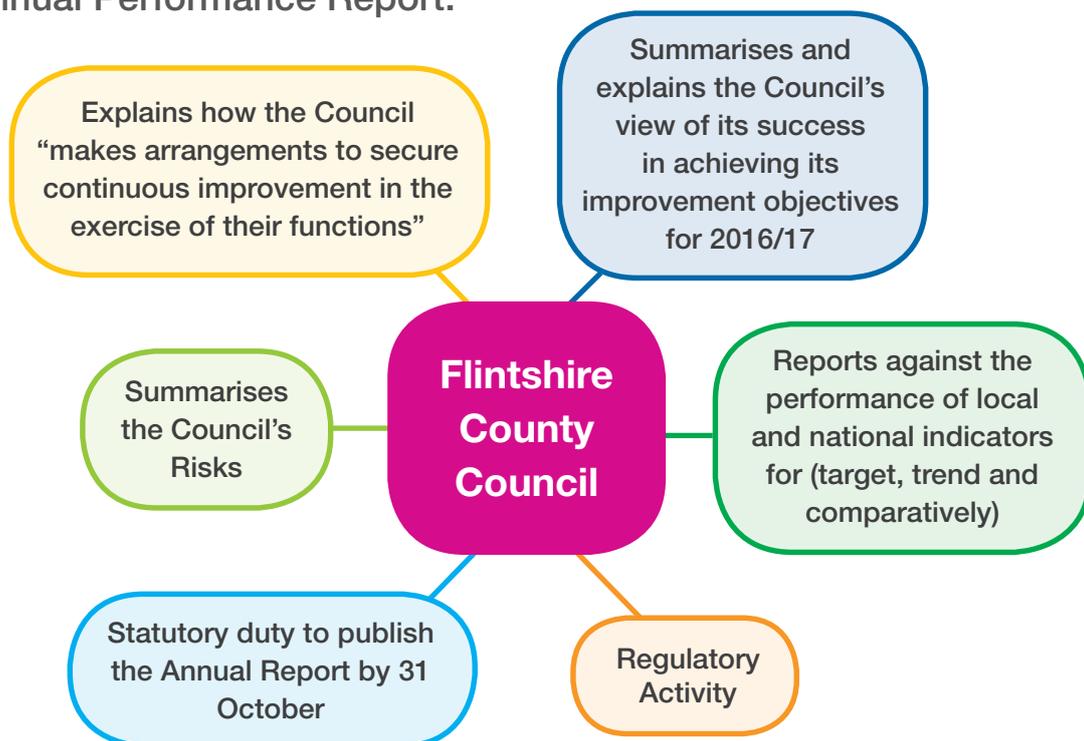


This summary of Flintshire County Council's Annual Performance Report provides an overview of our performance in achieving our improvement priorities as set out in our 2016/17 Improvement Plan which:

- Meets the statutory obligations of the Local Government (Wales) Measure 2009 (the full report was published on our website by 31 October 2017).
- Provides a balanced view: reinforces success; highlights areas for improvement.

The Annual Performance Report:



For 2016/17, the Council had eight improvement priorities as detailed in its Improvement Plan:

1. Housing
2. Living Well
3. Economy & Enterprise
4. Skills and Learning
5. Safe Communities
6. Poverty
7. Environment
8. Modern and Efficient Council

Flintshire continues to be a well-run and high performing council. Our consistently good performance has been recognised locally and nationally. The National Performance Bulletin issued by the Local Government Data Unit in September 2017 put Flintshire County Council as the most improved authority from 2015/16.

The Council adopted the Improvement Plan for 2016/17 in July 2016. This provided the Council with the opportunity of realigning its strategic risks to the priorities and sub-priorities within the Plan.

Risks have been managed well over the year. Those related to delivery of the Improvement Plan were assessed as follows:

- 11 (22%) are low
- 10 (20%) are minor
- 23 (45%) are medium
- 7 (13%) are high

Of these, 96% risks had reduced in significance or stayed the same whilst only 4% had increased.

Performance measures for 2016/17 were set and of these 63% of indicators achieved target or better compared to 60% in 2015/16. Only 6% of indicators significantly missed targets compared to 23% during 2015/16.

Some of the successes are set out below:

Housing

- Over 3,300 customers contacted our housing service for advice and assistance. 63.4% of these enquiries were managed at the first point of contact allowing our specialist teams more capacity to deal with the remaining 36.6% more complex and urgent cases.
- Twelve new Council homes were completed through the Strategic Housing and Regeneration Programme (SHARP) at the former Custom House School site, and work will continue into 2017/18.
- The Council secured 285 “shared equity” properties for local first time buyers through developers’ contributions. Developers have also gifted properties to North East Wales (NEW) Homes to the value of £3m.



Extra Care Development Plans

Living Well

- We have supported person-centred care in 16 residential homes and 3 nursing homes by providing “Progress for Providers” training and guidance.
- There are three Dementia Friendly communities in Flintshire, and four other communities are applying for this status. We now have 38 Dementia Friendly businesses, and 10 memory cafés.



Economy and Enterprise

- Flintshire County Council has played a central role in developing an Economic Growth Deal Bid for North Wales with the UK and Wales Governments.
- 181 business enquiries were received, of which 158 converted to investment, resulting in a conversion rate of 87.2%.
- Our development partner for the Strategic Housing and Regeneration Programme (SHARP), created 12 apprenticeships, 4 of these through Futureworks Flintshire, shared apprenticeship scheme

Skills and Learning

- Flintshire is above the Wales and regional average for the percentage of Key Stage 3 learners achieving improved outcomes in mathematics - we are ranked 5th in Wales. At Key Stage 2 we have improved by 2.2% to highest level in North Wales and 6th in Wales.
- 57% of Flintshire Youth Justice Service school age young people are in full time employment, training or education (Wales average is 46%).

Safe Communities

- The North Wales Safer Communities Board Plan for 2016/17 was approved and regional priorities have been embedded within the local 'People are Safe' delivery plan under the guidance of the Public Services Board.

Poverty

- Communities First supported 99 people into full and part time employment and helped 247 long term unemployed clients gain a qualification, helping them to become more work ready.
- We helped Flintshire households obtain additional benefit income of over £1.5 million.

Environment

- Several community transport schemes were discussed at working groups and drop in events during May and June. One Community Transport Hub has been established and 5 other schemes have been developed through working with stakeholders including the Community Councils that are due to commence in 2017/18.

Modern and Efficient Council

- The percentage of employees working in an agile way within County Hall was 87% which equates to a ratio of 819 desks to 944 employees.
- In line with the Council's Digital Strategy, online digital transactions increased with over 11,000 customers choosing to correspond with the Council online via the website. There was also a 19% increase in the number of people using the Council's website.



However, there are always ways in which services can improve including:

- Calendar days to deliver a disabled facilities grant for adults and children (improvements made in 2016/17 and continuing);
- Responses to fly-tipping;
- Educational success of learners impacted by poverty and disadvantage;
- Educational attendance.

Overall, the Council is making good progress in areas highlighted as priorities. Despite intense funding pressures and reductions in national funding, Flintshire has been creative and successful in achieving its aims for another year. The Council has once again proved to be a high performing organisation, setting targets and meeting the priorities stated in the Improvement Plan. To view the full Annual Performance Report, visit <http://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Annual-Performance-Report.aspx>