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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, Ray Hughes,
Joe Johnson, Colin Legg, Nancy Matthews,
Ann Minshull, Paul Shotton and Carolyn Thomas

19 June 2013

Tracy Waters 01352 702331
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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, 26TH JUNE, 2013** 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 22 May 2013.
- 4 **QUARTER 4 AND YEAR END SERVICE PERFORMANCE REPORTS**
(Pages 9 - 94)
Report of Environment and Social Care Overview and Scrutiny Facilitator 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 **DRAFT FLOOD MANAGEMENT STRATEGY & FLOODING ISSUES** (Pages 95 - 100)
Report of Director of Environment enclosed.
- 6 **SPEED LIMIT REVIEW** (Pages 101 - 104)
Report of Director of Environment enclosed.
- 7 **MERSEY DEE ALLIANCE** (Pages 105 - 108)
Report of Director of Environment enclosed.
- 8 **FORWARD WORK PROGRAMME** (Pages 109 - 114)
Report of Environment & Social Care Overview & Scrutiny Facilitator enclosed.

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE **22 MAY 2013**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council, held at County Hall, Mold on Wednesday, 22 May 2013.

PRESENT: Councillor M.G. Wright (Chairman)

Councillors: G.H. Bateman, P.J. Curtis, C.J. Dolphin, D. Evans, V. Gay, R. Hughes, J. Johnson, C. Legg, A. Minshull, P. Shotton and C.A. Thomas

SUBSTITUTE: Councillor A.I. Dunbar for Councillor D. Butler, Councillor M.A. Reece for Councillor C. Hinds, and Councillor N. Phillips for Councillor N.M. Matthews

ALSO PRESENT: Councillor P.G. Heesom

APOLOGIES: Leader of the Council, and Cabinet Member for Regeneration, Enterprise and Leisure

CONTRIBUTORS: Cabinet Member for Environment, Cabinet Member for Public Protection, Waste and Recycling, Director of Environment, Head of Streetscene Services, Economic Development Manager, Chief Regeneration Officer, (for minute No.4) Mr. Alex Rodda, Managing Director Trackyou Limited and Ms Emma Goodall, National Account Manager Trackyou Limited, (for minute No.5) Mr. David Sheil, Countryside Officer, (for minute No.6) Mr. Dewi Davies, Regional Strategy Director, Tourism Partnership North Wales

IN ATTENDANCE: Overview and Scrutiny Facilitator and Committee Officer

1. DECLARATIONS OF INTEREST (including Whipping Declarations)

Councillor C. A. Thomas declared an interest in Agenda Item 6.

2. APPOINTMENT OF VICE CHAIR

The Chairman sought nominations for a Vice-Chairman for the Committee.

Councillor C.J. Dolphin proposed that Councillor N.M. Matthews be appointed Vice-Chair of the Committee. Councillor N. Phillips seconded the proposal.

Councillor A.I. Dunbar proposed that Councillor W.P. Shotton be appointed Vice-Chair of the Committee. Councillor P.J. Curtis seconded the proposal.

Members were asked to vote on the proposals and when put to the vote Councillor W.P. Shotton was appointed Vice-Chair of the Committee.

RESOLVED:

That Councillor W.P. Shotton be appointed Vice-Chair of the Committee.

3. MINUTES

- (i) The minutes of the meeting held on 10 April 2013 at 10.00 am, had been circulated with the agenda.

Accuracy

Councillor P.J. Curtis referred to page 3, item 76, and said that he had spoken in support of the Communities First Programme in Flintshire and asked that the minutes be amended to record his comments.

RESOLVED:

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

- (ii) The minutes of the meeting held on 10 April 2013 at 2.00pm had been circulated with the agenda.

Matters arising

The Director of Environment referred to the query raised by Councillor H.J. McGuill about funding for the Deeside Newsletter. He advised that this was currently funded from the Neighbourhood Renewal grant, however, in future funding would be provided from the Town Centre Action fund.

RESOLVED:

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

4. MISSED COLLECTIONS TECHNOLOGY

The Chairman welcomed and introduced Mr. Alex Rodda, Managing Director Trackyou Limited, and Ms Emma Goodall, National Account Manager Trackyou Limited, to the meeting and invited them to give a presentation on the Asset Tracking and Fleet Management System Trackyou.co.uk.

The Head of Streetscene Services provided background information and referred to the development of the Trackyou.co.uk system, the potential for the Authority and the anticipated financial savings from the new proposals. He also commented on the increased use of the system to ensure that the Authority achieved full value from its vehicle equipment.

Mr. Rodda provided background information concerning the company and advised that as a service provider Trackyou specialised in systems integration based around core products of Vehicle and Asset Tracking. He

explained that the system was used by many Local Authorities on collaborative projects to achieve financial savings and that he had worked with the Council for sometime on various projects to identify areas of concern and had developed technology to guide and instruct drivers. Mr. Rodda gave an overview of the benefits of the technology and explained it had many applications and technical possibilities to improve performance for the future.

Ms. Goodall gave a detailed demonstration on the Trackyou system for waste and recycling collection.

The Head of Streetscene Services commented on the matter of assisted collections and referred to the improvements in this area as a result of the Trackyou system and the potential future benefits. He said that the system enabled the Service to be proactive in its response to service users and reduced the potential for complaints to be made

The Chairman thanked Mr. Rodda and Ms. Goodall for an interesting and informative presentation and invited Members to raise questions.

Councillor A.I. Dunbar expressed a number of concerns about assisted waste, kerbside collections, monitoring of properties, and collection from locations which were not accessible to Council vehicles. In his response the Head of Streetscene Services explained that operatives were not expected to open gates and enter properties to collect bins, however, if the operative was able to reach the bin from the rear of the footway then that should be done. He confirmed that monitoring would continue for isolated cases.

Councillor C.A.Thomas raised a number of questions concerning the Trackyou system. In response the Head of Streetscene explained that the tracking system was fully operational and was a cost met within the existing vehicle maintenance budget. He also advised that contact centre staff had access to live real time information and that information on low participation for recycling was conveyed to the relevant officers.

The Cabinet Member for Public Protection, Waste and Recycling gave an assurance that side waste would continue to be collected. He advised that recycling participation was improving and therefore reducing side waste. Recycling officers were visiting certain locations where participation was low to encourage residents to engage. The Head of Streetscene Services commented that participation was not about individual monitoring but about perception.

Councillor D. Evans asked what arrangements were in place in the event of system failure and queried if the system could be a source of distraction to the driver of a vehicle. Mr. Rodda confirmed that information would continue to be collected and stored on the devices and could be transferred once systems had been restored. The Head of Streetscene Services advised that consultation had been undertaken with drivers and that the device was similar to using a sat nav system.

Councillor R. Hughes raised concerns regarding kerbside collections and collection points in his ward. The Head of Streetscene Services agreed to meet with Councillor Hughes following the meeting to resolve the specific issues raised.

Councillor A. Minshull commented that assisted collections had improved significantly in her ward. She referred to a number of concerns which included the fee to replace a bin if stolen, whether operators who suffered from dyslexia were able to use the system, and if there were any plans to take action against people who refused to recycle. The Head of Streetscene Services advised that the fee for replacement bins was an historic charge. He confirmed that operators who were dyslexic were encouraged to use the system and no problems had been experienced as operators worked in teams of 3.

The Cabinet Member for Public Protection, Waste and Recycling said that it was anticipated that a new Waste Management Policy would be ready in the Autumn.

Councillor P.J. Curtis expressed his congratulations to the Director of Environment and Officers on the significant improvement in waste and recycling collection.

The Chairman reiterated his thanks to Mr. Rodda and Ms. Goodall for their presentations and commented on the positive outcomes of the partnership work undertaken between the Authority and Trackyou Limited which was a local company which employed local people.

RESOLVED:

That the presentation be noted.

5. THE CLWYDIAN RANGE AND DEE VALLEY AREA OF OUTSTANDING NATURAL BEAETH

The Head of Planning introduced a report on the recent extension of the Clwydian Range Area of Outstanding Natural Beauty (AONB) and its implications for the Authority. He provided background information and introduced Mr David Sheil, Countryside Officer from Denbighshire County Council, and invited him to give a presentation on the extent of the AONB, the management arrangements, and the implications for the Authority. The main points of the presentation were:

- CROW Act 2000
- Governance
- Sustainable Development Fund
- Supporting Farming
- Supporting Business
- Loggerheads
- Sense of Place – Tourism and landscape / Community and landscape

- Landscape producing quality
- Health and Wellbeing
- Young Rangers

The Chairman thanked Mr. Sheil for an interesting and informative presentation and invited Members to raise questions.

The Chairman asked if any thought had been given to extending to the North East area and cited Halkyn mountain. Mr. Sheil advised that Halkyn Mountain had not been part of the study which had resulted in the designation of the extended area. Mr Sheil also referred to the grants available for woodlands, etc. in response to a question raised by Councillor J.M. Johnson.

Councillor CA. Thomas expressed her thanks to Mr. Sheil for his detailed presentation. The Chairman commented that the Authority was aware of its responsibilities and the importance of the area.

RESOLVED:

That the presentation be noted.

6. TOURISM IN FLINTSHIRE

The Economic Development Manager introduced the report to update Members on the approach taken to promote Flintshire to visitors and to manage the County as a destination. He provided background information and referred to the key considerations in the report. He introduced Mr Dewi Davies, Regional Strategy Director, Tourism Partnership North Wales (TPNW), and invited him to give a presentation on the work of the TPNW. The main points of the presentation were:

- Tourism Strategy North Wales 2010-2015
- Challenges for the future
- Key Priorities
- Destination North Wales
- Destination Flintshire
- New Tourism Forum for Flintshire
- Flintshire Tourism Association
- Buy in by Local Authority Heads of Service and Businesses
- Aligned Assets
- Plans for the future

The Chairman thanked Mr. Davies for an interesting and informative presentation and invited Members to raise questions.

Councillor A. Minshull commented on the need to rejuvenate local town centres and for an inter-link between tourism and town centres. She also commented on the negative impact created when promoting tourism for Flintshire and the poor impression created for visitors who travelled on the old

coast road. The Head of Regeneration referred to a range of programmes for 8 of Flintshire's town centres and to new investment in the area as a result of the Deeside Enterprise Zone. He also commented on new investment in housing.

The Chairman referred to the need to review designated Town Centres with the aim of creating a more sustainable Town Centre core area and commented on the need for planning, marketing and investment.

Councillor P.J. Curtis emphasised the need for adequate signposting to guide tourists to key attractions and historical sites in Flintshire and cited St Winefride's Well which is one of the seven wonders of Wales as an example. The Director of Environment advised that the trunk roads were in the control of the Welsh Government and he had written to them previously to seek permission to erect signs.

Councillor C. Legg raised a number of concerns around hospitality, provision of toilets and car parking. He said there needed to be a supererogation approach to customer care if Flintshire was to extend its tourism.

Mr. Davies acknowledged the comments made and referred to the induction and training programme to enhance skills and improve the image of the tourism sector as a career choice.

Councillor. J. Johnson asked if links could be provided from the coastal path to other major pathways, for example Pilgrims Way. Mr. Davies advised that a circular path project was currently looking at circular walking routes and possible links.

Councillor C.A. Thomas emphasised the need to raise the profile of Flintshire as a tourist destination and to strengthen the publicity material available to promote the range of castles, hillforts, walks, and other key attractions. She suggested that a DVD or video be produced for Flintshire similar to the one produced by Cheshire which was currently being shown at Broughton Park Shopping Centre. She also referred to the North East Wales brand and the need for the Authority to identify and link in "the Flintshire offer" using images of key sites.

Mr. Davies agreed that it was up to each Authority to put a programme in place to highlight their area whilst also seeking to unify the value of North East Wales.

Councillor. N. Phillips highlighted the significance of the Gladstone Library in Hawarden.

The Chair asked what progress had been made regarding car parking facilities at Talacre.

Councillor C. Legg expressed his thanks to the Head of Regeneration for his hard work and achievements.

The Chair summarised the main points arising out of the discussions as follows:-

- Town Centres – links with tourism package and specific projects going forward – discussion to take place with Chair /Vice Chair/Facilitator
- A55 Signage – Greenfield Valley, St Winefride's Well and general signposting to areas of interest
- Linking paths – links from coastal paths to other major paths
- DVD
- Gladstone Library
- Coastal road – How can we work together to improve image
- Talacre Car Park - progress

RESOLVED:

- (a) That the presentation be noted; and
- (b) That the main points arising from discussion as summarised above be progressed.

7. FORWARD WORK PROGRAMME

The Environment and Health Overview and Scrutiny Facilitator introduced a report to enable the Committee to consider the Forward Work Programme.

Members reviewed the current programme and agreed that the following items be considered at the next meeting of the Committee to be held on 26 June 2013:

- Performance reporting
- Draft Flood Management Strategy and Flooding issues
- Speed Limit Review
- Mersey Dee Alliance

The Facilitator reminded Members that a Forward Work Programme planning session was to be held in July.

RESOLVED:

That the Forward Work Programme be agreed.

8. **DURATION OF MEETING**

The meeting began at 10.00 am and ended at 12.55 pm.

9. **ATTENDANCE BY MEMBERS OF THE PRESS AND PUBLIC**

There was one member of the press present.

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Chairman

FLINTSHIRE COUNTY COUNCIL

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

DATE: **WEDNESDAY 26TH JUNE, 2013**

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

SUBJECT: **QUARTER 4 AND YEAR END SERVICE PERFORMANCE REPORTS**

1.00 PURPOSE OF REPORT

- 1.01 To note and consider the 2012/13 Quarter 4/Year End service performance reports produced at the Head of Service / Divisional level under the adopted business model of the Council. The reports cover the Quarter 4 period (January to March 2013).
- 1.02 To note the draft year end position of the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports.
- 1.03 To note the progress made against the Improvement Targets contained within the performance reports.

2.00 BACKGROUND

- 2.01 The quarterly performance/year end reports seek to provide the reader with the 'narrative' of quarterly performance which gives the context for overall performance. These reports are a quarterly review of service plans.

3.00 CONSIDERATIONS

- 3.01 Copies of the detailed Quarter 4/Year End (January to March 2013) performance reports are attached at Appendix 1.1 – Streetscene, Appendix 1.2 – Planning, Appendix 1.3 – Public Protection, Appendix 1.4 – Regeneration and Appendix 1.5 – Assets & Transportation.
- 3.02 **Strategic Assessment of Risks and Challenges**
Each quarterly performance report contains an update of each of the relevant strategic risks and challenges. This update has been provided by each of the lead responsible officers and is available for comment and review.
- 3.03 A draft revised SARC summary position of the present Red (high risk), Amber (medium risk) and Green (low risk) status for all of the reported strategic risks and challenges is provided at Appendix 4.

4.00 RECOMMENDATIONS

- 4.01 That Members consider the 2012/13 Quarter 4/Year End performance reports produced by the Heads of Service, highlight and monitor poor performance and feedback details of any challenge to Corporate Resources O&S Committee which is responsible for the overview and monitoring of improvement targets.

5.00 FINANCIAL IMPLICATIONS

- 5.01 None as a result of this report.

6.00 ANTI POVERTY IMPACT

- 6.01 None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

- 7.01 None as a result of this report.

8.00 EQUALITIES IMPACT

- 8.01 None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

- 9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

- 10.01 Not applicable

11.00 CONSULTATION UNDERTAKEN

- 11.01 Not applicable

12.00 APPENDICES

- 12.01 Appendix 1.1 – Streetscene, Appendix 1.2 – Planning, Appendix 1.3 – Public Protection, Appendix 1.4 – Regeneration and Appendix 1.5 – Assets & Transportation

Appendix 2 – Overall Summary Assessment of the Improvement Priorities
Appendix 3 – Schedule of Improvement Target Performance Data
Appendix 4 – SARC Summary

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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Quarterly Performance Report – Streetscene

Report Author Head of Streetscene - Steve Jones
Report Date May 2013
Report Period Quarter 4 / Year End 2012/13

Introduction

The report is produced on a quarterly basis and provided to Executive members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The report consists of an overview of the key messages to highlight across all work streams in Streetscene, which is followed by highlights from each service area. Parts 2 and 3 of the report include an assessment of performance in the quarter from the following sources:

- Improvement Plan Monitoring
- Strategic Assessment of Risks and Challenges
- Performance Indicators and Outcome Measures
- Improvement Target Action Plan Monitoring
- Key Actions from Service Plan Monitoring
- Internal and external regulatory reports
- Customer satisfaction and feedback
- Awards and accreditations
- Resource Management (HR, ICT, Finance, Assets)

1. Foreword

Report highlights for this quarter are the following items: -

General Comments	<ul style="list-style-type: none">• The financial year 2012 – 13 was the first full year of operation for the new joined up Streetscene service following its launch in March 2013 and the period has been one of learning for both the operational and staff teams. A high number of experienced staff voluntarily left service at the beginning of the year, following the reorganisation, with their duties being taken up by less experienced staff in new roles.• The introduction of new working patterns for operational staff was completed during the year with the final group in waste collection commencing on the new working patterns in August. As a result all services are now operating over the extended six day working week and feedback from the staff and service users has been largely positive. The move to the new patterns allows the fleet requirement to be reviewed which will deliver financial savings without impacting on service delivery levels.• The remodelling of the main office base for the service at Alltami continued throughout the year and despite the disruption and regular movement of staff to accommodate the work, Streetscene staff continued to deliver the service throughout the period.• Depot refurbishment works at Standard Recycling Centre and Brookhill Transfer Station has been completed and planning consent for the Alltami depot improvements obtained. Work on the new depot refurbishment commenced in March 2013• The County experienced a number of severe weather events over the year including heavy rainfall and subsequent flooding throughout the year and heavy snow fall in January and March. The Councils operational response to the conditions was led by the Streetscene service which, with few exceptions, delivered a proportionate and timely response on each occasion.• The Streetscene Contact Centre continued to develop and the call handling performance has improved greatly during the first year since its introduction. Concerns that the centre could not cope in severe weather or emergency conditions proved to be mis-founded as the service provided during these periods in fact enhanced the level of service provided by Streetscene. The new Contact Centre moved to the first floor in Alltami in April 2013 after further remodelling work, this will further improve the service and provide additional flexibility both for the service and the staff employed there.• Senior Managers have completed their attendance at Town and Community Council meetings to provide briefings on the working arrangements and Town and Community Council engagement with the new service• Monitoring of performance against the new Streetscene standards commenced during the year and is presented as part of this report. In total there are 45 standards across the Streetscene service and automated monitoring arrangements will be put in place during the coming year to provide accurate feedback on the performance
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	<p>against standard for each. In order that performance can be reported in the interim period, a management assessment of performance against standard has been made for this report.</p> <ul style="list-style-type: none"> • A comprehensive fleet review commenced in December 2012. The review will look at all areas of the service from procurement to operational arrangements and will introduce a 'logistics delivery' approach to the service to provide efficiencies and reduce the carbon footprint of the service. • A full review of the progress made by both the Streetscene service and the new waste collection service in the first six months since their introduction was completed during the year. Consultation was undertaken with staff and stakeholders to enable a report and Improvement Action Plans for each of the services to be presented and approved by Cabinet in 2012. • Training is an essential element for the successful delivery of a joined up Streetscene service and the Council has delivered on its commitment to the Trades Unions and members in this respect. In the first year since the launch of Streetscene a total of 681 individual training attendances were registered and 271 operational staff members (75% of the total workforce) attended at least one training event. • 140 operational staff have registered for personal development training which includes studying for an NVQ in Customer Contact and Horticulture. The first group of 40 have now almost completed the first stage of the programme and are now commencing on skills training within the various service areas of Streetscene. On completion, the employees will gain a 'Streetscene Vocational Qualification' which will provide the generic skills work-base needed for the delivery of a joined up service. • The service continues to work with the local Social Enterprise Refurbs Flintshire to access funding through the Welsh Government 'Jobs Growth Wales' initiative. The arrangement provides job opportunities and experience for up to 10 local unemployed people • An on-going investigation in the waste services section has led to the temporary suspension of four key staff members for the majority of the year. Whilst the posts have been temporarily backfilled, the on going investigation and the loss of key staff during the first year of the new service has had an impact on service delivery. • The service continues to engage with the Probation Service and in return for a contribution towards supervision, receives a minimum of four people on Community Payback each day. The initiative has proved successful with the team involved in clean ups and work which the service would be unable to resource in normal circumstances.
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Other highlights by service area are as follows: -

<p>Highways & Cleansing</p>	<ul style="list-style-type: none"> • The Welsh Government Prudential Borrowing Initiative (PBI) schemes for 2012-13 were identified and contracts developed during the year to ensure the Council achieved substantial completion within the financial year.
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	<ul style="list-style-type: none"> • The bid for the second and third year PBI funding was prepared and presented to Cabinet for approval during the third quarter. The bid was based on the HAMP which was approved by Members in 2012. • The programme of resurfacing schemes funded from the PBI and the Councils own capital allocation were completed during the year, although the programme was delayed because of the wet summer/autumn period. • The carriageway surface dressing and footway slurry operations were also completed during the summer despite the poor weather. • Rock salt levels were maintained throughout the winter period despite the highest ever recorded usage level (13,200 tonnes). All Salt Bins and Heaps were filled and maintained during the winter period. • New contractual arrangements for engaging snow plough agricultural contractors were completed before the onset of winter. Approximately 30 contractors were available and contracted to assist in periods of heavy snow. These contractors made a significant contribution during the heavy snowfall in January and March • The particularly heavy snowfall in March 2013 created huge challenges for the service. Despite the conditions the main routes remained open throughout the period and the overall response to the exceptional conditions was excellent and the service received numerous messages of appreciation for their efforts • The outcome of the review of Public Conveniences was approved by Cabinet and will be implemented in the first quarter of the new financial year
<p>Waste Collections</p>	<ul style="list-style-type: none"> • The new pilot Saturday collection rounds were introduced during the year. They have been generally well received by the workforce and residents and the current arrangements will be extended to their final configuration in September 2013. This will involve a further 4 rounds being moved to Saturday collections, affecting approximately 5,000 properties <p>The daily collection round profile will then be: Monday – Friday. 11 Rounds (15 before move to extended week) Saturday 6 Rounds</p> <p>All local Members will be notified well in advance of the changes and members of the waste team will visit all properties in advance of the roll out to explain the new arrangements to residents.</p> <ul style="list-style-type: none"> • The improved recycling rates achieved since the launch of the new service have been maintained, however the cold weather and heavy snow fall in March has reduced the level of green waste collected and severely impacted on the final quarter out-turn. • The Council has met the 52% statutory target for recycling set by Welsh Government for 2012 – 13. This success has been achieved as a result of the changes made to the collection service during 2011 – 12. • A new round for properties with difficult access problems has been

	<p>introduced. This will ensure residents in these properties receive the full waste collection and recycling service</p> <ul style="list-style-type: none"> • The Service Improvement Action Plan developed following the County Council Motion in January 2012 continues to be monitored and the progress made by the service reported to Cabinet in November 2012 • The new IT solution for Assisted Collections has been fitted in all waste vehicles and the feedback from operators has been positive. The system will reduce the number of missed collections in the service and provides huge potential for other Streetscene services in the future.
Waste Disposal	<ul style="list-style-type: none"> • The Council's new waste disposal contract commenced on the 7th May 2012. The Council's residual waste is now land filled at Hafod Landfill site in Wrexham. The contract will operate until May 2014 – subject to the arrangements being satisfactory • Markets for recycling and composted material have remained consistent during the reporting period. • Food waste, now collected as part of the new waste collection service, is being processed at an anaerobic digestion plant in Shropshire. The contract will continue until the regional food treatment plant comes into operation • Mattress collection and recycling is proving successful at the larger HRC's • A new contract for the collection and reuse of textiles has been tendered during the final quarter and will commence in May 2013. • New advice on HRC sites has been received following a consultants report commissioned by WLGA. In order that the advice can be considered, the configuration and collection arrangements at the existing HRC sites remained unchanged. A report which will include the Councils strategy for HRC's will be presented to Cabinet in October 2013.
Fleet Maintenance	<ul style="list-style-type: none"> • The Consultant engaged to assist with the County wide fleet review has commenced their work and the staff carrying out the review are based at Alltami Depot. The contract is a joint commission with Wrexham County Council and will establish recommendations aimed at delivering an integrated fleet service for all County users. • The new working patterns in the workshop have become established and have been well received by the majority of staff. • The computer diagnostic system and workshop management system continues to be developed and staff training on the new systems is on going • The OCRS (Operators Compliance Risk Score), which is the risk measure which VOSA applies to the operation of the fleet remained at 'Green' throughout the year

2. Performance Summary

2.1 Improvement Plan Monitoring

KEYS

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)

The following table summarises the progress made to date and the progress against the desired outcome of the Council Improvement Priorities on which Streetscene Services lead.

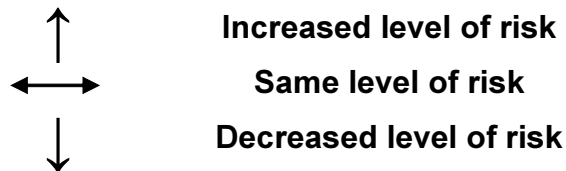
Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups				
5.8 Promote the Streetscene Customer Contact Centre and the Streetscene Service changes <i>Target date changed from February 2012 to on-going</i>	On-going	G	G	See paragraph 3.1.1
5.11 Review public conveniences provision	April 2013	G	A	See Paragraph 3.1.2
10. To protect, plan and develop sustainable natural and built environment				
10.1 Develop a single integrated operational depot	Jan 2014	G	G	See Paragraph 3.1.3
10.2 Promote the new waste collection system for residual, food and recyclates	On Going	G	G	See Paragraph 3.1.4
10.4 North Wales Residual Waste Treatment Project <i>Target date changed from October 2016 to October 2017</i>	Oct 2017	A	A	See Paragraph 3.1.5
10.5 Regional Food Waste Treatment Facility	April 2014	A	G	No Change

2.2 Strategic Assessment of Risks and Challenges

The table below summarises the position of SARCs at the end of the reporting period.















KEY

R	High Risk
A	Medium Risk
G	Low Risk



Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CD02 Joined-up approach to 'street services' - delivering from a customer's perspective in an effective single service clustered arrangement	 ↔	 ↔	On going See 3.2.1
CD05 Current funding arrangements for highway maintenance will not keep pace with natural deterioration over time.	 ↔	 ↔	On going
CD07 Depot Review	 ↔	 ↑	December 2013
CD27a Waste Management Targets not met	 ↔	 ↑	2016/17
CD27c Not reducing the amount of domestic waste sent to landfill	 ↔	 ↔	2016/17
CD27d Waste Management – AD Waste	 ↔	 ↔	September 2011
CD34 Mitigating the impact of prolonged and severe weather conditions on the Councils highway infrastructure and the ability of the Council to continue to deliver its core business	 ↔	 ↔	On going

CD37 Breakdown of Regional partnership delivering the food waste project.			April 2014 See 3.2.2
CL14 North Wales Regional Waste Treatment Partnership (Waste Management Procurement)			Oct 2017

2.3.1 Performance Indicators and Outcome Measures

Key

	Target missed
	Target missed but within an acceptable level
	Target achieved or exceeded

The status of the indicators are summarised for this quarter below:

	0		2		1
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Commentary for the indicators which have an Amber or Red RAG status can be found in section 3.

Indicator	Annual Target	Previous Year End Outturn (11/12)	Q4 Outturn (12/13)	Year End Outturn (12/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
THS/009 – Time taken to repair streetlights	2.5 Days	2.61 Days	2.95 Days	3.0 Days		Downturn See 3.3.1
WMT/009 – The percentage of municipal waste collected and prepared for reuse, recycled, composted or treated biologically in another way	52%	49.02 %	50%*	55%**		Improved
New Target Achieving the new Streetscene standards set by Members	45 No 4 –Annual 41 - Qtly	Not Reported	28 Green 13 Red 4 –Annual	31 Green 13 Red 1 Not reported in year 1		First Report See 3.3.2

* Low volumes of green garden waste due to bad weather and suspension of garden waste collection in March

** Subject to verification from WG

2.4 Key Actions from Service Plan Monitoring

The following table shows the progress made against key areas of improvement/actions in the Streetscene service plan. A ✖ indicates those areas which have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Action Improvement Area	Measure(s) of success	On Track
Waste Management Service	Exposure to LAS infraction mitigated Landfill diversion levels achieved and exceeded Tenant participation levels increase Recycling increases Service rationalisation generates efficiencies	✓
Food Waste Regional Project	LAS targets achieved, no fines Waste diversion targets achieved Participation at the level or better than envisaged	✓
NWRWTP	LAS targets achieved, no fines Waste diversion targets achieved Participation at the level or better than envisaged	✓
Develop and implement positive Change Management	Provide support for outcomes of Restructuring Prepare for and implement outcomes of Single Status Regional partnerships to build in flexibility and responsiveness Regional procurement generating savings Delivery of Streetscene service standards	✖ See 3.5.1
Develop understanding of and responses to Customer Needs	Monitor performance and call volumes in Streetscene contact centre Increased call volumes and number of calls dealt with at first point of contact Customer first approach Attendance at T&CC meeting Environmental Visual Audits programme completed	✖ See 3.5.2
Depot rationalisation	Depots relocation Improved management processes and communication Cost savings delivered	✓
Public Conveniences	Review and develop strategy for approval by Members - in Cabinet Dec 2012	✓
Single status	Successful implementation Business disruption minimised	✖ See 3.5.3
Staff Training	Training plan delivered	✓

Fleet Review	Completion of fleet review	✘ See 3.5.4
IT development	Agile working system introduced	✓
	Vehicle tracking and monitoring system developed	
	Fleet management system introduced	

Key - ✓ on track, ✘ behind schedule, C completed

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work have been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
Fleet Transport Association	'O' Licence and Maintenance Record Audit Report title FTA Vehicle Condition Analysis 1 July 2012 to 13 December 2012	No Actions Issued
Fleet Transport Association	Tachograph Audit Management Summary Report Exc Weekly Rest dated 17 January 2013	Advice notes only, no actions outstanding
Len Hall Chemical Consultants Ltd	Audit on Dangerous Goods Safety Annual Audit Report 2012 submitted May 2012	Action Plan agreed
SGS	<p>ISO 14001:2004 - Environmental Management System Certification (14 March 2013) The operation of landfill sites: Standard and Brookhill (Buckley) and associated waste centres at Buckley, Connah's Quay, Queensferry, Hope, Mold, Flint and Saltney, the composting and waste centre at Greenfield, the operation of the transfer stations at Standard Road and Brookhill.</p> <p>ISO 9001:2008 - Quality Management System Certification (14 March 2013) The operation of landfill sites: Standard and Brookhill (Buckley) and associated waste centres at Buckley, Connah's Quay, Queensferry, Hope, Mold, Flint and Saltney, the composting and waste centre at Greenfield, the operation of the transfer stations at Standard Road and Brookhill.</p>	Number of non conformities identified = 0

BSi	Streetlighting/Highways and Cleansing Sector Scheme Accreditation 14 June 2012 (3 day audit) & 27 November 2012 (1 day audit)	Number of non-conformities identified = 0
LEAMS	All Wales Local Environmental Audit and Management System Report 2011-12	Awaiting Report
Salix	Streetlighting Carbon Trust Project Final Reality Check Report – Initial Inspection (4 March 2010 – Yearly Inspections 15 April annually)	Awaiting Report
NICEIC	Streetlighting Sector Scheme Accreditation Annual Assessment Report (2 July 2012)	Action Plan agreed

3. Exception Reporting

3.1 Improvement Plan Monitoring

3.1.1 Promote the Streetscene Customer Contact Centre and the Streetscene Service changes

Progress - The target completion date for this element of the project has been changed from a specific end date to 'on going' to reflect the continued work required to both improve and develop the service.

3.1.2. Review public conveniences provision

Progress – The target completion date for completing the review has been extended to allow the recommendations from the December 2012 Cabinet to be delivered. The progress has been moved to Green based on the new delivery timescales.

3.1.3. Develop a single integrated operational depot

Progress – The progress RAG has been moved to green following approval of the planning consent in December 2012 and the commencement of remodelling work in March 2013.

3.1.4. Promote the new waste collection system for residual, food and recyclates

Progress – Since the end of last year and the launch of the new service, the target completion date for this element of the project has been changed from a specific end date to 'on going' to reflect the continued work required to both improve and develop the service. The work will concentrate on engagement and education of residents to improve participation in the new recycling service

3.1.5. North Wales Residual Waste Treatment Project

Progress – The target date has been changed to reflect the latest programme for the project

3.2 Strategic Assessment of Risks and Challenges (SARC)

3.2.1. CD02 Joined-up approach to 'street services' - delivering from a customer's perspective in an effective single service clustered arrangement

Progress - The Green Predictive date has been changed from a specific end date to 'on-going' to reflect the continued work required to both improve and develop the service. The outcome will be the achievement in full of all the Member set Streetscene standards

3.2.2. CD37 Breakdown of Regional partnership delivering the food waste project.

Progress – The Green Predictive date has been changed to reflect the latest programme for the project

3.3 Performance Indicators and Outcome Measures

3.3.1. THS/009 – Time taken to repair streetlights

The target of 2.5 days has been narrowly missed, however performance has been maintained at 3 days throughout the year. The target for 2013/14 and for subsequent years has been set at 3 days which balances expectation against efficiency of operations. The new area based service concentrating only on the Council lighting infrastructure will continue to ensure the target is met in future years. A full complement of electrical operational staff is now available to repair faults with more available capacity to carry out the work than before the Streetscene service changes. The original paper based system of logging faults is being replaced by an electronic system which will also eventually help to improve response times.

3.3.2 Achieving the Member set Streetscene standards

The Service Managers considered that the following standards were not met during the Period: -

Standard	Target	Commentary
Time taken to collect bin missed due to the fault of the Service	24 hours	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance. The service achieved approx 73% compliance to this standard over the year but suffered a reduction in performance during the bad weather in Q4
Time taken to collect bulky items (following customer request)	6 working days	Compliance with agreed the Waste Action Plan approved by Members and additional changes to the service will ensure compliance The service achieved approx 72% compliance to this standard over the year but suffered a reduction in performance during the bad weather in Q4
Delivery of - Black/Blue Bin	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance The service performance has fallen because of service pressures over the Christmas period and the heavy snowfall in January and March, Full year performance 76.4%
Box, Lid	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance The service performance has fallen because of service pressures over the Christmas period and the heavy snowfall in January and March Full year performance 76.4%
Brown Bin	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance The service performance has fallen because of service pressures over the Christmas period and the heavy snowfall in January and March Full year performance 76.4%
Blue Bag	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance The service performance has fallen because of service pressures over the Christmas period and the heavy snowfall in January and March Full year performance 76.4%

Contact Centre: Percentage of calls Answered in under 15 Seconds	75%	Changes made to staffing numbers and the continuation of the extended training programme will ensure the targets are achieved – This target will be amended to 20 seconds in 2013 14 to align with the corporate services performance report Q4 performance affected by high volumes of calls during the bad weather and following Christmas. Full year performance 64.4%
Contact Centre: Percentage of 'lost' calls	5%	Changes made to staffing numbers and the continuation of the extended training programme will ensure the targets are achieved Q4 performance affected by high volumes of calls during the bad weather and following Christmas. Full year performance 9.5%
Footways - Frequency of sweeping All other locations	100 %	Poor weather in the final quarter affected performance which is out-turned at approx 90%
Maintaining the Cleanliness index above average in Wales	Yes/No	The end of year outturn was 67.9% compared to the Welsh average of 68.6%. New cleansing arrangements to be rolled out in 2013 – 14 will improve general cleanliness of the County
Environmental Visual Audits (EVA) protocol in place in all Council Wards	100%	Staff training and inexperience resulted in EVA's not taking place in some wards. This is being addressed and made a priority for the next financial year. A process is in place in approx 80% of wards
Environmental Visual Audits (EVA) - Ward Priority Agreed	70%	Ward priorities could not be set without the EVA protocol being in place. This is being addressed and made a priority for the next financial year
Time taken to remove fly tipping from council owned land (including Housing land)	100%	The new Streetscene arrangements and a shortage of trained staff has resulted in this target being missed. The bad weather in Q4 also impacting on figures. This is also a target for improvement in 2013-14 - Target achieved 78%

3.4 Improvement Target Action Plan Monitoring

Nothing to report

3.5 Key Actions from Service Plan Monitoring

3.5.1. – Delivery of Streetscene service standards

Progress - Some of the Streetscene standards were not met – Item 3.3.2 above

3.5.2. Environmental Visual Audits programme completed

Progress – Not all EVA's were completed as scheduled however the completion of full EVA schedules in every Council Ward will be a priority for 2013 – 14 (See 3.3.2 above)

3.5.3. Implement Single Status

Progress - The outcome of the Single Status agreement is outstanding and the impact on the service remains unknown.

3.5.4. Completion of fleet review

Progress – The fleet review will not complete until December 2013 when the contract with the Consultant engaged to carry out the work ends.

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Quarterly Performance Report – Planning

Report Author Andrew Farrow, Head of Planning
Report Date May, 2013
Report Period Quarter 4 / Year End 2012/13

Introduction

The report is produced on a quarterly basis and provided to Cabinet members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The report consists of an overview of the key messages to highlight across all work streams in Planning, which is followed by highlights from each service area. Parts 2 and 3 of the report include an assessment of performance in the quarter from the following sources:

- Improvement Plan Monitoring
- Strategic Assessment of Risks and Challenges
- Performance Indicators and Outcome Measures
- Improvement Target Action Plan Monitoring
- Key Actions from Service Plan Monitoring
- Internal and external regulatory reports
- Customer satisfaction and feedback
- Awards and accreditations
- Resource Management (HR, ICT, Finance, Assets)

1. Foreword

Report highlights for this year 2012/13 are the following items: -

Highlights	<p>The year has seen some recovery in the development sector within Flintshire which is timely given the recently adopted Unitary Development Plan which has provided an up to date context for decision making on planning applications.</p> <p>For the first time for a number of years the Service has captured data on customer satisfaction in relation to applicants for planning permission with surveys being undertaken in June and November. The results were very positive with 100% of respondents being satisfied, or very satisfied, with the service that they received. These surveys will continue twice per year with the results being reported to Planning Strategy Group.</p> <p>The Planning Service website was commended as one of the top five in the United Kingdom (474 Local Planning Authorities) with particular reference made to the planning application database and mapping capability. This is encouraging news, given that further development is planned for the website in 2013/14.</p> <p>There have been some structural changes in the governance of the Planning Service implemented in 2012/13 in particular, the change in the membership of the Planning and Development Control Committee; the loss of the Chairman's meeting and subsequent change to the scheme of delegation; the introduction of the Planning Strategy Group and the move of the Planning and Development Control Committee to the Council Chamber.</p> <p>The Local Government elections in May 2012 resulted in significant change to the membership of the Planning and Development Control Committee and required extensive Phase 1 and 2 training to be undertaken. This training was facilitated by a grant secured by the Council under the Welsh Government's Planning Improvement Fund (PIF) and was delivered in a series of workshops by external consultants. The initial training was followed up by further training on the appeal process in November 2012. PIF grant was also used to fund appeal training for officers from across the Council, also in November, the later day of which took the form of a "mock" Public Local Inquiry. The topics for the training programme for 2013/14 will be agreed at Planning Strategy Group in May 2013.</p> <p>The Chairman's meeting had been in place since Flintshire's inauguration and sat on a fortnightly basis to consider planning applications that, due to the scale and nature, would normally be dealt with at an officer level, but for which objections had been received. Cases were presented to the Chairman and Vice Chairman on the basis that those objections could be addressed by the imposition of planning conditions. The Chairman then had the option of agreeing with officers, adding further conditions or referring the matter to Planning and Development Control Committee for determination. This was time-consuming, inefficient and not felt to be a</p>
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	<p>transparent process. Following debate at the Group Leaders meeting and Constitution Committee it was finally agreed in February 2013 that the Chairman's meeting will no longer take place, with applications being determined either at Committee or under delegated powers. It is envisaged that this will assist in taking decisions in accordance with the targets set for determination.</p> <p>During 2012/13 the existing Development Plans Panel and Planning Protocol Working Group were amalgamated to form the Planning Strategy Group. This Group has met every two months will review the processes and performance of the Planning Service and lead progress on the Local Development Plan. Such an approach was recommended by the Independent Advisory Group into the Welsh planning system as best practice as the strategic, experienced group of Members drawn from the Planning Committee will provide perspective into policy formulation and implementation.</p> <p>Offset against the progress in the areas above, it has been a difficult year for the Service when measured against the quantitative performance indicators for the Development Management. Of the improvement targets, performance in determining major planning applications has exceeded the target. However, the determination of minor applications and closure of enforcement cases both recorded poorer performance than 2011/12, though both showed encouraging signs of recovery in Quarter 4, once workloads had been re-assigned and the emphasis moved away from addressing the backlog of cases respectively. More analysis of the performance for Development Management is found in Section 3.3 onwards.</p>
<p>Planning Strategy</p>	<p>The Development Plan</p> <p>2012/13 saw the successful transition from the UDP process, to the beginning of work on the Local Development Plan. Having adopted the UDP in late 2011, the final plan was printed and made available online by Q2 of 2012, and was disseminated to Members, officers, Town and Community Councils, key stakeholders, and was made available for public use and inspection at main Council offices and via the website. The ability to reference a single set of policies in Planning and Development Control Committee reports has also made a significant difference to the clarity and relevance of the recommendations made to the Committee over the last year or so. Finally, the team's performance in finally moving the UDP through to adoption has recently been recognised corporately through a Flintshire Excellence Award.</p> <p>Initial preparation work for the LDP has gone on throughout 2012/13 including the specification and procurement of various specialist studies and assessments that will form part of the plan's evidence base. These include an important opportunity sites assessment for Mold, and a joint piece of Work with Wrexham County Borough Council to examine Viability of Housing development, Affordable Housing, and CIL. Member awareness sessions have already taken place to inform and promote the new plan</p>

process to Members and these will be followed up with further sessions looking at the Plan's vision and objectives, as well as the approach to the spatial strategy for the Plan. Officers have also visited a number of Town and Community Councils to discuss, in broad terms, the LDP process and the opportunities that it offers for T&CCs to become involved in the early stages of options assessment.

Housing Land Availability has also been a major issue during 2012/13 as changes to the process made by the Welsh Government have made it increasingly adversarial, with the Council facing strong opposition from the Home Builders Federation to the identification of adequate land supply in the County. Concerns have been raised in writing with the WG about the Inspector's recommendation for the 2012 study, where, despite UDP sites contributing to supply, and with 4,125 units available in total for development, the calculation method chosen by the Inspector has resulted in a 4.5 year supply. This cannot be correct given the recent adoption of the UDP, and creates the impression that the Council is somehow being penalised for having adopted its plan. Urgent dialogue with WG has been sought on this issue and the conclusions and implications will be discussed at a future meeting of the Planning Strategy Group.

The Planning Strategy Team continues to input into a wide variety of major development, regeneration and corporate projects, some of which have included the following during the 2012/13 year:

- Buckley Masterplan;
- Flint Masterplan;
- Mold Opportunity Sites assessment;
- Joint Working with Public Health colleagues to develop a Health Impact Assessment tool for the LDP;
- Northern Gateway
- Gypsies and travellers
- Broughton Cinema Applications
- Food retail development discussions – Co-Operative, Aldi, Sainsburys
- County Play Sufficiency Assessment – staff member seconded to Leisure Services to assist

Townscape Heritage Initiative

The Council has secured a final extension of time to complete all Townscape Heritage Initiative (THI) schemes in Holywell. This will mean that the end date for the scheme is 31st May 2013, with sufficient grant funding to cover all remaining schemes that are underway. This represents the culmination of an 7 year project in all, that has seen the historic repair and reuse of 33 buildings in the town, amounting to £2.9million of investment.

Following on from this success, there is significant progress with the Flint THI, where ongoing work along with the completion of some of the initial projects is beginning to have a positive impact on the town. This is also contributing to the delivery of the wider Flint Masterplan objectives,

	<p>allowing the community to experience the wider benefits that heritage regeneration can bring. The Council has drawn up a new 3 year THI programme with the Heritage Lottery Fund. Projects completed so far include 52-56 Church Street, and 3-6 Trelawny Square. More applications for funding have been received relating to schemes at 3 and 4 Market Square, and an application is expected very soon for the important repair and reuse of the former court sessions house, one of the oldest buildings in Flint.</p> <p>Design</p> <p>The Conservation and Design officer has worked on a contributed to a number of major development schemes throughout the year to improve and enhance the design, layout and appearance of schemes considered by the Planning and Development Control Committee. These include major housing schemes in Mold, Penyffordd, and Penymynydd; Housing renewal projects as part of the Flint Masterplan; major commercial development proposals for cinema schemes at Broughton Shopping Park, retail schemes in Mold involving Farm Foods and Sainsburys, and the design of National Grid's proposed converter station at Deeside Industrial Park.</p> <p>Built Conservation</p> <p>The team has maintained its high standards of service and performance throughout the year dealing with a constant stream of issues relating to Listed Buildings and Buildings of Local Interest, which include:</p> <ul style="list-style-type: none"> • Advising Development Management on numerous planning applications relating to listed buildings, as well as dealing directly with applications for listed building consent; • Extensive pre-application discussion provided to potential purchasers of vacant/derelict Listed Buildings e.g. Siamber Wen Trelawnyd, Lluesty Hospital Holywell, Gelli Farm, Bryn Awel Pentre Halkyn; • Approval at Council in February 2013 of a procedure for designating Buildings of Local Interest (BLI), as well as the constitution of an independent panel of experts ready to deal with the candidate BLI list; • Development of a draft Buildings at Risk Strategy to tackle problems facing the top 12% of listed buildings 'at risk' in the County; • Working with energy efficiency colleagues to identify if and how the latest Welsh Government schemes to increase energy efficiency in existing buildings can be related to historic buildings without causing harm; • Development of an improved working relationship with CADW, including the development of a Local Heritage Strategy.
<p>Development Management</p>	<p>The number of applications received during the year (925) is down slightly on the numbers for 2011/12 (976) and 2010/11 (992). Of the number of applications determined during the year (874) 89.59% were permitted, which is consistent with the 90.15% permitted in 2011/12.</p> <p>The number of applications in both the major and minor categories</p>

increased in comparison to the previous year whilst the number of householder applications showed a significant reduction (383 in 2012/13 compared to 431 in 2011/12). It is difficult to read much into these trends although numbers of householder applications are traditionally higher in times of austerity as people tend to adapt and extend their existing properties rather than move to a new dwelling. Conversely, the increased number of major applications (62 compared to 58) includes 20 residential developments (of ten or more dwellings) which coincides with significant house building activity within the year. This may reflect the increased confidence of the construction sector following the adoption of the UDP, as many of these larger planning applications are on allocated sites.

Some of these residential applications are resubmissions, amending approved layouts, but some are significant new developments, all of which involve considerable resources and time on the part of the officers within the Development Management section. This workload during the year also includes the major mixed developments at Croes Atti and the second planning application on the Northern Gateway site, along with some significant non-residential applications, which involve a 'Development Team' approach. All of these seem to provide a positive indication that the building industry is showing signs of recovery.

The greater proportion of larger scale applications has resulted in an increase in planning fees received when compared to 2011/12, however, the level of fees received are still approximately 30% lower than prior to the "credit crunch" of 2007/08.

The legislative background to planning in Wales continues to develop and in the lead in to the Planning Bill, various studies have been commissioned by Welsh Government, including the comprehensive review of the Planning system in Wales by the Independent Advisory Group which reported during the year with a series of recommendations for changes to the planning system. This process has also involved a series of WG consultations, including those proposing changes to non domestic permitted development rights and non material amendments to planning permissions, both of which have significant implications for the Development Management function, reflected in the detailed consultation responses sent on behalf of Flintshire.

The move towards Mobile Working within the Development Management section (which has been addressed in previous reports) has not progressed as quickly as envisaged partly because of difficulties with the service's external software provider (CIVICA) and a lack of compatibility with the Council's own IT systems. However, the mobile working system is being trialled by the Enforcement section and a programme has been established for this to go live within 2013, both for Enforcement and Planning officers within the DM section. Apart from facilitating the move to Mobile Working, the CIVICA system continues to be developed through a working group to ensure that it best meets the needs of the DM service and those of its customers. This is particularly important in the context of performance management as from 1st. April, 2013 we are providing quarterly reports to Welsh Government on a new series of performance indicators, which

	<p>include a raft of 'Sustainability' indicators where we have not previously recorded and specifically reported on.</p>
<p>Countryside and Natural Environment</p>	<p>The restructure of new Countryside and Natural Environment team is still underway though progress has been made to agree a generic ranger post and currently waiting a result from Job Evaluation.</p> <p>The Tree Inspector has moved to Planning, joining the Tree and Forestry Officer and Coed Cymru Officer as a first stage of a single integrated tree unit. BWW schemes are now implemented across Countryside sites. IT provision has improved but Ezytree is still causing some user difficulties. WG Tranquil places grant of £35K has been delivered with tree planting undertaken at Wepre Park and Flint Town centre. The Coed Cymru Officer has overseen the establishment of community orchards, coastal school and forest school teacher training programme.</p> <p>Green-space strategy – Cabinet approved the report 19th March 2013.</p> <p>The Great Crested Newt (GCN) mitigation strategy is progressing on a regional basis to establish standard costs for habitat re-creation and management. Draft guidance was presented to the UK GCN status meeting at Chester Zoo in March 2013.</p> <p>Works in accordance with Countryside Council for Wales core service grant of £42, 000 was completed during the year.</p> <p>The final 'Year 6' of All Wales Coastal Improvement Programme is complete. WG have confirmed that there is £1.15m for a continuation 2 year programme of works. Natural Resources Wales are working with coastal LA's to target this limited resource to most need. A work programme is expected in April 2013.</p> <p>The Wepre Park Heritage Lottery Fund 3 year programme is underway with significant improvements already underway with landscape works at the front of the park. Tidy Towns funding of £20K has been delivered as part of the landscaping works. Recruitment of the Programme Manager is under way.</p> <p>Halkyn Common - The limekiln consolidation project is ongoing with contractor on site until August 2013. This is funded by an Aggregates Levy Wales grant of £175K. Further funding for interpretation and heritage trails has been allocated through the Rural Development Plan and is planned for the Summer of 2013. The partnership post of Halkyn Ranger has been secured for a further year and will provide habitat and community works and estate monitoring and maintenance.</p> <p>Clwydian Range Area of Outstanding Natural Beauty – Work on the Moel Famau Jubilee Tower has begun with funding from FCC and Heritage Lottery Fund. Work will consolidate the monument and improve access in and around it. Denbighsire County Council has been aided by FCC Conservation Officer and the Countryside team.</p>

	<p>Key figures: 2012/13 income raised - £366,000 2003 volunteer hours and 145 group visits managed</p>
<p>Minerals and Waste Shared Service for North Wales</p>	<p>The Minerals and Waste Planning Service for North Wales commenced with Flintshire as the lead authority on 1st April 2011 and has now been operational for 2 years. The Service has been active in every partner authority area, including Powys and Snowdonia National Park. Operational activity within the minerals aggregates sector remains depressed, whereas operational activity in the waste sector remains relatively buoyant. However, reviews, changes in legislation, the introduction of legislation derived from the Mining Waste Directive, quarry closures and reactivation, and site restoration continues to generate planning work. Interest in specialist rock types remains strong and determinations have been made for planning applications for extensions and reworking of two slate quarries in Gwynedd, and a Scoping Opinion has been issued for a gritstone quarry in Powys and a dimension stone quarry in Denbighshire. Enquiries have been made relating to a new gold mine in Snowdonia</p> <p>Periodic and stalled mineral reviews continue to be progressed, and Environmental Impact Assessments for those quarries which are likely to continue working are being prepared or are under consideration. A Prohibition Order has been prepared for a slate quarry in Gwynedd to eliminate the planning permission where the resumption of working is considered unlikely. Five sites in Flintshire are identified for Prohibition Orders to be served in 2013. Alternative uses are being explored at a number of non-operational sites, such as housing, recreation or landfill.</p> <p>There has been an increase in planning activity as a result of national legislative changes in the Environmental Permitting regime administered by the Environment Agency Wales. Many former exemption sites from permitting now require formal permits, but often lack a valid planning permission. In some cases, applications are being retrospectively submitted for planning permission, or are seeking Certificates of Lawful Use to “regularise” the activity. In other instances Environment Agency Wales prosecutions and planning enforcement proceedings are being commenced. This is likely to continue during the transitional period as unauthorised activity comes to light. Of particular note, an unauthorised waste recycling operation in Snowdonia National Park has been refused planning permission, leading the way for enforcement proceedings.</p> <p>The removal of “exemptions” described above has resulted in renewed interest in backfilling old quarries due to the unavailability tipping options, with formal planning submission made at three sites in Flintshire, Wrexham and Denbighshire. Planning permission has however been refused for two these sites, and a planning application has been prepared for submission in 2013/14 for a site in Flintshire.</p> <p>Interest in skip hire and materials recycling remains strong, though an expected major waste processing and treatment application was not</p>

submitted due to global funding issues. A renewal of planning permission was granted for an energy from waste project within Tata Steel's landholding at Deeside. Issues are arising where the capacity of a site to store delivered waste is exceeded due to poor demand from the onward markets, and this is a particular problem for construction and demolition recycling sites. Emphasis is being placed on the restoration and aftercare of former quarry and landfill sites, and biodiversity, geodiversity and recreational objectives are promoted where possible. An appeal against refusal to grant planning permission for a major integrated waste management site in Flintshire has been made and a Public Local Inquiry is scheduled for June 2013.

The Service has a 4 year contract for the North Wales Regional Aggregates Working Party from the Welsh Government. The 2011 survey continues to show a depression in aggregate sales, which reflects general construction activity. A review of the Regional Technical Statement which provides guidance for the preparation of Local Development Plans has commenced and will be completed in 2014. This is a direct requirement of National planning policy via Technical Advice Note: Aggregates (MTAN 1).

The Service has worked closely with the Welsh Government in relation to issues arising from the recently published Capacity, Infrastructure and Markets Sector Plan, and consequential Planning Policy changes that may arise, particularly in relation to the Regional Waste Plan, which is part of the Welsh Government's Zero Waste Strategy, and continues to have direct dialogue to achieve the best policy outcome. The service sits on a Steering Group currently assessing proposed revisions to Technical Guidance Note 21: Waste, which is now out for consultation.

The Service is carrying out chargeable monitoring and reporting visits across North Wales and Flintshire, and is also carrying out other non-chargeable activities such as blast monitoring. These exercises will help raise compliance standards at operational quarry and landfill sites, and provide constructive dialogue to remedy any breaches of planning control that may be evident. A performance standard will be implemented in 2013/14 is to ensure that each site is monitored at least once in any given financial year.

The Service has also continued to provide support to Conwy, Denbighshire, Gwynedd and Anglesey Planning Policy in preparation for their respective Local Development Plans, including reviews as a result of the publication of a National Minerals Safeguarding Map for Wales.

The service also assists with queries and advice relating to the Aggregates Levy Fund for Wales (which is derived from a tax on aggregate production), and a number of community-led projects across North Wales, and in particular, Flintshire, have been successful in securing funding as a result of sound advice provided by the Shared Service Team. Projects have included a BMX track and Community Hall at Treuddyn, to funding for rangers and the future preservation of Limekilns on Halkyn and Brynford Commons.

2. Performance Summary

2.1 Improvement Plan Monitoring





KEYS

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)

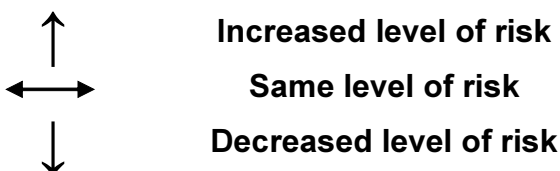
Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty				
6.1 Following adoption of the UDP, pursue development of the LDP	Sept 2017			Section 3.1
8. To meet housing need in the County and to work with partners to ensure a sufficient supply of quality and affordable homes and housing services in the social , mixed tenure and private sector housing markets				
8.6 Implement Section 106 funding policy	On-going			Section 3.1

2.2 Strategic Assessment of Risks and Challenges (SARC)

The table below summarises the position of SARCs at the end of the reporting period.

KEY







R	High Risk
A	Medium Risk
G	Low Risk



Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period

- where there has been considerable change or additions of secondary risks and activity




SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL08 Climate Change and Flood Risk Management		↔ 	TBC
CD03 Transition from UDP to LDP		↔ 	Sept 2017
CD04 Planning Protocol		↔ 	March 2012




2.3.1 Performance Indicators and Outcome Measures

The status of the indicators are summarised for this quarter below:

 5  0  1

Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement* target.

Indicator	Annual Target (12/13)	Previous Year End Outturn (11/12)	Current Quarter Outturn (Q4 12/13)	Current Year End Outturn (12/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
PLA003 – %age of Planning Appeals determined during the period	66%	67.65%	50%	50%		Downturn
* PLA004a – %age Major applications determined within 13 weeks during the period	39%	29.31%	38.1%	40.63%		Improved
* PLA004b – %age Minor applications determined within 8 weeks during the period	65%	53.15%	50.49%	47.4%		Downturn

Indicator	Annual Target (12/13)	Previous Year End Outturn (11/12)	Current Quarter Outturn (Q4 12/13)	Current Year End Outturn (12/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
PLA004c – %age Householder applications determined within 8 weeks during the period	90%	85.85%	83.75%	73.82%		Downturn
PLA004d – %age Other applications determined within 8 weeks during the period	80%	77.27%	42.86%	51.11%		Downturn
* PLA005 - %age Enforcement cases resolved within 12 weeks during the period	75%	73.12%	72.48%	63.33%		Downturn

* *Improvement Target*

2.3.2 Improvement Target Action Plan Monitoring

Key - ✓ on track, ✘ behind schedule, C completed

Ref	Action	Progress
PLA/004a	Review of S106 procedures – partly completed	✓
	Outstanding S106 requests subject of review with Legal	✓
PLA/004b	Performance monitoring on a 'case by case' basis	✓
	Review delegated scheme/ S106 procedures – partly completed	✓
PLA/005	LEAN review of Enforcement procedures completed	C
	Implement recommendations of LEAN review – partly completed	✓

2.4 Key Actions from Service Plan Monitoring

The following table shows the progress made against key areas of improvement/actions in the Planning service plan. A ✘ indicates those areas which have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Key - ✓ on track, ✘ behind schedule, C completed

Improvement Area	Progress	Commentary
Implementation of Development Management Manual	✓	The DM Manual is a live document, subject to continual review and updating
Review of Enforcement Policies and Procedures	✓	Revised Enforcement Policy is to be reported to Planning Strategy Group in May, 2013, as a first stage towards its adoption
Review of Compliance with adopted procedures	✓	Ongoing monitoring
Make decisions in the public interest	✓	Appeal decisions regularly reviewed at Planning Strategy Group

The following internal or external audit/regulatory work have been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes are discussed in more detail in section 3 and page numbers are referenced in the table below.

2.5 Internal & External Regulatory Reports

Undertaken By	Title & Date Report Received	Overall Report Status
Internal Audit	Planning Appeals	Limited

3. Exception Reporting

3.1 Improvement Plan Monitoring

6.1 – Adoption of UDP – Adopted at Council in September 2012. Plan now printed and available as an interactive document on the Flintshire County Council website.

8.6 - Implement Section 106 funding policy. Local Planning Guidance Note on educational contributions to schools adopted by Council in September 2012. The overarching LPG on developer contributions will be one of a series to support the implementation of the UDP and will be the subject of consultation and then adoption in 2013. Further work is being undertaken at a regional level to establish the move to the Community Infrastructure Levy which will ultimately replace Section 106s in Wales.

3.2 SARC Monitoring

The Green Predictive date was changed in Q2 from the previously reported December 2011 to September 2017 as we are now clearer (following adoption of the UDP) when work

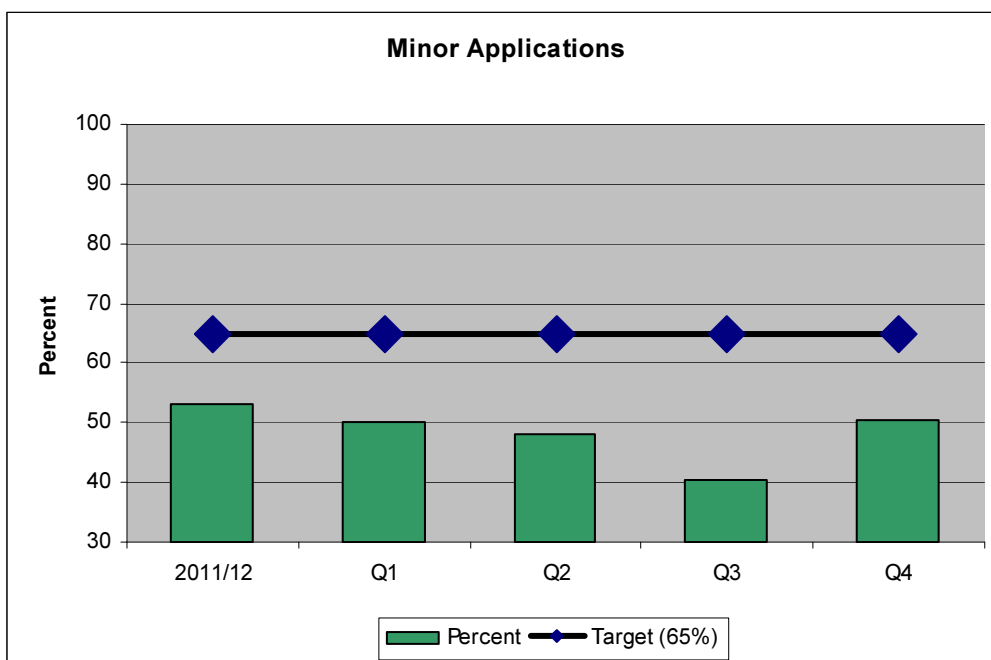
on the LDP can be completed by. The September 2017 date will be referred to in our LDP Delivery Agreement with Welsh Government which is due to be in place by the end of 2013. It is proposed to delete this SARC and for consideration to be given as to a new SARC for the LDP process.

3.3 Improvement Targets

The Planning Service has three **Improvement Targets** identified for 2012/13 – **PLA/004a** – Major applications determined within 13 weeks, **PLA/004b** – Minor applications determined within 8 weeks and **PLA/005** – Enforcement cases resolved within 12 weeks.

In relation to **PLA/004a** the target (**39%**) has been exceeded with the annual return (**40.63%**) (Q4, **38.1%**), although the numbers involved (62 applications - 21 within Q4) is less than 10% of the total applications determined. The fact that the target is set at below 50% recognises that most of the major applications are tied to the committee timetable and are often subject to Section 106 Obligations. These major applications are often also subject to extensive negotiation, often with amendments, resulting in a positive decision (49 granted, 13 refused), but out of time. The new WG indicators have dropped the 13 week period for the determination of major applications and in future these will be judged against the 8 week target which is applied to other applications. As a service, a decision will then need to be taken as to the priority to be given to speed of decision in relation to added value through negotiation and quality of development.

In relation to **PLA/004b** the annual outturn (**47.4%**) falls well short of the target (**65%**) and is also below the 2011/12 return (**53.27%**). The Q4 return (**50.49%**) is above the annual figure and in the last month of the quarter, March, **89.19%** (33 out of 37 minor applications) were determined within the 8 weeks. This reflects the increased monitoring and scrutiny on an individual officer basis which is now being applied and providing the Cabinet Member with regular reports on the reasons why applications go beyond their decision time. Some of these reasons (e.g. long term sickness absence which began in Quarter 2 requiring re-allocation of work) are difficult to address, but other reasons are being addressed (e.g. we have established a regular liaison meeting with Legal Officers to establish the position on each Section 106 Obligation where instructions have been sent. We are also seeking to streamline the procedures involved with legal agreements, again to reduce any delays currently involved with these).

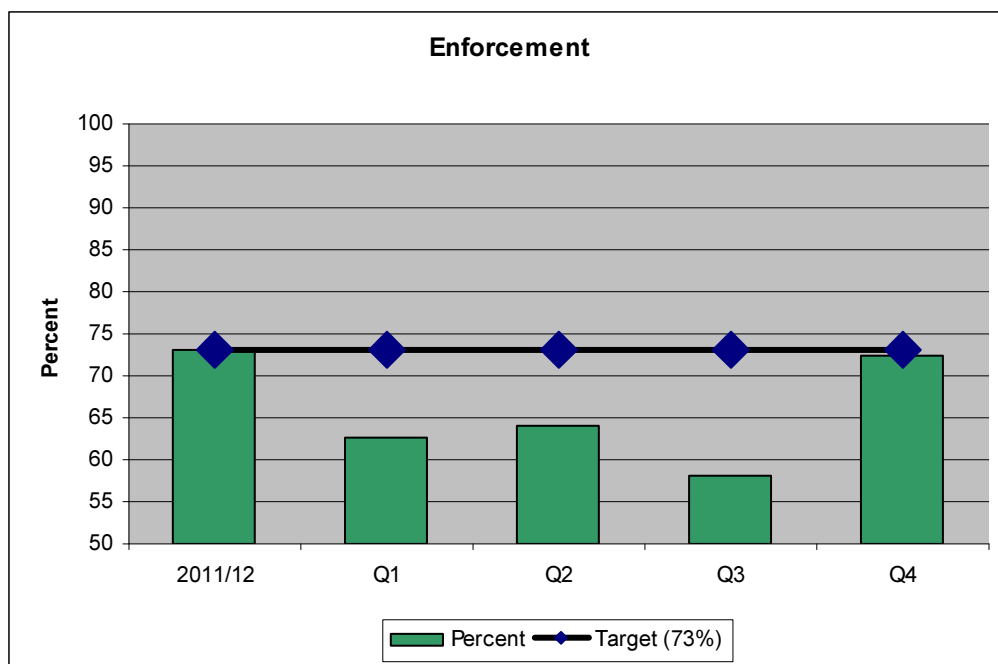


Recent changes to Head of Planning's the scheme of delegation, including the loss of the Chairman's meeting, were agreed in Quarter 4 and will result in less delays whilst cases await a relevant Planning and Development Control Committee or Chairman's meeting.

Apart from the increased emphasis on negotiating quality which is difficult to quantify (but is being addressed), there are a number of reasons why decisions on the minor applications go beyond the 8 weeks. These include the number of applications needing to be reported to the Committee meetings for reasons which include the need for Section 106 Agreements to cover affordability of housing (under Policies HSG 3 and HSG 5).

However, this Improvement target remains critical as long as performance is measured against speed of decision and this will continue to be monitored, on a case by case basis where necessary, to ensure that negotiations on development proposals are carried out in accordance with procedures set out in the Procedure Manual, and to challenge with local members the need for committee determination of applications, where appropriate.

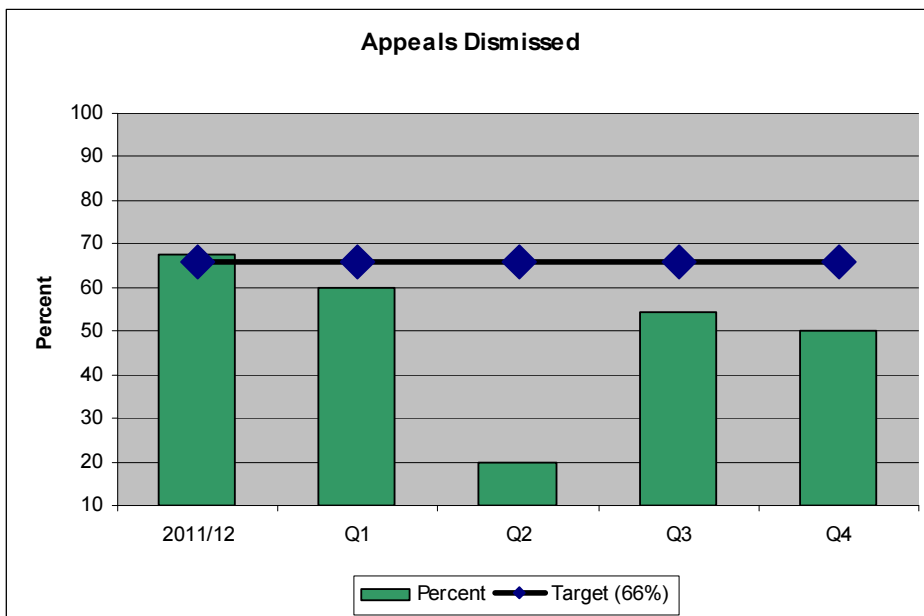
In relation to **PLA/005** the annual outturn for 2012/13 (**63.33%**) is below the target (**73%**) and below the return for 2011/12 (**73.12%**). However, the Q4 outturn (**72.48%**) shows an improvement over Q3 (**58.20%**) which has pulled down the annual performance. Poor performance in Q3 reflected the large number of cases closed (189 cases closed in Q3 as opposed to 109 in Q4), including many with long standing issues which were eventually signed off. For cases subject to formal enforcement action, a liaison group has been established with Legal Officers and a shared database of these cases is regularly updated to ensure that cases are brought to a conclusion as expeditiously as possible.



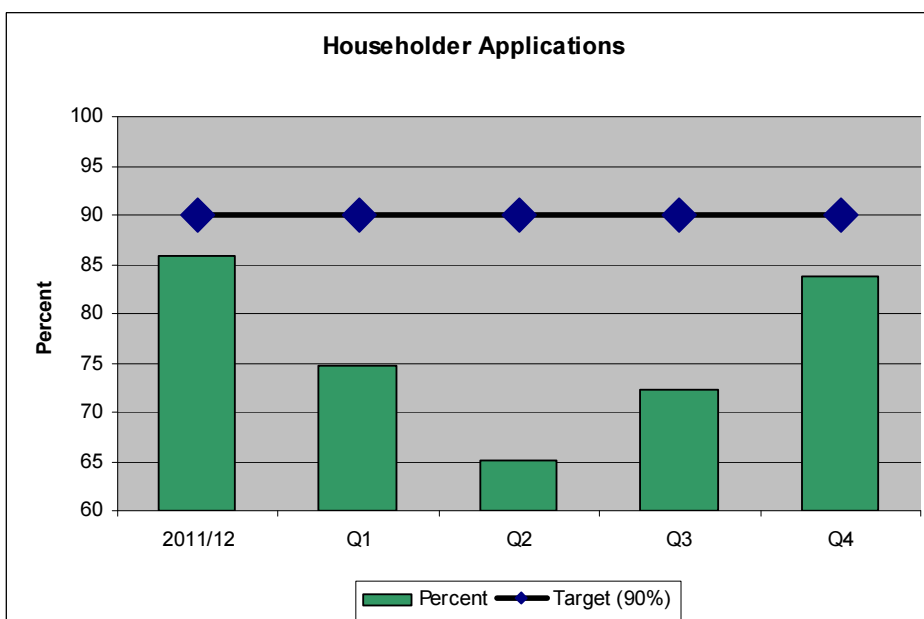
With regard to indicators other than the Improvement Targets: -

PLA/003 – Percentage of Planning Appeals where Council's decision was upheld – The **50%** outturn for 2012/13 falls below target (**66%**) and the 2011/12 return (**67.64%**). This indicator has always been unpredictable, based as it is on a relatively low numerator/denominator ratio (30 appeal decisions within the year – 15 Allowed). An Internal Audit report into planning appeals has been received and recommendations being implemented. Not least of these is the regular reporting to Planning Strategy Group, with an analysis of certain decisions, particularly those which follow a decision contrary to officer

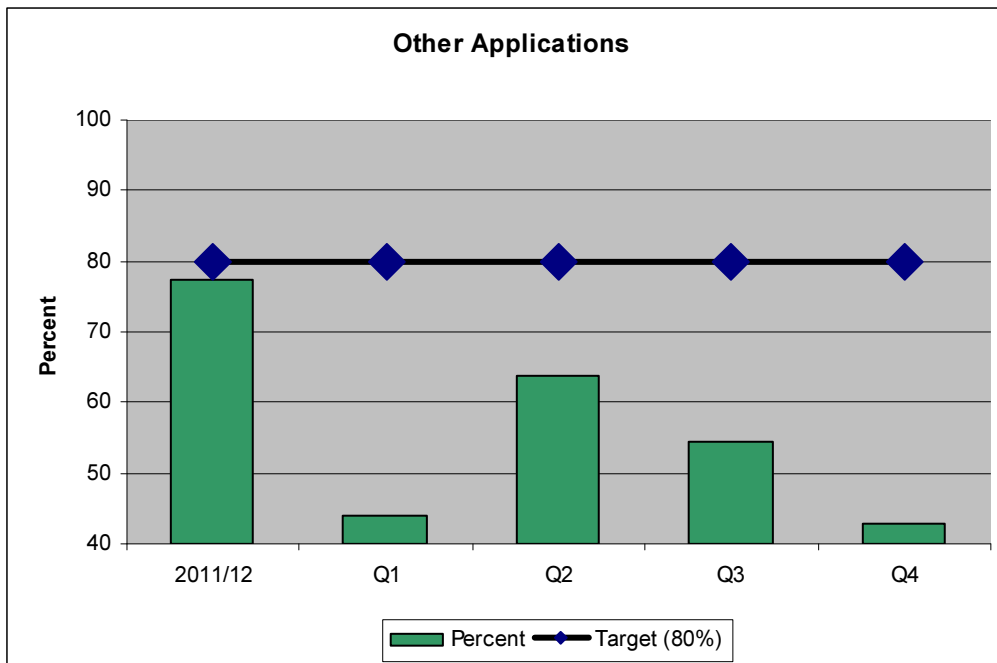
recommendation or where costs have been awarded against the Council for unreasonable behaviour. The report on those appeal decisions received in 2012/13 was the subject of a report to Planning Strategy Group in May 2013. Planning appeals were the subject of considerable Member and Officer training sessions in November 2012, so it is hoped that the results of those sessions will bear fruit in the forthcoming year.



PLA/004c – Householder Applications – The very poor performance in this category (**73.89%** against the target of **90%**) is largely down to staff absences (including a long term sickness absence at a key time commencing in Quarter 2). As householder applications constitute well over a third of the total applications determined (384/925) this clearly has a significant impact on the overall, headline performance figure (**57.44%**). In turn, the annual outturn for householder applications determined (**73.82%**) is influenced by Q2 (**65.17%**) and the small improvement in Q3 (**72.22%**). By the end of the year performance had been turned around with Q4 (**83.75%**) including a March outturn of **92%**.



PLA/004d – Other applications – The Q4 return (**42.86%**) pulls down the annual outturn (**51.11%** against the target of **80%**), which compares poorly against 2011/12 (**76.12%**). This category includes a range of development types, e.g. mineral applications and advertisement consent. Combined with the relatively low numbers of applications this means that the outturn can be unduly influenced by the type of applications within any particular quarter.



3.4 Key Actions from Service Plan Monitoring

The robustness of the Enforcement procedures have been tested through the LEAN report and compliance with them through the Audit report carried out during 2011/12.

The revised Enforcement Policy document is to be reported to Planning Strategy Group in May 2013, with a view to taking this forward as an adopted policy. The Enforcement Team are also leading a focus group looking at 'Advertisements on the Highway', again with a view to formulating a policy and guidance to address this contentious issue. A similar review of the enforcement role in relation to Listed Buildings and Conservation Areas is also being undertaken within the Planning Service. This follows on from a series of meetings with Town/ Community councils within Flintshire undertaken within the year

The Development Management Manual is currently being reviewed, with the initial focus being on the Appeal Procedures (following the Internal Audit into Planning Appeals) and the procedures involved in the planning application process from receipt to determination. This is in parallel with the work being undertaken within the DM section on developing the CIVICA software system to meet the changing needs of the planning service.

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Quarterly Performance Report –Public Protection

Report Author Interim Public Protection Manager - Ian Vaughan-Evans
Report Date May 2013
Report Period Quarter 4 / Year End 2012/13

Introduction

The report is produced on a quarterly basis and is provided to Cabinet members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The report consists of an overview of the key messages to highlight across all work streams in Public Protection, which is followed by highlights from each service area. Parts 2 and 3 of the report include an assessment of performance in the quarter from the following sources:

- Improvement Plan Monitoring
- Strategic Assessment of Risks and Challenges
- Performance Indicators and Outcome Measures
- Improvement Target Action Plan Monitoring
- Key Actions from Service Plan Monitoring
- Internal and external regulatory reports
- Customer satisfaction and feedback
- Awards and accreditations
- Resource Management (HR, ICT, Finance, Assets)

1. Foreword

Report highlights for this quarter and annual review are the following items: -

<p><u>Community Protection:</u></p> <p>Trading Standards</p>	<p>Trading Standards – Investigations</p> <p>The Investigations Team successfully prosecuted a Mold Market trader for selling counterfeit goods in the form of air freshener aerosol canisters. The trader elected trial in the Crown Court but later changed his pleas to guilty. In sentencing the judge mentioned that this type of offence jeopardises the business prospects and employment of genuine traders. The defendant was sentenced to 24 weeks imprisonment for each of 4 offences – to run concurrently and be suspended for 12 months. He also received a 200 hours unpaid work order plus costs of £860 and a destruction order for his stock of 200 canisters.</p> <p>There was a spate of cold calling incidents in Flintshire over the summer period. Examples included funeral services; tarmac providers; memory foam mattress sellers; telephone preference services; computer repairs; frozen fish and unregistered charity collectors. Trading standards responded to these incidents by giving advice to both the consumer and trader. Target hardening materials and equipment were given to consumers and County wide alerts were sent out on the OWL system run by Neighbourhood Watch to remind people of the type of scams that are prevalent.</p> <p>After a detailed investigation a local double glazing supplier signed an undertaking under the Enterprise Act. The undertaking ensures that customers receive the necessary cancellation notices, that requirements in relation to business names will be complied with and that the business refrains from engaging in misleading advertising in future.</p> <p>A survey of estate agents was undertaken as part of a North Wales initiative looking at whether agents were registered as required with an approved Estate Agents Redress Scheme. All agents checked in Flintshire as part of the survey were found to be registered with such an approved scheme.</p> <p>National Consumer Week took place in mid-November and was focussed upon cold calling with the slogan ‘Cold Calling – Don’t Buy It’ The aim was to raise awareness that people have the right to refuse to entertain traders who arrive unannounced at their home and if they choose to invite such traders in then they have specific consumer rights. Officers attended Flintshire markets in conjunction with Neighbourhood Watch; issued press releases; provided talks to Police Community Support Officers and Over 50’s Groups and issued alerts via the OWL system (On-line Watch).</p> <p>There are now 62 No Cold Calling Zones in Flintshire which help</p>
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to protect particularly vulnerable residents.

Flintshire has involved the Wales Illegal Money Lending Unit in the investigation of a small chain of pawn broking shops that has units in the County. Businesses are required to be licensed by the Office of Fair Trading if they offer consumer credit. It is alleged that this business is operating without a credit licence. The matter is due to be heard in the Crown Court in Spring 2013.

A Facebook page has been set up for Trading Standards and currently has 120 'likes'. It is proving a popular site for information and advice about avoiding scams and other consumer matters.

Trading Standards - Compliance

The North Wales Tobacco Alliance was launched on 26th June 2012. This brings together those that can have an impact on reducing the prevalence of smoking and preventing young people from starting smoking. We contribute via our work on under age sales; the prohibition on sale of tobacco from vending machines; reducing the sale of counterfeit products; the ban on tobacco products being on display in large shops and enforcement of the smoke-free premises requirements.

Flintshire was asked by the Better Regulation Development Office to take part in a six month pilot relating to the under age sale of alcohol. This is part of the Primary Authority scheme which the Council already operates with Iceland Foods Limited but will also involve JD Wetherspoon pubs. We agreed to take part because currently the under age sale of alcohol is excluded from the Primary Authority scheme. The BRDO wishes to analyse whether there are any obstacles to bringing it into the scheme. One of the obvious complications is that the Police have responsibility for enforcing the under age sales provisions in on-licensed premises and are therefore outside the current local authority/company Primary Authority regime.

Another important age restricted product is fireworks. Officers carried out unannounced checks in the run up to Bonfire Night on premises that sell fireworks to ensure that no sales take place to under 18's. They also check on safety standards of storage and that only the correct categories of fireworks are sold to the general public.

In July the Council underwent a detailed audit of its covert surveillance activities by the Office of the Surveillance Commissioner. The report was very favourable.

Covert surveillance has been a useful part of the enforcement armoury right across Public Protection. In Flintshire it has always been carried out in full compliance with RIPA (The Regulation of Investigatory Powers Act). Its use, however, was curtailed from October because from then it will only be possible to carry out

	<p>surveillance if the offences being committed under the legislation in question attract a sentence of six months imprisonment or more. Accordingly covert surveillance for offences such as dog fouling and littering will no longer be permitted. There is a dispensation for under age sales of alcohol so Trading Standards – Compliance will still be able to use under age volunteers in planned exercises to go in to off-licences and attempt to buy alcohol.</p>
<p>Licensing</p>	<p>A meeting of the Private Hire Operators Forum took place in August. This is a Council led initiative which provides the taxi trade with an opportunity to raise and discuss any issues relating to Flintshire’s role as licensing authority. The meetings are valuable because we can learn of the problems encountered by the industry during difficult trading conditions and they can better understand the legislative constraints that we have to operate under.</p> <p>Licensing introduced a Knowledge Test as part of the application process to become a taxi driver. As well as examining geographical familiarity with the County it also covers other important areas such as knowledge of taxi licence terms and conditions, fare tariffs, the needs of disabled passengers, road traffic laws, etc.</p> <p>Licensing Committees and Sub-committees were held throughout the year. The full Licensing Committee receives reports on a variety of licensing matters and decides upon strategy and policy. The sub-committees deal with operational matters relating to any contentious licence applications, for example, whether applicants with relevant convictions are ‘fit and proper persons’ to be licensed as taxi drivers.</p> <p>Flintshire’s latest statement of Gambling Policy was approved at the Licensing Committee. This lays out the matters that the Licensing Authority will take into account when dealing with the various licences and permits that are issued under the Gambling Act. The new policy will run for 3 years from January 2013 until the end of 2015.</p> <p>An Internal Audit of Licensing was undertaken in the autumn. There were no major issues identified as needing attention.</p> <p>An initiative involving the six North Wales authorities and the Police was undertaken with regard to scrap metal. This resulted in a number of itinerant scrap metal dealers coming forward for registration. New rules prohibiting cash transactions came into force and a wholesale review of the legislation covering the licensing of scrap metal dealers and motor salvage operators will come in to force in late 2013.</p>

Community Safety

Information on offending rates across the six North Wales authority areas was recently published by the Police.

Flintshire was below the Force average in all the categories covered and was lowest in terms of violent crime and shoplifting. The overall reported crime rate in Flintshire was 51.25 per 1000 people and this was bettered only by Anglesey at 47.91.

Anti Social Behaviour (ASB)

The Street Rugby League Project ran through the summer in Higher Shotton and Fron Park in Holywell. It offered young people between 11 and 17yrs an opportunity to get involved in a new sport offering health benefits as well as teaching respect, discipline and team work all wrapped up in fun sessions run by trained Street Rugby League coaches.

The ASB Coordinator led on a multi-agency approach to tackling street drinking in Flint which was impacting upon the quality of life of local residents. In response to the problem a number of actions were identified which included:

- Additional signs about the Drinking in Public Places Order
- Multilingual advice leaflets - informing individuals of the legislation and the penalties that could be enforced
- Identifying the main persistent offenders - leading to enhanced action being taken where appropriate
- Engaging with local businesses who employ the identified individuals
- Preventing offenders entering hotspot areas when consuming alcohol and causing a nuisance
- Engagement with the Barnardos 'One Community' Project
- Support from a Polish speaking North Wales Police Officer to engage directly with individuals
- Work with the Community Drug and Alcohol Team to refer individuals
- Hotspot patrolling by the Neighbourhood Wardens

Flintshire Community Safety Team convened a partnership meeting to formulate a multi agency action plan highlighting activities around the Halloween/ Bonfire night period. The action plan was attended by North Wales Police, North Wales Fire & Rescue, Neighbourhood Wardens, Neighbourhood Policing Teams, the Arson Reduction Team and Trading Standards.

Information was shared relating to activities around the purchase of fireworks, licensed sellers of fireworks, leaflet drops and patrolling of hotspot areas, and both funding for and the location of specific local neighbourhood events. Each agency was forthcoming with support for other agencies' activities and partnership working arrangements were formulated and agreed.

Domestic Violence

Very positive feedback was received from Flintshire schools following delivery by a specialist theatre company of advice to young people on sexual violence. This formed part of the personal and social education curriculum in schools and staff from the North Wales SARC (sexual assault referral centre) also contributed. The young people welcomed the input of those who actually see and help people deal with the effects of domestic and sexual violence.

The team ran very successful events in Deeside College and Northop College in support of the White Ribbon campaign in relation to domestic violence. Partner agencies were involved and Information was provided for students and college staff. Some young people felt able to raise issues about their own personal circumstances and were given specific guidance and details of access to professional support.

Flintshire Community Safety Partnership supported the Home Office Teenage Rape Prevention Campaign. The campaign aim was to:-

- Raise awareness of the issue of rape and sexual violence
- Improve understanding of what constitutes rape, sexual assault and consent; and
- Empower young people to avoid, challenge and report sexually violent behaviour

- The campaign's main target age was girls and boys between 13 and 18 years of age.

Substance Misuse

- Worked with FCC Licensing and North Wales Police to coordinate on-licence test purchasing operations to target premises that are selling alcohol to those who are underage.

- 'Parent packs' were produced in partnership with the National Public Health Service aimed at parents and carers of those going into secondary school. The main focus of the packs is to raise awareness on alcohol and included an academic calendar with important community safety messages and information on local services.

- Worked with the Harm Reduction Team to look at potential hot spot areas in relation to discarded needles in order that provision of needle exchange schemes can be made.

As part of the Public Protection contribution to Flintshire's stand at the Flint & Denbigh Show the theme for one of the Community Safety stalls was 'Know Your Units' which aimed to get people thinking about their alcohol intake. Unit measure cups and information cards were given to older people who were advised to

	<p>keep them at home and if they take a drink they could use the measure cup to monitor the units of alcohol being consumed.</p> <p>In addition around 120 Drug and Alcohol Packs were distributed to teenagers. These packs were developed by Community Safety to provide age appropriate factually correct information.</p> <p>Neighbourhood Warden Service The service continued to offer the following services:</p> <p>Target Hardening: The Wardens provide and fit target hardening equipment to residents living in Flintshire who have been the victims of crime or are deemed vulnerable. They also visit members of the community to provide safety advice and reassurance.</p> <p>Home Safe: In addition to the mainstream target hardening service the Wardens also provide a service to victims of domestic violence who wish to remain in their own properties (regardless of tenure). Security equipment is fitted and a 'Skyguard' phone installed (if appropriate) to enable victims and their families feel more secure.</p> <p>Graffiti and Fly Tipping: The graffiti removal service has now been incorporated by Streetscene, however the Wardens are able to make referrals for the removal of graffiti, fly tipping and littering, if necessary.</p> <p>Anti Vandal Paint: The Wardens can provide and arrange for the application of anti vandal paint which can be an effective deterrent in some instances of anti social behaviour.</p> <p>Cycle Marking: The Wardens are able to attend community functions to mark resident's cycles. The information is recorded centrally by the Wardens and is shared with North Wales Police.</p> <p>Patrols: The Wardens undertake vehicle and foot patrols as part of their daily duties. They are able to target specific areas upon request and their presence provides reassurance and a direct means by which communities can engage with other Council Departments, the Police, Fire Service and other service providers.</p>
<p><u>Environmental Protection:</u></p> <p>Environmental Control</p>	<p>During this quarter, the team has dealt with 239 Service Requests (of which, 78 related to Housing issues, 50 rubbish accumulations, and 41 fly-tipping incidences). They have also served 4 housing notices, 5 statutory nuisance notices (for rubbish), 1 drainage and 1 filthy and verminous premises notice.</p> <p>The section has worked hard during the last 12 months having</p>

	<p>been involved with the following important policy/strategy development work to improve public health and well-being:</p> <ul style="list-style-type: none"> • Private sector Housing Improvement Strategy • Houses of Multiple Occupation and the Welfare Reform • Development of waste enforcement and progression of fly tipping enforcement 																																																										
<p>Pollution</p>	<p>Pollution Control have dealt with the following during Quarter 4 12/13:</p> <ul style="list-style-type: none"> • 307 service request. 75 related to alleged noise nuisance and the team has successfully acknowledged and actioned 100% of these as per the service and Streetscene Standard within 5 working days. <p>2012/13 has been a busy year for this section having processed, and investigated 1,407 customer requests relating to alleged noise, odour, and smoke nuisance, as well as investigations into contaminated land.</p> <p>The team are Statutory Consultees as part of the Planning process and as such, have responded to 923 applications during 12/13.</p> <p>The Council's Contaminated Land Investigation Strategy has been updated following an update of Welsh Government Guidelines for this area of work and will proceed to Cabinet for approval in May 2013.</p> <p>The team have also secured approx. £80,000 towards the Greenfield Coastal Path project which has meant that not only has land contamination been addressed, but also that stretch of the Deeside Coastal Path has been completed to a high specification.</p> <p>Oil tank/domestic heating oil spill guidance has been written and published on the Authority's website.</p>																																																										
<p>Animal and Pest Control</p>	<p>The annual total of public health and nuisance pests identified, treated and eradicated for 2012/13 was 2,788 which is broken down as follows:</p> <table border="1" data-bbox="464 1711 1412 2065"> <thead> <tr> <th rowspan="2">Pest</th> <th colspan="4">Number of reports treated</th> <th rowspan="2">Total</th> </tr> <tr> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Rats</td> <td>364</td> <td>289</td> <td>358</td> <td>367</td> <td>1378</td> </tr> <tr> <td>Mice</td> <td>91</td> <td>67</td> <td>138</td> <td>76</td> <td>372</td> </tr> <tr> <td>Cockroaches</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Wasps</td> <td>207</td> <td>283</td> <td>76</td> <td>6</td> <td>572</td> </tr> <tr> <td>Fleas</td> <td>4</td> <td>49</td> <td>4</td> <td>5</td> <td>62</td> </tr> <tr> <td>Ants</td> <td>179</td> <td>134</td> <td>2</td> <td>42</td> <td>357</td> </tr> <tr> <td>Unidentified Insects</td> <td>10</td> <td>9</td> <td>1</td> <td>2</td> <td>22</td> </tr> <tr> <td>Other Pests</td> <td>6</td> <td>11</td> <td>7</td> <td>1</td> <td>25</td> </tr> </tbody> </table>	Pest	Number of reports treated				Total	Q1	Q2	Q3	Q4	Rats	364	289	358	367	1378	Mice	91	67	138	76	372	Cockroaches	1	0	0	0	1	Wasps	207	283	76	6	572	Fleas	4	49	4	5	62	Ants	179	134	2	42	357	Unidentified Insects	10	9	1	2	22	Other Pests	6	11	7	1	25
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Unidentified Insects	10	9	1	2	22																																																						
Other Pests	6	11	7	1	25																																																						

The Animal and Pest Control officers have also collected and processed 490 stray dogs from across the County during 2012/13, compared to 505 during 2011/12. This service has been available 7 days a week throughout the year and covers the out of hours period as well.

The Authority currently have 2 enforcement officers in post to deal with Environmental Crime. Their main focus for this quarter has been fly tipping enforcement to support the Streetscene teams and fortnightly collections, as well as dog fouling in partnership with North Wales Police. The following stats relates to Q4:

Dog Fouling Complaints / Requests for Clean Ups Received – 2012/13

	2012/13				Total
	Q1	Q2	Q3	Q4	
Complaints / Requests Received via Call Centre	45	56	112	228	441
Received Via Doggy Do App	18	42	54	52	166
Total	63	98	166	280	607

The Doggy Do App which was launched during 12/13 and now gives customers the opportunity to use App technology, reduces calls into the Call Centre, and we receive more intelligence to inform our patrols.

Enforcement Patrols Undertaken – Q4

	PCSO	FCC	TOTAL
Number of Patrols	52	36	88
People Approached	150	25	175
People Not Carrying Bags	11	0	11

We have also conducted 23 school workshops around responsible dog ownership across our Primary schools.

Dog Fouling and our approach as a Local Authority has been of much debate with Members and with ourselves as officers.

2013/14 will see the recruitment of more enforcement officers, to reduce incidences of this type of offence across the County. We will be tough in our approach, and we also intend to use North Wales Police Officers in plain clothes to ensure our residents change their behaviour longer term, rather than when an officer in uniform is patrolling their area.

Bereavement Service

This service has dealt with the following during Q4 and 2012/13:

**Bereavement Services
Interments Undertaken**

			2012/13				
	2010/11	2011/12	Q1	Q2	Q3	Q4	Total
Cremated Remains	126	122	42	38	24	24	145
Full Body	278	251	84	57	82	82	295
Total	404	373	126	95	106	106	440

Key achievements for the service during 12/13 have been;

- The development of a Garden of Remembrance at Hawarden No2 Cemetery which will give residents the opportunity to scatter the ashes of loved ones locally once open.
- Opening of the Woodland Burial area at Kelsterton Cemetery which again responds to the current modern bereavement services demand as well as generating further income for the Authority.
- Update of the Cemetery Regulations to ensure that we improve our compliance and management of Cemeteries.
- Installation of a Cemetery Management System (Clear Skies) which further enhances our organisation of our regulatory function.

Building Control

The Building Control department continues to operate a high standard of service, achieving or exceeding its key performance indicators. During 2012/13 the team have worked on a number of high profile builds some of which were formally recognised at the Regional North Wales Local Authority Building Control (LABC) Awards during April 2012.

The work which this section undertook in partnership with Airbus UK ensured that their development of the North Factory at Broughton won the All Wales Award for the Best Sustainable Development. This was formally recognised by a presentation from Carl Sargeant AM.

The team has continued its partnership working with national companies such as Iceland.

Building Control has been the first team within the Authority to pilot mobile/agile working. This has recently led to a reduction of approximately 63% of office space. This pilot was not only viewed in action by the Finance Minister from Welsh Government, but it was also featured in the Guardian "Working Lives" section during November 2012.

The service has also conducted Fire Risk Assessments on all Flintshire Primary and Secondary schools as well as the Council's

office complexes, ensuring that public safety is at the forefront of our work.

Area of Work	Q4 2012	Q4 2013	Year 2011/2012	Year 2012/2013
Full Plan submissions.	87	95	362	360
Building Notice submissions.	64	32	183	162
Partner Inspector submissions.	2	3	23	13
Partner Authority submissions.	23	18	74	100
Regularisation submissions.	1	2	10	6
Initial Notices received.	21	17	101	85
Dangerous structure cases.	7	6	28	29
Demolition Counter Notices.	31	1	14	9
Street naming / numbering and house naming cases.	22	17	80	66
Consultations from Planning concerning possible Building Regulation work.	45	56	227	184

Health Protection:

Food Safety and Food Standards

All of the Food Safety/Food Hygiene Performance Indicators have been met in full. However there has been a slight dip in performance in relation to the Food Standards PI which is incorporated into the Trading Standards PIs for both High Risk and New Business inspections. This has been a direct result of the horsemeat scandal which broke early in 2013 and by necessity diverted attention away from routine inspections to detailed investigative work and additional food sampling where required.

Some of this work is continuing into 2013/14 and we await the report from the Food Standards Agency into this incident and the implications this may have on the direction and nature of work to be undertaken in this forthcoming financial year.

Performance against the “Broadly Compliant” measure continues to be good in Flintshire at 83% and as there is a direct link between this measure and the Food Hygiene Rating scheme, this is a pleasing statistic for Flintshire.

During this last quarter Royal Assent was given to the bill requiring the mandatory display of Food Hygiene ratings in food premises and this legislation takes effect from November 2013. This introduction will be an emerging pressure for this forthcoming year and may impact upon resources dependant on the number of rescore requests received, the number of appeals and enforcement action required for non-display of ratings. This will be monitored throughout the year.

<p>Health & Safety Enforcement</p>	<p>During this year under review there has been a significant change in direction in Health and Safety enforcement from Central Government whereby the emphasis is now very much on reducing the burden for business from regulation. As a consequence the PI relating to New Business inspection became no longer applicable as it would be contrary to this new direction. However, the High Risk inspections target remains relevant and it is pleasing to report that this has been met in full. The team have focussed their efforts on increasing educational awareness on Health and Safety in line with Central government thinking and have been involved in a HSE approved project entitled Estates Excellence aimed at identifying gaps in knowledge and practice and effectively addressing them in conjunction with partner agencies including Wrexham County Borough Council. This work has been undertaken at the Wrexham and Deeside Industrial Estates with a pleasing uptake of 56% of targeted businesses. Flintshire were also represented at a recent HSE National Board on this subject and gave an update on this project which was a prestigious request for the team and a recognition of Flintshire's work in this regard.</p> <p>The section has also been heavily involved in a variety of other health and safety projects relating to such matters as gas safety on mobile food vehicles and prevention of E coli 0157 in nurseries and they have also responded to intelligence led information including the first successful application to a court in North Wales for a Part 2a Order under Public Health legislation to enter a house and seize illegal tattooing equipment.</p> <p>A major success has been the agreement reached at a recent Crown Court hearing relating to the case between Flintshire County Council and Plas Coch Holiday Homes Ltd, (the previous owners of Talacre Beach Caravan Park), in relation to the causation of death of the young girl Seojin Kim, who drowned in the swimming pool at Talacre Beach Caravan Park in October 2010. This follows on from the extensive and detailed investigation undertaken by the Health and Safety Enforcement team into this tragic death and the earlier decision taken by the Council to prosecute for Health and Safety failings. At court it was agreed that the Health and Safety breaches together significantly increased the risk of a serious accident which could have caused death to pool users including Seojin Kim. The current position is that this case will now proceed in the Crown Court for sentencing for these Health and Safety breaches. However, the date for this is not yet known. The Defence is agreeable to payment of our reasonable costs relating to this case.</p>
<p>Corporate Health & Safety</p>	<p>One of the major successes for this year has been the introduction and completion of Senior Management Health and Safety training across senior managers from both Flintshire and Wrexham. This training entitled "The Principles of Safety Leadership" has been very well received and is to be rolled out to other managers as</p>

	<p>required during this forthcoming year.</p> <p>Member Development Health and Safety training has also been undertaken during this year which was also well received.</p> <p>A further success was the introduction of the “new look” Corporate Health and Safety Infonet site which went live ahead of schedule. The site has been visually improved and has been designed to be more user-friendly. It allows easier navigation to the important documentation and tools required by all staff to assist them in managing health and safety across the Authority.</p> <p>This year has also seen the introduction of a revised Agenda for the quarterly Corporate Health and Safety Steering group which is a high level group chaired by the Chief Executive and which has elected Member membership as well as key officers from the different Directorates of the Council. The revisions are designed to further inbed a professional and effective Health and Safety culture throughout the organisation to ensure ownership is taken of the key issues and the Council fulfils its statutory obligations with respect to Health and Safety.</p>
<p>Animal Health and Welfare</p>	<p>The team has met all the minimum standard targets contained in the Animal Health and Welfare Framework that has been a part of Animal Health service delivery across Wales since the 2001 Foot and Mouth Disease outbreak. The PI relating to High Risk inspections has also been met in full. However there has been a slight dip with respect to the PI relating to New business inspections. This has been due to a decrease in grant funding from WG for this function which has meant that we were without an additional Enforcement Officer during this year. This has now been addressed by way of a temporary joint appointment of an Animal Health enforcement officer to work on a 50:50 basis between Flintshire and Wrexham. This arrangement has been agreed because the grant monies given to both authorities was insufficient for either to appoint to a full time post. However, this remains an ongoing pressure for the future as there is uncertainty regarding funding beyond 2015.</p> <p>During this last quarter in particular, the team have worked with the Farming Industry and Welsh Government in response to the recent heavy snow experienced across Wales in implementing the derogation on the disposal of animal by products. This quarter has also seen the publication of the first joint North Wales Animal Health and Welfare Newsletter in a collaborative effort on behalf of the six North Wales LA's.</p> <p>Numerous activities and projects have been undertaken and achieved throughout the year by our part time Health Promotion Officer. One of the key activities has been the continued delivery of the School hand washing project in Flintshire schools. More than 2000 pupils have now participated in our ongoing education</p>

	<p>programme on the importance of correct hand washing since the appointment of our HPO in September 2012. In excess of a further thousand are planned before the end of this school year. This activity is key because it helps the Authority to meet it's commitment to full compliance with the recommendations from Professor Pennington's report into the E coli outbreak in S. Wales in 2005 which is an ongoing Improvement target for the Authority.</p>
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2. Performance Summary

2.1 Improvement Plan Monitoring

The following table summarises the progress made to date and the progress against the desired outcome of the Council Improvement Priorities on which Public Protection lead.



KEYS

Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5.9 Implement recommendations of E-coli inquiry	Ongoing			<p>1. All new inspections are undertaken in line with the new E coli guidance issued by the Food Standards Agency.</p> <p>2. Communication strategy has been fully implemented.</p> <p>3. All officers have received formal training on new guidance provided by the Food Standards Agency Wales.</p>

2.2 Strategic Assessment of Risks and Challenges

At present Public Protection does not lead on mitigating any of the risks identified in the SARC.










2.3.1 Performance Indicators and Outcome Measures






The status of the indicators are summarised for this quarter below:

 1
  3
  11

Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement* target.

The following are annual PIs and will be reported at Q4: -

Indicator	Annual Target (2012/13)	Previous Year End Outturn (2011/12)	Current Quarter Outturn – Q4 2012/13	Current Year End Outturn (2012/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
BCT/004 – The percentage of building control ‘full plan’ applications checked within 15 working days during the year	92%	95%	94%	96%		Improved
BCT/007 – The percentage of ‘full plan’ applications approved first time	95%	99%	100%	100%		Improved
PPN/001i-iv – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: -						
PPN/001i – Trading Standards	100%	93%	100%	96%		Improved See narrative at 3.1.1
PPN/001ii – Food Hygiene	100%	100%	100%	100%		Maintained
PPN/001iii – Animal Health	100%	100%	100%	100%		Maintained
PPN/001iv – Health & Safety	100%	74%	100%	100%		Improved
PPN/007 – The percentage of significant breaches that were rectified by intervention during the year for: -						
PPN/007i – Trading Standards	97%	79%	N/A	91%		Improved See narrative at 3.1.2
PPN/007ii – Animal Health	97%	88.89%	N/A	100%		Improved
PPN/008 - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for: -						
* PPN/008i – Trading Standards	70%	85%	N/A	72%		Downturned

Indicator	Annual Target (2012/13)	Previous Year End Outturn (2011/12)	Current Quarter Outturn – Q4 2012/13	Current Year End Outturn (2012/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
PPN/008ii – Food Hygiene	87%	90.97%	N/A	89%		Downturned
PPN/008iii – Animal Health	100%	93%	N/A	82%		Downturned See Narrative at 3.1.3
PPN/008iv – Health & Safety	62%	49%	N/A	Not Reported	N/A	N/A See Narrative at 3.1.4
PPN/009 (I.P. 5.9) – Percentage of food establishments which are ‘broadly compliant’ with food hygiene standards (Improvement Success Measure)	80%	85%	80%	83%		Downturned
PSR/007a – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage that have a full licence	9.0%	8.79%	N/A	6.38%		Downturned See narrative at 3.1.5
* PSR/007c – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement activity	2%	No HMOs subject to enforcement activity for 2011/12	N/A	2.13%		Downturned
* PSR/008 - The percentage of high risk private sector dwellings improved to an acceptable level	75%	N/A	N/A	78%		N/A
*1A4.2L3 – Develop targets for increasing satisfaction levels by 5% per year over baseline	93%	94%	N/A	Not Available.	N/A	See narrative at 2.3.2

2.3.2 Improvement Target Action Plan Monitoring

Key - ✓ on track, ✗ behind schedule, C completed

Ref	Action & Planned Completion date	Progress
PPN/008i * -The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for Trading Standards	Monthly monitoring of new businesses and allocation of work to ensure target is met	✓
PSR/007c * – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement.	Working with landlords to ensure properties are up to the required standards and serving enforcement notices where necessary.	✓
PSR/008 * - The percentage of high risk private sector dwellings improved to an acceptable level	Using the new guidance provided to identify high risk properties and working closely with private landlords and house owners to improve standards within dwellings. Enforcement notices served where necessary	✓
IA4.2L3 * - Develop targets for increasing satisfaction levels by 5% per year over baseline.	The customer survey for work carried out by the service during 2012/13 will be undertaken during the year and the results of the survey will be provided in the Q1 report for 2013/14.	✓

2.4 Key Actions from Service Plan Monitoring

The following table shows the progress made against key areas of improvement/actions in the Public Protection service plan. A ✗ indicates those areas which have incurred slippage or have been subject to a revised timetable and references the paragraph number where commentary can be found to further explain the slippage/revised timescales: -

Key - ✓ on track, ✗ behind schedule, C completed

Improvement Area	On-track?	Commentary
Implementing the recommendations of the e-coli Public Enquiry report	✓	
Improve Business Compliance in high risk premises	✓	
Deliver FSA and DEFRA Framework agreements	✓	
Support Neighbourhood Renewal Programme	✓	

Improvement Area	On-track?	Commentary
Review, Improve and Integrate new services and functions.	x	Delayed due to additional job evaluation questionnaires having to be written and evaluated.
Effective Implementation of Corporate Health and Safety Strategy and Strategic Health and safety Improvement Plan.	✓	
Tackling dog fouling, littering and other environmental crime.	x	Four additional Enforcement Officers will be appointed shortly.

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the quarter and the outcome of the work can be summarised as follows.

Undertaken By	Title & Date Report Received	Overall Report Status
Internal Audit	Licensing Audit Report – March 2013	Reasonable Assurance provided.
BSI	Bereavement Service – July 2012	Accreditation retained – no non conformities identified.
BSI	Animal and Pest Control Service – July 2012	Accreditation retained - no non conformities identified.

3. Exception Reporting

3.1 Performance Indicators

3.1.1 PPN/001i – Trading Standards – High Risk Businesses

As a result of the horse meat scandal at the beginning of Quarter 4 resources needed to be redirected to deal with this incident and undertake the necessary investigative work and food sampling. As a consequence the percentage return on High Risk premises has fallen slightly below the target of 100% at 96% for this year.

3.1.2 PPN/007i – Trading Standards – Significant Breaches

At the start of the year and at the start of each quarter it is not known how many significant breaches will be identified. Once identified, formal investigation commences and in some cases the matter may be resolved fairly rapidly. In others it may take months (and in some cases, more than a year) if complex legal action involving prosecution is warranted and undertaken. The reported figure is an improvement on the previous year.

3.1.3 PPN/008iii – Animal Health – New businesses

The figure is below target due to the vacant Enforcement Officer post within the Animal Health and Welfare team which could not be filled on a full time basis due to a reduction of grant funding from WG. A joint appointment between Flintshire and Wrexham Councils has now been made in an effort to redress this issue.

3.1.4 PPN/008iv – Health and Safety – New Businesses.

During 2012/13 a significant change occurred in the direction given by the UK Government in relation to Health and Safety Enforcement. The emphasis is now on reducing the burden on businesses from regulation. The PI is no longer applicable for new businesses as it is contrary to the direction given by the UK Government. For this reason the PI outturn has not been reported.

3.1.5 PSR/007a – Environmental Control – Houses in Multiple Occupation.

The number of houses in multiple occupation which required a license reduced from eight to six during the year and as such the target of 9% could not be achieved. The maximum that could be achieved was 6.38%; 100% of the properties which require a license in Flintshire have been licensed.

Quarterly Performance Report – Regeneration

Report Author Dave Heggarty
Report Date April 2013
Report Period Quarter 4: 1st January 2013 to 31st March 2013

Introduction

The report is produced on a quarterly basis and is provided to Cabinet members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The report consists of an overview of the key messages to highlight across all work streams in Regeneration, which is followed by highlights from each service area. Parts 2 and 3 of the report include an assessment of performance in the quarter from the following sources:

- Improvement Plan Monitoring
- Strategic Assessment of Risks and Challenges
- Performance Indicators and Outcome Measures
- Improvement Target Action Plan Monitoring
- Key Actions from Service Plan Monitoring
- Internal and external regulatory reports
- Customer satisfaction and feedback
- Awards and accreditations
- Resource Management (HR, ICT, Finance, Assets)

1. Foreword

Report highlights for this quarter are the following items: -

Deeside Enterprise Zone Work is progressing well;

- Marketing underway via social media, and a formal media briefing in London is planned, with a full programme of promotional activity to follow.
- The feasibility of establishing a joint FE/HE Advanced Manufacturing Centre as part of the DEZ programme is being investigated with the report expected soon.
- Local recruitment is being supported where possible and more than 100 local people have been helped into full time employment since April 2012. This figure is expected to increase significantly as more EZ projects come on stream.

North Wales Collaborative Agenda

The six North Wales authorities are now working to develop a shared approach to economic development, initially focussing on three key themes;

1. **Destination North Wales** working together to promote North Wales as a place to visit, to live, to study in and to invest in. This work stream is led by Wrexham CBC.
2. **Energy Sector** a joint approach towards maximising the potential benefits arising from investment in nuclear and renewable energy in the region, led by Isle of Anglesey CC.
3. **Advanced Manufacturing Sector** the region has a significant number of jobs in the manufacturing sector, with particular strengths in advanced manufacturing. This is a growing area, with potential benefits in terms of jobs and investment. Led by Flintshire County Council.

Business	<p>During the period 1 April 2012 – 31 March 2013, DEZ has achieved:- 414 jobs 1300 jobs safeguarded Total: 1,731 (against annual target 1,400)</p> <p>Following Flintshire Business Week 2012, an invitation was made to the Ministry of Commerce at the Chinese Embassy in London. Mr. Zhou Xiaoming, Minister Counsellor, led a group of six people representing Chinese business, media and the Chinese government to identify potential trade links between North Wales and the Peoples Republic of China. The group visited local businesses and Deeside Enterprise Zone during a three day visit commencing 24 March 2013.</p> <p>A report on the visit featured in the 'China Daily' April 2013. Further links are now being developed.</p>
Places	<p>The third annual Flintshire Regeneration Conference was held on 7 March 2013. Around 100 delegates attended from the public, private and voluntary sectors. The two key themes for the event were "Youth Unemployment" and "Social Enterprise". Delegates had the</p>

	<p>opportunity to hear presentations from a number of speakers on the topics and to take part in discussion about the future direction of these two themes. These discussions will be used to help inform the development of the Flintshire Regeneration Strategy which is due to be refreshed this year.</p> <p>The Flint Masterplan was completed during this year, setting out ambitious plans for the town centre. There are now long term plans in place for most of the town centres in Flintshire and development work is underway on capital projects in each town to contribute to their implementation.</p> <p>The Destination Flintshire partnership completed and adopted the Destination Management Action Plan, setting out how the visitor experience in the County will be improved over the period 2013-2015. Key strands of activity include: improving access to information; developing and supporting events; improving the infrastructure for visitors and supporting the activity tourism sector. The plan will be monitored to ensure its effectiveness and will involve close partnership working between the Council, visitor economy businesses, town partnerships and wider partner organisations.</p>
<p>People</p>	<p>The People programme is led by Communities First working with the Regeneration Partnership, the LSB, and with relevant partners and communities operating at Cluster level. This links with community centres, schools, libraries, and community provision offered by other agencies. The primary aims are to improve jobs and skills, learning and health opportunities available to people in the most deprived areas of Flintshire.</p> <p>The two leading priorities, “Prosperity” and “Learning”, are incorporated into collaborative approaches to employment, education and training, (EET). CF activities aim to have an impact on the number of people of working age in Flintshire who are not in employment, education and training (NEET). The programme is doing this by securing, with partners, community based EET opportunities, and by minimising the barriers to people’s employability. These barriers include for example low basic skills, lack of work experience, low levels of educational attainment and poor knowledge of the demands of the jobs market. Collaboration between CF and DEZ, will ensure that communities in both the East and West Clusters can access the opportunities being opened up.</p> <p>Additional support is aimed at young people aged between 16 to 24, and CF is working with Lifelong Learning and the LSB to develop new models for work experience and apprenticeships, targeting the 16 – 24 age groups. It is acknowledged however that young people need help much earlier, and that schools and businesses in Flintshire need to collaborate effectively if the problems of young people becoming long term NEET, and of employers not recruiting successfully in Flintshire, are to be addressed.</p>

	<p>Private and social enterprise is important to a diverse, sustainable local economy. The Entrepreneurship Programme is growing in confidence, with activities aimed at people who wish to start or grow a business through a programme of effective, professional and mentor support. Private sector partners, Deeside College and Glyndwr University are directly supporting the Business Entrepreneurship Network (BEN) Programme. Eighteen people, all potential new business start ups, including 12 young people are supported by the Flintshire Enterprise Club operating from John Summers Community Campus since January 2013. Having established this successful, new model, a second Flintshire Enterprise Club will open in Holywell Connects on 19 June 2013. This has involved collaboration with WG funded support service providers who have willingly agreed to a more innovative approach and to expanding their standard remit.</p> <p>The health priority is to be addressed through more effective collaboration with Public Health in joint activities which address low birth weight, and long term limiting illness. CF will focus on interventions which address the links between child poverty and health, and the links between low income and isolation in older persons.</p>
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Other highlights by service area are as follows: -

Rural regeneration	The Rural Development Plan programme has been extended by the Welsh Government and most of the projects in Flintshire have been extended until the end of 2014. In addition, an additional £148,000 of funding has been secured by Cadwyn Clwyd to enhance their projects.
Town centre regeneration	<p>The Streetscape Improvement Grant, funded through the Rural Development Plan, offers small grants to improve the frontages in Mold, Holywell and Talacre / Gronant. The grant was launched in February 2012 and has, to date, received 11 applications from businesses.</p> <p>The Business Enhancement Scheme was launched in February 2013. The scheme is designed to tackle vacant premises on the High Streets in Flintshire. Businesses are able to apply for grants to renovate vacant properties to bring them back into active use. The scheme is funded through the European Regional Development Fund and will run until mid-2014.</p>
Business	<p>The number of jobs created in the advanced manufacturing sector continues to improve with an expansion at the Henrob facility which has resulted in 26 job creations with a further 34 planned later in 2013. The facility will be boosted by an additional 40,000 sq ft extension to its existing 85,000 sq ft, making it 125,000 sq ft. In addition, Toyota at Deeside has announced 70 new engineering jobs.</p> <p>The manufacturing and engineering sector remains upbeat about</p>

	<p>2013, following a highly successful 2012. A survey undertaken by MHA, a UK group of independent business advisors, saw 78% of the industry predicting growth and 33% predicting growth of more than 10%, which further illustrates the industry's resilience in spite of the current economic climate.</p> <p>Northern Gateway progress – a planning application for the western area (alongside the river Dee) was received in 2012 and is expected to go to Committee shortly.</p>
<p>Communities First (CF) Flintshire</p>	<p>Corporate Governance and Community Involvement are key to the CF Programme. A Partnership Programme Advisory Board is being established,. This will be led by the Cabinet Member, and will include private and third sector participants nominated through the Regeneration Partnership, and community members nominated through the CF Community Form.</p> <p>Its broad purpose will be to :-</p> <ul style="list-style-type: none"> • monitor and review the overall CF Programme performance in Flintshire toward the high level outcomes • monitor CF Cluster performance (East and West) and • nominate and mandate representatives to the Welsh Government's Regional Programme Board once it is established <p>The Cluster role is key to maximising community participation in the opportunities offered by the Programme. It has a joint purpose with the Community Forum to :-</p> <ul style="list-style-type: none"> • enable local communities of interest to participate in CF activities and focus resources on CF goals • ensure involvement of service providers and integration with partner programmes • monitor and review Cluster area performance, effectiveness against the Cluster delivery plan • nominate and mandate community reps to the Flintshire CF Programme Advisory Board and the Regional CF Programme Board once it is established. <p>Clusters are already actively promoting programme opportunities, and in the last quarter, have included the following:-</p> <ul style="list-style-type: none"> • Credit Union membership, adult and junior, and financial literacy • Job Clubs offering jobs and skills advice, CV writing, job searches, training and further education referrals • West Cluster secured 14 courses at OCN levels 2/3, with 131

	<p>participants, including Food and Nutrition, Food Safety, Food Hygiene, Paediatric First Aid, Basic IT, and Family Learning in the STEM programme.</p> <ul style="list-style-type: none"> • East Cluster leads on the Entrepreneurship Programme development with 18 new entrepreneurs participating, and in addition, has had 76 resident participants in family literacy, food and nutrition and smoking cessation events. <p>The levels of participation and the opportunities on offer will grow now that the staff structures are properly in place and resources are properly targeted on addressing needs and achieving outcomes.</p>
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2. Performance Summary

2.1 Improvement Plan Monitoring











KEYS



Progress RAG – Complete the RAG status using the following key: -

R	Limited Progress - delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG – Complete the RAG status using the following key: -

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)




Council Priority	Target Date	Progress RAG	Outcome RAG	Signpost
6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty				
6.2 Regenerate Town Centres	Ongoing			See section 3.1
6.3 Lead the Deeside Renewal Area Programme	Ongoing			See section 3.1
6.4 Promote the development of the Deeside Enterprise Zone	Ongoing			See section 3.1
6.7 Development of skills to align with business needs	Ongoing			See section 3.1
6.8 Encourage and retain business investment in Flintshire (Implementation of Town Action Plans)	Ongoing			See section 3.1

10. To protect, plan and develop sustainable natural and built environments				
10.6 Further regeneration of rural areas in Flintshire	Dec 2014			See section 3.1

2.2 Strategic Assessment of Risks and Challenges (SARC)







The table below summarises the position of SARCs at the end of the reporting period.

KEY

	R High Risk
	A Medium Risk
	G Low Risk




Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL09 Economic Regeneration Strategy			Dec 13
CL10 County Town Network			
CL12 Skills Needs of Employers			


2.3.1 Performance Indicators and Outcome Measures

Key

	R Target missed
	A Target missed but within an acceptable level
	G Target achieved or exceeded

The status of the indicators are summarised for this period below:

 0  0  1

Indicator	Annual Target	Previous Annual Target Outturn	Current Annual Outturn	RAG	Change (trend) e.g. Improved / Downturned
*IA4.2L1 Deliver Improvement Agreement	1,470	2,576	1,675		2012 target achieved, but lower outturn than 2011/12 due to more difficult economic climate.

2.3.2 Improvement Target Action Plan Monitoring

Key - ✓ on track, ✗ behind schedule, C completed

Ref	Action & Planned Completion date	Progress
IA4.2L1 Deliver Improvement Agreement	Establish FBW stakeholder Steering Group April 2012	C
	Develop draft FBW calendar of events June 2012	C
	Launch main events to raise profile June 2012	C
	Actively promote finalised FBW calendar August 2012	C
	Deliver main event October 2012	C
	Preparation of FBW11 Evaluation Report December 2012	C

2.4 Key Actions from Service Plan Monitoring

Key - ✓ on track, ✗ behind schedule, C completed

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Improvement Area	On-track?	Commentary
1) Refresh Regeneration Partnership	✓	See section 3.2
2) Raise profile of service	✓	See section 3.2
3) Improve town centres in Flintshire	✓	See section 3.1
4) Improve quality of life in rural Flintshire	✓	See section 3.1
5) Promote Flintshire to visitors.	✓	See section 3.2

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the period and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
Internal audit	EN0040R1 Regeneration Partnership May 2012	Adequate assurance level

3. Exception Reporting

3.1 Improvement Plan Monitoring

6.2 Regenerate Town Centres

(also relevant to Service Plan priority action 3)

Progress is being made through the Town Action Plan programme in developing long term plans for each centre. However, the long term future of our town centres remains challenging and, although town centres in Flintshire are generally out-performing the national average, continued effort will be needed to help them to adapt to a changing world.

6.3 Lead the Deeside Renewal Area Programme

A new partnership and governance structure has been developed for Deeside and will be rolled out through early 2013. The opportunity created by the Deeside Enterprise Zone will be managed through this structure alongside the Town Action Plan programme, Deeside Housing Renewal Area and Communities First programmes.

The progress towards the Deeside Enterprise Zone during 2012/2013 is highlighted at the start of this report.

6.4 Promote the development of the Deeside Enterprise Zone

The previous RAG status of Green/Green has been amended to Amber/Amber as the overall scope of this work has increased dramatically. Rather than just assisting with the development of the Northern Gateway, a far more ambitious programme of work to secure an Enterprise Zone and use this opportunity to regenerate Deeside and benefit the wider sub-region has been embarked upon. This far more ambitious aim, still in its early stages, carries a higher level of risk than the previous actions.

Planning permission has been granted for the eastern part of Northern Gateway (the "Airfields"), whilst an application for the western area (alongside the river Dee) was received in 2012 and is expected to go to Committee shortly in addition to the flood alleviation scheme. A joint marketing and promotion group has been implemented to focus on investment opportunities with a dedicated private sector sales office and team. A significant level of enquiries is being received for the Deeside Enterprise Zone.

6.7 Development of skills to align with business needs

A range of opportunities have been developed to extend and enhance the type of education, employment and training (EET) opportunities available for people of all ages but focussing specifically on young people through engagement with existing service providers, local businesses, schools and colleges, the voluntary sector, etc.

Examples include:

- Enhancing and expanding existing and new schemes for new people within and post education through apprenticeships, entrepreneurship and work experience.
- Supporting the development of new industry based academy models enabling participants to gain employability skills
- Securing better qualifications through supported work experience including vocational placements.
- Supporting the development of the Young Entrepreneur Programme with the Flintshire Business Entrepreneurship Network.

6.8 Encourage and retain business investment in Flintshire

An Infrastructure Plan and Marketing, Promotion and Communications Plan has been developed with private sector partners and submitted to Welsh Government to increase the level of inward investment into Flintshire with the focus on Deeside Enterprise Zone.

10.6 Further regeneration of rural areas in Flintshire (also relevant to Service Plan priority action 4)

The Rural Development Plan for Wales programme is funding a number of projects, to improve rural quality of life, services and facilities, as well as encouraging enterprise and tourism. Most projects are on track to spend their allocated funding with only small variations of funding between projects anticipated. WG has agreed extensions to most projects into late-2014.

3.2 Service Plan Monitoring

1) Refresh Regeneration Partnership

The Partnership membership is refreshed on an ongoing basis. The priorities from the Flintshire Regeneration Strategy are also refreshed annually at a conference for stakeholders and will be developed further following the Conference on March 7th 2013.

2) Raise profile of service

A range of initiatives now underway including:

- Annual Regeneration Conference;
- Development of the Economic Ambition Board with the other North Wales Authorities;
- Play an active role in the Mersey Dee Alliance;
- Flintshire Business Week;
- Mini Business Week
- Further three year programme for delivery of Communities First secured.
- DEZ promotional programme agreed with WG
- New programme encouraging youth entrepreneurship successfully launched.
- Range of business networks and fora now being delivered;
- Services are increasingly better linked, both locally and regionally.

5) Promote Flintshire to visitors

Most Flintshire promotion has traditionally taken place at the sub-regional level through the North Wales Borderlands Partnership. The work of this Partnership and the promotion of the sub-region have been through a review process led by Tourism Partnership North Wales. The review process is expected to conclude in May 2013.

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Quarterly Performance Report – Assets & Transportation

Report Author Head of Assets & Transportation - Neal Cockerton
Report Date May 2013
Report Period Quarter 4 - Year End 2012/13

Introduction

The report is produced on a quarterly basis and provided to Cabinet Members for review and assurance and will be available for Overview and Scrutiny Committees as part of their Forward Work Programmes.

The report consists of an overview of the key messages to highlight across all work streams in Assets & Transportation, which is followed by highlights from each service area. Parts 2 and 3 of the report include an assessment of performance in the quarter from the following sources:

- Improvement Plan Monitoring
- Strategic Assessment of Risks and Challenges
- Performance Indicators and Outcome Measures
- Improvement Target Action Plan Monitoring
- Key Actions from Service Plan Monitoring
- Internal and external regulatory reports
- Customer satisfaction and feedback
- Awards and accreditations
- Resource Management (HR, ICT, Finance, Assets)

1. Foreword

This section of the quarterly performance report gives a summary of highlight information such as key activity, issues arising, awards/accreditations. The purpose of this section is to give information highlights only; further details if appropriate are included in section 3 and signposted below.

Report highlights for this quarter are the following items: -

Flintshire Futures	<ul style="list-style-type: none"> • Development of Flintshire Connects facilities continues with the development of more detailed work around the internal layouts for Connahs Quay and Flint. In addition the development of a Flintshire Connects in Buckley has now been approved and work in terms of conceptual designs have been prepared for one option which utilises an area of the Town Hall, other options are also to be explored. • Work in relation to the office rationalisation process continues with the review and development of strategies linked to the Mold Campus in particular. • Third party lease terminations continue to be progressed and this is an ongoing work activity. <ul style="list-style-type: none"> • The refurbishment works to Alltami Depot, are continuing with the major programme of activity now commenced on site involving the
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refurbishment of the 'red shed' and two new facilities, one for food waste bulking and the other for grounds maintenance equipment.

Other highlights by service area are as follows: -

<p>Transportation</p>	<ul style="list-style-type: none"> • Work has yet to commence on developing an integrated transport solution within the Council. This will be progressed once the impact of the bus subsidy review has been considered fully. • The review of subsidised bus services is about to commence and will follow on from a report which is to be presented to Cabinet in April 2013. • The exploration of a regional transport solution continues to be progressed through the regional transport consortium, Taith.
<p>Valuation and Estates Management</p>	<ul style="list-style-type: none"> • Work on the agricultural estate rationalisation programme continues to be progressed with our tenants. • This service also deals with the rationalisation aspects of the Flintshire Futures programme which is detailed above. • As well as the above work the service will be undertaking a number of property reviews throughout the next financial year with a view to rationalising the estate, securing further efficiencies and reducing our revenue costs created through our property portfolio.
<p>Property Maintenance and Design Consultancy</p>	<ul style="list-style-type: none"> • Design development work and cost planning continues to be progressed in relation to the new school at Shotton. Initial enabling works have commenced in order to create a safe buffer zone between the existing school and the new school. • The service area continues to support the Flintshire School modernisation programme, (21st Century Schools) developing cost plans, conceptual designs and strategic procurement options. Work is underway in developing design solutions at Holywell and we are also commencing studies into potential options for John Summers High School.
<p>Energy and Water Management</p>	<ul style="list-style-type: none"> • The second small scale biomass system within the County has now been completed. Four of the five larger scale Photo Voltaic installations planned for 2012/13 have recently been completed and site works are imminent for the installation of a Bergey 10 kw turbine at Rhosesmor. • We are continuing to explore, note and install renewable technologies throughout the County. • We have also expanded our monitoring of water consumption by installing Automatic meter Reading (AMR) systems at our Leisure Centres and a number of other High Schools. • We continue to roll out Building Management System installations which will facilitate remote access and monitoring of school heating systems
<p>Highway Policy and Strategy</p>	<ul style="list-style-type: none"> • Work on the creation of a further two half width bus bays at is now complete and complements the earlier work; as a result traffic flows in the area appear to have improved significantly • The development of a cycle/footpath route called 'Burton Marsh', which will make a physical connection into England has now been completed. Feedback to date from both cyclists and walkers has been extremely positive.

Highway Engineering Consultancy including Traffic Services	<ul style="list-style-type: none"> The Speed Limit Review consultation period has now closed. Officers have been analysing the feedback received and considering any further amendments to reflect the level and degree of this feedback. A report will be presented to Scrutiny and Cabinet in due course. Welsh Government has allocated further funding to the Mold Flood Alleviation scheme to enable the detailed design and modelling of the scheme to progress.
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2. Performance Summary

2.1 Improvement Plan Monitoring

The following table summarises the progress made to date and progress against the desired outcome of the Council Improvement Priorities on which Assets & Transportation lead.









KEYS







Progress RAG

R	Limited Progress – delay in scheduled activity; not on track
A	Satisfactory Progress - some delay in scheduled activity, but broadly on track
G	Good Progress - activities completed on schedule, on track

Outcome RAG

R	Low - lower level of confidence in the achievement of outcome(s)
A	Medium - uncertain level of confidence in the achievement of the outcome(s)
G	High - full confidence in the achievement of the outcome(s)




Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
1. To be a modern, efficient and cost effective public organisation through our four resource strategies - the Medium Term Financial Strategy, the People Strategy, the Asset Management Strategy and the ICT Strategy - whilst ensuring our local taxes and fees and charges are fair and affordable				
1.3 To reduce asset costs and maximise income and receipts	Dec 2016			Refer to 3.1.1
1.5 To extend agile working within the workforce	Dec 2016			Refer to 3.1.2
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups				
5.6 Introduce Civil Parking Enforcement (CPE)	Nov 2013			Refer to 3.1.3
5.10 Delivering sustainable modes of travel schemes	Mar 2016			Refer to 3.1.4
6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty				

6.5 Rationalisation of property and land estate	Dec 2016			Refer to 3.1.5
6.6 Complete TAITH work programmes	Mar 2013			Refer to 3.1.6
10. To protect, plan and develop sustainable natural and built environment				
10.3 Manage energy consumption within Council buildings	On-going			Refer to 3.1.7

2.2 Strategic Assessment of Risks and Challenges (SARC)











The table below summarises the position of SARCs at the end of the reporting period.

KEY

	High Risk
	Medium Risk
	Low Risk

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive Date
CG05a Asset Management	 ↔	 ↔	2015/16
CG05b Asset Rationalisation	 ↔	 ↔	2015/16
CD07 Depot Review	 ↔	 ↑	2013/14
CD06 Transport Arrangements for Traffic Users	 ↔	 ↔	2013/14
CL11 Integrated And Public Transport Infrastructure (External)	 ↔	 ↔	2015/16

2.3.1 Performance Indicators and Outcome Measures




Key

R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The status of the indicators are summarised below:



Graphs and commentary are included section 3 for those indicators shown with a RAG status of either Amber or Red. An asterisk (*) indicates that the indicator is an *improvement* target.

Indicator	Previous Annual Outturn (11/12)	Annual Target (12/13)	Annual Outturn (12/13)	RAG	Improved / Downturned
* IA3.1L1 - Increase the Standard Assessment Procedure (SAP) Rating in Council housing stock	66.70	68.00	70.96		↑ Improved
* THS/007 – The percentage of adults age 60+ who hold a concessionary travel pass	76.25%	78%	81%		↑ Improved
IMPROVEMENT SUCCESS MEASURES					
* EEF/002a - Percentage change in carbon dioxide emissions in the non domestic public building stock	7.19% Reduction	5% Reduction	5.57% Increase		↓ Downturn See 3.3.3

2.3.2 Improvement Target Action Plan Monitoring

The following table summarises the progress made in relation to the actions being undertaken to achieve the targets set for the Improvement Targets.

Key - ✓ on track, ✗ behind schedule, C completed

Ref	Action & Planned Completion date	On-track?
*EEF/002a	1. Maintain Energy 'Be Responsible' campaign, rollout e-learning module to staff, and undertake bridge link and energy Champion events. Ongoing activity.	✓
	2. Installation of energy efficient equipment and systems. Ongoing activity.	✓

	3. Monitor and manage energy consumption through remote access Building Management Systems, Monitoring and Targeting and Automatic Meter Readings.	C
	4. Refurbishment of Energy systems at Deeside Leisure Centre	C
*IA3.1L1	1. Complete work on the 4 Community Energy savings programmes (CESP) concluded in Higher Shotton 1&2, Greenfield, Connah's Quay Golftyn 4, Connah's Quay Central 2, and Flint Castle.	C
	2. Complete Arbed* Phase 2 Year 1 and submit proposals for Arbed Phase 2 Year 2. We were not successful with our Year 2 bid but are continuing to progress Year 1 works in Holywell Central. The North Wales scheme has been delayed by Welsh Government and the delivery partner, Wilmott Dixon, but works are likely to commence in the new financial year. <i>'Arbed'</i> (meaning 'Save') is a £30 million fund sourced primarily from the Strategic Capital Investment Fund (SCIF) and the UK Department of Energy and Climate Change (the initiative is also known as the 'Strategic Energy Performance Investment Programme'). This groundbreaking scheme is intended to tackle climate change, help eradicate fuel poverty and boost economic development and regeneration within Wales. Most importantly the improvements to the housing stock under the <i>'Arbed'</i> scheme will ensure that long term solutions are put in place to future proof Welsh homes	✓
	3. Solid wall insulation installation throughout Community Energy Saving Programme (CESP) areas, the renewal area, and households benefiting from the housing renovation loans. Ongoing activity. Continuing to offer funding packages for solid wall insulation to private householders in partnership with Housing Renewal	✓
* THS 007	Continue to promote the scheme and seek to increase take up through our Flintshire Connect facilities.	✓

2.4 Key Actions from Service Plan Monitoring

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Key - ✓ on track, ✘ behind schedule, **C** completed

Improvement Area	On-track?	Commentary
Use Asset Management to drive through the assets workstream within Flintshire Futures	✓	
Implement recommendations from Making the Connections particularly around procurement	✓	
Review and reorganisation of services	✓	
Review current Service Communication Strategy	✓	

Develop and implement positive Change Management	✓	
Develop understanding of and responses to Customer Needs	✓	
Depot rationalisation	✓	
Property Marketing via Web	✓	
Continue to implement the Carbon Reduction Strategy to help manage and control greenhouse gas emissions and deliver on national targets relating to carbon reduction.	✓	
Finalise the programme of surveys of the Council's major offices and buildings to establish the baseline use of energy and water consumption	C	
Continue to raise the profile of energy within the Council and the cost of this resource	✓	
Continue to support and advise Directorates on energy and water conservation measures	✓	
Continue to install BEMs within County buildings to increase remote access and monitoring of building heating controls	✓	
Develop data collection systems that allow prompt and accurate data collection and analysis	C	
Develop and implement action plans to ensure current DEC ratings are improved and hence energy efficiency performance increased	✓	
Implement a Quality Assured system ISO 9001	On hold	Refer to para 3.4.1

2.5 Internal & External Regulatory Reports





The following internal or external audit/regulatory work has now been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
	Summary of reports undertaken for Financial Year 2012/13	

3. Exception Reporting



3.1 Improvement Plan Monitoring

3.1.1

Council Priority	Completion due	Progress	Outcome
1.3 To reduce asset costs and maximise income and receipts	Dec 2016		
6.5 Rationalisation of property and land estate	Dec 2016		



Progress - This is a long term piece of work linked to a number of work streams within the Flintshire Futures programme. We continue to rationalise our third party leases when opportunities arise through break clauses or lease termination dates. Consolidation of staff into Mold, Flint or other Council accommodation continues where logical opportunities present themselves. This programme will see the Council close a number of facilities and consolidate services through its Flintshire Connects facilities.

3.1.2

1.5 To extend agile working within the workforce	Dec 2016		
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Progress - This is a long term piece of work linked to a number of work streams within the Flintshire Futures programme. Consolidation of staff into Mold, Flint or other Council accommodation continues where logical opportunities present themselves. Activity to move more staff to agile and mobile working will increase over the coming years as we seek to rationalise and close our office accommodation and consolidate into core facilities.

3.1.3

5.6 Introduce Civil Parking Enforcement (CPE)	Nov 2013		
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Progress – Following a number of reports to Cabinet work is proceeding with the submission of the application to Welsh Government anticipated in April 2013, and an implementation October/November 2013.

3.1.4

5.10 Delivering sustainable modes of travel schemes	Mar 2016		
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Progress - Linked to activity connected to Taith and with projects flowing through the Regional Transport Plan. The Taith programme for 2012/13 has now been successfully delivered with the construction of a number of new bus bays in Shotton which have assisted traffic flows in and around the area, a major strategic cycle and walking link over Burton Marsh, Deeside which links to our coastal path, Deeside industrial park as well as Chester and Wirral.

3.1.5

6.5 Rationalisation of property and land estate	Dec 2016		
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Progress – This is a long term piece of work linked to a number of work streams within the Flintshire Futures programme. We are continuing to rationalise of third party leases when opportunities arise through break clauses or lease termination dates. We are seeking to consolidate staff into, Flint or other available Council accommodation. Activity to move more staff to agile and mobile working will increase over the coming year as rationalise takes effect and consolidate into a small number of core buildings

3.1.6

6.6 Complete TAITH work programmes	Mar 2013		
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Progress - Work programme for 2012/13 has been completed. Overall an ongoing and long term piece of work developed each year through annual programmes of work.

3.1.7

10.3 Manage energy consumption within Council buildings	Ongoing		
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Progress – This is a long term programme around delivering our Carbon Reduction Strategy and the main themes within it such as good housekeeping, Invest to Save, Design and Asset Management and Renewable Technologies.

3.2 SARC Monitoring

3.2.1 These have been updated for this quarter and are attached to this report for consideration.

3.3 Performance Indicators and Outcome Measure Monitoring

3.3.1 *IA3.1L1 Increase the Standard Assessment Procedure (SAP) rating in Council housing stock*

Funding levered in from Welsh Government, Energy Company and other sources at the end of the CESP programme allowed us to insulate a greater number of council properties than anticipated this year. The heating programme was also accelerated, contributing to the reduction in energy bills for residents

3.3.2 *THS/007 – The percentage of adults age 60+ who hold a concessionary travel pass*

Whilst this has been a positive improvement it is quite conceivable that this increase could be as a direct result the rising costs of fuel and people switching from private car and using their free bus pass. We have very little control over the number of people who apply for a bus pass each year.

3.3.3 EEF/002 - Percentage change in carbon dioxide emissions in the non domestic public building stock

The outturn for 2012/13 is an increase of 5.57% compared with a reduction of 7.19% achieved in 2011/12. The targeted 5% reduction was not achieved. It should be noted that the decrease of 12.68% originally reported for 2011/12 was incorrect due to inaccurate utility invoicing. The figures reported for this indicator are not weather corrected to take account of particularly cold years and therefore do not allow for a more accurate comparison. Whilst the absolute increase for 2012/13 is 5.57%, weather corrected the outturn would be a 2.66% reduction.

Early indications for some of the other North Wales Councils estimate absolute increases of 10%+ on 2011/12, which indicates that FCC's interventions have had a positive effect in reducing emissions. Ongoing activities are taking place to improve performance and include the installation of energy efficient equipment and systems, Maintain Energy 'Be Responsible' campaign, rollout e-learning module to staff, and bridge link and energy Champion events.

3.4 Key Actions from Service Plan Monitoring

3.4.1 Other services will be considered once service restructures have been concluded

3.5 Internal & External Regulatory Reports

3.5.1 Audit work programme has been discussed with Audit Manager and a programme of work has now been set. For Assets and Transportation this is set out below.

Repairs & Maintenance	They are due to commence with P2P – review the efficiency in this / are controls stronger / tenders / quotations etc
Industrial Units	Management of / return on investment / how things can be done differently
Integrated & Public Transport Infrastructure – Bus Service	Review the current 'Bus Services' in place

APPENDIX 2 – OVERALL SUMMARY ASSESSMENT OF THE IMPROVEMENT PRIORITIES

Council Priority	PROGRESS	Secondary Priorities			OUTCOME	Secondary Priorities		
		GREEN (GOOD)	AMBER (SATISFACTORY)	RED (LIMITED)		GREEN (HIGH)	AMBER (MEDIUM)	RED (LOW)
1. To be a modern, efficient and cost effective public organisation through our four resource strategies - the Medium Term Financial Strategy, the People Strategy, the Asset Management Strategy and the ICT Strategy - whilst ensuring our local taxes and fees and charges are fair and affordable	SATISFACTORY	2	4	0	HIGH	4	2	0
2. To achieve the greatest possible cost efficiencies through regional and sub-regional collaboration to reinvest in local public service	GOOD	2	0	0	MEDIUM	1	1	0
3. To be a modern, caring and flexible employer with fair and equal pay and terms and conditions of employment under a Single Status Agreement	SATISFACTORY	1	2	0	MEDIUM	1	2	0
4. To achieve the highest standards of customer services and care through our Customer Service Strategy	GOOD	2	1	0	HIGH	3	0	0
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups	GOOD	9	1	0	HIGH	9	1	0
6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty	GOOD	10	3	0	HIGH	9	4	0
7. To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services	SATISFACTORY	6	3	0	HIGH	7	2	0
8. To meet housing need in the County and to work with partners to ensure a sufficient supply of quality and affordable homes and housing services in the social , mixed tenure and private sector housing markets	SATISFACTORY	1	5	0	HIGH	4	2	0
9. To secure a modern and high performing range of learning, cultural, play and leisure opportunities for all ages with our schools, colleges and other partners	SATISFACTORY	0	8	0	HIGH	6	2	0
10. To protect, plan and develop sustainable natural and built environments	GOOD	4	2	0	HIGH	5	1	0
TOTALS	PROGRESS	37	29	0	OUTCOME	49	17	0
%		56%	44%	0%		74%	26%	0%

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Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
ASSETS & TRANSPORTATION								
EEF 002ai - The percentage change in carbon dioxide emissions in the non domestic public building stock	%	7.19 reduction	5.00 reduction	5.57 increase	Red	Downturned	The outturn for 2012/13 is an increase of 5.57% compared with a reduction of 7.19% achieved in 2011/12. The targeted 5% reduction was not achieved. It should be noted that the decrease of 12.68% originally reported for 2011/12 was incorrect due to inaccurate utility invoicing. The figures reported for this indicator are not weather corrected to take account of particularly cold years and therefore do not allow for a more accurate comparison. Whilst the absolute increase for 2012/13 is 5.57%, weather corrected the outturn would be a 2.66% reduction. Early indications for some of the other North Wales Councils estimate absolute increases of 10%+ on 2011/12, which indicates that FCC's interventions have had a positive effect in reducing emissions. Ongoing activities are taking place to improve performance and include the installation of energy efficient equipment and systems, Maintain Energy 'Be Responsible' campaign, rollout e-learning module to staff, and bridge link and energy Champion events.	Will Pierce
IA3.1L1 - Increase average Standard Assessment Procedure rating in council housing stock	SAP Rating	66.70	68.00	70.96	Green	Improved	Funding levered in from Welsh Government, Energy Company and other sources at the end of the CESP programme allowed us to insulate a greater number of council properties than anticipated this year. The heating programme was also accelerated, contributing to the reduction in energy bills for residents	Will Pierce

Appendix 3 - Schedule of Improvement Target Data for 2012/13

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
THS 007 - The percentage of adults aged 60 or over who hold a concessionary bus pass	%	76.25	78.00	81.10	Green	Improved	An influential factor for the increase in performance for this indicator may be the rising cost of fuel and people switching from private car use to using their free bus travel pass. Unfortunately, we wouldn't be able to evidence this. The Council have little control over the number of people who apply for bus passes each year. No additional advertisements other than the norm for the over 60 bus passes were published this year.	Katie Wilby
PLANNING								
PLA 004a - The percentage of major planning applications determined during the year within 13 weeks	%	29.31	39.00	40.63	Green	Improved	The numbers involved (62 applications)(21 within Q4) is less than 10% of the total applications determined. The fact that the target is set at below 50% recognises that most of the major applications are tied to the committee timetable and are often subject to Section 106 Obligations. These major applications are often also subject to extensive negotiation, often with amendments, resulting in a positive decision (49 granted, 13 refused), but out of time. The new WG indicators have dropped the 13 week period for the determination of major applications and in future these will be judged against the 8 week target which is applied to other applications. As a service, a decision will then need to be taken as to the priority to be given to speed of decision in relation to added value through negotiation and quality of development.	Glyn P Jones

Appendix 3 - Schedule of Improvement Target Data for 2012/13

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
PLA 004b - The percentage of minor planning applications determined during the year within 8 weeks	%	53.15	65.00	47.38	Red	Downturned	There is increased monitoring and scrutiny on an individual officer basis being applied and providing the Cabinet Member with regular reports on the reasons why applications go beyond their decision time. Some of these reasons (e.g. long term sickness absence which began in Quarter 2 requiring re-allocation of work) are difficult to address, but other reasons are being addressed (e.g. we have established a regular liaison meeting with Legal Officers to establish the position on each Section 106 Obligation where instructions have been sent. We are also seeking to streamline the procedures involved with legal agreements, again to reduce any delays currently involved with these).	Glyn P Jones
PLA 005 - The percentage of enforcement cases resolved during the year within 12 weeks of receipt	%	73.12	75.00	63.33	Red	Downturned	Poor performance in Q3 reflected the large number of cases closed (189 cases closed in Q3 as opposed to 109 in Q4), including many long standing issues which were eventually signed off. In the context of cases subject to formal enforcement action, a liaison group has been established with Legal Officers and a shared database of these cases is regularly updated to ensure that cases are brought to a conclusion as expeditiously as possible.	Glyn P Jones
PUBLIC PROTECTION								
PPN 008i - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year for Trading Standards	%	84.83	70.00	71.93	Green	Downturned	Monthly monitoring of new businesses and allocation of work is carried out to ensure the target is met.	Ian Vaughan-Evans

Appendix 3 - Schedule of Improvement Target Data for 2012/13

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
PSR 007c - Of the Houses in Multiple Occupation known to the local authority, the percentage that are subject to enforcement activity at 31st March	%	0.00	2.00	2.13	Amber	Downturned	The service is working with landlords to ensure properties have the required standards and are serving enforcement notices where necessary.	Ian Vaughan-Evans
PSR 008 - The percentage of high risk private sector dwellings improved to an acceptable level	%	96.72	75.00	77.78	Green	Downturned	Commentary not provided	Ian Vaughan-Evans

Strategic Assessment of Risks & Challenges' RAG

Summary

Risk Title		12-2013					Predictive Green / Amber/Red
		Q4	Q1	Q2	Q3	Q4	
Risk Ref.	Community Leadership	Mar 12	Jun 12	Sept 12	Dec 12	Mar 13	Predictive Green / Amber/Red
CL04	Affordable Housing	A	A			A	APR 2015
CL05	Social Care For Older People	A	A	A ↔	A	A ↔	TBC
CL07	Relationship with Local Health Board & Public & Primary Health	A	R	R ↑	R	R ↔	TBC
CL08	Climate Change & Flood Risk Management	A	A	A ↔	A	A ↔	TBC
CL09	Economic Regeneration	A	A	A ↔	A	A ↔	DEC 2013
CL10	County Town Network Regeneration & Protection	G	G	G ↓	G	G ↔	FEB 2011
CL11	Integrated and Public Transport Infrastructure (External)	A	A	A ↔	A	A ↔	2015/16
CL12	Skills Needs of Employers	G	G	G ↔	G	G ↔	OCT 2011
CL14	North Wales Regional Waste Treatment Partnership	A	A	A ↔	A	A ↔	OCT 2017
CL15	Clwyd Theatr Cymru (CTC)	A	A	G ↓	G		
Risk Ref.	Council Delivery	Mar 12	Jun 12	Sept 12	Dec 12	Mar 12	Predictive Green/ Amber/Red
CD02	Streetscene	A	A	A ↑	A	A ↔	TBC
CD03	Transision from UDP to LDP	G	G	A ↑	A	A ↔	SEP 2017
CD04	Planning Protocol	G	G	G ↓	G	G ↔	MAR 2012
CD05	Highways Infrastructure	A	A	A ↔	A	A ↔	TBC
CD06	Transport Arrangments For Service Users	A	A	A ↔	A	A ↔	2013/14
CD07	Depot Provision	A	A	A ↔	A	A ↑	2013/14
CD08	Connah's Quay, Shotton & Deeside Housing Renewal Area	A	A	R ↑	R	R ↔	MAR 2020
CD10a	Leisure - Revenue Funding	R	R	R ↔	R	R ↔	TBC
CD10b	Leisure - Capital Projects	A	A	A ↔	A	G ↓	MAR 2013
CD10c	Leisure - Play Strategy	A	A	R ↔	R	G ↓	MAR2013
CD12a	Housing Strategy	A	A				
CD12b	Housing Management	A	A	A ↔	A	A ↔	TBC
CD12c	Housing Repairs and Maintenance Services	A	A	A ↔	A	A ↔	TBC
CD12d	Homelessness - deleted superseded by CD38 Welfare Reform	A	A				
CD12e	Sheltered Housing	A	A	A ↔	A	A ↔	NOV 2013
CD19	Gypsies and Travellers	A	A	A ↔	A	A ↔	TBC
CD20	School Buildings/School modernisation	R	R	R ↔	R	R ↔	2018
CD22	School Improvement - Regional Project	A	A	A ↔	A	A ↑	SEP 2013
CD23	Procurement of Independent Sector placements for looked after children	A	A	A ↓	A	A ↔	TBC
CD26	Disabled Facilities Grants	A	A	A ↔	A	A ↔	SEP 2013
CD27a	Waste Management Targets/Food Waste Treatment Project	A	A	A ↔	A	A ↑	2016/17
CD27c	Waste Management Operations	A	A	A ↔	A	A ↔	2016/17
CD34	Severe Winter Weather	A	A	A ↔	A	A ↔	TBC
CD37	Food Waste Treatment Project	A		A ↔	G	G ↔	APR 2014
CD38	Welfare Reform	R	R	R ↓	R	R ↔	TBC
Risk Ref.	Council Governance	Mar 12	Jun 12	Sept 12	Dec 12	Mar 12	Predictive Green/ Amber/Red
CG05a	Asset Management - Strategic	A	A	A ↔	A	A ↔	2015/16
CG05b	Asset Rationalisation	A	A	A ↔	A	A ↔	2015/16
CG06	Medium Term Financial Strategy	A	A	A ↔	A	A ↔	TBC
CG07	Financial Management and Control	A	A	A ↔	A	A ↔	TBC
CG08	ICT Strategy	G	G	G ↔	G	G ↔	
CG09	Information Governance	A	A	A ↔	A	A ↔	TBC
CG10	Human Resources and Management	A	A	A ↔	A	A ↔	TBC
CG11	Single Status and Terms and Conditions of Employment	A	A	A ↔	A	A ↔	TBC
CG13	Customer Focus	G	G	G ↔	G	G ↔	SEP 2011
CG16	Workforce and Succession Planning	A	A	A ↔	A	A ↔	TBC
CG18	Procurement	A	A	A ↔	A	A ↔	
CG19	Business Continuity (including Winter Disruption)	A	A	G ↔	G	G ↔	SEP 2012
CG22	Flintshire Futures	A	A	A ↔	A	A ↔	TBC
CG23	Data Protection	R	R	R ↔	R	A ↓	Mar-13

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **OVERVIEW AND SCRUTINY**
DATE: **26TH JUNE 2013**
REPORT BY: **DIRECTOR OF ENVIRONMENT**
SUBJECT: **FLOOD RISK MANAGEMENT STRATEGY**

1.00 PURPOSE OF REPORT

1.01 To seek comments on the Local Flood Risk Management Strategy prior to formal submission to Cabinet and then Welsh Government.

2.00 BACKGROUND

2.01 The Flood and Water Management Act (FWMA) came into force in 2010 and gives Lead Local Flood Authorities (LLFA) such as Flintshire County Council new duties and responsibilities in relation to flood risk management.

2.02 Flintshire County Council, as a Lead Local Flood Authority is required to prepare a Local Flood Risk Management Strategy. The purpose of the Local Strategy is to address potential flood risks arising from local sources which are those within the boundaries of the Authority area.

2.03 Under the Water Resources Act 1991, main rivers are defined on the main river map and previously Environment Agency Wales (now part of Natural Resources Wales), retains their powers relating to them. Fluvial flooding from main rivers is outside the scope of the strategy, as it only deals with flooding from ordinary watercourses. However, as the main rivers have an impact on ordinary water courses the strategy does take the flooding issues into account where appropriate.

2.04 An important part of the Local Strategy will be to ensure that our communities are aware of what risks exist, aware of what the County Council and other risk management partner's responsibilities are in terms of flood risk and what communities can do to involve themselves.

2.05 The County Council has been working collaboratively with Conwy County Borough Council to produce a Local Flood Risk Management Strategy (LFRMS) as required by the FWMA and in accordance with the National Strategy for Flood and Coastal Erosion Risk Management in Wales.

2.06 Section 10(4) of the Act, specifies what must be included within the Local Flood Risk Management Strategy:-

- the Risk Management Authorities within the Local Authority's area;
- the flood and coastal erosion risk management functions that may be exercised by those authorities in relation to the area;
- the objectives for managing the local flood risk (including, when available, any objectives included in the LLFA flood risk management plan prepared in accordance with the Flood Risk Regulations 2009);
- the measures proposed to achieve those objectives;
- how and when the measures are expected to be implemented;
- the costs and benefits of those measures, and how they are to be paid for;
- the assessment of local flood risk for the purposes of the Strategy;
- how and when the Strategy is to be reviewed;
- how the Strategy contributes to the achievement of wider environmental objectives.

2.07 To assist in the development of the Strategy and its subsequent ongoing delivery of these new responsibilities, Welsh Government has made grant funding available to LLFAs; this is detailed in section 5.00 of this report.

2.08 The LFRMS outlines 10 outcomes/strategic objectives (see 3.04) for managing local flood risk along with a series of measures to achieve the objectives.

2.09 The Strategy identifies the Risk Management Authorities e.g. in Flintshire, and describes their Flood and Coastal erosion Risk functions and responsibilities, some of which are additional responsibilities designated in FWMA.

2.10 The Strategy is supported by a Strategic Environmental Assessment and Habitat Regulations Assessment.

2.11 Following Cabinet approval in December 2012 the draft LFRMS was sent out to Public consultation. Public consultation for the LFRMS closed on 24th April 2013. In total there were 14 response received and all relevant comments have been reviewed and considered

3.00 CONSIDERATIONS

3.01 The Local Strategy will complement and support the National Strategy published by Welsh Government, which outlines a national framework for flood and coastal risk management, which aims to balance the needs for communities, the economy and the environment. The National Strategy for Flood and Coastal Erosion Risk Management (Wales) sets the following objectives:

- a) Reducing the impacts on individuals, communities, businesses and the environment from flooding and coastal erosion;
 - b) Raising awareness of and engaging people in the response to flood and coastal erosion risk;
 - c) Providing an effective and sustained response to flood and coastal erosion events; and
 - d) Prioritising investment in communities most at risk.
- 3.02 The implementation and funding of some of the proposed actions is not clear at this stage, as they involve sections of the Flood and Water Management Act 2010 which are still to be implemented.
- 3.03 The LLFA has a responsibility to consider the flood risk management functions that it may exercise to reduce the impact and risk from flooding. In support of the aim of a general reduction of flood risk across the County, the Council will prioritise investigations and works identified in this Strategy, based on perceived and evidenced risk and within the resources made available to it.
- 3.04 Flintshire's Local Flood Risk Management Strategy recognises the following 10 outcomes/strategic objectives:-
- i. To improve the understanding of local flood (surface water, groundwater and ordinary watercourses) and coastal risks;
 - ii. Increasing individual and community awareness and preparedness for flood and coastal erosion events and the impacts of climate change on flood risk;
 - iii. To work together (both FRMA, stakeholders and public) to reduce flood and coastal risks, sharing data and resources to the greatest benefit;
 - iv. To reduce the impact and consequences for individuals, communities, businesses and the environment from flooding and coastal erosion;
 - v. To ensure that planning decisions are properly informed by flooding issues and the impact future planning may have on flood risk management and long term developments;
 - vi. Improve and/or maintain the capacity of existing drainage systems by targeted maintenance;
 - vii. Take a sustainable approach to flood risks management balancing economic, environmental and social benefits;
 - viii. Increase approaches that utilise the natural environment;
 - ix. Ensure the development of skills required to implement effective and innovative flood risk management measures; and
 - x. Identify projects and programmes which are affordable, maximising capital funding from internal and external sources.
- 3.05 The delivery of the Strategy rests primarily within the Assets and Transportation Service Area, however, the support of other relevant services within the Council, more specifically Streetscene and Emergency Planning will be required.

- 3.06 When Ministerial approval is received for the LFRMS, Flintshire County Council has a duty to work towards the objectives set out in the strategy, as well as to comply with statutory duties as LLFA outlined in the Flood & Water Management Act
- 3.07 The LFRMS has been produced in conjunction with a Strategic Environmental Assessment (SEA) and Habitat Regulations Assessment (HRA).
- 3.08 A copy of the LFRMS and other supporting documentation can be found in the Members Library.

4.00 RECOMMENDATIONS

- 4.01 That Members note and comment on the report and Strategy.

5.00 FINANCIAL IMPLICATIONS

- 5.01 A breakdown of the grant funding allocated to this workstream is set out below:
2010/11 £22,727
2011/12 £90,000
2012/13 £90,000
2013/14 £100,000
- 5.02 For 2014/15 and beyond WG have confirmed in writing that the level of funding allocated is likely to be £90k (minimum) for the foreseeable future, which will be provided through the RSG provision on an annual basis to all Local Authorities.
- 5.03 There is a budgetary provision within the Capital Programme for drainage and coastal protection work which is used to deliver major programmes of work and seeks, where opportunities arise, to use this to lever in additional funding support through Welsh Government.

6.00 ANTI POVERTY IMPACT

- 6.01 None as a direct result of this report, however, some actions flowing from the work linked to the application and delivery of the act are likely to take properties out of flood risk in the future funding resources permitted.

7.00 ENVIRONMENTAL IMPACT

- 7.01 Positive in that it will lead to greater understanding and activity around flooding and flood risk so that a comprehensive picture of areas of risk can be developed and planned remedial activity undertaken.

8.00 EQUALITIES IMPACT

8.01 Should be positive in that it will seek to support local communities, identify areas of risk and seek to mitigate this risk.

9.00 PERSONNEL IMPLICATIONS

9.01 Additional resources have been allocated to this work stream and as noted previously we are working with Conwy County Borough Council who are jointly developing a number of strategies for Local Authorities within North Wales.

10.00 CONSULTATION REQUIRED

10.01 Key stakeholders and the local communities including Town and Community Councils.

11.00 CONSULTATION UNDERTAKEN

11.01 Initial report to Cabinet on the 10th July 2012.

11.02 Key stakeholders and the local communities including Town and Community Councils.

12.00 APPENDICES

12.01 Appendix 1 - LFRMS Non Technical Summary - Strategic Environmental Assessment Environment Report
Appendix 2 - LFRMS Strategy Document Draft
Appendix 3 – LFRMS Draft Habitats Regulation Assessment Screening Report
Appendix 4 – LFRMS Strategic Environmental Assessment - Environmental Report

These are available to view on the website and in the Members Library.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

Flood and Water Management Act

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FLINTSHIRE COUNTY COUNCIL

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

DATE: **WEDNESDAY, 26 JUNE 2013**

REPORT BY: **DIRECTOR OF ENVIRONMENT**

SUBJECT: **SPEED LIMIT REVIEW**

1.00 PURPOSE OF REPORT

1.01 To inform Members of the conclusions of the speed limit review covering the 'A class' and 'B class' road network within the Authority.

2.00 BACKGROUND

2.01 The Welsh Assembly Government published in 2009 the document entitled 'Setting Local Speed Limits in Wales', (WAG Circular 24/2009), which replaced the previous recommendations as set out in Circular Roads 1/93 (DfT/WO 1993).

2.02 The new guidance is to be used for setting all local speed limits on single and dual carriageways in both urban and rural areas.

2.03 All highway authorities were requested to review, in accordance with this guidance, the speed limits of all their A and B roads, and implement any changes by 31st December 2014

2.04 This guidance confirmed that highway authorities continue to have the flexibility to set local speed limits that are right for individual roads, reflecting local needs and considerations

2.05 Following a decision taken at Executive on the 15th November 2011, suitable specialist advisors were invited to tender for the review, and in March 2012, Atkins were awarded the contract.

2.06 Atkins undertook a video survey of the whole of the 'A' and 'B' class road network, and made recommendations following the assessment of 127 separate sections of the network.

3.00 CONSIDERATIONS

3.01 The initial proposals were presented to the Environment Overview and Scrutiny Committee meeting on Wednesday 21st November, 2012.

3.02 The decision of the Committee was that further consultation be

undertaken, and details of the proposals were forwarded to all Local Members and Town/Community Councils, requesting their comments by the end of February 2013.

- 3.03 The feedback from the consultation is included on the spreadsheets in Appendix A, together with the response from officers with regard to the requests and comments received. A total of 30 responses were received from Town and Community Councils and County Members with a further 7 from local individuals or community groups. Plans are also available showing the extent of the 38 proposed changes, and are included in Appendix B.
- 3.04 In the cases where speed limit amendments have been requested by Town and Community Councils or Local County Members, Officers have undertaken a further level of challenge and in some cases site visits. In many of these cases reduced speed limits are now being recommended, albeit they may not be the reductions sought.
- 3.05 The proposed changes cannot all be undertaken at the same time and some form of criteria must be applied in order to assist prioritisation. It is suggested that the following suggested criteria is used:
- Road traffic collision history
 - Traffic speed data, including information from the speed camera partnership
 - A review of the layout and configuration of the road, to identify other safety measures that could be introduced.
 - Recommendations provided by the North Wales Police, through statistical information on routes with the highest casualty rates.
- 3.06 Any approved changes will require the support of the North Wales Police, and will also be subject to full statutory consultation to meet the requirements of the procedures for introducing Traffic Regulation Orders. Some changes to the current proposals may be made at that time.

4.00 RECOMMENDATIONS

- 4.01 That Members comment upon the proposals set out in Appendix A.

5.00 FINANCIAL IMPLICATIONS

- 5.01 The estimated cost of implementing the changes is approximately £122K for the A roads, £88K for the B roads, a total of £210K.

6.00 ANTI POVERTY IMPACT

- 6.01 No identified impact.

7.00 ENVIRONMENTAL IMPACT

7.01 The reduced speed limits will lessen the risk of collisions on the road network, and thus improve safety for all road users.

8.00 EQUALITIES IMPACT

8.01 No identified impact.

9.00 PERSONNEL IMPLICATIONS

9.01 No identified impact.

10.00 CONSULTATION REQUIRED

10.01 Each proposed change in speed limit will need to follow the national statutory procedures applicable, including public advertisement.

11.00 CONSULTATION UNDERTAKEN

11.01 Each Local Member and all Town/Community Councils were provided both with a link to the new speed limit guidance when published, together with the initial recommendations resulting from the Atkins report.

12.00 APPENDICES

- 12.01 Appendix A – Schedule of road sections, and proposals regarding any changes
- 12.02 Appendix B - Plans detailing proposed changes.

These documents can be found on the website and in the Members Library.

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

Setting Local Speed Limits in Wales

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: ENVIRONMENT OVERVIEW & SCRUTINY
COMMITTEE
DATE: WEDNESDAY, 26 JUNE 2013
REPORT BY: DIRECTOR OF ENVIRONMENT
SUBJECT: MERSEY DEE ALLIANCE - PROGRESS

1.00 PURPOSE OF REPORT

To advise Members of progress regarding the work of Mersey Dee Alliance (MDA).

2.00 BACKGROUND

- 2.01 The MDA is a Key Strategic Partnership that involves:
- Flintshire County Council
 - Cheshire West and Chester Council
 - Wrexham County Borough Council
 - Denbighshire County Council
 - Wirral Metropolitan Borough Council
 - Welsh Government
 - Mersey Travel
 - Glyndwr University
 - Taith
 - University of Chester
- 2.02 The MDA is managed by a Board, with FCC represented by a Cabinet Member and senior officer. The formal agreement, setting out administrative and governance arrangements has previously been agreed by the Council
- 2.03 The MDA has developed in recognition of the fact that the economy operates across the Wales - England border. The programme for the MDA is clearly focused on the need to address matters affecting efficient operation of the economy across the border, in particular the coordination of investment in infrastructure and the need for a cross border approach to labour market planning.
- 2.04 The MDA area is unique in the UK, in that it is a cohesive economic sub-region with a population of nearly 1 million people, which is divided by a national boundary. This boundary is one that is not recognised by local businesses or local communities in day to day life.

3.00 CONSIDERATIONS

3.01 The work of the MDA brings together strategy developed by Welsh Government, the North Wales context (particularly the work of the North Wales Economic Ambition Board) with that of the Cheshire and Warrington Local Enterprise Partnership. The development of new approaches to economic development in both Wales and England make the cross border 'integration' ever more important. As a major economic area crossing national and sub-regional boundaries, the Board recognises that decisions made on one side of the border will have implications on the other, therefore mature cooperation is essential to safeguard the interests of the sub-region.

3.02 The MDA has developed a business plan which will:

- Build on the area's competitiveness;
- Develop effective partnership approaches to local needs, to make best use of local assets and resources;
- Create a clear identity for the sub-region;
- Strengthen existing communities and centres both sides of the border;
- Enhance external competitiveness by maintaining and supporting local services and by widening our economic base;
- Develop labour market planning across the sub region;
- Enhance and improve our local environment, in particular the Dee Estuary and the development of a linear park along the course of the River Dee;
- Promote and develop an integrated transport system for the sub-region, particularly linking people with jobs better, with an important role for public transport.

3.03 The MDA Business Plan has been developed in agreement with all member organisations. It is intended to address key strategic matters which are largely of sub regional, rather than local importance. It is fully in line with existing Council policy and strategies.

3.04 The following are the key MDA work areas:

i) The Dee Region – bid for City Region status

There is growing recognition of the role of medium sized cities/city regions play in regional and national economic growth. The MDA was invited by WG to submit a bid for City Region status for the 'Dee Region'. The bid for full City Region status has not been accepted, but the Minister does accept the need for greater formalisation of the cross border working arrangements in the MDA. Discussions are ongoing.

ii) M56/A55/Innovation Corridor

A study of the potential for a 'North Wales/North West England

'corridor' based on the better integration of service and advanced manufacturing assets has been prepared. A range of high tech/R&D facilities are in place, for example the Daresbury Service Campus, Glyndwr and Chester Universities, OpTic at St. Asaph, the Advanced Composites Centre at Hawarden, and increasingly, Bangor University. The sub-region also has substantial assets in advanced manufacturing in the aerospace, automotive, electronics, creative and fibre optic sectors. Bringing these assets together can both develop a 'brand' for the sub-region, as well as making better use of what is currently in place.

iii) MDA 'Think Tank'

Understanding local needs, both current and emerging, is critical. Key regional employers are being approached with a view to forming an economic 'think tank', to advise on issues that are affecting the area's competitiveness. This work is being encouraged by WG.

iv) Strategic Transport issues

The two strategic public transport organisations (Taith and Mersey Travel) are both MDA members and this is helping to develop a better understanding of cross border transport needs, together with finding solutions for them.

4.00 RECOMMENDATIONS

4.01 That the report be noted.

5.00 FINANCIAL IMPLICATIONS

5.01 Membership of the MDA is £5000 p.a. and provision is made within the Directorate's base budget.

6.00 ANTI POVERTY IMPACT

6.01 The maintenance of prosperity and targeted approaches to the needs of deprived communities are both key MDA objectives.

7.00 ENVIRONMENTAL IMPACT

7.01 The protection and enhancement of the natural and built environment is a key principle which underlies all MDA strategy.

8.00 EQUALITIES IMPACT

8.01 The maintenance of prosperity and targeted approaches to the needs of deprived communities are both key MDA objectives.

9.00 PERSONNEL IMPLICATIONS

9.01 None directly from the report.

10.00 CONSULTATION REQUIRED

10.01 Not applicable.

11.00 CONSULTATION UNDERTAKEN

11.01 Not applicable.

12.00 APPENDICES

None.

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

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FLINTSHIRE COUNTY COUNCIL

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

DATE: **26 JUNE 2013**

REPORT BY: **ENVIRONMENT 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 Cabinet for consultation purposes, or by County Council, or Directors. Other possible items are identified from the Cabinet 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

Draft Forward Work Programme

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
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	9 July 2013
	Deeside Enterprise Zone	Progress report	Monitoring	Head of Regeneration	
	Energy Switching Scheme	To receive a further detailed report to include a marketing plan as requested at Committee on 6 th March 2013.	Service Delivery	Energy Manager	
	Planning	<ul style="list-style-type: none"> • To receive a report on planning to include enforcement • Role of Conservation Officer • Turn around times of applications • Inter-departmental (internal) consultation 	Service Delivery	Head of Planning	
	Bus Subsidy Review	To receive a report on the findings of the bus subsidy review.	Service Delivery	Director of Environment	

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

ITEMS TO BE SCHEDULED as agreed by Committee

Item	Purpose of Report	Responsible / Contact Officer
Dog fouling	To receive a report on the review of enforcement options re dog fouling	Director of Environment
Carbon Reduction Strategy	To receive a report on the outcome of the independent assessment undertaken by the Carbon Trust	Neal Cockerton
North East Wales Area Based Transport Study	To consider the potential solutions to transport in the region highlighted within the report.	Director of Environment
Rights of Way	Invite Natural Resources Wales, once established to discuss new arrangements.	Director of Environment
Review of Council's Waste Collection Policy		Director of Environment

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Forward Work Programme Planning session – Thursday 18th July at 10.00 am

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

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
Quarterly	Deeside Enterprise Zone	To receive quarterly progress reports	Head of Regeneration
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

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