

Annual Performance Report 2017/18 Summary

The Annual Report covers: -



This summary of Flintshire County Council's Annual Performance Report provides an overview of our performance in achieving our council priorities as set out in our 2017/18 Council Plan which:

- + Meets the statutory obligations of the Local Government (Wales) Measure 2009 (the full report was published on our website by 31 October 2018).
- + Provides a balanced view: reinforces success; highlights areas for improvement

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Flintshire continues to be a well-run and high performing council. Our consistently good performance has been recognised locally and nationally.

The Council adopted the Council Plan for 2017/18 in July 2017. The priorities within the plan have set actions which are measured either by numbers or percentages, or by progress against action milestones. In addition, risks associated with delivery are identified and tracked.

Risks have been managed well over the year. At the close of the year, Council Plan risks were assessed as follows:

- 2 (4.5%) are **low** (green)
- 4 (8.5%) are **minor** (yellow)
- 28 (61%) are **medium** (amber)
- 12 (26%) are **high** (red)



4.5%



8.5%



61%



26%

Of these, 91.6% risks had reduced in significance or stayed the same whilst only 8.7% had increased.

Success Highlights



Supportive Council

- Built 126 social and affordable homes across the county.
- Created 293 new homes as a result of bringing empty homes back into use.
- Successful ground breaking Holiday Hunger pilot - over 14,500 free meals provided.
- An additional 73 Extra Care units with the building of Llys Raddington in Flint.
- Successful launch and operation of the Early Help Hub - providing timely help to families.



Ambitious Council

- Good progress made as part of the Regional Growth Bid
- Supported apprenticeships through encouragement in STEM (Science, technology, engineering and maths), plus partnership working with the construction industry



Learning Council

- Good performance at KS3 in full Key Stage 3
- Steady improvement of the Core Subject Indicator over last 5 years - consistently above national averages; 89.5% in 2017



Green Council

- All projects within the Environment and Sustainable Development grant application, including flood defence, biodiversity duty and green-space enhancement were completed.
- All work for 2017/18 completed in line with grant funding awarded for the Local Transport Fund and Local Transport Network Fund.
- Expanded network of Community bus services.



Connected Council

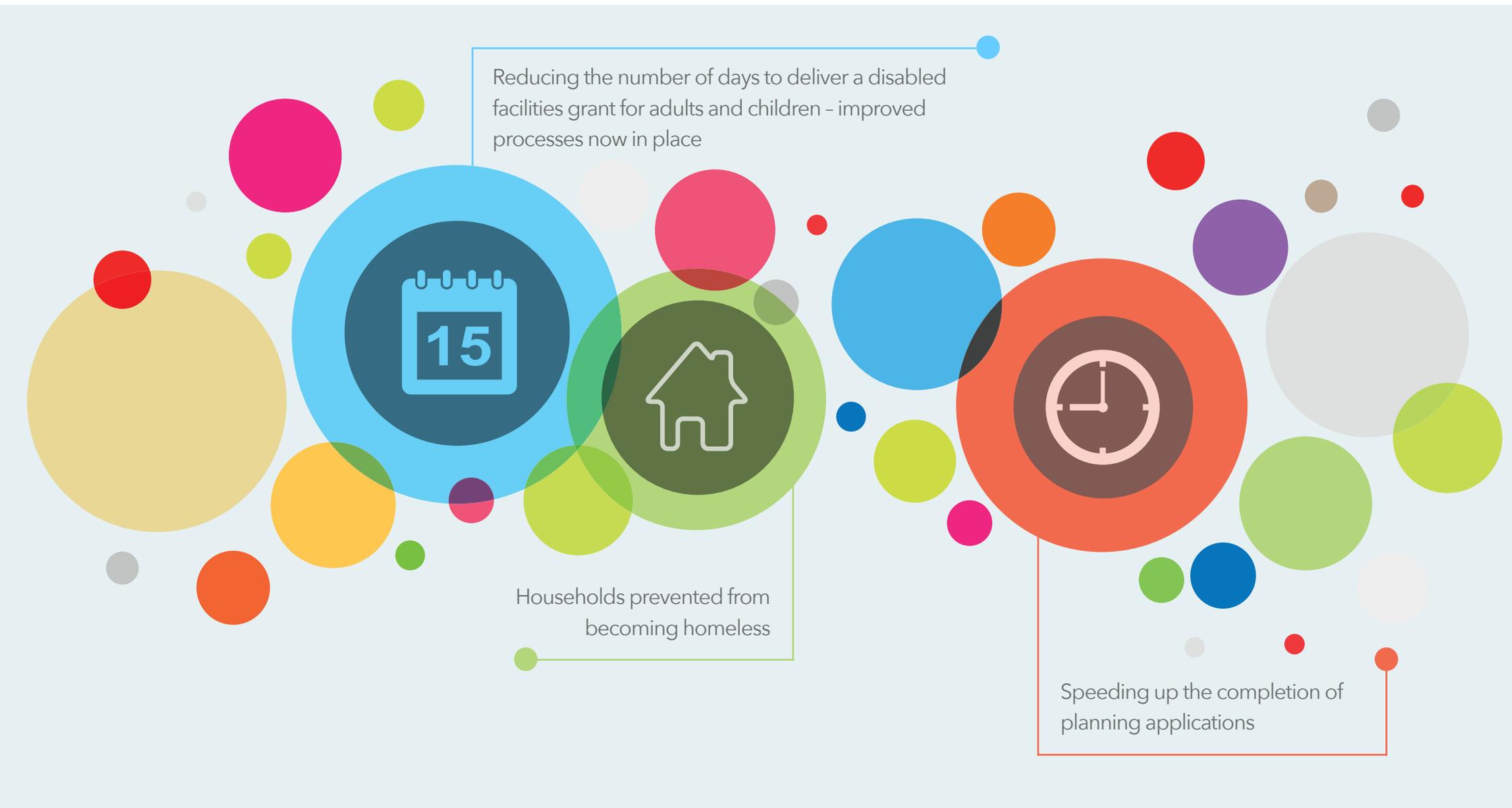
- Social enterprises attended the Flintshire Business awards and for the first time won a significant award.
- Three Alternative Delivery Models (ADM's) have been established to operate council services. Home Farms Trust contract (HFT) (began on 1st February 2018), Aura Leisure and Libraries (operated from 1 September 2017) and NEWydd Catering and Cleaning (operated from 1 April 2018).



Serving Council

- Good progress in delivering the key priority areas of the People Strategy
- Reduced sickness absence to under 9 days per annum.
- Achieved 95% of planned efficiencies
- Strategic approach agreed to developing Customer Services and enhancing our use of digital technology; over 38 thousand online transactions were completed.

Areas for ongoing improvement include:



Reducing the number of days to deliver a disabled facilities grant for adults and children - improved processes now in place

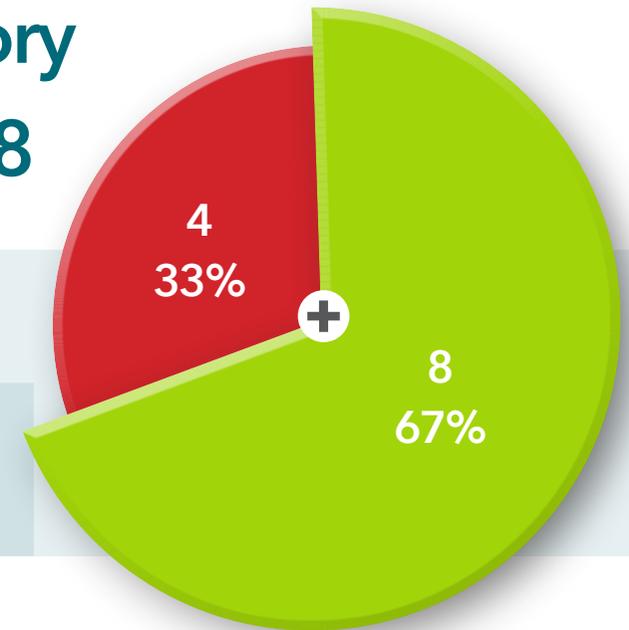
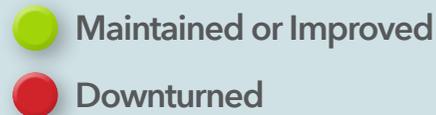
The infographic features a light blue background with a cluster of overlapping circles in various colors (pink, yellow, blue, green, orange, red, purple, grey). Three callout boxes are connected to specific icons: a calendar icon with the number 15, a house icon, and a clock icon. The text in the callout boxes describes the improvements related to these icons.

Households prevented from becoming homeless

Speeding up the completion of planning applications

Performance trend for the national statutory measures between 2016/17 and 2017/18

There were 12 national indicators which remained the same as in 2016/17. Of these we maintained or improved two thirds.



Well-being of Future Generations

Activities in the Council Plan show good progress against the Well-being Objectives we set ourselves in 2017.

These are the same as the 'impacts' we set to achieve.

The [Council Plan for 2018/19](#) has been published and continues the Council's commitments across the six priorities.

Documents are available in both Welsh and English. If you require an alternative format please contact:

Flintshire County Council, Corporate Business and Communications Team, Chief Executive's, County Hall, Mold, Flintshire CH7 6NB

Overall, the Council is making good progress in areas highlighted as priorities. Despite continued 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 Council Plan.

To view the full Annual Performance Report, visit <https://www.flintshire.gov.uk/en/Resident/Council-and-Democracy/Annual-Performance-Report.aspx>