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Pennaeth Gwasanaethau Cyfreithiol a Democraataidd



To: Cllr Matt Wright (Chairman)

CS/NG

Councillors: Haydn Bateman, Derek Butler,
Peter Curtis, Chris Dolphin, David Evans,
Veronica Gay, Cindy Hinds, Dennis Hutchinson,
Joe Johnson, Colin Legg, Nancy Matthews,
Ann Minshull, Paul Shotton and Carolyn Thomas

11 October 2012

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Dear Sir / Madam

A meeting of the **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **WEDNESDAY, 17TH OCTOBER, 2012** at **10.00 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 1 - 8)
To confirm as a correct record the minutes of the meeting held on 12 September 2012.
- 4 **STREETSCENE REVIEW** (Pages 9 - 28)
Report of the Director of Environment enclosed.

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

- 5 **REVIEW OF THE COUNCIL'S WASTE STRATEGY** (Pages 29 - 48)
Report of the Director of Environment enclosed.

- 6 **RURAL DEVELOPMENT PLAN AND EUROPEAN STRUCTURAL FUNDS**
(Pages 49 - 68)
Report of the Director of Environment enclosed.

- 7 **FORWARD WORK PROGRAMME** (Pages 69 - 78)
Report of the Learning and Social Care Overview and Scrutiny Facilitator enclosed.

Agenda Item 3

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE **12 SEPTEMBER 2012**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council held at Delyn Committee Room, County Hall, Mold CH7 6NA on Wednesday, 12 September 2012

PRESENT: **Councillor Matt Wright (Chairman)**

Councillors Haydn Bateman, Peter Curtis, Chris Dolphin, David Evans, Veronica Gay, Cindy Hinds, Joe Johnson, Colin Legg, Nancy Matthews, Paul Shotton and Carolyn Thomas

SUBSTITUTES: Councillors Ian Dunbar (for Ann Minshull) and Mike Reece (for Derek Butler)

APOLOGY: Councillor Dennis Hutchinson

ALSO PRESENT: Leader of the Council & Cabinet Member for Finance and the Cabinet Member for Social Services

CONTRIBUTORS: Deputy Leader & Cabinet Member for Environment, Cabinet Member for Regeneration, Enterprise & Leisure, Cabinet Member for Public Protection, Waste & Recycling, Director of Environment, Head of Regeneration, Interim Public Protection Manager and Economic Development Manager

IN ATTENDANCE: Environment & Housing Overview & Scrutiny Facilitator and Committee Officer

22. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Councillor C.A. Thomas declared a personal interest in the following agenda items due to her involvement with the Flintshire Rural Partnership and Cadwyn Clwyd, not as a representative of the County Council.

- Agenda Item 5 - Town Centre Action Planning
- Agenda Item 6 - Quarter 1 Performance Reports 2012/13 (Planning)

23. MINUTES

The minutes of the meeting held on 11 July 2012 had been circulated with the agenda.

Matters Arising

North Wales Residual Waste Treatment Project - the Chairman reported on the postponement of the suggested seminar due to Jasper Roberts from the Welsh Government being unavailable and said that this would be re-arranged.

RESOLVED:

That the minutes be approved as a correct record and signed by the Chairman.

24. HANSON CEMENT INVESTIGATION REPORT

The Chairman welcomed Mr Andrew Jones and Ms Jackie James, Executive Director and Principal Practitioner of Public Health Wales, to the meeting and invited them to deliver a presentation on the Hanson Cement Investigation Report.

Mr. Jones outlined the background to the report and the investigation methods used to ensure thorough examination of all data prior to the sharing of results which showed no convincing evidence that Hanson Cement had harmed the local community's health. He went on to refer to engagement with local communities and representatives throughout the process and said that recommendations made by Public Health Wales had been accepted by the local Health Board.

Councillor C.A. Thomas expressed her concerns about the higher levels of cancer diagnoses in some areas of the county but acknowledged that other issues such as healthy eating also had an effect on health. Councillor C. Hinds thanked Mr. Jones for the report and welcomed the informative and detailed meetings on this matter which had taken place and in particular, the technical experts who had been present.

Mr. Jones stressed the importance of openness and honesty in any industrial process, adding that Hanson Cement had been co-operative throughout the investigation. He spoke of the importance of involving community representatives and said that Public Health Wales would continue to work with Local Authorities to help people understand the range of lifestyle choices which could impact on health.

On air quality regulation standards, Councillor W.P. Shotton asked if particulate matter standards below PM_{2.5} had been looked at. The Leader of the Council, who was present in the public gallery, asked if it was the case that there were no regulations in the UK which monitored/assessed data on particulate matter below PM₁₀ and asked if this had been done as part of the investigation.

Mr. Jones was aware that some of the technical reports had included data on very small particles to ascertain air quality and what would contribute to this, for example local industry and transport. He agreed to seek a response from the technical experts and provide a response separately to identify where the information was located within the report.

The Chairman highlighted the extensive consultation process and said that lessons could be learned from this. In speaking about the role of the Committee, he said that the report had been brought at a late stage and referred to the potential for earlier involvement. Mr. Jones said that this could be reflected on. In response to a question from the Chairman, Mr. Jones spoke of the difficulty in drawing comparisons with other cement sites due to different scenarios, however the information had been widely publicised.

RESOLVED:

- (a) That the presentation be noted; and
- (b) That the Executive Director of Public Health Wales provide a response to the question on particulate matter standards below PM₁₀.

25. TOWN CENTRE ACTION PLANNING

The Head of Regeneration delivered a presentation on the Flintshire Town Action Plan Programme and drew attention to a range of information on display on a sample of forthcoming events/activities.

He made reference to the decline in town centres across the UK and the increasing number of shops closing, a situation which was not unique to Flintshire. This was recognised by the Council as a strategic risk and challenge and would need to be addressed by a long-term programme of actions. The Economic Development Manager went on to detail progress and outcomes to date, giving examples of a number of 'quick win' and longer term projects, together with future actions aimed to attract investment and generate interest.

Councillor P.J. Curtis wished to thank the Regeneration team and in particular, Clare and Mike Madders who had helped to make the recent Well Inn Festival in Holywell such a success. He said that the positive feedback had generated interest in a similar event next year and that even small amounts of funding were welcomed. He also commented that more could be done to boost markets in Holywell.

In response to a question from Councillor N.M. Matthews about the sharing of good practice, the Economic Development Manager said that Town Centre Manager meetings during the year and the Regeneration Conference in February provided opportunities for this.

Councillor C.A. Thomas asked if residents had been surveyed to ascertain what types of shops were required and whether there was potential for shops to be let on a short-term basis prior to leasing. She also stressed the need for consultation with residents to establish what they needed and for Rural Development Plan (RDP) grant funding to be utilised.

The Head of Regeneration said that residents were consulted and agreed that events put forward by communities were more likely to succeed: this was a sustainable approach which would continue to be taken.

In response to comments by Councillor C. Legg on bus operators in Flintshire and the need for clear bus routes to market towns, the Chairman pointed out that transport issues were due to be considered by the Committee in January 2013. The Director of Environment advised that a national review of services and grant funding was being undertaken which included the Local Transport Services Grant and Bus Services Operators' Grant and that following a Ministerial decision in October 2012 the Council would need to review the changes to grants to ensure best value for services. He welcomed involvement

by the Committee in the Council's review and agreed that work with bus operators could help to improve clarity of bus timetables.

Councillor V. Gay commented on the lack of partnership working in Saltney and felt that the Pathfinder project had not proved value for money, also remarking on bus services in Saltney. The Head of Regeneration said that resources were aimed at tackling eight town centres in Flintshire and would discuss further outstanding ward issues with Councillor Gay outside the meeting.

Councillor G.H. Bateman asked about the maintenance of projects such as the Queensferry roundabout and cycle route from Mold to Flint, commenting on the condition of the latter. The Director of Environment explained that initiatives introduced would be maintained to ensure sustainability and incorporated into the Streetscene regime. He agreed to liaise with the Head of Streetscene on the comment about the cycle route and asked that any similar issues be reported. In relation to the coastal path and in particular the Dock Road area in Connah's Quay, the Deputy Leader and Cabinet Member for Environment spoke of the need for a joint approach between Regeneration and Streetscene.

Councillor P.J. Curtis gave information on the appointment of a new Community Support Officer in Holywell in place of a Town Centre Manager and Councillor A.I. Dunbar raised concerns about the empty shops on the 'Deeside strip'. The Director of Environment said that a recently held meeting with Deeside Councillors had been set up to look at initiatives in the area and possible links with the Enterprise Zone.

The Cabinet Member for Regeneration, Enterprise & Leisure spoke of strategic policy to meet the needs of local people and his continued willingness to meet with local communities to discuss any concerns. Responding to a question by the Chairman, the Director of Environment referred to previous discussion by the Committee on a 'Local Asset Backed Vehicle' and agreed to discuss with the current administration with a possible report to the Committee at a later stage.

RESOLVED:

- (a) That the progress in developing and implementing Town Action Plans across Flintshire be noted;
- (b) That the Director of Environment progress Councillor Bateman's comment on the cycle route with the Head of Streetscene; and
- (c) That the Director of Environment discuss the option for a Local Asset Backed Vehicle, with the current administration.

26. QUARTER 1 PERFORMANCE REPORTS 2012/13

The Committee considered the 2012/13 Quarter 1 service performance reports produced at the Head of Service level under the adopted business model of the Council. The position of the Strategic Assessment of Risks and Challenges (SARC) and progress made against the Improvement Targets were also contained within the performance reports.

The Heads of Service for Regeneration and Public Protection each gave a short presentation on the performance within each of the service areas, outlining work which had been undertaken to improve performance and areas where improvement was needed, as outlined within each report.

Regeneration

Following a comment by Councillor W.P. Shotton, the Director of Environment stated that the £750,000 funding from the Welsh Government (WG) was for human resources and ancillary related work to help deprived communities with initiatives aimed at improving their health, welfare and employment opportunities and could not be spent on town centre action initiatives.

Councillor C.J. Dolphin asked what was being done to help rural areas and Councillor C.A. Thomas asked if officers would consider transport from rural areas to business parks. The Head of Regeneration said that the Rural Development Plan had delivered Business Plan 1 and was on track with Business Plan 2, as detailed in the report, and noted the latter comment.

Councillor P.J. Curtis said that the role of Communities First was to assist communities to help themselves and raised concerns about the attitude of some Members towards Communities First officers.

In relation to Enterprise Zones, the Chairman suggested that advantage should be taken of any investment opportunities. The Cabinet Member for Regeneration, Enterprise & Leisure suggested that the Committee may wish to invite Askar Sheibani, the Chairman of the Enterprise Zone Board for Deeside, to a future meeting to explain more about the subject.

Public Protection

During his presentation, the Interim Public Protection Manager gave an update on the vacant posts within the section, reporting on the recent appointment of a temporary Trading Standards Officer and Environmental Health Officer. The remaining vacant posts had not yet been filled due to difficulties in attracting qualified candidates, however these would be resolved around the end of the year.

The Interim Public Protection Manager agreed to respond separately to queries by Councillor C. Hinds on warranty repairs to Rofft Development housing in Penyffordd and whether a service was provided for the treatment of hornets' nests.

In response to a question by Councillor P.J. Curtis on the Holywell Task Group, it was noted that the forthcoming location of the mobile stadium at the old bowling green would not be permanent.

Councillor W.P. Shotton called for joint working with Wirral and the Environment Agency Wales to support cockling licence holders. When asked if there had been any convictions to date, the Cabinet Member for Public Protection, Waste & Recycling replied that there had been three in the current

season and that more resources were required in Wirral to ensure that only licence holders were active.

Councillor Thomas requested information on legislation relating to the burning of items in gardens and commented on the filling of vacant posts in Environmental Health. The request was noted and in relation to the latter, the Cabinet Member for Public Protection, Waste & Recycling spoke of the difficulty as Single Status had not yet been implemented. He agreed with career progression of internal candidates to ensure that graduates remained with the Council and the Director added that this was also a broader Council initiative.

Councillor A.I. Dunbar asked about the scattering of ashes in a garden of remembrance at Connah's Quay Cemetery. The Interim Public Protection Manager referred to consultation on this for Hawarden Cemetery which would be replicated for other areas.

In response to a request by Councillor V. Gay for a progress update on pollution issues at River Lane in Saltney, the Director of Environment agreed that this would be reported back to her.

Planning

The Director of Environment agreed to forward to Councillor D. Evans a copy of the Green Infrastructure action plan for the Lower River Dee.

Following concerns by Councillor C. Hinds on enforcement outcomes, the Director acknowledged the need to keep Members informed wherever possible at an appropriate stage of the process. The Deputy Leader and Cabinet Member for Environment encouraged Members to report to him any planning enforcement issues to enable him to pursue a response.

In response to a query raised by Councillor G.H. Bateman on the Mold Flood Alleviation Scheme, the latest position on development proposals had been reported at Mold Town Council and public meetings during early Summer. The Deputy Leader and Cabinet Member for Environment went on to say that planning applications on a proposed scheme would be submitted at a later stage.

Councillor N.M. Matthews asked what was being done to attract new small businesses into buildings owned by the Council and the potential for offering a period of reduced rent and Councillor V. Gay felt that the process of transferring leases was too lengthy. The Director explained that this issue covered Assets and Estates and that a report on Community Asset Transfers was due to be submitted to Cabinet for community related groups, including social enterprises, to take on buildings. He went on to explain that the Council had a large industrial estate on which lettings generated a significant percentage return on its value and that the Council's estates were actively managed. The Chairman pointed out that the Council's estates and assets had been identified as an item to be scheduled into the Committee's Forward Work Programme.

The Leader and Cabinet Member for Finance spoke about the Council's recognition to be proactive in supporting valued community groups wherever

possible, which would feed into the Improvement Priorities to be set later in the year.

The Director agreed to pass on thanks expressed by Councillor Dunbar to the officer who had helped secure Heritage Lottery funding to enhance Wepre Park.

Streetscene

The Chairman wished to thank Streetscene officers who had volunteered at short notice to help respond to calls following the heavy rainfall in on 29 April 2012 and also commented on the excellent work in clearing gutters.

RESOLVED:

- (a) That the report be noted;
- (b) That the Environment & Housing Overview & Scrutiny Facilitator collate the comments made by Members and forward them to the Performance Unit and Directorate;
- (c) That the Facilitator pursue the suggestion for the Chairman of the Enterprise Zone Board for Deeside to attend a future meeting of the Committee;
- (d) That the Interim Public Protection Manager provide a response to Councillor Hinds on the treatment of hornets' nests and social housing in Penyffordd;
- (e) That the Director of Environment report back to Councillor Gay on progress with issues at River Lane in Saltney;
- (f) That the Director of Environment forward to Councillor D. Evans a copy of the Green Infrastructure action plan for the Lower River Dee; and
- (g) That the Director of Environment pass on Members' thanks to officers.

27. FORWARD WORK PROGRAMME

The Facilitator introduced the report which gave Members the opportunity to consider and update the Committee's Forward Work Programme.

Members' attention was drawn to the minutes of the Forward Work Programme workshop on 3 July 2012 which were attached to the report and included some items yet to be scheduled.

The Facilitator advised that the workshop on street lighting was to be arranged and had previously written to the Committee giving details of the workshop on Civil Parking Enforcement to be held on 5 October 2012.

The Chairman reported on the forthcoming departure from the Council of the Facilitator, Samantha Roberts, and on behalf of the Committee expressed

thanks for her efforts in her role on the Committee. This was echoed by Members who passed on their best wishes.

RESOLVED:

That the Forward Work Programme be amended on the basis outlined above.

(The meeting started at 10.00 am and ended at 12.30 pm)

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Chairman

FLINTSHIRE COUNTY COUNCIL

REPORT TO: ENVIRONMENT OVERVIEW & SCRUTINY
COMMITTEE

DATE: WEDNESDAY, 17 OCTOBER 2012

REPORT BY: DIRECTOR OF ENVIRONMENT

SUBJECT: THE STREETSCENE SERVICE REVIEW

1.00 PURPOSE OF REPORT

1.01 To update Members on the outcome of the review of the Streetscene service six months after its launch in March 2012.

2.00 BACKGROUND

2.01 In October 2008, the Executive endorsed proposals for Phase II organisational change and re-design of a number of services, based on a recommendation from the Chief Executive. These included integrating services to form a single and consolidated Streetscene operation based in the Environment Directorate.

2.02 On 18th January 2011, the Executive approved the outline changes and granted delegated authority to Chief Executive, the Director of Environment and Head of Organisational Development & HR in consultation with the associated Executive Members, to consider any representations made and agree and implement finalised structures.

2.03 Following a period of consultation with Members, Trades Unions and staff, the new Streetscene service was launched on 5th March 2012.

2.04 In order to assess the progress made by the service in the period since the launch, feedback and comments on the new service were requested from the following sources

- Members of the public (Through satisfaction surveys)
- Council Members (Through the Deputy Leader and Cabinet Member for Environment)
- All Streetscene staff
- Trades Unions
- Town and Community Councils (From Senior Managers' visits)

3.00 CONSIDERATIONS

3.01 The feedback received on the service was as follows:

- 3.02 From Members – 23 replies were received with a total of 89 comments
- 17 were complimentary about the service
 - 29 suggested areas where improvements could be made
 - 5 were not connected with service
 - 38 referred to waste (Included in the waste review report on the agenda)
- 3.03 From workforce and staff (via Newsletter and through Trades Unions – anonymous comments were accepted) – 6 replies were received from approximately 450 staff
- The comments together with Officer response/actions are shown on **Appendix 1**
- 3.04 From Trades Unions – 2 replies received.
- A full list of the comments together with Officer response/actions are shown on **Appendix 2**
- 3.05 A full record of the customer survey responses is shown in **Appendix 3**
- 3.06 The comments generally related to four main areas and a series of Action Plans were developed for each (**Appendix 4**). These detail operational changes or amendments to working practises which were identified from the feedback and seen as benefiting the service. In future the Action Plans will be monitored though service Performance Management reports and will also assist in the development of the Streetscene Service Plan for 2013-14.
- 3.07 The Action Plans refer to the following specific areas of the service:
- Action Plan 1 – Staffing Structure
 - Action Plan 2 – Operational
 - Action Plan 3 – Office and Depot Arrangements
 - Action Plan 4 – Contact Centre
- 3.08 A number of positives were also highlighted by staff and Members during the review and they are shown, together with staff ideas for future opportunities within the service in **Appendix 5**
- 3.09 The original project had four main objectives:
- Improving Customer Access to the Service
 - Raising Public Awareness of the Service
 - Operational Changes to deliver a more joined up Service
 - Depot Rationalisation

A summary of progress on each objective is as follows:

3.10 Improving Customer Access to the Service

Originally individual Streetscene services were accessed by a variety of different published telephone numbers, with a lack of clarity on which was the correct number to call and no accurate statistical records available for call numbers, number of calls lost etc.

All Streetscene services are now accessed by a single, local telephone number or via a dedicated webpage. The Council's own Contact Centre deals with all calls relating to all of the Streetscene services, with a longer term intention that the Contact Centre is extended to deal with a broader range of Council services

There have been a number of issues with staff leaving the Contact Centre service since the launch in March 2012 which has resulted in insufficient staff numbers available at peak times and on specific days. This situation has been improved by introducing flexible, part time posts to replace full time employees leaving the service. Time specific call volumes and response times are now available for managers which allows them to plan and provide adequate resources to deal with periods of high demand for the service.

The performance of the Contact Centre was the subject of the majority of negative comments from Members following the consultation process and there have clearly been periods since the launch when answer times have been excessive. The majority of Member concerns related to the time taken to answer calls rather than the concept or operation of the new service. The current position is much improved and as further staff training is delivered, the service performance targets set for the Contact Centre by Members will be achieved.

3.11 Raising Public Awareness of the Service

The launch of the new service was well covered in local press and the public survey shows that there is growing public awareness of the service and how it can be accessed. Call volumes into the contact centre remain strong with calls to the original contact numbers reducing.

3.12 Operational Changes to deliver a joined up Service

The new generic operational Streetscene contract delivers a flexible, multi-skilled workforce, capable and able of working across the full service area, delivering far greater coordination and efficiency. The arrangement will lower the requirement to employ agency staff as well as broadening the job satisfaction and content of the operational staff within the service.

New working patterns have now been introduced across the service and these will have long term benefits for the Council by increasing fleet utilisation and reducing operating costs.

Saturday operations, including Saturday waste collections, have been piloted without significant concerns for residents or staff.

3.13 **Depot Rationalisation**

A single integrated operational site is currently being developed in Alltami with a planned, satellite winter maintenance and traffic management sub-depot in Halkyn. Operations in Queensferry have ended and all Fleet Maintenance/Repair work now takes place at a single workshop in Alltami.

3.14 **Standards**

Members set challenging targets for Streetscene covering every aspect of the new service and performance against these standards has already been reported to the Environment and Overview Scrutiny Committee in September. The report indicated that the standards had generally been achieved and that all would be achieved, once operations had stabilised over the coming months

The new grass cutting standard has been operated through the summer, following the Member workshop which developed the arrangement.

Following the summer trial, the new Grass cutting standard will now be presented to Cabinet for approval as the new Council Policy for Grass Cutting for the County (**Appendix 7**)

- 3.15 Considering the changes made in the service over the last 18 months, the level of response from staff and Members would indicate that the service is now bedding down after its introduction.

Further work will be undertaken over the forthcoming months to embed the “Pride of Patch” culture across the workforce and to ensure we have a consistent approach to service delivery throughout the county.

- 3.16 It is suggested that a further report on the Streetscene is brought to Members of the Committee during the 2013-14 financial year.

4.00 RECOMMENDATIONS

- 4.01 That Members of the Committee note the comments received on the service and the progress made during the first six months since its launch.

- 4.02 That Members note the contents of the Action Plans for the service
- 4.03 That Members of the Committee note the Councils new Grass Cutting Policy
- 4.04 That a further report be presented to the Environment and Overview Scrutiny Committee during 2013-14

5.00 FINANCIAL IMPLICATIONS

The Streetscene service review enabled delivery of the saving's target for the 2011-12 financial year of £0.250m and £0.500 per annum thereafter

6.00 ANTI POVERTY IMPACT

No Impact

7.00 ENVIRONMENTAL IMPACT

No Impact

8.00 EQUALITIES IMPACT

No Impact

9.00 PERSONNEL IMPLICATIONS

The minor changes to the staffing structure will be accommodated from existing posts and budgets

10.00 CONSULTATION REQUIRED

None

11.00 CONSULTATION UNDERTAKEN

- All Members
- Streetscene staff
- Members of the public
- Town and Community Councils

12.00 APPENDICES

Appendix 1 – Workforce Comment
Appendix 2 – Trades Unions Comments
Appendix 3 – Public Consultation
Appendix 4 – Action Plan
Appendix 5 – Positives / Future development
Appendix 6 – Proposed Grass cutting Policy

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985

BACKGROUND DOCUMENTS

Contact Officer: S Jones
Telephone: 01352 704700
Email: Stephen.o.jones@flintshire.gov.uk

EMPLOYEE COMMENTS - STREETSCENE REVIEW	
COMMENTS	OFFICER RESPONSE
<p>Whilst I appreciate that with any large review not everything is going to be right from the start and that certain elements of Streetscene Service work well, it's also fair to say certain areas within the service are not working well and need to be looked at and addressed as a matter of urgency.</p>	
<p>1. Lack of Resources</p>	
<p>There seems to be an obvious lack of resources across the service both at operational and staff level. This is quite apparent when a large amount of overtime seems to be being worked at the moment in order to keep up with the service requirements of Streetscene, along with the amount of Agency staff being employed in certain areas across the service. It appears that at the start of the process / review not all roles were considered fully and a number of functions were not included.</p>	<p>See Service Review - Staffing</p>
<p>The lack of staff within the Technical, Admin & Finance team seems to be even more worrying. This team is primarily there as a support and technical facility for the rest of the Streetscene Services. From my observations and those across other service areas it's quite obvious that the team is struggling to provide the necessary support and backup required due to numerous functions which seem to be off loaded on to the team, the amount of problem solving the team seems to become involved with on behalf of service specific areas, and more worryingly the amount of tasks / duties expected of the team which have materialised / come out of the woodwork (e.g. Trade Waste, Passing Information on to Members) from previous service areas being delivered prior to the implementation of Streetscene.</p>	<p>See Service Review - Staffing</p>
<p>The lack of resources within this team not only impacts directly on the team but also that of the service as a whole, if the team is not fully resourced then how can you possibly manage or provide an adequate support function to solve the issues / problems this team seems to encounter / get bombarded with on a daily basis. Again as previously stated it appears that not all roles and respective functions within the review were fully considered or appreciated.</p>	<p>See Action Plan - Staffing</p>
<p>2. Training</p>	
<p>An emphasis on training under the Streetscene Service was quite rightly being pushed within the review and identified as being extremely important to the whole service. Whilst training needs are progressing through work undertaken by the Health & Safety Training Officer, it's quite clear that the ability to undertake shadow training is not happening due to those resource issues as mentioned above within point 1.</p>	<p>Training for all staff will be identified through the Appraisal process to be completed within the next month.</p>

<p>The demanding workload being put on to the T, A & F team whilst providing a support function to the whole service does not allow the time for shadow training and means large amounts of staff within the team are still carrying out tasks and duties from their previous roles prior to Streetscene being Implemented. The impact of all this ultimately means adequate cover is not able to be provided to cover things like sickness / holidays etc, backlog of work upon return, working reactively rather than proactively, and staff not being given the opportunity to learn something new. All this serves to do is cause stress levels to increase for individuals and animosity amongst team members which will ultimately impact on the service expected to be provided and delivered to service areas, members of the public, and all other stakeholders.</p>	<p>See Action Plan - Staffing</p>
<p>Third Party Claims</p> <p>The previous inspection regime made adequate records showing inspection and repairs of carriageway and footway defects providing a sound defence in relation to 3rd party claims. Since the reorganisation I have provided reports and records to the Insurance Services section and it has become evident over the last few months that there have been no records available on the system in order to defend some 3rd party claims that have been sent to the Council. There is a lack of records showing the raising of work tickets and records of remedial works that are carried out.</p>	<p>Safety inspections are now monitored to ensure they are completed on time and provide an adequate defence against claims.</p>
<p>Office Environment</p> <p>The open plan office does not lead to a constructive and productive environment. The continual buzzing and bleeping of mobile calls and text messages, telephones ringing and not being answered by other team members, the alarm loudly bleeping on the door of the data centre when IT visit and leave, people walking up and down the office at the same time as talking on mobiles, the clicking and banging of the door opening and closing, temperature fluctuation, the volume of peoples voices, to list but a few is not creating a good working environment or to level of work output due to constant interruptions, sometimes it is totally impossible to concentrate.</p>	<p>The office has been designed in line with all future offices operated by the Council. Environmental issues will be dealt with by Action Plan - Office and Depot arrangements.</p>
<p>When streetscene was first introduced I was quite excited as it would be a chance for me to progress and further my career and I believe in some ways it has made the original service better however there are a few problems that I feel need addressing or at least people need to know what is happening to see some sort of progression</p>	
<p>Contracts</p> <p>A number of people have mentioned to me about how there has been no contracts issued with regard to the new roles when will this happen?</p>	<p>Where assimilation has taken place, no contracts are required.</p>

<p>Training</p> <p>I know that we are still in the stages of changing over but no training has been issued in order to get people out of doing their old jobs and into their new jobs. I am very eager to improve my knowledge and qualifications which are why when I was offered a Technical Officer Career graded position I jumped at the opportunity. I believe there have been some issues regarding the Job Evaluation Questionnaires and Job Descriptions for the Technical Officers position that was indicated a few months ago but nothing more has been said and there is no guideline as to what the technical officers are working towards and what they need to achieve in order to move on to the next level and since it is now late August any College training will be missed and another year will have to pass in order to gain these qualifications. Also with a number of people still doing their old jobs the people that are carrying out their new roles are struggling with the workload as there is less support than originally planned this is leading to a number of staff becoming rather worried and upset as they are feeling very stressed</p>	<p>Training assessments will be carried out before the end of October</p>
<p>Career Grade</p> <p>I have a very positive view regarding career graded roles however I don't understand that at the current time how someone who has no experience or qualifications in the role is at a higher level than someone that has a number of qualifications and over 10 years experience. Please could you explain this?</p>	<p>Assimilation took place to the new grades following the Council's corporate processes.</p>
<p>Open Plan Office</p> <p>Now that half of the Altami depot work force is in the new open plan office it is very helpful, as I am able to speak to colleagues about different tasks a lot easier however there is no places or opportunity to speak to colleagues or members of the public in a private manner e.g. I received a phone call from a member of the public complaining however there were a number of other people on the phone so I could hardly hear the member of public speaking and I felt rather rude asking them to constantly repeat themselves</p>	<p>The office has been designed in line with all future offices operated by the Council. Environmental issues will be dealt with by Action Plan - Office and Depot arrangements. Further breakout rooms will be available once the new office has been completed.</p>
<p>I'd like to start by saying that I do understand the need to save money; however, I find the lack of staff in Streetscene worrying. Our role as Technical Officers is to support other service areas such as Street lighting, Highways, Waste etc. Unfortunately, due to the lack of staff our roles seem to be stuck in one section providing support.</p>	
<p>The idea of the Technical Officers shadowing other sections interested me greatly; however, most of my time is spent providing support to the Street Lighting section; which doesn't allow me anytime to shadow other sections.</p>	<p>It is accepted that Technical Offices have yet to benefit from the generic role however, the training plan which will be developed at the Appraisals will ensure staff movement takes place.</p>
<p>The career grade was also something I found to be a good idea, however, there is a real lack of understanding as to how much points or experience you will need to move up the scale. Once this issue is rectified it will be a big bonus for me and the other Technical Officers.</p>	<p>Noted</p>
<p>In my role I'm expected to use the phone for various things, such as dealing with community councils and members of the public; unfortunately, I'm finding it increasingly frustrating working in an open plan office as I can't hear what the user is saying most of the time due to the high level of noise. I have to take note of the person(s) number and contact them back on my mobile phone when I find an area quiet enough to do so, which in this depot is almost impossible. I'm also finding it incredibly difficult to work in this type of office; it's very difficult for anyone to concentrate on their work due to the noises from people talking on the phone(s) or from people typing on their keyboard & also the telephone(s) ringing non stop</p>	<p>The office has been designed in line with all future offices operated by the Council. Environmental issues will be dealt with by Action Plan - Office and Depot arrangements. Further breakout rooms will be available once the new office has been completed.</p>

<p>I'm also concerned about us not receiving our Contracts to sign. It's been several months since StreetScene began and I've only ever signed a temporary contract. We were told we'd be issued with contracts almost immediately.</p>	<p>Where assimilation has taken place, no contracts are required.</p>
<p>1) From the whole service a lack of feedback when asking for information that is required for operational requirements.</p> <p>What operational works need carrying out on a daily basis in certain area's.</p> <p>What Numbers are required</p> <p>The daily whereabouts of operatives</p> <p>Vehicle Requirements and correct legislation (i.e. are drivers driving the correct vehicles they have licences for)</p> <p>Plant Requirements (to comply with procurement policy)</p>	<p>See Action Plan - Operational</p>
<p>2) No pre planning of works for the work force on a daily or weekly basis</p> <p>It seems as though the Co-ordinators look at work load on daily basis in the morning when operatives turn up. The work time has changed but are we getting any more out of the operatives as vehicles seem to be coming into the yards regularly at 4.45 on a daily basis?</p> <p>With structured planning we should be able to fill the extended day for the operatives.</p> <p>Too many operatives look to have changed the shift patterns from the original rotas handed out in April.</p> <p>No consistency with booking of leave or sick</p>	<p>See Action Plan - Operational</p>
<p>3. A lack of will or wanting to help out a member of there team whether individual or in a group.</p> <p>Operatives have been kept in their Service Area and not started moving across areas to start learning other skills. There is a lack of wanting to help out other service area's when help is required.</p> <p>It seems people would rather overload certain individuals with work load than pull together and make this project work.</p> <p>All the above are minimal teething problems that can easily be overcome, the procedures have been set up for them but without getting feedback and information back there is only so much you can do.</p>	<p>See Action Plan - Operational</p>
<p>If we can get the basic Service requirement's needed on a daily bases and get everyone's correct shift patterns and needs we can iron these basic problems out with pre daily planning of work requirements and correct staffing levels in accordance with rotas.</p>	

UNION COMMENTS - STREETSCENE REVIEW	OFFICER RESPONSE
COMMENTS	
Generic roles - are the generic groupings of staff still relevant or do they need to be reviewed?	Reviewed as part of the Service Review
Working hours - Working hours that are being lost by staff ?	Will be picked up during Appraisals with staff and best practice shared across the Service.
Vans - has the criteria that has been agreed now been applied and is it now deemed to be acceptable to the employees?	Criteria for vans has been approved by Unions and staff.
Agency workers - Sourcing of agency staff, their suitability in terms of induction and H&S in particular	All staff are sourced through Matrix. Induction process needs to be improved.
Risk Assessments - Have all risk assessments now been completed?	Risk Assessment Reviews on going.
Area working - Is this working as expected?	Area Working is delivering the benefits that were expected however some minor amendments to the area is required to balance workloads.
Highway Inspections - Are the level of expected inspections being achieved, does there need to be any revision given to the areas allocated?	Please see previous item.
PDA's or other mobile communication/IT devices	New PDA's will be provided to the Supervisors in the next few days.
Sickness absence monitoring - What are the trends under the new shift system?	Sickness levels are lower across the service in the first quarter of the new year.
Considering the short period of time that all aspects of the service have moved onto the new working patterns no one thought that things would be working as well as they are, yes there are still some significant problems to iron out but these are being worked through as and when they arise, continual improvement and dialogue is essential to any modern service's progression.	Workforce groups will continue to meet to ensure the communication lines are maintained.
Communication has been the key to the success of such a major change to peoples lives, the monthly meetings although very difficult at times have been essential in moving forward the service, people have the confidence to raise difficult issues knowing they won't be ostracized or disciplined for doing so. Long may this continue to be the case?	Noted
The training ethos has fundamentally changed from the blue eyed boy syndrome to a more transparent and open to all equality principal depending on the needs of the service, offering such a range of training from basic skills to chain saw license to HGV, covering both the essential requirement and additional skills is to be hailed as another major success. Having a trade union Rep involved in this area is a good idea as it helps remove some of the previous concerns raised regarding preferential treatment. This needs to continue and as one of the main priorities as the workforce will be required to be more flexible where they work etc.	Noted

Appendix 2

<p>The major increase in recycling is yet again another significant step forward (previously Flintshire was in the bottom core tile and has now moved to second in Wales), capacity will have to be monitored as additional resources maybe required to maintain/improve further this area of the service.</p>	<p>Noted</p>
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STREETSCENE SERVICES

CUSTOMER SATISFACTION SURVEY AUGUST 2012

Overall Total Questionnaires 129

1. Do you know what Streetscene is?

Yes	57	44.19%
No	72	55.81%

2. Do you know the number to contact Streetscene?

Yes	41	31.78%
No	88	68.22%

3. Have you noticed any improvement in the general cleanliness of the County in the last 6 months?

Yes	84	65.12%
No	44	34.11%
Same	1	0.77%

4. What is your opinion on the following services provided by Streetscene

a. The Streets/Footways in Flintshire

Usually clean and tidy	57	44.19%
Could be cleaner but overall ok	69	53.48%
Not of acceptable cleanliness	3	2.33%

b. The overall winter gritting service

Excellent	32	24.81%
Acceptable	75	58.14%
Poor	22	17.05%

c. The overall grass cutting service

Excellent	45	34.88%
Acceptable	71	55.04%
Poor	13	10.08%

d. The condition of the roads and pavements

Excellent	14	10.85%
Acceptable	87	67.44%
Poor	28	21.71%

5. Are there any changes you feel necessary to improve the Environmental service provided by the Council?

Yes	47	36.44%
No	49	63.56%

6. How satisfied are you with the new waste collection service?

V.Satisfied	52	40.31%
Satisfied	62	48.06%
Neither	8	6.20%
Dissatisfied	3	2.33%
V.Dissatisfied	4	3.10%

7. Do you need any additional containers?

Blue Box	8	5.88%
Blue Bag	51	37.50%
White Sacks	31	22.79%
Food Waste Containers	7	5.15%
Bio Bags	8	5.88%
Brown Bin	5	3.68%
None	26	19.12%

Streetscene Service Review – Appendix 4

Action Plan 1 – Staffing Structure (September 2012)

Area of Concern	Comment / Action needed within the service	Process Change
Communication not relevant to all staff and not consistently received by everyone.	<p>Newsletter to cover all employee issues and to be produced monthly</p> <p>Newsletters to be sent to staff by email and to operational staff by post</p>	
<p>Lack of available staff within the technical teams</p> <p>Low morale in the technical teams because promised training plans have not been delivered – staff are still working in historical areas</p>	<p>A technical officer profile is to be produced ASAP and the officers matched against it. This will allow a training plan for each to be developed following appraisals with all staff. – Nov 2012</p> <p>The training plan for technical officers is essential to provide the competencies to carry out all of the duties required of the post. It is felt that with a fully skilled technical team there would be sufficient resource to cope with the complete range of duties required by the service.</p> <p>The appraisal will highlight any competency issues with the staff which will be dealt by following the agreed process</p>	
<p>Inconsistent performance of Supervisors</p> <p>Supervisors losing wintime hours during a standard week</p> <p>Imbalance workload in Streetscene areas</p> <p>Team Leaders taking on the duties of the supervisors to compensate for skill shortfalls</p> <p>Poor planning of daily work schedules</p>	<p>A Supervisor profile is to be produced ASAP and the officers matched against it. This will allow a training plan for each to be developed following appraisals with all staff. – Nov 2012</p> <p>The appraisal will highlight any competency issues with the staff which will be dealt by following the agreed process</p> <p>Streetscene Areas to be reviewed taking into consideration workloads generated in each area.</p> <p>Team Leaders to receive coaching and training during appraisals</p> <p>Introduce a central planning arrangement within the service</p> <p>Refine the buddy arrangement for supervisors with working hours defined – one working an early and one a late shift.</p> <p>Identify good practise and move staff with a proven history of delivering various elements to assist those having difficulty in delivering the service</p>	<ol style="list-style-type: none"> 1. Review the Streetscene Area's based on workload 2. Changes to Structure to reassign the Team leader role in Logistics
Insufficient supervisors in waste	<p>This particularly problematic whilst the service is split between Alltami and Standard. Once the depot move has been completed the number of supervisors is thought to be sufficient.</p> <p>In the intervening period an additional supervisor in waste management</p>	<ol style="list-style-type: none"> 3. Temporary appointment of waste supervisor – 12 months

	should be engaged through the 'temporary supervisor' route	
Lack of control of County wide functions e.g. gully emptying, large sweeping etc	The coordination of these activities should move to a central 'core' team within the trunk road group. This will allow the area teams to work on local issues using their dedicated local resource The coordination of these activities should be carried out by an additional supervisor. The arrangement to be trialled over a 12 month period.	4. Additional supervisor to be included in the structure for a 12 month trial period.
Energy managers work has more synergy with waste service than strategy	Alter reporting arrangement to suit	
Lack of cover for Mayrise and HAMP officers	Mayrise and HAMP to report through the Team Leader Technical, Finance and Admin	
Weighbridge Officers (3 No) not included in operational staff assimilation process	Weighbridge officers posts to be designated Admin in order to provide flexibility – will require post redesign	

Action Plan 2 Operations (September 2012)

Insufficient full time staff – high reliance on volunteers to work the overtime periods at weekends High overtime levels in the service because of essential weekend and evening services High Agency numbers because of high sickness levels and lack of movement between services	Business cases for full time staff contracted to work weekends to reduced the reliance on Agency and overtime Review rotas to ensure the required number of staff are available each day. Introduce centralised scheduling function	5. Ensure there are sufficient staff contracted to work all of the hours required by the service. 6. Amend staffing structure
Staff not moving across services	This will commence as the training plans are finalised The introduction of the centralised scheduling function will allow this to happen	
Require flexibility to vary start finish times within some service areas	Contract allows start/finish variations. - Confirm with Trades Unions	
Short term leave notice causes issues	Agree new leave arrangements with Trades Unions	
Not all areas of open space under the control of the service and staff not able to deal with service requests	The maintenance of all publicly accessible open space should fall in Streetscene	7. Review the scope of the service –Report due to Environment Overview and Scrutiny December 2012
Need for a single store	Stores review in progress. - New arrangement to controlled by resource Team Leader	8. Introduce new stores arrangements

Action Plan 3 - Office and Depot Arrangements (September 2012)

Too hot/air quality in the new office, lights too bright, no blinds and Data Centre alarm continually going off regularly	Discuss environmental issues with project manager for new office development	
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New office environment not suitable for confidential phone calls and meetings with customers	Situation will improve once Alltami is finished and there are 5 meeting rooms rather than 1 allowing space for phone calls to be made away from the office	
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Action Plan 4 - Contact Centre (September 2012)

<p>Slow response time to answer calls at contact centre</p> <p>High number of lost calls – resulting in follow up calls, which adds to the number of calls received.</p> <p>High number of Agency staff in centre</p> <p>Little flexibility to engage other staff to assist in busy times.</p> <p>Callers unsure the position in queue leading to call holding levels at unsustainable levels</p>	<p>Ensure all of the contracts for staff in centre include a requirement for flexible working. This will include the contractual requirement to work Saturdays and Bank Holiday if required in future</p> <p>Provide increased resources for busy periods</p>	<p>9. Relocate the contact centre to Alltami depot (first floor) – integrate the operations with the Streetscene administration team</p> <p>10 Include a recorded message indicating position of the caller in queue to be answered</p>
Business maps not finalised	Complete business maps and FAQ's	
Weekend and Bank Holiday service provided by Care Connect	Continue to monitor weekend and bank holiday call volumes	

Streetscene Service Review – Appendix 6

Positives (September 2012)

<p>Streetscene Standards are being achieved or will be achievable</p> <p>Grass cutting policy needs approval by Cabinet</p>		<p>11. Review Service standards on annual basis as part of performance monitoring</p> <p>12. Present Council Grass cutting policy to Cabinet for approval</p>
<p>Overnight working arrangements – proving effective</p>	<p>Needs further fine tuning to ensure the service gains full benefit from the arrangement. Opportunity for extending to other service areas and regionally</p>	
<p>Street Lighting – despite Member concerns the new shifts are working well, all of the posts are filled, the staff are concentrating on fault repairs and are working in areas to build up local knowledge and accountability</p>		
<p>Fleet workshop rota working well – has facilitated the move to single workshop and the closure of Queensferry depot</p>		

Future development (September 2012)

<p>Regional working</p>	<p>13. That opportunities for regional working are explored.</p>
<p>Fleet Service review</p>	<p>14. That the outcome of the fleet review is accommodated within the revised structure</p>

GRASS CUTTING POLICY

1.00 BACKGROUND

1.01 The County has a legal responsibility for the highway network in terms of keeping the routes available and safe for the passage of the highway user. It undertakes this duty in its role as the Highway Authority.

1.02 It is the duty of all Highway Authorities to reasonably maintain and repair the highway and to keep the surface of the road free from that which might otherwise obstruct it or prevent its safe use.

2.00 CONSIDERATIONS

2.01 The "Well Maintained Highway - Code of Practice for Highway Maintenance Management (July 2005)", sets out recommendations and good practice for the cutting of grassed areas that adjoin the highway for grassed verges and soft estate areas (amenity grass).

2.02 The Code of Practice recommends that Authorities should develop local standards based on fitness for purpose to provide the level of service required and assessment of the risk of this being compromised by failure.

2.03 The Code also recommends that Authorities should cut the grass as follows on rural roads:

- (a) on identified visibility areas
- (b) to provide a pedestrian refuge by cutting 1 swathe width (approx 1 metre) from the edge of carriageway
- (c) areas of highway verge should be cut back to boundary every three years unless a positive decision is taken to allow it to vegetate.

2.04 The code recommends that in urban areas, grass cutting practice needs to involve a different balance of highway safety, serviceability and sustainability.

2.05 The code states that using standards for rural roads would deliver safe standards from a visibility perspective, but length of grass, possible concealed debris, and the potential for grass cuttings to block gullies, suggests there is a need for a higher frequency of cutting in urban areas. The frequency of cutting needs to balance these priorities in contributing to overall townscape management, taking into account the needs of users and the Community.

2.06 On urban roads, litter picking is carried out before each cut to reduce the risk of debris becoming potential missiles thrown into the path of oncoming

traffic, or being left as unsightly shredded litter. On rural roads the grass cutting is undertaken by contractors who are responsible for ensuring that no litter is left after the grass has been cut. This will generally be achieved by undertaking a pre-cut litter pick, but, if necessary, the contractor is required to collect any shredded litter immediately after cutting.

3.00 GRASS CUTTING FREQUENCIES

3.01 All grassed areas will be classified into one of the following categories

1. Roadside verges
2. Amenity Areas
3. Public footpath standard
4. High Profile areas

3.02 The following grass cutting frequencies comply with all the recommendations set out within the Code of Practice for Highway Maintenance Management (July 2005).

1. Roadside verges

Visibility splays at junctions

- 4 cuts per year -
 - April
 - June
 - August
 - September/October

Remaining Veges

- 2 swathe widths on all principal roads
- 1 swath width on unclassified
- 2 cuts per year -
 - June
 - September/October

Full width verge cutting for weed and self sown sapling control on all classifications of rural roads once every 3 years

2. Amenity Areas

Minimum of 13 cuts per year

3. Public footpaths

A maximum of 4 cuts per year

4. High Profile areas

A maximum of 30 cuts per year

3.02 Removal of grass cuttings will only take place on bowling greens and a limited number of high profile grass areas, generally in parks and towns centres.

GRASS CUTTING POLICY

FLINTSHIRE COUNTY COUNCIL

REPORT TO: ENVIRONMENT OVERVIEW & SCRUTINY
COMMITTEE
DATE: WEDNESDAY, 17 OCTOBER 2012
REPORT BY: DIRECTOR OF ENVIRONMENT
SUBJECT: REVIEW OF THE COUNCIL'S WASTE COLLECTION
SERVICE

1.00 PURPOSE OF REPORT

To update Members on the progress made within the waste collection service, six months after the service review.

2.00 BACKGROUND

2.01 In June 2010 the Council adopted its Municipal Waste Strategy. The Strategy contains a number of key actions which were needed to meet the challenging recycling targets set out in the all Wales National Waste Strategy 'Towards Zero Waste'.

2.02 On the 15th March 2011, the Executive approved the Councils Household Waste Collection Policy which introduced the new collection service consisting of the following elements:

- A weekly collection of recyclables
- A weekly collection of food waste
- A fortnightly collection of general domestic waste
Alternating with:
- A fortnightly collection of green/garden waste

The new collection service was designed to increase participation in recycling, reduce the reliance on landfill and enable the Council to meet the tough recycling targets set by Welsh Government which are as follows:

By 2012/13 = 52% of all waste produced should be recycled
2015/16 = 58% of all waste produced should be recycled
2019/20 = 64% of all waste produced should be recycled
2024/25 = 70% of all waste produced should be recycled

2.03 The "rollout" of the new service was achieved by a series of pilot schemes and eventually by a County wide "rollout" to all residents, which commenced on the 7th November 2011.

- 2.04 Following concerns about the service, a Resolution was carried at full Council on 31st January 2011, which resulted in a full review of the service. The review was completed and the results subsequently presented to the Council's Executive and the Environment Overview and Scrutiny in March 2012. The report recommended that an update on progress should be presented to Members after a further period of six months.
- 2.05 This report has two main objectives:-
1. To provide Members with an update on the progress made against each of the service Action Plans which were developed during the waste services review
 2. To provide Members with an overview of the current position in regards to service performance in Waste Management.

3.00 CONSIDERATIONS

Progress against Action Plans

- 3.01 Following the review, four Service Action Plans were developed. The Action Plans made specific recommendations, together with containing delivery targets for the following service areas.

- Communications
- Vehicles/Containers
- Operational
- Policy

Appendix 1 shows the current RAG status in terms of the Actions within each of the Plans.

- 3.02 All of the Actions contained within the four Action Plans have been completed or are 'on track' to be completed within the required timescales – with the following exceptions:-

- C4 – Amber - New stickers advising residents why waste has not been collected requires further development – New target date December 2012
- C12 – Red – Notification to inform callers to the Contact Centre of their position in the queue (to be answered) still to be introduced – New target January 2013
- V2 – Red – Trials of alternate containers for storing recycled material. - New target January 2013

3.03 Current Service Performance

In common with most waste collection service providers across the

Country, missed collections remain the biggest area of concern. The number of missed collections within the service has consistently fallen since the launch of the new service and now average 120 – 130 missed collections for every 100,000 collections made each week. The electronic notification system for Assisted Collections has been trialed and will undoubtedly improve the service and reduce missed collections for residents on the Assisted Collection Scheme. The rollout of the system to all vehicles is expected to be completed by the December 2012 target.

- 3.04 Call volumes to the service, via the Contact Centre have fallen to the pre-service change call rate level. (**Appendix 2**)
- 3.05 The changes made to the collection service placed the emphasis on recycling rather than disposal and residents have embraced the new arrangements, recycling their waste in greater quantities than ever before. The 2012-13 First Quarter recycling rate for the County showed an increase from 50% in 2011-12 to almost 60 % and the Council were second in Wales in terms of the amount of waste recycled.
- 3.06 In addition to the recommendations within the Action Plans, the following changes have also been made to the new service.
- The service has been rolled out to all Flats in the County
 - A 'Scatter' round has been introduced to properties with difficult access points
 - Saturday collections have been piloted
- 3.07 Side waste will continue to be collected by the collection crews, however this will be reviewed in line with the Councils Waste Collection Policy in the coming months. Any changes made to the current working practise will be notified to Members in advance of any change
- 3.08 A research project commissioned by the WLGA Waste Improvement Programme and Welsh Government into Civic Amenity/Household Waste Recycling Centre provision in Wales has been received in September 2012. In order that the findings of the commission can be included in the Council's Household Recycling Centre (HRC) strategy the existing provision will remain. The Council HRC provision will be reviewed to coincide with the commissioning of the new Sandycroft facility which is expected to open in May 2013.
- 3.09 Any extension to the Saturday collection service will be notified in advance to Members
- 3.10 **Feedback on the service**

Feedback on the new service was received from the following sources:-

1. Customers were asked for their opinion of the service at events

held across the County during the summer months.

2. Member feedback on the new service was received as part of the Streetscene service review

3.11 **Summary**

Changes of this magnitude are never easy to introduce. However it would appear that the service has now stabilised the staff and workforce are making great efforts to ensure that the service operates at the level residents and Members would expect of it.

4.00 **RECOMMENDATIONS**

- 4.01 That Members of the Committee note the report and the progress made within the service since the service review in March 2012

5.00 **FINANCIAL IMPLICATIONS**

- 5.01 The Managed Weekly Collections service is anticipated to deliver a further £245k of efficiencies in 2012/13. This is in addition to the £200k that was estimated for 2011/12.

6.00 **ANTI POVERTY IMPACT**

- 6.01 No impact

7.00 **ENVIRONMENTAL IMPACT**

- 7.01 No impact

8.00 **EQUALITIES IMPACT**

- 8.01 No impact

9.00 **PERSONNEL IMPLICATIONS**

- 9.01 No Impact

10.00 **CONSULTATION REQUIRED**

- 10.01 None

11.00 **CONSULTATION UNDERTAKEN**

- 11.01 From Members (Through the Deputy Leader and Cabinet Member for Environment)
Residents (Through surveys)

12.00 APPENDICES

Appendix 1 – RAG Status of Action Plan

Appendix 2 – Call Volumes to Contact Centre

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

Contact Officer: S Jones

Telephone: 01352 704700

Email: Stephen.o.jones@flintshire.gov.uk

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Improvement Action Plan – New waste collection service

Vehicle/Containers

Ref	Issue	Member Suggestion	Action	Timescale RAG Status	Responsible Officer
V1	Containers blowing away.	Interim arrangements to stop blue bags blowing away eg put blue bag in the weighted white sacks, turn blue boxes upside down and put recycling bags underneath, put the blue bags in the handles of the wheelie bin	Implement suggestion Toolbox talks to start immediatly	Immediate	Kevin Edwards
		Introduce weighted bags for all future replacements	Implement suggestion – 3 month delivery	June 2012	Gabrielle Povey
V2	Containers are unsuitable	Trial new containers Stacked recycling bins Smaller wheelie bins for single occupants New blue bag with velcro fastening for paper	Identify suitable area and trial new containers	1 st July	Gabrielle Povey
V3	Bins blown into road with potential to damage vehicles	Reflective strips should be attached to dark bins – if they're blown into the road then they're a traffic hazard and difficult to see Replacement bins to get strips Provides strips to residents to fix to thir bins	Proposal to be discussed with insurance company – not progressed	July 2013	Kevin Gardiner H Mitchell

V4	Vortex problem – when the trucks are filled, sometimes turbulence inside will blow the rubbish back out onto the street	Investigate and produce revised working arrangement to avoid	Agreed	July 2012	Kevin Edwards
V5	Vehicles too big for some roads	Ensure vehicles are fit for purpose – bigger vehicles make for shorter collection times, but may be unsuitable for narrow streets and lanes Full review of fleet suitability	Agreed	Dec 2012	Kevin Gardiner/ H Mitchell
V6	Reliance on paper system for assisted collections	Introduce assisted collection addresses onto the tracking system	Agreed	December 2012	Kevin Gardiner H Mitchell

Environment Department – Streetscene

Improvement Action Plan – New waste collection service

Communications

Ref	Issue	Member Suggestion	Action	Timescale RAG Status	Responsible Officer
C1 Page 37	In consistent messages by officers - ensuring that whatever advice/information is given by a contact centre officer, the same is given by supervisors, by operatives, by managers etc.	Improve daily communication between managers, supervisors and crews to ensure that whatever advice/information is given by a contact centre officer, the same is given by supervisors, by operatives, by managers etc. Continue to receive feedback and then full analysis of that feedback (Hilary)	Weekly update for all staff through periods of change Existing Member contact arrangements to remain	Immediate	Kevin Gardiner H Mitchell
	Clear and consistent information in all communications	Formal check process for all external communications – includes independent customer	Agreed	Immediate	Kevin Gardiner H Mitchell
	Information to members must be timely. For example any changes to services around Christmas should be communicated to Members at least a month, possibly more, in advance so that it gives them opportunity to include the messages in their own newsletters.	Produce annual operational plan with key dates i.e. Christmas calendar's to be sent out on December 1 st – 8 th . Process to be approved through Executive as part of service review.	Agreed	1 st July	Gabrielle Povey

C4	Residents unsure why waste is still in their bin	Non collection of waste (as a result of Policy) needs to be communicated to the household so they understand why their waste is not being collected. Stickers to be posted on bins	Review of communications process and stickering arrangement	July 2012	Gabrielle Povey
C5	Collections at flats and Housing estates unclear	Produce estate specific collection leaflets, particularly around social housing estates, flats etc. Provide landlords with information leaflets on collections that can be handed out to new tenants.	Agreed	July 2012	S Jones
C6	New residents unsure of collection arrangements	Consider the opportunity to create a new Flintshire resident pack. Triggered by people registering at a new property for Council Tax a welcome pack to be dispatched that would not necessarily only include information on Waste Collection but on a whole range of council services.	Agreed	April 2013	Gabrielle Povey
C7	Members need to contact service	Introduce a direct email (just for member use) say waste@flintshire which would go direct to Hilary and her team (for when she is absent)	Agreed	Immediate	Hilary Williams

C8	Members unaware when collections will be made due to vehicle breakdowns and other issues with the service	<p>Develop a text services for Members advising when there are problems, such as a broken down vehicle which is delaying collections in their area. They will then be able to answer any resident queries.</p> <p>Use of automated telephone message to impart information eg change to service because of bad weather, collection running late similar to utility companies model (eg power cuts)</p>	<p>Staff to phone Members if problems arise pushing collections beyond 5pm</p> <p>Consider suitability of CRM this service</p>	<p>Immediate</p> <p>July 2012</p>	<p>Kevin Edwards</p> <p>D Naylor</p>
C9	Resident unsure on changes to collection arrangements	More use of social media – twitter – delays as mentioned above could be ‘tweeted’. Acknowledgement that the service as a twitter site but that it isn’t yet activated.	All ready in place	December 2011	Gabrielle Povey
C10	Bins left blocking the footway	Better information to residents on where to put their containers in terms of driveways, access, kerbside and pavements rather than cartilage. Where new local arrangements are agreed ensure that this is communicated to the operatives	Information provided as part of yearly calendar replacement	December 2012	Gabrielle Povey
C11	Non English speaking residents unable to understand service	Clear communications must be sent out to foreign communities – Trevor Jones from the PPP unit has worked a lot with the Polish communities and may be of some help	Review information as part of communication plan	December 2012	Gabrielle Povey
C12	Callers don’t know how long until an officer will answer in busy periods	When calls are in a queue can the system tell them where in the queue they are – e.g. you are now the 10 th call in the queue.	Consider suitability of CRM this service	July 2012	Denise Naylor

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Environment Department – Streetscene

Action Plan – New waste collection service

Operational/Training Plan

Ref	Issue	Member Suggestion	Action	Timescale RAG Status	Responsible Officer
O1	Lack of knowledge of rounds	Reinforce buddy working groups to more effectively share knowledge throughout the workforce	Buddy groups introduced	July 2012	K Edwards
		Operatives should know more than one round, so that during times of sickness/annual leave operatives can cover rounds	Training on additional rounds	July 2012	K Edwards
Page 41	Drivers unable to find properties for repeated missed collections	Maps of previously missed collections should be given to drivers to help find the more obscure addresses	Provide maps for repeated missed collections	Immediate	K Edwards
	O3	Food waste removed from containers and stacked or carried on the street	Food waste must be disposed of correctly – currently several bins are emptied onto the street in a heap before then being lifted onto the wagon. This is obviously unhygienic and unpleasant for residents	Tool box talks and continued training	Immediate

O4	Avoid wherever possible changes to the services (Christmas) so as not to confuse people	General agreement that recycling must be collected over the Christmas period but that brown bin collections should be suspended to allow resource to be directed into residual and recycling collections.	Review Christmas arrangements	July 2012	Kevin Gardiner H Mitchell
O5	Repeated missed collections per property	Record the number of times that property has been missed on works ticket.	Number recorded on second and subsequent missed collections	Immediate	Hilary Willaims
O6	Workforce not engaging with the new collection arrangements	1. Employee Workshops to be held that discuss general County wide issues eg service standards, baseline performance standards	Agreed	July 2012	K Edwards
		2. Tool Box talks/Area Teams to impart relevant area based information, to be reactive to problems and proactive in solutions, deviation from baseline standards where problems identified.	Agreed	On going	K Edwards
		3. Training should be given to operatives on the policy/procedures.	Agreed	July 2012	K Edwards
		4. Have individual team (round) targets, to promote friendly competition, eg. Least number of missed collections per round in a month.	Possible future development		S Jones

O7	Workforce not returning bins correctly and leaving lids open	Stress importance of closing lids on wheelie bins and food waste bin at tool box talks	Tool box talks and continued training	Immediate	K Edwards
O8	Members unsure on the performance of the service	Regular quarterly performance reports to the relevant scrutiny committee to monitor improvements on missed collections.	Missed collection information will be included in the Streetscene standards and will be reported from Q1	1 st July 2012	S Jones
O9	Side waste collections	Clear instructions to staff, operational teams, Members and the public need to be provided once the decision to collect has been made. This decision needs then to be consistently applied	Notify all staff and operational teams once decision is made Inform Members and public	Once agreed	K Gardiner H Mitchell

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Environment Department – Streetscene

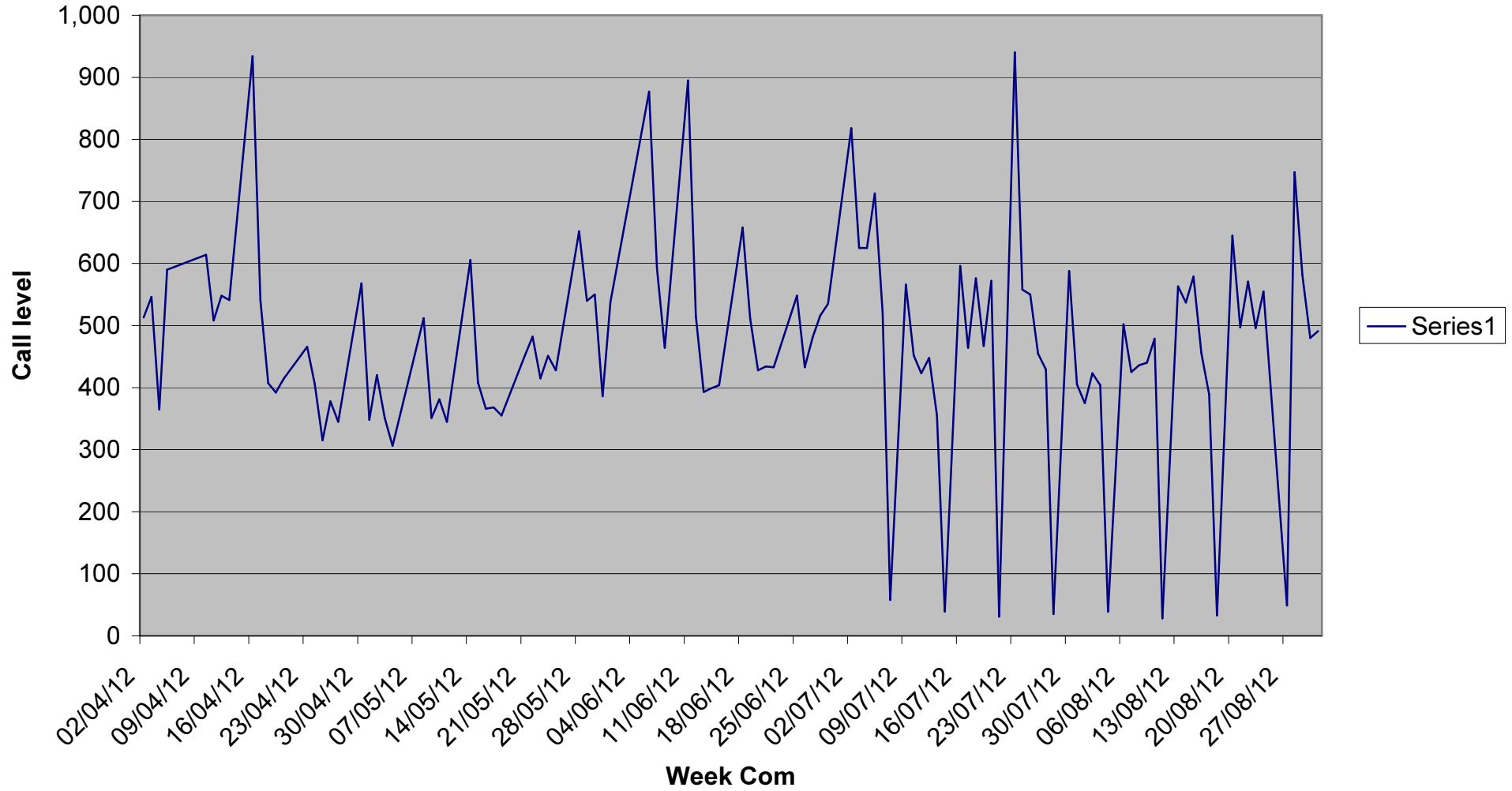
Improvement Action Plan – New waste collection service

Policy

Ref	Issue	Member suggestion	Action	Timescale Rag Status	Responsible Officer
P1	Lack of clarity on policy and standard by Members	Revisit Policy to reassess baseline standards	Review policy and communications in update report to Scrutiny	Sept 2012	S Jones
P2	Missed collections are not always the fault of the Council – what should happen then	Identify and record the reason for the missed collection so that the remedy can be targeted properly, and record the remedy, e.g. it may not always be the fault of the operatives, there will be occasions when resident forget to put their bins out for collection	Identify process for missed collections when not the responsibility of crew. This will be achieved by electronic system on vehicle	1 st Dec 2012	S Jones
P3	Introducing 6 day working	Consider Saturday collections for flats and rural areas	Agreed	1 st Oct 2012	S Jones
P4	Introduce flats to new arrangement	The policy for flats needs to be developed and then clear consistent and timely communications with crews, residents and members.	Agreed	Action plan - 19 th March 2012 Delivery July 2012	S Jones S Jones

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Contact Centre Calls



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FLINTSHIRE COUNTY COUNCIL

REPORT TO: ENVIRONMENT OVERVIEW & SCRUTINY
COMMITTEE
DATE: WEDNESDAY, 17 OCTOBER 2012
REPORT BY: DIRECTOR OF ENVIRONMENT
SUBJECT: RURAL DEVELOPMENT PLAN AND EUROPEAN
STRUCTURAL FUNDS

1.00 PURPOSE OF REPORT

- 1.01 To update Members on the progress made in implementing the Rural Development Plan for Wales (RDP) 2007-2013 in Flintshire and to provide briefing material on the current position with European Structural Fund programmes and on the future development of European programmes.

2.00 BACKGROUND

- 2.01 The RDP is part of the Common Agricultural Policy and is supported by both European Commission and Welsh Government funding. It has four major objectives, called Axes, aligned to the Commission's priorities for rural development. The purpose of each Axis is as follows:
Axis 1 – to improve the competitiveness of the agricultural and forestry sectors.
Axis 2 – to improve the environment and the countryside
Axis 3 – to improve the quality of life in rural areas and to diversify the rural economy.
Axis 4 – to pilot innovative projects that address Axes 1, 2 and 3.
- 2.02 The County Council acts as the Lead Body and has responsibility for overseeing the implementation and reporting of Axis 3 projects. Cadwyn Clwyd is responsible for the delivery and reporting of all Axis 4 projects.

3.00 CONSIDERATIONS

3.01 Rural Development Plan

All four Axis 3 projects commenced at the beginning of March 2011 and, for the time being, will run until the end of December 2013. Two of the projects (Flintshire Enterprise Project and Flintshire Community Key Fund) are delivered by Cadwyn Clwyd. The County Council has the responsibility for delivering the other two projects (Linking Flintshire's Communities and Town & Village Streetscape

Enhancements).

- 3.02 The Flintshire Enterprise Project has approved 26 bursary applications to date, with a total value of £67,027. New businesses that were supported during this quarter include a nutritionist, a cake maker and a childcare support worker. Due to elements of this scheme potentially duplicating the Welsh Government's young entrepreneurship schemes, this project has withdrawn some forms of support leading to a de-commitment £32,000 of RDP funding. This funding can be re-allocated to other Flintshire Axis 3 projects.
- 3.03 The Linking Flintshire Communities project has now selected the routes and linkages to be implemented. Schemes in Gronant, Talacre and Mostyn will link to major strategic networks, such as the All Wales Coastal Path, and provide connections with other settlements. The first phase of work on the Mold-Sychdyn/Northop-Flint cycleway has now been completed. The total cost of the scheme was nearly £267k and was funded through the Regional Transport Plan, which is the match funding element towards the RDP funding. For the phases of the cycleway will also be funded through the Regional Transport Plan monies.
- 3.04 Under the Flintshire Community Key Fund, the majority of projects have been to renovate and improve rural villages and community buildings. Up until the end of August, 21 schemes had been approved totalling £380,690 with a RDP contribution of £285,509. This project recently had Welsh Government approval to vire £90,000 from a revenue budget to a capital budget. This will allow additional capital enhancement schemes to be funded, as the demand to date for this support has been extremely high.
- 3.05 As part of the Town and Village Streetscape Enhancement (TVSE) project, regeneration schemes are being scoped and explored for Holywell, Mold and Talacre/Gronant. The project includes a grant scheme to improve the appearance of properties in each area and there have been 48 enquiries made with one full application having been approved and eleven expressions of interest being developed further. The value of the regeneration projects will total £580,000 whilst the grant scheme has a total value of £150,000.
- 3.06 The Axis 3 quarterly progress updates (Appendix 1) and the financial spreadsheets (Appendix 2) relate to the period **1st June to 31st August 2012** for the Business Plan 2 projects. The appendices provide more detail on the activity and the financial situation of each project.
- 3.07 In September the Welsh Government invited Axis 3 and Axis 4 projects to consider applying for an extension to the deadline for expenditure (currently December 2013), and/or additional funding. The additional funding available however is only for revenue activity

and the majority of Flintshire's Axis 3 projects are capital. Initial indications from the four projects are that the projects will proceed as follows:

- Flintshire Enterprise Project – extend to end of 2014 and request extra £48,000 of RDP funding
- Linking Flintshire's Communities – extend to end of 2014, no request for further funding
- Flintshire Community Key Fund – extend to middle of 2014, no request for further funding
- TVSE – extend to end of 2014, no request for further funding

3.08 During the latter part of 2011 and the early part of 2012, the Council's Internal Audit Division undertook an audit inspection of the RDP programme management systems and procedures. Specifically the audit was designed to assess the controls in place to manage a number of specified risks and objectives. The overall conclusion of the report was that "taking account of the issues identified, in our opinion the Board can take substantial assurance that the controls upon which the organisation relies to manage this risk, as currently laid down and operated, are effective". A copy of the Audit report is available in the Members Services room for inspection.

The County Council submitted a rural transport project proposal under Axis 4 which was approved by Cadwyn Clwyd in November 2011. The project aims were to assist local people in identified rural communities to access work, training and social opportunities by providing more flexible public transport services at times of the day when no conventional transport is available. The emphasis was on work related journey opportunities.

Following major cuts in funding for transport services announced by the Welsh Government in February 2012 it was not considered feasible or practicable to deliver the approved project within timescales or budgets due to the potential impacts of the proposed cuts on our existing passenger transport services. The Welsh Government suspended the proposed cuts pending the outcome of a national Bus Funding Review which has yet to be finalised.

Following further discussions with Cadwyn Clwyd a revised proposal has been submitted to identify a baseline of need for transport services in rural areas in Flintshire which will assist in preparing any future rural transport proposals and inform the County Council's review of bus services.

3.09 European Structural Funds

The current Structural Fund programmes in Wales have now mostly committed their funding for this period (2007-13) with remaining spend taking place until the end of 2015. A summary of the programmes as they stand now is appended (Appendix 3).

3.10 Development work is underway at the European and Welsh Government levels for the next round of programmes (2014-20). It is likely that Flintshire will be able to benefit from Structural Fund support in the next period but the development process is still at an early stage.

4.00 RECOMMENDATIONS

4.01 It is recommended that Members note the progress in implementing the Rural Development Plan in Flintshire and the briefing material on European Structural Funds.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no significant changes to the financial implications since the previous report. The County Council continues to provide funding to support Cadwyn Clwyd's core costs (£17,000 p.a.) and to match fund rural projects (£18,000 p.a.). In addition the Council also underwrites the match funding for the Business Plan 2 projects. This comprises Axis 3 projects with a match value of £524,000 and one Axis 4 project with a match value of £473,000.

6.00 ANTI POVERTY IMPACT

6.01 The measures included within the RDP have been identified to assist rural areas, address deprivation and weaknesses such as low productivity, employment, local economic activity rates, the existence of pockets of social exclusion and poor access to services. The programme and the Business Plan projects will therefore make an important contribution towards sustaining communities in rural Flintshire.

7.00 ENVIRONMENTAL IMPACT

7.01 Support will be given to those projects that help to conserve and make the best use of the area's natural and built environment. Environmental sustainability is one of the cross-cutting themes for the programme and all projects will need to integrate this into their design and delivery and their impact will be monitored.

8.00 EQUALITIES IMPACT

8.01 Axes 3 and 4 have measures which aim to increase participation in community life, assist in establishing and expanding community-led initiatives and maximise the contribution to the economic, social, environmental and cultural regeneration of rural areas. Equal opportunities and social inclusion are cross-cutting themes for the RDP and all projects and contracts will need to integrate these into their design and delivery and their impact will be monitored.

- 8.02 The Welsh language is also a cross-cutting theme for the RDP and all projects and contracts will need to integrate this into their design and delivery and their impact will be monitored.

9.00 PERSONNEL IMPLICATIONS

- 9.01 The administration and management role of the Lead Body requires considerable staff time to ensure robust programme and project management. Funding is available from the RDP to provide staff resources to manage the programme.

- 9.02 The Project Support Officer for the Lead Body has been seconded to the Project Officer position for the Town & Village Streetscape Enhancement project. A replacement has not been appointed as this position will be deleted and replaced with a new position under the Regeneration Service Review.

10.00 CONSULTATION REQUIRED

- 10.01 Rural ward members, rural town and community councils, public sector agencies and voluntary and community groups will play a key role in implementing the programme and have an opportunity to be involved in many of the projects to be undertaken.

11.00 CONSULTATION UNDERTAKEN

- 11.01 Consultation has been very wide in developing the themes and projects for the programme. Individual project delivery organisations have been undertaking their own consultation to develop their specific projects. The County Council has utilised a wide range of publicity methods including a launch event, a project publication, articles in local newsletters, development of a website and attending various events to promote the programme.

12.00 APPENDICES

- 12.01 Appendix 1 – Axis 3 Quarterly Progress Report
Appendix 2 – Axis 3 Financial Report
Appendix 3 – European Structural Funds Briefing

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

Rural Development Plan for Wales 2007-2013 (WG)
Rural Development Strategy for Flintshire
Flintshire Business Plan 1 2008-2010
Flintshire Business Plan 2 2011-2013
Final Audit Report 01/02/12

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Email: sharon.barlow@flintshire.gov.uk



Cronfa Amaethyddol Ewrop ar gyfer Datblygu
Gwledig: Ewrop yn Buddsoddi
mewn Ardaloedd Gwledig
The European Agricultural Fund for
Rural Development: Europe Investing in
Rural Areas



Llywodraeth Cymru
Welsh Government

AXIS 3 OF THE RURAL DEVELOPMENT PLAN FOR WALES 2007 - 2013

QUARTERLY PROJECT PROGRESS REPORT

The purpose of the Quarterly Report is to provide a project level progress update and qualitative assessment of how Axis 3 activities delivered by the Local Partnership during previous quarter are contributing to the aims and objectives of the Local Partnership's Local Development Strategy.

LOCAL PARTNERSHIP: Flintshire Rural Partnership

PROJECT NAME: [Flintshire Enterprise Bursary](#)

PROJECT REFERENCE NUMBER: FLI.52

PROJECT PAYMENT REFERENCE: R6003513

PERIOD UNDER REVIEW: 1st June – 31st August 2012

- **Give an overview of progress made in implementing this project over the last quarter**

3 Bursary applications have been approved in the last quarter, for businesses as a nutritionist, cake maker and childcare support worker.

A professionally designed and printed leaflet has been produced for the Enterprise Bursary. These have been distributed to Jobcentres, Careers Wales, Colleges, sixth forms, and to other agencies dealing with young people, unemployment or business. The Enterprise Bursary was promoted at a school leaver's event at Deeside College. The Enterprise Officer gave a presentation on the scheme, and had a discussion session with individuals who were interested in starting a business.

The Enterprise Bursary was also promoted in the Denbigh and Flint agricultural show, where Cadwyn Clwyd had a marquee showcasing it's work. Information about the bursary was displayed along with case studies of business which had started as a result of the bursary.

Details on the Enterprise Bursary have been uploaded onto Business Support web-sites. An article appeared in the Daily Post regarding the decline of town centres in Denbighshire, Flintshire and Wrexham, stating that there were no grants available for new businesses to start up in town centre shops. The Enterprise Officer wrote a letter to the paper informing them of the Enterprise Bursary, which was then published in the paper.

A letter has been sent out to all bursary recipients under Business Plan 1 and 2 detailing

the after-care support available for businesses. The Enterprise Officer has written a letter detailing the services provided by the Welsh Governments Regional Centre Service.

A meeting was held between the Flintshire and Denbighshire Enterprise Officers, and The Officers running a similar scheme in Ceredigion. The general running of the scheme, as well as problems and best practice was discussed. The Officers felt that it would be a good idea to have a meeting with other areas operating similar schemes to discuss best practice.

LOCAL PARTNERSHIP: Flintshire Rural Partnership

PROJECT NAME: [Linking Flintshire's Communities](#)

PROJECT REFERENCE NUMBER: FLI.54

PROJECT PAYMENT REFERENCE: R6003530

PERIOD UNDER REVIEW: 1st June – 31st August 2012

- Give an overview of progress made in implementing this project over the last quarter

Mold-Sychdyn/Northop-Flint Cycleway

The signage and road markings for the Mold-Sychdyn/Northop-Flint Cycling Link will be completed on site by Wednesday 19th September. This will complete the first scheme under the project at a cost of £266,926.24.

The Director of Environment and the Executive Member have now approved the following three schemes for implementation under the Linking Flintshire's Communities project:

1. Bridleway/Footway improvement at Gronant.

The A548 between Gronant and the roundabout at Talacre has been identified as a route with a high collision rate. Consequently, a safety scheme (funded by TAITH) is currently being designed, to improve conditions for all road users, and reduce the risk of collisions.

The Talacre and Gronant Masterplan October 2010 identified the need to improve bridleway, cycling and footpath links between these two villages and also safe crossing points over the A548. Both Talacre and Gronant are in Communities First areas. The scheme being implemented through RDP funding will compliment the safety scheme and will also link Gronant with Talacre. All of the works will be carried out within the existing highway therefore landowner negotiations will not be necessary.

2. Enhancement of Public Footpath No. 64 and 69 in Mostyn

This scheme will provide safe pedestrian access from the Maes Pennant Estate (which is a Communities First area) down to the Wales Coastal Path on the Dee Coast. The majority of the work will be carried out on Public Footpath No. 64. Landowners have been consulted and site meetings have taken place to ascertain the required works to enhance the route. Network Rail own the majority of the land over which Public Footpath 69 crosses. Site visits have taken place with a representative of network rail and negotiations are still ongoing regarding managing access along the route.

3. Cycleway from Ffynnongroyw to Talacre.

This scheme will provide a continuous cycle link from the completed section of cycleway in Ffynnongroyw to Talacre and onto the National Cycle Network on the Denbighshire border. Both Talacre and Ffynnongroyw are Communities First areas.

This scheme is more complex than Schemes 1 and 2 due to the route being in an environmentally sensitive area. This means the works on site can only be undertaken at certain times of the year and delivery of the project on site will be determined by the

ecology report and the conditions set out the planning consent.

The total capital spends for the project is £723,902.50. The amount spent to date is £266,926.24 (Mold – Flint scheme). This leaves a sum of £456,976.26 to complete the three schemes.

Indicative costs have been calculated for the schemes and are as follows:

Scheme1 - £161k
Scheme2 - £131K
Scheme3 - £164K
Total **£456k**

Over the next quarter the following activities will be progressed:

- Preparation of briefs for Schemes 1 and 2 for the design and specifications and supervision of contracts;
- Awarding contracts for the design and specification of Schemes 1 and 2
- Obtaining an ecology report for Scheme 3;
- Liaison with the Legal Department for the drawing up of the appropriate agreements and licences with the landowners for Scheme 3;
- Applying for Planning Permission for Scheme 3

The first quarter of 2013 will see the following activities in relation to delivery of the schemes:

- Tendering out the works for Schemes 1 and 2
- Obtaining appropriate consents for Scheme 3
- Implementation of works on site for Schemes 1 and 2

It is not possible to provide more detailed information for Scheme 3 until the ecology report and the necessary planning permission have been obtained. This detail will be provided in the next quarterly report.

LOCAL PARTNERSHIP: Flintshire Rural Partnership

PROJECT NAME: [Flintshire Village Enhancements](#)

PROJECT REFERENCE NUMBER: FLI.55

PROJECT PAYMENT REFERENCE: R6003541

PERIOD UNDER REVIEW: 1st June – 31st August 2012

- Give an overview of progress made in implementing this project over the last quarter

FLI.55(a) – Flintshire Community Key Fund

Promotion & Publicity

Cadwyn Clwyd attended the Denbighshire and Flintshire Agricultural Show 2012, where it had a stand to promote its projects. The Flintshire Rural Key Fund Officer attended the show and produced and displayed literature to promote the Key Fund.

Projects Developed & Approved

During the quarter the projects listed below have received funding through the Flintshire Rural Key Fund through the RDP:

Cilcain Village Hall - Improvements

This application was for financial support and assistance for facility improvements including wall and ceiling insulation and electrical improvements to include improved lighting and additional wall sockets. The value of the project approved including the 25% cash match funding is £24,999.

Mold Methodist Church - Redevelopment

This application was for financial support and assistance for facility improvements to include storage, decoration, flooring, blinds and stage area. The value of the project approved including the 25% cash match funding is £17,939.

Treuddyn Village Hall – Roof Renovation

This application was for financial support and assistance for facility improvements including the fitting of a more durable fibreglass roof with additional insulation to replace the Hall's old felt roof. The value of the project approved including the 25% cash match funding is £21,070.

Brynford Church - Community Space

This application was for financial support and assistance to create a multi-use community facility at the rear of the church. The value of the project approved including the 25% cash match funding is £24,999.

Holywell Art & Craft Mill – Facility Improvements

This application was for financial support and assistance for facility improvements to include an external storage area, improved café ventilation and building decoration. The value of the project approved including the 25% cash match funding is £10,965.60

Projects Completed:

Tyddyn Street Church – Chapel Arts Redevelopment

The project provided lift access to the newly constructed first floor development. The redevelopment of the church will provide an arts community facility. The total amount of RDP funding awarded was £19,764.

Ffrith & Llanfynydd Community Centre - Environmental Improvements

The project provided environmental and car parking improvements. The project enabled the centre to accommodate more cars, more safely particularly in inclement weather. The total amount of RDP funding awarded was £24,999.

Kinnerton Village Hall - Heating Improvements

The project provided funding to replace the old inefficient gas boiler with a new high efficiency combination condensing boiler with controls and electronic room thermostats. This will reduce the heating costs of the facility and improve the comfort of users while using the facilities. The total amount of RDP funding awarded was £3,878.

Ysceifiog Village Hall – Building Survey

The project provided funding to carry a building survey. This survey will provide the management committee with the information needed to undertake building repair work to the roof, gable wall and electrics. The total amount of RDP funding awarded was £1,500.

FLI.55 (b) – Town & Village Streetscape Enhancements

The progress during the period of June – August 2012 continues to be focused on establishing work streams and promoting the grant scheme, outlined as follows:

Talacre and Gronant Streetscape & Access Improvements

- There are four work streams being developed in Talacre, they are as follows:
 - (1) overspill car parking sites
 - (2) creating a better sense of arrival/ place
 - (3) general streetscape improvements
 - (4) enhanced signage
- An Internal Officers Group has been formed to lead on the options in Talacre and Lower Gronant and comprises of: property, legal, highways, traffic, streetscene, tourism, car parks, communities first, planning, countryside services and conservation, to ensure support and guidance are receive as the work streams develop.
- Discussions with key stakeholders, such as the Community Centre Committee and Environment Agency, have continued to take place during the last quarter.
- The new members for Talacre and Lower Gronant have been briefed on the project and are extremely positive about the options being explored. The project has also been presented to the Departmental Management Team for senior management support, whereby no issues were raised.
- A public exhibition to raise awareness of the project and the options being explored was held in the Talacre Community Centre from 9th July to 6th August. 3 drop-in sessions also took place which gave the community the opportunity to ask questions and provide their feedback and comments.

Holywell Streetscape & Access Improvements

- An internal project team has been established to review issues and feasibility

- within Holywell for streetscape and access improvements.
- The High Street has been identified as an area for targeted investment under this project. Potential project ideas have been mapped out which include: reviewing/improving street furniture and surfacing as well as improving key access routes.
 - Project team have developed a vision drawing for the High Street, this will form a key part of the brief to FCC Engineers for initial feasibility.
 - Following Town Partnership approval detailed designs can be undertaken. It is hoped that initial designs will be presented to the Partnership in the next quarter.

Mold Streetscape & Access Improvements

- A brief for the re-design of Daniel Owen Square has been revised and is just awaiting endorsement by the internal steering group leading on this piece of work. It is anticipated that an architect/ designer will be appointed within the next quarter.

Streetscape Improvement Grant Scheme

- The scheme has received 48 enquiries to date.
- During the period of June – August site visits and follow up visits have been undertaken and support has been focused on the submission of expressions of interest.
- Two grants panels took place during the quarter – 22nd June and 20th July.
- To date 13 EOIs and 1 full application have been approved but unfortunately 2 EOIs have been withdrawn.

Technical Support

- Heritage Planning Consultancy has been appointed to support grant applicants with the grant application process and implementation of property improvements. The inception took place on the 12th July and the consultant commenced work at the end of July.

Proposed Package of Works

The targeted investment for streetscape and access improvements is being guided in accordance with strategic and operation frameworks as well as consultation with key stakeholders which has taken place over the last couple of months. A package of works is being proposed for the TVSE project and is shaping up as follows:

Holywell

Enhancing the High Street

Est. £100,000

The improvements to Holywell High Street will look to improve key access routes (pedestrian and vehicle), review and improve street furniture and improve street surfaces and paving.

Mold

Daniel Owen Precinct

Est. £100,000

The re-design and enhancement of the Daniel Owen Precinct will look to maximise the use and attractiveness of the area as a vibrant multiuse facility for future community events, festivals and other activities.

Talacre/ Gronant

Seasonal Overspill Parking

Est. £180,000

An immediate solution to help alleviate the problem of significant traffic congestion and

parking issues in Talacre is to introduce a seasonal overspill parking site(s). The proposed site(s) will be low impact and only used occasionally throughout the season. Several sites are currently being considered with the hope that at least a couple of sites will be viable options.

Enhancing the Streetscape

Est. £100,000

The improvements to the appearance of the streetscape will look to: enhance the public toilets (internally and externally), improve traffic management with traffic calming measures, landscaping and improvements to the pavements and furniture.

Signage

Est. £50,000

There is an opportunity to increase the information available to visitors, and locals alike, by promoting the unique assets of the area, such as the beach, the recreational activities, the environmental designations for the dunes and the wildlife, through interpretation boards and brown signs as well as improving the directional signs to the area where necessary.

Creating a sense of place and arrival

Est. £50,000

Creating a better sense of place/ arrival will look to revive and uplift the area so that locals and visitors celebrate and enjoy the areas assets. Therefore, gateway and landscape features, in keeping with the area, will be introduced on the approaches to Talacre and Gronant as well as possibly introducing a pallet of colours for decorating commercial properties (similar to the Brighton beach huts) and artwork which will all create a feeling of fun and excitement.

Flintshire Rural Development Plan (Business Plan 2)

Axis 4 Project Match analysis as at 31st May 2012

**BP2 - AXIS 4
MATCH**

Match underwritten by FCC

FLI.57 - Innovation Flintshire					
Match Funder	Target	Actual Match Spent to Jun 12		Total Contributed as at 31st Aug 2012	
Public	£266,950.00	£20,000.00		£106,052.00	
in-kind					
Private	£206,050.00	£35,000.00		£152,536.00	
	£473,000.00	£55,000.00	11.63%	£258,588.00	54.67%

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Briefing note: European Structural Funds in Flintshire

Background

What are the Structural Funds and what do they do? The Structural Funds are financial tools set up to implement the [Regional policy of the European Union](#). They aim to reduce regional disparities in terms of income, wealth and opportunities. Europe's poorer regions receive most of the support, but all European regions are eligible for funding under the policy's various funds and programmes.

The current programme period for Structural Funds runs from 2007-2013. All projects must be approved by 2013 with all expenditure claimed during 2015 at the latest. The process of developing the next round of Structural Funds is well underway and is covered below.

Wales is divided into two areas for Structural Funds. The West Wales and the Valleys counties, shown in white on the map below, are covered by the Convergence programmes worth around £3.5bn in total. East Wales, shown in yellow, is covered by the Regional Competitiveness and Employment programmes worth in total around £280m.



The Regional Competitiveness and Employment programmes comprise funding from two separate European Structural Funds: the European Regional Development Fund (ERDF) and the European Social Fund (ESF). Around £60 million of ERDF funds will be channelled through the Welsh Government to help continue the region's economic, social and environmental transformation, by helping new and existing businesses to grow and move up the value

chain, and increase the 'value added' per job. It will also focus on regenerating Wales' most deprived communities and tackling climate change. Just over £50 million from the ESF will be used to tackle economic inactivity, increase skills and employment. Together with match funding from the private, public and voluntary sectors, the total investment of the Programmes will be around £280 million. (Source: WEFO website 2012)

In addition, the European Territorial Co-operation programmes also cover the County although some are restricted to West Wales.

European Territorial Co-operation (ETC) programmes address issues which cut across national borders and provide the opportunity for regions across the EU to work together, share best practice and knowledge transfer and co-ordinate actions to provide solutions to common challenges. Together, the programmes are investing around €1.4 billion (€885m in ERDF grant) in projects across the EU to strengthen the economic, environmental and social links between Member States and the regions. (WEFO 2012)

Current position

The funds from the main RCE programmes are now largely committed. 99% of ESF funds were committed by May 2012 and 84% of ERDF, with projects in the pipeline to take this to 138% should they all be approved.

The outputs in Flintshire delivered by the RCE programme to date (WEFO 15 September 2012) are:

- | | |
|--|-------|
| • Enterprises assisted | 91 |
| • Enterprises created | 288 |
| • Gross jobs created | 725 |
| • Participants | 5,888 |
| • Participants entering employment | 678 |
| • Participants entering further learning | 85 |
| • Participants gaining qualifications | 2,388 |

Projects are being delivered in Flintshire by a wide range of organisations: voluntary sector, Further and Higher Education providers and in particular the Welsh Government (WG).

Flintshire County Council is currently delivering three significant projects funded through the Structural Funds:

- North East Wales Town Centre Regeneration
£3.95m for town centre regeneration across Wrexham and Flintshire. FCC leads the project.
- North East Wales Strategic Business Parks
£642k to enhance, develop and support the economic, financial and environmental prosperity of areas of major employment importance at Wrexham Industrial Estate and Deeside Industrial Park. WCBC leads the project.
- Genesis Wales
Welsh Government leads the project nationally but each local authority delivers locally. "The project will predominantly target economically inactive females, lone

parents and individuals who also face additional disadvantages such as those from black and minority ethnic backgrounds, and young people not in education, employment or training. It will assist them to overcome a variety of barriers (including childcare, financial barriers to participation) by providing a package of easy to access client centred support including personal development and soft skills.” (WEFO 2012)

The future

EUROSTAT GDP data published in Feb 2012 now makes it highly likely that East Wales will qualify as a More Developed Region (Competitiveness). The Commission has published a framework which will see the Competitiveness and RDP programmes work more closely together in future programmes.

Future European programmes will be expected to contribute towards the Europe 2020 goals:

1. Employment - 75% of 20-64 year-olds to be employed
2. R&D / innovation - 3% of GDP to be invested in R&D / innovation
3. Climate change / energy - greenhouse gas 20% (30%?) lower than 1990, 20% of energy from renewables and 20% increase in energy efficiency
4. Education - Reducing school drop-out rates below 10%, at least 40% of 30-34-year-olds completing third level education
5. Poverty / social exclusion - at least 20 million fewer people in or at risk of poverty and social exclusion

In addition, WG has set out principles for future programmes in Wales:

1. Creation of sustainable jobs and growth and facilitating role of business.
2. Balance between greater thematic concentration and more effective spatial targeting- essentially greater concentration in fewer geographic areas- to maximise impact.
3. Alignment of programmes with relevant Welsh Government strategies and policies.
4. Contribution to a transformational impact on the Welsh economy.
5. Ensure sustainability of future investments: clear exit strategies, takes account of role of private sector, building social resilience etc.
6. Demonstrate clear added value and based on sound evidence.

WG have also set out their priorities for all European programmes in Wales:

1. Education, Skills and lifelong learning.
2. Research and Innovation.
3. Helping people into Work.
4. Sustainable transport and network infrastructure.
5. SME Competitiveness.
6. Sustainable (renewable) energy and energy efficiency.
7. Access to and exploitation of the digital economy.

The WG priorities specifically for the European Agricultural Fund for Rural Development (EAFRD which is the source of RDP funding) in Wales are:

1. Knowledge transfer & Innovation
2. Competitiveness of agriculture
3. Food Chain & Risk Management
4. Supporting Ecosystems
5. Low Carbon economy

6. Social inclusion, poverty reduction, economic development

All of the above priorities will contribute to the Commission's cross-cutting objectives of Innovation and Climate Change Mitigation and Adaptation. A minimum of 25% of the EAFRD is to be allocated to climate change mitigation and adaptation and land management measures (agri-environment-climate, organic farming, Less Favoured Areas) and a min of 5% to LEADER (community-led rural development).

WEFO has established several stakeholder forums looking at the new round of programmes. Draft Operational Programmes are expected to be tabled at these forums in October ahead of a wider public consultation in the new year.

There has also been a RDP Advisory Group established which will review the Common Agricultural Policy Implementation Regulations once published in October 2012. Local Authorities are represented on all forums.

An independent review (Guilford Review) of the arrangements for implementation of the European Structural Funds Programmes 2014–2020 is underway, the review is likely to lead to incremental improvements rather than fundamental changes to the next programme; aiming for practical and deliverable recommendations; and the need to professionalise project management.

Agreement on 2014-2020 EU Budget is expected February or March 2013 and Commission negotiation on the draft Operation Programmes to take place over the summer of 2013.

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE**

DATE: **WEDNESDAY, 17 OCTOBER 2012**

REPORT BY: **LEARNING & SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

SUBJECT: **FORWARD WORK PROGRAMME**

1.00 PURPOSE OF REPORT

1.01 To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee.

2.00 BACKGROUND

2.01 Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Executive for consultation purposes, or by County Council, or Directors. Other possible items are identified from the Executive Work Programme and the Strategic Assessment of Risks & Challenges.

2.02 In identifying topics for future consideration, it is useful or a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

3.00 CONSIDERATIONS

3.01 Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the Committees of which

they are members. By reviewing and prioritising the forward work programme Members are able to ensure it is member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

4.00 RECOMMENDATIONS

4.01 That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

5.00 FINANCIAL IMPLICATIONS

None as a result of this report.

6.00 ANTI POVERTY IMPACT

None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

None as a result of this report.

8.00 EQUALITIES IMPACT

None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

None as a result of this report.

10.00 CONSULTATION REQUIRED

N/A

11.00 CONSULTATION UNDERTAKEN

Publication of this report constitutes consultation.

12.00 APPENDICES

Appendix 1 – Forward Work Programme

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

None.

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ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
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CURRENT FWP

21 Nov 2012	Speed Limit Review	To consider the outcome of the review together with draft proposals.	Policy Review	Head of Assets & Transportation	12 Nov 2012
	North Wales Residual Waste Treatment Project	To receive and consider further details on the progress of the project.	Strategic (Collaboration)	Director of Environment	
	Food Waste Project	To receive a progress report on the project	Strategic	Director of Environment	
9 Jan 2013	Quarterly Performance Reporting	To consider Quarter 2 outturns for improvement targets against directorate indicators	Performance Monitoring	Director of Environment	27 Dec 2012
	Contracted Bus Services	To consider proposals following the national review.	Service Delivery	Head of Assets & Transportation	
	Deeside Enterprise Zone	Presentation by the Chair of Deeside Enterprise Board – Mr Askar Sheibani		Facilitator	
6 Feb 2013	To be determined				28 Jan 2013
6 March 2013	Quarterly Performance	To consider Quarter 3 outturns for improvement targets against	Performance Monitoring	Director of Environment	25 Feb 2013

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
	Reporting North Wales Residual Waste Treatment Project	directorate indicators. To receive and consider further details on the progress of the project.	Strategic (Collaboration)	Director of Environment	
10 April 2013	Communities First Rural Development Plan	To receive an update on the effectiveness of the new programme. To receive regular updates on the progress of Business Plan 2 with particular consideration to any downturns in progress.	Service Delivery	Head of Regeneration Head of Regeneration	1 April 2013
22 May 2013	To be determined				13 May 2013
26 June 2013	Quarterly Performance Reporting	To consider Quarter 4 and year end outturns for improvement targets against directorate indicators.	Performance Monitoring	Director of Environment	17 June 2013
23 July 2013	North Wales Residual Waste Treatment Partnership	To receive and consider further details on the progress of the project.	Strategic (Collaboration)	Director of Environment	19 July 2013

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
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ITEMS TO BE SCHEDULED as agreed by Committee

Item	Purpose of Report	Responsible / Contact Officer
Streetlighting (Workshop November)	To input into the development of a new streetlighting policy, following on from the work of the former Task & Finish Group	Head of Streetscene
Assets & Estates	To consider a report in conjunction with the Corporate Resources O&S Committee, focusing on an overview of what is owned and where, together with incentives and support that Flintshire could give to new businesses to encourage take up of vacant units, eg rent free/reduced. rent periods.	Head of Assets & Transportation

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REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly/ Annual	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Director of Environment
Quarterly	North Wales Residual Waste Treatment Project	To receive and consider further details on the progress of the project.	Director of Environment

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
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Month	Item	Purpose of Report	Responsible / Contact Officer
6 monthly	Rural Development Plan	To receive regular updates on the progress of Business Plan 2 with particular consideration to any downturns in progress.	Head of Regeneration

APPENDIX B

STRATEGIC ASSESSMENT OF RISKS AND CHALLENGES TOPICS ALLOCATED TO OVERVIEW & SCRUTINY COMMITTEES

SECTION 1 - COMMUNITY LEADERSHIP

Category	Risk Reference	Title	Committee
Strategic Partnerships	CL08	Climate Change and Flood Risk Management	Enviro
	CL09	Economic Regeneration	Enviro
	CL10	Decline of Town Centres	Enviro
	CL11	Integrated and Public Transport Infrastructure	Enviro
	CL12	Skills Needs of Employers	Enviro / LL
	CL14	North Wales Regional Waste Treatment Partnership	Enviro

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
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SECTION 2 - COUNCIL DELIVERY

Category	Number	Title	Committee
Environment	CD02	Streetscene	Enviro
	CD03	Transition from UDP to LDP	Enviro
	CD04	Planning Protocol	Enviro
	CD05	Highways Infrastructure	Enviro
	CD06	Transport arrangements for service users	Enviro (links to S&H and LL)
	CD07	Depot provision	Enviro
Waste	CD27	Waste Management Targets (Food Waste Treatment Project)	Enviro
	CD27c	Waste Management (Operations)	Enviro
	CD34	Impact of Severe Winter Weather	Enviro

SECTION 3 - COUNCIL GOVERNANCE

Category	Number	Title	Committee
Environment	CG05	Asset Management	Enviro
Environment	CG05a	Asset – Strategy	Enviro
Environment	CG05b	Asset Rationalisation	Enviro

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