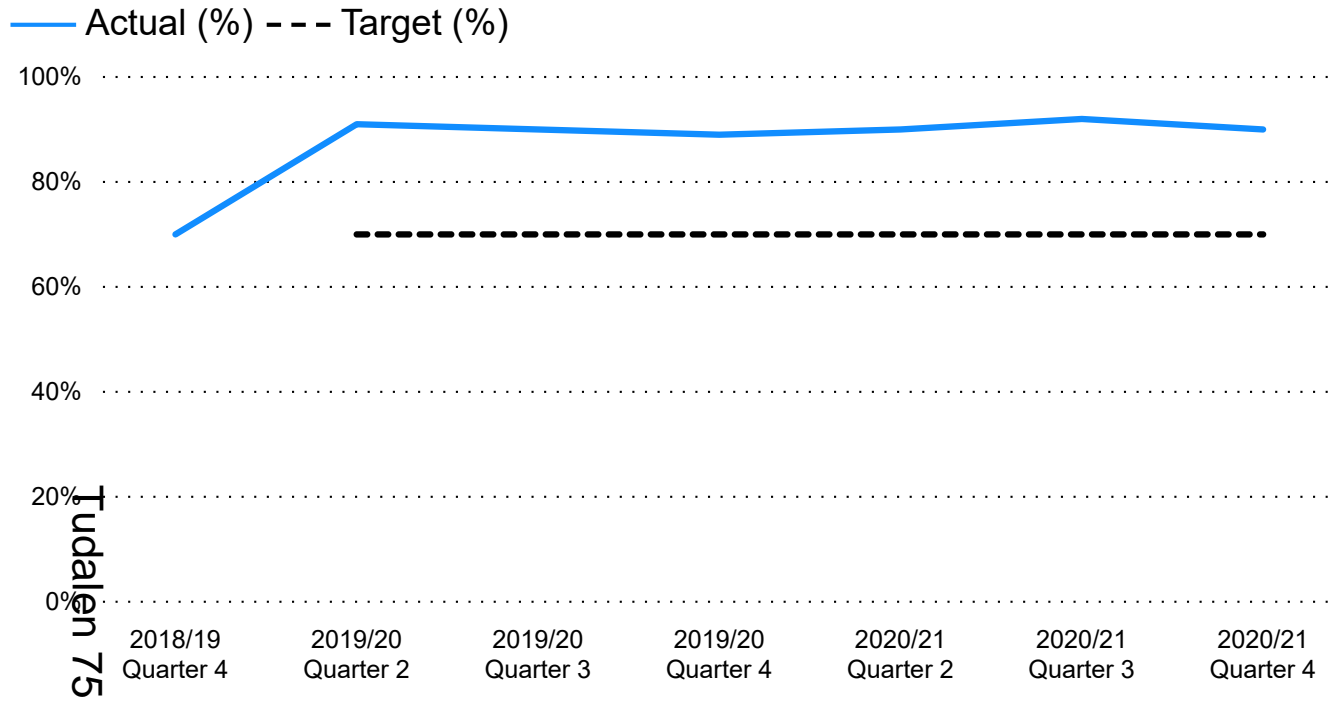| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
1703.00	290.00	⬆	🟢

Comment
The service has seen a significant increase in demand, particularly in April due to the pandemic. There was a 700% increase in calls/referrals to the service through April; since then demand has reduced somewhat but continues to be high, far exceeding the target which was set pre-pandemic.

The number of admissions to step up / step down beds

— Actual (number) — Target (number)

| 2018/19 Quarter 2 | 2018/19 Quarter 4 | 2019/20 Quarter 2 | 2019/20 Quarter 4 | 2020/21 Quarter 2 | 2020/21 Quarter 4 |

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
217.00		⬆	

Comment
No target set - The data for this measure comes from the Health Board. We do not set a target on their behalf because we do not influence the numbers of people coming through. However, we consider this to be an important measure in terms of how effectively the Partnership are using the funding.

Social Services - Portfolio Measures

Percentage of equipment that is re-used

— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
90.67%	70.00%	⬆	🟢

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

The percentage of adult safeguarding enquiries that met the 7 day timescale
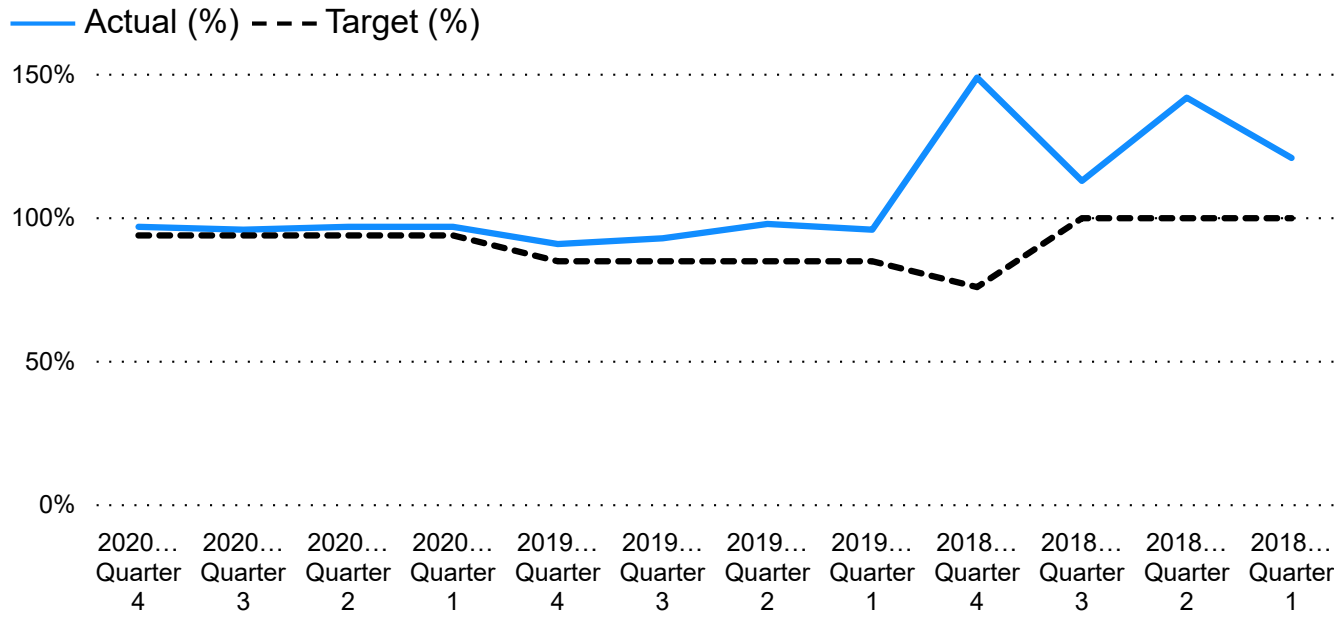
— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
96.75%	94.00%	⬆	🟢

Comment
The realignment of the service in 2019 has made it more effective, which is illustrated by the increase in performance over the last two years. We have been able to show a further improvement this year, possibly due to the change from face to face to digital working, by reducing travel and scheduling time. The Safeguarding Unit continue to prioritise enquiries within the 7 day timescale.

Tudalen 75

Social Services - Portfolio Measures

The percentage pre-birth assessments completed within timescales
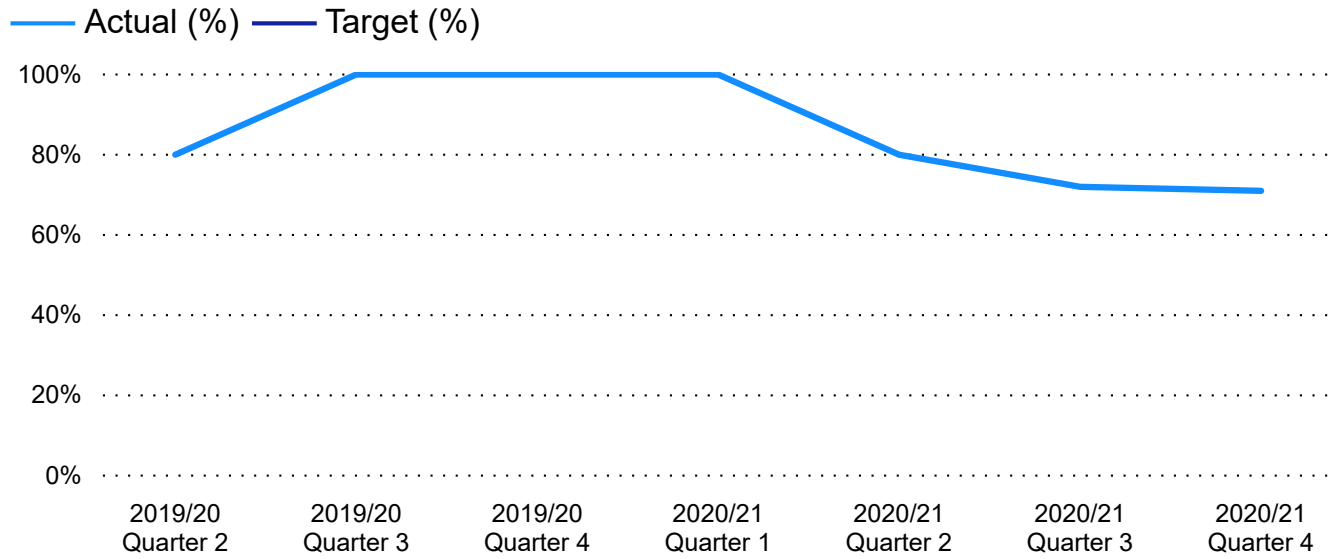
— Actual (%) --- Target (%)

Tudalen 76
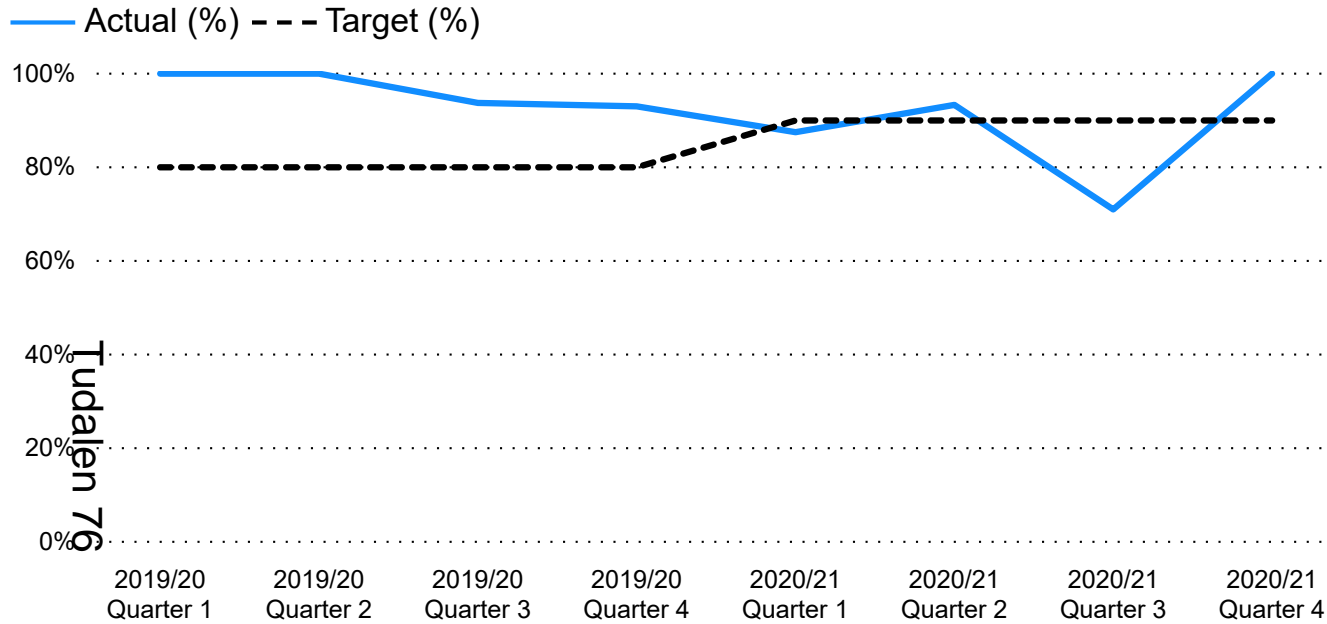
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
89.00%	90.00%	⬇	🔺

Comment
Pre-birth assessments are carried out in line with the North Wales Multi-Agency Pre-Birth Pathway. Sometimes assessments do not meet timescales because of mum's late presentation to Health.

The percentage of children who were reported as having run away or gone missing from home who had a return interview

— Actual (%) — Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
74.33%		⬇	

Comment
All children are offered a return home interview, but some decline to engage.

Social Services - Portfolio Measures

The percentage of reviews of children on the Child Protection Register due in the year that were carried out within the statutory timescales

Actual (%) - - - Target (%)

100%
80%
60%
40%
20%
0%

2018/… Quarter 1 | 2018/… Quarter 2 | 2018/… Quarter 3 | 2018/… Quarter 4 | 2019/… Quarter 1 | 2019/… Quarter 2 | 2019/… Quarter 3 | 2019/… Quarter 4 | 2020/… Quarter 1 | 2020/… Quarter 2 | 2020/… Quarter 3 | 2020/… Quarter 4
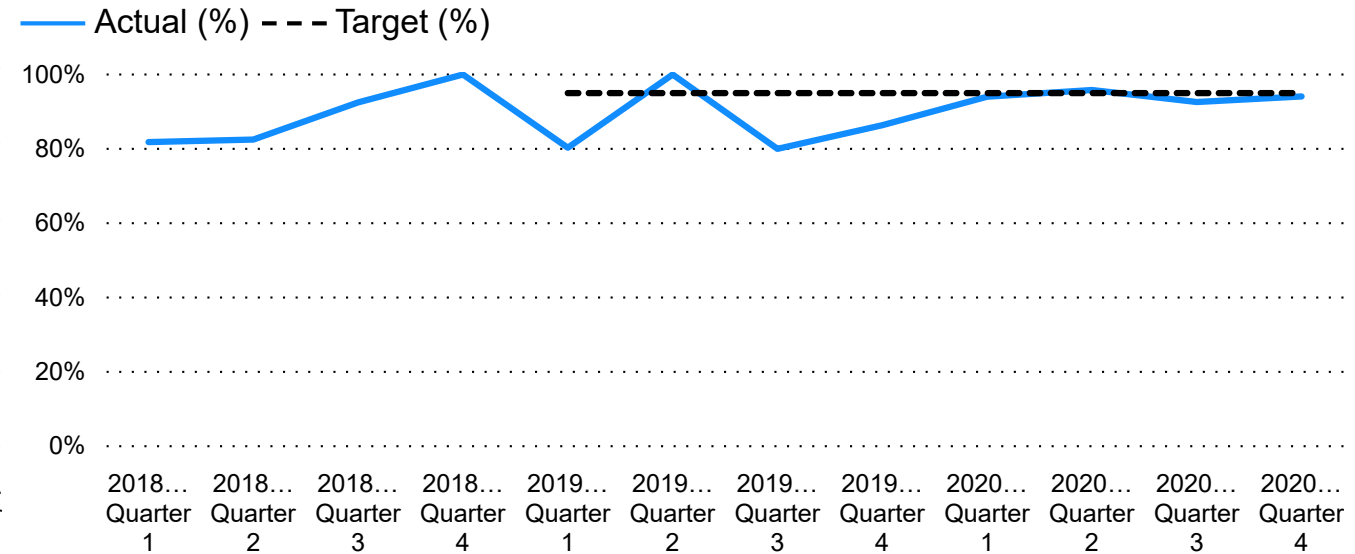
Tudalen 77
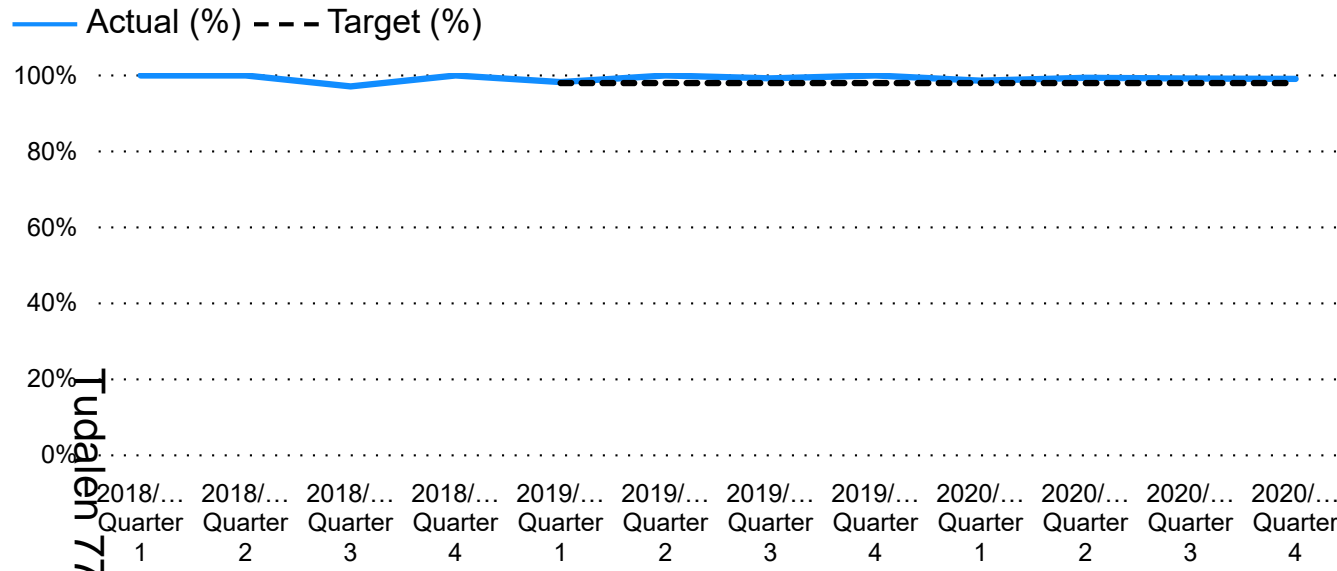
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
99.08%	98.00%	↓	🟢

Comment
Child Protection conferences can be delayed for a number of reasons, including the availability of family and professionals, court decisions, or in the interests of the children. All delays are approved by a manger prior to the conference taking place.

The percentage of initial child protection conferences that were due in the year and were held within 15 working days of the strategy discussion
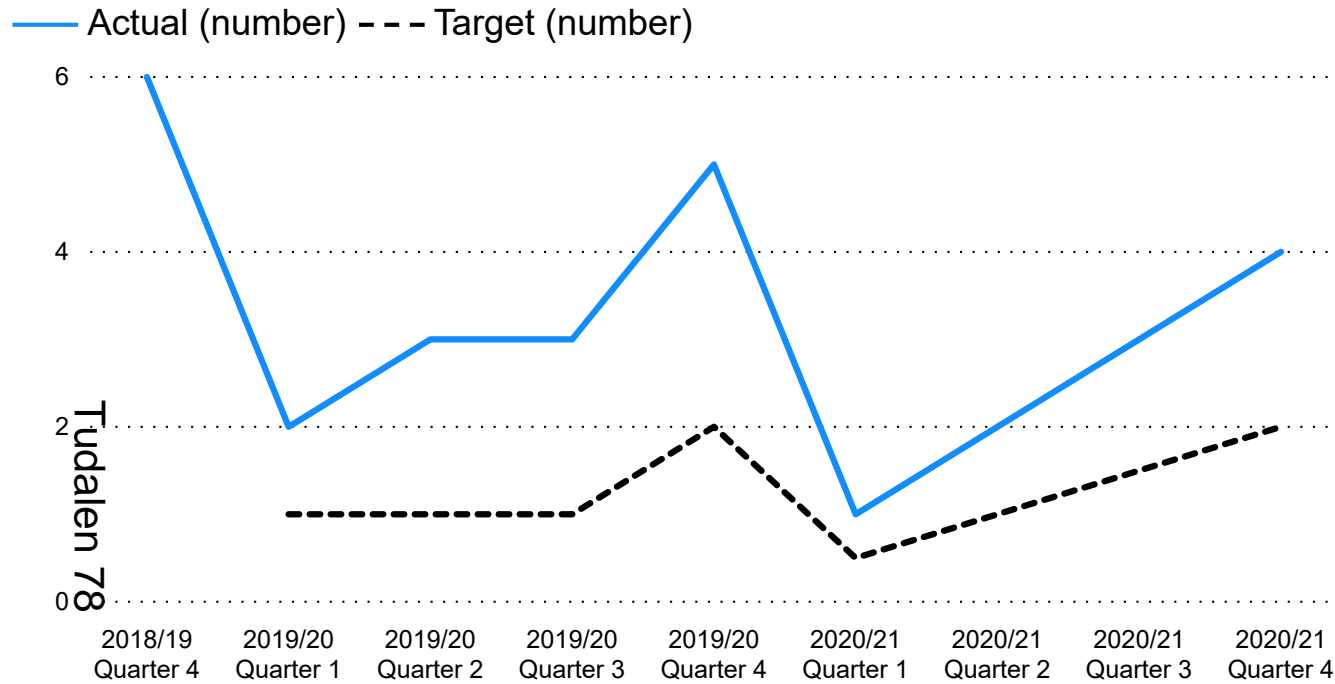
Actual (%) - - - Target (%)

100%
80%
60%
40%
20%
0%

2018… Quarter 1 | 2018… Quarter 2 | 2018… Quarter 3 | 2018… Quarter 4 | 2019… Quarter 1 | 2019… Quarter 2 | 2019… Quarter 3 | 2019… Quarter 4 | 2020… Quarter 1 | 2020… Quarter 2 | 2020… Quarter 3 | 2020… Quarter 4

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
94.14%	95.00%	↑	🔺

Comment
Child Protection conferences can be delayed for a number of reasons, including the availability of family and professionals, court decisions, or in the interests of the children. All delays are approved by a manger prior to the conference taking place.

Social Services - Portfolio Measures

Number of Special Guardianship Orders made

Legend: — Actual (number) - - - Target (number)

Y-axis label: Tudalen 78

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
4.00	2.00	↓	🟢

Comment
Four children this year were prevented from entering the care system through the award of Special Guardianship Orders to family members.

People with a learning disability accessing Project Search to improve their employability skills

Legend: — Actual (number) — Target (number)
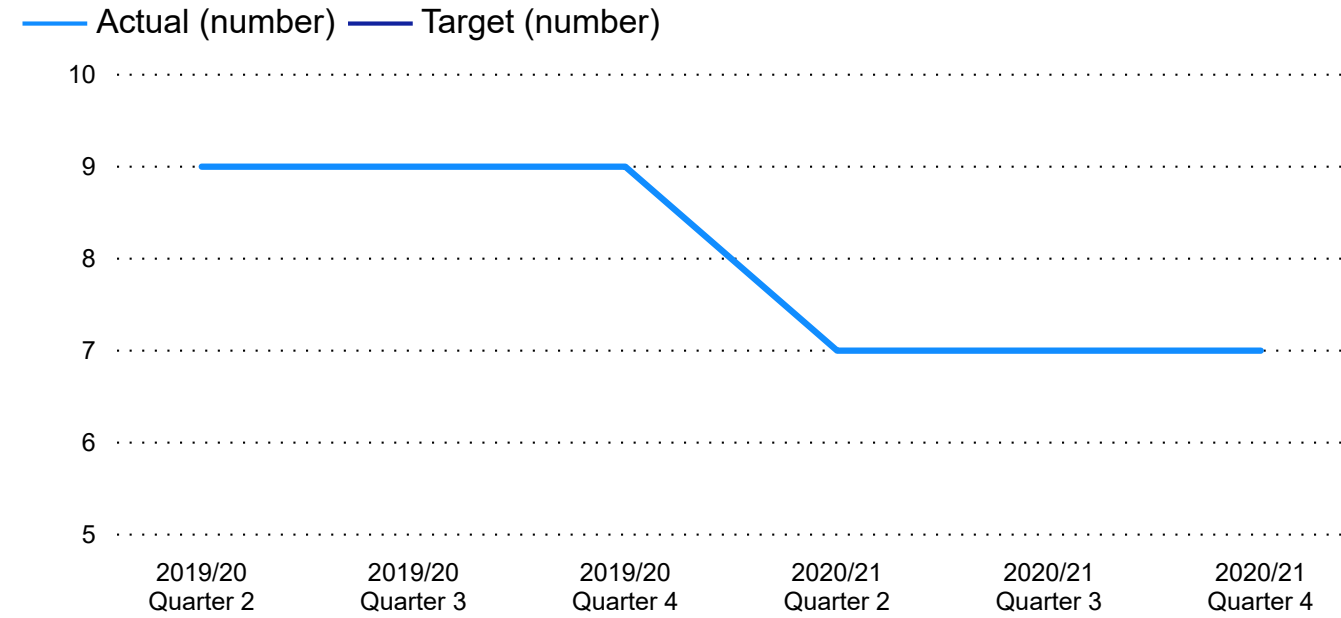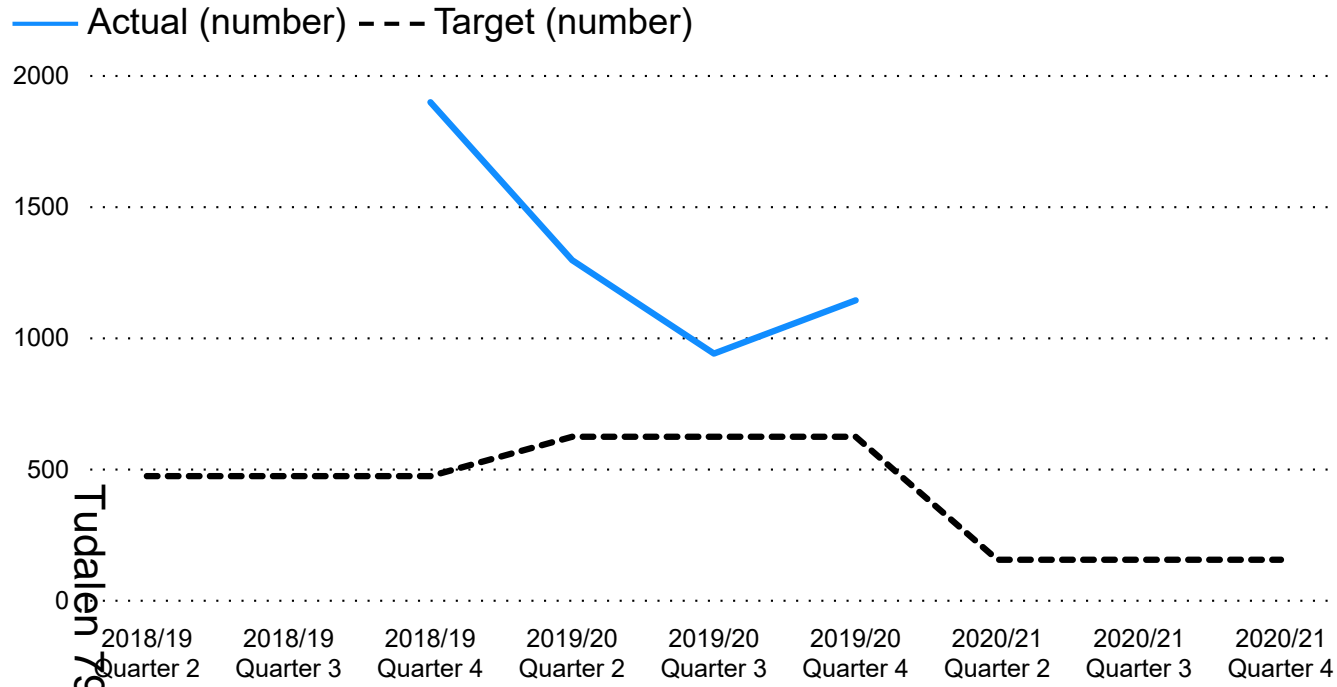
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7.00		↓	

Comment
No target set - Seven young people enrolled in Project Search in the September intake.

Social Services - Portfolio Measures

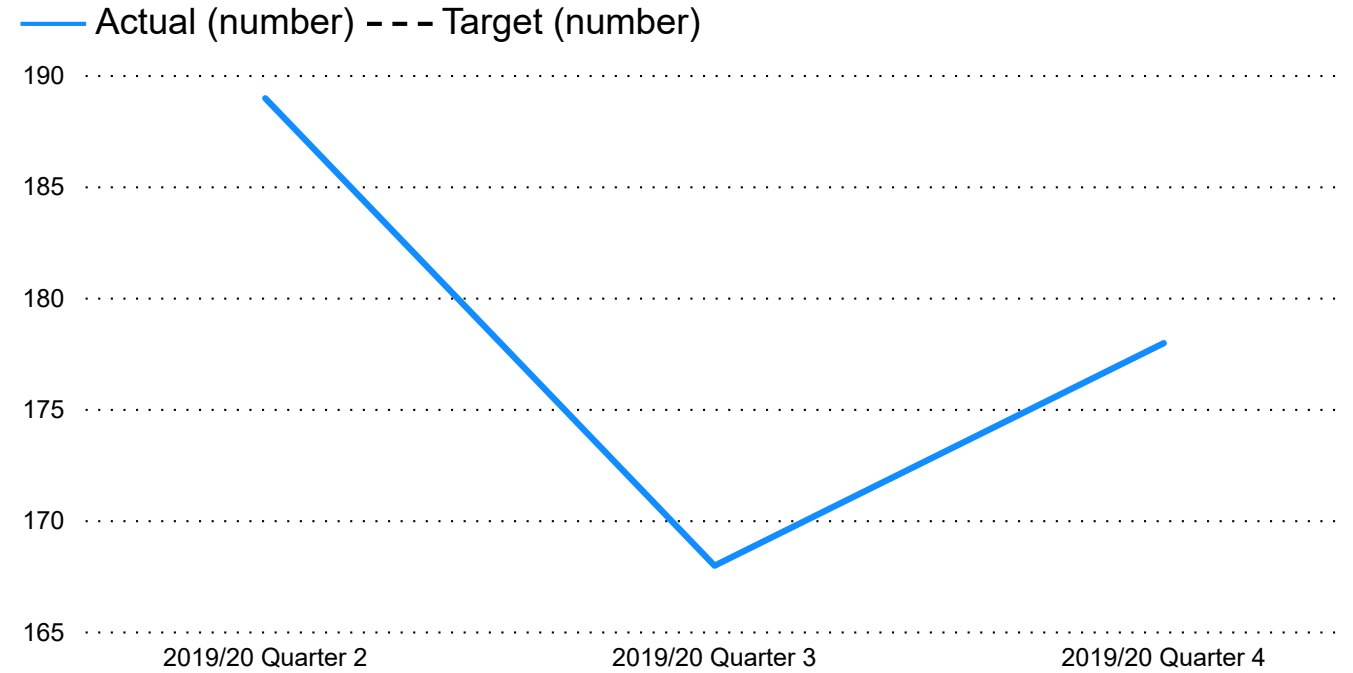## Number of children who accessed the Childcare offer

Actual (number) - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	625.00		

Comment
In line with Welsh Government COVID-19 guidance, the childcare offer was suspended. The funding has been used to support pre-school children of keyworkers, identified vulnerable children or those with additional needs, and also to support 5-8 year olds in summer play schemes.

Number of childcare providers

Actual (number) - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating

Comment
No target set - Due to the suspension of the scheme, no providers contributed to the childcare offer.

Chief Executives Team - Corporate Finance - Recovery Measures

Percentage of planned efficiencies achieved

Legend: Actual (%) — — — Target (%)
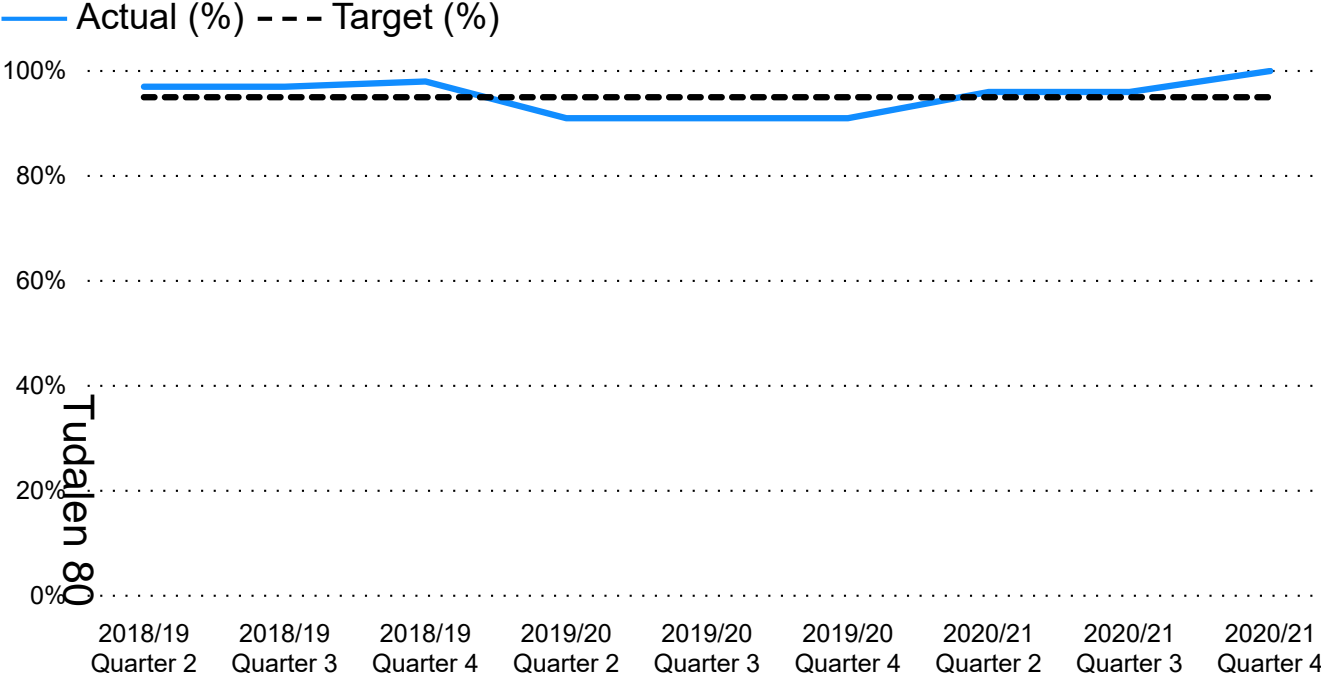
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
100.00%	95.00%	↑	🟢

Comment
The Council has target of £5.206m of efficiencies in 2020/21 which are monitored on a monthly basis. The target is to achieve 95% of these as reflected in the Medium Term Financial Strategy (MTFS) KPI's. As at Month 11 it is projected that £5.357m will be achieved.

Percentage of income target achieved

Legend: Actual (%) — — — Target (%)
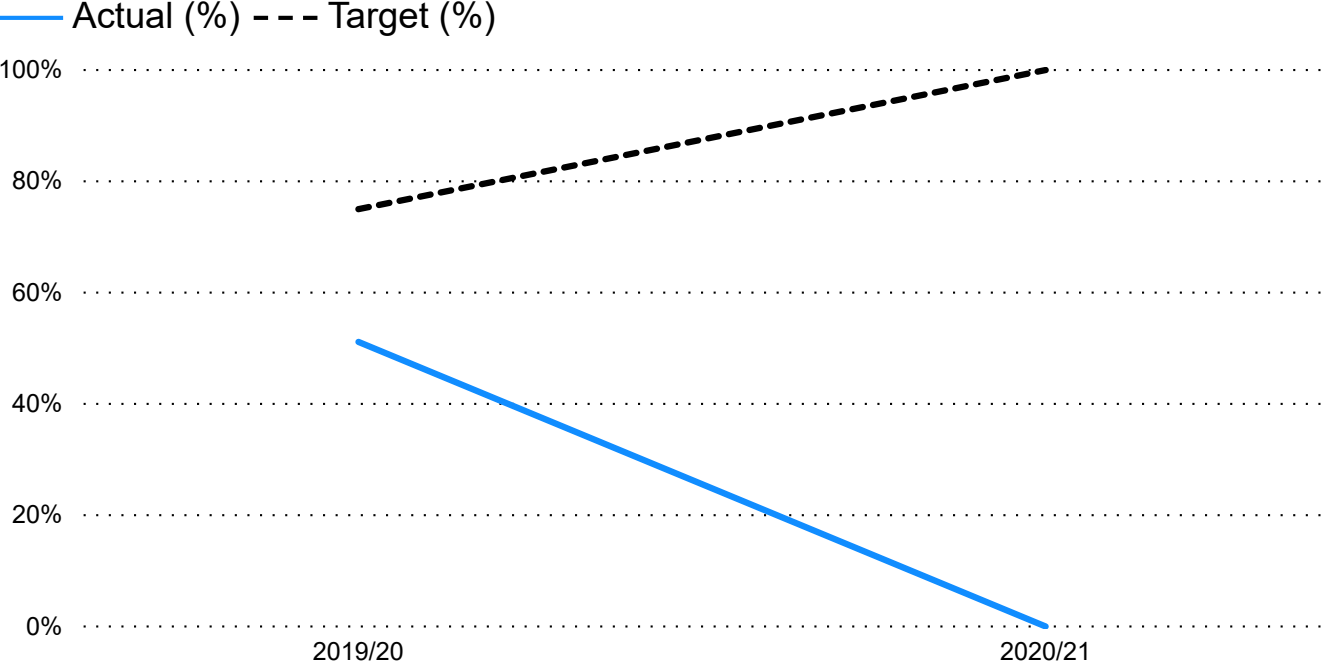
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
0.00%	100.00%	↓	🔴

Comment
A review of fees and charges was undertaken in October 2020 and increases implemented where possible. The impact of the pandemic on Council Services has meant that there has been a reduction in levels of income this year.

Chief Executives Team - Corporate Finance - Recovery Measures

Percentage variance between the revenue budget outturn and the budget set

Tudalen 81

Legend: —— Actual (%) - - - Target (%)
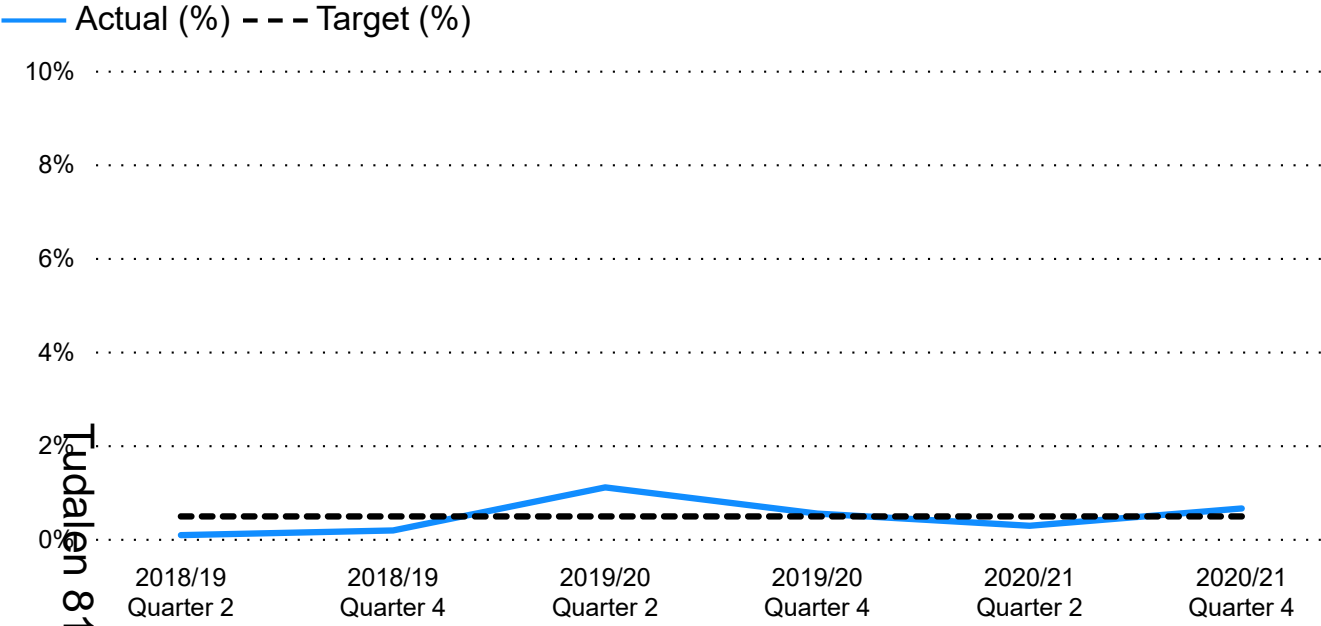
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
0.67%	0.50%	⬆	🟢

Comment

The Month 11 revenue monitoring report is showing a projected outturn variance of £2.027m underspend against budget. This is marginally above the target Medium Term Financial Strategy (MTFS) KPI for a variance against budget of 0.5%. The final outturn position will be reported in July.

Chief Executives Team - HR & Organisational Development - Recovery Measures

The number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence

—— Actual (number) - - - Target (number)

Tudalen 82
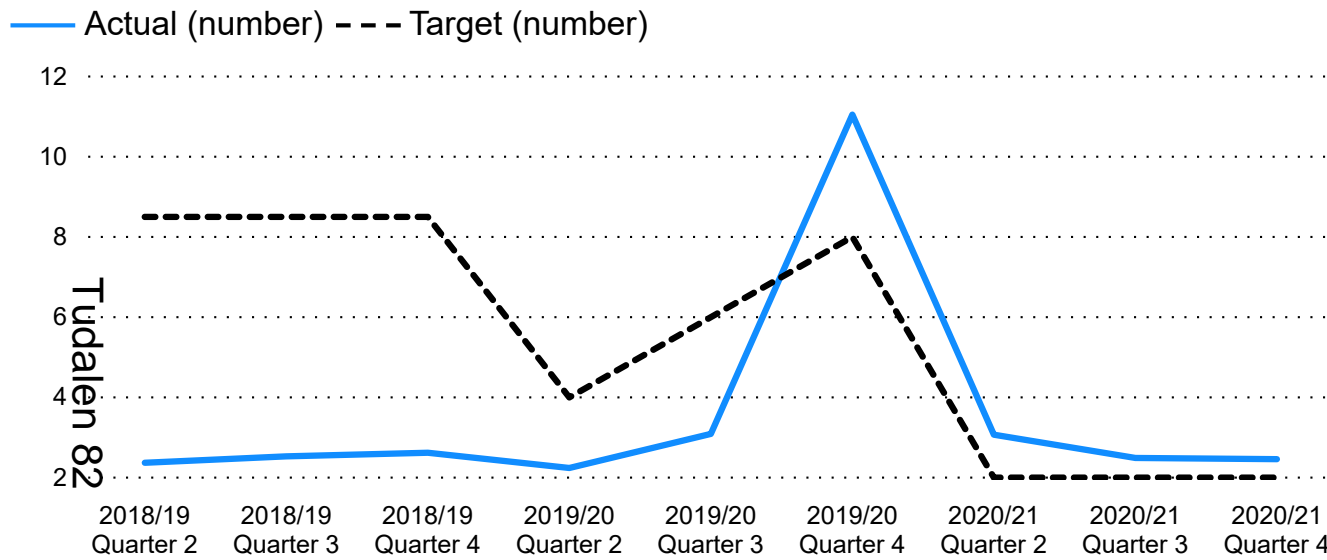
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
8.02	8.00	⬆	🟢

Comment
The COVID-19 pandemic has seen a change in the way that all workgroups undertake their work. 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.

Number of accredited Mental Health First Aiders across the organisation
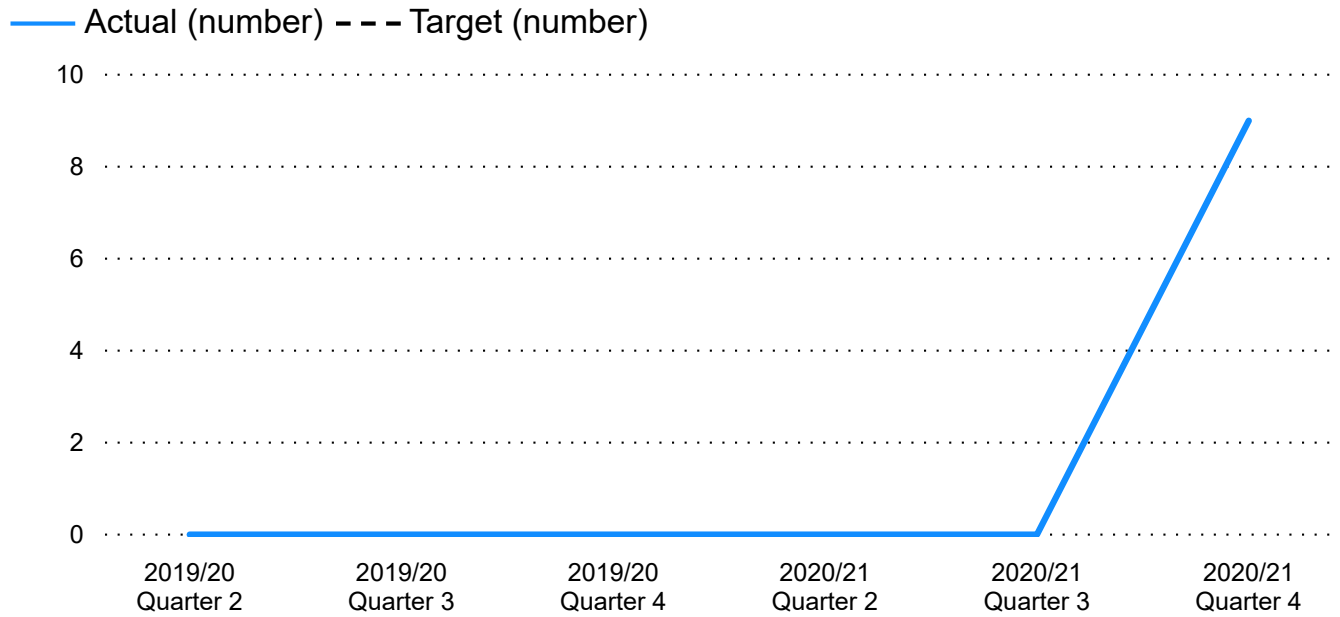
—— Actual (number) - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
9.00			

Comment
No target set - Mental Health Awareness courses have been made available across the organisation which has had an excellent take up by employees. The next phase is to provide the necessary training required to increase the number of accredited Mental Health First Aiders.

Chief Executives Team - HR & Organisational Development - Recovery Measures

Increase in attendance at 'Coaching Skills for Managers'

— Actual (number) - - - Target (number)

Tudalen 83
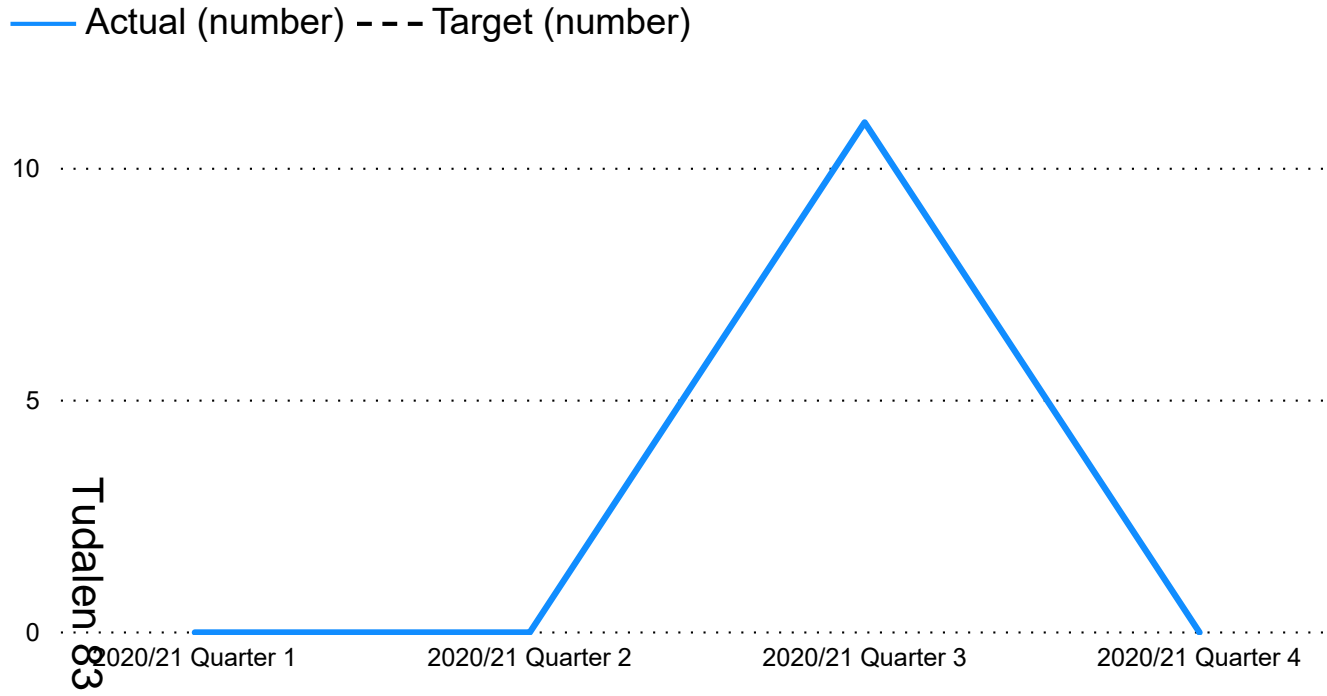
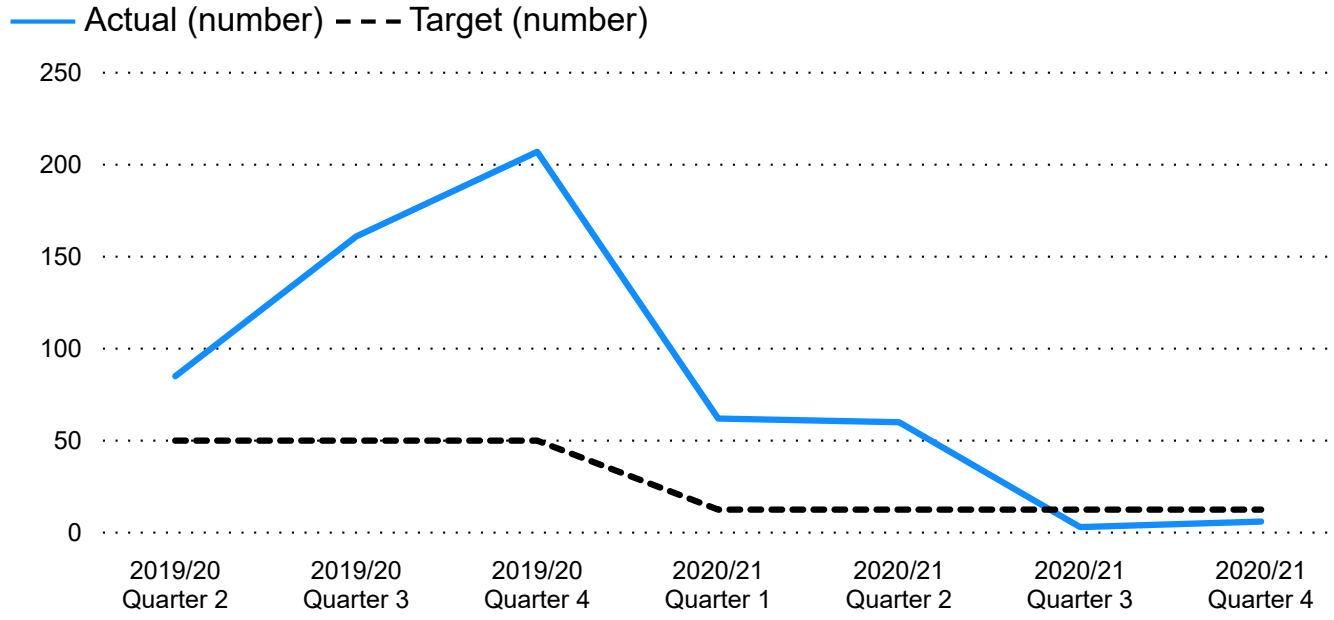| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
11.00			

Comment
No target set - We were able to deliver online training and promotion during quarter three, which saw a sharp rise in attendance. This has not been replicated for quarter four, however we will be looking to maintain the quarter three levels in the coming months.

Increase in attendance of managers and employee Stress Management training

— Actual (number) - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
131.00	50.00	⬇	🟢

Comment
The COVID pandemic has presented different challenges to our workforce and as a result of active promotion, we saw an increase in the attendance of managers and employees at a range of awareness training sessions including stress awareness and mindfulness.

Chief Executives Team - HR & Organisational Development - Recovery Measures

The number of apprentices that complete the programme with a positive outcome
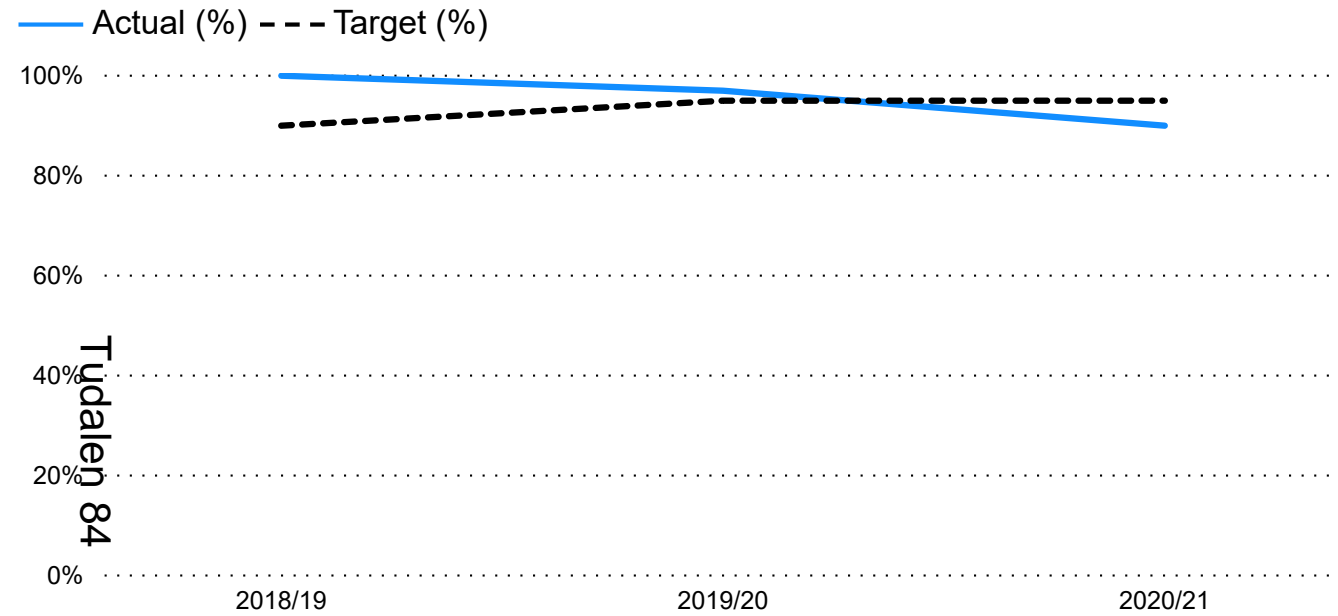
Actual (%) — — — Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
90.00%	95.00%	⬇	🔺

Comment
A key outcome of our programme is our success rate by our apprentices obtaining employment internally or externally, or go onto Higher Education. The small number who do not progress are supported to consider their next steps, whether to go to college or to find employment. The outturn of a positive outcome for 2020/2021 was 90%. An apprentice was unfortunately made redundant due to the closure of hospitality during the pandemic. However, the Council ensured that the apprentice was able to to have observations in College so that they obtained the qualifications that was part of the programme.

Chief Executives Team - HR & Organisational Development - Recovery Measures
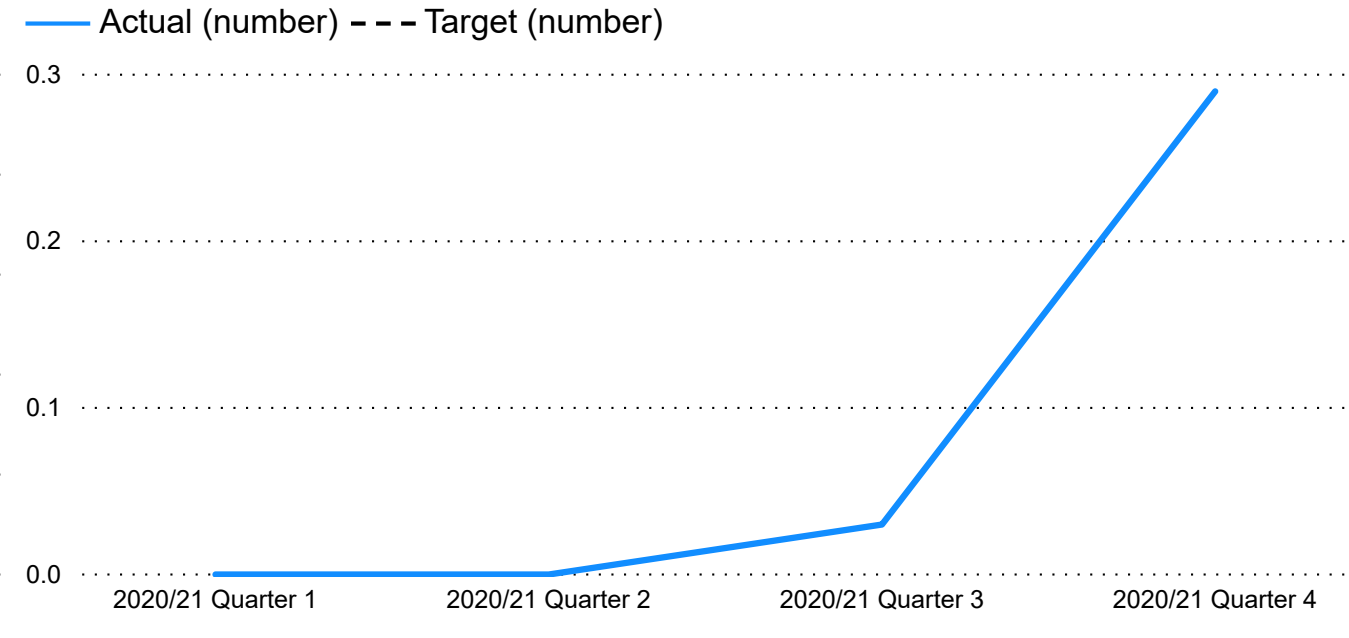
Number of full time equivalent (FTE) lost to sickness (non-COVID)

— Actual (number) – – – Target (number)

2.5
2.0
1.5
1.0
0.5
0.0

Tudalen 85

2020/21 Quarter 1   2020/21 Quarter 2   2020/21 Quarter 3   2020/21 Quarter 4

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2.20			

Comment

Baseline Year - 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.

Number of days full time equivalent lost to (FTE) sickness (COVID)

— Actual (number) – – – Target (number)

0.3
0.2
0.1
0.0

2020/21 Quarter 1   2020/21 Quarter 2   2020/21 Quarter 3   2020/21 Quarter 4

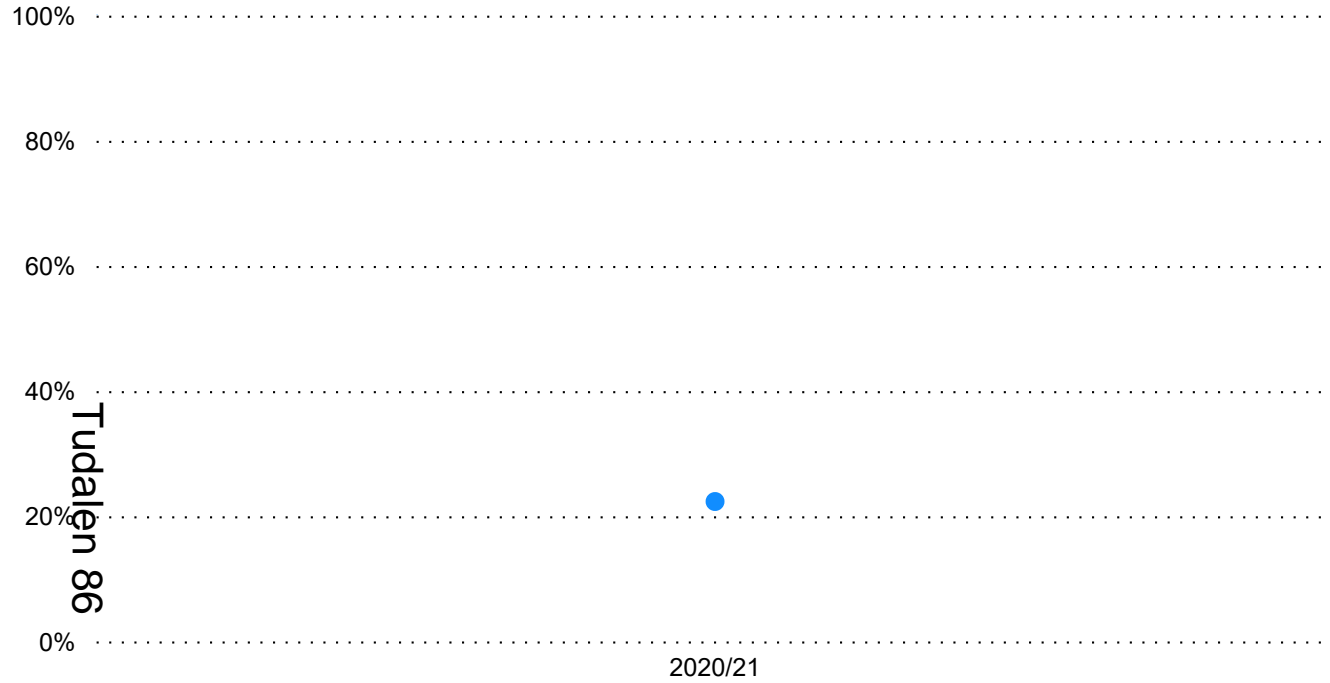| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
0.32			

Comment

Baseline Year - 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.
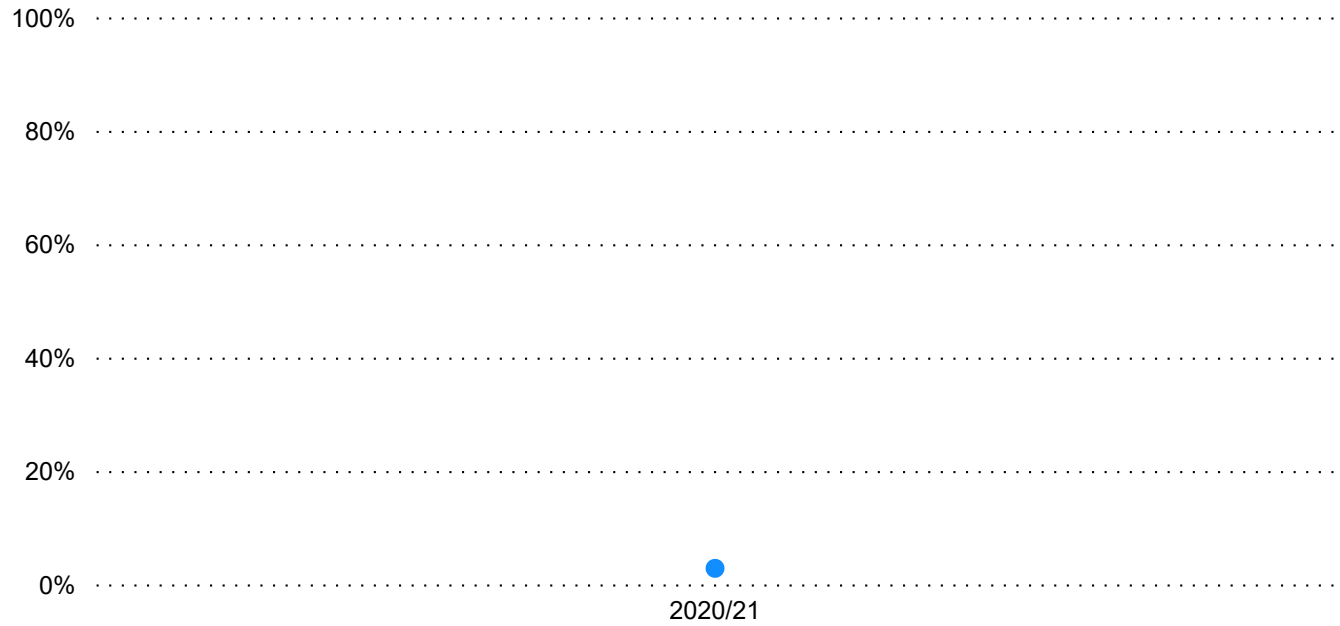
Chief Executives Team - HR & Organisational Development - Portfolio Measures

Percentage of workforce who self-isolated (total)

End of Year Actual (%)	End of Year Target (%) ▼	Trend	Current RAG Rating
22.53%			

Comment

Percentage of workforce who were shielding or clinically vulnerable

End of Year Actual (%)	End of Year Target (%)	Trend ▼	Current RAG Rating
3.03%			

Comment

CORPORATE RESOURCES OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Thursday, 10th June 2021
Report Subject	Commencement of the Socio-economic Duty
Cabinet Member	Cabinet Member for Corporate Management and Assets
Report Author	Chief Executive
Type of Report	Operational

EXECUTIVE SUMMARY

The Welsh Government has commenced the Socio-economic Duty in Wales. The statutory requirement of the duty places a legal responsibility on relevant bodies, when they are taking strategic decisions, to have due regard to the need to reduce the inequalities of outcome resulting from socio-economic disadvantage. The new duty will be a key mechanism for supporting the most vulnerable in our society.

The purpose of this report is to provide a summary of the new duty and update all Overview and Scrutiny Committees of our preparedness for the commencement of the socio-economic duty.

RECOMMENDATIONS	
1	Scrutiny note the requirements of the Socio-economic Duty.
2	Scrutiny is assured of our preparedness in meeting the new duty.

REPORT DETAILS

1.00	EXPLAINING THE SOCIO-ECONOMIC DUTY
1.01	Sections 1-3 of the Equality Act 2010, the Socio-economic Duty, requires relevant public bodies, when taking strategic decisions, to have due regard to the need to reduce inequalities of outcome that result from socio-economic disadvantage. This section of the Act was not enacted when the

	Equality Act came into force in 2012, and has lay dormant on the statute books. Welsh Ministers commenced the Socio-economic Duty on 31 March 2021.
1.02	The Socio-economic Duty intends to ensure that those taking strategic decisions: • take account of evidence and potential impact on people who experience socio-economic disadvantage. • through consultation and engagement, understand the views and needs of those impacted by the decision, particularly those who suffer socio-economic disadvantage. • welcome challenge and scrutiny. • drive a change in the way that decisions are made and the way decision makers operate.
1.03	Welsh Government (WG) has advised that "the duty is a key mechanism in supporting the most vulnerable in our society and something which will be extremely important in our continued response to Covid-19".
1.04	WG has published non- statutory guidance, "A More Equal Wales, Preparing for the Socio-economic Duty" and a fact sheet to support organisations who are required to meet the duty. Guidance for decision makers "Socio-economic Duty: scrutiny framework" has also been published to support decision makers meet their duty to show "due regard". This includes a checklist with examples of evidence to confirm "due regard" has been given.
1.05	Key terms explained in the guidance include: • **Due regard -** will require the named authorities to consider the issues and to give weight to such considerations proportionate to their relevance. • **Inequalities of outcome** – any measurable difference in outcome between those who experience socio- economic disadvantage and the rest of the population – lower healthy life expectation, lower paid work, poorer skills and attainment. • **Reporting** - there will be no statutory reporting but organisations should be able to demonstrate how they have discharged their statutory duty and have a clear audit trail of evidence. An individual or group who feel that their interests are adversely affected by a decision or feel that an organisation is not complying with the duty may bring a judicial review claim against that organisation. • **Strategic decisions -** Strategic decisions are defined as "those decisions which affect how the organisation fulfils its statutory purpose over a significant period of time". These do not include routine, day to day decisions.
1.06	Some examples of strategic decisions include: • Medium to long term plans;

	- Setting objectives; - Changes to and developing public services; - Strategic financial planning; - Major procurement and commissioning decisions.
1.07	WG has set out four steps within the guidance to support organisations to prepare to meet the duty: - **Step 1** - identifying strategic decisions - **Step 2** - identifying those involved with strategic decisions. - **Step 3** - ensure that those involved with strategic decision making process understand the requirements of the duty. - **Step 4** - integrate consideration of inequality of outcome caused by socio-economic decisions within existing processes to understand and start evidencing, for example, Integrated Impact Assessments, engagement processes.
1.08	We are already undertaking a number of these steps: - Strategic decisions are identified in formal committee reports; - Integrated Impact Assessments (IIA) include potential impacts on poverty and these are included within committee reports for decision makers to consider; - Impacts on the well-being goals, including the goal "An Equal Wales", and the future ways of working are also reported within committee reports; and - Poverty is included as a priority within the Council Plan.
1.09	The new duty provides an opportunity to review and update what we do, including IIAs, procurement and committee reports. This will ensure that we can evidence we are meeting the new duty and are considering how our decisions might help reduce the inequalities associated with socio-economic disadvantage. We are updating our IIA tool to ensure the new duty is fully considered and are amending the commissioning form to ensure commissioning officers complete relevant impact assessments before procuring new services.
1.10	Further information about this new duty is provided as part of a presentation to this committee.

2.00	**RESOURCE IMPLICATIONS**
2.01	**Revenue/Capital:** there are no implications for the approved revenue and capital budgets for either the current financial year or for future financial years. **Human Resources:** there are no implications for additional capacity or for any change to current workforce structures or roles.

3.00	IMPACT ASSESSMENT AND RISK MANAGEMENT
3.01	An Integrated Impact Assessment is not required as this report provides an overview of legislation requirements. Strategic reports to formal committees, from 31 March 2021, will require evidence of demonstrating due regard to the Socio-economic Duty.

Ways of Working (Sustainable Development) Principles Impact

Long-term	No change.
Prevention	Positive. The new duty aims to ensure that potential impacts on socio-economic disadvantage are considered
Integration	Positive. The new duty aims to build on existing legislation, such as the Public Sector Equality Duty and the Well-being of Future Generations Act.
Collaboration	No change
Involvement	Positive. Demonstrating due regard to socio-economic disadvantage requires public bodies to listen to the voices of people and communities who experience socio-economic disadvantage.

Well-being Goals Impact

Prosperous Wales	Positive. The purpose of the new duty is to reduce inequalities of outcome caused by socio-economic disadvantage.
Resilient Wales	No change
Healthier Wales	Positive. The purpose of the new duty is to reduce inequalities of outcome caused by socio-economic disadvantage, including health inequalities.
More equal Wales	Positive. The purpose of the new duty is to reduce inequalities of outcome caused by socio-economic disadvantage.
Cohesive Wales	No change
Vibrant Wales	No change
Globally responsible Wales	No change

4.00	CONSULTATIONS REQUIRED/CARRIED OUT
4.01	No consultation required as this reports on a new duty.
4.02	All Council Overview and Scrutiny Committees will be receiving this report.

5.00	APPENDICES
5.01	None

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	[A More Equal Wales: Preparing for the commencement of the Socio-economic Duty. Non- statutory Guidance](#) . [Commencing The Socio-economic Duty Fact Sheet](#) [Socio-economic Duty: Scrutiny Framework](#)

7.00	CONTACT OFFICER DETAILS
7.01	**Contact Officer:** Fiona Mocko, Strategic Policy Advisor **Telephone:** 01352 702122 **E-mail:** fiona.mocko@flintshire.gov.uk

8.00	GLOSSARY OF TERMS
	Integrated Impact Assessments: An Integrated Impact Assessment (IIA) is a way to look at how a proposal could affect communities and if different groups within the community will be affected differently. It takes into consideration impacts on the environment, equality (people with protected characteristics), health, poverty and Welsh language. **Socio-economic disadvantage**: Living in less favourable social and economic circumstances than others in the same society. This includes both communities of interest and communities of place. Communities of interest includes people with protected characteristics as defined by the Equality Act 2010 and groups of people who share an experience, for example, people who are homeless. Communities of place include people who are linked together because of where they reside or work.

Mae'r dudalen hon yn wag yn bwrpasol