

Annual Performance Report 2024/25





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Neal Cockerton
Chief Executive



Cllr. Dave Hughes
Leader of the Council

Flintshire County Council prides itself on being a Council which performs highly for its local communities, and one which is guided and motivated by a set of strong social values however, the Council is operating in a challenging environment with escalating budgetary pressures and the Council recognises that to deliver our objectives whilst maintaining effective and efficient services, our journey is one of continuous review and change.

Flintshire County Council is a well-governed and progressive Council. We continue to perform well as a direct provider and commissioner of public services, and as a partner to others.

This report provides a high level overview of the performance of the Council during 2024/25.



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Key Achievements – 2024/25

The past year, has been another challenging year however, as a Council we have continued to deliver good quality services and support the residents of Flintshire. Below are just a few of the many examples of positive performance during 2024/25:

Education and Youth:

- **School Estate Development** - In 2024/25, the Council has continued to deliver an ambitious programme aimed at enhancing Flintshire’s school estate, ensuring that our learners benefit from high-quality, safe, and modern learning environments. Key highlights include:
 - **£175.8 million Investment:** Approval of a rolling 10-year funding envelope in the Strategic Outline Programme to sustain and grow investments into the Flintshire school estate.
 - **New Welsh Medium School:** Commenced construction on the £15.7 million Ysgol Gymraeg Croes Atti, marking a major milestone in expanding Welsh-medium education in the area.
 - **Community-Focused Improvements:** Secured approximately £470,000 in capital improvement funding through the Welsh Government’s Community Facilities Grant, enhancing facilities on various school sites and increasing community access.
 - **Sports Infrastructure Enhancement:** Completed a £122,000 refurbishment of multi-purpose courts at Mold School Campus, with support from Sports Wales Court Collaboration and the Community Facility Grant.
 - **£14 Million Capital Investment:** Injected £14 million across the school network to improve learning facilities, supporting better environments for education.
 - **Safeguarding and Security:** Conducted 16 security reviews across school sites, allocating over £90,000 to support schools in strengthening safeguarding measures and making essential improvements.
 - **Environmental and Safety Works:** Commissioned tree surveys for all school sites, addressing high-risk and storm damage concerns to maintain the safety and longevity of the estates.
- These initiatives reflect our ongoing dedication to providing a top-tier educational experience for Flintshire’s students and maintaining the safety, security, and accessibility of our schools.
- **Consent Programme** - In 2024/25, the Council continued its efforts to educate and empower young people through the Consent Programme, which has been made accessible to all Year 9 learners across the county. This interactive workshop addresses crucial issues surrounding sexual consent, including the taking and sharing of sexual images via mobile phones. This year, the programme has been remodelled to be more affordable and accessible whilst maintaining its engagement, relevance and quality. Issues

Key Achievements – 2024/25

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identified through this programme are tackled by new and existing youth work projects and referrals to partner agencies.

- **Attendance Across Flintshire Schools** - School attendance continues to improve, with strong collaboration between schools and the Council to promote the importance of regular engagement in education. A wide range of strategies have been implemented to support and enforce attendance, resulting in an overall attendance rate of 91.3% across Flintshire's primary and secondary schools. This represents the third highest attendance level in Wales, with secondary school attendance ranked the highest in the country.
- **Awareness Raising** - The Council's Youth Justice and Youth Service teams, often in partnership with other organisations, have successfully developed and delivered a range of interventions aimed at increasing young people's awareness of the consequences of risky behaviours. These initiatives have helped develop key skills in managing challenging situations, thereby enhancing personal and community safety.
- **Young Flintshire Model** - The 'Young Flintshire' participation model, piloted in summer 2024, brought together young people from secondary schools and local communities to focus on shared priorities. The programme aimed to foster a sense of belonging and deepen understanding of the Council's decision-making processes. Following a successful pilot, Young Flintshire was officially launched in

November 2024, with representation from all secondary schools and the county youth forum. Workshops held in February and March 2025, alongside further online engagement activities linked to climate change, have strengthened the model. Strong partnerships have also been developed with the Civic Mission, Theatr Clwyd, and the Children's Commissioner's Office.

- **Interventions and Informal Learning Opportunities** - The Youth Service, including Play, has significantly expanded its range of informal learning opportunities and targeted interventions. These initiatives have enhanced the skills, confidence, and engagement of young people, contributing positively to well-being and resilience.
- **Child and Parent Interaction** - The Play Development Team has introduced several programmes to encourage meaningful interaction between children and parents. Programmes such as Fun with Phonics and Play Well have supported 188 children to date. Additional programmes like Playpals, Loose Lunchtimes, and Playful Progress have directly engaged children, with over 4,000 attendances recorded at these sessions throughout the year.
- **Welsh Language** - Significant progress has been made in building the skills and confidence of both pupils and staff in English-medium settings. This is reflected in the number of schools advancing through the Cymraeg Campus Award and the increased uptake of professional learning opportunities. Welsh language provision within Youth Services has also expanded positively. These

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Key Achievements – 2024/25

developments contribute directly to the Welsh Government's target of one million Welsh speakers by 2050 and support key objectives within the Council's Welsh in Education Strategic Plan.



Key Achievements – 2024/25

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Finance:

- **Expenditure** - The Council managed its expenditure within £296k of its £368m budget (a variance of just 0.1%).
- **Processing of Invoices** - Processed and paid 293,664 supplier invoices on time, totalling £1.377bn.
- **Insurance Claims** - Dealt with 568 insurance claims across 23 policies – these being 319 Public Liability claims, 162 Flintshire County Council motor claims, 8 Employer Liability claims and 79 Flintshire County Council property claims. Successfully implemented new software system to help monitor and review all claims submitted. Supported Gwella by arranging all necessary insurance policies to protect the business and the Council.
- **Statement of Accounts** - It is a statutory requirement that the Council publish its audited accounts annually. There is a separate deadline for the Chief Finance Officer to sign a draft set of accounts and for final audited version to be approved by elected members, with both being presented to the Governance and Audit Committee. The Council completed the production and the external audit of the 2023/24 Statement of Accounts within national deadlines and were prepared to a high standard.
- **Financial Support** - Service wide project group set up to provide support to set up Gwella a new local authority trading company, support included the transition to an agency model, set up of new financial accounting system, cash management systems, bank accounts and working

onsite with the Gwella team to support and train the finance team through transition and beyond.



Key Achievements – 2024/25

Governance:

- **Council Tax and Business Rates Collection** - According to recently published Welsh Government statistics, the Council achieved in-year collection rates of 97.2% for Council Tax and 98.5% for Non-Domestic Rates (NDR) in 2024/25. These results placed Flintshire as having the second highest collection rates in Wales.
- **Arrears Management** - The Council continues to perform strongly in managing arrears, with total outstanding arrears (across all financial years) being the second lowest in Wales.
- **Datacentre Relocation Project** - The Council successfully relocated its two data centres into a new, purpose-built, modern facility, as part of the Office Rationalisation Programme. This was the largest project ever delivered by the IT Service, completed on time and within budget, despite an immovable timeline. The project involved building the new facility and delivering all supporting infrastructure and services. During the relocation weekend, 51 IT staff worked an additional 795 hours to ensure seamless transition of all systems and services. The relocation took place in February 2025 and was executed successfully without any significant incidents, ensuring continuity of services.
- **Society for Innovation, Technology and Modernisation (SOCITM) Customer Satisfaction** - The Council's IT Business Services achieved strong results in the Society for Innovation, Technology and Modernisation (SOCITM) Customer Satisfaction Survey, scoring a median of 5.78 out of 7.00, our second highest result to date. Flintshire was recognised in the top quartile for keeping customers informed about IT projects and for the effectiveness of its communication channels. The Council also performed strongly in customer service skills, technical competence, and problem resolution.
- **Information and Data Management Strategy** - While the Council's address data continues to receive Platinum Status, the Information and Data Management Strategy is being refreshed. A cross-service working group has been established to redefine the vision and objectives, and to develop and implement a comprehensive action plan for improvement.
- **Office Relocations** - The Council supported the successful relocation of staff into Ty Dewi Sant and Council Offices in Flint. The work involved delivering supporting infrastructure, implementing hybrid working facilities, and ensuring IT readiness - all achieved within a compressed timescale.
- **Medical Examiner Service** - In collaboration with the General Register Office, Public Health Wales, and the Medical Examiner Service, the Council introduced the statutory Medical Examiner Service on 9 September 2024, as required under the Health and Care Act 2022. This service ensures that all non-coronial deaths are independently reviewed by a Medical Examiner before a death certificate is issued, supporting greater transparency and public trust.

Key Achievements – 2024/25

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Housing and Communities:

Overall progress indicates that the strategies in place are making a real impact on improving housing stability for those most in need:

- **Reduction in Bed and Breakfast Placements** - Following a successful temporary accommodation diversification plan being supported by Cabinet in October 2024, we have now seen positive movement on reducing the cost and number of placements of homeless household in emergency accommodation (hotel and bed and breakfast).
- **Homeless Prevention Rate** - With a 65% success rate, exceeding the target of 60% and outperforming the national average of 59%, it's clear the prevention efforts are having a positive impact.
- **Homelessness Support** - Helping 326 households exit homelessness and move on from temporary accommodation is a 25% increase from the previous year—another excellent achievement. It shows real progress in not just providing temporary shelter, but in helping people transition into more stable living situations.
- **Positive Review of Services** - The positive feedback and praise from the Independent Review undertaken by Neil Morland and Co Housing Consultants is an encouraging sign that the Housing Support and Homeless services are on the right track. The fact that many of the recommendations were already in progress offers confidence on vision and shows that there is a forward-thinking approach to service improvement.
- **Specialist Housing Register** - Successfully rehousing 20 households with significant disabilities into appropriate long-term housing is a great example of tailored support. Ensuring that housing is adapted to meet specific medical and accessibility needs is critical for creating lasting stability for vulnerable households.
- **New Build Homes** - The delivery of 162 new homes in partnership with the Welsh Government and housing partners is a positive achievement. It addresses both supply and affordability issues, helping to meet the demand for housing.
- **Additional Housing** - The acquisition of 12 homes and the bringing back into use of 24 void properties using the Transitional Accommodation Capital Programme (TACP) funding. - Maximizing existing stock and ensuring more homes are available quickly.
- **Improvement Works to Housing Stock** - Delivered major improvement works to properties to improve the thermal efficiency and performance, thus reducing our tenants heating costs and electricity bills.
- **Welsh Housing Quality Standards (WHQS)** - Progress toward meeting the new Welsh Housing Quality Standards (WHQS) is positive with a satisfaction rate of 98% for the refurbishment works.
- **Housing Support Gateway Applications** - Processed 100% of applications within 5 days, well above the 85% target. This shows efficiency in the system and the importance of rapid response to housing needs.

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Key Achievements – 2024/25

- **Community Based Accommodation Support Services Team (CBASS)** - Received over 500 out of hours calls with 316 cases where residents required attendance.
- **Digital Upgrades** - 13 community schemes have been digitally upgraded with works scheduled to complete the remaining schemes by the end of 2025.
- **Floating Support Services** - The successful commissioning of Floating Support Services helps provide a wide range of crucial housing-related support to individuals in the community, which can prevent homelessness and help maintain stable housing situations.
- **Best Practice Award (SARTH Partnership)** – Recognition of the SARTH partnership (Single Access Route to Housing) across Flintshire, Denbighshire and Conwy sighted as a best practice model for clear processes, consistency in application management and strategic leadership, within Welsh Government Research ([Exploring the allocation of social housing in Wales](#)).
- **Partner of the Year Awards** – The Council have been shortlisted for partner of the year at Kaleidoscope 2025 awards evening.
- **Sheltered Housing Review** - Significant progress on the review of sheltered housing with a number of schemes identified for redesignation from sheltered housing to general needs supporting the Council's long term plans for increasing supply of one-bed accommodation to ease pressures on homelessness services.
- **Good Food Flintshire** - Relaunching the Good Food Flintshire movement in September 2024 and building a whole system approach to food poverty is a significant step. Bringing together strategic, operational, and working groups will ensure a coordinated effort across sectors, creating a sustainable and impactful approach to food security.
- **Free Fruit for High Schools** - Since the start of the school year, in collaboration with Oren and Newydd Catering Services, we have funded the delivery of 4,300 pieces of fruit weekly to the 13 high schools in Flintshire.
- **Local Food Partnership Award** - £13,043.00 capital funding has been awarded to 10 organisations/community hubs/projects.
- **Direct Food Support Grant** - £135,280.02 capital and revenue funding has been awarded to 47 organisations/community hubs/projects ensuring that a wide range of initiatives, from food banks to community kitchens, can continue their vital work in supporting those who need it most.
- **Warm Places Fund** - £65,177 has been awarded to 26 community hubs through the Warm Places Fund is a great way to tackle both food insecurity and fuel poverty, especially in colder months. These spaces offer not just food but warmth and a sense of community to those who may be struggling.
- **Support during Christmas** - In collaboration with Newydd Catering Services, 80 food parcels were provided to Flintshire residents in homeless accommodation. In collaboration with Well-Fed, 50 food hampers were provided to Flintshire residents living in sheltered accommodation.

Key Achievements – 2024/25

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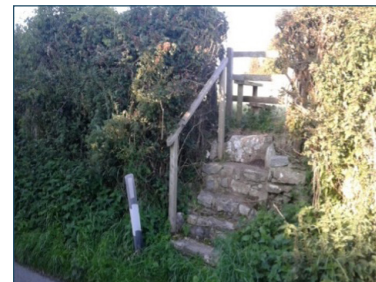
More than 30 Christmas shoe boxes were collected from County Council employees and donated to children in homeless family units, and to St Peter's Church.

Planning, Environment and Economy:

- **National Forest Status** – Wepre Park became Flintshire's first Council site in the National Forest.
- **Ash Die back** - 100 trees felled with ash die back at Wepre, 8 standard replacement trees and 1,200 whips planted.
- **Tree Planting** - 4,255 trees planted across 36 sites, including 140 standard trees and 4,115 whips.
- **Biodiversity Projects** - Included pond restorations, installation of bat and bird boxes, and school-based planting projects.
- **Estate Management** - 47 hectares of previously mown land now managed for wildflower diversity.
- **Rights of Way Improvement Plan** - Working to deliver the Plan, 43 kissing gates have been installed to improve accessibility to the countryside and improved the surfacing and route standards of over 3000sq m.
- **Access Improvement Grant Works** - Over £75,000 of Access improvement Grant works on various capital schemes was delivered. During 2024-2025 funding was provided to local authorities from the Welsh Government through an Access Improvement Grant (AIG). The purpose of the grant was to support improvement of access to our Public Rights of Way network, open access land and green

space. E.g. replacing several stiles with kissing gates or self-closing gates, construction of stone steps, wooden boardwalks and surfacing paths with stone or tarmac.

- **Public Footpath 415/1/20 Trelawnyd** - A local farmer approached the Access Team about the idea to install a bench and plaque in memory of his late father, who had farmed the land all his life and loved the views across the hillside and coast from this spot. The original stile wasn't fit for purpose and new steps were also needed. The Access Team has worked with the farmer to facilitate this request and so two gates were necessary to allow a small fenced off area where the livestock cannot interfere with the bench. The bench has been purchased and installed by the farmer and he is also undertaking the fencing work to tie in with the new kissing gate.



Before



After

- **Public Footpath 414/77/10 Surfacing work** - Public Footpath 77 forms an excellent link between the A5119 and Black Brook Lane, Sychdyn for residents of the village and walkers that use it as part of the circular promoted

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Key Achievements – 2024/25

rural walks in Flintshire. This route was improved using funding from the Access Improvement Grant. The surface of the footpath was uneven and became flooded and muddy during wet weather. Work involved raising the level of the path and then resurfacing 87 meters of the existing path with tarmac. The resulting work has ensured the path is not only more welcoming but also suitable for those with disabilities. Working with our Biodiversity Team, 300 bulbs of wild daffodils, native bluebells and snowdrops have been planted along with a low growing wildflower seed mix which will further enhance this public footpath.



Before



During



After

- **Green Infrastructure** - Cross departmental work for Urban Green Infrastructure, continuation of the Town centre green infrastructure working group, coordinated by the regeneration team. Key work from this group: Town Green Infrastructure Audits, Retrospective street tree planting – use of tree pits, Nature Mapper tool, Delivering Green Infrastructure in Flintshire Staff Seminar, collaborative funding bid.
- **Benefits Obtained from Grant Funding** - Significant capacity building through grant funded staff. 3 Full time biodiversity staff. Significant investment in machinery to support changes to estate management. Biodiversity benefit across project sites.
- **Shared Prosperity Fund Projects** - Projects were delivered on time and within budget:
 - o Connecting Countryside and Coast - Over £400,000. delivered the foundations for an accessible coast park which celebrates the natural environment and heritage of the Welsh coast. This resulted in the launch of the Flintshire Coast Park as part of the 'Festival of the Seas' event at Flint Castle.
 - o Greenfield Valley - Over £600,000 and reflected the ambitious aims of the Trusts 10 year strategy. This was a varied programme of improvement projects covering physical, social and cultural activities, all delivered within the 70 acres of the Greenfield Valley Heritage Park.
- **Volunteering Impact** - Over 3,140 hours contributed by 50 volunteers at Wepre Park alone.

Key Achievements – 2024/25

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- **Flintshire Eco Champions** - Delivered primary school sustainability programmes in partnership with Play Services.
- **Local Development Plan (LDP) Monitoring** - The first Annual Monitoring Report (AMR) was adopted by Cabinet and submitted to Welsh Government ahead of the deadline (31 October 2024).
- **Energy Efficiency** - The Council has made significant progress in promoting energy efficiency across Flintshire, supporting both private households and council-owned homes:
 - o Funding Access: Enabled 453 private households to access funding for vital energy efficiency improvements.
 - o Advice and Support: Provided energy efficiency advice to 452 households, helping residents make informed choices to reduce energy use and lower bills.
 - o Efficient Heating Upgrades: Installed 496 new energy-efficient condensing gas boilers in Flintshire Council homes, improving heating efficiency and reducing carbon emissions.
 - o Insulation Improvements: Delivered loft and/or cavity wall insulation to 301 council homes, enhancing thermal performance and reducing heat loss.
- **Town Centres:**
 - o Over £1 million in grant-funded activity was delivered during 2024/25 to enhance the vibrancy and vitality of town centres across Flintshire.
 - o Bespoke support packages provided to 50 Town Centre businesses across town centres in Flintshire.
 - o Development of long-term vision and Place Making Plans for towns across Flintshire.
- **Carbon Impacts** - Construction contracts worth approx. £81 million over the coming years, have carbon impacts considered within them, and have committed to carbon reduction measures as part of the works.
- **Climate Change Toolkit** - Castell Alun High School has successfully led the implementation of the Climate Change Toolkit within the Year 9 Chemistry curriculum. This has been well received by pupils who presented to Education Scrutiny Committee, and the Subject lead Dr Amanda Heath received a Leader Education Award for her work in integrating this into the curriculum.
- **The Flintshire Supporting Tourism Business and Sector Key Fund (SPF)** - Provided targeted financial and advisory support to the tourism and hospitality sector through two key components: 1) Tourism Business Infrastructure Grants and 2) Tourism Sector Feasibility Fund. Delivered by Cadwyn Clwyd, in collaboration with Business Wales and Flintshire County Council, the project has significantly

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Key Achievements – 2024/25

outperformed its original targets which highlight the project's effective delivery and strong impact on the local tourism economy:

- o 36 tourism and hospitality businesses received a combination of grants and non-financial support — exceeding the original target of 26.
- o 6 feasibility studies were developed — surpassing the target of four.
- o Total grant funding awarded: £462,527
- Degree Apprenticeships - Supporting our next generation of engineering talent through capacity and capability building with Welsh Government sponsored degree apprenticeship programmes in conjunction with Wrexham University.
- Investment and Improvements - Programme of Small Scale and Capital works improvement projects and outline business cases completed across Flintshire. Ongoing work to agree funding and delivery and including opportunities for delivery of ambitious £950k Natural Flood Risk Management projects in Flintshire river catchments.

Key Achievements – 2024/25

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Social Services:

- **Carers Services Recommissioned** - The recommissioning of our Carers Services is complete, improving services for carers. NEWCIS opened a new premises on Mold High Street which will enable us to better identify and connect with carers.
- **Early Intervention** - Early intervention continues to develop the service and recently have moved in with the children's first contact team supporting a closer working relationship to ensure families get the right support at the right time. It has also allowed us to share community knowledge of services within Flintshire with social workers.
- **Social Care Wales Accolade Award 2025** - Our Progression Team has been awarded the Social Care Wales Accolade Award 2025 in the category of 'Working to the Principles of Strengths-based Practice'. This recognition celebrates their exceptional work in empowering individuals to achieve what truly matters to them.
- **Y Dderwen** – Rated 'Excellent' across all four Care Inspectorate Wales (CIW) inspection themes for youth residential care services.
- **Welsh Childcare Facility** - Croes Atti (Ysgol Gymraeg), Oakenhalt, is our new Welsh childcare facility and is scheduled to open September 2025. We have worked closely with education colleagues to develop a childcare and education facility, that will provide a 'gift' to children, providing a wonderful play and learning experience. In

Flint, Ysgol Cornist has begun development, providing much needed childcare in the area and pathways into school with wrap-around childcare available, requested by parents.

- **Child Protection Model** - The effective child protection model has been rolled out across the service which implements multi-faceted approach that prioritises the child's well-being and safety, with a focus on prevention, early intervention, and collaboration between various agencies.



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Key Achievements – 2024/25

Streetscene and Transportation:

- **Implementation of the Resource and Waste Strategy 2024 / 2030** – We successfully launched the new strategy and action plan aimed at increasing recycling rates and reducing waste. Key developments included:
 - o Successful transition to 3-weekly residual waste collections, aligning with national waste reduction goals.
 - o Introduction of a Visible Waste Policy at Household Recycling Centres (HRCs), helping to reduce contamination and improve public compliance.
 - o Ongoing delivery of the joint fly-tipping action plan (in partnership with Housing), which includes education and engagement within hotspot communities, and targeted waste reduction initiatives.
- **Workforce Digital Enablement** - Fully transitioned the Streetscene workforce to a digital time and attendance system, removing the need for paper timesheets and improving workforce management.
- **Digital Stores Management Solution** - Rolled out a new digital stores system to improve inventory tracking, operational efficiency, and accountability across Streetscene services.
- **In-house Fleet Services** - Following the insolvency of the external provider in May 2024, Fleet Services were successfully brought back in-house. This included the seamless transfer of staff and equipment, maintaining continuity of service.
- **Revised Highway Asset Management Plan** - Adopted in October 2024, this updated plan provides strategic direction for the management of the county’s highway infrastructure.
 - o Annual Status Reports for major asset groups have been introduced to ensure performance monitoring, transparency, and informed decision-making.
 - o A new asset management system was procured in March 2025, enabling enhanced operational efficiency, mobile working, and real-time data management.
- **Platinum Award for Street Data** - Maintained ‘Platinum’ award status for the third consecutive year. This recognition reflects the accuracy and completeness of the Council’s street and highway asset data, supporting effective planning by statutory undertakers and other stakeholders.

Areas for Improvement

3

A few areas that have been highlighted as areas for further work and improvement during 2025/26 and onwards are listed below:

Finance:

- **Recruitment and Retention** - The service continued to experience challenges when seeking to recruit to some key posts, particularly professionally qualified accounting roles. Temporary arrangements have been agreed through the utilisation of suitably experienced staff.
- **Financial systems replacement** - There have been some delays in the progress of identifying and implementing a new suite of financial systems, mainly due to a lack of capacity and other competing priorities. This will be reviewed and progressed in conjunction with other key corporate system replacement projects.
- **Supporting documentation** - Improvement is required in the timely completion of method statements supporting budget proposals which was identified as part of an internal audit report. Measures have been put in place to monitor the completion as part of the budget setting process.
- **Aggregate External Finance (AEF)** – Although the Council is the sixth largest in Wales, it continues to be low funded on a per capita basis, with a ranking 19th of the 22 Welsh Local Authorities. Representations will continue to be made for a fairer funding settlement.
- **Increasing service demand** – The Council continues to

encounter significant demand and inflationary risks on many of its services which is impacting on the overall financial position. There were significant overspends during the year in the areas of Social Care, Streetscene and Transportation and Homelessness.



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Areas for Improvement

Governance:

- **Contact Centre Annual Performance** - The Contact Centre performance during 2024/25 did not meet expectations but did clarify the need to review the service under the Council's Strategic Transformation Programme. A project will be taken forward to modernise the service using Artificial Intelligence (AI). The intention is to conduct a comprehensive review and introduce AI-powered tools and automation to
 - (1) Improve customer experience when contacting the Council.
 - (2) Increase Agent productivity.
 - (3) Reduce operational costs.
 - (4) Enable smarter decisions-making through data and insights.
- **Adolygiad o Wasanaeth Sir y Fflint yn Cysylltu** - Mae ymgynghoriad cyhoeddus a gynhaliwyd yn ystod mis Tachwedd a mis Rhagfyr 2024 wedi darparu adborth gwerthfawr o ran y swyddogaethau y gallai ac y dylai Sir y Fflint yn Cysylltu eu cynnig. Cafwyd dros 1,200 o ymatebion i arolwg cwsmeriaid, felly bydd y prif ganfyddiadau yn cael eu datblygu yn 2025/26 i ailfodelu'r gwasanaeth, er mwyn diwallu anghenion ein cymunedau, wrth wneud y defnydd gorau o adnoddau

Areas for Improvement

3

Housing and Communities:

- **Resident Involvement** - Further work to be undertaken to create opportunities for residents to be consulted on service delivery and to develop mechanisms for formal and informal methods for resident involvement when developing new services.
- **Re-tendering of Contracts** - Re-tendering of the complex needs support housing contracts following a unsuccessful tendering process in 2024/25. Additional funding from Welsh Government, following a significant uplift in Housing Support Grant for 25/26, provides an opportunity to review and retender for this much needed service.
- **Access to Healthier Food** - Increase the access to healthier food at affordable prices e.g. providing healthier options in community centres / pantries / shops.
- **Hospital to Home Service** - Reconsider the approach to promoting and delivering the 'Hospital to Home' service.
- **Housing Advice and Housing Application Processes** - Extensive work is required to enable digitisation of housing advice and housing application processes to offer residents who wish to access services online. This is being explored during the SARTH policy review and will require financial investment from SARTH Partners.
- **DFG Medium Adaptations** - Achieve target guidelines for DFG medium adaptations and improve completion timescales for large cases.
- **Rehousing Cases** - Review new process for rehousing

cases where persons are under occupying their property and therefore, adaptations will not progress.

- **Young Persons Supported Housing Provision** - Liaise with other Council colleagues, to identify a site for young persons supported housing provision offering accommodation and support services.
- **New Adult Supported Housing Provision** - Progress the build project for the new adult supported housing provision by engaging architects to develop proposals for submission to the Welsh Government.



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Areas for Improvement

Planning, Environment and Economy:

- **Flintshire Forest** - Work to understand suitable and available land owned by Flintshire County Council to establish a Flintshire Forest was completed, however no significant land was identified to be able to progress any new forest/woodland establishment.
- Work has been underway this year to identify Flintshire Council land assets with the potential for planting schemes in order to provide natural flood mitigation, and improved biodiversity and carbon sequestration of our land. This work is nearing completion and will help to inform sites that can be considered for planting in the coming years.
- The roll out of the Climate Essentials e-learn to the wider workforce has seen an increase in completion of carbon training, however despite a number of communications and engagements the rates of completion have still fallen below target.

Streetscene and Transportation:

- **Complaints** - Action plan to be put in place to improve response times for FOI/EIR/IRR, complaints and MP/MS letters
- **Additional Hours Expenditure** - Reduction of additional hours expenditure and management of absence / sickness - improvements to be delivered by further development of the digital time and attendance and HR information system with further training for supervisors and operatives captured through performance management reviews.
- **Agency and Overtime Spend** - Focus on recruitment, staff development, retention and succession planning to reduce agency and overtime spend and improvements to recruitment processes and team/work process redesign.

Council Plan Performance 2024/25

Overall, 2024/5 performance against the Council Plan Objectives has been positive. A high level summary of performance is detailed below:



Actions Off Track

Code	Priority	Action	RAG
CST025T	Green Society and Environment	Achieve Welsh Government recycling targets	▲

Our overall progress against the activities / actions (140) identified in the Council Plan for 2024/25 was:

- **Good** (green) progress was achieved in 75% (105) of activities.
- **Satisfactory** (amber) progress was achieved in 24% (34) of activities.
- **Limited** (red) progress was made in 1% (1) of activities

PRIORITY	ACTIONS		
	GREEN	AMBER	RED
Poverty	11	2	0
Affordable and Accessible Housing	8	9	0
Green Society and Environment	23	4	1
Economy	21	4	0
Personal and Community Well-being	10	2	0
Education and Skills	16	4	0
A Well Managed Council	16	9	0
Overall Progress	105 (75%)	34 (24%)	1 (1%)

4

Council Plan Performance 2024/25

Total Measures

87

Quarterly Measures

49

Bi-annual Measures

3

(reported in Q2 and Q4 only)

Annual Measures

35

(reported in Q4 only)

Red

16

Amber

12

Green

59

No RAG

0

Measures Off Track

	Priority	Measure	RAG
CEY021M	Poverty	Percentage of schools adopting the model Child Poverty Action Plan	▲
CHC014M	Affordable and Accessible Housing	Customer satisfaction data for the Housing Register Service (%)	▲
CHC042M	Affordable and Accessible Housing	Average number of days to complete a Medium Disabled adaptation	▲
CHC044M	Affordable and Accessible Housing	Average number of days to complete a Large Disabled adaptation	▲
CST016M	Green Society and Environment	Number of hazardous routes declassified through the Implementation of Active Travel infrastructure to provide safe routes to schools	▲
CST004M	Green Society and Environment	Percentage of waste reused, recycled or composted	▲
CPE046M	Green Society and Environment	Put forward 6 Flintshire Forest sites to contribute to the National Forest	▲
CPE016M	Green Society and Environment	Reduction in Council greenhouse gas emissions	▲
CST011M	Personal and Community Well-being	Number of targeted environmental campaigns undertaken promote improved Local Environmental Quality	▲
CSS014M	Personal and Community Well-being	Number of new foster carer approvals in the year	▲
CEY005M	Education and Skills	Reduction in the number of fixed term exclusions	▲
CGV008M	A Well Managed Council	Percentage of telephone calls to the corporate Contact Centre answered	▲
CPA006M	A Well Managed Council	Increase rental income	▲

Council Plan Performance 2024/25

4

	Priority	Measure	RAG
CHR001M	A Well Managed Council	Number of working days lost per full time equivalent (FTE) local authority employees lost due to sickness absence	▲
CHR004M	A Well Managed Council	Percentage of employees who have completed all of the Mandatory Modules	▲
CHR008M	A Well Managed Council	Percentage of employees undertaking the Welsh Language Training (Increase)	▲

Analysis of the performance measures (87) against the targets set in the Council Plan for 2024/25 showed:

- 59 (68%) of target measures were achieved / exceeded (Green)
- 12 (14%) of target measures were missed however within the tolerable range (Amber)
- 16 (18%) of target measures were missed and outside of the tolerable range (Red)

PRIORITY	MEASURES		
	GREEN	AMBER	RED
Poverty	9	0	1
Affordable and Accessible Housing	15	2	3
Green Society and Environment	9	4	4
Economy	6	1	0
Personal and Community Well-being	14	1	2
Education and Skills	1	2	1
A Well Managed Council	5	2	5
Overall Progress	59 (68%)	12 (14%)	16 (18%)



5

Budget Monitoring



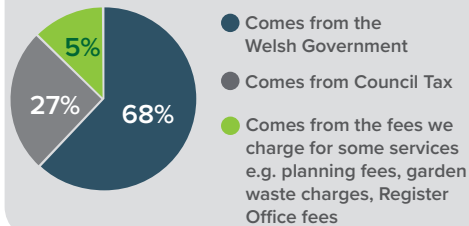
2025/26

The budget, your Council Tax and local services

Before the start of each new financial year, every council across the UK – by law – has to set a budget that balances the money they will receive with the money they need to spend.

When the money Flintshire receives from Welsh Government (WG) is calculated **per head of population** we are ranked 19 out of 22 Welsh councils. If we received the proposed Welsh average, we would be **£169 per person** better off. That amounts to around **£26.3m overall**.

Where the Council's money comes from



The national context

WG has received **£1.7bn** extra funding from UK Government.

2024/25 **£774m** revenue funding

2025/26 **£694m** revenue*
£235m capital*

Important points to note:

Whilst welcomed this will be split between all Welsh public services (not just councils). This extra funding has not been built into WG's base budget from 2026/27 onwards.

* revenue - pays for the day-to-day running of Council services such as schools, care homes.
* capital - pays for the investment in new assets and projects, such as building new care homes.
* announced in WG provisional settlement (Dec 2024).

Where does the gap come from?

- Significant increases in demand for services such as homelessness and social care
- rising costs of energy, food, fuel and other services
- new unfunded responsibilities from Welsh Government
- increasing costs from external partners (North Wales Fire Authority, North East Wales Coroners Service, etc)

The forecasted gap in our budget

£37.778m July 2024

↑ £38.420m Sept 2024

↑ £47.493m Dec 2024

£17.642m solutions identified up to Dec 2024

↓ £29.851m Dec 2024

↓ £18m final forecasted gap Jan 2025 after additional WG funding and other adjustments

This is by far the biggest funding gap Flintshire County Council has ever faced.



Closing the £18m gap

As a result of nearly two decades of underfunding from national governments, Flintshire County Council has reduced its spending by **£125m**.

Over this time we've exhausted all the easy, moderate and difficult ways to reduce costs.

Whilst WGs extra funding is welcomed, closing a remaining

£18m gap was a very big ask and we have been left with no option other than to make very hard choices about where we should *cut* our spending.

As a council we have:

- asked all services to identify further budget reductions
- increased fees and charges for some services

- increased Council Tax by 8.93% to pay for council services, with a further 0.57% to help pay for increases in our contributions to the North Wales Fire and Rescue Authority and North East Wales Coroners Service.

**Welsh Government



What your Council Tax pays for

Although the Council Tax you pay goes up every year, not all the money collected pays for council services. On your bill you will also see a charge for your Town or Community Council and the North Wales Police and Crime Commissioner. North Wales councils also contribute to the running costs of other public services. These costs go up every year. Although not shown on your bill the Council Tax you pay also helps to cover these increases.

Flintshire's contributions are:

	2024/25	2025/26
North Wales Fire and Rescue Authority	£10.905m	£11.519m
North East Wales Coroners Service	£0.423m	£0.444m*

*Forecast – the final cost cannot be calculated until the end of the financial year

To help pay for these increased costs Flintshire has applied an overall Council Tax increase of 9.5% to its portion of your bill in 2025/26.

8.93% increase to pay for council services + 0.57% to cover increases in our contributions to the North Wales Fire Authority and North East Wales Coroners Service

Comparing the cost of the increases

Using an average Band D property example:

	2025/26	2024/25	Increased Cost	Percentage increase
Flintshire County Council	£1,815.78	£1,658.25	£157.53	9.5%
North Wales Police & Crime Commissioner	£372.15	£349.65	£22.50	6.4%
Town and Community Councils*	£58.54*	£54.56*	£3.98*	7.3%*
TOTAL COST	£2,246.47	£2062.46	£184.01	8.92%

* Average cost across all 34 Town and Community Councils. The cost on individual bills will differ from council to council.

More information about the budget can be found on our website: www.flintshire.gov.uk/Budget-25/26

Social Value is a broad term used to describe, the social, economic, environmental, and cultural impact of our collective decision making and business operations.

Flintshire County Council define social value as:

A way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract when procuring and looking at what the collective benefit to community is when a public body chooses to award a contract. Every time we spend £1 on the delivery of services, we will consider whether we can achieve additional collective well-being benefits from that £1 to the wider community.

Generating social value from the Council's commissioning and procurement activities is a key area of focus for the Council.

The Council currently uses the National Themes, Outcomes, and Measures (TOMs) to measure social value. The calculations are derived from information provided by contractors, within the financial year, to demonstrate how they have achieved social value outcomes. A monetary value is then applied to the activity to determine the quantitative value.

Total social value measured via our procurements for the financial year 2024/25 was £8.4 million.



7

Risk Management

Flintshire County Council (the Council) is responsible for delivering both statutory and non-statutory services to residents and business within Flintshire. To enable the Council to deliver these services effectively, the Council needs to consider a wide range of risks and opportunities in the decisions that are made at all levels across the Council.

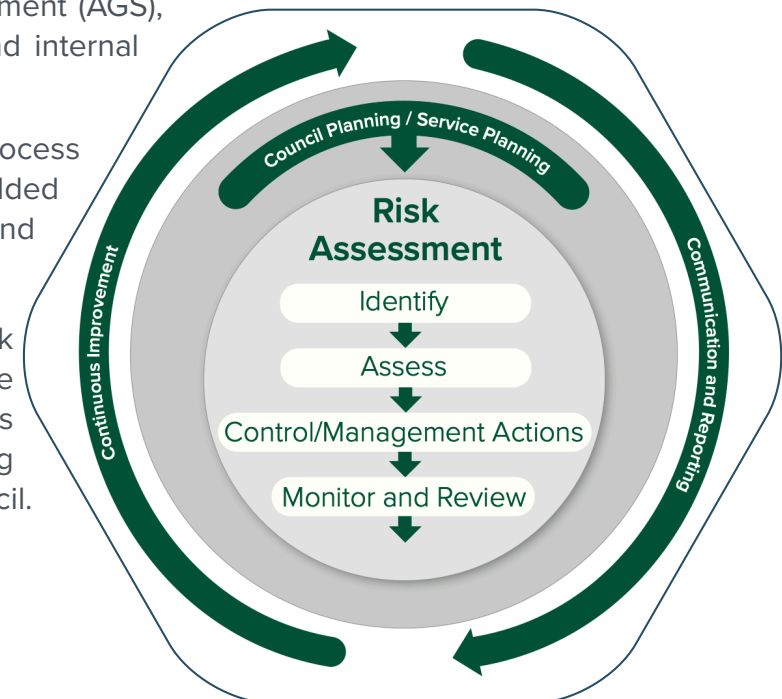
The Council has an agreed [Risk Management Framework](#) in place which supports the governance arrangements of the Council. The Framework seeks to apply best practice to the identification, assessment and control of key risks, through:

- Adoption of an effective and transparent corporate approach to proactive Risk Management by the Council and the work of key external partners;
- Integration of risk management into the operational and management practices and procedures of the Council to promote a culture of risk awareness; and
- Provision of information to support the Council's Annual Governance Statement (AGS), relating to the effectiveness of the arrangements for risk management and internal control mechanisms in place.

Risk management remains a key priority for the Council. It is a continuous process which is embedded not only in our day to day (business as usual) but embedded within our Council Planning, Portfolio Business Planning, Project Management, and Partnerships (short term, medium term and long term).

During 2024/25, the Council has further developed its approach to risk management and has established a Corporate Risk Register which details the most significant risks that could impact the strategic objectives and operations of the Council and is monitored and reviewed monthly. In addition, an E-learning module around risk has been developed and is being rolled out within the Council.

Work to further embed Risk Management will be undertaken in 2025/26.



Annual Governance Statement 2024/25

8

The Accounts and Audit (Wales) Regulations 2018 require us to prepare a statement on internal control. Like many authorities in Wales, this is referred to as the 'Annual Governance Statement'. This is a public document that reports on the extent to which we as the Council comply with our own code of governance.

In this document, we, the Council:

- Acknowledge our responsibility for ensuring that there is a sound system of governance;
- Summarise the key elements of that governance framework and the roles of those responsible for the development and maintenance of the governance environment;
- Describe how we have monitored and evaluated the effectiveness of our governance arrangements in year, and any planned changes in the coming period;
- Provide details of how we have responded to any issue(s) identified in last year's governance statement;
- Report on any governance issues identified from this review and provide a commitment to addressing them; and
- In referring to the Council, this includes its group relationship with other entities such as New Homes and Newydd

Each year the Council publishes an [Annual Governance Statement \(AGS\)](#) outlining the governance arrangements and their effectiveness following the principles of the CIPFA Good Governance in Local Government Framework.

The themes identified for improvement from the AGS 2024/25 are detailed below:

1) Behaving with integrity, demonstrating strong commitment to ethical values, respecting the rule of law and improve training opportunities

- Lead a culture where acting in the public interest is visibly and consistently demonstrated
- Understanding of roles and responsibilities
- Values are delivered in accordance with the Seven Principles of Public Life (the Nolan Principles)
- Enhanced decision making and challenge process through focused training, facilitated sessions available to Members and Senior Officers

2) Embedding the use of Integrated Impact Assessments (IIAs) and engaging with citizens

- The Council assessing the impact of their decisions and policies on equality groups, the environment, the economy, and other areas of interest prior to policy / strategy changes

- Further encouraging, collecting and evaluating the views and experiences of citizens, service users and organisations of different backgrounds including future needs
- Managing expectations effectively with regard to determining priorities and making the best use of the resources available

3) Sustainability of Resources and Resilience of Workforce

- Effectively managing service expectations with the resources available with all stakeholders especially
- Developing and retaining the workforce capacity, recruitment and retention following a pay modelling review
- Increase the use of the Welsh language within the workforce and members
- Embedding the ethics and values within the organisational and working culture

4) Embedding of Risk Management across Partnership

- Considering and monitoring risks facing each partner when working collaboratively including shared risks

5) Developing a data and performance culture across the Council

- Using data and performance information to manage and review (and improve) service quality and provide quality assurance
- Encourages constructive challenge and debate on policies and objectives before, during and after

decisions are made thereby enhancing the authority's performance

6) Review of the Committee reports

- Ensuring they are in an understandable style, easy to access and interrogate for members of the public and other stakeholders
- Providing the right amount of information to satisfy transparency demands and enhance public scrutiny whilst not being too onerous and easy for users to understand
- Making decisions based on relevant, clear objective analysis and advice pointing out the implications and risks

7) Undertake medium and long term financial planning

- Taking a longer-term view with regard to decision making, taking account of risk and acting transparently whether there are potential conflicts between the authority's intended outcomes and short-term factors such as the political cycle or financial constraints
- Preparing budgets in accordance with organisational objectives, strategies and the medium term financial plan
- Ensuring the medium term financial strategy integrates and balances off service priorities, affordability and other resource constraints
- Ensuring the authority's financial management supports both long term achievement of outcomes and short-term financial and operational performance

Corporate Self-Assessment 2024/25

9

In line with the Local Government and Elections Act (Wales) 2021, the Council undertakes a Self-Assessment on an annual basis. This assessment is a comprehensive assessment of the corporate organisation and not a detailed assessment of the performance of individual portfolios and sets out its conclusions on the extent to which it met the performance requirements during the year, and any actions the Council intends to take, or has already taken, to increase the extent to which the Council is meeting the performance requirements.

The [Corporate Self-Assessment \(CSA\)](#) provides a platform for assurance and self-improvement and leads to an improvement plan for the organisation.

The Self-Assessment Model within the Council focuses on nine themes detailed below:

- **Theme A** - Vision, Strategy and Performance
- **Theme B** - Resource Planning and Management
- **Theme C** - Organisational Governance, Ethics and Values
- **Theme D** - Organisational Leadership and Operating Models
- **Theme E** - Innovation and Change Management
- **Theme F** - Partnership Working
- **Theme G** - Customer and Community Engagement
- **Theme H** - Risk Management and Business Continuity
- **Theme I** - Climate Change

The CSA considers a number of core questions within each of these themes. The Council's Self-Assessment Model follows three stages:

- **Stage One** - Desk-based' analysis and evaluation of available documents and evidence, and some internal triangulation through review and moderation

- **Stage Two** - Opinion sourcing, consultation and engagement and 'triangulation'
- **Stage Three** - Production of a formal and final published assessment and improvement plan which will be led by the Cabinet and run through both the Corporate Resources Overview and Scrutiny Committee and the Governance and Audit Committee for input and assurance

The Corporate Self-Assessment for 2024/25 has been undertaken and will be published in due course. Out of the 65 questions considered, 14 questions scored 3 or below and will have identified actions for improvement against these. The questions that scored 3 or below are listed overleaf:

Assessment Score Guide

- 5 - Very best practice
- 4 - Good evidence
- 3 - Evidence but further action required
- 2 - Some evidence but lacking in key areas
- 1 - No evidence

Corporate Self-Assessment 2024/25

Theme	InPhase Code	Question
Theme A Vision, Strategy and Performance	CSA – A7	Are strategies and decisions made following the undertaking of Integrated Impact Assessments (where applicable)?
	CSA – A11	Is data used effectively to evaluate performance and drive improvement?
	CSA – A12	Is there evidence of an embedded and continuous approach to performance management, which identifies required interventions that are acted upon promptly?
	CSA – A13	Do service plans include an evaluation of service performance (including audit and complaints / compliments) to identify areas of improvement and are these aligned to corporate improvement objectives?
Theme B Resource Planning and Management	CSA – B5	Are these strategies sustainable, and dynamic, in adapting to change and the future?
	CSA – B7	Does the Council consider staff retention, current and future skills needs and gaps?
Theme C Organisational Governance, Ethics and Values	CSA – C2	How well are these frameworks and codes applied and observed?
Theme D Organisational Leadership and Operating Models	CSA – D3	How well are these frameworks and codes applied and observed?
	CSA – D5	Is it evident that the preferred working culture is pre-dominant and effective?
Theme E Innovation and Change Management	CSA – E5	Does the Council use digital tools, data, and strategies to facilitate transformation, support corporate objectives and continuously drive improvement?

Corporate Self-Assessment 2024/25

Theme	InPhase Code	Question
Theme G Customer and Community Engagement	CSA – G3	How well does the Council perform in meeting its customer services standards and targets?
	CSA – G7	How satisfied with services are residents including under-represented groups and how is this measured?
Theme H Risk Management and Business Continuity	CSA – H4	Is there sufficient assurance from Internal Audit, Audit Wales, and other regulators on performance against statutory duties and achievement of objectives?
	CSA – H6	Is there a shared understanding and collective view of risks and risk appetite?

An Action Plan for Improvement around the above is contained within the [Corporate Self-Assessment Report 2024/25](#).

It has been clear when evaluating both the Corporate Self-Assessment and the Annual Governance Statement (AGS) that there are some commonalities.



10

Regulation, Audit and Inspection

The Council has good relationships with all of its external regulators and engages positively with them. The Council receives regular reports from our external regulators and a high-level focus of governance, risk, and control arrangements are in place for setting and monitoring actions in response to reports received from external regulators such as Audit Wales, Estyn and Care Inspectorate Wales (CIW).

Since 2014, arrangements have been made for local reports issued by external auditors, regulators and inspectors to be tracked and reported to the Governance and Audit Committee once a year. This is done to assure the Committee that such reports have been considered and responded to.

The Council's reporting protocol sets out the following arrangements:

- **Cabinet** – Makes the executive response to regulatory reports
- **Overview and Scrutiny Committee** – Scrutinises the executive response
- **Governance and Audit Committee** – Assures the governance arrangements

Each year, the Council prepares an External Regulation Annual Assurance Report which details the national studies and bespoke local work and any recommendations from these reviews along with the Council's response, progress updates and RAG of performance against the recommendations made. The report gives assurance that the regulatory reports have been considered and responded to.

The External Regulation Annual Assurance Report 2024/25

was presented to Governance and Audit Committee in April 2025 and will be published in due course.

The Annual Audit Summary for 2024, sets out the audit and regulatory work completed by Audit Wales of Flintshire County Council since the last annual report which was published - Overall, the Auditor General for Wales has reached a positive conclusion and no formal recommendations have been made during the year. Full details of the report are available on Audit Wales website.





During 2024/25, we maintained our status as a Disability Confident Employer, a scheme designed to encourage employers to recruit and retain disabled people and those with health conditions.

The Council's Play and Resettlement Teams worked together to support resettled families access the Summer playscheme, identifying any barriers to increase participation. Improvement in English language skills and increased social interaction between parents were some of the outcomes achieved by this work.

We have continued to work with Victim Support to achieve their Hate Crime Charter status. Part of this work involved Victim Support providing dedicated, bespoke training to the Trades Teams in Housing on both Hate Crime awareness and Hate Crime awareness. Senior managers and elected members also attended anti-racism training delivered by No Boundaries.

For International Women's Day 2025, we celebrated our inspirational women – the Deputy Chair of the Council and the female members of Cabinet- by posting a social media video.

Our commitment to equality is also reflected in our schools. We were delighted when students from our schools decided to work with the Youth Service to organise their own Pride event to raise awareness of issues facing Lesbian, Gay, Bisexual and Transgender (LGBT) people and to celebrate being different.

Several secondary schools participated in Show Racism the Red Card initiative "Leaders of Now" which empowers young people to be actively anti-racist within their own communities.

For further information and a copy of the latest Strategic Equality Plan Annual Report please refer to the [Strategic Equality Plan](#) page on the Website.

Welsh Language

There has been an increased number of initiatives in the use of Welsh by our employees. Our Welsh speaking colleagues play an important role:

- Supporting colleagues who are Welsh learners, enabling them to practise and develop their skills;
- Supporting services comply with the Welsh Language Standards;
- Sense checking/proof reading documents before being placed on the Council website;
- Testing out e- forms before they go live;
- Reviewing Service webpages;
- Recording bilingual telephone messages for teams;
- Translating social media messages in an emergency;
- Developing initiatives to promote the informal use of Cymraeg and celebrating Welsh culture, for example, putting together a quiz for Santes Dwynwen; and
- Translating emails and letters for colleagues.

In recognition of the contribution Welsh speakers make, a pilot project of “Welsh Language Champions Payments Scheme” was set up, this recognises the additional contributions Welsh speaking colleagues make, over and above their job role. The Pencampwyr Cymraeg receive a small payment in recognition of their contribution to Cymraeg. The scheme also provides extra resource to support our compliance with the Welsh Language Standards.

During 2024/25, we have developed a Hwb Cymraeg on our website where everything to do with Welsh language is found

in one area of the website. Incidental Welsh has been used on the English pages to start normalising the use of Cymraeg and support everyone to become more confident using their Welsh, whatever their level of skill.

During the year, we saw a small reduction in the number of employees who reported that they did not have any Welsh language skills. In May 2024 37.20% employees reported that they did not have any Welsh language skills this reduced to 33.10% in March 2025. This was achieved by the Learning and Development Team contacting every employee who reported that they did not have any Welsh language skills and asking them to attend a workshop where their skills were reviewed with some simple exercises. Following the workshop some employees reassessed their skills level and others attended basic training. During 2025/26, the Learning and Development Team will continue focussing on employees who report they do not have any Welsh language skills to support them to achieve level 1 (Basic/courtesy level).

A Task and Finish Group was established to review the recommendations of the Welsh Language Commissioner’s Welsh place-names Standardisation Panel. We were delighted when the Council’s Cabinet agreed to adopt Pentre Cythrel as the official Welsh form of New Brighton. Adopting more Welsh place-names in the county will contribute to raising the profile of Cymraeg. A video to see and hear how to pronounce Pentre Cythrel was produced internally and published on our website and social media to help residents who are new to Cymraeg. We will continue to work through the Panel’s recommendations during 2025/26.

Partnership and Collaboration Activity

Flintshire believes in the strength of partnership working and the power of involving all our communities through collaborative engagement to co-produce shared priorities and has a longstanding and proud track record of partnership working. The communities it serves rightly expect statutory and third sector partners to work together to manage shared priorities through collaboration. The Public Services Board (PSB) is at the heart of promoting a positive culture of working together and concentrates energy, effort and resources on providing efficient and effective services to local communities.

The PSB is a statutory body which was established on 1st April 2016 following the introduction of the Well-being of Future Generations (Wales) Act 2015. The Act requires key local organisations in Flintshire and Wrexham to work together and take a more co-ordinated and long-term approach Informed by the four pillars of sustainable development: social, economic, environment and culture. [The Flintshire Public Services Board and Wrexham’s Public Services Board](#) formally merged in 2023 as one single body in recognition of the close regional working that had been strengthened during the response to the Covid pandemic.

The joint PSB has two broad well-being objectives:

- Build flourishing communities by reducing inequalities across environment, education, employment, income and housing.
- Improve community well-being by enabling people of all ages to live safe, healthy and independent lives.

These objectives are underpinned by six outcomes where the PSB really want to improve well-being brought together around three key themes:

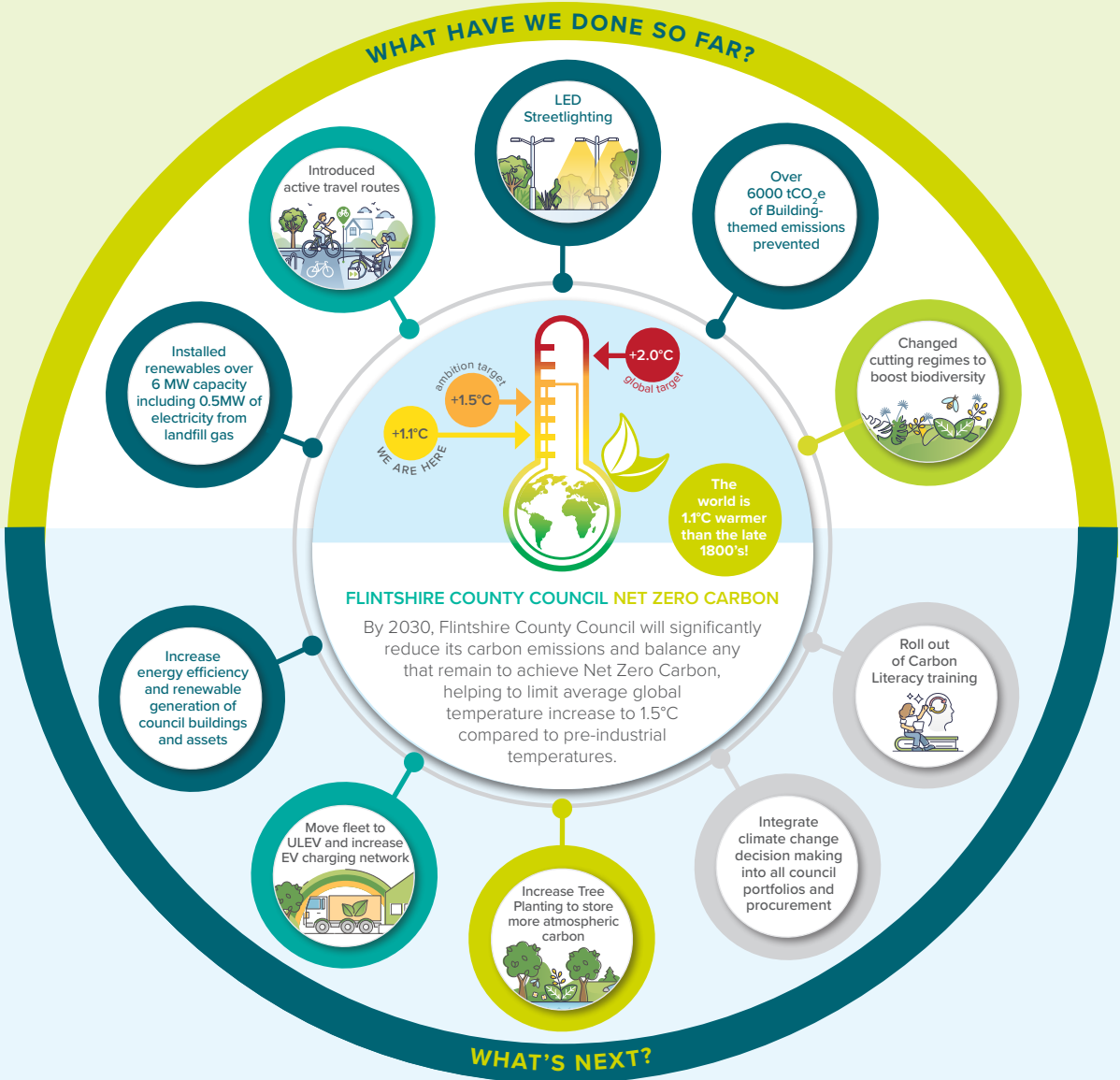
- Children and Young People
- Our communities
- Where we work

The latest Public Services Board Annual Report 2024/25 will be published in due course (Summer 2025) and details the progress made by the partnership to foster community well-being and resilience including establishing the Children’s University, promoting green initiatives through social prescribing and collaborative efforts like the ‘100 stories’ projects. However limited funding and staffing hinder future developments. Objectives for 2024/25 have focused on enhancing regional collaboration, delivering new initiatives such as the Health Travel Charter and the Climate Change Risk Assessment.



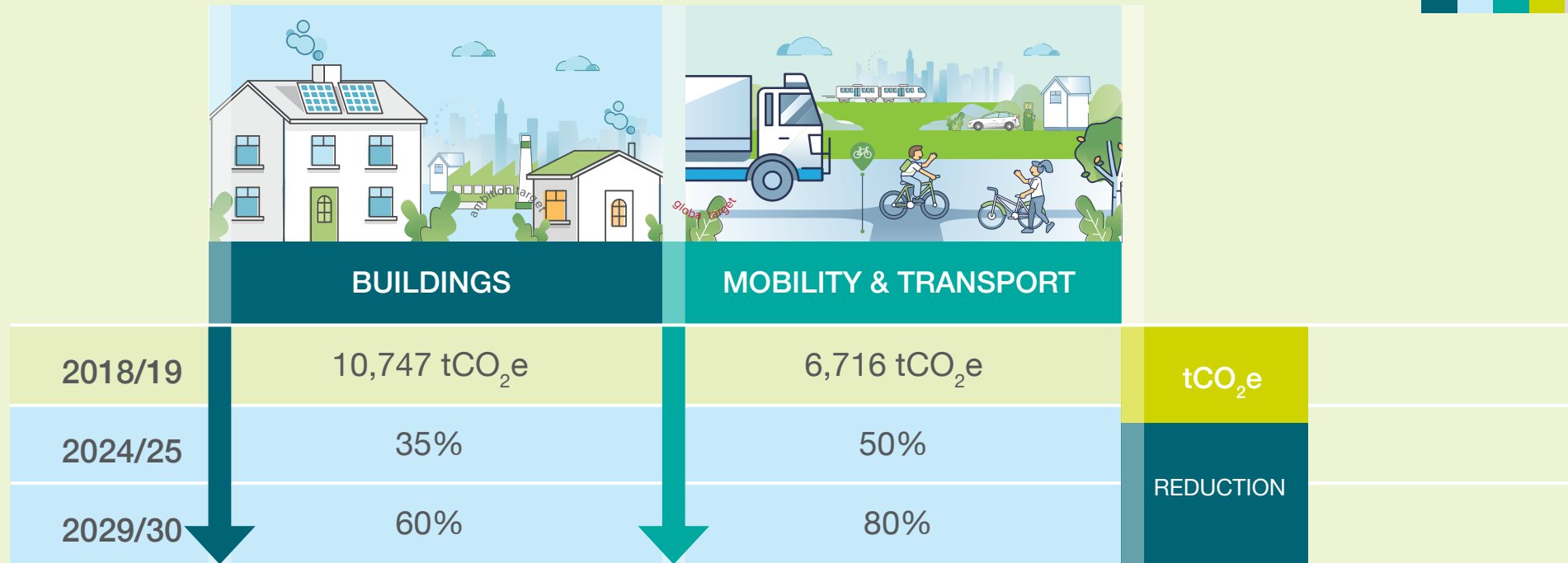
Membership of the joint Flintshire and Wrexham PSB is made up of both statutory members (i.e. prescribed by law) and invited members (The statutory members are shown with an *); Flintshire County Council*, Wrexham Council*, Betsi Cadwaladr University Health Board*, Natural Resources Wales*, North Wales Fire and Rescue Service*, North Wales Police, Coleg Cambria, Wrexham Glyndwr University, Public Health Wales, Welsh Government, Flintshire Local Voluntary Council, Association of Voluntary Organisations Wrexham and DWP.

TAKING ACTION ON CLIMATE CHANGE



Climate Change (What We Have Done So Far and What's Next)

TAKING ACTION ON CLIMATE CHANGE



There are a number of documents which support the Annual Performance Report. These are listed below and are available via the Council's website:

- Council Plan 2023-28
- Council Plan End of Year Performance Report 2024/25
- Social Services Annual Report 2024/25
- Welsh Language Standards
- Strategic Equality Plan
- Risk Management Framework
- Annual Governance Statement 2024/25
- Corporate Self-Assessment 2024/25



Thank you for reading our Annual Performance Report for 2024/25.

We welcome your feedback on how we can improve the content and layout of future reports. If you have any suggestions or comments, please contact the Performance and Risk Management Team : PRM@flintshire.gov.uk

