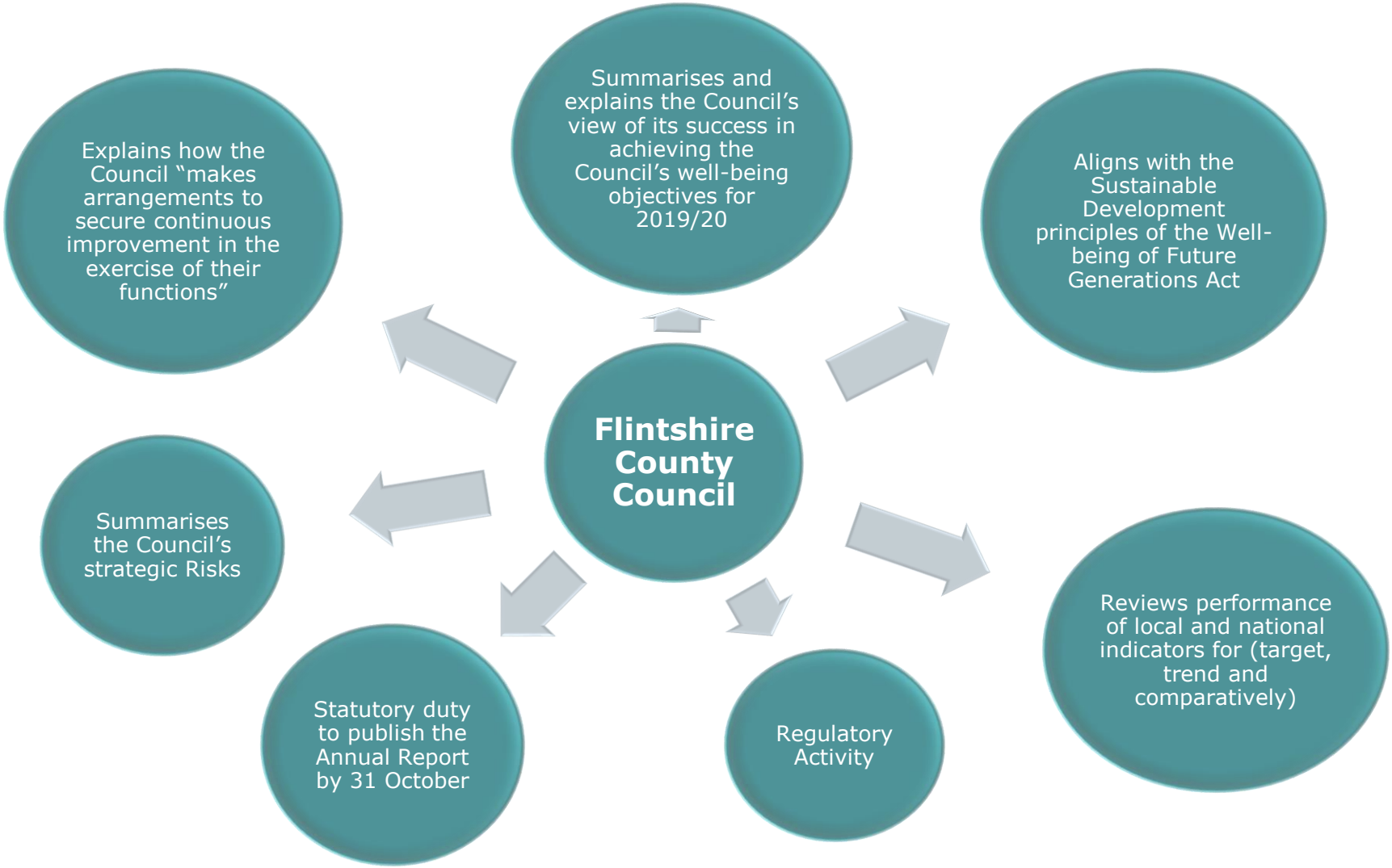
Annual Performance Report 2019/20

County Council

20 October 2020

The Annual Performance Report



Performance Overview 2019/20

Achieving our Council Priorities

Priority / Sub-priority	Progress	Outcome
Caring Council	G	G
• Adult Services	G	G
• Children Services	G	G
• Adult and Children's Services	G	A/G
• Housing	G	G
• Protecting People from Poverty	G	G
Ambitious Council	G	G
• Business Sector Growth and Regeneration	G	G
• Investing in our Communities	G	G

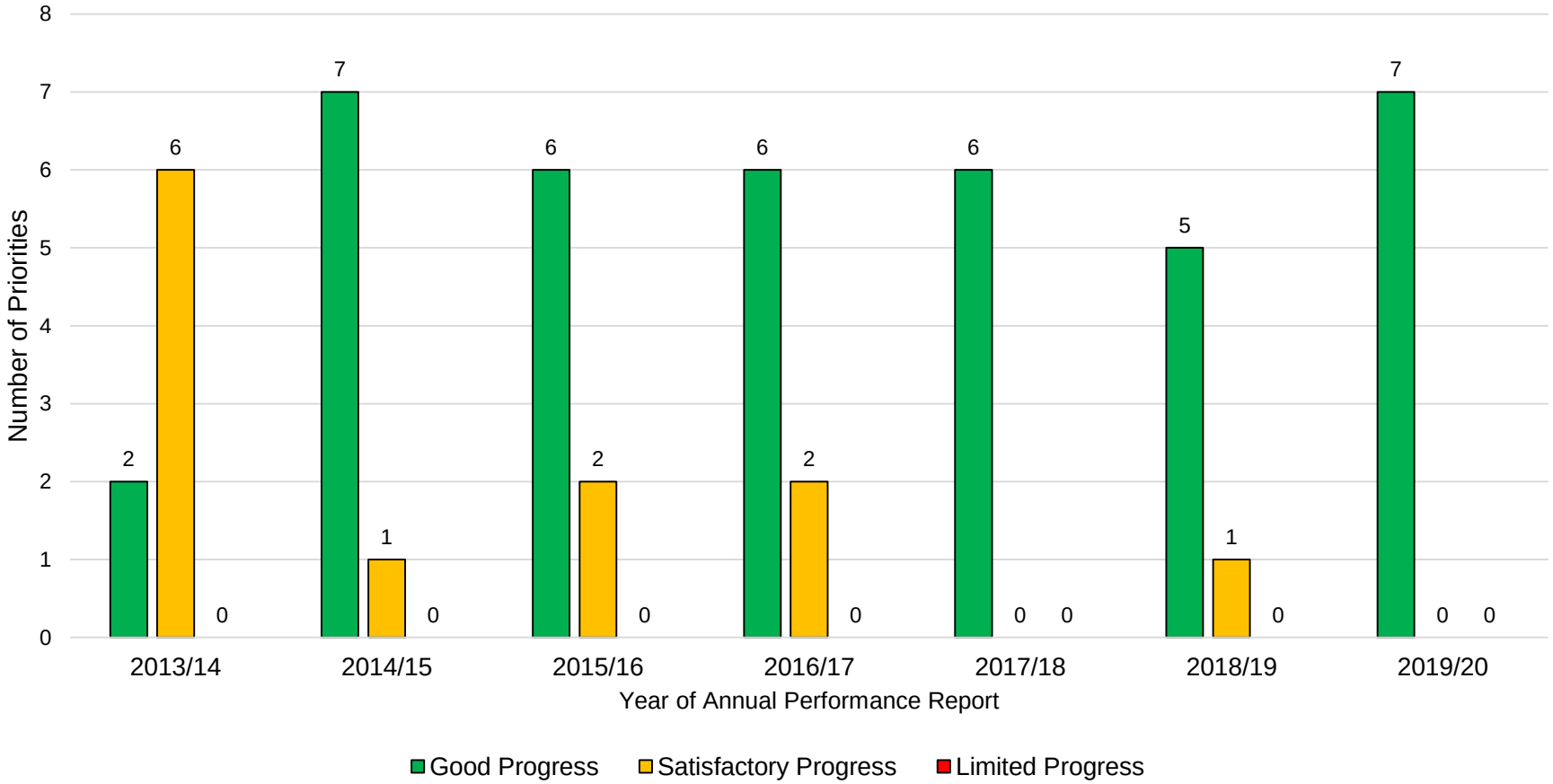
Performance Overview 2019/20 (cont'd)

Theme / Sub-priority	Progress	Outcome
Learning Council	G	G
• Education and Skills	G	G
Green Council	G	G
• Sustainable Development and Environmental Management	G	G
• Safe and sustainable travel services	G	G
Safe and Clean Council	G	G
• Safe and Clean Communities	G	G

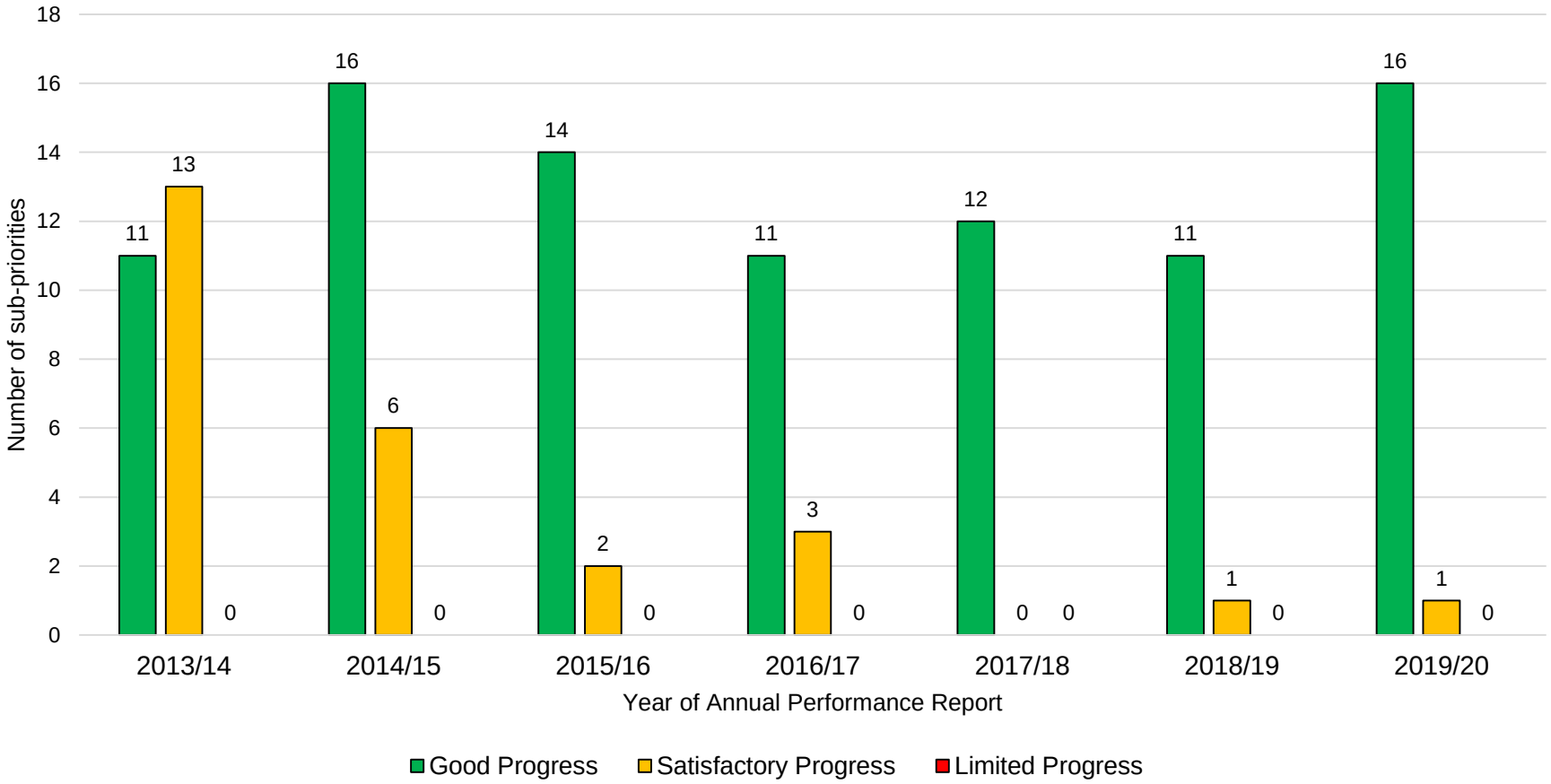
Performance Overview 2019/20 (cont'd)

Theme / Sub-priority	Progress	Outcome
Connected Council	G	G
• Resilient Communities	G	G
• Customer Journey	G	G
Serving Council	G	G
• Effective Resource Management - Workforce	A/G	A/G
• Effective Resource Management – Finance / Assets	G	G
• Effective Resource Management – Collaboration	G	G
• Effective Resource Management - Digital	G	G

Progress against Council Priorities



Progress against Council sub-priorities



Highlights 1/5

Some of our Highlights include:

Caring Council

- 3385 children accessed the Childcare offer between April 2019 and March 2020.
- 52 individuals attending the day service at Hwb Cyfle.
- 116 Council homes have been completed through the Strategic Housing and Regeneration Programme (SHARP).
- 94 participants assisted into employment through the Communities for Work Plus (CFW+) service
- Flintshire is the first Dementia-Friendly Council in North Wales, supporting intergenerational work and alternative therapies.
- Construction of the new Learning Disability Day Centre was completed in May 2019.
- A local social-food-enterprise Well-Fed has been established and is now trading. The mission of the company is to “connect everyone with good fresh food”.

Highlights 2/5

Ambitious Council

- 9 young people enrolled in Project Search in the September intake.
- 42 business support sessions were delivered to support Social Enterprises.
- A digital action plan for Flintshire has been produced and its priorities are included within the overarching regional digital connectivity strategy.
- Completed construction of school projects in Penyffordd and Connah's Quay High School.

Learning Council

- 72% of young people aged 16 – 18 in the youth justice system offered education, training or employment
- Schools have been offered professional development through the region to ensure that schools can deliver a transformational and engaging curriculum.
- Schools have engaged positively with a national focus on implementing a new curriculum.

Highlights 3/5

Green Council

- 82.1% average recycling rate across all HRC sites
- An agreement to establish a Climate Change Strategy Board.
- Parc Adfer began accepting regional and local non-recyclable waste.
- Flintshire are achieving waste management targets in advance of statutory timescales.
- There has been an agreement to establish an officer group for carbon reduction.

Safe and Clean Council

- 98.1% of food establishments have met food hygiene standards.
- We have achieved the targets of the Corporate Safeguarding Action Plan.
- Streetscene are performing well against their current performance standards.

Highlights 4/5

Connected Council

- 451 people have accessed the social prescribing / 3rd sector service through the Single Point of access.
- 10943 My Account subscriptions has increased from 1900 during 2018/19
- The Holywell community Hub refurbishment is now complete.
- A Social Value Strategy has been introduced and this is supported and measured within the procured software system.
- Let's Get Moving developed opportunities for residents to be more active in their communities to achieve improvements in health and well-being.

Highlights 5/5

Serving Council

- 453 managers and employees have attended Stress Management training, rising from 145
- We have implemented a compliant and sustainable new pay model. As part of this model, we can offer a competitive salary across the majority of evaluated posts.
- There has been a successful transition to a new service model for enforcement services.
- The second phase of the Alternative Delivery Models for medium-term implementation has been agreed.

Areas for Improvement

- Homelessness
- Reduction in the number of pupils who receive fixed term exclusions from school.
- Sickness absence
- Percentage of planned efficiencies achieved

Well-being of Future Generations

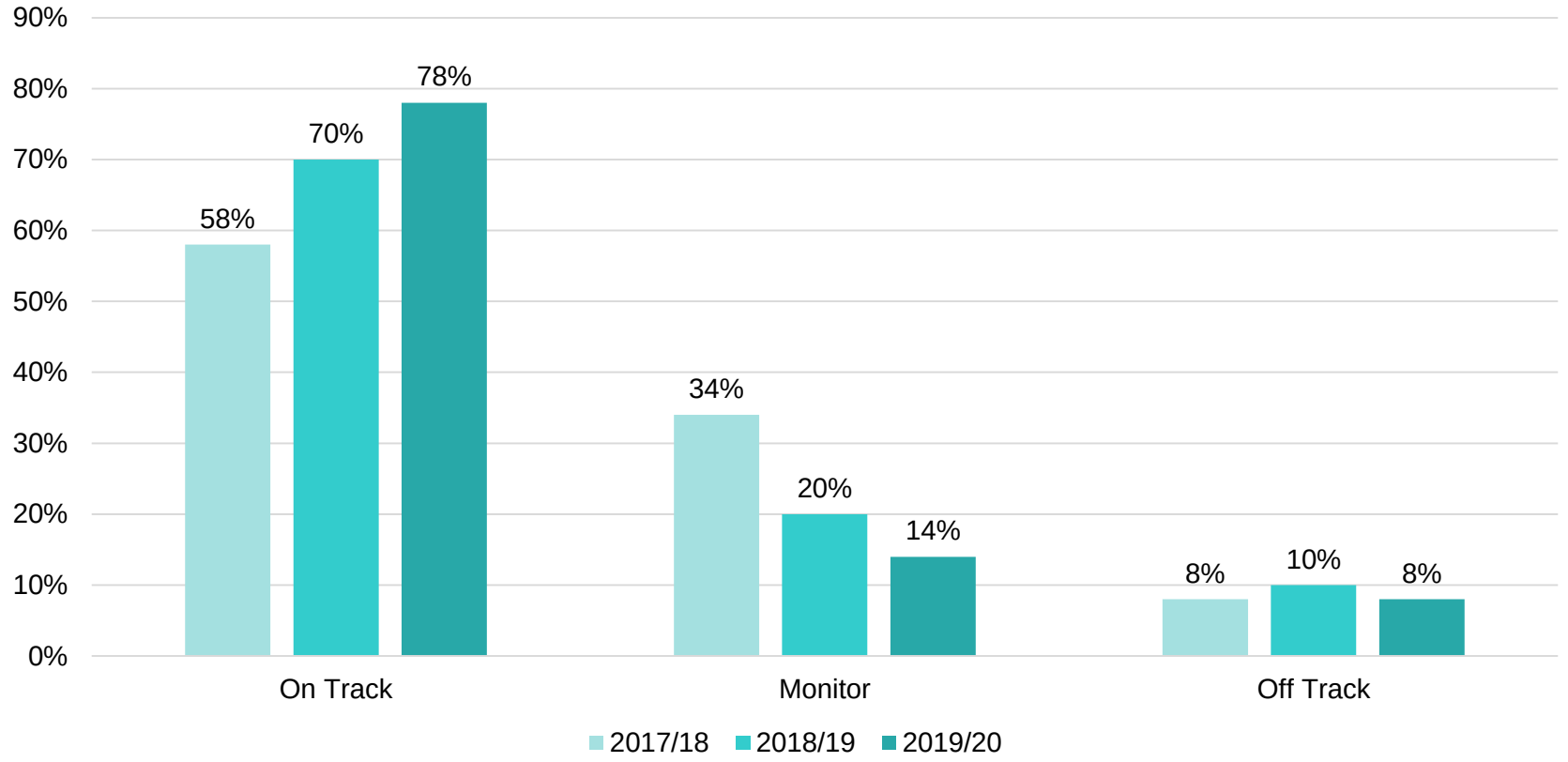
Sustainable Development principles

- considering the long-term
- prevention
- integrated working
- working collaboratively
- involvement: being inclusive of people of all ages

- Case study:
  - Hwb Cyfle

Performance Overview – Council Plan

Percentage of Council Plan measures against target from 2017/18 to 2019/20



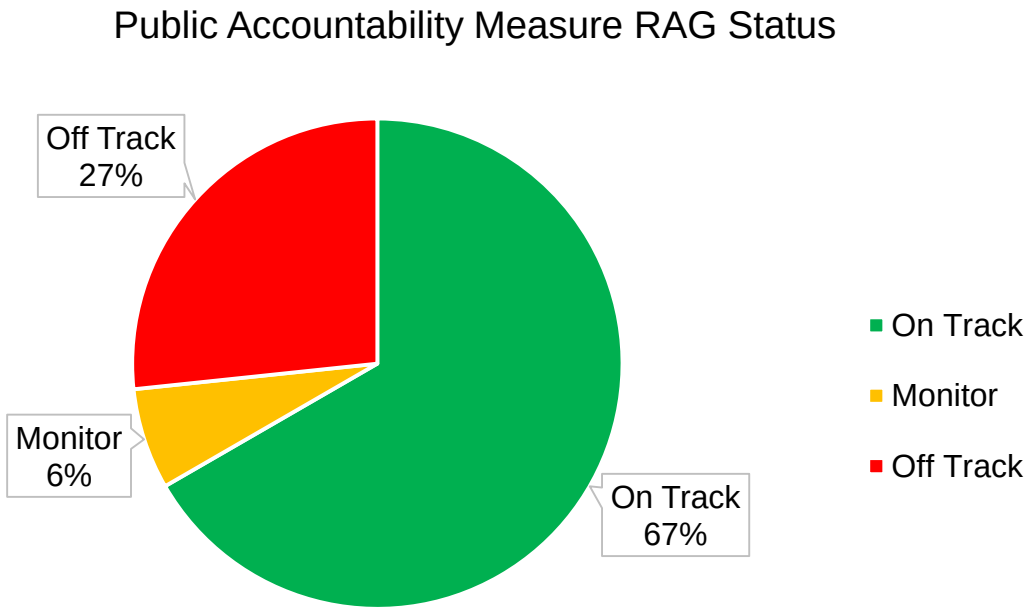
National Overview

- The Welsh Government and the Local Government Data Unit have not requested submission of the Public Accountability Measures

- The following slides show analysis which is based on our performance against our own targets with the trend against the previous year 2018/19

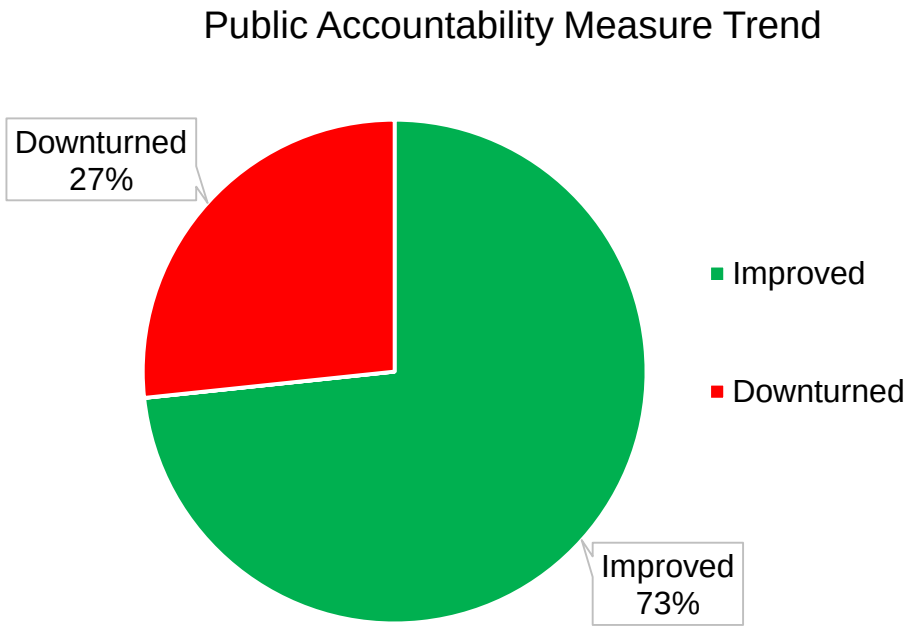
Performance Overview

The below graph demonstrates performance against our internal targets



Performance Overview

The below graph demonstrates trend of performance against the previous year 2018/19



Next Steps

- **Publicising our performance:**
  - Full report and appendices on website

- **Challenging ourselves:**
  - Maintenance and sustainability of performance
  - Audit Wales: Issue compliance certificate