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Solicitor/Cyfreithiwr
County Legal and Democratic Services
Officer
Swyddog Gwasanaethau Cyfreithiol a
Democrataidd y Sir



**TO: Councillor: Arnold Woolley
(Chairman)**

Councillors: Carol Ellis, Patrick Heesom, Mel Higham,
Dennis Hutchinson, Nancy Matthews JP, Neville Phillips
OBE, Tony Sharps, Nigel Steele-Mortimer, Helen Yale

Your Ref /
Eich Cyf
Our Ref / Ein NG
Cyf
Date / Dyddiad 20/08/2008
Ask for /
Gofynner am Graham
Connah
Direct Dial /
Rhif Union 01352 702336
Fax / Ffacs

Dear Sir / Madam,

A meeting of the **EXECUTIVE** will be held in the **CLWYD COMMITTEE ROOM,
COUNTY HALL, MOLD** on **TUESDAY, 24 JUNE 2008** at **09:30** to consider the
following items.

Yours faithfully

Assistant Director (Democratic Services)

AGENDA

1. **APOLOGIES**

2. **MINUTES**

To confirm as a correct record the minutes of the meeting held on
03/06/2008 (copy enclosed).

3. **DECLARATIONS OF INTEREST**

TO CONSIDER THE FOLLOWING REPORTS

OPERATIONAL REPORTS

4. REGULATORY PLAN 2006/07 UPDATE

Report of the Chief Executive - Portfolio of the Executive Member for
Corporate Governance and Strategy

5. REGULATORY PLAN 2007/08

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The Council welcomes correspondence in Welsh or English
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

Report of the Chief Executive - Portfolio of the Executive Member for Corporate Governance and Strategy

6. PERFORMANCE OUTTURNS FOR 2007/08
Report of the Chief Executive - Portfolio of the Executive Member for Corporate Governance and Strategy
7. CONTROL OF NOISE AT WORK
Report of the Chief Executive and Occupational Physician - Portfolio of the Executive Member for Corporate Governance and Strategy
8. FLINTSHIRE BUSINESS WEEK 2008
Report of the Acting Director of Environment & Regeneration - Portfolio of the Executive Member for Regeneration and Tourism
9. BUCKLEY MULTI AGENCY SUPPORT CENTRE FOR YOUNG PEOPLE
Report of the Assistant Director - Schools Services - Portfolio of the Executive Member for Education and Youth

EXERCISE OF DELEGATED POWERS

Report of Chief Executive enclosed

EXECUTIVE
3rd June 2008

Minutes of the meeting of the Executive of Flintshire County Council held at County Hall, Mold on Tuesday, 3rd June, 2008.

PRESENT: Councillor A Woolley (Chairman)

Councillors: Mrs C Ellis, P G Heesom, M Higham, Nancy Matthews, N Phillips, L A Sharps and Helen Yale

ALSO PRESENT: Councillors L A Aldridge, R B Attridge, K Armstrong-Braun, R C Bithell, B Dunn, R G Hampson, Mrs C Jones, D Mackie, Mrs D Mackie, P Pemberton and A P Shotton

IN ATTENDANCE:

Chief Executive, Director of Community Services, County Finance Officer, County Legal and Democratic Services Officer, Acting Director of Community and Housing, Chief Education Officer, Head of ICT and Customer Services, HR Operations Manager, Head of Engineering Services and Head of Committee, Member and Electoral Services

APOLOGIES:

Councillors: H D Hutchinson, N R Steele-Mortimer

At the commencement of the meeting, the Chairman, Councillor A Woolley, welcomed all Members to the first meeting of the Executive following the elections held on 1st May, 2008.

1. MINUTES

The minutes of the meeting of the Executive held on 22nd April, 2008, copies of which have been previously circulated to Members, were confirmed as a correct record.

2. DECLARATIONS OF INTEREST

In response to a question, the County Legal and Democratic Services Officer referred to the new Code of Conduct and that Members should declare personal interests but that they did not have to leave the meeting and could contribute to the debate except when the interest was prejudicial.

Councillor N Phillips declared a non-prejudicial personal interest in Agenda Item No 9 – Local Strategic Housing Review Board.

3. MEDIUM TERM FINANCIAL STRATEGY: GENERAL FUND BUDGET AND CAPITAL PROGRAMME 2009/2010

A joint report of the Chief Executive and County Finance Officer, copies of which had been previously circulated to Members, was submitted. The

County Finance Officer presented the report the purpose of which was to provide an overview of plans in place and work being undertaken on the Medium Term Financial Strategy (MTFS) and early preparation for the 2009/2010 budget.

The County Finance Officer referred to the Council's approach to Medium Term Financial Planning which had been agreed by the Executive in June 2007. In setting of the 2008/09 budget it had been recognised that considerable progress had been made on the MTFS but further work was needed before provisional budgets for 2009/10 and 2010/2011 could be produced. The 2008/09 budget had been set as a one year budget with a commitment that work would be undertaken over the Summer/early Autumn to enable a robust Medium Term Financial Plan to be designed from 2009/10 onwards.

As a reminder for Members the General Fund Budget for the current financial year was set at £259.878m, a summary of which was set out in paragraph 3.01 of the report. The budget process had successfully identified efficiencies/savings of £5.654m and £2.837m of this had been used to fund new locally determined priorities with the remaining £2.817m needed to meet pay and price inflation pressures which exceeded the funding from the Welsh Assembly Government or from Council Tax.

The report outlined pressures which had been identified as a starting point for inclusion in the 2009/10 budget and it was also noted that £1.901m of one off pressures were funded in 2008/09 from reserves which had been built up over time. This avenue to fund time limited pressures would not be available in 2009/10 and would add further pressure to the base budget.

The report also outlined the Capital Programme 2008/09 to 2011/12 and particular reference was made to a more pro-active review of potential capital receipts and the use of prudential borrowing being explored as part of the developing Medium Term Financial Strategy.

In conclusion, the County Finance Officer referred to the Medium Term Financial Strategy which was a set of guiding principles on the identification, generation and use of available financial resources both revenue and capital to deliver council services in accordance with agreed plans and priorities of 3 to 4 year cycles. These principles would then inform the resources to be included in the 3 to 4 year revenue budget plan and Capital Programme. Some of the key principles on which a MTFS would be based were set out in Section 3.16 of the report. The report also made reference to the 2008/09 budget process where several key principles were established which contributed significantly to the development of the strategy and these were set out in Paragraph 3.18 of the report. The strategic risks and challenges register set out a programme of actions to build on the work to date and take the process forward commencing in June 2008 and these were also set out in Paragraph 3.21 of the report.

The Executive Member for Housing Strategy and Planning welcomed the report and emphasised the need to have base budget reviews commenced as soon as possible.

RESOLVED

That the report be noted.

4. PEOPLE STRATEGY UPDATE

A report of the Interim Assistant Director of Human Resources and Organisational Development, copies of which had been previously circulated to Members, was submitted. The Chief Executive, in presenting the report, emphasised the importance of the Council's staff as a resource and said that the report represented a summary of a number of ongoing issues such as HRMIS, MASS and Single Status.

The Human Resources Operations Manager referred the report, the purpose of which was to provide an update on the progress of key elements of the People Strategy 2006-2010. This strategy had commenced in the Summer of 2006 to provide a framework to link the Human Resources of the Council to the aims of the Council Plan. It formed the service plan for the Human Resources Team and ensured that they had a clear focus for both their team and individual objectives and was therefore directly linked to the Council Plan. The Human Resources Managers had worked in partnership with Directorate Senior Management Teams to incorporate a Model People Plan into their own Directorate Service Plans. These People Plans supported improvement planning for attendance management, appraisal, employee development and recruitment retention.

The report provided the latest information on a number of high priority issues which included the HRMIS/Payroll System Project, the Managed Agency (MASS) Project, the Single Status Project, Recruitment and Organisation Design Policies, Phase 2 of the Senior Management Structure and training and development.

The Chief Executive referred to the HRMIS/Payroll System Project and he considered that it would be beneficial for Members to have a presentation on this system to see how it worked. He also referred to Single Status and to comments made by the Trade Unions as to why a fixed date had not been set for the conclusion of the project. He explained that difficulties had been encountered in having all the job evaluation questionnaires completed and there were a number still outstanding and he and the Interim Assistant Director of Human Resources and Organisation Development were pursuing these individual Officers with their Manager. The outcomes of the second tier Officers pay review would be the subject of a further report to the Executive.

RESOLVED

- a) That the contents of the report and the progress to date on the implementation of the Peoples Strategy be noted, and

- b) That it be noted that two further reports were to be submitted to the June meeting of the Executive on the business case for Phase 2 of the HRMIS/Payroll System and a more detailed update on the work of the Single Status Project Team.

5. INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) STRATEGY UPDATE

A report of the Assistant Director of ICT and Customer Services, copies of which had been previously circulated to Members, was submitted. The Assistant Director presented the report, the purpose of which was to provide an overview of the Corporate Information and Communications Technology Strategy and an implementation progress report.

The Assistant Director referred to the background of the report and explained that this was a 4 year strategy which defined the use of ICT to support the delivery of the Council's priorities and services. It was reviewed on an annual basis and was supported by an action plan with key milestones and allocated lead officer responsibility. Progress in implementing the strategy was overseen by the Corporate Management Team with updates on progress to meetings of the ICT Panel which was a joint Officer and Member Group with an annual report provided to the Executive.

The ICT strategy was built around four themes and associated objectives including supporting the business of the Council, improving access to the Council, ICT Infrastructure and managing the ICT service. The report provided a summary on each of these themes for the next 18 months. In conclusion, the Assistant Director informed Members that details of the strategy were available on the Council's Infonet and printed copies would be made available on request.

The Executive Member for Corporate Governance and Strategy in moving the recommendations of the report referred to the ICT Panel which was a joint Officer and Member Group and that the current membership included Councillors Robin Baker and Mel Higham and that there may be similar expertise amongst the new Councillors and Group Leaders should take this into consideration when submitting nominations for this Panel.

Members referred to the report and a suggestion was made on the ICT services to schools being linked to the County Council facilities to raise awareness of Council working and it was agreed that this would be investigated with the Education ICT Officers.

RESOLVED

That the progress made in implementing the Corporate ICT Strategy be noted and endorsed.

6. ASSESSMENT OF STRATEGIC RISKS AND CHALLENGES

A report of the Chief Executive, copies of which had been previously circulated to Members, was submitted. The Chief Executive presented the report the purpose of which was to consider and re-endorse the contents of the Final Strategic Assessment of Risks and Challenges and to inform i) The Corporate Management Team Work Programme, ii) The Internal and External Regulatory Programme for 2008/09 and iii) The Council Plan.

The Chief Executive referred to previous consideration by the Executive of the completed Strategic Assessment of Risks and Challenges which had also been referred to both the Audit and Scrutiny Committees.

The Annual Assessment formed part of the discussions held with the Regulators at the Joint Risk Assessment where an agreed level of risk was jointly determined for the functions of the Council. The assessment provided the foundations for both the Council Plan and the Regulatory Plan. This was supported by the Council's Business Planning processes and Disciplines of Service Planning, Risk Management and Financial Monitoring and Review. The Regulatory Plan for 2008/09 was being prepared and would be presented to the Executive in due course.

RESOLVED

- a) That the contents of the Final Strategic Assessment of Risks and Challenges to inform i) The Corporate Management Team, ii) The Internal and External Regulatory Programme for 2008/09 and iii) The Council Plan be re-endorsed.
- b) That the Draft Council Plan 2008-2012 be considered by the Executive in due course.

7. SENIOR MANAGEMENT STRUCTURE

A report of the Chief Executive, copies of which had been previously circulated to Members, was submitted. The Chief Executive presented the report the purpose of which was to provide an update on the progress of implementation of the approved Senior Management Structure and on changes to the interim management arrangements pending permanent appointments.

The Chief Executive referred to the existing temporary arrangements and thanked those Officers for their work dedication during this interim arrangement period. Progress with implementation of the Senior Management Structure was set out in the report and the long listing stage for the Director of Lifelong Learning, Director of Environment and four Heads of Service was underway.

The Chief Executive then referred to changes to interim management arrangements and in particular the post of Director of Education, Children's and Recreation Services which had been vacated by the External Interim

Director Mr Alan Davies which was still unfilled. Mr Elwyn Davies, Head of Schools' Services was acting in the position of Statutory Chief Education Officer and the Chief Executive himself was fulfilling the role of temporary Director for functions of Leisure, Libraries and Culture pending the permanent appointment. The Head of Development and Resources in the Directorate had left the Authority in April and pending a permanent appointment a suitably qualified and experienced external interim appointment, Mr Kim Garcia, had been made for an estimated period of 6 months. Reference was made to the temporary absence of the Acting Director of Environment and Regeneration, Mr Dave Faulkner, through illness and the Chief Executive explained that he was acting as an emergency Director to provide support and guidance to Heads of Service in that Directorate.

The Chief Executive referred to the long listing process being undertaken currently for the Director of Lifelong Learning and for the Director of Environment later in the week together with the long listing for Heads of Services which was also to be undertaken this week. The Appointment Panels were to be held in June and he thanked all Members for their involvement in this process and if the recruitment process was successful it was anticipated that the successful candidates would be in post from September.

The Chief Executive referred to the financial implications of this process and that the Council did not have specified financial resources for such recruitment activity. He explained that the cost of this exercise with a high dependency on an external recruitment agency would have been in the region of £200,000. However, through taking an internal approach the cost to the Council, including significant advertisement placement costs, would be in the region of £120,000. This represented a saving of £80,000 and Officers had sought to reduce the call on the Corporate Contingency Reserve by identifying compensatory salary savings of £80,000 in the recruiting directorates and by attracting a national grant of £10,000 via the Welsh Local Government Association. As a result, the call on the Contingency Reserve would be limited to approximately £30,000.

RESOLVED

That the progress report be noted.

8. LOCAL STRATEGIC HOUSING REVIEW BOARD

A report of the Chief Executive, copies of which had been previously circulated to Members, was submitted. The Chief Executive presented the report the purpose of which was to formally convene the Local Strategic Housing Review Board having agreed the membership and invited Group Leaders to nominate respective Members.

The Chief Executive referred to the meeting of the Executive on 19th February, 2008 which had approved the formation of the Board and agreed the terms of reference. The terms of reference included a section in relation to protecting the interests of its tenants post transfer to a social landlord and

this needed to be amended to “protecting the interests of its tenants in the event of a transfer to a social landlord”.

It was proposed to convene the first meeting of the Review Board towards the end of June and the Executive was invited to agree the membership and for Group Leaders to nominate their respective Members. Officers would be undertaking preparatory work in advance of this first meeting and reference was made to an informal meeting held between officers of the Council and Welsh Assembly Government officers.

The Executive Member for Housing Strategy and Planning proposed that the Review Board comprised seven members and be politically balanced, and this was agreed. In this regard, the Chief Executive referred to the previous agreement that the Tenant’s Federation would have two representatives on the Board and the FJTUC one representative.

RESOLVED

- a) That the terms of reference be noted subject to amendment in the first heading to read “protecting the interests of it’s tenants in the event of transfer to a social landlord”, and
- b) That the membership of the Board be set at seven, politically balanced and that the Group Leaders be requested to nominate members to enable an early meeting to take place.

9. NORTH WALES REGIONAL PARTNERSHIP BOARD – PROJECT PORTFOLIO

A report of the Chief Executive, copies of which had been previously circulated to Members, was submitted. The Chief Executive presented the report the purpose of which was to provide the Executive with progress on the North Wales Regional Partnership Board which had been formed to promote regional collaboration in order to achieve efficiencies and improvements in public services. The Board was due to meet in late June and further reports would be submitted to the Executive in due course.

RESOLVED

- a) That the status of the current projects be noted, and
- b) That the recommended future work programme for implementation by the new Board post May 2008 be noted and that the Board would be meeting with a new membership in late June.

10. FLINTSHIRE COUNTY COUNCIL’S RACE EQUALITY SCHEME 2008-2011

A report of the Chief Executive, copies of which had been previously circulated to Members, was submitted. The Chief Executive presented the report the purpose of which was to present the Council’s Race Equality

Scheme for 2008-2011 and to advise on the actions necessary to ensure compliance with the Race Relations (Amendment) Act 2000.

RESOLVED

That the proposals contained in the Race Equality Scheme be approved.

11. CONTINUED DEVELOPMENT OF NORTH EAST WALES COMMUNITY EQUIPMENT SERVICE

A report of the Director of Community Services, copies of which had been previously circulated to Members, was submitted. The Director of Community Services presented the report the purpose of which was to provide an update of progress in developing the North East Wales Community Equipment Service, to confirm approval for the County Council to act as Lead Agency in delivering the service and to inform the Executive of the human resources and financial implications for the County Council.

The Director referred to the background to the report and to the Welsh Assembly Government's Strategy for Health and Social Care which included a requirement for local partners to integrate their Community Equipment Service. The partners in this area were Flintshire County Council, Flintshire Local Health Board, Wrexham County Borough Council, Wrexham Local Health Board and the North East Wales Trust. Demand for this service had grown and in Flintshire alone had increased from 5,567 pieces of equipment being issued in 2000/01 to 7,558 in 2007/08.

The Director responded to questions on the possible additional costs and staffing implications for the County Council and confirmed that the running costs for the equipment service would be met by contributions from all partners and Flintshire's contribution would be limited to its current Equipment Services Revenue Budget.

RESOLVED

That the recommendations be agreed and a report on the revenue implications be submitted in due course.

12. PROGRESS REPORT ON THE INTEGRATION OF SOCIAL CARE AND SPECIALIST HEALTH PROVISION FOR ADULTS

A report of the Director of Community Services, copies of which had been previously circulated to Members, was submitted. The Director presented the report the purpose of which was to inform the Executive of progress on Integration Projects between Flintshire Adult Social Care and North East Wales Trust regarding Care Management Services in Learning Disabilities, Mental Health and Substance Misuse Services and working in partnership with Flintshire Local Health Board. The report also sought Executive support to proceed with the integration projects which would involve the implementation of joint working arrangements when making employees available to the lead partner within each of the three service areas.

The Director reported that Flintshire County Council Adult Social Care and North East Wales NHS Trust were currently working towards formalising three Legal Partnership Agreements under Section 33 of the National Health Service (Wales) Act 2006 by 1st November 2008.

RESOLVED

- a) That the Executive support continuation of the integration projects within Learning Disabilities, Mental Health and Drug and Alcohol Teams and endorse the move towards joint management arrangements under Section 33 of the National Health Service (Wales) Act 2006.
- b) That the Executive supports the intention for Flintshire Adult Social Care Learning Disabilities Service to be the lead hosting agency in moving towards an integrated service, and understand that NEWT employees may be available to Flintshire under this arrangement.
- c) That the Executive supports the intention for NEWT to be the lead hosting agency within Mental Health and the Drug and Alcohol Team and understand that Flintshire employees may be made available to NEWT under this arrangement.
- d) That a detailed report be submitted later in the year.

13. CITTASLOW SUPPORTER

A report of the Acting Director of Environment and Regeneration, copies of which had been previously circulated to Members, was submitted. The Interim Chief Highways and Transportation Engineer (policy) presented the report the purpose of which was to seek approval for Flintshire County Council to become a CITTASLOW supporter.

The Interim Chief Highways and Transportation Engineer (policy) referred to the background to the report and that Mold had formally become the first CITTASLOW town in Wales in the Autumn of 2006. The next category for CITTASLOW membership was CITTASLOW supporter and any organisation whether public or private sector, that supported the ambitions of CITTASLOW UK Network and signed up to the principles could be considered for membership of CITTASLOW UK as a CITTASLOW support. Becoming a supporter could promote positive publicity for the Council and the local area, provide support, impetus and recognition for key local sectors, including offering additional credibility to local businesses in these sectors.

The advice from CITTASLOW UK was that a number of activities could be put forward as examples of the Council's existing and future commitments to CITTASLOW. These included ongoing support for the Mold Food Festival and Mold as a food town, environmental improvements in town centres, support for the town centre manager network and promotion of the Mold to Broughton Greenway Cycleway.

RESOLVED

That Flintshire County Council becomes a CITTASLOW supporter.

14. COMPANION ANIMAL WELFARE ENHANCEMENT SCHEME

A report of the Acting Director of Environment and Regeneration, copies of which had been previously circulated to Members, was submitted. The Interim Chief Highways and Transportation Engineer (policy) presented the report the purpose of which was to inform the Executive of the grants given by the Welsh Assembly Government to help facilitate the Authority in dealing with animal welfare issues and to seek approval to appoint a temporary Senior Trading Standards Officer within the Trading Standards Service to implement the proposed scheme.

The Welsh Assembly Government was providing new funding and in 2008/09 £33,475 was being provided to Flintshire to provide a base line service and up to a further £15,000 could be bid for special projects. The report also outlined that it would be necessary for the staff appointed to have an exit strategy to be in place when the funding comes to an end. It was anticipated that this post would initially be filled by secondment and all costs associated with the winding up of the arrangement would be met from within externally provided monies and at no additional costs to the Council. If external funding did not allow such costs to be met from it then they would be met from within the base budget of the service concerned.

RESOLVED

- a) That the award of the grant to the Authority by the Welsh Assembly Government be noted.
- b) That the base line service as required by the grant be provided within the Trading Standards Service of the Public Protection Division.
- c) That a temporary Senior Trading Standards Officer (Special Projects) be financed by the grant and appointed to undertake the work involved.

15. ATTENDANCE MANAGEMENT – SICKNESS ABSENCE

A report of the Interim Assistant Director of Human Resources and Organisational Development, copies of which had been previously circulated to Members, was submitted. The HR Operations Manager presented the report the purpose of which was to provide details of the levels of sickness absence for the 4th quarter 2007/08 and for the whole year 2007/08.

The HR Operations Manager referred to the HR Team which was working closely with Managers in all Directorates in developing and implementing absence Management Plans as part of the Directorate People Plan. In implementing these plans, Managers were encouraged to take a more pro-active approach in managing attendance and this would focus on a number of areas including training and development for Managers, ensuring

the return to work interviews were undertaken and taking more action to manage continuing poor attendance. In addition, the HRMIS system when implemented would provide the accuracy and timeliness of absence management information for Managers.

The Deputy Leader referred to his written question to the County Council and the response that in excess of £13m had been spent on agency fees and there was a need to address sickness absence to avoid the use of agency fees. The 2006/07 sickness absence figures were very disappointing and he referred to a number of staff who regularly reported sick and the impact this was having on the majority of staff who cared for their jobs and worked extremely hard for the Authority. In referring to the sickness absence policy he suggested that there was a need to identify the manner and level of interventions such as house visits which would enable Members to pinpoint the regular staff who were on sick leave.

The Leader referred to the concern of Members and the importance of encouraging the workforce who worked hard and there was a need to identify those who abused the system.

RESOLVED

That the report and information be noted subject to the need to identify the manner and level of interventions required.

16. INCOME MAXIMISATION PROJECT

A report of the Acting Director of Community and Housing, copies of which had been previously circulated to Members, was submitted. The Acting Director of Community and Housing presented the report the purpose of which was to obtain approval to recruit a Welfare Rights Assistant on a short term nine month contract. The post holder would pilot an Income Maximisation Service to vulnerable Local Authority tenants in order to maximise their income and increase their ability to maintain their rent and Council Tax payments.

The Acting Director referred to the background to the report which made reference to some Council tenants maintaining their contractual rent payments and that all tenants with rent arrears were subject to appropriate levels of enforcement action. The Income Maximisation Pilot would promote the early intervention of appropriate welfare rights advice and support in order to reduce the likelihood of a tenants rent (and Council Tax) arrears building up to significantly high levels.

The Executive Member for Housing Strategy and Planning commended the work undertaken by the Welfare Rights Unit and referred to the current economic climate and the additional pressures that Council tenants could experience.

RESOLVED

That the recruitment of the Welfare Rights Assistant on a nine month fixed term contract, be authorised.

17. DEVELOPMENT OF CARBON REDUCTION STRATEGY

A report of the Acting Director of Community and Housing, copies of which had been previously circulated to Members, was submitted. The Acting Director presented the report the purpose of which was to gain endorsement from the Executive that Flintshire makes a commitment in a partnering arrangement with Carbon Trust (Wales) to reduce its carbon footprint by 60% over the next 12 years.

The Acting Director referred to European Union, Welsh Assembly Government and Central Government setting carbon reduction targets which were being rolled out via a number of Legislative changes such as revised Building Regulations and Energy Performance of Buildings Directive. The Acting Director noted that the report also had links to the Energy Policy and Asset Management Strategy and that Local Government was expected to lead by example in terms of reducing its carbon footprint. The purpose of the Carbon Trust offer was to work with the County Council and to assist in developing a carbon reduction strategy that would achieve the agreed target. The strategy would prepare for the introduction of the Carbon Reduction Commitment Legislation in 2010.

RESOLVED

- a) That the joint working approach with the Carbon Trust to develop a carbon reduction strategy which would aim to achieve a 60% reduction in carbon emissions over a 12 year period, be supported.
- b) That the convening of a meeting between Senior Officers/Stakeholders and the Carbon Trust to identify areas for inclusion within a carbon reduction strategy, be approved.

18. OUTCOME OF CONSULTATION ON CLOSURE OF JASMINE CRESCENT GROUP DWELLING, BUNGALOWS AND TY'R BINWYDDEN

A joint report of the Director of Community Services and Acting Director of Community and Housing, copies of which had been previously circulated to Members, was submitted.

The Director of Community Services presented the report the purpose of which was to provide an update on the outcome of the two month consultation exercise relating to the closure of Jasmine Crescent Group Dwelling, Bungalows and Ty'r Binwydden. Secondly, to seek approval for the closure of Jasmine Crescent Group Dwelling and Bungalows and Ty'r Binwydden on the grounds that they were uneconomic to maintain and could not be brought up to acceptable standards. Finally, to reassure the Executive that the needs of each tenant of Jasmine Crescent Group Dwelling and

bungalows would be identified and suitable alternative accommodation would be found.

The Director referred to previous reports to the Executive and Overview and Scrutiny Committee. The Executive at its meeting on 30th January 2008 received a detailed report seeking approval to progress the second Extra Care Scheme for Flintshire to be built in Mold and consequently approval to consult on the closure of Jasmine Crescent Group Dwelling, bungalows and Ty'r Binwydden. A bid for a second Extra Care Scheme for Flintshire was submitted to the Welsh Assembly Government by the County Council and Wales and West Housing Association and confirmation had been received that the bid had been successful.

The report in section 3.01 provided details of the co-ordinated consultation that had taken place during the period 30th January to 30th March, 2008. It was expected that the project would take 12 months to complete and would come on stream in 2010.

The Director of Community Services and Acting Director of Community and Housing responded to questions raised by Members and both recognised that this was a complex situation and there were a range of opportunities to manage the build of the new premises which was a matter for the Project Board and the work of the Design Team reporting to it. Further reports would be presented to the Executive in due course.

RESOLVED

- a) That the findings of the consultation be noted and the sensitive closure of Jasmine Group Dwelling, Bungalows and Ty'r Binwydden be approved on the grounds of uneconomic unsustainability with a target completion time of March 2009.
- b) That the high level of vulnerability of tenants be noted and the enhancement of a current employee post as a career development opportunity to fulfil the role of Temporary Relocation Officer be supported with the enhancement of the post being limited to the time scale of the relocation of tenants.
- c) That the second successful Extra Care bid be welcomed as a positive opportunity to provide new resources for Flintshire residents.
- d) That the joint Overview and Scrutiny Committee be invited to nominate a non-executive Member onto the Project Board.
- e) That further reports be submitted to the Executive in relation to the further information requested.

19. **EXERCISE OF DELEGATED POWERS**

An information report of the Chief Executive, copies of which had been previously circulated to Members, was submitted. The purpose of the report was to inform Members of actions taken under delegated powers.

The actions taken were as set out below:-

- a) Proposed restructuring of HR Operations and Payroll to enable early consultation with all affected employees – Chief Executive.
- b) Approval of the finalised job designs for Senior Officer posts – Chief Executive.
- c) North East Wales Out Of Hours Social Work Service – approval of Partnership Management Board and an Operational Management Group as part of the governance arrangements – Director of Community Services.
- d) Mynydd Isa Library – amended staffing complement – Director of Lifelong Learning.
- e) Declaration of Llwyn Onn Pupil Referral Unit, Halkyn Road, Holywell surplus to the requirements of Education, Children’s Services and Recreation – Director of Lifelong Learning.
- f) Declaration of Flint Youth Centre surplus to the requirements of Education, Children’s Services and Recreation – Director of Lifelong Learning.
- g) Proposed amalgamation of Dee Road Infants and Custom House Lane CP Junior School – Director of Lifelong Learning.
- h) Fees and Charges (Libraries) proposed amendments 2008/09 – Director of Lifelong Learning.
- i) Items arising from month eleven budget monitoring to be incorporated into the 2007/08 final accounts process – County Finance Officer.
- j) Authorisation to write off amount outstanding for business rates totalling £69,986.53 – County Finance Officer.
- k) Renewal/grant of a fixed three year tenancy to Claire House Shops Ltd at 29 Chester Road West, Shotton – Acting Director of Community and Housing.
- l) Approval of select list of contractors for Warren Bank Interchange Improvement – Acting Director of Environment and Regeneration.
- m) Development Grant 2008/09 – Round 1 and Community Chest Grant 2008/09 – Round 1 – Director of Corporate Strategy.

20. **DURATION OF MEETING**

The meeting commenced at 9.30am and ended at 11.50am.

21. **MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

There were two members of the press in attendance.

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Chairman

SUMMARY OF DECLARATIONS MADE BY MEMBERS
IN ACCORDANCE WITH FLINTSHIRE COUNTY COUNCIL'S
CODE OF CONDUCT

EXECUTIVE	DATE: 3rd June 2008
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MEMBER	ITEM	MIN. NO. REFERS
Councillor N Phillips	Local Strategic Housing Review Board	285

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER:

REPORT TO: **EXECUTIVE**

DATE : **24 JUNE 2008**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT : **REGULATORY PLAN 2006/07 UPDATE**

1.00 PURPOSE OF REPORT

- 1.01 To provide an update on the regulatory activity as contained within the Regulatory Plan for 2006/07 and any implications which need to be addressed.
- 1.02 To provide Executive with a summary of published report findings to date.
- 1.03 To inform Executive of any outstanding work from the Regulatory Plan for 2005/06 which has not previously been reported.

2.00 BACKGROUND

- 2.01 The Regulatory Plan produced by the Wales Audit Office flows from the annual Joint Risk Assessment which is undertaken by the Council and its regulators.
- 2.02 Regular meetings are held between the authority and the WAO and Pricewaterhouse Coopers to review progress against the programme and inform its relevance and in-year scope.
- 2.03 Executive have previously agreed that they would be informed by the relevant Directorate of any final report findings and their implications within three months of receipt by the authority. This has only been partially adhered to.

3.00 CONSIDERATIONS

- 3.01 Since Executive were last informed of the progress against the Regulatory Plan in November 2007 the following final reports have been reported to Executive:
 - Wales Audit Office report: "Community Safety" May 2007 (reported 8th January 08)
- 3.02 The following final reports have been received by the authority, but have not yet been considered by Executive:

Date: 19/08/2008

- *PricewaterhouseCoopers - Follow up Review – Private Sector Housing Grants – September 2007*
- *PricewaterhouseCoopers - Follow up Review – The Housing Repair Service, and related matters – December 2007*

3.03 The full reports prepared by the Regulators for the regulatory activity listed above are available through Member's Services.

3.04 Appendix 1 provides a summary of the work programme of the Regulatory Plan to date and reports findings of both recognition of progress/good practice and also where further work is needed.

3.05 The Executive will continue to receive these update reports on a half yearly basis.

4.00 RECOMMENDATIONS

4.01 That Executive note the update of the Regulatory Plan activity.

4.02 That Executive reaffirm its decision that all regulatory reports are presented to the Executive within three months of conclusion by the relevant Director and then referred to the appropriate Overview and Scrutiny or Audit Committee for any further input they may have and;

4.03 In this regard that Executive receive detailed reports from the relevant Directors of the regulatory reports identified in section 3.02 which will include proposal for actions to address any issues raised.

5.00 FINANCIAL IMPLICATIONS

5.01 Any financial implications arising from recommendations contained within individual Regulatory reports will be identified when detailed reports are brought to Executive.

6.00 ANTI POVERTY IMPACT

6.01 There are no specific anti-poverty implications within this report; any arising from recommendations contained within individual Regulatory reports will be identified when detailed reports are brought to Executive.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications within this report; any arising from recommendations contained within individual Regulatory reports will be identified when detailed reports are brought to Executive.

8.00 EQUALITIES IMPACT

8.01 There are no specific equalities implications within this report; any arising from recommendations contained within individual Regulatory reports will be identified when detailed reports are brought to Executive.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no specific personnel implications within this report; any arising from recommendations contained within individual Regulatory reports will be identified when detailed reports are brought to Executive.

10.00 CONSULTATION REQUIRED

10.01 Consultation should be undertaken with various groups of staff, members and other stakeholders as part of relevant actions relating to the recommendations of the reports.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultative discussions with our Regulators, Directors and members have contributed to the development of the Regulatory Programme.

12.00 APPENDICES

12.01 Appendix 1 "2006/07 Regulatory Plan Summary"

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 **BACKGROUND DOCUMENTS**

- *Wales Audit Office report: Review of Special Education Needs Funding – July 2007*
- *PricewaterhouseCoopers - Follow up Review – Private Sector Housing Grants – September 2007*
- *PricewaterhouseCoopers - Performance Audit 2007/08 – November 2007*
- *PricewaterhouseCoopers - Follow up Review – The Housing Repair service, and related matters – December 2007*

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2006/07 REGULATORY PLAN SUMMARY

The 2006/07 Regulatory Plan refers to work identified in 2006/07 but which was carried out during 2007/08

Inspection / Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
2005/06 PROGRAMME CARRIED FORWARD			
Environmental Maintenance Follow-up	Final report received October 2005. Reported to Environment & Regeneration Overview & Scrutiny 4 th March 2008.		
Quality of Youth Support Services in Flintshire Young People's Partnership	Final report received March 2006. Detailed report to be received by Executive 05/08/08	The report was awarded six Grade 3's ie good features outweigh shortcomings and one Grade 2 ie. good features and no important shortcomings.	14 recommendations including: Development of effective systems to monitor young people's progress. More involvement of young people in the planning and evaluation of sessions. Improvement in the way workers plan their sessions.
Community Safety	Final report presented to Executive in January 2008.		

2006/07 REGULATORY PLAN SUMMARY

Inspection / Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
Homelessness & Affordable Housing	Final report received November 07. Detailed report to be received by Executive 05/08/08	Changes to the Housing Service have helped to reduce identified homelessness. The Council is helping to provide more affordable housing. A Housing Market Needs Assessment was undertaken in April 07.	Recommendations: 1. The Council analyses and evaluates the detailed information it has on homeless and housing need to help inform the strategic direction of the service. 2. The Council develops its Homeless Strategy to reflect the changes to the Homelessness Service and the requirements of the Assembly Government's Homelessness Strategy. 3. The Council develops a policy on the release of land for affordable housing to reflect the requirements of the Affordable Housing Toolkit. 4. The Council makes best use of excess older-person accommodation and re-designates it to meet the demand for single-person accommodation. 5. The Council formalises procedural arrangements to consistently support its policy to develop affordable housing as expressed in the Unitary Development Plan (UDP).

2006/07 REGULATORY PLAN SUMMARY

Inspection / Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
Highways Infrastructure	Final report received November 07. Detailed report to be received by Executive 15/07/08	The condition of the Highways Infrastructure compares favourably with that of other local Welsh authorities. Flintshire has the lowest level of maintenance backlog per kilometre of any Welsh local authority. The condition of Flintshire's roads in all categories is better than the average for Wales.	The level of provision of highway maintenance should be reviewed and an agreement made on a full set of highway maintenance policies and standards within the next year. Restructuring of the Highway and Engineering Services should be fully completed by Autumn 2007. Grades of vacant posts should be immediately reviewed.

2006/07 REGULATORY PLAN (work undertaken in 2007/08)

WALES AUDIT OFFICE

Inspection/Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
Review of Planning for Future Educational Provision (School Buildings and Surplus Places)	Final report received December 07. Detailed report to be received by Executive 15/07/08	Substantial progress made in bringing together necessary information to plan the future pattern of primary provision. Discussions have been held with schools and other partners on the future pattern on sixth form provision. The costs of tackling condition and disability access issues are known.	Agree a timetable for agreeing and implementing decisions for the future pattern of primary, secondary and sixth form provision. Identify the full capital costs of improving the condition, suitability and disability access to all schools to make them fit for purpose. Develop a Medium-term Financial Plan and Capital Strategy which identifies the capital and revenue resources to fund the future pattern of school provision.

2006/07 REGULATORY PLAN SUMMARY

Inspection / Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
Review of North Wales Regional Partnership Board	Field work - July to December 2007. Welsh Audit Office attended North Wales Regional Partnership Board (NWRPB) meeting on 23 rd November 2007. North Wales Regional Partnership Board (NWRPB) is undertaking further work on the Revenues and Benefits proposals. Welsh Audit Office awaiting outcome of the work.		
Leisure (Co-ordinated with PricewaterhouseCooper's Review of Asset Management)	Field work - July to December 2007. Council's options appraisal report planned for December 2007. Further scoping planned for June 2008.		
Community Safety	Field work – October 2007 to March 2008. Final report awaited.		
Sustainability and Equalities Review	Field work July 2007 to March 2008. Consideration of workshops post election.		
WALES AUDIT OFFICE for WELSH ASSEMBLY GOVERNMENT – NATIONAL REPORTS			
Review of Special Education Needs Funding	Sample of six Councils - Flintshire County Council not one of those included. Final report received July 2007 – copy in Members Services.		
Social Care Index Programme – Assessment of Readiness	Field work – Autumn 2007. Assessment of Information Communications Technology readiness. Final report awaited.		
Evaluation of Stage 1 information and Summary Improvement Plan as a means of citizen engagement	Field work – September – December 2007. Draft report received April 2008.		
Arrangements for the control of electoral finances for the 2007 Assembly elections.	Field work – November 2007. Joint work with the Electoral Services Commission. Final report awaited.		
Review of the Coronary Heart Disease National Service Framework	Field work – October 2007. Predominantly health focussed but will entail speaking with council contact. Final report awaited.		

2006/07 REGULATORY PLAN SUMMARY

PRICEWATERHOUSE COOPERS

Inspection/Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
Housing Repair Service – Follow up Public Interest Report	Final report received December 2007. Detailed report to be received by Executive 05/08/08	The repair service recorded a modest surplus in 2006/07. A comprehensive recovery plan has been in place since January 2007. Two key client side developments, diagnostic reporting and a new schedule of rates are being introduced.	Establish the scale of the challenge – A market testing exercise is needed. The 10% allowance on sub contracted work should be replaced by a sum that reflects the costs actually incurred. The costs incurred on activity that properly belongs on the client side should be removed.
Private Sector Housing Grants – Follow Up	Final report received September 2007. Detailed report to be received by Executive 05/08/08	Key recommendations included in 2006 report have been appropriately addressed. Budget monitoring arrangements are much improved. Grants backlog appears to have been cleared.	Focus attention on sufficient funding made available to meet Council's medium to longer term strategies aimed at improving the condition of the private sector housing stock. Ensuring the management structure required to carry on good work of interim grants team once the latter's contract ends. Levels of staff resource.
Value For Money Conclusion	Field work - October to December 2007. Report included as Appendix 1 within the 2007 Relationship Manager's Annual Letter.		
Improvement Plan/ Performance Indicator audit	Field work - July to December 2007. Final report received November 2007 – copy in Members Services. Outcomes reported within the 2007 Relationship Manager's Annual Letter.		

2006/07 REGULATORY PLAN SUMMARY

PRICEWATERHOUSE COOPERS	
Asset Management	Linked to work on Leisure Management (Welsh Audit Office). Field work - July to December 2007. To be continued 2008/09.
Human Resources Single Status	Field work - October to December 2007. To be continued 2008/09.
JOINT WALES AUDIT OFFICE/PRICEWATERHOUSE COOPERS	
Joint Risk Assessment	Field work July 2007 to March 2008. Strategic Risk Assessment approved by Executive 11 th March 2008.
Budget Challenge	Field work – July 2007 to March 2008. Resources were transferred to the 2006/early 2007 Joint Risk Assessment/Risk Assessment Template work undertaken with the Council by Welsh Audit Office.

2006/07 REGULATORY PLAN SUMMARY

CARE AND SOCIAL SERVICES INSPECTORATE FOR WALES (CSSiW)

Inspection / Audit Activity	Current Status of Activity	Improvements and strengths identified	Further developments needed
Fostering Services - Inspection	Final reports received: January 2007 and February 2008 Detailed report to be received by Executive 15/07/08	The 2008 inspection has identified that, since 2007, the Flintshire County Council fostering service has committed to a process of continuous development; with initiatives introduced and planned.	2008 recommendations: Improve working environment for fostering team Develop consultation process in relation to annual review of quality of care Case records with independent fostering agencies to include placement agreements Record refusals of children to be seen alone on statutory visits Introduce system for monitoring personnel records
Annual Performance Evaluation	Final report received March 2007. Initial presentation to Executive Board March 2008.		

2006/07 REGULATORY PLAN SUMMARY

AUDITOR GENERAL WALES FORWARD PROGRAMME – NATIONAL REPORTS	
Child and Adolescent Mental Health Services	In partnership with Healthcare Inspectorate Wales. All Wales report. Local feedback planned for Spring 2008 with national report planned for Summer 2008.
Sustainable Development - Business decision making	Almost complete.
Flood Risk Management	Council survey returned December 2007. National report planned Summer 2008.
Capital Investment in Schools	Flintshire County Council not 1 of the 12 counties selected for visit.
Integrated Transport	No further details.
Communities First	No fieldwork planned at Flintshire County Council. National report for the Assembly's Audit Committee.
Emergency Planning – Civil Contingencies Act	Initial scoping meeting being planned.
Education of Looked After Children	Fieldwork planned for May 2008. Drawing Conclusions meeting planned for December 2008.
ALL WALES LOCAL GOVERNMENT STUDIES PROGRAMME – NATIONAL REPORTS	
Making and Delivering the Connections – Making the Connections (2)	Asset Management Planning – Vehicle Fleet Management.
Good Practice - Sickness Absence in the Public Sector	Field work – July to December 2007. Welsh Audit Office website now launched with 'The Good Practice Exchange.'
ESTYN	
School Improvement	Final Report received May 2007 and reported to Executive January 2008.
Adult Continuing Learning	Fieldwork – 12-22 nd May 2008.

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 5

REPORT TO: **EXECUTIVE**

DATE : **24 JUNE 2008**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT : **REGULATORY PLAN 2007/08**

1.00 PURPOSE OF REPORT

- 1.01 To report to Members of the Executive this year's Regulatory Plan which summarises the work to be done by the Wales Audit Office (WAO) and PricewaterhouseCoopers (PwC.)
- 1.02 To provide background information as to the purpose, role and activity within regulation as well as some of the issues relating to it.

2.00 BACKGROUND

- 2.01 The Relationship Manager (Wales Audit Office) is responsible for preparing an annual Regulatory Plan. The plan sets out the work to be delivered by and on behalf of the Auditor General for Wales and by his appointed auditors. It also covers the work of the Care and Social Services Inspectorate for Wales (CSSiW) and Estyn.
- 2.02 The Plan focuses on two main areas:
i) financial audit; and
ii) performance (value for money audit and inspection) work.
Also included are a number of national performance and local government studies.
- 2.03 The purpose of regulation is to add value by supporting improvement; not simply to identify problems and highlight where action is required, but to be part of the solution. This is a key component of the Wales Programme for Improvement. In addition the local Government Act 1999 places a requirement on those inspectorates named specifically in the legislation (Care and Social Services Inspectorate for Wales and Estyn) alongside the Wales Audit Office and its appointed auditor (in Flintshire's case, PricewaterhouseCoopers,) to work together to co-ordinate such activity through the Relationship Manager in each authority, who is responsible for identifying and co-ordinating all regulation and inspection activity.

3.00 CONSIDERATIONS

Date: 20/08/2008

- 3.01 The Regulatory Plan for 2008 is attached at Appendix1.
- 3.02 The Regulatory Plan is designed to address areas of significant operational and financial risk and sets out the detailed role and planned activities of regulators to support improvement in the coming year. These have been agreed by the Council as the Strategic Assessment of Risks and Challenges (SARC) and have been recently re-endorsed at your Executive meeting on 3 June 2008. In addition the regulators have also endorsed the content of the risks and its recognition as the Council's Joint Risk Assessment which has been recently agreed and formally signed off by the Chief Executive, Leader, Wales Audit Office and Pricewaterhouse Coopers. This Regulatory Plan reflects this endorsement.
- 3.03 Leading to the production of the Regulatory Plan several meetings have been held with the Regulators (Wales Audit Office and PricewaterhouseCoopers) to ensure that any proposed work is truly and justifiably aligned to the Council's joint risk assessment. Each piece of regulatory work needs to be clearly scoped (the type, purpose and value) providing timely and quality reports which balance;
- i) minimising the fees and burden of regulation with;
 - ii) appropriate regulation in the public interest.
- 3.04 In addition ongoing discussions with the Regulators have also stressed the value for money aspect of regulation in that those who provide the service are accountable both for the quality of the service, and the assessment of its future risk, and that the Regulatory Plan places appropriate assurance on that accountability and the ability of the authority to demonstrate improvement effectively.
- 3.05 This year's approach to identifying risk and its subsequent inclusion in the joint risk assessment and Regulatory Plan has changed significantly to ensure that the principles outlined in 3.03 and 3.04 above have been adopted. We intend to promote this changed approach as a learning model to help improve regulation as part of the national review of regulation in Wales. In England there has been a significant review and combination/reduction of regulatory bodies and regulation. However, despite some of the positive steps that authorities are making in respect of regulation there is still national tension and it is the subject of frequent debate.
- 3.06 In particular, the level of fees charged by the regulatory bodies appears to increase each year; not necessarily with a full justification for the level of regulation and thereby the cost. Our fee base is the same as last year with the addition of inflation. This is despite the level of efficiencies that authorities are required to generate each year and your officers have made the case to WAO that regulators should also be seeking to generate and pass on similar efficiencies. More detailed analysis of costs specific to work programme and activity has been requested as part of next year's Regulatory Plan.

- 3.07 The content of the Regulatory Plan itself is set out to a WAO prescribed format. The range of activity included within the plan; the output reports and regulatory methodologies vary according to the type of assurance work being undertaken and the leading regulatory body. This variation and potential for over-burdensome activity is monitored closely by the Chief Executive and supporting officers.
- 3.08 The scope of each piece of work is discussed with appropriate officers at an "Issues Analysis" meeting. It is at this meeting that the "provisional key questions" as contained within the plan are discussed and confirmed to ensure that the focus of the work gives appropriate and relevant assurance. Historically the involvement of members at this meeting has been inconsistent and is still to be determined. During each piece of regulatory activity opportunity is afforded to the council to provide feedback on the quality, conduct and timeliness of the regulation. We intend to ensure that detailed feedback is provided which improves overall regulation for the future.
- 3.09 Once a piece of regulatory work has been completed, we receive a draft report which we need to challenge as appropriate and seek amendment prior to final publication. Upon receipt of final reports any recommendations by regulators are to be implemented fully. Historically there has been inconsistency in the timeliness and effectiveness of the final reports from the regulators. This is an additional issue which will be reported to the regulators as appropriate.
Final reports, their findings, recommendations and subsequent actions are to be brought to Executive from Directors within three months. The role of both the Corporate Management Team (CMT) and Executive in this regard is one of accountability; being accountable for the activity, its findings and the improvement actions presented. Overview progress reports on the Regulatory Plan are provided to Executive half yearly.
- 3.10 Other roles within the council in relation to the Regulatory Plan activities include that of check and challenge by Overview and Scrutiny Committees and assurance by the council's Audit Committee. These remits have been evolving and are an important part of the tripartite roles of CMT/Executive, Scrutiny and Audit Committee in relation to regulation.

4.00 RECOMMENDATIONS

- 4.01 The Executive is requested to note the contents of this report and that of the 2008 Regulatory Plan.
- 4.02 The Executive is recommended to receive and be accountable for all external regulatory reports and refer reports to the appropriate Audit or Overview and Scrutiny Committee for due consideration as in para 3.09.

5.00 FINANCIAL IMPLICATIONS

5.01 The proposed fee for this year's regulatory activity is £427,565 which represents a 2.9% increase on the previous year.

6.00 ANTI POVERTY IMPACT

6.01 There are no direct implications in relation to this report.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no direct implications in relation to this report.

8.00 EQUALITIES IMPACT

8.01 There are no direct implications in relation to this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no direct implications in relation to this report.

10.00 CONSULTATION REQUIRED

10.01 Consultation with relevant members and Audit or Overview and Scrutiny Committees will be undertaken as a result of the implementation of this plan.

11.00 CONSULTATION UNDERTAKEN

11.01 Ongoing consultation on the status of the plan and its implications is undertaken with the Regulators on a quarterly basis

12.00 APPENDICES

12.01 Appendix 1. "Regulatory Plan 2007/08; March 2008"

**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS**

As Appendix 1

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WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

2007/2008

June 2008

Authors: Alan Morris and PricewaterhouseCoopers LLP

Ref: 251A2008

Regulatory Plan 2007/2008

Flintshire County Council

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Status of this document

This document has been prepared for the internal use of Flintshire County Council as part of work performed in accordance with statutory functions, the Code of Audit and Inspection Practice and the 'Statement of Responsibilities' issued by the Auditor General for Wales.

No responsibility is taken by the Wales Audit Office (the Auditor General and his staff) and, where applicable, the appointed auditor in relation to any member, director, officer or other employee in their individual capacity, or to any third party.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 Code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales (and, where applicable, his appointed auditor) is a relevant third party. Any enquiries regarding disclosure or re-use of this document should be sent to the Wales Audit Office at infoofficer@wao.gov.uk.

Wales Audit Office work at your Council

1. The Relationship Manager (RM) is a role established as part of the Wales Programme for Improvement for Local Government. The RM is responsible for the co-ordination of all audit and inspection work at specified Local Government Bodies.
2. Accordingly, the RM for the Auditor General for Wales (the Auditor General) has prepared this plan. It sets out the work to be delivered by and on behalf of the Auditor General and by his Appointed Auditors. It also covers the work of Care and Social Services Inspectorate for Wales (CSSiW) and Estyn. It will be supplemented with a more detailed Financial Accounts Plan and more detailed project plans on each performance study. We have designed a programme of work to address the significant operational and financial risks that impact on our responsibilities.
3. The Plan focuses on two main areas:
 - financial audit; and
 - performance (value for money audit and inspection) work.
4. Work carried out under this plan is summarised in Exhibit 1. In addition, Exhibit 8 on page 13 sets out the work of other regulators.

Exhibit 1a: Work delivered under this plan: work of the Appointed Auditor

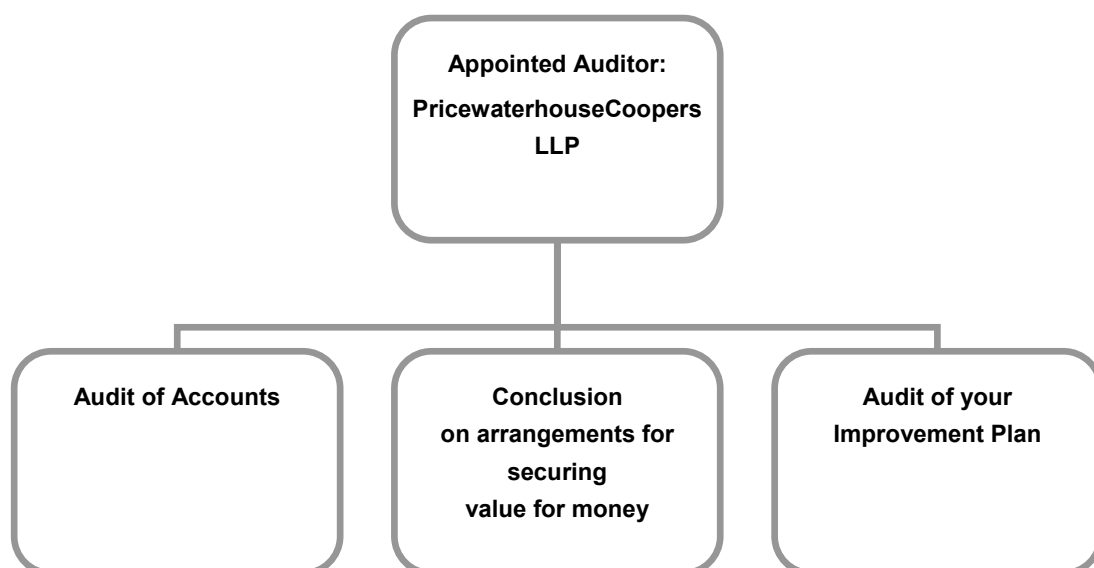
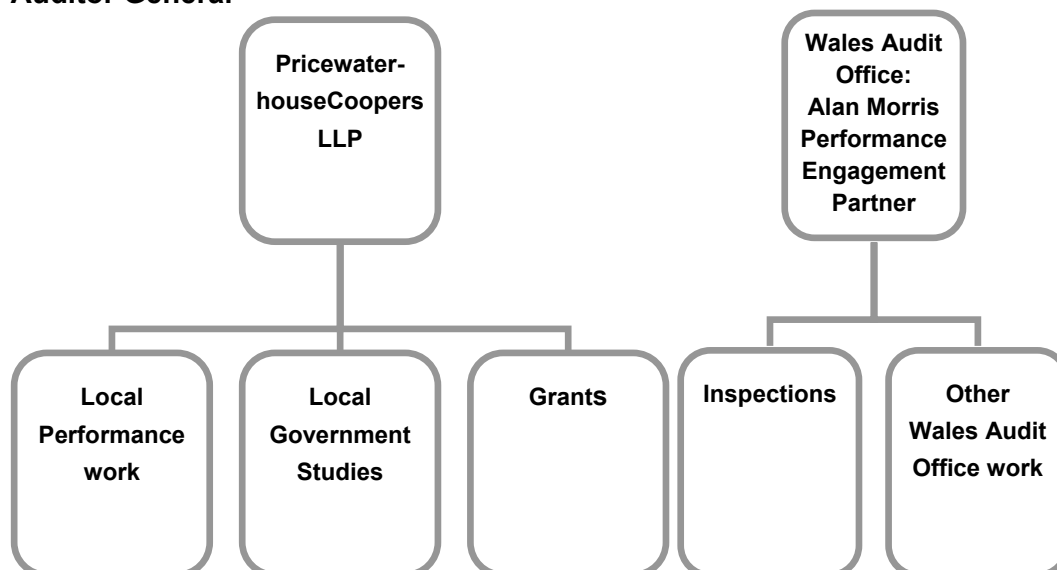


Exhibit 1b: Work delivered under this plan: work delivered on behalf of the Auditor General


-
5. The Regulatory Team members are all independent of Flintshire County Council (the Council) and your officers. In addition, we are not aware of any potential conflicts of interest which we need to bring to your attention. Appropriate contacts are set out at Appendix 1.
 6. The roles and responsibilities of the Regulatory Team are set out in Appendix 2.
 7. We will liaise closely with the Council:
 - on the timing, scope and delivery of the performance work which may take more than one audit cycle to complete; and
 - will keep you fully informed of any risks or issues as and when they arise.
 8. We will ensure our planned work is appropriate, and changes to the Plan may be required if any significant new risks emerge. No changes will be made without first discussing them with officers, and where relevant those charged with governance.
 9. The proposed fee for 2007/2008 is £427,565 (plus VAT) and will be charged in equal instalments between November 2007 and October 2008. This fee is in line with the Auditor General's fees letter and represents a 2.9 per cent increase on the 2006/2007 fee. Our fee is set out in Exhibit 2.

Exhibit 2: The fee

Area of the Code	Fee 2006/2007 £	Planned fee 2007/2008 £
Accounts	190,160	195,900
Performance Audit	135,125	139,100
Performance Inspection	90,095	92,565
Total	415,380	427,565

10. We will produce a Regulatory Calendar showing all the current or planned work to be undertaken at the Council by the regulators. We will share it with the Council and all the regulators and update it quarterly.

The work of the Appointed Auditor

11. The Auditor General has appointed PricewaterhouseCoopers LLP as the external auditor to Flintshire County Council.

The audit of accounts

12. The Appointed Auditor is required to issue an audit report on the Financial Statements which includes an opinion on:
- Whether the Financial Statements present fairly the state of affairs of the Council. This will provide assurance that the Financial Statements:
 - are free from material misstatement, whether caused by fraud or other irregularity or error;
 - comply with the statutory and other applicable requirements; and
 - comply with all relevant requirements for accounting presentation and disclosure.
 - Whether the Statement on Internal Control has been presented in accordance with relevant requirements and is not inconsistent with our knowledge of the Council.
13. In order to issue the audit report and opinion on the Financial Statements, the Appointed Auditor must ensure that all the audit risks associated with the above are identified and addressed. An initial assessment of the risks has been undertaken, and these are set out in Exhibit 3 Financial Accounts:

Exhibit 3: Financial Accounts

Financial Accounts Risk	Provisional key questions ¹
<p>Single Status</p> <p>Single Status remains an area of significant risk within local government. The Council must ensure it continues to review and account for potential liabilities in respect of equal pay claims.</p>	<p>Has the Council accounted for any liability arising from Single Status appropriately?</p>

¹ The provisional key questions included in the Regulatory Plan are intended to give an indication of the focus of the proposed work. They are subject to discussion and confirmation following issues analysis.

Financial Accounts Risk	Provisional key questions
<p>Changes to the SORP</p> <p>The changes to local government accounting practices introduced by SORP 2007 will in some cases be significant, particularly where the Council has investments or loans that require complex calculations to be undertaken in order to identify effective interest rates (EIR) and fair values as required by FRS 26.</p> <p>The SORP also introduces the requirement to replace the Fixed Asset Restatement Account with a Revaluation Reserve.</p>	<p>Has the Council compiled its 2007/2008 accounts in accordance with SORP 2007?</p>
<p>BVACOP 2007</p> <p>The Service Expenditure Analysis (SEA) contained in the Best Value Accounting Code of Practice (BVACOP) has been amended. The principal changes, which must be reflected in the 2007/2008 Statement of Accounts are:</p> <ul style="list-style-type: none"> • there is a new SEA for Children's and Education Services which consists of the Education SEA and the Children's Social Services SEA; and • the Social Services SEA is renamed Adult Social Care SEA, there is also a change to the Other Adult Services subdivision for asylum seekers. <p>The definition of total cost has also been amended to reflect the changes made to SORP 2007 relating to the Revaluation Reserve and incorporation of FRS 25, 26 and 29.</p>	<p>Has the Council complied with the amended requirements of BVACOP 2007 in the 2007/2008 accounts?</p>
<p>Clwyd Pension Fund</p> <p>The Local Government Pension Scheme (Amendment) (No.3) Regulations 2007 (SI 2007/1561) amended the Local Government Pension Scheme Regulations 1997. The 2007 Regulations require each administering authority to publish:</p> <ul style="list-style-type: none"> • A governance compliance statement, in place of the governance policy statement. The first compliance statement must be published not later than 1 March 2008. • An annual report for each of their pension funds. The first report, in respect of the year beginning 1st April 2007, must be published not later than 1 December 2008. The annual report must contain the pension fund accounts. 	<p>Has the Council published the required reports and statements in respect of the Clwyd Pension Fund?</p>

Financial Accounts Risk	Provisional key questions
<p>Good Governance Framework</p> <p>CIPFA/SOLACE have recently published 'Good Governance in Local Government – Framework'. The Framework reflects the principles contained in 'Good Governance Standards for Public Services'.</p> <p>The Governance Statement required by the Framework subsumes the Statement on Internal Control and, it is understood that the intention is that the Governance Statement becomes a requirement from 2007/2008.</p> <p>However, SORP 2007 and the Accounts and Audit (Wales) Regulations continue to require a SIC rather than a Governance Statement.</p> <p>SORP 2007 and the Accounts and Audit (Wales) Regulations continue to require a SIC to be published with the Statement of Accounts. Local government bodies in Wales must therefore, as a minimum, produce a SIC but may produce a Governance Statement, providing it contains all the information required to be included in the SIC, if they so wish.</p>	<p>Has the Council produced its governance report in accordance with the appropriate guidance?</p>

14. The Appointed Auditor will review the Council's mechanisms to achieve, measure, and demonstrate efficiency gains. The Appointed Auditor will also comment on the Council's overall declared gain and whether or not it has achieved its efficiency gains target for the year.
15. It is the Council's responsibility to:
- put in place systems of internal control to ensure the regularity and lawfulness of transactions;
 - maintain proper accounting records; and
 - prepare Financial Statements in accordance with relevant requirements.

Conclusion on arrangements for securing value for money

16. The Appointed Auditor has a duty to satisfy him/herself that the Council has made proper arrangements for securing economy, efficiency and effectiveness in its use of resources. The main focus of this work will continue to be a review of the key corporate performance and financial management arrangements you are required to put in place as part of your system of internal control.
17. The Appointed Auditor's review of your arrangements will include the following aspects:
- strategic and operational objectives;
 - policy and decision making;
 - meeting the needs of users and taxpayers;

- internal controls;
 - risk management;
 - Best Value;
 - resource management;
 - performance management; and
 - standards of conduct.
18. The Appointed Auditor's conclusion on the existence of your arrangements will draw primarily on evidence secured as part of the routine audit work across the Code areas. The conclusion will also take into account any other available relevant sources of evidence, such as the results of local performance work studies and inspection carried out during the year.
19. You are responsible for preparing and publishing with your Financial Statements, a statement made by those charged with governance relating to their review of the effectiveness of the systems of internal control.

Auditing your Improvement Plan

20. In relation to the your Improvement Plan the Appointed Auditor is required to issue a report:
- certifying that he/she has audited the Plan;
 - stating whether he/she believes that it was prepared and published in accordance with Section 6 of the 1999 Act and any order or guidance under that section;
 - if appropriate, recommending how it should be amended so as to accord with Section 6 and any order or guidance under that section;
 - if appropriate, recommending procedures to be followed by the Council in relation to the Plan;
 - recommending whether the Auditor General should carry out a best value inspection of the Council under section 10A of the 1999 Act; and
 - recommending whether the Assembly Government (the Assembly Government) should give a direction under section 15 of the 1999 Act.

Work on behalf of the Auditor General

21. Work on behalf of the Auditor General will not always be completed within one audit cycle. The nature of the Auditor General's performance work for the National Assembly for Wales' (the National Assembly) Audit Committee in particular means that it is developed and delivered over a longer timescale and as part of a rolling programme that is flexible and responsive to external change.
22. All of the work delivered on behalf of the Auditor General is reported at the end of each year in the Annual Letter to the Council which is presented by the Relationship Manager and the Appointed Auditor.

Local performance work (including governance work as appropriate)

23. The programme of performance audit work set out in Exhibit 4 reflects a number of the high risk areas currently facing the Council as agreed with its regulators at the recent Joint Risk Assessment meeting. The regulators have acknowledged that work is also being undertaken within the Council to mitigate risks, for example by Internal Audit and Scrutiny, reducing the need for an external response.
24. Some of the work will be undertaken jointly with the Wales Audit Office as part of their inspection programme – see Exhibit 5. The table indicates those pieces of work which lead to a full review, in order to provide assurance and those where only a summary report is anticipated.

Exhibit 4: Performance Audit Work

Risk-Based Performance Audit	
Risk	Provisional key questions
Local performance studies	
Contractor functions (Full Report)	How are the various contractor functions performing, in both financial and non-financial terms, and what efficiency gains may be available? What structural changes are desirable? What are the implications of any change?
Medium Term Financial Strategy (Summary Report)	Is the strategy robust and complete, in the light of best practice? Is the Council's approach to the review of fees and charges soundly based?
Housing Strategy and Stock Options – Joint with Wales Audit Office (Summary Report)	Is the Council's emerging strategy for its Housing Stock comprehensive and timely? Is the business case for stock control/transfer soundly based?
Asset Management including Infrastructure Assets (Summary Report)	Is the developing asset management strategy likely to result in efficient and effective use of the Council's capital resources?
HR Strategy and Capacity– Joint with Wales Audit Office (Summary Report)	Have the financial implications of job evaluation, equal pay and single status been appropriately assessed and incorporated in the Financial Statements?
Planning (Summary Report)	Has proper consideration been given to the implementation of the recommendations of previous reports?
Adult Mental Health Services	Are local authorities, NHS Trusts and local health boards working together effectively to design, commission and deliver modernised mental health services in line with the National Action Plan?

Inspections

25. Inspection is the process of periodic, targeted scrutiny, to provide an independent check and to report on whether services are meeting national and local performance standards, legislative and professional requirements, and the needs of service users. The areas for inspection work are set out in Exhibit 5.
26. As part of the UK Government initiative to streamline inspectorates and reduce inspection costs and burdens, the Wales Audit Office will be taking up the risk-based inspection of the performance of local authorities' Housing Benefit (HB) and Council Tax Benefit (CTB) services currently undertaken by BFI, from April 2008. In order to inform the inspection programme from April 2008, bespoke risk assessments are being undertaken and the outcomes of these will be reflected in the updated regulatory calendars. Any inspection activity will be fully funded from the Benefits Inspection grant.

Exhibit 5: Performance Inspection Work

Local Risk-Based Performance Inspection	
Risk	Provisional key questions
Housing Strategy and Stock Options – Joint with PwC	Is the Council's emerging strategy for its Housing Stock comprehensive and timely? Are the business cases for stock control/transfer soundly-based?
HR Strategy and Capacity – Joint with PwC	Are the Council's proposals for improving HR, including implementation of the new management information system, being effectively managed?
Leisure Strategy	Is the Council planning effectively for the future provision of its leisure services? Is the business case for the formation of a trust, including cost and operational considerations, soundly-based?
Waste Management	Are the risks associated with the development of partnership arrangements for waste treatment and disposal being effectively managed?
Continuous improvement to services through the implementation of regulators' recommendations	Are the Council's arrangements adequate for ensuring that issues identified in regulators reports are properly actioned and risks mitigated? (Will include follow-ups to recommendations contained in a number of reports including Access to Services, Energy Efficiency, Customer Feedback Procedures, Civil Contingencies, Highways, Affordable Housing and Homelessness and School Buildings and Surplus Places.)
Management structural change	Is the implementation of management structural change delivering the anticipated benefits?

Local Risk-Based Performance Inspection	
Risk	Provisional key questions
Joint Risk Assessment	Has the Council effectively completed its annual updated risk assessment?

Local government studies

27. The Auditor General has a duty to undertake studies into particular areas of risk or opportunity in local government. The Auditor General's studies in local government will often, although not always, include all 22 local authorities and may form part of a wider cross-cutting or whole systems study.
28. Exhibit 6 below sets out the work to be delivered as part of the local government studies:

Exhibit 6: Local government studies

Timing	Proposed Work
The Auditor General's Local Government Studies Programme (all Wales)*	
Making the Connections: asset management	Are the Welsh Public Services collectively ensuring that their approach to fleet and vehicle asset management makes best use of resources to support improvements in service delivery?
Good Practice Exchange	Is the Welsh Public Sector ensuring that it identifies and learns from good practice? The Wales Audit Office will continue to develop its good practice exchange to support improvement.

**These are fully funded from the WPI grant*

Other Wales Audit Office work

29. The Wales Audit Office undertakes other work which will impact on councils as set out in Exhibit 7. This includes work undertaken as part of:
- the Auditor General's portfolio of national performance studies for the Audit Committee of the National Assembly; and
 - other bespoke work.

Exhibit 7: Other Wales Audit Office Work

Electoral Commission work
Education of Looked after Children

Certification of grant claims and returns

30. In carrying out work in relation to government grant claims and other returns, the Auditor General's appointed auditors act as agents of the Auditor General. The Auditor General is required to recover, in respect of each grant or return, an amount that covers the full cost of the relevant work undertaken.
31. Charges for this work will be based on the skill-related fee scales set out in the local government fee letter published by the Auditor General. The actual fees to be charged will be determined in discussion with you and will reflect the size, complexity and any particular issues in respect of the grants in question. Although grant work fluctuates from year to year, based on past experience we estimate that the total fee for grant work will be in the range of between £x and £x, although this may be influenced by additional work required as the current round of EC structural grants draws to a close.

The work of other regulators

32. Estyn and the CSSIW also undertake work that may impact on councils. The nature of that work and the legislative powers supporting it are described in Appendix 2.
33. Exhibit 8 sets out the other regulatory activity which is currently known. Any dates given are indicative and subject to change. This and other work which may arise will be included in updates of the Regulatory Calendar.

Exhibit 8: Other regulatory activity

Estyn	
Inspection of ALN, Social Inclusion, Access, Support Services	Spring Term, 2009
CSSIW	
Performance Evaluation	
Fostering inspection	
Adoption inspection	
Inspection of six registered care homes	
Inspection of one registered domiciliary agency	

Appendix 1

Regulatory Team

Name	Role	Phone	Email
Alan Morris (Wales Audit Office)	Relationship Manager and Performance Engagement Partner	02920 320500/ 07818 427472	alan.morris@wao.gov.uk
Nigel Griffiths (Wales Audit Office)	Project Performance Manager	02920 320500/ 07798 503065	nigel.griffiths@wao.gov.uk
Lynn Hine (PwC)	Engagement Leader	02920 802390/ 07740 023367	lynn.m.hine@uk.pwc.com
David Newman (PwC)	Engagement Manager (Performance)	0161 2474130/ 07718 582548	david.a.newman@uk.pwc.com
Dylan James (PwC)	Engagement Manager (Audit)	0161 2474325/ 07834 250190	dylan.m.james@uk.pwc.com
Arwyn Thomas (Estyn)	Regional Team Inspector	02920 446 500	arwyn.thomas@estyn.gsi.gov.uk
Rob Gifford (CSSIW)	Link Inspector	01352 707900	robert.gifford@wales.gsi.gov.uk

Appendix 2

Roles and responsibilities

The office of the Auditor General was established under the Government of Wales Act 1998 (now GOWA 2006). From 1 April 2005, the Public Audit Wales Act 2004 (the 2004 Act) extended the Auditor General's functions to include the appointment of external auditors for local government bodies, and for undertaking inspections under the WPI (under the Local Government Act 1999 (the 1999 Act)).

The Wales Audit Office comprises the Auditor General and his staff. The Auditor General's inspection powers, and the role of the RM, are derived from the Local Government Act 1999 (the 1999 Act) as amended by the Public Audit (Wales) Act 2004 (the 2004 Act).

Appointed Auditors

Appointed auditors must carry out an audit which discharges the statutory duties placed upon them by the 1999 and 2004 Acts. The Auditor General publishes a Code of Audit and Inspection Practice (the Code) which prescribes the way in which auditors are to carry out their functions.

Under Section 7 of the Accounts and Audit (Wales) Regulations 2005, local government bodies in Wales are required to produce annual statements of accounts². The Assembly Government's Local Government, Public Services and Culture Department supplements these regulations with guidance to assist local government bodies in their operation of the accounting regime. That guidance is not intended to be part of the statutory framework but is an informal commentary and provides details of where generally recognised published codes setting out proper practice may be found.

Under Section 13 of the 2004 Act, local government bodies in Wales are required to ensure that their accounts are audited by one or more auditors appointed by the Auditor General under Section 14 of the Act. Sections 17 and 23 of the Act require appointed auditors to examine and certify the accounts, satisfying themselves that:

- the accounts are prepared in accordance with the Accounts and Audit (Wales) regulations;
- the accounts comply with the requirements of all other statutory provisions applicable to them;
- proper practices have been observed in the compilation of the accounts;
- the audited body has made proper arrangements for securing economy, efficiency and effectiveness in its use of resources; and
- the audited body has made such arrangements for collecting, recording and publishing information on standards of performance as are required by any direction under Section 47 of the Act.

² These regulations are made by the Assembly under the statutory powers contained in Section 39 of the 2004 Act.

Communication of audit matters with those charged with governance – ISA (UK and Ireland) 260

ISA (UK and Ireland) 260 provides guidance on the communication of 'relevant matters relating to the audit' of Financial Statements between auditors, and those charged with governance of an audited body.

It requires the appointed auditor to report to those charged with governance (as distinct from management) certain matters before they give an opinion on the Financial Statements.

The appointed auditor will discharge the responsibility to report to those charged with governance by submitting reports to the Corporate Governance Committee and where necessary to the Cabinet in a timely manner, prior to the completion of audit.

Relationship managers

The Auditor General's inspection powers, and the role of the RM, are derived from the 1999 Act as amended by the 2004 Act. The 1999 Act also requires each local authority to prepare and publish a Best Value Performance Plan. The Assembly Government's Circular 28/2005 sets out how the WPI should be implemented, including the role of the RM.

Other regulators

Estyn normally agrees in advance with each council the focus and timing of education service inspections under Section 38 of the Education Act 1997. The details of these inspections are shared with the Relationship Manager and are set out in the first version of the regulatory plan at the beginning of the financial year. Estyn also has powers established under Section 5(7) (a) of the Schools Inspection Act 1996 and Section 86 of the Learning and Skills Act 2000.

Other Estyn inspections which may involve council provision are carried out under the Learning and Skills Act 2000, the Teaching and Higher Education Act 1998 and an agreement between Estyn and Jobcentre Plus. The period of notice for these inspections has been established by agreement between Estyn and the service providers in each sector. As this period is often quite short (normally three months), it is not possible to publish at the beginning of the financial year details of any inspections for which the provider has not received notification. In these cases, as soon as the provider is notified of the inspection the details will be made available to Wales Audit Office, who will update the regulatory calendar accordingly.



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FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 6

REPORT TO: **EXECUTIVE**

DATE : **24 JUNE 2008**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT : **PERFORMANCE OUTTURNS FOR 2007/08**

1.00 PURPOSE OF REPORT

1.01 To review Flintshire County Council's outturn performance for 2007/08 of the various sets of performance indicators and measures:-

- Council Plan 2007/10 Indicators (Key Performance Indicators)
- National Strategic Indicators
- National Core Set Indicators

The 288 indicators are as shown on the attached schedule (Appendix 1).

1.02 To consider the progress made against improving upon last year's performance and meeting the 2007/08 targets.

2.00 BACKGROUND

2.01 Under the requirements of the Wales Programme for Improvement the Council is required to produce an Improvement Plan annually. The Council fulfils this requirement through the production of a Council Plan and an Annual Performance Report.

2.02 The annual report will consider all the indicators which will be included as a statutory requirement within the Improvement Plan (to be published by 31st October). The Executive has received quarterly progress and monitoring reports concerning the Council Plan indicators (Key Performance Indicators - KPI's) and the Council's Overview and Scrutiny committees have considered all relevant performance on a quarterly basis.

2.03 Other national indicators (the core sets) will be reported to the Local Government Data Unit, (a Welsh Local Government company with a Board of Directors elected by the Welsh Local Government Association.) The National Strategic indicators were reported 16 May 2008 and the deadline for reporting the National Core Set Indicators was 13 June 2008. Indicators are validated by the Local Government Data Unit (the Data Unit) prior to being sent to the Wales Audit Office for assessment as part of the audit of performance indicators during July. The Data Unit also are responsible for publishing a national local government Annual Performance Bulletin.

Date: 19/08/2008

- 2.04 All indicators can only provide us with an *indicative* view of performance of services (or part services) across Wales. They cannot provide the whole picture about performance within a service given the precise and specific nature of each indicator. However they do allow direct comparison to be made with previous years performance against the same indicators to enable analysis to be made as to whether the performance trend in particular service areas is positive (improving); negative (worsening); or static (remaining the same).

By monitoring progress towards achieving targets and looking at whether the performance trend is positive or negative we can be better informed about where action may need to be taken to redress seeming under-performance.

- 2.05 Each indicator isn't of similar value or usefulness. A number of the indicators relate to the effectiveness and efficiency of the council's internal processes; clearly some of these internal processes are more important and relevant to the recipients of council services than others eg. processing housing benefit claims.

3.00 CONSIDERATIONS

- 3.01 The attached schedule (Appendix 1) shows outturn performance data for the period April 2007 to March 2008. Also shown is the previously identified target performance for each indicator in 2007/08, as well as the outturn performance figure for 2006/07 which can help indicate performance trends. The schedule indicates whether a specific indicator has improved in performance and whether or not it has met target. In consideration of the changing structure of the Council this schedule has been broken down into 9 distinct service areas: -

- Corporate (pages 1 – 23 of appendix 1)
- Education (pages 24 – 33 of appendix 1)
- Housing & Homelessness (pages 34 – 46 of appendix 1)
- Libraries & Leisure (pages 47 – 49 of appendix 1)
- Planning (pages 50 – 55 of appendix 1)
- Public Protection (pages 56 – 59 of appendix 1)
- Social Care & Supporting People (pages 60 – 84 of appendix 1)
- Transport, Highways & Environment (pages 85–89 of appendix 1)
- Waste (pages 90 – 92 of appendix 1)

- 3.02 There are some instances where 'judgements' cannot be made against certain measures, this usually occurs where no historical information is available or a target has not been set. Where indicators are in their first year of existence there will be no historical data to enable performance comparison and trend analysis. In addition the precise definition of an indicator is often changed nationally; when this occurs it is not possible to have like for like year on year comparison for these individual indicators.

- 3.03 Appendix 1 also includes commentary which is intended to contextualise the performance achieved for each indicator. Further work is currently being undertaken by officers within directorates to provide commentary where presently none has been provided or where there is a requirement for more detailed analysis regarding outturn performance and future actions to be taken.
- 3.04 Charts depicting trend and target performance by grouped service areas against all reported indicators where a judgement can be made is available at Appendix 2.
- 3.05 The following is an analysis of improvement of the measures within the 2007/10 Council Plan which is currently under review. The percentage refers to those measures which have shown improvement on the previous year's performance.
- Aim 1: Customer Focus, Putting People First – No judgements could be made
 - Aim 2: Safe and Clean Neighbourhoods – 33%
 - Aim 3: Healthy and Caring Communities – 70%
 - Aim 4: Investing for Tomorrow's Generation – 62%
 - Aim 5 – Protecting our Future Way of Life – 70%
 - Using our Resources – 60%
- 3.06 A more detailed analysis of the progress and achievement of KPIs will be undertaken to produce the Annual Performance Report (to be published by 31st October). The Annual Performance Report is in effect the authority's Improvement Plan as required by section 6 of the 1999 Local Government Act and the guidance on the content and publication as provided under section 6(4) of the Act.
- This second stage of reporting, (the first stage being related to the production and publication of the Council Plan), arises when final performance data becomes available in the third quarter of the reporting year. It is then possible for the authority to collate retrospective information setting out its performance in the previous year and the key risks and challenges that it faces.
- 3.07 The Annual Performance Report must contain:
- I. a summary of the authority's long-term strategic objectives, taken from the community strategy or other relevant sources;
 - II. a commentary on performance in the previous reporting year, highlighting progress towards key objectives and the extent to which key risks have been addressed. This should be supported by outturn performance information for the previous reporting year;

- III. a summary of the key issues for improvement that will be delivered in future years, drawing on the current or most recent Joint Risk Assessment and;
- V. full details of where to obtain further information, including in particular business planning and other information disseminated at the first stage, the relationship manager's annual letter and other regulators' and inspectors' reports.

3.08 Improvement plans must be approved by the full Council before publication: doing so cannot be the sole responsibility of an Executive or Board.

3.09 Targets for 2008/09 will be reported to Executive separately. The timetable for this is as follows:
Consideration by:

Corporate Management Team	19 June
Leaders Strategy Group	1 July
Executive	15 July
Special Overview and Scrutiny Committee	end July (date tbc.)

3.10 All outturn performance will be reported in the 2007/08 Annual Performance Report (to be published by 31st October) after having been subject to the appropriate internal and statutory external audit requirements as outlined in 2.03.

4.00 RECOMMENDATIONS

Executive are requested:

4.01 To accept the attached schedule in order to review: -

- Flintshire County Council's performance in those service areas identified by appropriate performance indicators for the period April 2007 to March 2008.
- Target analysis of performance against the targets set for 2007/08 (where appropriate).
- Trend analysis of the 2007/08 performance outturns against the performance for the previous year 2006/07.

4.02 To consider the areas of under performance and the accompanying commentary.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no specific financial implications within this report.

6.00 ANTI POVERTY IMPACT

6.01 There are no specific anti poverty implications within this report.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications within this report.

8.00 EQUALITIES IMPACT

8.01 There are no specific equalities implications within this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no specific personnel implications within this report.

10.00 CONSULTATION REQUIRED

10.01 Further consultation with Directorates will be undertaken by the appropriate Overview and Scrutiny Committee.

11.00 CONSULTATION UNDERTAKEN

11.01 All directorates have been consulted with regard to the reporting of relevant information.

12.00 APPENDICES

12.01 Explanatory Note to Appendix 1

12.02 Appendix 1 - Schedule of the 200/08 Performance Outturns by Service Area

12.03 Appendix 2 - Analysis of the 2008/09 Performance by Service Area

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS

None

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APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
ASSET MANAGEMENT									
National (257)	The percentage of the gross internal area of the local authority's buildings in condition categories: A	N/Av	N/Av	N/Av					Figures not available (lacking floor area). Due to the figures being unavailable it is not possible to set a target for 2008/09
National (258)	The percentage of the gross internal area of the local authority's buildings in condition categories: B <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	N/Av					Figures not available (lacking floor area). Due to the figures being unavailable it is not possible to set a target for 2008/09
National (259)	The percentage of the gross internal area of the local authority's buildings in condition categories: C <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	N/Av					Figures not available (lacking floor area). Due to the figures being unavailable it is not possible to set a target for 2008/09
National (260)	The percentage of the gross internal area of the local	N/Av	N/Av	N/Av					Figures not available (lacking floor area). Due to the figures being

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<p>authority's buildings in condition categories: D</p> <p><i>The direction of improvement for this indicator is downward.</i></p>								unavailable it is not possible to set a target for 2008/09
National (261)	<p>The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 1 Urgent</p> <p><i>The direction of improvement for this indicator is downward.</i></p>	2.8	46.2	6.06%					Investment in this category last year was £2.8m. The capital investment for 2008/09 will reduce this figure in the future.
National (262)	<p>The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 2 Essential</p> <p><i>It is not appropriate to have a direction of improvement for this indicator.</i></p>	20.9	46.2	45.24%					Approximately 60% of all property condition surveys due to be undertaken have been completed. The proportion of expenditure will remain constant until further resources are available or buildings become surplus to requirements.


APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (263)	The percentage of the total value of required maintenance for the local authority's buildings assigned to works of priority level: 3 Desirable	22.5	46.2	48.70%					
National (264)	The cost of energy use in all operational buildings per m2 of gross internal area (GIA) <i>The direction of improvement for this indicator is downward.</i>	N/Av	N/Av	N/Av					This information is not collated
National (265)	The cost of water use in all operational buildings per m2 of gross internal area (GIA) <i>The direction of improvement for this indicator is downward.</i>	N/Av	N/Av	N/Av					This information is not collated
KPI (505)	100% of Council buildings (excluding housing) to be assessed to determine fitness for	74	211	35%	100%	X			The property review is on-going and a programme is planned so that the target is on course to be met

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	purpose by 2010								
COMMUNITY SAFETY									
KPI (473)	Increase the percentage of people who feel safe walking in their neighbourhood after dark from 69% in 2006 to 75% by 2008	N/Av	N/Av	62%	75%	X	62%		Community reassurance is a priority for the Community Safety Partnership. The perception of crime does not however reflect the 'actual' levels of crime which has reduced by 26% since 2003/04.
CUSTOMER SERVICES									
KPI (469)	Improve overall customer satisfaction from 81% in 2005 to 95% by March 2010	N/Av	N/Av	N/Av			62% (Source: 2005 Residents Survey)		There has been no customer satisfaction survey undertaken during 2007/08 and therefore no comparable data available. The next customer satisfaction survey is not due to be undertaken until 2009/10 and therefore a target would not be applicable for 2008/09.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (472)	Increase the percentage of customers who feel they are well informed by the Council about its services from 58% in 2005 to 75% by 2009	N/Av	N/Av	59% (Source: 2007 Residents Survey)					The Council's Communication Strategy 06/08 set out a number of targets and actions to improve communication channels with customers and improvements are continuing to be made.
KPI (470)	Increase the percentage of initial complaints responded to within 10 working days to 80% by 2009, (baseline to be established during the year)	N/Av	N/Av	N/Av					Inconsistent use of the complaints database across the Council has meant that a baseline has not been established during 2007/08. Monitoring of the completion of appropriate fields within the database has been undertaken and the Director Complaints Officers informed of instances where the appropriate fields have not been completed. In addition, a development request has been submitted to convert certain fields within the database to mandatory in order to ensure that all the necessary data

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									is captured. A target will be set once the baseline is established.
ENERGY									
KPI National (50)	Percentage change in carbon dioxide emissions in the non domestic public stock.	3347	12825	26.09%	36%	✘	34.16%	✘	The mild winter has had a detrimental effect on this figure. Boiler plant operates most efficiently at its design rating; mild winter energy consumption readings (KWh's) underestimate our energy use. However energy consumption overall was less than previous year
National (51)	Percentage change in energy use in the housing stock.	263	1840	14.25%	14	✓	12.68%	✓	This has increased as part of insulation and energy reduction strategy
National (52)	Percentage change in carbon dioxide emissions in the housing stock.	60740	507364	11.97%			10.62%	✓	This has increased as part of insulation and energy reduction strategy
KPI (496.1)	Improve energy efficiency by: Maintaining the overall gains in thermal efficiency at 14.65% as in 2006	3347	12825	26.09%					The mild winter has had a detrimental effect on this figure. Boiler plant operates most efficiently at its design rating; mild winter energy consumption

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									readings (KWh's) underestimate our energy use. However energy consumption overall was less than previous year
EQUALITY									
KPI (468)	Achievement of Level 2 of the Equalities Standard	N/Av	N/Av	2 Level	2 Level	✓	1 Level	✓	The Equality Standard has now changed and the Equality Improvement Framework was launched in January 2008. No targets have yet been set on the achievement of the Equality Improvement Framework for 2009.
FINANCE									
National DWP (4)	Housing Benefit security: The number of fraud investigators employed per 1,000 caseload <i>It is not appropriate to have a direction of improvement for this indicator.</i>	4	12061	0.33 Investigators Per 1000 Caseload					Consistent staffing levels maintained throughout the year.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National DWP (5)	Housing Benefit security: The number of fraud investigations per 1,000 caseload	445	12061	36.9 Investigators Per 1000 Caseload	48 Investigators Per 1000 Caseload	✗	54.19 Investigators Per 1000 Caseload	✗	Volumes of referrals and cases investigated were adversely affected by the cessation of Housing Benefit Matching Service (HBMS) referrals from November to year end, 5 months in total. In addition, the National Fraud Initiative (NFI) exercise did not take place in 2007/08, so volume counts were less than expected. However, the outcome of the sanctions and prosecutions PI, and the improvement in productivity from 81% conversion rate of referrals to outcomes in 2006/07 to 96% conversion rate in 2007/08 demonstrates improved performance.
National DWP (6)	Housing Benefit security: The number of prosecutions and sanctions per 1,000 caseload	135	12061	11.19 Prosecution/ Sanctions Per 1000 Caseload	11 Prosecution/ Sanctions Per 1000 Caseload	✓	11.32 Prosecution/ Sanctions Per 1000 Caseload	✗	
National DWP (7)	Speed of processing: Average time for processing new claims	180933	5822	31.08 Days	30 Days	✗	31.56 Days	✓	Whilst performance dipped towards the latter part of the year due to work backlog, attributed to long term sickness, secondment and preparation for the

The direction of improvement for this

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>indicator is downward.</i>								
National DWP (8)	Speed of processing: Average time for processing notification of changes of circumstances <i>The direction of improvement for this indicator is downward.</i>	139187	11124	12.51 Days	9 Days	x	14.59 Days	✓	introduction of major legislative changes, it has improved on last year.
National DWP (9)	Accuracy of processing: The percentage of cases for which the calculation of the amount of benefit due was correct on the basis of the information available for the decision for a sample of cases checked post decision	499	500	99.80%	98%	✓	98.40%	✓	Accuracy of processing, ensuring that the correct amount of benefit is paid has both exceeded target and improved on last year's performance.
National DWP (10)	Accuracy of processing: The amount of Housing Benefit overpayments recovered during the	577976	746996	77.37%	70	✓	69.77%	✓	Improved performance achieved by team focusing on collecting new debt at earliest opportunity.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	year as a percentage of the total amount of Housing Benefit overpayments identified during the year.								
National DWP (11)	Accuracy of processing: The amount of Housing Benefit overpayments recovered during the year as a percentage of the total amount of Housing Benefit overpayment debt outstanding at the start of the year plus the total amount of Housing Benefit overpayments identified during the year.	577976	1457270	39.66%	40	x	38.71%	✓	Focus in 2008/09 to improve collection rates of older debt.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National DWP (12)	Accuracy of processing: The amount of Housing Benefit overpayments written off during the year as a percentage of the total amount of Housing Benefit overpayment debt outstanding at the start of the year plus the total amount of Housing Benefit overpayments identified during the year. <i>The direction of improvement for this indicator is downward.</i>	16637	1457270	1.14%	5%	✓	1.67%	✓	Closer monitoring to ensure no undue delay in writing off uncollectable debt.
National (14)	The percentage of undisputed invoices which were paid within 30 days	227481	245000	92.80%	92%	✓	92.40%	✓	Annual target exceeded. Applying the same target applied to all directorates has clearly encouraged poorer performing directorates to improve.
National (15)	The percentage of council tax due for the financial year which was received	52085815.33	53456582.6	97.44%	97.80%	✗	97.39%	✓	Marginally lower in year collection than the previous financial year. There has been a large

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	by the authority								focus on managing the tax base to ensure that future Council Tax charges can be kept as low as possible. A comprehensive review of single person discounts was undertaken mid-year to ensure accuracy of liabilities. This has an uplifting affect on the tax base and Flintshire currently has the lowest percentage of Single Persons Discounts (SPD's) in Wales due to the management and monitoring of discounts awarded. Withdrawal of discounts presents operational difficulties to in-year collectability which impacts this particular measure, however, we remain committed to collecting all outstanding amounts and exceeding the 99% collection budgeted for in the budget.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (16)	The percentage of non-domestic rates due for the financial year which were received by the authority	47033670.65	47519090.5	98.98%	98.60%	✓	99.55%	✗	Collection levels remain consistently high owing to the successful implementation of new legislation (Small Business Rate Relief) and the development and training of staff within the section to ensure more flexible cover arrangements is provided.
DWP (297)	The number of new claims outstanding over 50 days at the end of the quarter <i>The direction of improvement for this indicator is downward.</i>	119	1221	9.75 Claims	10 Claims	✓	6.93 Claims	✗	Performance dipped slightly towards the latter part of the year due to work backlog attributed to long term sickness and secondment and preparation for the introduction of major legislative changes.
DWP (298)	Percentage of new claims decided within 14 days of receiving all information	4191	4770	87.86%	90%	✗	89.40%	✗	Performance dipped towards the latter part of the year due to work backlog attributed to long term sickness and secondment and preparation for the introduction of major legislative changes.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
DWP (299)	Percentage of Rent Allowance claims paid on time or within 7 days of decision made	731	781	93.60%	90%	✓	91.97%	✓	Performance has been consistently good, partly owing to the transfer of 97% of claims from cheque payment to payment by Bankers Automated Clearing System (BACS) resulting in quicker issuing of payments.
KPI (502)	Deliver our council aims and priorities within a balanced annual budget <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	N/Av					This indicator should be reviewed annually as the budget is set annually. A balanced budget for 2008/09 was approved on 4th March 2008-measure achieved.
KPI (503)	Achieve efficiency gains of at least the level required by 'Making the Connections' over the period to March 2010 <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/A	N/A	£6.2m Estimated figure only					Whilst Making the Connections Agenda spans 5 years (2005/06 to 2009/10) we do have to report progress annually via the Annual Performance report - performance is measured against a cumulative target. We are currently in the process of calculating the efficiency gains

APPENDIX 1 – 2007/08 PERFORMANCE DATA

CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									achieved in 2007/08, but do not have the final figure as yet. Therefore, whilst we can report annually it will be based on the previous year achievement - cumulative target for 2006/07 achieved.
KPI (504)	Increase percentage of appropriate Council services that can be booked and / or paid for electronically from 70% to 80% by April 2007.	N/Av	N/Av	N/Av					The technology is in place to enable all payments to be received electronically by the Council, but work needs to be done within service areas to change existing business processes to facilitate electronic payments. A range of on-line booking facilities will be implemented as part of the Web Development Strategy for the new website. The collection methods currently used show 100% of services as being capable of being paid for electronically and 40% of being booked electronically.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
DWP (569)	Number of benefit reductions	N/Av	N/Av	N/Av	6810		5788		Unable to report annual performance in this measure as the data returns to Department for Work and Pensions (DWP) remain suspended following the loss of data at Her Majesty's Revenue and Customs (HMRC). This measure has been removed from the 2008/09 data set.
DWP (570)	Percentage of data matches resolved within two months	289	296	98%					Processing of data matches has been prompt in general - recently suspended by Department for Work and Pensions (DWP) following data breaches review.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
DWP (572)	Number of fraud referrals per thousand caseload	464	12061	38.47 Referrals per 1000 Caseload	60 Referrals per 1000 Caseload	X	66.6 Referrals per 1000 Caseload	X	Volumes of referrals and cases investigated were adversely affected by the cessation of Housing Benefit Matching Service (HBMS) referrals from November to year end, 5 months in total. In addition, the National Fraud Initiative (NFI) exercise did not take place in 2007/08, so volume counts were less than expected. However, the outcome of the sanctions and prosecutions PI, and the improvement in productivity from 81% conversion rate of referrals to outcomes in 2006/07 to 96% conversion rate in 2007/08 demonstrates improved performance.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
DWP (573)	Percentage of applications for reconsideration/revisi on actioned and notified within 4 weeks	26	39	66.67%	65%	✓			Performance dipped towards the latter part of the year due to work backlog attributed to long term sickness and secondment and preparation for the introduction of major legislative changes. Training need has been identified and addressed towards the end of the year and reconsiderations are now to be actioned by all officers as part of normal daily duties.
DWP (574)	Percentage of appeals submitted to the Appeals Service in 4 weeks	N/Av	N/Av	N/Av					A system error earlier in the year, which has subsequently been rectified, resulted in an inability to properly track and record appeals. . Therefore is not possible to report the performance for 2007/08.
DWP (575)	Percentage of appeals submitted to the Appeals Service in 3 months	15	16	93.75%	95%	✗			In order to ensure that the appeal is as robust as possible we invest sufficient resources at the beginning of the process which involves

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Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									collating evidence which is often time consuming. This measure is more realistic in terms of the length of time taken to submit an appeal.
HUMAN RESOURCES									
National (22)	The percentage of employees (including teachers and school based staff) who leave the employment of the local authority, whether on a voluntary or involuntary basis <i>The direction of improvement for this indicator is downward.</i>	971	7924.5	12.25%			11.68%	X	Further analysis needs to be undertaken in relation to employee turnover. This will be supported by the implementation of the Council's HR/MI system which will provide key information regarding reasons for leaving the employ of the Council.
National (24.1)	The number of working days/ shifts per full time equivalent (FTE) local authority employee lost due to sickness absence <i>The direction of</i>	N/A	N/A	10.66 Days	10 Days	X	10.46 Days	X	Significant work is being undertaken by managers, with support from HR, to manage and reduce levels of absence. Measures such as training for managers, undertaking return to work



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Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>improvement for this indicator is downward.</i>								interviews and taking more formal action when trigger points are being met are being implemented. It will take some time for this additional work to have a positive impact on the levels of attendance.
National (26)	The percentage of local authority employees from minority ethnic communities.	30	7924.5	0.38%			0.31%	✓	HR are focusing on increasing the number of local authority employees from ethnic minority backgrounds by taking steps to increase the numbers of applications from minority groups.
National (27)	The percentage of local authority employees declaring that they are disabled under the terms of the Disability Discrimination Act 2005	135	7924.5	1.70%			2.05%	✗	The Council operates a 'two ticks' and Guaranteed Interview Scheme to encourage and support candidates in applying and having full and proper consideration for suitable vacancies. Efforts continue to be made to ensure that appropriate reasonable adjustments are made for employees with a

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									disability to maintain their employment.
KPI (500)	Increase the percentage of employees that feel valued from 43% in 2005 to 63% by 2009	N/Av	N/Av	42%	53%	X	42%		Further work is being undertaken following the results of the Council's Employee Opinion Survey with the introduction of a corporate and directorate action plans by introducing measures such as develop succession management planning, the implementation of a pay and reward strategy and methods of recognising achievement in the Council.
KPI (507)	Improve employee satisfaction with their work environment from 66% in 2006 to 75% by September 2007	N/Av	N/Av	56%	75%	X	55%		The council are seeking to make improvements to the overall working environment by introducing better campus management (County Hall), improvements in car parking facilities, electronic time

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									recording etc.
KPI (501)	Increase the percentage of employees receiving an annual appraisal with Individual Development Plan to 100% by 2009.	N/Av	N/Av	N/Av					Following the implementation of the Council's People Strategy, Directorates have introduced their own People Plans which focus on key people management activities including individual performance management and development. Part of the action plan sets out a requirement for all employees in the Council to have an appraisal with their manager once a year, with a review after six months. The Council is on course to meet the 2009 target.
KPI (508)	Increase the percentage of employees feeling that they are well informed to enable them to deliver services effectively from 56% in 2006 to 80% by March 2009	N/Av	N/Av	69%					The Council's Employee Opinion Survey results and the introduction of the corporate and directorate action plans will support improved communication of the vision and priorities of the Council to its

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									workforce. The action plans include measures such as providing managers with guidance on engaging their teams with corporate and directorate key messages in an effective manner.
IT									
KPI (352)	Increase the percentage of transactional services available on line from 76% in 2006 to 100% by March 2009	N/Av	N/Av	80%			77%	✓	The 3% improvement for the year has come about from a review of services being able to receive feedback via the web and Access to the Community which has increased since last year. This is mainly due to content having been created within the website and extra functionality such as 'My Neighbourhood' which gives greater access based around a postcode. The Web Development Strategy will further increase transactional services and has now

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									been reviewed and final changes to be made have been identified. The roll out of further transactional services will be based on the Web Strategy which includes advice and guidance on priority transactional services from the Society of ICT Managers (SOCITM) All Wales Web Project. The final set of priorities are to be released shortly.
KPI (509)	The percentage of employees having access to County Council's Infonet	2818	7924.5	35.56%			32.66%	✓	This indicator will not be reported on in 2008/09 as it is based on the number of Lotus Notes licenses as a percentage of the total number of employees. If you were to remove teachers from the calculation as they use Exchange rather than Notes the percentage would increase to 73%. This will account for the vast majority of office based staff. Plans are in place to increase

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Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									availability to staff groups in outlying locations who traditionally do not have access to ICT facilities by the use of kiosks etc.
PARTNERSHIPS									
KPI (510)	Increase the percentage of partners feeling informed by 5% annually from 73% in 2006	N/Av	N/Av	N/Av					The survey to establish performance in this area was not undertaken due to the change in working arrangements implemented to facilitate the transition from the Community Strategy Partnership Board to the Local Service Board.
KPI (511)	Increase the percentage of partners who feel that they are consulted with on strategic decisions taken by the Council from 38% in 2006 to 70% by March 2008	N/Av	N/Av	N/Av					The survey to establish performance in this area was not undertaken due to the change in working arrangements implemented to facilitate the transition from the Community Strategy Partnership Board to the Local Service Board.

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CORPORATE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
RISK MANAGEMENT									
KPI (567)	Increase the number of officers and members who have completed risk management training: All officers and members within the Risk Management Structure by March 2008	N/Av	N/Av	31					31 Officers and members have received training, of which 6 were not directly involved within the structure. At the time of the 4th training course all officers within the structure had been trained, however there were 3 members from the Audit Committee who were not trained. Since then staff turnover has meant that some officers that now sit on the Operational Group have not been trained.
KPI (568)	Increase the number of officers and members who have completed risk management training: 100 Service Managers by March 2009	N/Av	N/Av	0 Managers					A new training programme is being developed for all differing levels of responsibility.

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (28)	Percentage of pupil attendance in secondary schools.	2563862	27922.52	91.82%	92%	X	91.92%	X	Although the target was not quite met the figure remains one of the best in Wales.
National (29)	<p>The number of: All pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.</p> <p><i>The direction of improvement for this indicator is downward.</i></p>	N/Av	N/Av	30 Pupils	13 Pupils	X	13 Pupils	X	Of the 30 leavers 25 were registered at the Pupils Referral Unit (PPRU) (consequently those pupils had difficulty maintaining their place in mainstream school) Of the 25, 9 pupils failed to complete full Further Education (FE) courses but still remained the responsibility of the Local Education Authority (LEA), a further 9 pupils refused to engage with education in any form, 2 pupils moved out of county and 1 became pregnant meaning that only 4 failed their examinations. Support for pupils in similar circumstances this academic year has been increased via funding from the 14-19 network and CYMORTH.

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EDUCATION

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (30)	<p>The number of: Pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.</p> <p><i>The direction of improvement for this indicator is downward.</i></p>	N/Av	N/Av	2 Pupils	1 Pupils	X	0 Pupils	X	<p>The numbers of leavers is relatively small. Some pupils have been accommodated late in their academic career and due to the usually difficult circumstances they have experienced it can be difficult to complete formal qualifications. Therefore to have achieved so few (2) leaving without qualifications is a very good outturn for 2007/08.</p>
National (31.1)	<p>The percentage of: All pupils (including those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.</p> <p><i>The direction of improvement for this indicator is downward.</i></p>	30%	1959	1.53%	0.66%	X	0.71%	X	<p>Of the 30 leavers 25 were registered at the Pupils Referral Unit (PPRU) (consequently those pupils had difficulty maintaining their place in mainstream school) Of the 25, 9 pupils failed to complete full Further Education (FE) courses but still remained the responsibility of the Local Education Authority (LEA), a further 9 pupils refused to engage with education in any form, 2 pupils moved out of county and 1 became pregnant meaning that only 4 failed their examinations. Support for pupils in similar circumstances this academic year has been increased via funding</p>

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									from the 14-19 network and CYMORTH.
KPI National (32)	<p>The percentage of: Pupils in local authority care, in any local authority maintained school, aged 15 as at the preceding 31 August who leave compulsory education, training or work based learning without an approved external qualification.</p> <p><i>The direction of improvement for this indicator is downward.</i></p>	2%	14	14.29%	50%	✓	0%	✗	<p>The numbers of leavers is relatively small. Some pupils have been accommodated late in their academic career and due to the usually difficult circumstances they have experienced it can be difficult to complete formal qualifications. Therefore to have achieved so few (2) leaving without qualifications is a very good outturn for 2007/08.</p>
KPI National (33)	<p>The percentage of pupils assessed at the end of Key Stage 2, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment</p>	1346	1836	73.30%	74.30%	✗	75.05%	✗	<p>The Key Stage 2 (KS2) Core Subject Indicator target was only just missed (73.3% actual 74.3% target). On further investigation, although Girls and Boys achieved a very similar standard of results, Girls would appear to be underperforming in Science and Mathematics given Girls' performance in Wales.</p>

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EDUCATION

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (34)	The percentage of pupils assessed at the end of Key Stage 3, in schools maintained by the local authority, achieving the Core Subject Indicator, as determined by Teacher Assessment	1132	1814	62.40%	67.20%	✘	60.72%	✓	The outturn of 62.4% placed Flintshire 4th out of 22 authorities in Wales an improvement from last year's already strong position of 7th. However the very challenging target of 67.2% which was fixed in January 2006 has not been met.
National (35)	The number of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 2	N/Av	N/Av	92 Pupils	93 Pupils	✘	110 Pupils	✘	The target of 93 pupils was missed by one pupil. Pupil numbers in our Welsh schools are affected by normal pupil movement in and out of the county.
National (36)	The number of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language) at the end of Key Stage 3	N/Av	N/Av	89 Pupils			116 Pupils	✘	The outturn reflects the number of learners at one Welsh high school in the authority.
National (37)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language): At the end of Key Stage 2	92	1836	5.01%	4.99%	✓	5.93%	✘	The target of 5% was achieved.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (38)	The percentage of pupils assessed, in schools maintained by the local authority, receiving a Teacher Assessment in Welsh (first language): At the end of Key Stage 3	89	1814	4.90%	4.90%	✓	5.98%	✗	The outturn reflects the number of learners at one Welsh high school in the authority.
National (39)	Percentage of pupil attendance in primary schools	3734708	3984880	93.70%	93.60%	✓	93.40%	✓	Target met and the figure remains one of the best in Wales.
National (40)	The number of permanent exclusions during the academic year per 1,000 pupils <i>The direction of improvement for this indicator is downward.</i>	0	12123	0 Per 1000 Pupils	0 Per 1000 Pupils	✓	0 Per 1000 Pupils	⚡	It remains the case that permanent exclusion from a primary school in Flintshire remains a rare event.
National (41)	The number of permanent exclusions during the academic year per 1,000 pupils <i>The direction of improvement for this indicator is downward.</i>	10	9109	1.1 Per 1000 Pupils	0.99 Per 1000 Pupils	✗	1.09 Per 1000 Pupils	✗	The numerator of 10 represents the number of children who have been permanently excluded during the year. Had the number of children excluded only been 9, the target would have been achieved.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (42)	The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the year <i>The direction of improvement for this indicator is downward.</i>	334	10	33.4 School Days	20 School Days	✗	60 School Days	✓	The outturn shows an improvement but the target was optimistic. In some cases there are factors over which the LEA has little or no control. E.g. pupils moving out of county, detention and the willingness of schools to accept excluded pupils.
National (43)	The average number of school days that permanently excluded pupils did not receive an offer of part time appropriate education provision during the academic year	54	10	5.4 School Days	4 School Days	✗	4.88 School Days	✗	Although the target was not met the number of school days is relatively low. Note: the number of days is the days before part-time education is provided. The offer will have been made sooner but not recorded. (e.g. telephone call to arrange provision).
National (44)	The percentage of school days lost due to fixed-term exclusions during the year, in primary schools <i>The direction of improvement for this indicator is downward.</i>	417	2559490	0.02%	0.01%	✗	0.01%	✗	The figure reflects increased use of exclusion as a sanction by schools. The figures reflect a small number of pupils receiving multiple exclusions.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (45)	The percentage of school days lost due to fixed-term exclusions during the year, in secondary schools <i>The direction of improvement for this indicator is downward.</i>	3354	1730710	0.19%	0.16%	✗	0.15%	✗	The figure reflects increased use of exclusion as a sanction by schools. The figures include a small number of pupils receiving multiple exclusions. It is hoped that additional support for schools, funded by CYMORTH, will help to improve the outturn.
National (46.1)	The average point score for pupils aged 15 at the preceding 31 August, in schools maintained by the local authority. <i>The direction of improvement for this indicator is downward.</i>	646078	1959	329.8 Points	346.7 Points	✗	346 Points	✗	The outturn for 2007/08 (academic year 2006/07) largely reflects a small downturn in performance at GCSE level compared to the 2006/07 (academic year 2005/06) which had the best ever performance to date.
National (47)	The percentage of key stage 2 primary school classes with more than 30 pupils <i>The direction of improvement for this indicator is downward.</i>	0	281	0%	0%	✓	0%	⚡	The 0% target of classes of no more than 30 achieved due to the allocation of additional funding as required.
National (48)	The number of pupils per teacher in primary schools maintained by the local authority <i>The direction of improvement for this</i>	11882	558	21.3 Pupils	21.4 Pupils	✓	16.5 Pupils	✗	Target of 21.4% slightly exceeded.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>indicator is downward.</i>								
National (49)	The number of pupils per teacher in secondary schools maintained by the local authority <i>The direction of improvement for this indicator is downward.</i>	8947	556	16.1 Pupils	16.6 Pupils	✓	14.3 Pupils	✗	Target reflects a substantial portion of the budget is spent on teaching.
National (266)	The percentage of final statements of special education need issued within 26 weeks: Including exceptions	67	55	82.10%					The number of statements needed is dependent on the number schools put forward for assessment and pupils moving into County. The process is multi-agency and factors are not always in the control of the Local Education Authority (L.E.A).
National (267)	The percentage of final statements of special education need issued within 26 weeks: Excluding exceptions	53	41	77.40%					The number of statements needed is dependent on the number schools put forward for assessment and pupils moving into County. The process is multi-agency and factors are not always in the control of the L.E.A.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

EDUCATION

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (389)	The percentage of eligible pupils, determined by teacher assessment: Achieving level 4 in Key Stage 2 Mathematics from 82% in 2006 to 83.7% by September 2009	1467	1836	79.90%	80.50%	X			The Key Stage 2 mathematics target of 80.5% was just missed by 0.6%. At 79.9% performance was 0.4% below the All Wales average, but still placed the LEA above the median compared with LEAs across Wales. Moderation of teacher assessment across all schools is an area which requires strengthening to ensure teachers do not over assess or under assess.
KPI (390)	The percentage of eligible pupils, determined by teacher assessment: Achieving level 4 in Key Stage 2 English from 80.5% in 2006 to 81.5% by September 2009	1376	1744	78.90%	81%	X			The Key Stage 2 mathematics target of 80.5% was just missed by 0.6%. At 79.9% performance was 0.4% below the All Wales average, but still placed the LEA above the median compared with LEAs across Wales. Moderation of teacher assessment across all schools is an area which requires strengthening to ensure teachers do not over assess or under assess.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

EDUCATION

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (391)	The percentage of eligible pupils, determined by teacher assessment: Achieving level 4 in Key Stage 2 Welsh from 74.5% in 2006 to 83% by September 2009	71	92	77.20%	70%	✓			The % of pupils achieving Level 4+ at Key Stage 2 in Welsh exceeded the target by 7.2% and placed the Local Education Authority (LEA) above the median when compared with LEAs across Wales. This performance was also 5.2% above the All Wales average. The percentage figures for Welsh are based on smaller numbers of pupils than in other subjects at Key Stage 2.
KPI (392)	The percentage of eligible pupils, determined by teacher assessment: Achieving level 4 in Key Stage 2 Science from 84.5% in 2006 to 89% by September 2009	1542	1836	84%	88%	✗			The percentage of pupils in Science at Key Stage 2 was 4% below the target and at 84% it is just below the All Wales average of 84.8% and places the LEA below the median when compared with all LEAs across Wales. Moderation of teacher assessment across all schools is an area which requires strengthening to ensure teacher do not over assess or under assess.
KPI (556)	The percentage of eligible pupils, determined by teacher assessment: Achieving level 2 in Key Stage 1 Mathematics from 88% in 2006 to 89% by September 2009	1428	1645	86.8					86.8 % of pupils in Maths at Key Stage 1 achieved Level 2+. This is 0.5% below the All Wales average of 86.9% and places the LEA's performance below the median when compared with all LEAs across Wales.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

EDUCATION

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (557)	Improve the rigour of teacher assessment and moderation in those schools most in need (cohort to be established): Key Stage 1 Mathematics – 100% of school cohort can evidence consistent application of levelling by 2010	N/Av	N/Av	N/Av					It has not been possible to measure this indicator for 2007/08.
KPI (558)	Improve the rigour of teacher assessment and moderation in those schools most in need (cohort to be established): Key Stage 2 English, Mathematics and Welsh – For each subject, 100% of school cohort can evidence consistent application of levelling by 2010	N/Av	N/Av	N/Av					It has not been possible to measure this indicator for 2007/08.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

EDUCATION

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (559)	Improve the rigour of teacher assessment and moderation in those schools most in need (cohort to be established): Increase the percentage of secondary pupils at the end of Key Stage 3 gaining Level 5 or greater in teacher assessment of IT from 73% in July 2006 to 77.2% in July 2009	N/Av	N/Av	N/Av					It has not been possible to measure this indicator for 2007/08.
KPI (560)	Increase the percentage of pupils without a school place, including those with behavioural,	N/Av	N/Av	N/Av					It has not been possible to measure this indicator for 2007/08.
KPI (561)	Increase the percentage of authority maintained schools with a broadband connection speed	N/Av	N/Av	N/Av					It has not been possible to measure this indicator for 2007/08.

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
HOMELESSNESS									
National (53)	The number of homeless families with children who have used bed and breakfast accommodation during the year, except in emergencies. <i>The direction of improvement for this indicator is downward.</i>	40	1	40 Families	113 Families	✓	113 Families	✓	Homeless households with children departed bed & breakfast accommodation during the quarter.
National (54)	The average number of days all homeless households spend in temporary accommodation. <i>The direction of improvement for this indicator is downward.</i>	8045	65	124 Days			67 Days	✗	The reason for the increase in the average number of days over the last 2 years is twofold; i) the increase in the number of homeless households that have been moved into more suitable temporary accommodation from B&B and ii) the lack of suitable permanent accommodation. The vulnerability and stability of requirements of both the clients and the partners with whom we work are key factors (beyond our direct control)
National (55)	The average number of working days between homeless presentation and discharge of duty for households found to	10946	90	121.6 Working Days			70.46 Working Days	✗	

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<p>be statutorily homeless.</p> <p><i>The direction of improvement for this indicator is downward.</i></p>								influencing the performance of these indicators
National (56.1)	<p>The amount of the Council Fund resources spent on Bed and Breakfast accommodation during the year as a percentage of the total Council Fund resources spent on the homelessness and housing advice services</p> <p><i>The direction of improvement for this indicator is downward.</i></p>	175,876	1,422,806	£12.40					The department has greatly reduced the usage of B&B Accommodation. However due to a number of factors beyond our control it is not known if this can be sustained.
National (57)	<p>The total number of homeless households having used Bed & Breakfast accommodation</p> <p><i>The direction of improvement for this</i></p>	98	N/Av	98 Households	274 Households	✓	274 Households	✓	A total of 98 homeless households departed Bed & Breakfast Accommodation during the year.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>indicator is downward.</i>								
National (58)	The total number of homeless households having used all other forms of temporary accommodation <i>The direction of improvement for this indicator is downward.</i>	153	N/Av	153 Households			112 Households	X	A total of 153 households used other forms of temporary accommodation during the year.
National (59)	The percentage of homeless presentations accepted as statutorily homeless.	144	183	78.60%			64.70%	✓	The high acceptance rate is due to the early intervention of the homeless prevention team who ensure that only statutory homeless households come through the homeless route.
National (60)	The percentage of homeless presentations decided within 33 working days	154	184	83.70%	90%	X	71.90%	✓	The department failed to achieve the target of 90 % by just over 6%. It is anticipated we will achieve the target within the next 12 months.
National (63)	The percentage of households accepted as statutorily homeless during the year to whom a full homelessness duty has been discharged by the same local	8	144	5.50%	25%	✓	17.77%	✓	The department accepted 8 homeless households during the year, where the homeless duty was discharged during the previous 2 years.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	authority within the last 2 years. <i>The direction of improvement for this indicator is downward.</i>								
KPI National (274)	The percentage of all potentially homeless households for whom homelessness was prevented for at least 6 months	296	336	88.10%	83%	✓	83%	✓	88.1% of potentially homeless households were successfully prevented from making an Application for at least 6 months.
KPI (549)	Reduce the percentage of clients who stay in Bed and Breakfast accommodation for longer than 30 days by 2010 <i>The direction of improvement for this indicator is downward.</i>	32	98	32.65%					The department has made a gradual improvement in reducing the amount of time that a homeless family spends in B&B. There are however a number of factors, which could prevent the team from sustaining this improvement.
HOUSING LANDLORD SERVICES									

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (64)	The total amount of rent collected during the financial year from current and former tenants as a percentage of the total rent collectable for the financial year, in permanent accommodation	24494826	25622355	95.60%	96.55%	X	97.38%	X	There was no original target set 07/08. However, following a review, a target of 1% reduction has now been set for the forthcoming year.
National (65)	The total amount of rent collected during the financial year from current and former tenants as a percentage of the total rent collectable for the financial year, in temporary accommodation	0	0	0%					Temporary accommodation is not incorporated within the housing revenue account.
National (68.1)	The total amount of rent arrears owed by former tenants in the following types of accommodation which were written off as unrecoverable during the financial year as a percentage of the total rent collectable for the financial year: Permanent	227030	25622355	0.89%					There were a number of significant write-off's during 07/08 following instructions from the corporate centre. The debt collector service was also cancelled in 06/07 on the instruction of the Head of Service, (Housing).

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	accommodation <i>The direction of improvement for this indicator is downward.</i>								
National (69.1)	The total amount of rent arrears owed by former tenants in the following types of accommodation which were written off as unrecoverable during the financial year as a percentage of the total rent collectable for the financial year: Temporary accommodation <i>The direction of improvement for this indicator is downward.</i>	0	0	0%					Temporary accommodation is not incorporated within the housing revenue account.
National (70)	The total amount of rent lost due to lettable units of accommodation being empty as a percentage of the total rent debit for the financial year, for	578641	24417218	2.37%	1.90%	x	1.95%	x	The difficult to let sheltered bedsits are impacting on the overall average relet figure by 6.9 days.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	permanent accommodation <i>The direction of improvement for this indicator is downward.</i>								
National (71)	The total amount of rent lost due to lettable units of accommodation being empty as a percentage of the total rent debit for the financial year, for temporary accommodation <i>The direction of improvement for this indicator is downward.</i>	0	0	0%					Temporary accommodation is not incorporated within the housing revenue account.
National (72)	The average number of calendar days taken to let lettable units of accommodation during the financial year, for permanent accommodation <i>The direction of improvement for this</i>	50684	489	103.6 Calendar Days	78 Calendar Days	X	93.2 Calendar Days	X	The increase in the number of days taken to re-let the properties is due to the refurbishments required after the tenant leaves and also because of the decision made to refurbish properties in order to meet the Wales Housing Quality Standard.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>indicator is downward.</i>								
National (73)	The average number of calendar days taken to let lettable units of accommodation during the financial year, for temporary accommodation <i>The direction of improvement for this indicator is downward.</i>	0	0	0 Calendar Days	0 Calendar Days	✓	76.2 Calendar Days	✓	We do not let our properties as temporary accommodation- this is done through Registered Social Landlord (RSL) move on properties and B&B
KPI National (74)	The average number of calendar days taken to complete: Emergency repairs <i>The direction of improvement for this indicator is downward.</i>	6197.6	6701	0.92 Calendar Days	1 Calendar Days	✓	1.3 Calendar Days	✓	The emergency figure of 0.92 calendar days for 2007/08 falls within the target of one calendar day and shows an improvement on the 2006/07 outturn figure of 1.34 calendar days.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI National (75)	The average number of calendar days taken to complete: Urgent repairs <i>The direction of improvement for this indicator is downward.</i>	195079.7	11697	16.68 Calendar Days	11 Calendar Days	X	19.5 Calendar Days	✓	The 2007/08 urgent figure of 16.68 calendar days is a small improvement on the 2006/07 outturn figure of 19.5 calendar days, reflecting the drive throughout 2007/08 to make improvements within existing systems and increase productivity through measures already implemented. It had been flagged up that dramatic improvement was unlikely in advance of the introduction of a new Schedule of Rates in the first quarter of 2008/09, with Diagnostic Reporting and Mobile Working to follow. It is pleasing to note that the more significant improvement in the non-urgent figure for 2007/08 was not at the expense of this performance indicator for urgent repairs.
KPI National (76)	The average number of calendar days taken to complete: Non-urgent repairs <i>The direction of improvement for this indicator is downward.</i>	579467.3	6515	88.94 Calendar Days			138.2 Calendar Days	✓	The 2007/08 non-urgent figure of 88.94 calendar days is a significant improvement on the 2006/07 outturn figure of 138.19 calendar days, reflecting the drive throughout 2007/08 to make improvements within existing systems and increase productivity through measures

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									already implemented. However, this still reflects the difficulty in planning effectively when too many emergency and urgent repairs are undertaken. The big push to improve this indicator throughout Quarter 1 of 2007/08 was successful and sustained throughout 2007/08. It is pleasing to note that this improvement was not at the expense of the performance indicators for emergency and urgent repairs, which both show a small improvement for 2007/08. It had been emphasised that dramatic improvement was unlikely in advance of the introduction of a new Schedule of Rates in the first quarter of 2008/09, with Diagnostic Reporting and Mobile Working to follow.
National (275)	The total amount of rent arrears owed by current tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year: Permanent	871740	23564638	3.70%					Following the introduction of a more robust rent arrears management system, evictions are now reducing and tenancy debt is being managed via other enforcement and support mechanisms. This is in accordance with the

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	accommodation <i>The direction of improvement for this indicator is downward.</i>								Homelessness Task Group objectives.
National (276)	The total amount of rent arrears owed by current tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year: Temporary accommodation <i>The direction of improvement for this indicator is downward.</i>	0	0	0%					Temporary accommodation is not incorporated within the housing revenue account
National (277)	The total amount of rent arrears owed by former tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year: Permanent accommodation <i>The direction of</i>	117314	24485212	0.48%					As outlined in HLS/012ai above (Ref 275), the reduction in evictions has had a positive impact on the creation of former tenant rent arrears. This has reduced the burden of debt still owed to the authority in the form of former tenant rent arrears and allows recovery to continue whilst the tenant is still in their home. There is also a reduced

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>improvement for this indicator is downward.</i>								burden in terms of voids cost and the use of temporary accommodation.
National (278)	The total amount of rent arrears owed by former tenants in the following types of accommodation as a percentage of the total rent collectable for the financial year: Temporary accommodation <i>The direction of improvement for this indicator is downward.</i>	0	0	0%					Temporary accommodation is not incorporated within the housing revenue account
KPI (333)	Reduce the average re-let times for: All Council homes from 92 days in 2007 to 64 days by 2010. <i>The direction of improvement for this indicator is downward.</i>	50684	489	103.6 Calendar Days	78 Calendar Days	X	92.7 Calendar Days	X	The increase in the number of days taken to re-let the properties is due to the refurbishments required after the tenant leaves and also because of the decision made to refurbish properties in order to meet the Wales Housing Quality Standard

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (554)	Reduce the average re-let times for: All Council homes, excluding hard-to-let and special circumstances properties, from 80 days in 2007 to 42 days by 2010 <i>The direction of improvement for this indicator is downward.</i>	44766	463	96.7 Calendar Days					The increase in the number of days taken to re-let the properties is due to the refurbishments required after the tenant leaves and also because of the decision made to refurbish properties in order to meet the Wales Housing Quality Standard
HOUSING REPAIRS									
KPI (331.1)	Increase the percentage of: Emergency repairs completed within 1 calendar day from 89.82% in 2006 to 99% by 2010	5919	6701	88.33%	98%	x			The emergency figure of 0.92 calendar days for 2007/08 falls within the target of one calendar day and shows an improvement on the 2006/07 outturn figure of 1.34 calendar days.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (332.1)	Increase the percentage of: Urgent repairs completed within 7 calendar days from 53.91% in 2006 to 99% by 2010	5052	11697	43.19%	75%	X			The 2007/08 urgent figure of 16.68 calendar days is a small improvement on the 2006/07 outturn figure of 19.5 calendar days, reflecting the drive throughout 2007/08 to make improvements within existing systems and increase productivity through measures already implemented. It had been flagged up that dramatic improvement was unlikely in advance of the introduction of a new Schedule of Rates in the first quarter of 2008/09, with Diagnostic Reporting and Mobile Working to follow. It is pleasing to note that the more significant improvement in the non-urgent figure for 2007/08 was not at the expense of this performance indicator for urgent repairs.
KPI (550)	Increase the percentage of: Non-urgent repairs completed within 50 calendar days from 38.60% in 2006 to 75% by 2010	3949	6515	60.60%					The 2007/08 non-urgent figure of 88.94 calendar days is a significant improvement on the 2006/07 outturn figure of 138.19 calendar days, reflecting the drive throughout 2007/08 to make improvements within existing systems and increase productivity through measures

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									already implemented. However, this still reflects the difficulty in planning effectively when too many emergency and urgent repairs are undertaken. The big push to improve this indicator throughout Quarter 1 of 2007/08 was successful and sustained throughout 2007/08. It is pleasing to note that this improvement was not at the expense of the performance indicators for emergency and urgent repairs, which both show a small improvement for 2007/08. It had been emphasised that dramatic improvement was unlikely in advance of the introduction of a new Schedule of Rates in the first quarter of 2008/09, with Diagnostic Reporting and Mobile Working to follow.
KPI (551)	Improve classification processes for housing repairs by 2010: Reduce the percentage of reported repairs classified as emergency from	6701	36955	18%					This should improve with the introduction of Diagnostic Reporting later in the year

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HOUSING & HOMELESSNESS

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	18.49% in 2006 to 7% <i>The direction of improvement for this indicator is downward.</i>								
KPI (552)	Improve classification processes for housing repairs by 2010: Reduce the percentage of reported repairs classified as urgent from 40.9% in 2006 to 13% <i>The direction of improvement for this indicator is downward.</i>	11697	36955	32%					This should improve with the introduction of Diagnostic Reporting later in the year
KPI (553)	Improve classification processes for housing repairs by 2010: Increase the percentage of reported repairs classified as non urgent from 7.1% in 2006 to 20%	6515	36955	18%					This should improve with the introduction of Diagnostic Reporting later in the year

Ref.	Indicator Description	Year End Numerator	Year End Denominator	YE Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
LIBRARIES									
National (78)	The number of visits to Public Libraries during the year, per 1,000 population	852388	150.23	5674 Uses Per 1000 Population	5301 Uses Per 1000 Population	✓	5249 Uses Per 1000 Population	✓	National Performance Indicator (NPI) aggregates physical and virtual visits, which are reported separately for other purposes Chartered Institute of Public Finance and Accounting (CIPFA), Work and Pensions Longitudinal Study (WPLS). Virtual visits derive from Site Analyse reports, physical visits from a mix of electronic and manual counting.
National (79)	The number of publicly accessible computers per 10,000 population	146	150230	10 Computers per 10000 Population	9.5 Computers per 10000 Population	✓	9.3 Computers per 10000 population	✓	Numerator is the number of pc's available for public use in libraries and training suites, excl laptops, which are currently restricted access.
National (80)	The percentage of available computer hours in use.	146124	435410	34%					Numerator is the number of minutes non-mediated access public pc's are in use during sample weeks, denominator is the number of minutes available. Derived from Pharos booking system.
National (704)	The percentage of library material requests supplied	387	290	75%					Numerator is the total no. of requests supplied during sample week, denominator is

APPENDIX 1 – 2007/08 PERFORMANCE DATA

LIBRARIES & LEISURE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	YE Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	within 7 calendar days								the no. supplied within 7 days of request.
LEISURE									
KPI National (84)	The number of visits to indoor sports facilities during the year per 1,000 population	1790652	150.23	11919 Visits Per 1000 Population	10500 Visits Per 1000 Population	✓	10187 Visits Per 1000 Population	✓	The new Leisure Management System has enabled the full recording of all usage at our facilities since its implementation in January 2007. Thus our user tabs have increased considerably which reflects a more accurate counting rather than a significant increase in use.
KPI National (85)	The number of visits to outdoor sports facilities during the year per 1,000 population	349883	150.23	2329 Visits Per 1000 Population	1350 Visits Per 1000 Population	✓	1319 Visits Per 1000 Population	✓	The new Leisure Management System has enabled the full recording of all usage at our facilities since its implementation in January 2007. Thus our user tabs have increased considerably which reflects a more accurate counting rather than a significant increase in use. Re Target 08/09 – Performance Indicator changes in 08/09 there is no longer a requirement to report indoor and outdoor separately hence target for is combined.

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
PLANNING									
National (86)	The percentage of planning applications determined during the year that were approved.	1211	1478	81.90%	85%	x	80.90%	✓	Close to the target of 85%. This is a 1% improvement on last year. Will continue to improve as Unitary Development Plan (UDP) gains greater status therefore reducing the number of appeals. Receipt of the Inspectors report following the Public Inquiry is anticipated in September 2008.
National (87)	The number of appeals that were determined during the year in relation to planning application decisions <i>The direction of improvement for this indicator is downward.</i>	N/A	N/A	69 Appeals			82 Appeals	✓	Will continue to improve as Unitary Development Plan (UDP) gains greater status therefore reducing speculative applications/appeals. Not possible to set a target the outturn is a factual representation of appeals submitted.
National (88)	The number of appeals that were determined during the year in relation to enforcement notices <i>The direction of</i>	0					0	⚡	No appeals submitted in respect of the 5 Enforcement Notices Served (ENS). Not possible to set a target the outturn is a factual representation of appeals

APPENDIX 1 – 2007/08 PERFORMANCE DATA

PLANNING

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>improvement for this indicator is downward.</i>								submitted.
KPI National (89)	The percentage of these determined appeals that upheld the authority's decision, in relation to planning application decisions	56	70	80%	65%	✓	61%	✓	The increase success rate is related to the fact that the Unitary Development Plan (UDP) has reached a stage where Planning Inspectors are giving it significant weight over and above the adopted and out of date development plans thereby providing a clearer planning policy framework.
National (90)	The percentage of these determined appeals that upheld the authority's decision, in relation to enforcement notices	0	0	0					No Enforcement Appeal Decisions made during this period.
KPI National (91)	The percentage of major planning applications determined during the year within 13 weeks	21	66	31.80%	30%	✓	26.10%	✓	The relative small numbers in relation to the total applications will always lead to fluctuations. The Major team are still short of one Senior Planning Officer. A new Team Leader is in post moving towards quality by negotiation. This inevitably delays some decisions.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

PLANNING

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI National (92)	The percentage of minor planning applications determined during the year within 8 weeks	265	660	40.20%	45%	X	37.90%	✓	Over the year, staffing levels have fluctuated and it is only since January, when two new staff were appointed to the Minor Team has an impact been made to the workload. As stated in the commentary to Quarter 4, the last months (March) figures have shown an improved move in performance which should impact on the next quarter. However training is needed before significant improvements can be made in this area.
KPI National (93)	The percentage of householder planning applications determined during the year within 8 weeks	561	682	82.30%	85%	X	82.40%	X	The benefits of the additional staff will show in 2008/2009.
National (94)	The percentage of all other planning applications determined during the year within 8 weeks.	42	70	60%	75%	X	72.40%	X	The benefits of the additional staff will show in the 2008/2009 figures.
National (95)	The percentage of enforcement complaints resolved during the year within 12 weeks of receipt.	538	846	63.60%	40%	✓	28.6%	✓	The end of year figure is promising considering the section has two new members of staff. The backlog of cases is still being addressed and is

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PLANNING

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									constantly decreasing.
National (96)	The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year.	N/Av	N/Av	N/Av					Nil Return - The back office database system is not yet configured to collect and report on this indicator.
National (97)	The number of additional housing units provided during the year on previously developed land as a percentage of all additional housing units provided during the year	N/Av	N/Av	N/Av					Nil Return - The back office database system is not yet configured to collect and report on this indicator.
KPI (475)	To achieve 30% affordable housing on all housing planning applications over one hectare or twenty-five units in size	N/A	N/A	N/A	100%				Nil Return - The back office database system is not yet configured to collect and report on this indicator.
BUILDING CONTROL									

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PLANNING

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (1)	Percentage of Building control 'full plan' applications checked within 15 working days during the year	368	608	60.50%	30%	✓	21.10%	✓	A review and implementation of working practices has radically improved performance.
National (2)	The percentage of 'full plan' applications approved first time	536	608	88%	88%	✓	88%	⚡	It will be difficult to exceed this performance as it depends on the quality of plans submitted.
PRIVATE SECTOR RENEWAL									
National (123)	The percentage of unfit private sector dwellings made fit, closed or demolished through direct action by the local authority.	N/Av	N/Av	N/Av	2%	✗	3.44%	✗	Indicator is being replaced with a new standard - Housing Health & Safety Rating system and Local Government Data Unit (LGDU) have indicated that no merit would be attached to this indicator for this year, accordingly action has been concentrated on preparing for the new standard.

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Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (126)	The percentage of private sector dwellings that had been vacant for more than 6 months at 1 April that were returned to occupation during the year through direct action by the local authority.	8	1038	0.77%	0.85%	X	0.84%	X	Budget for Empty Homes is now within E&R. The budget is fixed and puts a limit on the number of schemes. Schemes can be very large. The future emphasis will be to spread the available resource across a greater number of schemes.

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (98)	The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year for Trading Standards <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	114 Businesses			109 Businesses		Commentary has not been supplied as this indicator has been deleted for 2008/09.
National (99)	The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year for Food Hygiene <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	357 Businesses			424 Businesses		Commentary has not been supplied as this indicator has been deleted for 2008/09.

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PUBLIC PROTECTION

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (100)	The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year for Animal Health <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	17 Businesses			14 Businesses		Commentary has not been supplied as this indicator has been deleted for 2008/09.
National (101)	The number of high risk businesses liable to a programmed inspection or alternative enforcement activity during the year for Health and Safety <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/Av	N/Av	2 Businesses			3 Businesses		Commentary has not been supplied as this indicator has been deleted for 2008/09
National (102)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: Trading Standards	110	114	96%	95%	✓	95%	✓	This part of the service performance has been given the due high priority by Trading Standards to ensure that a consistent level of performance is achieved and the target met.

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PUBLIC PROTECTION

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (103)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: Food Hygiene	353	357	99%	100%	✘	82%	✓	Significant improvement from the previous year due to increase in resource capacity as a result of filling a vacant post and the addition of an extra Environmental Health Officer to the team.
National (104)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: Animal Health	16	17	94%	95%	✘	100%	✘	Target almost attained. A single premises inspected in the previous year prevented full compliance.
National (105)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for: Health and Safety	2	2	100%	100%	✓	67%	✓	Only two premises were within this category; both inspected within the time period; which equates to a 100% return. Last year, despite there being only 3 premises; one was inspected 4 days outside the time period hence the 67% performance.
National (106)	The percentage of all eligible food premises with a valid food hygiene award.	94	419	22.43%			32.42%	✘	Food Hygiene awards to be issued cannot be predicted and depend on the findings on inspection.
National (107)	The percentage of new businesses identified during the year which were subject to an inspection for Trading Standards	56	77	73%	65%	✓	63%	✓	Target exceeded The indicator is now replaced by PPN/008 (Ref 694).




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PUBLIC PROTECTION

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (108)	The percentage of new businesses identified during the year which were subject to an inspection for Food Hygiene	43	68	63%	80%	x	62%	✓	Only modest improvement achieved this year due to substantial and significant reactive incidents that needed to be dealt with by the team e.g. foot and mouth outbreak.
National (109)	The percentage of new businesses identified during the year which were subject to an inspection for Animal Health	1	1	100%	65%	✓	95%	✓	Target exceeded but only one premises involved.
National (110)	The percentage of new businesses identified during the year which were subject to an inspection for Health & Safety	13	56	23%	50%	x			This figure may appear low but many of the new businesses are in the retail and office sectors which tend to be low (Category C) hazards and are not expected to be inspected under the National Priority Rating Scheme. The work undertaken concentrates on the higher hazards.
National (111)	The percentage of new businesses identified during the year which submitted a self-assessment questionnaire, for Trading Standards	N/Av	N/Av	N/Av	0%	✓	0%	⚡	Policy is not to rely on self assessments but to visit.

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PUBLIC PROTECTION

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (112)	The percentage of new businesses identified during the year which submitted a self-assessment questionnaire, for Food Hygiene	N/Av	N/Av	N/Av			0%		Self Assessments are not used all new businesses are physically inspected.
National (113)	The percentage of new businesses identified during the year which submitted a self-assessment questionnaire, for Animal Health	N/Av	N/Av	N/Av	0%	✓	0%		Policy is not to rely on self assessments but to visit.
National (114)	The percentage of new businesses identified during the year which submitted a self-assessment questionnaire, for Health & Safety	26	43	60%					This is not a measure that can easily be controlled; businesses are under no statutory obligation to complete a questionnaire.
National (121)	The percentage of significant breaches that were rectified by intervention for Trading Standards	36	43	83.70%	65%	✓	67.30%	✓	Target exceeded and increased for 2008/09.
National (122)	The percentage of significant breaches that were rectified by intervention for Animal Health	12	13	92.30%	65%	✓	100%		Target exceeded but due to special nature of breaches experience a high percentage of cases were rectified this is not representative of year on year cases. It is not practical to set a target greater than 85%.

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
CHILDRENS SOCIAL CARE									
National (155)	For those children looked after whose second review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date.	99	105	94.30%	100%	X	100%	X	Performance around plans for permanence continues to be consistently good, but has dropped below the ambitious target of 100%. The shortfall is due to cases of children in court proceedings for whom a plan for permanence cannot be agreed until the Court reaches a decision. For this reason, we have reduced our 2008/09 target to 95%.
National (156)	The percentage of children looked after at 31 March who have experienced one or more change of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months to 31 March. <i>The direction of improvement for this indicator is downward</i>	22	113	19.50%	7.40%	X	5.93%	X	This PI is directly linked to the increase in the number of Looked After Children placed out of county on a medium / long term basis. In some cases travel is totally impracticable and even when the placement is in a neighbouring authority travel time and costs may be prohibitive. These factors lead to a change of educational setting.

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SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (157)	The percentage of children looked after on 31 March who have had three or more placements during the year. <i>The direction of improvement for this indicator is downward</i>	7	156	4.50%	4.50%	✓	7.24%	✓	We continue to provide stable placements for looked after children and our performance is above target and significantly above the All Wales average. This reflects the comprehensive range and supports and training provided to our foster carers.
National (158)	The percentage of referrals during the year on which a decision was made within 1 working day.	2098	2269	92.50%	95%	✗	88.62%	✓	Performance is rising and close to target. The reduction in the referral rate in Quarters 3/4 reflects the change in practice in Duty & Assessment from November 2007. From April 2008, this indicator will be reported from Integrated Children System (ICS), which will provide a higher level of scrutiny and a more robust measure of decision time.
National (159)	The percentage of referrals during the year that: Were allocated to a social worker for initial assessment. <i>It is not appropriate to have a direction of improvement for this indicator</i>	724	2269	31.90%			25.92%		No target was set last year as this was considered to be management information only. However, further guidance from Care and Social Services Inspectorate Wales (CSSIW) has enabled us to set a target for 2008/09, which will reflect the expected increase in the percentage of referrals proceeding to initial assessment as a result of an improvement in practice of recording referrals.

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SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (160)	The percentage of referrals during the year that: Were allocated to someone other than a social worker for initial assessment. <i>It is not appropriate to have a direction of improvement for this indicator</i>	93	2269	4.10%			8.24%		No target was set last year as this was considered to be management information only. However, further guidance from Care and Social Services Inspectorate for Wales (CSSIW) has enabled us to set a target for 2008/09, which will reflect the expected increase in the percentage of referrals proceeding to initial assessment as a result of an improvement in practice of recording referrals.
KPI National (161)	The percentage of initial assessments carried out within 7 working days.	633	817	77.50%	80%	X	56.27%	✓	Due to improvements in practice and an increased level of monitoring and scrutiny there has been a significant improvement in the timeliness of initial assessments, and the annual outturn has almost reached target.
National (162)	The average time taken to complete initial assessments that took longer than 7 working days to complete. <i>The direction of improvement for this indicator is downward</i>	2630	178	14.8 Working Days	10 Working Days	X	21.18 Working Days	✓	The average length of time taken to complete assessments that took longer than 7 days has also improved. Next year we will be working with teams to further reduce this time.
National (163)	The percentage of required core assessments carried out within 35 working days.	86	119	72.30%	90%	X	48.84%	✓	Improvements in practice and increased monitoring and scrutiny have resulted in a significant improvement in performance when compared to last year. The timeliness of core assessments is

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SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									however still some way below target and we will be continuing to work on this area in the forthcoming year.
National (164)	The average time taken to complete those required core assessments that took longer than 35 days. <i>The direction of improvement for this indicator is downward</i>	1291	28	46.1 Working Days	45 Working Days	X	60 Working Days	✓	Improvements in practice and increased monitoring and scrutiny have resulted in a significant improvement in performance when compared to last year, and performance is significantly better than the All Wales average.
National (165)	The percentage of referrals that are re-referrals within 12 months. <i>The direction of improvement for this indicator is downward</i>	196	2269	8.60%			28.52%	✓	At the commencement of last year our recording system and practice were not sufficiently robust. These are currently being revised. This year's performance is an estimate based on the second half of the year only. Performance has improved markedly this year due to the new recording system and we expect this improvement to be sustained in 2008/09.
National (166)	The percentage of referrals during the year where the child had been on the CPR or who had been looked after during the previous 12-month period. <i>The direction of improvement for this indicator is downward</i>	8	812	1%			1.86%	✓	At the commencement of last year our recording system and practice were not sufficiently robust. These are currently being revised. This years performance is an estimate based on the second half of the year only.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (167)	The percentage of initial assessments that took place during the year where there is evidence that the child has been seen by the Social Worker.	522	824	63.30%	90%	X			This is an estimate based on data collected over three quarters of the year. This indicator only includes children who are seen by a qualified social worker. Not all children are seen by a qualified social worker, but all children should be seen by a professional, whether qualified or not, with the exception of cases of emergency child protection. We have now introduced a monitoring system to ensure that this happens.
National (168)	The percentage of initial assessments that took place during the year where there is evidence that the child has been seen alone by the Social Worker. <i>It is not appropriate to have a direction of improvement for this indicator</i>	268	824	32.50%					This is an estimate based on data collected over three quarters of the year. It is not always appropriate to see children alone during an initial assessment.
National (169)	The percentage of initial assessments taking place during the year where the following is recorded: Ethnicity	816	824	99%	100%	X	99.51%	X	Performance is consistently good but below the 100% target. This indicator relates to the recording of information about ethnicity, which is subject to clients' preference. For this reason we have proposed that our target should be revised to 95%.

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SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (170)	The percentage of initial assessments taking place during the year where the following is recorded: Religion	764	824	92.70%	100%	✘	93.16%	✘	Performance is consistently good but below the 100% target. This indicator relates to the recording of information about religion, which is subject to clients' preference. For this reason we have proposed that our target should be revised to 95%.
National (171)	The percentage of initial assessments taking place during the year where the following is recorded: First language choice	811	824	98.40%	100%	✘	99.51%	✘	Performance is consistently good but below the 100% target. This indicator relates to the recording of information about first language, which is subject to clients' preference. For this reason we have proposed that our target should be revised to 95%.
National (173)	The percentage of open cases of children with an allocated social worker where the child is receiving a service in each of the following groups: Children on the child protection register.	268	268	100%	100%	✓	100%	⚡	Performance is consistent for Children on the Child Protection Register allocated to a qualified social worker, at 100%.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (174)	The percentage of open cases of children with an allocated social worker where the child is receiving a service in each of the following groups: Children looked after <i>It is not appropriate to have a direction of improvement for this indicator</i>	669	783	85.40%			86.82%		We have not previously set a target for Looked After Children, as our practice is to allocate looked after children to the most appropriate worker, regardless of whether they have a social work qualification. Recent guidance from Care and Social Services Inspectorate Wales (CSSIW), however, suggests that all looked after children should be allocated to qualified social workers, and we have set a target for 2008/09 of 100% to reflect this change.
National (175)	The percentage of open cases of children with an allocated social worker where the child is receiving a service in each of the following groups: Children in need <i>It is not appropriate to have a direction of improvement for this indicator</i>	1980	2557	77.40%			82.12%		We do not always allocate Children in Need to a qualified social worker. The allocation of looked after children and children on the Child Protection Register is prioritised for allocation to qualified social workers.
National (176)	The percentage of open cases of children allocated to someone other than a social worker where the child is receiving a service in each of the following groups: Children on the	0	268	0%	0%	✓			A revision of the definition of this indicator for 2007/08 has resulted in a revision of the annual target set. There is a relationship between this indicator and SCC/013ai (Ref 173), which together add up to 100%.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	child protection register <i>The direction of improvement for this indicator is downward</i>								
National (177)	The percentage of open cases of children allocated to someone other than a social worker where the child is receiving a service in each of the following groups: Children looked after <i>The direction of improvement for this indicator is downward</i>	114	783	14.60%			100%		A revision of the definition of this indicator for 2007/08 has resulted in a revision of the annual target set. There is a relationship between this indicator and SCC/013aii (Ref 174), which together add up to 100%.
National (178)	The percentage of open cases of children allocated to someone other than a social worker where the child is receiving a service in each of the following groups: Children in need <i>The direction of improvement for this indicator is downward</i>	577	2557	22.60%			100%		A revision of the definition of this indicator for 2007/08 has resulted in a revision of the annual target set. There is a relationship between this indicator and SCC/013aiii (Ref 175), which together add up to 100%.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI National (179)	The percentage of initial child protection conferences due in the year which were held within 15 working days of the strategy discussion.	50	56	89.30%	85%	✓	76.09%	✓	Performance is above target and improving, and well above the All Wales average.
National (180)	The percentage of initial core group meetings due in the year which were held within 10 working days of the initial child protection conference.	36	44	81.80%	80	✓			This is an estimate based on three quarters of the year. Despite not quite achieving the target set for this year, the last three quarters of the year have shown a progressive improvement and our outturn is well above the All Wales average.
National (181)	The percentage of reviews of child in need plans carried out in accordance with the statutory timetable.	60	68	88.20%	70%	✓			This is an estimate based on the second half of the year. Performance has significantly exceeded target and is far above the All Wales average.
National (182.1)	The percentage of child protection reviews carried out within statutory timescales during the year.	73	76	96.10%	90%	✓			Performance is above target and improving.
National (183.1)	The percentage of health assessments for looked after children due in the year that have been undertaken.	201	312	64.40%	75%	✗			This is an estimate based on the second half of the year. We are working with Health professionals to improve the timeliness of assessments.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (184)	The percentage of children looked after at 31 March who were registered with a provider of general medical services at that date.	688	780	88.20%	85%	✓	76.19%	✓	This is an estimate based on the second half of the year. This indicator shows a positive trend of improvement and is above target.
National (185)	The percentage of looked after children who have had their teeth checked by a dentist during the year.	59	78	75.60%	85%	✗	73.38%	✓	This is an estimate based on the second half of the year. This indicator shows a positive trend of improvement.
KPI National (186)	The percentage of looked after children reviews carried out within statutory timescales.	399	461	86.60%	85%	✓	65.26%	✓	Performance shows a significant improvement on last year and is marginally above the All Wales average.
National (187)	The percentage attendance of looked after pupils whilst in care in primary schools.	N/Av	N/Av	N/Av	89%		96.05%		Data could not be reported due to lack of essential data from other Authorities.
National (188)	The percentage attendance of looked after pupils whilst in care in secondary schools.	N/Av	N/Av	N/Av	87%		96.68%		Data could not be reported due to lack of essential data from other Authorities.
National (189)	The percentage of children looked after who were permanently excluded from school in the year 1 April – 31 March. <i>The direction of</i>	0	69	0%	0%	✓	0%	⚡	No looked after children were permanently excluded.

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>improvement for this indicator is downward</i>								
National (190)	The average number of days spent out of school on fixed-term exclusions for children looked after who were excluded in the year 1 April – 31 March. <i>The direction of improvement for this indicator is downward</i>	5	2	2.5 School Days	14.8 School Days	✓	10 School Days	✓	The Local Education Authority (L.E.A) and schools have worked closely together to attempt to ensure that Looked After Children (LAC) are given due consideration and exclusion only used as a sanction when absolutely necessary
KPI National (191)	The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March.	10	19	52.60%	90%	✗	80%	✗	Performance is poor when compared to the target, but still higher than the All Wales average. Further improvements in practice will be progressed.
National (192)	The percentage of statutory visits to looked after children due in the year that took place in accordance with regulations.	814	1049	77.60%	90%	✗			This is an estimate based on three quarters of the year. Despite not achieving the target set for this year, the last three quarters of the year have shown a progressive improvement and we would expect this trend to continue.
National (193)	The gross weekly expenditure per looked after child in: Foster care (Local authority)	N/Av	N/Av	N/Av			429.32 £ per week		PERFORMANCE WILL BE REPORTED BY LOCAL GOVERNMENT DATA UNIT (LGDU)

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	own provision) <i>It is not appropriate to have a direction of improvement for this indicator</i>								
National (194)	The gross weekly expenditure per looked after child in: Foster care (Externally purchased provision) <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	N/Av			773.58 £ per week		PERFORMANCE WILL BE REPORTED BY LOCAL GOVERNMENT DATA UNIT (LGDU)
National (195)	The gross weekly expenditure per looked after child in: Children's homes excluding secure accommodation (Local authority own provision) <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	N/Av			740.98 £ per week		PERFORMANCE WILL BE REPORTED BY LOCAL GOVERNMENT DATA UNIT (LGDU)

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PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (196)	The gross weekly expenditure per looked after child in: Children's homes excluding secure accommodation (Externally purchased provision) <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	N/Av			1557.78 £ per week		PERFORMANCE WILL BE REPORTED BY LOCAL GOVERNMENT DATA UNIT (LGDU)
National (197)	The gross weekly expenditure per looked after child in: Secure accommodation <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	N/Av					PERFORMANCE WILL BE REPORTED BY LOCAL GOVERNMENT DATA UNIT (LGDU)
National (198)	The percentage of looked after children placed at a distance less than 20 miles from their home address. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	N/Av			96.97%		PERFORMANCE WILL BE REPORTED BY LOCAL GOVERNMENT DATA UNIT (LGDU)

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (199)	The percentage of children looked after who had a fully completed and updated Assessment and Action Record at their third review.	32	50	64%	75%	✘			This is an estimate based on two quarters of the year. This far exceeds the All Wales average. However, further improvements are expected towards achieving this year's target.
National (200)	The percentage of eligible, relevant and former relevant children that have pathway plans as required.	72	76	94.70%	100%	✘	100%	✘	We are slightly above the All Wales average for this indicator. Performance in this area is dependent on the number of young people with whom we are in contact. In some cases young people who leave care at the age of 16 choose not to receive leaving care support services. The annual target for 2008/09 reflects this.
National (201)	The percentage of eligible, relevant and former relevant children that have been allocated a personal advisor.	75	76	98.70%	100%	✘	100%	✘	We are above the All Wales average for this indicator. The 1.3% shortfall in this indicator represents one young person who became eligible for leaving care support services shortly before year end and had not yet been allocated a personal advisor.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (202)	The percentage of young carers known to Social Services who were assessed.	9	17	52.90%	70%	X	100%	X	An evaluation of our recording systems and processes following the submission of our performance last year showed that the quality of the performance reported for 2006/07 was in question. This year's performance reflects a far more robust approach. In addition to this a specific young carer's assessment document has been implemented during the final quarter of this year.
National (203)	The percentage of young carers known to Social Services who were provided with a service.	4	17	23.50%					Although young carers do not have to accept services that are offered, the improvements made in processes and recording systems during this year should provide a better performance outturn for 2008/09.
National (204)	The percentage of children and young people with disabilities receiving services who are receiving direct payments at 31 March.	17	194	8.80%			6.25%	✓	There was no target set for this indicator for 2007/08 as some children with disabilities and their families prefer not to accept direct payments.
National (205)	The percentage of children who had been looked after continuously for at least 4 years at 31 March and had been in their foster placement for at least 2 years for: Children aged 4-5 years.	0	0	0%					There were no children in the under 5 category for this indicator.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (206)	The percentage of children who had been looked after continuously for at least 4 years at 31 March and had been in their foster placement for at least 2 years for: Children aged 6-10 years.	1	1	100%	90%	✓	100%	⚡	We continue to provide stable placements for looked after children, and our performance is above target and significantly above the All Wales average. This reflects the comprehensive range and supports and training provided to our foster carers.
National (207)	The percentage of children who had been looked after continuously for at least 4 years at 31 March and had been in their foster placement for at least 2 years for: Children aged over 11 years.	10	11	90.90%	90%	✓	89.47%	✓	We continue to provide stable placements for looked after children, and our performance is above target and significantly above the All Wales average. This reflects the comprehensive range and supports and training provided to our foster carers.
National (208)	The percentage of young people formerly looked after with whom the authority is in contact at the age of 19.	13	20	65%	90%	✗	100%	✗	The percentage outturn for this indicator is strongly influenced by the small cohort. Contact is voluntary and we continue to strive to make young people aware of the benefits and supports that can be gained from receiving leaving care services.
National (209)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be in suitable, non-emergency	11	13	84.60%	90%	✗	100%	✗	The percentage outturn for this indicator is strongly influenced by the small cohort. Despite not achieving the local target set for this indicator we continue to perform better than the All Wales average. Draft protocols have now been developed

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	accommodation at the age of 19.								to increase joint working with the Housing Department and social landlords.
KPI National (210)	The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19.	5	13	38.50%	75%	x	37.50%	✓	The percentage outturn for this indicator is strongly influenced by the small cohort. However, we recognise the need for improvement this area of outcomes for young people leaving care, and the range of supports currently offered is under review. In addition to this, consideration is being given to the submission of a paper to the Corporate Management Team that will propose plans for offering young people leaving care work experience within the Authority.
KPI National (269)	The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment.	3	7	42.90%					Small pupil numbers make big differences to the percentage, 1 child's low scores significantly impact on the overall indicator. This also does not serve to celebrate achievements of children who did meet the indicator. 4 of these pupils have Statements of Additional need. PLEASE NOTE: 1 young person who received home tuition after school met the Key Stage 2 Core Subject Indicator (CSI) but in the past did not meet Key Stage 1 CSI.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI National (270)	The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment.	1	6	16.67%					Small pupil numbers make big differences to the percentage, 1 child's low scores significantly impact on the overall indicator. This also does not serve to celebrate achievements of children who did meet the indicator. 1 young person in secure accommodation - unable to asses - past performance, child met Key Stage 2 Core Subject Indicator (CSI). 1 young person has a Statement for Moderate Learning Difficulties.
National (271)	The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting.	2241.3	12	187 Points					This year was an exceptional year for the young people but due to small pupil numbers and significant needs of the children, the achievements of looked after children are not reflected in this indicator
KPI (481)	Increase the number of children, young people in need and families using the Positive Outcomes Service during the year from 20 in 2006 to 90 by 2009.	N/Av	N/Av	20 Service Users			40 Service Users		The Positive Outcomes Services (POMs) service was closed in Quarter 3.
KPI (482)	Increase the number of families receiving a service from the Family Group Meeting Project during the year from 75 in 2006 to 150 by 2009.	N/Av	N/Av	267 Families	120 Families	✓	147 Families	✓	Although the reported outturn far exceeds the target set, the definition of this local indicator is currently being revised to provide a more useful measurement of service activity.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI (555)	Reduce the percentage of looked after children who have offended from 8.6% in 2006 to 4% by March 2010. <i>The direction of improvement for this indicator is downward</i>	5	214	2.34%	6.5%	✓	N/A	✓	The majority of looked after children supported by Youth Justice Service were placed out of County and the Service expects to meet or reach the stated target.
KPI (562)	Increase the percentage of the local youth population in contact with the Youth Service.	N/A	N/A	N/A					No commentary provided.
National (668)	The percentage of referrals during the year that: Did not proceed to allocation for initial assessment. <i>It is not appropriate to have a direction of improvement for this indicator</i>	1452	2269	64.60%					No target was set last year as this was considered to be management information only. However, further guidance from Care and Social Services Inspectorate Wales (CSSIW) has enabled us to set a target for 2008/09, which will reflect the expected increase in the percentage of referrals proceeding to initial assessment as a result of an improvement in practice of recording referrals.
ADULT SOCIAL CARE									
National (128)	The rate of delayed transfers of care for social care reasons per 1,000 population aged 75 or over.	14	10740	1.3 Rate per 1000	2.1 Rate per 1000	✓	1.6 Rate per 1000	✓	Continuing good performance. NOTE: very few service users are subject to a Delayed Transfer of Care (DToc) for social care reasons so small variations in numbers can have a disproportionate effect.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>The direction of improvement for this indicator is downward</i>								
National (129.1)	The rate of older people (aged 65 or over) supported in the community per 1,000 population aged 65 or over at 31 March.	1748	24126	72.45 Rate per 1000	68 Rate per 1000	✓	67.11 Rate per 1000	✓	Increase in provision of assistive technology services, reduction in Occupational Therapy waiting lists and a change in recording practice for minor adaptations; have led to a marked improvement in performance at end of year.
National (130)	The rate of older people (aged 65 or over) whom the authority supports in care homes per 1,000 population aged 65 or over. <i>The direction of improvement for this indicator is downward</i>	563	24126	23.34 Rate per 1000	25.5 Rate per 1000	✓	25.94 Rate per 1000	✓	Significant increase in performance. Performance is influenced by increase in estimated population aged 65+. This PI is now based on services provided on 31/03/2008 rather than in a sample week as in quarters 1 to 3.
KPI National (131)	The percentage of clients who are supported in the community during the year, who are aged 18-64.	1240	1275	97.25%	98%	✗	97.88%	✗	This PI records service user movement in and out of services during the year so actual numbers quarter on quarter are not strictly comparable.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI National (132)	The percentage of clients who are supported in the community during the year, who are aged 65+.	2856	3503	81.53%	81%	✓	81.36%	✓	Improving performance in line with SCA002a (Ref 129.1). NOTE: This PI records service user movement in and out of services during the year so actual numbers quarter on quarter are not strictly comparable.
National (133)	The percentage of enquiries that trigger an assessment.	6000	7200	83.30%			79.35%	✓	This PI is a measure of activity rather than performance and has been recommended for deletion by the Adult Reference Group which advises WAG about PIs. A simple enquiry for information will not trigger an assessment. There is no control over the number of enquiries coming into Adult Social Care (ASC).
National (134)	The average number of working days between initial enquiry and completion of the care plan including specialist assessments. <i>The direction of improvement for this indicator is downward</i>	81949	1148	71 Days	64 Days	✗	63.8 Days	✗	Performance continues to improve quarter on quarter, partly due to the Occupational Therapy waiting list initiative. NOTE: The methodology for production of this PI has been revised to comply with a more stringent definition from WAG. Data needed to complete this PI is not available from Mental Health and Substance Misuse services. This PI has been revised for 2008/09 and this in effect will be a baseline year, therefore is not applicable to set a target.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (135)	The average number of working days taken from completion of the care plan to provision and/or installation of aids/equipment. <i>The direction of improvement for this indicator is downward</i>	10148	3120	3 Working Days	3 Working Days	✓	3 Working Days	⚡	Whilst performance has declined, it is still within acceptable margins.
National (136)	The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year.	1154	1854	62.20%	70%	✗	62.17%	✓	Improvement plans are being developed to increase the rate of completion of reviews.
National (137)	The number of adult protection referrals received during the year per 1,000 population aged 18+. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/A	N/A	N/A			0.89 Rate per 1000		The outturn figure is not available until 31/05/08. This PI measures activity data rather than performance, therefore no target will be set.
National (138)	Of the adult protection referrals completed during the year, the percentage: That lead to an adult protection investigation.	N/A	N/A	N/A			74.76%		The outturn figure is not available until 31/05/08. This PI measures activity data rather than performance, therefore no target will be set.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
	<i>It is not appropriate to have a direction of improvement for this indicator</i>								
National (139)	Of the adult protection referrals completed during the year, the percentage: That were admitted or proved <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/A	N/A	N/A			24.27%		The outturn figure is not available until 31/05/08. This PI measures activity data rather than performance, therefore no target will be set.
National (140)	Of the adult protection referrals completed during the year, the percentage: Where the client or their property is no longer at risk <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/A	N/A	N/A			7.77%		The outturn figure is not available until 31/05/08. This PI measures activity data rather than performance, therefore no target will be set.
National (141)	The rate per 1,000 adults (aged 18+) receiving a service in the community who receive a direct payment.	63	2654	23.75 Rate per 1000	27 Rate per 1000	X	24.49 Rate per 1000	X	Number of direct payments users has fallen this year due to a review of existing users.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (142)	The rate per 1,000 adult clients assessed during the year who are provided with electronic assistive technology as part of a package of care.	183	N/Av	44.7 Rate per 1000	25 Rate per 1000	✓	12.32 Rate per 1000	✓	Improving performance as this developing service has begun to achieve results. NOTE: This indicator is based on the number assistive technology services (telecare) provided to service users assessed in the quarter, not the total number of current assistive technology services provided. A number of service users receive an assistive technology service (Care Link) directly from Community and Housing, not as part of the Unified Assessment process and so are not eligible for inclusion in this PI.
National (146)	The percentage of identified carers of adult service users who were offered an assessment. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	76.80%			78.31%		NOTE: Calculations for this PI (SCA/012a) (Ref 146) are based on a sample of 10% of completed client assessments and the sample for quarter 3 shows continuing improvement.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (147)	The percentage of identified carers of adult service users who had an assessment. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	57.90%			55.42%		The number of carers who had an assessment is outside the control of Adult Social Care as many carers refuse an offered assessment. NOTE: Calculations for this PI (SCA/012b) (Ref 147) are based on a sample of 10% of completed client assessments. This PI has been revised for 2008/09 and this in effect will be a baseline year, therefore is not applicable to set a target.
National (148)	The percentage of identified carers of adult service users who had an assessment which was an assessment in their own right. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	89.10%			84.78%		All carers are offered an assessment in their own right. Calculations for this PI (SCA/012c) (Ref 148) are based on a sample of 10% of completed client assessments.
National (149)	The percentage of identified carers of adult service users who were assessed who were provided with a service. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	27.30%			23.91%		Performance is being maintained. Calculations for this PI (SCA/012d) (Ref 149) are based on a sample of 10% of completed client assessments.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (150)	The percentage of identified carers of adult service users who are awaiting assessment. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	5.30%			3.61%		There will always be some carers awaiting assessment at the end of the period. Calculations for this PI (SCA/012e) (Ref 150) are based on a sample of 10% of completed client assessments.
National (151)	The number of Whole Time Equivalent staff in post, per 10,000 population aged 18+, who are Registered Social workers for adults. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	4.1 Rate per 10000			4.26 Rate per 10000		This PI is a measure of activity rather than performance and as such is used for management information purposes; therefore it is not applicable to compare this year's performance against a target or to set a target for 2008/09. Similarly it is not appropriate to make a judgement as to whether this PI has improved on the previous year's outturn.
National (152)	The number of Whole Time Equivalent staff in post, per 10,000 population aged 18+, who are Occupational Therapists employed or funded by Social Services. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	0.85 Rate per 10000			0.68 Rate per 10000		This PI is a measure of activity rather than performance and as such is used for management information purposes; therefore it is not applicable to compare this year's performance against a target or to set a target for 2008/09. Similarly it is not appropriate to make a judgement as to whether this PI has improved on the previous year's outturn.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (153)	The number of Whole Time Equivalent staff in post, per 10,000 population aged 18+, who are Other staff undertaking assessments, care management and review activities employed or funded by Social Services. <i>It is not appropriate to have a direction of improvement for this indicator</i>	N/Av	N/Av	1.55 Rate per 10000			1.63 Rate per 10000		This PI is a measure of activity rather than performance and as such is used for management information purposes; therefore it is not applicable to compare this year's performance against a target or to set a target for 2008/09. Similarly it is not appropriate to make a judgement as to whether this PI has improved on the previous year's outturn.
SUPPORTING PEOPLE									
National (211)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service: Floating support.	534	150230	3.6 Units per 1000 population					The SPP/001 (Ref 211) data for 2007/08 provides base-line figures that will enable us to measure the progress Flintshire is making in the development of Supporting People services over the coming years.
National (212)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service: Direct access	41	150230	0.3 Units per 1000 population					The SPP/001 (Ref 212) data for 2007/08 provides base-line figures that will enable us to measure the progress Flintshire is making in the development of Supporting People services over the coming years.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (213)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service: Temporary accommodation	82	150230	0.5 Units per 1000 population					The SPP/001 (Ref 213) data for 2007/08 provides base-line figures that will enable us to measure the progress Flintshire is making in the development of Supporting People services over the coming years.
National (214)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service: Permanent accommodation	82	150230	0.5 Units per 1000 population					The SPP/001 (Ref 214) data for 2007/08 provides base-line figures that will enable us to measure the progress Flintshire is making in the development of Supporting People services over the coming years.
National (215)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service: Sheltered accommodation for older people	2852	150230	19 Units per 1000 population					The SPP/001 (Ref 215) data for 2007/08 provides base-line figures that will enable us to measure the progress Flintshire is making in the development of Supporting People services over the coming years.
National (216)	The average number of units of housing related support, per 1,000 head of population, for each of the following types of housing related support service: Community alarm services	N/Av	N/Av	N/Av					There are no Community Alarm Services within Flintshire.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

SOCIAL CARE & SUPPORTING PEOPLE

PICS Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
DISABLED FACILITIES GRANTS									
KPI National (124)	The average number of calendar days taken to deliver a Disabled Facilities Grant. <i>The direction of improvement for this indicator is downward</i>	N/A	N/A	N/A	585 Calendar Days		656 Calendar Days		Figures are awaiting verification.
National (127)	The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the Disabled Facilities Grant process is not used. <i>The direction of improvement for this indicator is downward</i>	N/A	N/A	N/A			153 Calendar Days		Figures are awaiting verification.
National (125)	The average number of calendar days taken to deliver an adaptation for a Local Authority tenant where the Disabled Facilities Grant process is not used. <i>The direction of improvement for this indicator is downward</i>	16409.76	518	31.68 Calendar Days			29 Calendar Days	x	The figure for 2007/08 is slightly worse than for 2006/07, the turn around time is not helped by the value of the work that's being undertaken. These jobs are supposed to be small value, but in reality can run to several thousand pounds.

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
TRANSPORT & HIGHWAYS									
National (234.2)	Percentage of: Condition of principal (A) roads <i>The direction of improvement for this indicator is downward</i>	4.478	145.249	3%					This is based on a new survey method for 07/08 which is required by WAG for scheme justification. Previous years outturns and targets are not comparable.
National (235.1)	Percentage of: Non-principal/classified roads; that are in overall poor condition <i>The direction of improvement for this indicator is downward</i>	7.795	154.505	5%					This is based on a new survey method for 07/08 which is required by WAG for scheme justification. Previous years outturns and targets are not comparable.
National (236)	Annual highway related claims expenditure as a percentage of the annual structural maintenance expenditure <i>It is not appropriate to have a direction of improvement for this indicator.</i>	N/A	N/A	N/A			11		Insurance Claims information not yet available.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HIGHWAYS, TRANSPORT & ENVIRONMENT

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (237)	The percentage of the annual structural maintenance expenditure that was spent on planned structural maintenance.	2,273,916	2,276,516	99.98%			96%	✓	100% almost reached. It was not achieved because of one unforeseen occurrence of reactive maintenance.
National (238)	The percentage of the local authority maintained road network subject to precautionary salting during the year.	N/A	N/A	47.70%	48%	✘	47.7%	⚡	This is a set value for the extent of winter maintenance. The indicator has now been deleted for 2008/9.
National (239)	The percentage of adults aged 60+ who hold a concessionary travel pass.	28087	33243	84.50%	90%	✘	87.63%	✘	The reissue of all passes with Smartcards in late 2008 a major exercise was undertaken to identify deaths or out migrants. It identified that the original figure for 2007 was not therefore accurate.
National (240.1)	The percentage of total length of rights of way which are easy to use by members of the public	41.97	54.93	76.40%					Survey based on 5% of the County's footpaths.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HIGHWAYS, TRANSPORT & ENVIRONMENT

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
KPI National (241)	The average number of calendar days taken to repair street lamp failures during the year <i>The direction of improvement for this indicator is downward</i>	7857	2029	3.87 Calendar Days	3 Calendar Days	✘	4.57 Calendar Days	✓	The stated aim in the Council Plan is to reduce the number of calendar days taken to repair street lamp failures within 3 days by March 2009. This year end figure shows good progress being made to achieve this ambitious target.
KPI National (495)	Improve energy efficiency by: Reducing the tonnage of CO2 emitted by fleet vehicles by 3% from 2,790 tonnes in 2006 to 2,706 tonnes by 2009 <i>The direction of improvement for this indicator is downward</i>	N/Av	N/Av	2785 Tonnes	2760 Tonnes	✘	2790 Tonnes	✓	Work has been done to establish a sound database of fleet fuel usage in addition to a fleet fuel policy. Bio-fuel use alone will not achieve this target - measures to reduce fleet miles travelled will need to be introduced to meet this target.
KPI (563)	Increase the number of persons holding concessionary travel passes: For 16 to 18 year olds from 1,768 in 2007 by 10% per annum until 2010	N/Av	N/Av	1346 Pass Holders					The 10% increase target was to increase pass holders to 1768 in this age group. This was a pilot scheme due to finish in March 2008, limited marketing has taken place and

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HIGHWAYS, TRANSPORT & ENVIRONMENT

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									because of this the target was not met. The extension of the scheme is under consideration in WAG.
KPI (564)	Increase the number of persons holding concessionary travel passes: For 19 to 22 year olds from 110 in 2007 by 10% per annum until 2010	N/Av	N/Av	404 Pass Holders					The 10% target increase of 11 was exceeded due to those with passes in the 16-18 year age group entering this group by reaching their 19th birthday.
KPI (565)	Increase the number of persons holding concessionary travel passes: For over 60 year olds from 27,537 in 2007 by 2% per annum until 2010	N/Av	N/Av	205 Pass Holders					The target 2% increase was 550. But the reissue of all passes with Smartcards in late 2008 a major exercise was undertaken to identify deaths or out migrants. It identified that the figure for 2007 was not therefore accurate.
KPI (566)	Improve energy efficiency by: Increase the percentage of renewable fuel used in fleet vehicles from 0% to 3% by March 2009	N/Av	N/Av	0.20%					Target not achieved because fuel purchases from forecourts has not biofuel element. From April 08 forecourt diesel has 2.5% biofuel concentration. This coupled with all bunkered fuel being 5%

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HIGHWAYS, TRANSPORT & ENVIRONMENT

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									bio-diesel should achieve the target.
ENVIRONMENT									
National (232)	The percentage of reported fly tipping incidents on relevant land cleared within 5 working days	807	903	89.37%	93%	x	91.29%	x	A number of issues have resulted in us missing the target. The main one being that the current report writer on our database does not distinguish between a working day and a weekend. This has only recently been highlighted and is being resolved by IT for this year. We have performed better than reported but until the report is adjusted we will not know by how much. Initial investigation would suggest that we would have hit the target of 93% as 40 of the 903 total fly tips were collected within 7 days. Another issue is in relation to staff

APPENDIX 1 – 2007/08 PERFORMANCE DATA

HIGHWAYS, TRANSPORT & ENVIRONMENT

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									sickness and paperwork administration issues measures have been put in place to address this problem for 08/09.
National (230.1)	The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	360	397	90.68%	74%	✓			This is a newly defined indicator.
National (282)	The Cleanliness Index	1.442	2	72.1 Index Score					This is a newly defined indicator.
KPI (474)	Increase the percentage of people who are satisfied with the standard of cleanliness in Flintshire from 63% in 2005 to 75% by 2009	N/Av	N/Av	58%	75%	✗	58%	⚡	Source of outturn is the Citizens' Survey.

WASTE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (242)	The total tonnage of municipal waste reused and/or recycled by the local authority	16059.03	1	16059.03 Tonnes			17101.76 Tonnes	✘	Identified that participation rates and collection methodology will be reviewed to help improve the recycling service. Monitoring and reviewing will continue to improve local recycling brings facilities and the recycling parks.
National (243)	The total tonnage of municipal waste composted or treated biologically in another way by the local authority	12472.6	1	12472.6 Tonnes			11039.99 Tonnes	✔	The amount of green waste collected through Kerb Side (KS) schemes and recycling continues to increase. There has been an increase of 801 tonnes from 2006/07. Green waste diversion is also key in meeting the Biodegradable Municipal Waste (BMW) targets.
National (244)	The percentage of municipal waste reused and/or recycled.	16059.03	80077.716	20.05%	20%	✔	20.31%	✘	Participation rates and collection methodology will be reviewed to help improve the recycling service. Monitoring and

APPENDIX 1 – 2007/08 PERFORMANCE DATA

WASTE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									reviewing will continue to improve local recycling brings facilities and the recycling parks. Review of waste services to identify areas of improvements and increase resources.
KPI National (245.1)	The percentage of municipal waste: Composted or treated biologically in another way	12472.6	80077.716	15.58%	15%	✓	13.77%	✓	The amount of green waste collected though Kerb Side (KS) schemes and recycling continues to increase. There has been an increase of 801 tonnes from 2006/07. Green waste diversion is also key in meeting the Biodegradable Municipal Waste (BMW) targets.
National (246)	The total tonnage of bio-degradable municipal waste sent to landfill by the authority <i>The direction of improvement for this indicator is downward</i>	7252	1	37855 Tonnes	44252 Tonnes	✓	35508.35 Tonnes	✗	Continue green waste collection. Desk study to improve Biodegradable Municipal Waste (BMW) collection facilities at Kerb Side (KS), bring and recycling parks, such as food waste collections, cardboard

APPENDIX 1 – 2007/08 PERFORMANCE DATA

WASTE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
									recycling.
KPI National (247)	The percentage of bio-degradable municipal waste sent to landfill. <i>The direction of improvement for this indicator is downward</i>	33302	53420	62.34%	65%	✓	64.22%	✓	Implement and manage waste management strategy, including desk top study into diverting food waste from landfill and possibility of introducing cardboard collections. Monitor Recycling Parks contract
KPI National (251)	The percentage of municipal wastes sent to landfill <i>The direction of improvement for this indicator is downward</i>	50646.55	85758.486	59.06%	57%	✗	61.93%	✓	Target agreed that 60% of the total waste arising to be disposed at landfill; we have met this target by only sending 59.17% for disposal at landfill.
National (253)	The percentage of municipal waste used to recover heat and power	0	0	0%	0%	✓	0%	⚡	There are currently no opportunities to recover heat from municipal waste. The North West Wales Treatment Partnership is developing a future option for residual waste treatment, with delivery 2012/13.

APPENDIX 1 – 2007/08 PERFORMANCE DATA

WASTE

Ref.	Indicator Description	Year End Numerator	Year End Denominator	Year End Outturn	Target		Trend		Commentary
					2007/08 Target	On Target?	2006/07 Year End Performance	Improving?	
National (254)	The percentage of households served by a kerbside collection of two or more recyclables.	63649	65958	97%	97%	✓	96%	✓	Target has been met. Development and improvements to the kerbside collection methods and fleet has helped achieve this target.
National (255)	The percentage of municipal waste received at all household waste amenity sites that is reused, recycled or composted	10263.614	20422.497	50.26%	60%	✗	58.93%	✗	Continue to monitor recycling park contract. Contract runs till end of July, therefore 4 months left in the contract to meet 60%.

2007/08 End of Year: Performance Report & Analysis

GUIDANCE

Performance indicators of whatever derivation provide us with an *indicative* view of performance of services. They cannot provide the whole picture about performance within a service but by monitoring progress towards achieving targets and reviewing trends we can be better informed about where action may need to be taken to redress potential under-performance.

Performance Indicators reported to Executive include:

- Quarterly review of Council Plan indicators (our Key Performance Indicators – KPI's)
- Annual review of all national indicators and targets for the following year – these are also endorsed by County Council.

Performance Indicators reported to Overview and Scrutiny Committees include:

- Quarterly review of all national indicators and KPI's by People and Performance Overview and Scrutiny
- Quarterly review of relevant national indicators and KPI's by all functional Overview and Scrutiny Committees

Using the Performance Report

The Performance Report and Analysis has a number of columns which can seem daunting at first glance.

The following key provides a guide to the information in each:

Ref.: Indicator reference number

Indicator Description: Brief description of the indicator

Direction of Improvement?: This indicates the relationship between the 'size' of the number and improved performance i.e.

↑ **(Higher)** In this case we want the number to go up

↓ **(Lower)** In this case we want the number to go down

(N/A = not applicable or not available)

Year end numerator and denominator: The values that make up the calculation

Year end outturn: Performance at year end.

Target: This is the target position for the year that was set at the beginning of the year; most of these are determined locally.

✓ indicates that the target has been met

✘ indicates that the target has not been met

Trend: Using previous year's data and the end of year a judgement is made as to if performance is:

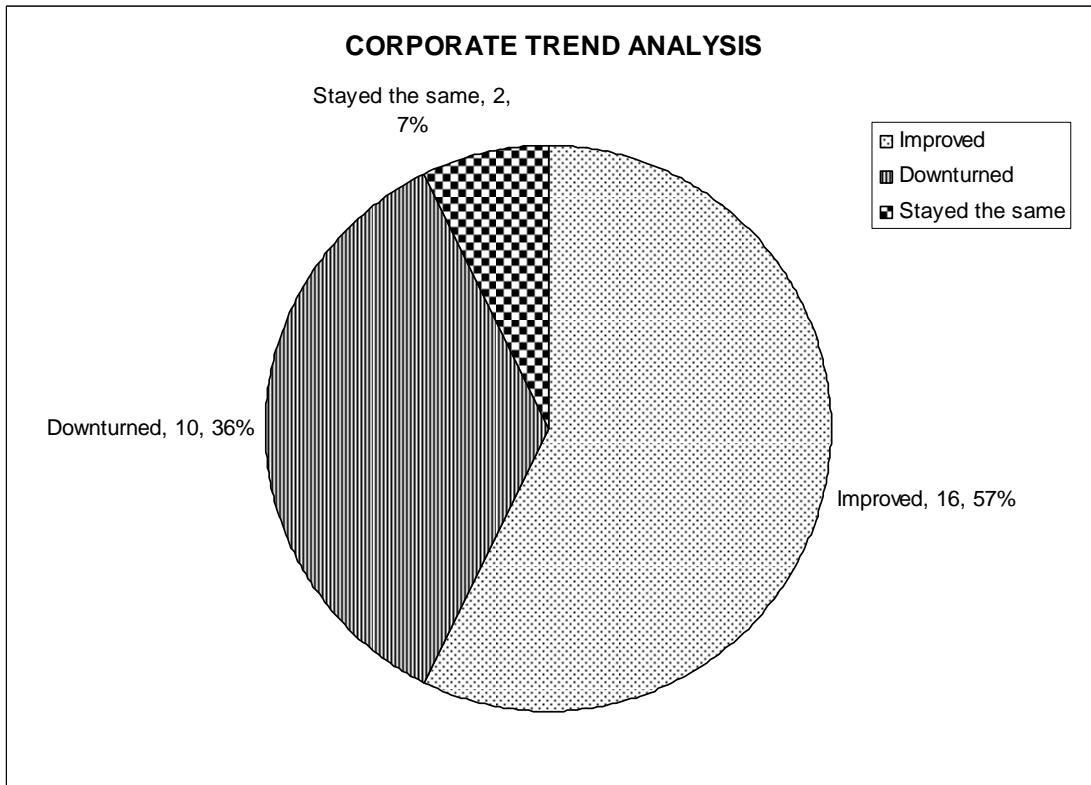
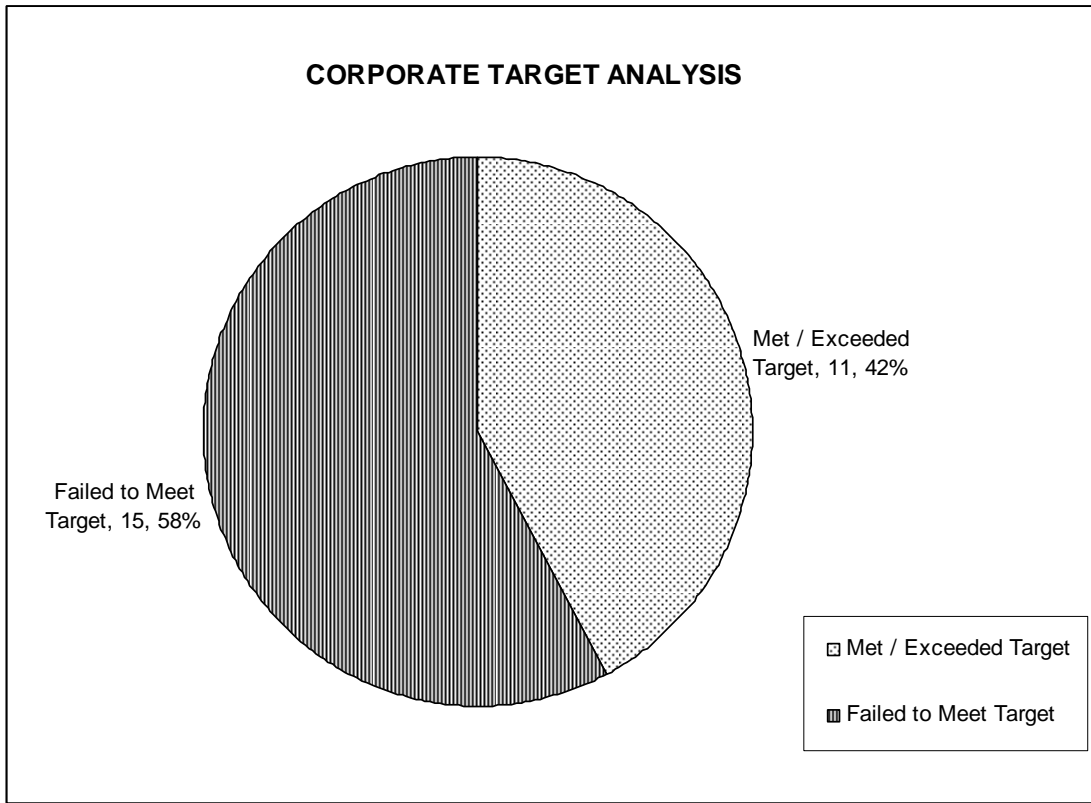
✓ indicates improved performance

✘ indicates down-turn in performance

≡ indicates no change in performance

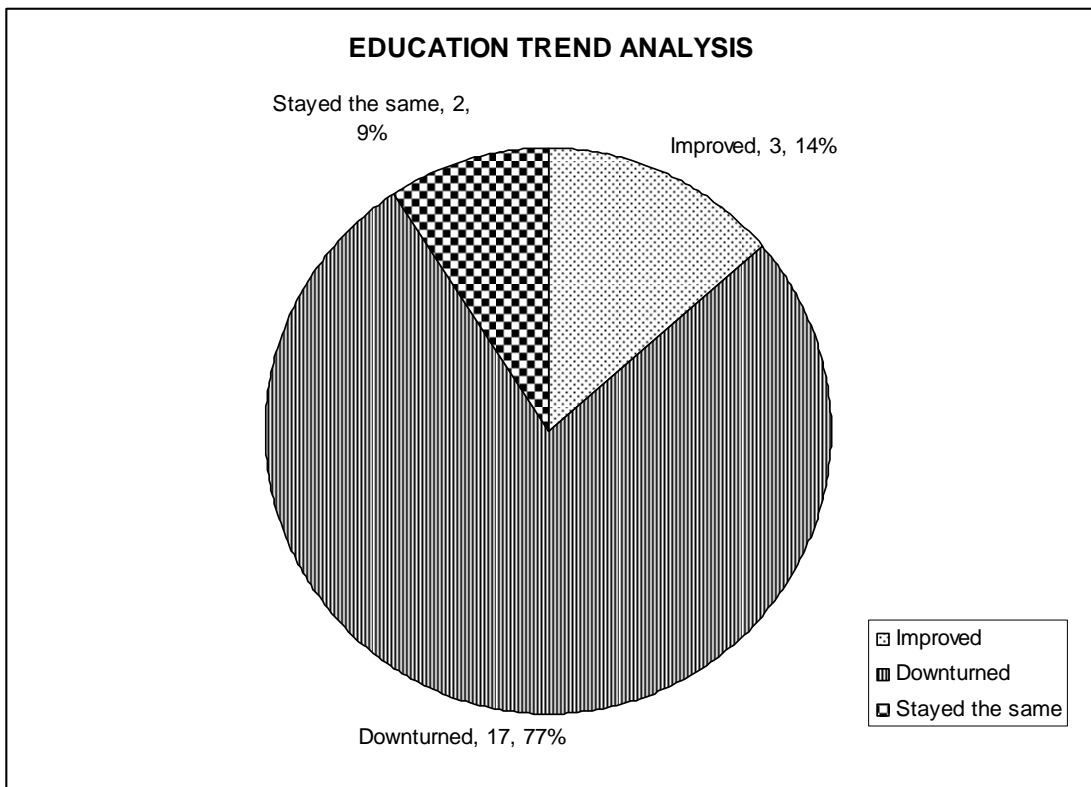
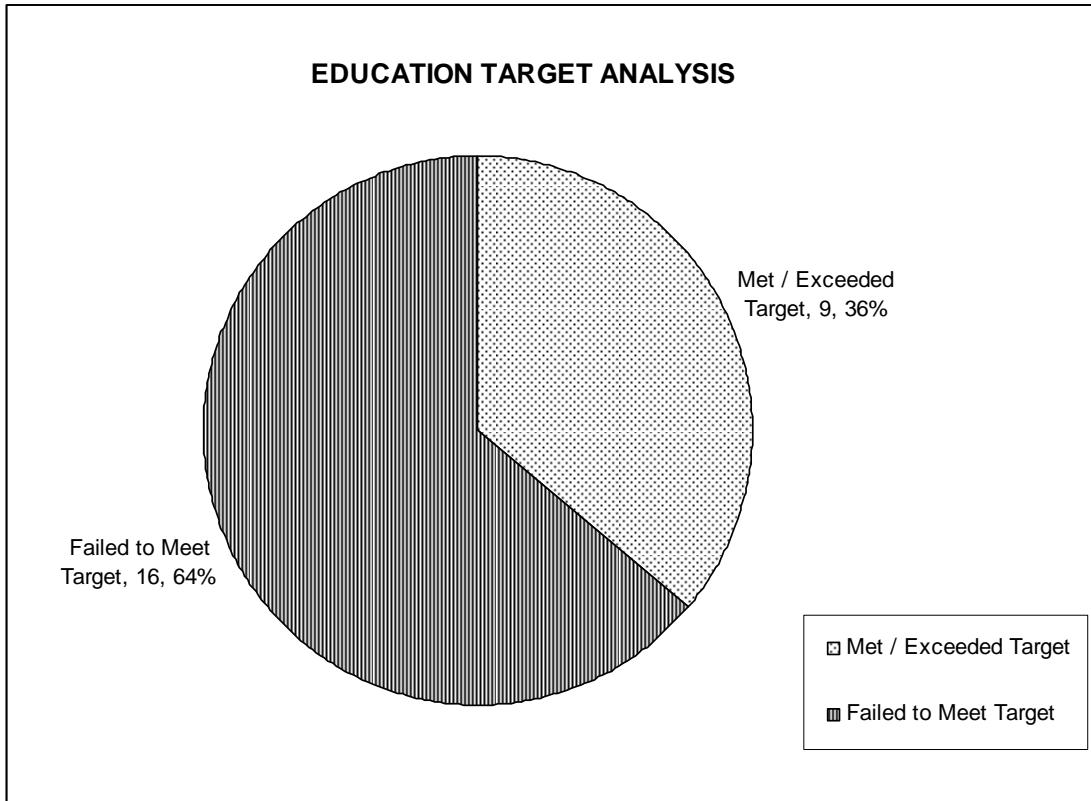
APPENDIX 2 - TARGET AND TREND ANALYSIS OF ALL INDICATORS BY SERVICE AREAS

CORPORATE INDICATORS



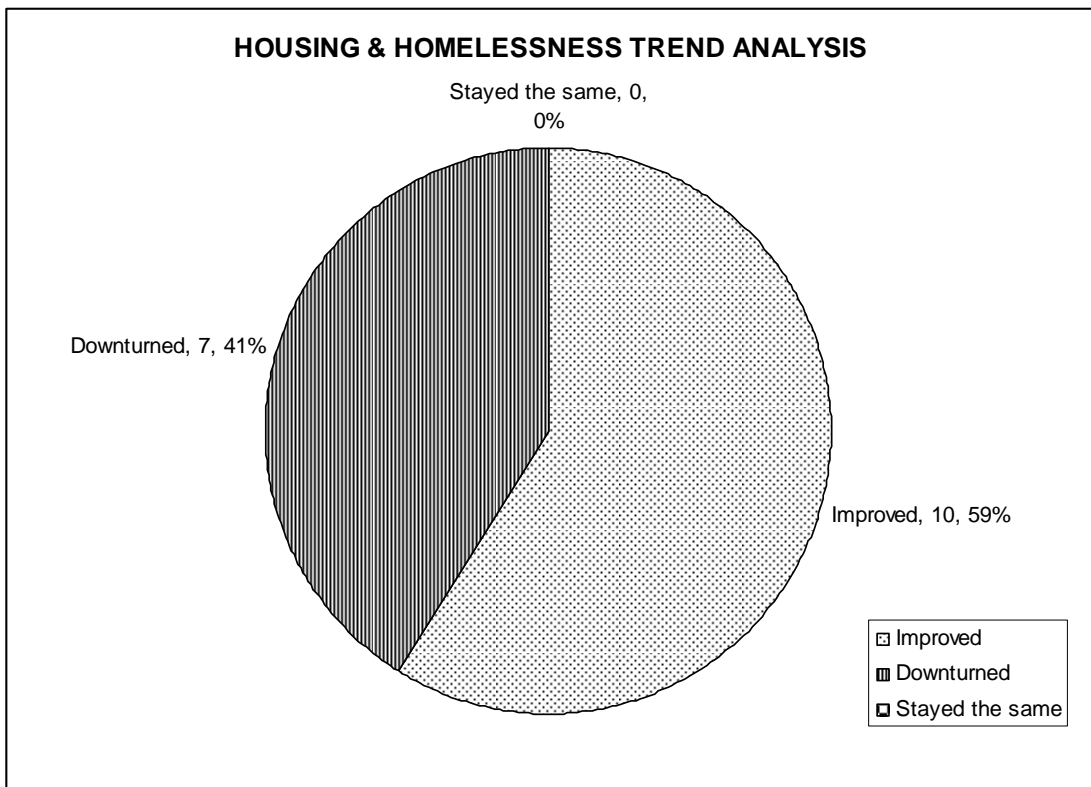
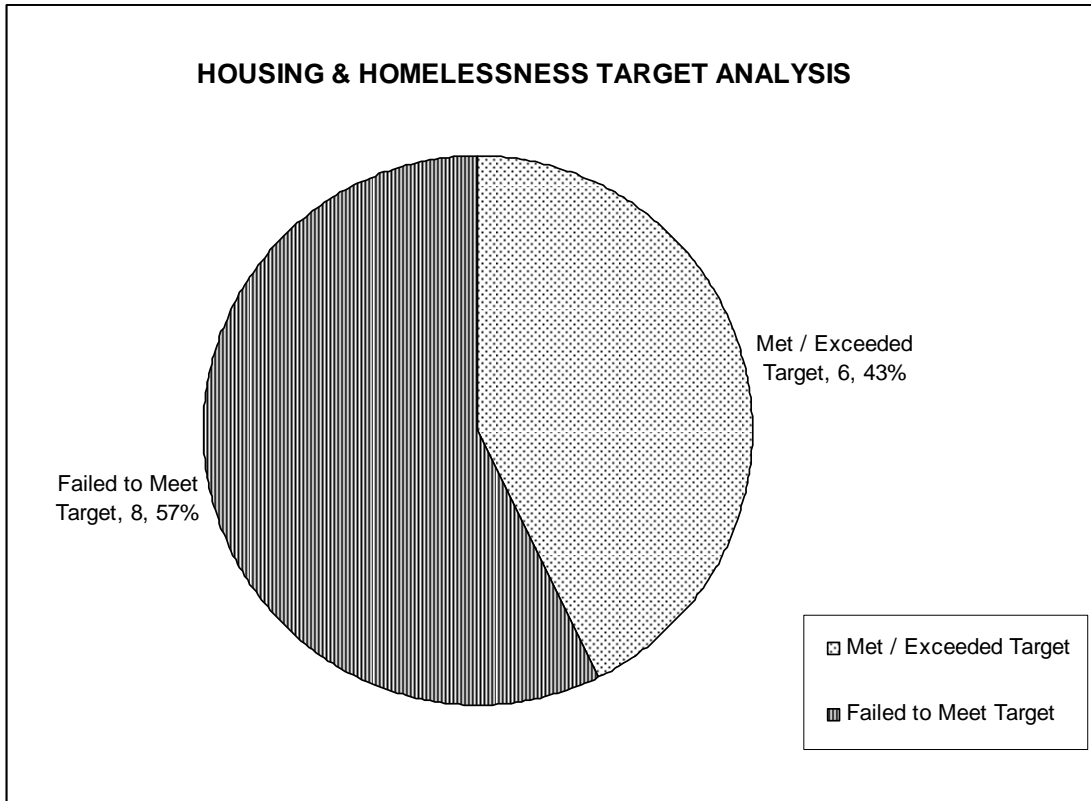
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EDUCATION INDICATORS



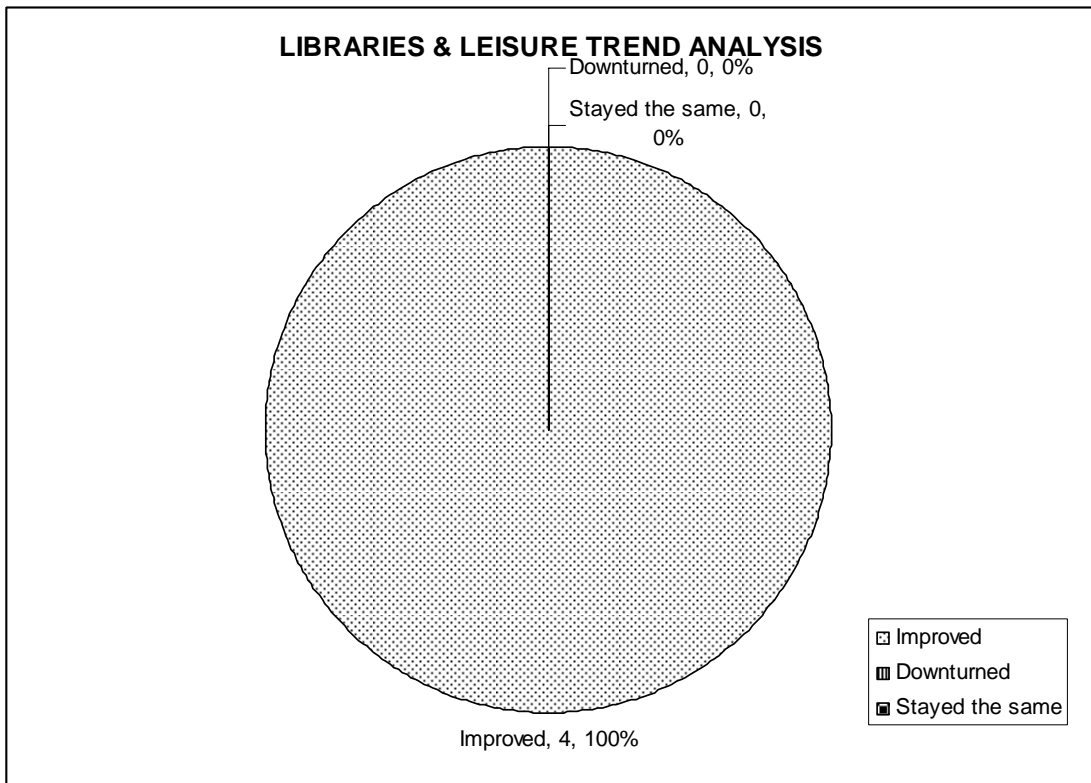
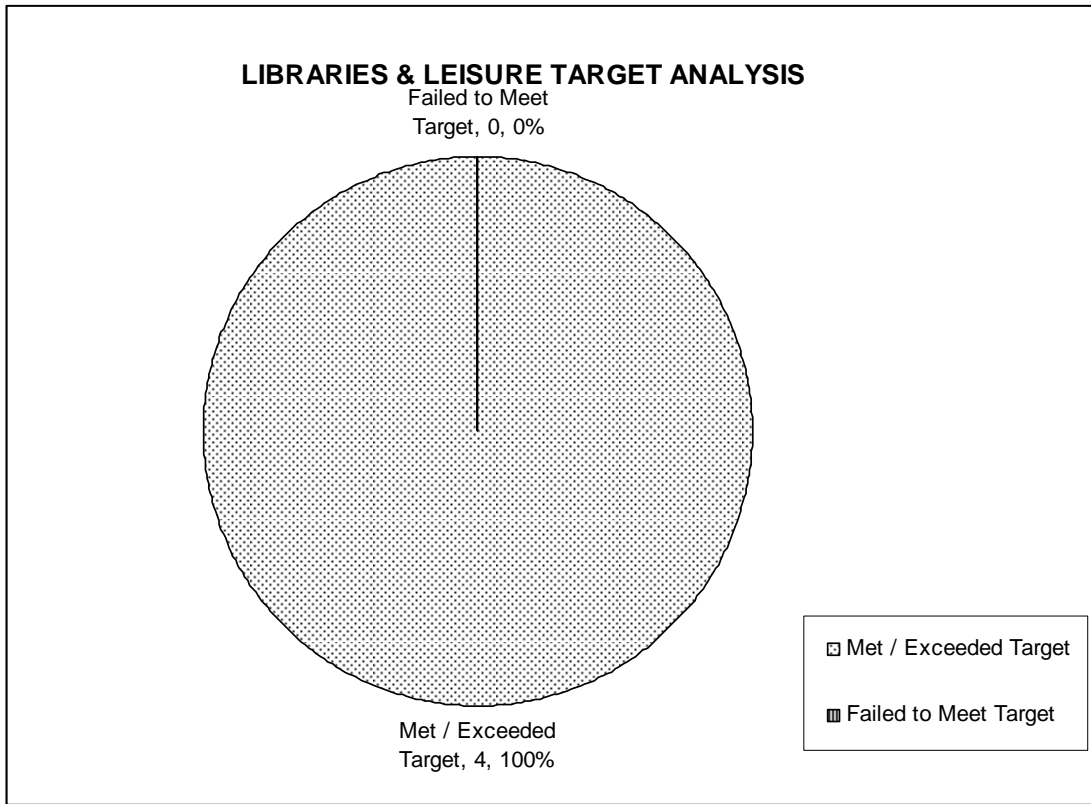
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HOUSING & HOMELESSNESS INDICATORS



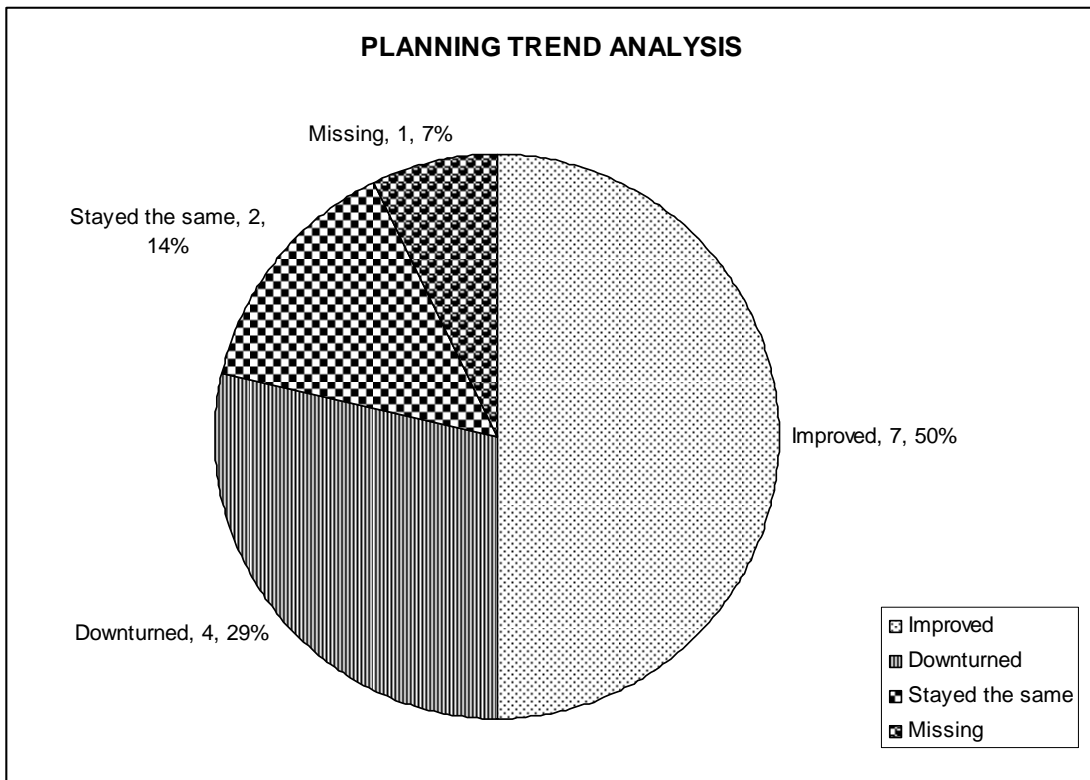
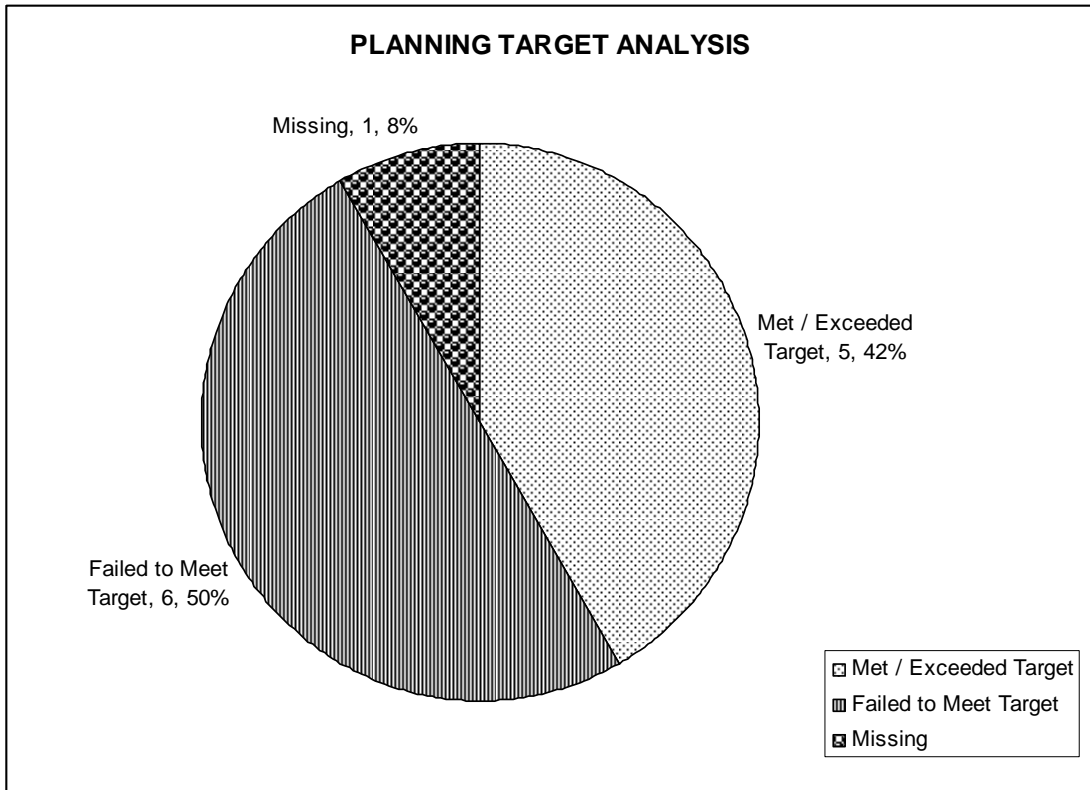
APPENDIX 2 - TARGET AND TREND ANALYSIS OF ALL INDICATORS BY SERVICE AREAS

LIBRARIES & LEISURE INDICATORS



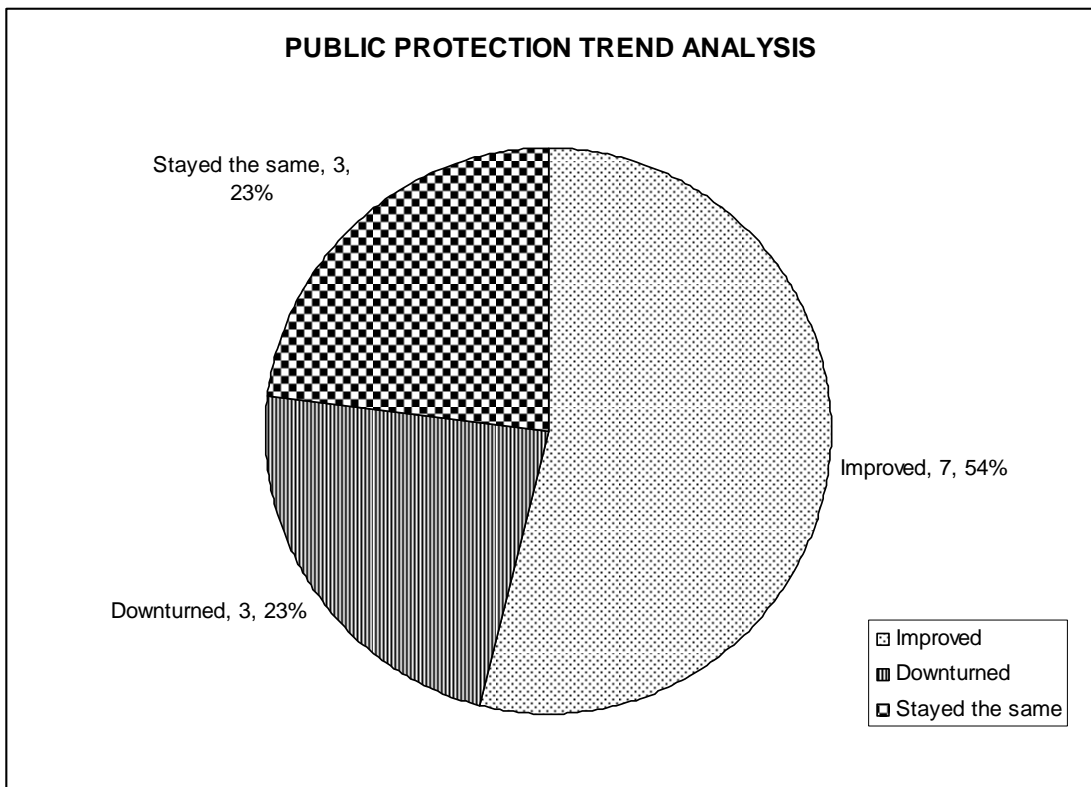
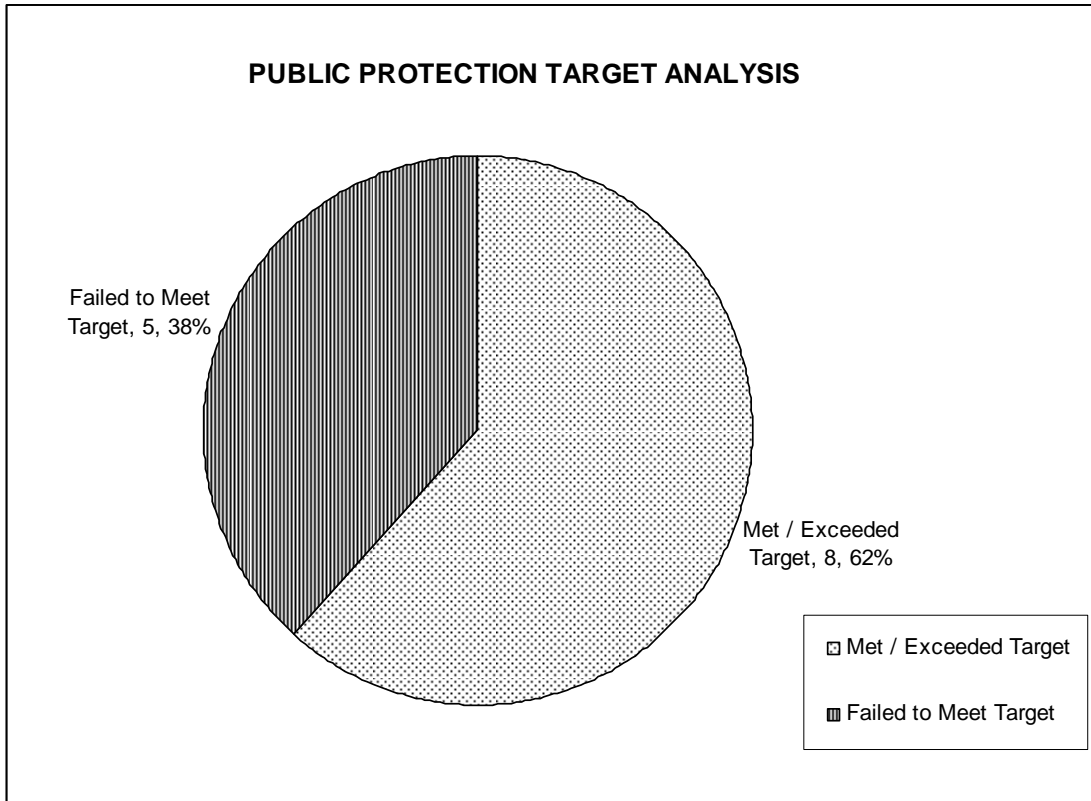
APPENDIX 2 - TARGET AND TREND ANALYSIS OF ALL INDICATORS BY SERVICE AREAS

PLANNING INDICATORS



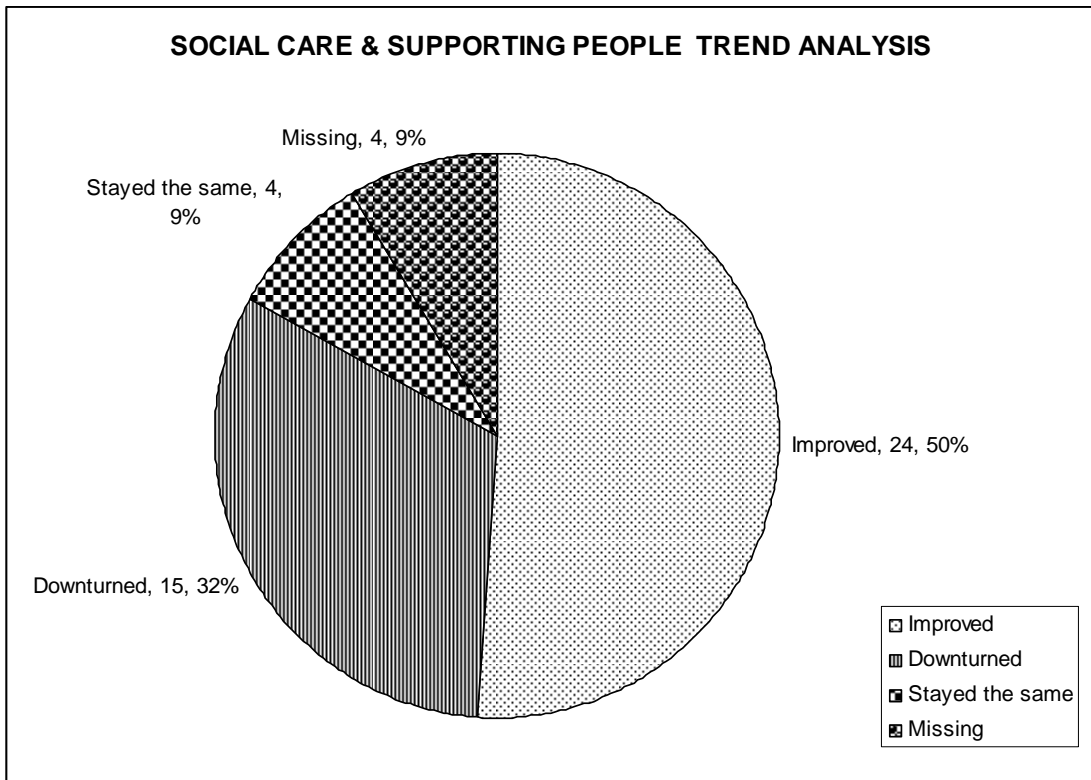
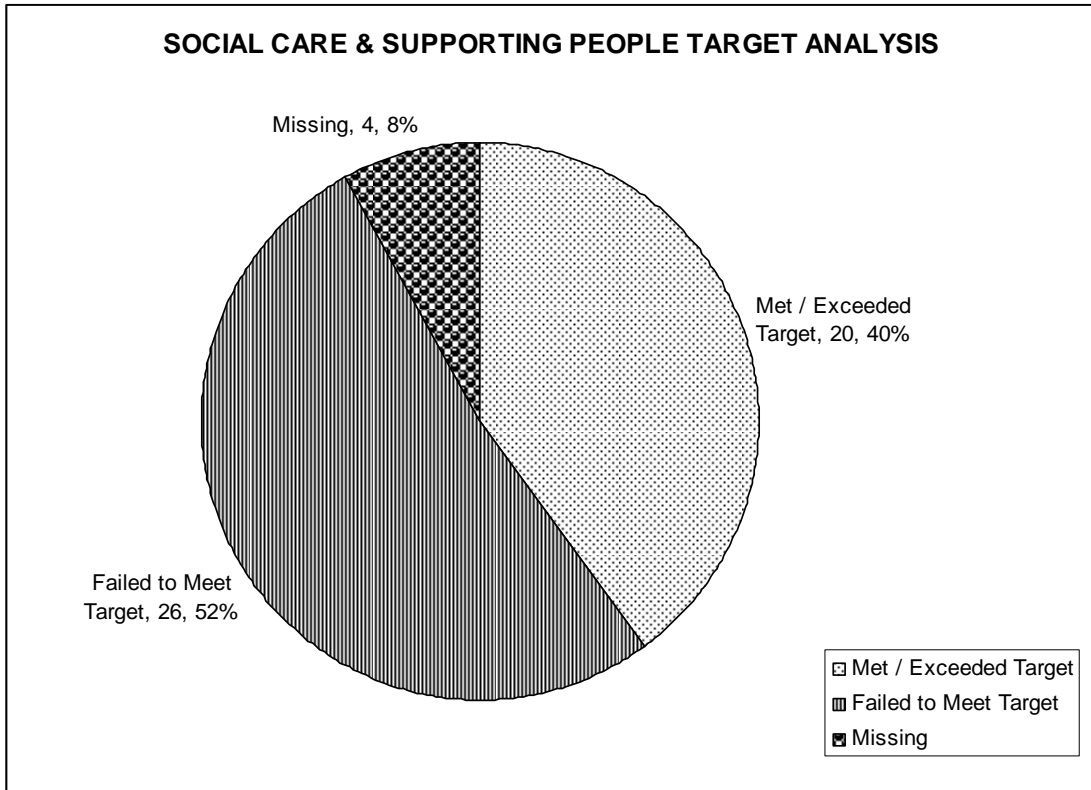
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PUBLIC PROTECTION INDICATORS



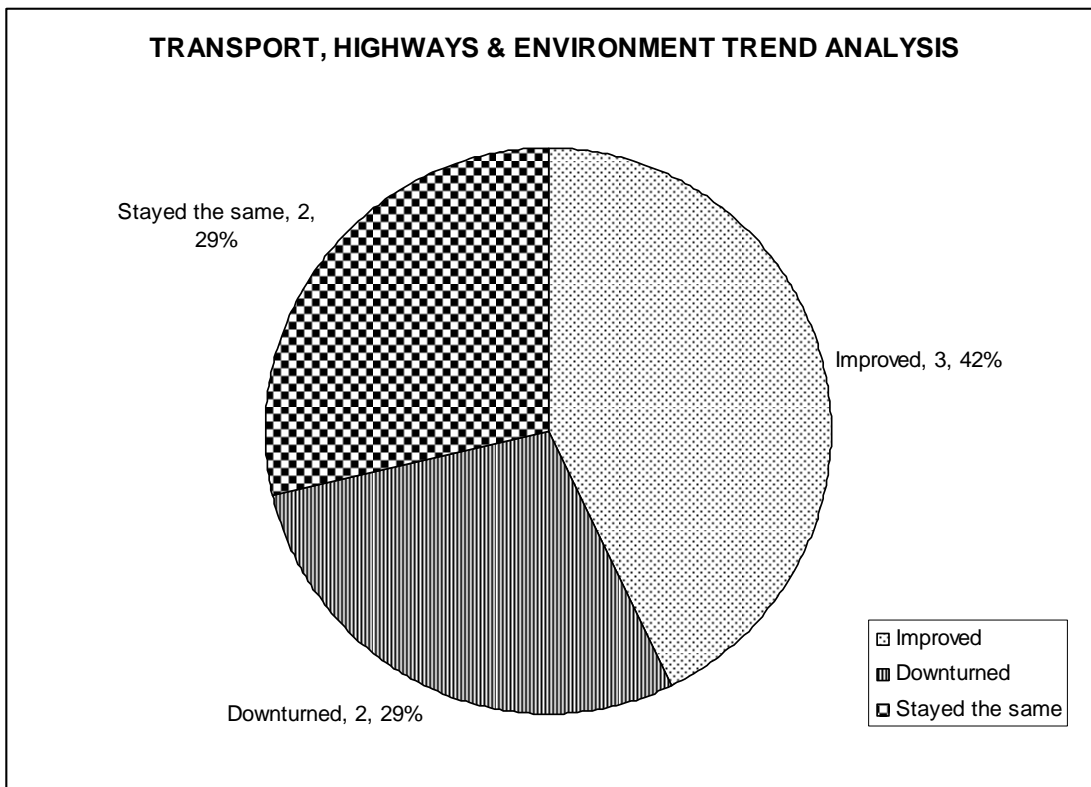
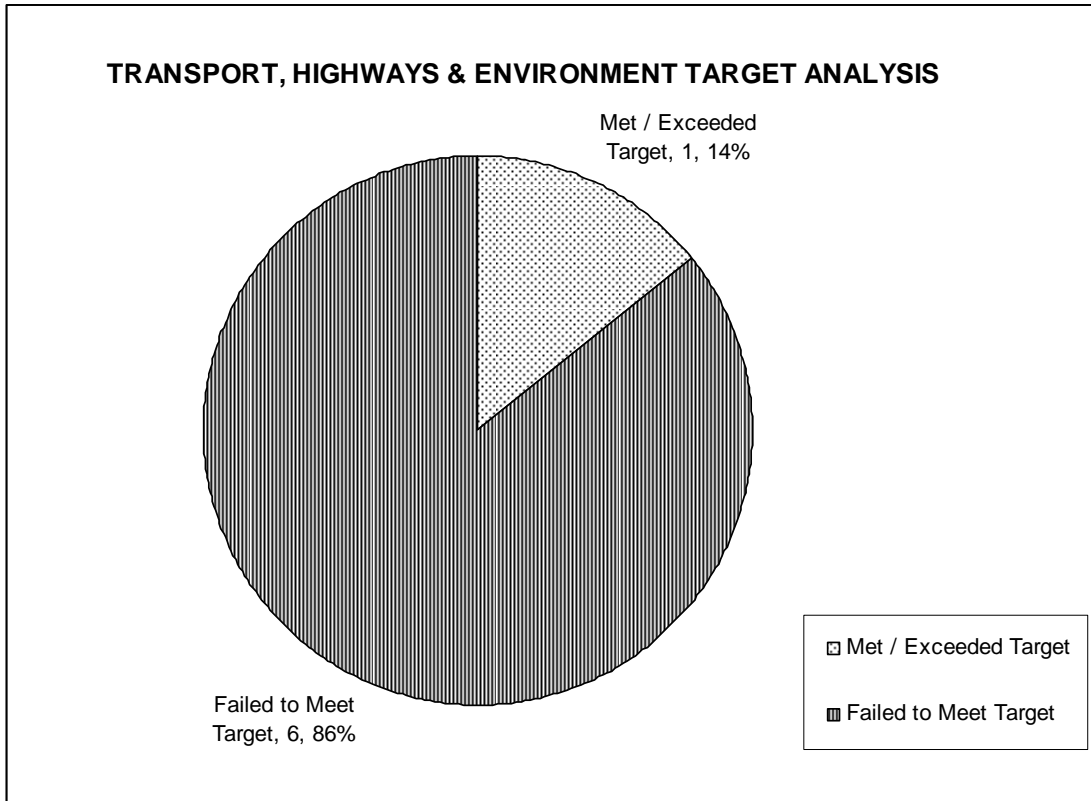
APPENDIX 2 - TARGET AND TREND ANALYSIS OF ALL INDICATORS BY SERVICE AREAS

SOCIAL CARE & SUPPORTING PEOPLE INDICATORS



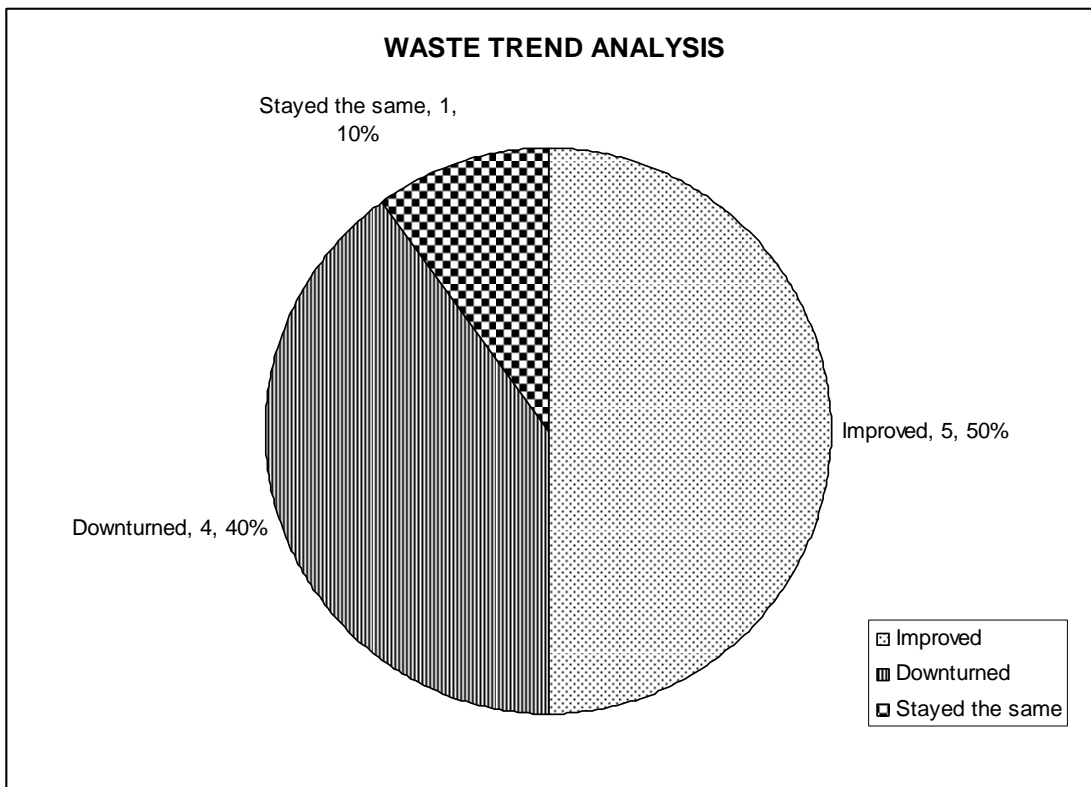
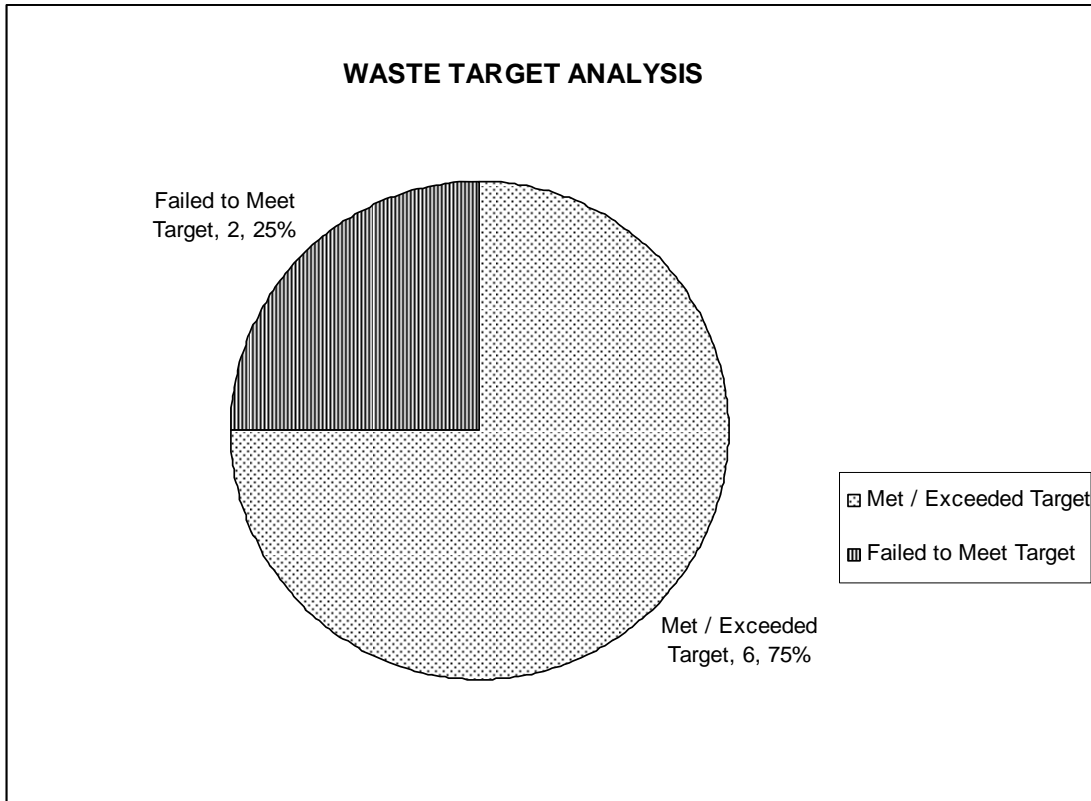
APPENDIX 2 - TARGET AND TREND ANALYSIS OF ALL INDICATORS BY SERVICE AREAS

TRANSPORT, HIGHWAYS & ENVIRONMENT INDICATORS



APPENDIX 2 - TARGET AND TREND ANALYSIS OF ALL INDICATORS BY SERVICE AREAS

WASTE INDICATORS



FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 7

REPORT TO: **EXECUTIVE**

DATE : **24 JUNE 2008**

REPORT BY: **CHIEF EXECUTIVE AND OCCUPATIONAL PHYSICIAN**

SUBJECT : **CONTROL OF NOISE AT WORK**

1.00 PURPOSE OF REPORT

- 1.01 To seek approval for the implementation of a Noise at Work Management system in order that the Authority fulfils its statutory duties under the Control of Noise at Work Regulations 2005.

2.00 BACKGROUND

- 2.01 The Control of Noise at Work Regulations came into force on 6 April 2005, replacing the Noise at Work Regulations 1989. Both sets of Regulations are designed to ensure that workers' hearing is protected from excessive noise at their place of work, which could cause them to lose their hearing and/or to suffer from tinnitus (ie permanent ringing in the ears).

The 2005 Regulations introduce new statutory requirements for action to be taken by employers. Employers must take action to protect workers health at levels of noise 5 decibels lower than in the 1989 Regulations, and now require health surveillance (hearing checks) for workers regularly exposed above 85 decibels. Additionally, exposure limit values have been lowered.

Individuals may be exposed to harmful levels of noise in a wide range of environments such as construction works, grounds maintenance, demolition, road works, music and leisure, refuse and recycling, property maintenance, school workshops, when using or operating noisy equipment or machinery such as strimmers, bandsaws, chainsaws, drills, jack hammers, grass mowers, bulldozers, pneumatic impact tools etc. There are a significant number of employees within the Authority who will be exposed to this risk across all Directorates.

- 2.02 The Control of Noise at Work Regulations 2005 place a legal duty on the employer to:
- Assess the risk to employees from noise at work;
 - Eliminate or reduce the risk of exposure to noise that produces those risks;
 - Provide hearing protection where noise exposure cannot be reduced enough by any other method;

Date: 20/08/2008

- Ensure the legal limits on noise exposure are not exceeded;
- Carry out health surveillance of those employees who are at risk;
- Keep records of health surveillance undertaken;
- Provide information, training and instruction for employees on the health risks associated with noise, and the actions to be taken to control risks from noise at work;
- Consult with Trade Union or employee representatives on proposals to control risk and health surveillance provision;
- Keep records of risk assessments, control measures and safe systems of work;
- Review and update risk assessments regularly.

The Regulations do not apply to members of the public exposed to noise from their non-work activities, or who make an informed choice to go to noisy places, or to low-level noise which may be a nuisance but causes no risk of hearing damage.

3.00 CONSIDERATIONS

3.01 Ways in which the Authority can control the risk and reduce employee exposure to noise are:

- Consideration of alternative methods of work to eliminate the need to use noisy equipment, machinery etc;
- Substitute the task or process with one that involves less noise;
- Introducing engineering controls to reduce noise levels;
- Modifying the paths by which noise travels through the air to people exposed;
- Designing and laying out the workplace for low noise emission;
- Comparing and selecting tools, equipment and machinery that are designed for the lowest level of noise;
- Involving employees in comparing equipment before it is purchased;
- Making sure that tools, equipment, machinery is suitable for the job;
- Introducing a positive procurement and hiring policy for machinery, equipment and tools;
- Checking installation methods to ensure machinery operates as quietly as possible;
- Ensuring regular maintenance programmes are in place to prevent avoidable increases in noise;
- Implementing work schedules to limit the time employees are exposed to noise;
- Providing suitable hearing protection, storage facilities, training, information and instruction in accordance with the Noise at Work regulations, and the Personal Protective Equipment at Work regulations requirements;
- Ensuring that only people who need to be there enter hearing protection zones, are provided with suitable hearing protection, and do not stay longer than they need to.

3.02 The effectiveness of controls are monitored through:

- Regular inspections
- Regular communication with managers and supervisors
- Health Surveillance

3.03 The system by which the Authority will fulfil its statutory duties and implement necessary control measures are detailed in the attached policy document.

3.04 Health Surveillance will be provided by the Occupational Health and Safety Unit who will also provide the necessary training for line managers. This will enable managers to inform and train employees and supervisors.

3.05 Health surveillance will be provided for those employees, who despite action and control measures will be regularly exposed to noise above the upper exposure action values, or are at risk for any reason, eg they already suffer from hearing loss or are particularly sensitive to damage.

3.06 The purpose of health surveillance is to:

- Identify individuals who may be exposed to noise at work and may be at particular risk.
- Identify any noise related disease early.
- Help prevent disease progression and eventual disability.
- Help people stay at work.
- Check effectiveness of noise controls.

4.00 RECOMMENDATIONS

4.01 That Executive approves the policy document detailing the Management System for the Control of Noise at Work (see Appendix 1) in order to comply with its statutory duty under the Control of Noise at Work Regulations 2005.

5.00 FINANCIAL IMPLICATIONS

5.01 Modification of work, maintenance and procurement schedules to be met through existing directorate budgets.

5.02 Provision of appropriate protective clothing to be met through existing directorate budgets.

5.03 Training and Health surveillance will have considerable ongoing impact on the Occupational Health and Safety Unit. The Unit intends to absorb this additional work and does not anticipate any immediate need for additional funding.

5.04 Directorates will be expected to absorb the cost of releasing employees for annual training and health surveillance.

- 5.05 Any costs of corrective action which arise as an outcome of an assessment will need to be met by individual Directorates. These costs will not be known until assessments are complete and any additional budgets will need to be bid for during the annual budget process or through a report to Executive.

6.00 ANTI POVERTY IMPACT

- 6.01 There are no anti-poverty implications specific to recommendations made in this report.

7.00 ENVIRONMENTAL IMPACT

- 7.01 There are no environmental implications specific to recommendations made in this report.

8.00 EQUALITIES IMPACT

- 8.01 There are no equal opportunities implications specific to the recommendations made in this report.

9.00 PERSONNEL IMPLICATIONS

- 9.01 Employees exposed to noise at or above the higher exposure action level of 85 dB(A), or exhibiting symptoms, will be required to attend the Occupational Health and Safety Unit for an annual two hour medical during working time for 2 years and 3 years thereafter unless more frequent assessment is indicated necessary.
- 9.02 Some employees with significant noise related symptoms will require workplace modification or redeployment to alternative roles which do not involve exposure to noise.
- 9.03 Employees will be required to attend annual refresher training during working time.

10.00 CONSULTATION REQUIRED

- 10.01 Consultation with Union representatives, colleagues and relevant directors.

11.00 CONSULTATION UNDERTAKEN

- 11.01 The policy document has been placed before and discussed at Corporate Health and Safety Steering Group, which has representation from all interested parties, including the Unions.
- 11.02 Comment has also been invited from relevant directors, managers and colleagues.

12.00 APPENDICES

12.01 The Control of Noise at Work Policy and Guidance

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS

No background documents

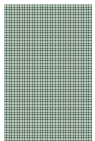
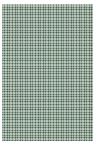
Contact Officer: Peter Oliver
Telephone: 01352 702777
E-Mail: peter_oliver@flintshire.gov.uk

Issue Date	
Origin	Occupational Health and Safety Unit
Authorised By	P J Oliver



Occupational Health and Safety

'Working with you for a safer, healthier future'



Control of Noise at Work Policy and Guidance

Contents

1. Policy Statement
2. Introduction and summary of noise legislation
3. Responsibilities
 - 3.1 The Chief Executive and the Leader of the County Council
 - 3.2 Directors and Heads of Service
 - 3.3 Managers / Section Heads / Supervisors
 - 3.4 All 'At Risk Employees' of Flintshire County Council
 - 3.5 Contractors and sub-contractors
 - 3.6 Flintshire County Council's Occupational Health and Safety Service
4. Arrangements and Guidance
 - 4.1 Identification and classification of 'At Risk Employees'
 - 4.2 Risk Assessment & Control Hierarchy
 - 4.3 Purchasing and Procurement Policy
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 - 4.7 Recording and Provision of Information
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 - 4.9 Provision of Instruction and Training
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5. Appendices
 - 5.1 Glossary of Terms
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 - 5.4 Flintshire County Council Internal Documents
 - 5.5 Types of Ear Defenders
 - 5.6 Risk Assessment Summary

1.0. Policy Statement

Flintshire County Council is committed to ensuring the health, safety and welfare of its employees and other people affected by its undertaking.

The Council will take all appropriate steps to comply with the Health & Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, the Control of Noise at Work Regulations 2005 and all other noise-related legislation and Approved Codes of Practice. In particular it will seek to prevent exposure of employees to noise at work, or where this is not reasonably practicable, to minimise such exposure.

All Council employees must understand their responsibilities under the policy and demonstrate a commitment to safe working practices.

So far as is reasonably practicable, the Council will ensure that:

- All work practices are undertaken in compliance with current legislation and Approved Codes of Practice.
- Noise risks associated with work practices are identified and controlled in a suitable and timely manner.
- Cooperation of all employees in promoting safe working practices and conditions will be sought via appropriate consultation.
- Adequate standards of training and instruction are provided to employees and regularly reviewed in order to promote continuing improvement.
- Suitable and sufficient information relating to noise-related risks will be issued to all relevant people who may require it.
- Where necessary, the advice and services of competent specialists outside the organisation will be sought to assist achieving a safe working environment for all affected employees.
- Where it is not reasonably practicable to eliminate or reduce noise-related exposures to employees and other affected people by any other means, suitable personal protective equipment will be provided to the affected people.
- An ongoing program of health surveillance is conducted, for the purpose of supporting all other risk reduction measures that are adopted.

(Endorsement/Signatory) _____

(Designation) _____

2.0 Introduction and summary of noise legislation.

Noise has been described as unwanted sound, which may be distracting, annoying or cause physical damage to the body (e.g. temporary or permanent hearing damage).

The damaging effects of noise are related to the 'dose' that the ear receives and this depends on the duration of the exposure and the noise level. Therefore short exposure to high levels of noise will cause similar damage to lower levels of noise exposure that are of longer duration.

The Control of Noise at Work Regulations are intended to protect against risks to health and safety from exposure to noise, risk of hearing damage and other risks such as interference with the employee's ability to hear instructions or warnings.

2.1 Control of Noise at Work Regulations 2005

The Control of Noise Regulations 2005 requires Flintshire County Council as the employer to prevent or reduce risks to health and safety from exposure to noise at work. Employees have duties under the Regulations too. The Regulations require the employer to:

- assess the risks to employees from noise at work;
- take action to eliminate or reduce the noise exposure that produces those risks;
- provide employees with hearing protection if the exposure to noise cannot be reduced enough by using other methods;
- make sure the legal limits on noise exposure are not exceeded;
- provide employees with information, instruction and training;
- carry out health surveillance where there is a potential risk to health from exposure to noise at or above the upper action value, 85dB(A). This can help to demonstrate the effectiveness of noise control measures.

2.2 Exposure limits and action values

Noise is measured in decibels (dB).

The annotation dB(A) means 'A-weighted', a measure of noise levels in the audible range for humans.

A 'C-weighting', written as dB(C), is used to measure peak, impact or explosive noises. Both measures are important in relation to the exposure limits and action values.

The Regulations require action at specific values relating to the levels of noise exposure averaged over a working day or week, and the maximum noise (peak sound pressure) to which employees are exposed over a working day.

- (a) Lower exposure action values are:
- (i) daily or weekly exposure of 80dB(A)
 - (ii) peak sound pressure of 135dB(C)
- (b) Upper exposure action values are:
- (i) daily or weekly exposure of 85dB(A)
 - (ii) peak sound pressure of 137dB(C)

Use of a weekly exposure, rather than a daily exposure, may be appropriate where exposure to noise varies from day to day (e.g. the use of power tools on one day but not on others). No allowance should be made for the effects of hearing protection when determining an employee's noise exposure in relation to the upper or lower action values.

- (c) Exposure limits have also been set which must not be exceeded:
- (i) daily or weekly exposure of 87dB(A)
 - (ii) peak sound pressure of 140dB(C)

In this case, account may be taken of the reduction in noise exposure afforded by hearing protection.

However if an employee is exposed to noise at or above the exposure limit values then immediate action must be taken to bring the exposure down below to the accepted level.

2.3 Other legislation

There are a number of other Regulations which have a direct bearing on the activities associated with noise exposure. Specific consideration should be given to:

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work Regulations 1999 (as amended)
- The Provision and Use of Work Equipment Regulations 1998
- The Manual Handling Operations Regulations 1992
- The Control of Vibration at Work Regulations 2005
- The Personal Protective Equipment at Work Regulations 1992 (as amended)

Managers must ensure that the relevant assessment procedures and controls are applied in relation to these regulations to ensure that no one is put at risk because of failure to address their legal duties.

Further guidance in relation to these regulations is available in the Occupational Health and Safety section of the Council's Infonet Site.

3.0 Responsibilities

Flintshire County Council as a Local Authority Employer, through its elected members, has ultimate responsibility for compliance with the Health and Safety at Work Act 1974 and all associated legislation, as set out in the appendix at section 5.2 of this Policy and Guidance. This includes specific legislation relating to noise at work.

All Line Managers, Supervisors, and any other Officers of the Council undertaking the procurement of equipment, or arrangement of any work to or within any of the County Council's premises involving activities with noise producing equipment, will be responsible for ensuring that such work is adequately planned and that the risk assessments for those activities are undertaken, kept up to date and reviewed as necessary.

Directors will ensure that all relevant staff, (identified by virtue of this policy), are familiar with the contents of the Policy insofar as it is relevant to their roles and responsibilities.

3.1 The Chief Executive and the Leader of the County Council will ensure that:

3.1.1 Adequate resources, proportionate to the risks associated with exposure to noise at work, are considered, made available and managed appropriately.

3.2 Directors and Heads of Service will ensure that:

3.2.1 All staff are familiar with the contents of this policy insofar as it relates to their roles and responsibilities.

3.2.2 Noise risk management procedures are reviewed annually and remain consistent with the Council's Corporate Control of Noise at Work Policy and Guidance.

3.2.3 Adequate resources are made available for the continuous improvement of noise-related risk in relation to County Council work activities.

3.3 Service Managers / Section Heads / Supervisors will:

3.3.1 Conduct an initial risk assessment to identify whether employees are exposed to noise that could affect their hearing, for how long and how often (see section 4.2).

3.3.2 Where necessary, seek further assistance from the Directorate Health and Safety Advisor.

3.3.3 Ensure that all risk assessments are suitably documented.

- 3.3.4 Conduct regular audits to monitor the condition of noise producing plant, equipment, tools, and to examine systems of work/organisational arrangements.
- 3.3.5 Ensure management plans and safe systems of work are prepared and implemented to control the risks in accordance with the risk assessments. These plans must be regularly reviewed.
- 3.3.6 Ensure that any contractor, sub-contractor, employee, or anyone else (paid or otherwise) carrying out any works on or within any building, or on County Council premises, including all relevant outdoor activities, who use noisy work equipment, or produce harmful noise is aware of the Council's Corporate Control of Noise at Work Policy and Guidance and abides by it.
- 3.3.7 Ensure that resources are made available and utilised for the day-to-day and routine/scheduled maintenance of plant, work equipment and associated tools, so as to minimise deterioration and the risks associated with inadequate maintenance.
- 3.3.8 Ensure that resources are made available and utilised for the procurement of any personal protective equipment identified via the risk assessment as necessary. That any personal protective equipment provided is fit for purpose. That employees are instructed and trained in the correct use and fit, and that suitable arrangements are implemented for the safe storage, cleaning, maintenance and replacement of any personal protective equipment provided.
- 3.3.9 Ensure that employees under their control follow all safe working procedures for operation, maintenance, repair and all associated recording and reporting arrangements related to the safe provision and use of such work equipment

3.4 All 'At-Risk Employees' of Flintshire County Council, will ensure that:

- 3.4.1 They adhere to the Council's Control of Noise at Work Policy and Guidance insofar as they relate to their work activities and that they cooperate with any risk assessments, safe systems of work and local rules that apply to them.
- 3.4.2 They wear hearing protection in accordance with instructions provided when exposed at or above the upper exposure action values and at all times in areas marked as hearing protection zones.
- 3.4.3 They report any perceived shortcomings in the systems of work as they relate to health and safety.
- 3.4.4 They report any symptoms which they believe may be associated with exposure to noise.

3.5 Contractors and sub-contractors

All contractors and sub contractors employed by the Council must:

3.5.1 Follow this policy and its supporting guidance.

3.5.2 Cooperate with Flintshire County Council and other contractors as required by the Management of Health and Safety at Work Regulations 1999.

3.6 Flintshire County Council's Occupational Health and Safety Service will:

3.6.1 Positively promote the Authority's management strategy and assist in explaining to managers, supervisors and employees how the control of noise at work policy and procedures are being implemented, in order to raise awareness and support the effective control of risks.

3.6.2 Provide up to date general guidance on the control of risks associated with noise hazards.

3.6.3 Provide general guidance on the suitability of safe working methods, work equipment, personal protective equipment and health surveillance.

3.6.4 Provide, where they deem it appropriate, general guidance on health and safety matters related to method statements, risk assessments and safe systems of work as they relate to working safely with noise-producing plant, machinery, equipment and tools.

3.6.5 Develop and assist in the implementation of a training strategy for Council employees and contractors, and in doing so assist with identifying those requiring training and the level of training required.

3.6.6 Monitor the health and safety performance of managers, employees and contractors.

3.6.7 Ensure a comprehensive health surveillance programme is provided.

3.6.8 Identify any cases of Noise Induced Hearing Loss.

3.6.9 Liaise with the Health and Safety Executive and other appropriate external bodies, in the interests of complying with health and safety legislation.

3.6.10 Undertake, subject to risk assessment, physical measurements of noise exposure where deemed appropriate.

3.6.11 Interpret results of noise exposure measurements and provide, where appropriate, subsequent advice regarding options for elimination or reduction of exposure levels.

3.6.12 Prohibit the actions of anybody considered to be in potential breach of statutory duties to the extent that health and safety risks are believed to be unacceptable.

4.0 Arrangements and Guidance

4.1 Identification and classification of 'At Risk Employees'

4.1.1 This section is aimed at assisting managers and employees to implement Flintshire County Council's Corporate Control of Noise at Work Policy.

4.1.2 Managers must identify all employees who use or are likely to use work equipment which can result in potential high noise exposure. The following is a list (note this list is not exhaustive) of some of the more common equipment that may produce noise levels at or above the lower action value of 80dB(A):

- chainsaws;
- concrete breakers/road breakers;
- cut-off saws (for stone etc);
- hammer drills;
- hand-held grinders;
- impact wrenches;
- jigsaws;
- needle scalers;
- pedestal grinders;
- polishers;
- power hammers and chisels;
- powered lawn mowers;
- powered sanders;
- scabblers;
- strimmers/brush cutters.

Jobs requiring regular and/or frequent use of noisy tools and equipment are found in a number of Directorates, for example:

- building and maintenance of roads;
- construction (including housing maintenance and repair);
- estate management (e.g. maintenance of grounds, parks, water courses and roadside verges);
- forestry/heritage parks;
- manufacturing concrete products;
- motor vehicle repair;
- recycling and processing of materials;
- woodworking.

There are also other jobs not involving the use of tools where employees may be exposed to excessive noise, for example:

- Poolside Attendants;
- Music and Drama Teachers;
- Leisure and Entertainment employees;
- Route Inspectors, Highways;

- Operatives employed in the recycling of glass and metals.

4.1.3 An 'At Risk Employee' is one where risk assessment demonstrates their daily or weekly noise dosage is likely to be at or above the upper action level 85dB(A) despite noise control measures.

4.1.4 Details of 'At Risk Employees' must be submitted to the Occupational Health and Safety Unit to ensure that they are included in the Council's Health Surveillance programme.

4.1.5 Hearing protection

Where employees are exposed to noise levels at or above the lower action value ie 80dB(A), but below the upper action value ie 85dB(A), they are entitled to request ear protection. Information, instruction and training on the risk to hearing damage from machinery, process or activity must be provided and should include information about the type of protection provided, where and how it should be used and the proper way to clean, store and maintain it.

At or above exposures of 85dB(A) a noise control programme must be implemented and maintained, this may include hearing protection zones, the introduction of engineering controls, isolation of a particularly noisy machine, a change in the workplace layout or work rotation to reduce the exposure to noise. The use of PPE (ear defenders) should be the final consideration.

4.2 Risk Assessment and Control Hierarchy

4.2.1 Risk Assessment – where does a Manager start?

The first step a manager needs to take is to find out if there is a noise risk to which employees are exposed that could result in harm to their health and safety. Identifying whether there are noise risks does not need to be treated as a complex task. You should be able to come to a decision quite quickly using what you know about the services you provide and how your employees work, and by making some simple observations around the workplace and of employee activity.

A noise hazard checklist provided on page 12 will help you decide. If you answer yes to any of the questions on the list, you probably have noise risks which need managing.

Simple Noise Hazard Checklist	Yes/No
Do you work in a noisy industry: construction, demolition or road repair, woodworking, etc (refer to the lists on page 10)?	
Do your employees use noisy powered tools or machinery for more than half an hour each day in total (refer to the lists on page 10) ?	
Are there noises due to impacts (such as hammering, pneumatic impact tools, explosive sources such as cartridge-operated tools, or detonators or guns)?	
Are there areas of the workplace where noise levels could interfere with warning or danger signals?	
'Listening Checks'	
Are employees exposed to noise which makes it necessary for them to shout to talk to someone 1m away , for more than about half an hour a day in total? <i>The noise level here is probably about 90dB or more</i>	
Are employees exposed to noise which makes it necessary for them to shout to talk to someone 2m away , for more than about 2 hours a day in total? <i>The noise level here is probably about 85dB or more</i>	
Is conversation at 2m possible, but the noise is intrusive – comparable to a noisy street, a typical vacuum cleaner, or a crowded restaurant for more than about 6 hours a day in total? <i>The noise level here is probably about 80dB or more</i>	

You can also use the information provided by machinery suppliers as an indication of whether there is likely to be a noise problem. Machinery suppliers are legally required to provide this and managers must obtain this information.

A General Guide to Noise Levels

Activity	Noise Level dB(A)
Quiet Office	40-50
Normal conversation	50-60
Loud radio	65-70
Tractor cab	75-85
Busy street	78-85
Power drill	90-100
Heavy lorry (7m away)	95-100
Bar at a night club	95-105
Road drill	100-110
Chain saw	115-120
Jet aircraft taking off (25m away)	140

If you are satisfied that your employees are **not** at risk from noise, you should document this conclusion as part of your general risk assessment procedures. If anything should change that could affect noise exposure then you would need to review this conclusion.

4.2.2 Who might be harmed and how?

If you have decided there are noise risks to your employees, you will already have a good idea which employees are most at risk but you need to check for any employees working nearby who may also be affected. You need to consider people who move between different jobs or types of work during the day and make sure you understand their patterns of noise exposure. There can be other risks to safety which can result from working in a noisy environment.

4.2.3 Where a risk of developing noise induced hearing loss has been identified, a preventive programme must be implemented. A more detailed risk assessment of the task or process will need to be carried out and the following hierarchy of control measures should be adopted to minimise the risk of injury:

- look at alternative ways of working which eliminate the need to use noisy equipment;
- substitute the task or process with one that involves less noise i.e. replacing a hand-held concrete breaker for a 'JCB fitted with a cab' with a pneumatic hammer drill attachment (pecker);
- use tools designed for low noise, for example fitted with silencers;
- select tools that are suitable for the task at hand;
- maintain and service equipment effectively according to the manufacturer's instructions and implement effective fault reporting procedures;
- avoid uninterrupted exposure to noise over long periods of time. It is better for work to be arranged so that periods of exposure are broken by periods of work which do not involve noise. This can be achieved by job rotation for example;
- train, inform and supervise employees to ensure they are aware of the hazard, the safe working procedures to be followed which minimise risk and how to recognise and report signs of any deficiency in their hearing;
- provide appropriate personal protective equipment as determined by the sound frequency analysis for ear defenders and for the comfort of the wearer;
- in some circumstances noise exposure level measurements will be required. In these cases you will need to call for assistance from your Directorate Health and Safety Advisor. The results of such measurements will be used in conjunction with the HSE's guidance to

assess the level of risk in relation to employee's daily exposure to noise;

- the Health and Safety Advisor may also advise you on the adequacy of your preventative programme or planned programme under development;
- the results of such measurement will be used in conjunction with the HSE's guidance, to assess the level of risk in relation to employee's daily exposure to noise.

4.2.4 Additionally, if the risk assessment shows the exposure action value is exceeded, the duty to reduce exposure to a minimum will be complied with by establishing and implementing a programme of noise control measures consistent with the risk assessment, taking into account the factors identified in 4.2.3 above.

4.2.5 Where employees are required to wear ear protection because noise exposure is at or above 85dB(A), a sign must be posted on the respective machine/tool.

4.3 Purchasing and Procurement Policy

Whenever new plant or equipment is to be purchased, the supplier's noise information should be checked in advance and every effort made to ensure that the equipment is fit for purpose in order to provide the best possible protection for operators. The respective equipment must be fit for purpose. Should any known second hand equipment be purchased for use then an assessment of the equipment must be undertaken.

4.4 Maintenance (Plant and Equipment)

In order to minimise the deterioration of equipment, items should be inspected and serviced on a regular basis. All Council employees must ensure that the equipment they operate is properly maintained. Employees are also advised on the need to inspect all equipment, including any specific checks needed to manage the risk of noise, prior to use and note, report and repair or replace any equipment which demonstrates excessive operational noise in regular use. Records of inspections must be recorded and retained in a safe place.

4.5 Equipment Hire Policy

4.5.1 Whenever equipment is to be hired the same general objectives as those applied to the Procurement Policy above must be applied and checks must be undertaken to establish that the relevant equipment has been maintained in accordance with the manufacturers/suppliers' recommendation and or contractual conditions.

4.5.2 Additionally the respective Council Department/Section must ensure that the noise levels and daily exposure times for all hired equipment are known and that these values are communicated to all the people likely to use the equipment.

4.6 Contractors

Contractors employed by the Council will be monitored in order to ensure that the Contractors' health and safety procedures include the standards as dictated both by statute and the Council for the protection of employees from exposure to noise. This requirement must be imposed as a condition of the awarded contract.

4.7 Recording and Provision of Information

4.7.1 Where applicable, Directorates/Sections will put in place an equipment register that identifies all items of equipment with the potential to give rise to noise in normal use. This register will identify the equipment by Type, Manufacture, Model, Serial Number. The record will also show the Manufacturers data with respect to noise levels and details of the maximum daily permitted use for a normal employee in minutes or hours. Further data relating to actual measured noise levels and exposure times will also be recorded where they are available. It is essential that all departments ensure that a thorough audit of equipment is prepared and maintained.

4.7.2 The Council will provide all employees potentially at risk of exposure to noise with suitable and sufficient information on the nature of such risks. This shall include the following:

- information on noise levels relevant to the machinery people are to use, particularly identifying pieces of equipment that are known to have high levels of noise;
- the need the need to interrupt work using noisy machinery on a regular basis with other tasks and to divide such work with colleagues in order to reduce the individual's exposure to noise;
- Information regarding correct use of tools and maintenance schedules.

4.8 Health Surveillance

The Control of Noise at Work Regulations requires employers to undertake health surveillance. Health surveillance is required when the risk assessment shows the need: and/or the upper exposure action value is exceeded. The objectives of Health surveillance are to:

- Safeguard the health of employees;
- Identify/protect those at increase risk;
- Check effectiveness of control measures.

The recommendation provided by the Occupational Health Physician or appointed Audiometrist carrying out such Health Surveillance will be implemented fully. The employee concerned will be allowed full access to his/her Health Surveillance Records.

Flintshire County Council Occupational Health Professionals will provide a structured approach when undertaking health surveillance as recommended by the Health and Safety Executive.

A baseline audiogram will be the first audiogram to be conducted on taking up employment or on transfer of job. Where a workforce is already exposed to noise before the audiometric programme begins, the baseline audiogram will be the first test done.

The schedule of audiometric testing will include annual testing for the first two years of employment and at three yearly intervals thereafter.

Any employee diagnosed as suffering from noise induced hearing loss will receive advice from the Occupational Health Physician about their medical condition and the likelihood of progression with continued exposure. This will apply to any individual who is regularly exposed to levels above the lower exposure limit who may be particularly sensitive to noise induced hearing loss due to past medical history, previous employment or from other independent assessments. For example, those with a family history of deafness, pregnant women and young people.

The Occupational Health Physician may need to advise that an employee will require modifications to their role or be excluded from working in a noisy environment.

Flintshire County Council will actively support those employees who require modifications or alternative work.

4.9 Provision of Instruction and Training

4.9.1 Flintshire County Council will provide training to ensure that any employees engaged on works which may involve significant exposure to noise fully understand:

- The risks associated with exposure to noise;
- The symptoms associated with the onset and progression of noise induced hearing loss;
- What action to take if they are suffering from any symptoms of the condition, e.g. ringing in the ears, temporary deafness, missing pieces of conversation;
- The systems for notifying the Authority of any event which could or does give rise to the risk of exposure to noise;
- The Authority's procedure for identifying the noise levels and daily exposure times for all equipment to which they have access.
- The Authority's procedures for monitoring daily exposure to noise.
- The importance of ensuring that staff do not exceed the maximum daily exposure levels.

- The significance of the procedures put in place to minimise the risk to employees, including their own obligations with regard to control measures in place (including but not limited to time sheets to confirm that they have not exceeded the maximum daily exposure levels).

4.9.2 Managers and Supervisors will be provided with training in the effective management of risks associated with noise at work. This will include ensuring an awareness of the relative risks of equipment and activities undertaken by their employees; the methods used to manage risk practically; the requirement to select suitable work equipment; the means used to estimate noise exposure levels, including use of the HSE's exposure calculator; the legal requirements in terms of minimising risks, reporting and recording procedures.

4.10 Breach of Policy and Standard Procedure

4.10.1 Any employee, who wilfully disregards the policy and procedures, will be liable to disciplinary action.

4.10.2 Any contractors who wilfully disregard the policy may be removed from the list of approved contractors, further / subsequent action as appropriate may be instigated.

4.10.3 All employees are required to bring to the attention of management, any perceived shortcomings in the arrangements provided for health and safety in the workplace.

4.11 Monitoring and Review

Management plans and all systems and procedures for control of noise at work will be regularly reviewed. This will include:

- An annual review of all systems and procedures outlined in this policy;
- Audits to ensure maintenance / building/construction works are following the correct procedures, including periodic tracking of typical jobs to ensure the procedures are being followed;
- Reviews of Management Files and associated records
- The results of health surveillance.

5.0 Appendices

5.1 Glossary of Terms Used

- 'At-Risk Employees '
- means those people and/or groups of people who by virtue of their use of equipment/machinery are considered to be at risk from the effects of noise.
- 'Approved List'
- the County Council's list of contractors who meet the criteria necessary to facilitate safe working on behalf of the Council as responsible employers.
- 'Daily exposure' LEPd
- means the Level of Exposure per 8-hour day taking no account of any effect of hearing protection.
- 'Weekly exposure' LEPw
- means the Level of Exposure per week taking no account of any effect of hearing protection.
- 'Exposure' Leq
- Equivalent continuous sound level. The steady dB(A) level which would produce the same A-weighted sound energy over a stated period of time as a specified time-varying sound.
- 'Employee'
- for the purposes of this policy, employee means any employee of Flintshire County Council, whether on a full-time or part-time, permanent or temporary basis, plus any person working for the Council under an agency, training or placement scheme.
- 'Lower Exposure Action Level'
- means an LEPd or LEPw of 80 dB(A) or 135 dB peak sound pressure level.
- 'Upper Exposure Action Level'
- means an LEPd or LEPw of 85 dB(A) or 137 dB peak sound pressure level.
- 'Exposure Limit Value'
- means a level of 87 dB(A) or 140 dB(A) peak sound pressure level taking into

account the effects of hearing protection.

'Noise Induced Hearing Loss'	- means hearing damage which affects people's ability to hear conversations, instructions and or warnings.
'Noise'	- This is described as unwanted sound which may be distracting, annoying or cause physical damage to the body (e.g. temporary or permanent hearing damage)
'Health surveillance'	- means assessment of the state of health of an employee, as related to exposure to a specific health hazard, in this case noise
'HSC'	- Health and Safety Commission.
'HSE'	- Health and Safety Executive.
'Personal Protective Equipment (PPE)'	- includes ear defenders, overalls, gloves, headwear, footwear, respiratory equipment.

5.2 Relevant Legislation, Codes of Practice etc.

- Health and Safety at Work, etc Act 1974
- Management of Health and Safety at Work Regulations 1999
- Control of Vibration at Work Regulations 2005
- Provision and Use of Work Equipment Regulations 1998
- Manual Handling Operations Regulations 1992
- Control of Noise at Work Regulations 2005
- Personal Protective Equipment at Work Regulations 1992 (as amended)

5.3 Relevant HSC/HSE Approved Codes of Practice and Guidance

INDG362	Noise at Work; Guidance for employers
INDG363	Protect your hearing or lose it; employee pocket cards
L21	Management of health and safety at work. Management of Health and Safety at Work Regulations 1999. Approved Code of Practice and guidance (Second edition)

L108	Controlling Noise at Work, the Control of Noise at Work Regulations 2005, Guidance on Regulations
L23	Manual handling, Manual Handling Operations 1992 Regulations (as amended), Guidance on Regulations.
L22	Safe use of work equipment, Provision and Use of Work Equipment Regulations 1998, Approved Code of Practice and Guidance
L25	Personal protective equipment at work, Personal Protective Equipment at work Regulations 1992 (as amended), Guidance on Regulations
L73	A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (Second edition)
HSG(61)	Health surveillance at work (Second edition)
HSE	Noise at Work in the Music and Entertainment Sector www.hse.gov.uk/noise/musicound.htm

5.4 Internal Documents

Policy for THE PURCHASING, LEASING and HIRING of EQUIPMENT

5.5 Types of Ear Defenders

Reproduced from the Health and Safety Executive Document 'Controlling Noise at Work' L108 2005

Table 5 Types of hearing protector, advantages, disadvantages, care and maintenance

<i>Type</i>	<i>Description</i>	<i>Advantages</i>	<i>Notes on suitability and use</i>	<i>Care and maintenance</i>
Earmuffs	<p>Hard plastic cups which fit over and surround the ears, and are sealed to the head by cushion seals filled with a soft plastic foam or a viscous liquid. Tension to assist the seal is provided by a headband.</p> <p>The inner surfaces of the cups are covered with a sound-absorbing material, usually a soft plastic foam.</p> <p>Available in a range of sizes.</p>	<p>Easy to fit and use.</p> <p>Clearly visible therefore easily monitored.</p>	<p>Headband can prevent use of a hard hat. Headband can be worn behind the neck or under the chin if an under-hat support strap is provided. However, the protection offered may be reduced.</p> <p>May not be suited for use with safety glasses and other forms of personal protective equipment (check compatibility).</p> <p>May be uncomfortable in warm conditions.</p> <p>Long hair, beards and jewellery may interfere with seals and reduce protection.</p>	<p>Check seals for cleanliness, hardening, tearing and misshape.</p> <p>Check cup condition for cracks, holes, damage and unofficial modifications.</p> <p>Avoid over bending or twisting headband, which may degrade performance. Check tension of headband (compare with a new earmuff).</p> <p>Store in a clean environment.</p> <p>Follow manufacturer's instructions.</p>
Helmet-mounted earmuffs	<p>Individual cups attached to safety head-gear such as a visor or a hard hat, usually by adjustable arms.</p> <p>Noise protection information should be obtained for the specific combination of earmuff and helmet.</p>	<p>Can overcome the difficulties with compatibility with hard hats.</p>	<p>May not be suited for use with safety glasses and other forms of protective equipment (check compatibility).</p> <p>May be uncomfortable in warm conditions.</p> <p>Long hair, beards and jewellery may interfere with seals and reduce protection.</p>	<p>As for earmuffs.</p> <p>Ensure the seals do not sit on the side of the helmet for long periods as this can damage them and affect their performance.</p>
Earplugs	<p>Earplugs fit into the ear or cover the ear canal to form a seal. They sometimes have a cord or a neckband to prevent loss.</p> <p>Some plugs are reusable and others are designed to be disposed of after one use - check manufacturer's instructions.</p> <p>Available in different forms (pre-shaped, user-formable, semi-insert).</p>	<p>Suited for use with safety glasses and other forms of personal protective equipment.</p>	<p>Can be hard to fit - will only be effective when fitted properly so correct fitting is essential. See manufacturer's instructions and provide training.</p> <p>Difficult to check correct fit by observation.</p> <p>Can work loose over time, so allow for refitting in a quiet environment every hour.</p> <p>May not be suitable where the hearing protection is likely to be removed often, particularly in dusty or dirty environments.</p> <p>May not be suitable for certain individuals due to medical conditions.</p>	<p>Clean reusable plugs regularly and ensure they are not damaged or degraded - follow manufacturer's instructions.</p> <p>Disposable earplugs should only be used once.</p> <p>Hands should be clean when fitting earplugs.</p> <p>Reusable plugs should be issued to an individual and not shared.</p> <p>Ensure adequate supplies of disposable earplugs.</p> <p>Follow manufacturer's instructions.</p>

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<i>Type</i>	<i>Description</i>	<i>Advantages</i>	<i>Notes on suitability and use</i>	<i>Care and maintenance</i>
Custom-moulded plugs	Earplugs made from a material such as silicone rubber, individually moulded to fit a person's ears.	For some wearers they may be easier to fit than other types of earplug and therefore more likely to get good protection. Comfortable.	Poor performance if manufacturing and initial fitting are not done properly. Ensure fit tests are done before plugs are put into use.	As for earplugs.



Figure 30 Earmuffs worn with headband behind head (note use of support strap)



Figure 31 Correct fitting of earplugs



Figure 32 Incorrect fitting of earplugs



Figure 33 Problems of fitting earmuffs with long hair



Figure 34 Problems of fitting earmuffs with jewellery



Figure 35 Problems of fitting earmuffs with safety glasses

5.6 Risk Assessment Summary

Managing Noise Risks

Noise exposure ready-reckoner (Daily exposure):



Noise exposure ready-reckoner (Daily exposure)

Sound pressure level, L_{Aeq} (dB)	Duration of exposure (hours)								Total exposure points	Noise exposure L_{MFA} (dB)
	¼	½	1	2	4	8	10	12		
105	320	625	1250							
104	250	500	1000							
103	200	400	800							
102	160	320	630	1250						
101	125	250	500	1000						
100	100	200	400	800					3200	100
99	80	160	320	630	1250				2500	99
98	65	125	250	500	1000				2000	98
97	50	100	200	400	800				1600	97
96	40	80	160	320	630	1250			1250	96
95	32	65	125	250	500	1000			1000	95
94	25	50	100	200	400	800			800	94
93	20	40	80	160	320	630			630	93
92	16	32	65	125	250	500	625		500	92
91	12	25	50	100	200	400	500	600	400	91
90	10	20	40	80	160	320	400	470	320	90
89	8	16	32	65	130	250	310	380	250	89
88	6	12	25	50	100	200	250	300	200	88
87	5	10	20	40	80	160	200	240	160	87
86	4	8	16	32	65	130	160	190	130	86
85		6	12	25	50	100	125	150	100	85
84		5	10	20	40	80	100	120	80	84
83		4	8	16	32	65	80	95	65	83
82			6	12	25	50	65	75	50	82
81			5	10	20	40	50	60	40	81
80			4	8	16	32	40	48	32	80
79				6	13	25	32	38	25	79
78				5	10	20	25	30	20	78
77					8	16	20	24	16	77
76					6	13	16	20		
75					5	10	13	15		

Instructions:

- For each task or period of noise exposure in the working day look up in the table on the left the exposure points corresponding to the sound pressure level and duration (e.g. exposure to 93 dB for 1 hour gives 80 exposure points);
- Add up the points for each task or period to give total exposure points for the day;
- Look up in the table on the right the total exposure points to find the corresponding daily noise exposure (e.g. a total exposure points for the day of 280 points gives a daily noise exposure of between 89 and 90 dB).

Noise exposure ready-reckoner (Weekly exposure):



Noise exposure ready-reckoner (Weekly exposure)

Daily noise exposure, $L_{\text{EP,d}}$ (dB)	Points							Total exposure points	Weekly noise exposure $L_{\text{EP,w}}$ (dB)
	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7		
95	1000	1000	1000	1000	1000	1000	1000	5000	95
94	800	800	800	800	800	800	800	4000	94
93	630	630	630	630	630	630	630	3200	93
92	500	500	500	500	500	500	500	2500	92
91	400	400	400	400	400	400	400	2000	91
90	320	320	320	320	320	320	320	1600	90
89	250	250	250	250	250	250	250	1300	89
88	200	200	200	200	200	200	200	1000	88
87	160	160	160	160	160	160	160	800	87
86	130	130	130	130	130	130	130	630	86
85	100	100	100	100	100	100	100	500	85
84	80	80	80	80	80	80	80	400	84
83	65	65	65	65	65	65	65	320	83
82	50	50	50	50	50	50	50	250	82
81	40	40	40	40	40	40	40	200	81
80	32	32	32	32	32	32	32	160	80
79	25	25	25	25	25	25	25	130	79
78	20	20	20	20	20	20	20	100	78

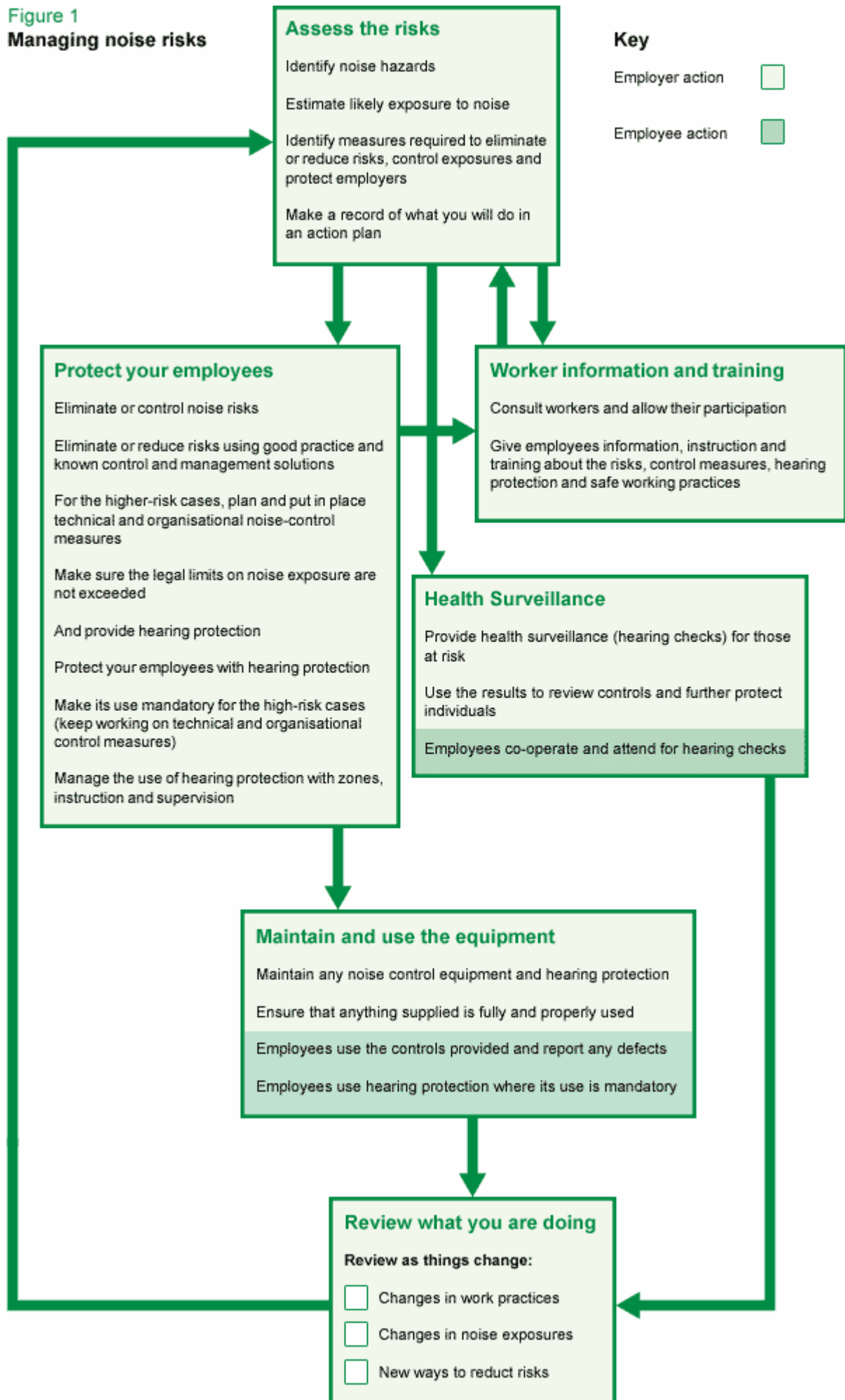
Instructions:

- For each working day in the week look up in the table on the left the exposure points corresponding to that day's noise exposure (e.g. a noise exposure on Day 1 of 90 dB gives 320 points);
- Add up the points for each day worked to give total exposure points for the week;
- Look up in the table on the right the total exposure points to find the corresponding weekly noise exposure (e.g. a total exposure points for the week of 2000 points gives a weekly noise exposure of 91 dB).

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Process Flow Chart (next page)

Figure 1
Managing noise risks



FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 8

REPORT TO: EXECUTIVE

DATE : 24 JUNE 2008

REPORT BY: ACTING DIRECTOR OF ENVIRONMENT & REGENERATION

SUBJECT : FLINTSHIRE BUSINESS WEEK 2008

1.00 PURPOSE OF REPORT

1.01 To advise Members of the intention to hold the second Flintshire Business Week from 29th September to 8th October 2008.

2.00 BACKGROUND

2.01 In October 2007, the first ever Flintshire Business Week was held. Over a thousand delegates attended the four day event, which was sponsored and supported by local businesses, agencies and partners.

2.02 The 2007 event was widely regarded as a success and attracted considerable press interest and positive publicity for the Council. It also provided a significant opportunity for business networking and has led to greater local inter-trading and has raised the profile of many Flintshire companies, for example, Dandy's Top Soil Limited of Sealand, winner of our Flintshire Environmental Business of the Year 2007 Award, went on to win Small Business of the Year 2007 Award.

2.03 The event is an excellent showcase for local economic achievement and highlights the sharing of best practice between public, private and voluntary sectors.

2.04 Following last years' event, a consultation exercise was held on 29th February 2008, with representatives from seventy local businesses, agencies and partners who made recommendations for Flintshire Business Week 2008. On-going media coverage of last years success has assisted in the retention of sponsors and in the recruitment of additional financial and in-kind support.

3.00 CONSIDERATIONS

3.01 The programme for 2008, which has been planned in consultation with local businesses, will cover a range of areas including; sustainability, skills and recruitment, marketing, procurement, economics, staff resources, environmental best practice and technology whilst assisting in sharing best practice.

Date: 20/08/2008

- 3.02 Partners include; BT, Aaron & Partner Solicitors, Airbus UK, Bank of England, Barclays Plc, B2B Business Services, Chartered Institute of Marketing, Deeside College, Arena Network, Flintshire Local Voluntary Council, Harts Accountants, HSBC, Kingspan, North Wales Newspapers, NEWI, Welsh Assembly Government, Toyota, United Paper Mill, local estate and property agents and local hotels.
- 3.03 Local companies have agreed to sponsor events in cash or in kind. The Business Week will also include a Gala Dinner with a business awards ceremony.
- 3.04 David Hanson MP and Mark Tami MP are assisting the event by facilitating a Flintshire business exhibition at the House of Commons on 8th October 2008. This event will raise the Flintshire profile, and afford an opportunity for thirty-five local companies to invite guests and clients to a prestigious event. It is intended that new and existing business will be invited to attend.
- 3.05 A draft programme for the week is attached as Appendix 1.

4.00 RECOMMENDATIONS

- 4.01 Members are asked to note the content of this report and endorse that Flintshire Business Week become an annual event.

5.00 FINANCIAL IMPLICATIONS

- 5.01 Flintshire Business Week 2008 is estimated to cost £20,000 which will pay for the Awards ceremony, design and printing costs, promotion and coach transport to London. It is anticipated that the full cost of the event will be met from external sponsorship. The 2007 event was fully financed by sponsors to the cost of £17,500. A contingency element of £5,000 has been set aside within the wider Regeneration budget which would be utilised if necessary.

6.00 ANTI POVERTY IMPACT

- 6.01 None directly.

7.00 ENVIRONMENTAL IMPACT

- 7.01 Venues within Flintshire are close to public transport routes. Coach transport for Flintshire businesses visiting the House of Commons on 8th October 2008 will be offered to reduce environmental impact of this element.

8.00 EQUALITIES IMPACT

- 8.01 All venues to be used will comply with DDA. All venues will be risk assessed prior to final confirmation and will comply with Health and Safety requirements.

9.00 PERSONNEL IMPLICATIONS

9.01 There will be a significant demand on staff time both in the weeks before the event and during the event itself. This will be managed within existing resources.

10.00 CONSULTATION REQUIRED

10.01 There has been extensive consultation with the Flintshire business community and this is ongoing.

11.00 CONSULTATION UNDERTAKEN

11.01 A consultation event attended by seventy businesses and partner organisations was held on 29th February and subsequently a steering group has been established with key partners.

12.00 APPENDICES

12.01 Calendar of Events

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 **BACKGROUND DOCUMENTS**

None

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	Monday 9/29	Tuesday 9/30	Wednesday 10/1	Thursday 10/2	Friday 10/3		
	UPM Paper Industry	Deeside / Council Day @ Nort...	Beaufort Park Hotel / Airbus	Gateway to Wales Hotel / HSBC	Jobs Fair / Property Showcase		
08:00		Breakfast Meeting at Deeside College @ Deeside College 08:00 - 09:00	AirBus Open Day Steve Thomas 01244 522 337 @ Broughton, Flintshire 08:00 - 09:00	Breakfast Meeting 08:00 - 09:00			
09:00		Flintshire C.C. Open day @ Northop Country Park 09:00 - 15:30		B2 Systems - Marketing 09:00 - 10:00	Property Showcase 09:00 - 17:30		
10:00	Seminar @ UPM @ United Paper Mill, 09:30 - 10:30		Conference Suite Adress Adrian Piper	Apprentice Gaps Seminar @ Airbus, Broughton 10:00 - 11:15		Sales & Motivation 365 Marketing	Jobs Fair @ Flint Pavillion @ flint, flintshire 09:30 - 14:30
11:00	Arena Network @ UPM @ United Paper Mill 10:30 - 11:30		Various Seminars 10:15 - 12:30	Factory Tour 11:15 - 12:15		BT Flexible Working 11:00 - 12:00	
12:00	Factory Tour @ UPM 11:30 - 12:30		Lunch at Deeside College @ Deeside Coll...	Lunch @ Airbus, Broughton @ Airbus, Broughton 12:15 - 13:15		Dennis Turner @ HSBC @ HSBC, Ewloe 11:00 - 12:00	
13:00	Lunch @ UPM @ United Paper Mill 12:30 - 13:30		Deeside College Open Day 13:30 - 16:00			Prof Dylan Jones Evans @ HSBC @ HSBC, Ewloe	
14:00	NW Newspapers @ United Paper Mill 14:00 - 15:15		Toyota 14:00 - 17:30	Lunch @ HSBC @ HSBC, Ewloe 12:30 - 13:30			
15:00				Lunch @ Deeside Enterprise 12:30 - 13:30			
16:00	KingSpan @ KingSpan 16:00 - 17:30			Voluntary Sector Showcase @ Deeside 13:30 - 18:00	Transport / Mersey Dee Alliance @ Convetec 15:00 - 18:00		
17:00				International Wales @ HSBC @ St David's Park, Ewloe 13:30 - 17:30			
18:00			Julie Madigan Manufacture Training 18:00 - 19:00		Deeside College Dinner @ Deeside College, Deeside 18:00 - 21:00		
19:00		19:30 - 22:30 Awards Dinner at ...	MAS @ Holiday Inn @ TBA 19:00 - 20:00 MAS @ Holiday Inn	CIM Networking & Barclays @ Holiday Inn @ Holiday Inn A55 18:00 - 21:00			

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 9

REPORT TO: EXECUTIVE

DATE : 24 JUNE 2008

REPORT BY: ASSISTANT DIRECTOR - SCHOOLS SERVICES

SUBJECT : BUCKLEY MULTI AGENCY SUPPORT CENTRE FOR YOUNG PEOPLE

1.00 PURPOSE OF REPORT

- 1.01 To advise Members of the Executive of plans for a new facility for young people in the centre of Buckley.
- 1.02 To seek an agreement in principle, from the Executive, to the development of a multi agency support centre for young people in Buckley, subject to the identification of suitable premises.

2.00 BACKGROUND

- 2.01 In 2006, Flintshire County Council secured vacant shop premises in the town centre of Holywell, to operate a multi agency Information Shop and Support Centre for young people. Rental and fitting out of the premises were funded by a capital grant from the Welsh Assembly Government.
- 2.02 Usage of the Holywell premises quickly surpassed all expectations, and the Centre has been seen as a model of excellent practice by the Welsh Assembly Government, and Ministers including Dr Brian Gibbons who visited the site last year and commended it as a model for wider development across Wales.
- 2.03 Flintshire Youth and Community Service and the Flintshire Youth Justice Service have worked together to develop the Holywell facility, and this has been supported by a range of local agencies, including Careers Wales North East, and the North East Wales NHS Trust.
- 2.04 The Centre in Holywell has been equipped and designed according to a national (Wales-wide) specification for Information Shops for Young People, provided by Canllaw Online.

3.00 CONSIDERATIONS

- 3.01 Based on the success of the Centre in Holywell, the Welsh Assembly Government is keen to support further similar developments within Flintshire, and has indicated that capital funding will be available to achieve this.

Date: 20/08/2008

- 3.02 The town of Buckley has been identified as a location for the creation of a further Information Shop and Support Centre for young people.
- 3.03 The Welsh Assembly Government has notified that they have approved funding the fitting out of any proposed premises, and the rental costs for a period of six years, via a Substance Misuse Action Fund grant of £250,000.
- 3.04 Flintshire Youth and Community Service and the Flintshire Youth Justice Service are keen to jointly develop this new facility, which will be equipped and presented to a professional and high quality standard.
- 3.05 The proposed hours of opening are: (i) lunchtime; and
(ii) after school hours until 6.00pm.
- 3.06 The proposed development of a new Centre has the full support of the Flintshire Community Safety Partnership, and of the Community Safety Partnerships of all North Wales Authorities.
- 3.07 Dependent upon the final identification of appropriate premises, planning application for change of use from retail for the premises may be necessary.
- 3.08 Property related matters will be addressed, under delegated powers, in conjunction with Flintshire Youth Justice Service, Flintshire Youth and Community Service and the Valuation Estate Service.

4.00 RECOMMENDATIONS

- 4.01 That Members approve, in principle, for the creation of a multi agency Information Shop and Support Centre for young people to be located within the town of Buckley.

5.00 FINANCIAL IMPLICATIONS

- 5.01 The Welsh Assembly Government has approved the application made by the Youth Justice Service and the Youth and Community Service for a grant of £250,000.00 for the lease of the property and the refurbishment costs.
- 5.02 The lease of the premises for an initial six-year period will be funded by a special grant from the Welsh Assembly Government. The payment of the grant will be made in the financial year 2008 - 2009. The payment for the lease will be made in advance as approved by the Welsh Assembly Government. Equipping and fitting out the premises to a high standard will also be funded by this grant. All the grant money is to be spent this financial year.
- 5.03 Running costs (utility bills, NNDR) of the premises will be funded from the grant.

- 5.04 Costs of staffing the premises will be funded jointly by the Youth and Community Service and the Youth Justice Service, in partnership with other agencies. The Youth Justice Service has allocated revenue funding from the Youth Justice Board core grant for the 2008-2009 financial year to fund sessional staff for the Information Shop. The Youth Service has a development budget as part of its allocated base budget for each area, which comes from a previous change in the contracted sessions for part time Youth Workers. Both services are looking to contract volunteers to staff the Information Shop. Agreements will be reached with partner agencies to support staffing of sessions, as per similar arrangements in the Holywell Centre.

6.00 ANTI POVERTY IMPACT

- 6.01 The proposed new Centre will provide information and advice to young people on a range of subjects, including financial capability issues, employment, education and training, which will help to alleviate poverty.

7.00 ENVIRONMENTAL IMPACT

- 7.01 The high quality design and presentation of the proposed premises will offer an aesthetic improvement to a prominent town centre location.

8.00 EQUALITIES IMPACT

- 8.01 The Centre will be available to all young people, as it will be an open access facility.

9.00 PERSONNEL IMPLICATIONS

- 9.01 The Information Shop will be staffed by Part Time and sessional staff already employed by the County Council plus a pool of volunteers who are yet to be engaged.

10.00 CONSULTATION REQUIRED

- 10.01 Upon agreement in principle from Members, consultation will be undertaken with Buckley Town Council.

11.00 CONSULTATION UNDERTAKEN

- 11.01 Consultation has been undertaken with the Community Safety Partnerships of all North Wales Authorities.

12.00 APPENDICES

- 12.01 None.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 **BACKGROUND DOCUMENTS**

None

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