

Public Document Pack

Gareth Owens LL.B Barrister/Bargyfreithiwr
Head of Legal and Democratic Services
Pennaeth Gwasanaethau Cyfreithiol a Democraidaidd



To: Cllr Aaron Shotton (Leader)

CS/NG

Councillors: Bernie Attridge, Chris Bithell,
Helen Brown, Christine Jones, Kevin Jones and
Billy Mullin

12 June 2013

Nicola Gittins 01352 702345
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Dear Sir / Madam

A meeting of the **CABINET** will be held in the **CLWYD COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **TUESDAY, 18TH JUNE, 2013** at **9.30 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

AGENDA

1 **APOLOGIES**

2 **DECLARATIONS OF INTEREST**

3 **MINUTES** (Pages 1 - 10)

To confirm as a correct record the minutes of the last meeting.

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Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

TO CONSIDER THE FOLLOWING REPORTS

STRATEGIC REPORTS

4 **IMPROVEMENT PLAN 2013/14** (Pages 11 - 14)

Report of Chief Executive - Cabinet Member for Corporate Management

5 **MEDIUM TERM FINANCIAL PLAN** (Pages 15 - 20)

Report of Head of Finance - Leader of the Council and Cabinet Member for Finance

6 **ANNUAL COUNCIL REPORTING FRAMEWORK** (Pages 21 - 68)

Report of Director of Community Services - Cabinet Member for Social Services

7 **ROADSIDE MEMORIALS & FLORAL TRIBUTES POLICY** (Pages 69 - 76)

Report of Director of Environment - Deputy Leader of the Council and Cabinet Member for Environment

8 **FLINTSHIRE LOCAL DEVELOPMENT PLAN DELIVERY AGREEMENT**
(Pages 77 - 86)

Report of Director of Environment - Deputy Leader of the Council and Cabinet Member for Environment

OPERATIONAL REPORTS

9 **COUNCIL (PLAN) GOVERNANCE FRAMEWORK REVIEW** (Pages 87 - 94)

Report of Chief Executive - Cabinet Member for Corporate Management

10 **OUTCOME AGREEMENT WITH WELSH GOVERNMENT - ASSESSMENT OF 2012/13** (Pages 95 - 100)

Report of Chief Executive - Cabinet Member for Corporate Management

- 11 **COMMUNITY ENDOWMENT FUND** (Pages 101 - 106)

Report of Chief Executive, Head of Finance - Cabinet Member for Corporate Management
- 12 **QUARTERLY PERFORMANCE REPORTS (Q4/END OF YEAR)** (Pages 107 - 134)

Report of Chief Executive - Cabinet Member for Corporate Management
- 13 **REVENUE BUDGET MONITORING 2012/13 (MONTH 12)** (Pages 135 - 186)

Report of Head of Finance - Leader of the Council and Cabinet Member for Finance
- 14 **WELSH GOVERNMENT BUSINESS RATES CONSULTATION - RATE RELIEF FOR CHARITIES, SOCIAL ENTERPRISES AND CREDIT UNIONS** (Pages 187 - 196)

Report of Head of Finance, Director of Environment - Cabinet Member for Corporate Management
- 15 **FOOD SERVICE PLAN** (Pages 197 - 236)

Report of Director of Environment - Cabinet Member for Public Protection, Waste & Recycling
- 16 **CROSS WARRANTING OF OFFICERS IN PUBLIC PROTECTION** (Pages 237 - 242)

Report of Director of Environment - Cabinet Member for Public Protection, Waste & Recycling
- 17 **RESPONSE FROM LIFELONG LEARNING OVERVIEW & SCRUTINY COMMITTEE TO A CALL IN** (Pages 243 - 270)

Report of Member Engagement Manager - Cabinet Member for Education
- 18 **EXERCISE OF DELEGATED POWERS** (Pages 271 - 274)

Report of the Chief Executive enclosed.

FORWARD WORK PROGRAMME - COUNTY COUNCIL, CABINET, AUDIT AND OVERVIEW & SCRUTINY - FOR INFORMATION

The following items which were included on the Forward Plan are not included for the following reasons:

1. Corporate Debt Write Off – Deferred to 16 July as further information is awaited
2. Delivering the Local Housing Strategy - consideration of funding and delivery models – Deferred to 16 July as this is being reviewed in light of recent guidance
3. Council's Policy on Fleet Replacement and Fleet Fuel Policy – Deferred to allow the outcome of the Fleet Review to become known
4. Leisure Services Re-Structure – Deferred to 16 July as confirmation is awaited of job evaluation questionnaire appeals to finalise the costs of the restructure
5. Play Provision – Deferred as two separate reports will be submitted in July: Summer Play Schemes and Children's Play Areas

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC

OPERATIONAL

The following item is considered to be exempt by virtue of Paragraph(s) 15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

Consultation on labour relations matters - it is not in the public interest for consultees to learn of proposals second hand rather than from the Council direct.

19 **RESTRUCTURE OF HOUSING SERVICE SENIOR MANAGEMENT TEAM**
(Pages 309 - 318)

Report of Director of Community Services - Cabinet Member for Housing

The following item is considered to be exempt by virtue of Paragraph(s) 15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

Consultation on labour relations matters - it is not in the public interest for consultees to learn of proposals second hand rather than from the Council direct.

20 **STRUCTURE IN LEGAL SERVICES** (Pages 319 - 324)

Report of Head of Legal and Democratic Services - Cabinet Member for Corporate Management

The following item is considered to be exempt by virtue of Paragraph(s) 15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

Consultation on labour relations matters - it is not in the public interest for consultees to learn of proposals second hand rather than from the Council direct.

21 **ICT SERVICE REVIEW** (Pages 325 - 340)

Report of Head of ICT and Customer Services - Cabinet Member for Corporate Management

The following item is considered to be exempt by virtue of Paragraph(s) 15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

Consultation on labour relations matters - it is not in the public interest for consultees to learn of proposals second hand rather than from the Council direct.

22 **SHELTERED HOUSING IMPROVEMENT PROJECT** (Pages 341 - 352)

Report of Director of Community Services - Cabinet Member for Housing

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CABINET **21 MAY 2013**

Minutes of the meeting of the Cabinet of Flintshire County Council held at County Hall, Mold on Tuesday, 21 May 2013

PRESENT: Councillor Aaron Shotton (Chairman)

Councillors: Bernie Attridge, Chris Bithell, Helen Brown, Christine Jones, Kevin Jones and Billy Mullin

APOLOGY:

Councillor: Peter Macfarlane

ALSO PRESENT:

Councillors: Patrick Heesom, Dave Mackie and Nigel Steele-Mortimer

IN ATTENDANCE:

Chief Executive, Director of Community Services, Director of Environment, Director of Lifelong Learning, Head of Legal and Democratic Services and Head of Finance

The Chief Executive updated Cabinet on the safe recovery of two girls who had gone missing, and in respect of whom a public appeal for information had been issued.

1. DECLARATIONS OF INTEREST

Councillors R. C. Bithell and C. M. Jones declared personal interests in agenda item number 8, Home to School Transport Policy Changes – Denominational Transport.

2. MINUTES

The minutes of the meeting held on 23 April 2013 had been circulated with the agenda.

RESOLVED:

That the minutes be approved as a correct record.

3. UPDATE ON ACHIEVING THE WELSH HOUSING QUALITY STANDARD

The Leader and Cabinet Member for Finance explained the background to the Welsh Housing Quality Standard (WHQS) and the ballot held in 2012. At that ballot, 88% of the 71% of tenants who took part in the ballot voted no to the transfer of housing stock, wishing to remain under the ownership of Flintshire County Council.

The result of the ballot presented a challenge to the Council as the initial year that the Council had given for all properties to meet the WHQS was 2036. However, considerable work had been carried out by the Cabinet Member, Councillor Helen Brown, the Director of Community Services, the Head of Housing and colleagues which had resulted in many creative solutions, the result of which was a considerable

reduced timetable of reaching the WHQS by 2022, a reduction of 14 years. If the WHQS was to be met by 2022, this could be done without any borrowing. However, if the WHQS was to be met by 2020, as was the aim of Welsh Government (WG), the Council may need to borrow capital.

The Chief Executive provided information on how the Council could potentially reduce the timetable to 2020 and said recent meetings had taken place with the Housing Task Group who were specifically undertaking work with those authorities with the longest timetables; Flintshire, Wrexham and Swansea. He explained that if some national allowances remained at a buoyant level then 2020 could possibly be met. However, if that was not the case then the reserve option was for the Council to borrow up to £20m but he emphasised that borrowing was not the Council's preferred option.

The Cabinet Member for Housing said it was excellent news for the Council which had done considerable work on the business plan and made significant investment in the housing stock.

It was agreed that further reports would be submitted to Cabinet and Housing Overview and Scrutiny Committee as negotiations with WG developed.

RESOLVED:

- (a) That the update be noted; and
- (b) That further reports be submitted to Cabinet and Housing Overview & Scrutiny Committee as negotiations with WG develop

4. PUBLIC SERVICES COMMISSION

The Chief Executive advised Cabinet of the terms of reference and membership of the Public Services Commission and the timetable for the Commission to produce an initial report, details of which were in the report.

Details were awaited on the Commission's approach to engagement but the Council should be ready and prepared to make a full contribution to the review as a corporate body, through political representation and through professional advice. It was his belief that the Commission should focus on all areas of public service delivery. The Leader and Cabinet Member for Finance agreed saying he felt it would be a retrograde step if Health Boards were not part of the review and if it was seen as a review of local government alone, it was a missed opportunity.

The Leader said contact should be made with the Chair of the Commission on the extent of the public services to be included so as to be able to address issues in the totality which was agreed by Cabinet members.

RESOLVED:

- (a) That Cabinet make contact with the Commission to offer to make a full contribution to the review as a corporate body, through political representation and through professional advice; and
- (b) That a letter be sent to the Chair of the Commission seeking further clarity about the extent of public services to be included and expressing the wish that Flintshire would want all public services included so as to be able to address issues in their totality.

5. REGIONAL COLLABORATION REVIEW

The Chief Executive provided an overview of regional collaboration in North Wales which demonstrated that commitments under the National Compact were being met and that the Council was acting as a positive regional partner. It also enabled the Council to make suitable arrangements to govern, review and evaluate collaborative working.

Collaboration projects ranged in type and scale; some were restricted to collaboration within local government, some were cross public service and some operated at a national scale.

There were four stages that progress of the status of collaborations could be tracked by which were detailed in the report.

The Deputy Leader and Cabinet Member for Environment suggested that a report on the summary of collaboration projects be submitted to the Community Profile and Partnerships Overview & Scrutiny Committee as many issues ran parallel with topics for Corporate Resources Overview & Scrutiny Committee which was agreed.

RESOLVED:

- (a) That the progress made by North Wales as a progressive region and by Flintshire as a progressive Council be noted;
- (b) That the summary of collaboration be received to be assured that the Council is meeting its commitments under the National Compact;
- (c) That the Corporate Resources Overview & Scrutiny Committee and Audit Committee be invited to review governance and reporting arrangements for collaborations, both adopted and in transition, to meet the needs of the Council;
- (d) That Flintshire be positioned as an active contributor in the review of the National Compact and in debating options for future collaboration; and

- (e) That a report be submitted to Community Profile and Partnerships Overview & Scrutiny Committee to see where it can participate in governance of collaboration.

6. WALES AUDIT OFFICE ANNUAL IMPROVEMENT REPORT

The Leader and Cabinet Member for Finance welcomed Huw Lloyd-Jones and Amanda Hughes from the Wales Audit Office (WAO) who were in attendance to present the WAO Annual Improvement Report 2012 for Flintshire County Council.

The Chief Executive said the Wales Audit Office Annual Improvement Report 2012 had not been available for despatch with the agenda but Members had since been provided with a copy as well as the Executive Response. The report was a further positive endorsement of another year of achieving continuous improvement in Flintshire with no new statutory recommendations or proposals for improvement.

Huw Lloyd-Jones said the final version of the Report would be published later that week but the wording contained within would not change. The Report was in three sections which were:

1. Flintshire County Council's performance in 2011/12
2. The way Flintshire County Council evaluated their performance in 2011/12
3. How Flintshire County Council planned for 2012/13.

Huw Lloyd-Jones made the following comments, full details of which were in the report:

- Service performance remained good in many areas. The Council's Improvement Plans and performance reports were not as clear and outcome-focused as they could be
- The Council was making good progress in delivering improvements in several of its service-based improvement priority areas such as services to support vulnerable residents continued to improve and progress had been made towards achieving a modern and high performing education service across the county
- The Council had made reasonable progress in acting on several of the recommendations in the 2012 Annual Improvement Report but some key projects supporting the corporate improvement priorities were taking longer than anticipated
- Work on the medium-term financial plan had continued, but the Council did not succeed in completing the plan by the end of September 2012, as intended
- Good progress had been made on recommendations for improvement

In appendix 5 to the report were a full list of the previous recommendations for improvements made to the Council and where progress had been made or the work had been completed, this was shown.

In conclusion, Huw Lloyd-Jones said Flintshire County Council was well placed to take any changes forward and he added that there were no new recommendations within the Report for improvement.

The Chief Executive thanked Huw Lloyd-Jones and Amanda Hughes for their attendance and said when the final version had been received it would be placed on the Council's website with the Executive Response.

RESOLVED:

That the Wales Audit Office Annual Improvement Report be received and noted and the Council's response be agreed.

7. **HOME TO SCHOOL TRANSPORT POLICY CHANGES – DENOMINATIONAL TRANSPORT**

The Cabinet Member for Education introduced the report which was to consider the outcome of the consultation on proposed changes to the discretionary denominational home to school transport policy.

In November 2012 Cabinet agreed to commission consultation regarding two discretionary aspects of the school transport policy, namely post 16 and transport to denominational schools. The policy review identified changes intended to produce a fair, equitable and sustainable transport policy. Consultation was carried out from 1 March to 12 April 2013 and the outcome of the consultation on proposed changes to the post 16 transport policy was considered by Cabinet on 23 April 2013 when it was agreed that the policy be amended to reduce the number of sites to which free school transport was to be provided from September 2013.

Free school transport was currently provided under the existing policy for pupils to attend their nearest denominational school, subject to meeting the distance criteria. The proposed change would result in free transport being stopped for pupils who were not of the same denomination as the school, starting with new admissions in September 2014. Suitable evidence of adherence to the faith of the school might be required to support an application for free transport. Since denominational schools were "aided" schools and therefore had responsibility for their own admissions, consultation with individual schools would take place to confirm the admission criteria under which pupils were admitted. Similar proof such as a baptismal certificate or a letter from a priest may be required to prove eligibility for free transport.

Transport policies of several Welsh Local Authorities and many in England either restricted free transport to denominational schools or did not provide it at all and examples were provided.

During the consultation period, a total of 638 responses were received. The Cabinet Member for Education provided details of many of the issues raised and gave full responses, details of which were contained within the report.

In summary, the Cabinet Member said that Flintshire County Council was seeking to act reasonably in proposing to maintain transport for pupils currently eligible and in future for those pupils who could provide suitable evidence of adherence to the faith of the school and meet the distance criteria. In addition, he advised that a Frequently Asked Questions (FAQ) document had been produced alongside the consultation and was appended to the report and available on the website.

The Director of Lifelong Learning said the proposal was emotive and he gave assurance that the Council was committed to working closely with the Dioceses and faith schools to achieve the best for the children of Flintshire.

He added that a Task and Finish Group had been set up by the Lifelong Learning Overview & Scrutiny Committee and the proposals had received cross party support for the recommendations. Nothing within the proposals affected the responsibilities for admissions or respect for families' faith within education. The focus was entitlement for discretionary transport.

The Cabinet Member for Housing supported the recommendations and said parents could make an informed choice for admissions as the proposed change would not take effect until September 2014.

RESOLVED:

That the proposed changes to the Home to School Transport Policy as detailed in paragraph 3.01 of the report be approved.

8. ANTI-SOCIAL BEHAVIOUR POLICY

The Cabinet Member for Housing introduced the report which sought agreement for the Housing Service's proposed Anti-Social Behaviour (ASB) Policy.

The policy aimed to describe the strategic context in which it sat both within the Council, but also within the wider national context. The paper highlighted key policy issues and changes and any potential challenges faced by the Council. The policy was predominantly aimed at Council tenants and the Council's role as a landlord.

The approach to anti-social behaviour by the Neighbourhood Management Team was closely linked to the work of the Council's Community Safety Team and the policy had been developed alongside the draft 'Community Safety Strategy' for the Council in order that they should complement each other.

The Cabinet Member for Housing said that anti-social behaviour meant different things to different people and it could range from serious criminal activity, such as drug dealing, to less serious types of nuisance such as litter or pet related nuisance. The Cabinet Member highlighted the proposed key changes to the policy and added that the policy attempted to recognise the frustrations felt by many residents who witnessed some tenants repeatedly breaching the terms of their tenancy agreement and causing nuisance and annoyance to others. She said when

such tenants were witnessed to have new bathrooms or kitchens, sometimes ahead of those tenants who had an impeccable tenancy record, it caused frustration. The Council had a duty however to meet its repairing obligations and to invest in its stock which were assets of the Council. However, the draft policy contained a proposal to increase priority for planned improvement works for those tenants with clear tenancy records, whilst reducing priority for those tenants with a history of serious or persistent anti-social behaviour.

All Members welcomed the proposed changes to the draft Policy, in particular the increased priority for tenants with clear tenancy records for planned improvement works.

RESOLVED:

That the draft Policy be approved.

9. CONTAMINATED LAND STRATEGY

The Cabinet Member for Public Protection, Waste & Recycling introduced the report which sought adoption of Flintshire County Council's Contaminated Land Inspection Strategy, following updated Welsh Government (WG) guidelines which placed a statutory duty on Councils to update their approach for Contaminated Land accordingly.

RESOLVED:

That the Contaminated Land Strategy be approved.

10. NORTH WALES PRISION

The Chief Executive provided an update on the campaign for a prison in North Wales and on the proposals for a preferred site. He explained that Wrexham County Borough Council was the lead authority in the development of the full business case for a prison in North Wales as Wrexham was the proposed location for the prison.

RESOLVED:

- (a) That the campaign for a prison in North Wales be supported; and
- (b) That Wrexham County Borough Council be supported as the lead authority in the development of the full business case for a prison for North Wales.

11. REVENUE BUDGET MONITORING 2012/13 (MONTH 11)

The Head of Finance introduced the report which provided Members with the most up to date revenue budget monitoring information (Month 11) for the Council Fund and the Housing Revenue Account (HRA) in 2012/13.

The Head of Finance explained that the projected in-year underspend at Month 11 on the Council Fund was £1.737m. The projected net underspend on the HRA was £0.574m.

The projection for Month 11 did include the additional costs incurred in 2012/13 associated with the extreme weather conditions at the end of March 2013. The estimated costs were £0.598m, most of which (£0.523m) were within the projected total overspend for the Environment Directorate and related to dealing with the operational phase of the incident. Further significant estimated costs relating to the recovery phase were not reflected in the projection as they were expected to be incurred during 2013/14. The latest estimate of such costs was £0.467m.

In response to a question from the Cabinet Member for Education, the Head of Finance explained that there were two aspects to the claim to Welsh Government (WG). The first was the Emergency Financial Assistance Scheme (EFAS) scheme which, if successful, the Council was expected to receive approximately £50k. The second was a claim for the recovery costs. A claim had been submitted and a response was awaited. A further potential opportunity to mitigate the impact on the projected outturn position in 2012/13 would be to use some or all of the Winter Maintenance reserve held by the Council to deal with impacts of severe winter weather. There was a balance of £0.245m within that reserve which could be used in full or part to offset some of the costs of the severe weather event. The current projection did not assume any use of that reserve.

The significant in-year projected variances to date were detailed in the appendices to the report, including reasons for the variances and the actions required to address each variance. The significant changes for the Council Fund from Month 10 were detailed in Appendix 1 to the report.

Appendix 7 detailed movements to date on unearmarked reserves and the level of contingency sum available. As a result of the movements the current projected level of the contingency reserve at the end of March 2013 was £1.301m.

On the Housing Revenue Account there was an overall projected underspend of £0.574m and the projected closing balance at Month 11 of £1.429m.

There were six requests for a carry forward of underspend, details of which were in the report.

RESOLVED:

- (a) That the report be noted;
- (b) That the Council Fund contingency sum as at 31 March 2013 be noted;
- (c) That the projected final level of balances on the Housing Revenue Account be noted; and
- (d) That the request for carry forwards of underspends to 2013/14 be approved.

12. WORKFORCE INFORMATION QUARTER 4 – JANUARY-MARCH 2013

The Cabinet Member for Corporate Management provided an update for the fourth quarter/whole year 2012/13. The report provided details on:

- Establishment
- Headcount
- Agency
- Early Retirements (First and third quarter reports only)
- Turnover
- Diversity
- Absence

On absence, the Cabinet Member for Corporate Management explained that the number of days lost in the 4th quarter had remained constant when comparing it to the same period last year. The increase overall in absence was seen in the 1st and 3rd quarters.

However, he was pleased to report that during the 4th quarter, 70% of all employees had 100% attendance. This represented an increase when compared with the same quarter for the previous year. Overall, for the year, 41% of the workforce had 100% attendance.

The Chief Executive added that there was a continued programme of attendance management reporting and action planning across each directorate and focus was made on frequent, short term absences, long term absences and return to work interviews, with employees, to understand any underlying issues affecting attendance at work.

RESOLVED:

That the workforce Information Report for the fourth quarter/whole year 2012/13 be noted.

13. PARTNERSHIP AGREEMENT WITH SCHOOLS

The Cabinet Member for Education introduced the report which sought approval to consult and agree with maintained schools the content of the revised Partnership Agreement between the Council and each school.

The previous Partnership Agreement was for 3 years to September 2012. A revised edition was proposed to take into account changes arising from the Council's service level agreement with the regional school effectiveness and improvement service (GwE). The revision also focussed on changes in statutory requirements.

RESOLVED:

That the revised edition of the Partnership Agreement be approved for consultation and agreement with individual school governing bodies.

14. IN-HOUSE DISABLED ADAPTATIONS TEAM

The Cabinet Member for Housing introduced the report which sought approval for the establishment of an in-house team to complete adaptations on Council stock.

An in-house adaptations team was established and a pilot scheme was undertaken for a 12 month period to determine the cost effectiveness of the work in-house as opposed to using external contractors. The report provided full details of the findings from the first 12 months of the new team. The pilot, for 12 months, had been supported at Housing Overview & Scrutiny Committee on 1 February 2012.

The Cabinet Member explained that during the 12 months, the timescale for level access showers, showers over the bath and mixed work combinations had reduced by approximately 50% and savings on an average major adaptation was £591.90.

In addition, the team had further promoted communication between Housing Asset Management, Housing Renewal and Neighbourhood Housing Management. This allowed the Housing Service to offer tenants a timely, cost effective and person centred service.

RESOLVED:

That the permanent establishment of the in-house disabled adaptations team be approved.

15. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There were three members of the public and one member of the press in attendance.

(The meeting commenced at 9.30am and ended at 11.20am)

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Chairman

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**
DATE: **TUESDAY, 18 JUNE 2013**
REPORT BY: **CHIEF EXECUTIVE**
SUBJECT: **IMPROVEMENT PLAN 2013/14**

1.00 **PURPOSE OF REPORT**

1.01 Members to approve the Improvement Plan 2013/14 for submission to full Council for adoption.

2.00 **BACKGROUND**

2.01 It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

2.02 Improvement Objectives and an accompanying Improvement Plan was first set and adopted by the Council in 2011. These objectives were known as our ten primary priorities supported by a structure of secondary priorities. These priorities were subsequently re-endorsed by Cabinet and the Council in October 2012 with three additions; social enterprise, apprenticeships and entrepreneurships, and community events.

3.00 **CONSIDERATIONS**

3.01 The Improvement Priorities of the previous Council have been thoroughly reviewed and challenged to streamline and reset then and be clearer over impacts and how performance will be measured.

3.02 This revised set of eight priorities supported by a structure of sub priorities will appear as familiar content to many. The plan and presentation has changed. The previous three priorities for modernising the Council have been combined as one which means that the set of priorities reduces from ten to eight.

3.03 The detail provided for each of the priorities which are going to have most impact during 2013/14 is also a significant change. This helps the organisation to focus and concentrate on the things where attention is needed during 2013/14 as opposed to the priorities which still remain important but are ongoing, and being sustained.

3.04 The refresh has also taken into account some of the Wales Audit

Office's comments in their most recent reports referring to:-

- the opportunity to present a plan which would engage the wider public
 - the adoption of a smaller set of 'in-year' priorities as described above
 - the further development of outcome based objectives which identify the impact for each priority
 - the need to ensure that any revisions of the Plan are updated on the public website.
- 3.05 Additionally the latest Estyn monitoring report feedback referred to the need to streamline and align our business processes including the strategic partnership priorities alongside the Council priorities.
- 3.06 The Council has, in its responses to these regulatory proposals, agreed to these revisions.
- 3.07 This Improvement Plan for 2013/14 is the sum of these parts. It has been constructed as a web-based document which allows easy navigation to specific content e.g. the Housing or Environment priority. This also enables ready updating to ensure that the latest version is always the most current. The opportunity to hyperlink associated documents also keeps the Plan current and 'live'. One such document will be the detail for each of the priorities' "Achievement Measures". These are referred in the Plan for each sub priority but are not detailed enough in their current format to allow monitoring and reporting through the quarterly and annual performance reports. This more detailed "Measures" document will be presented to Cabinet within the next reporting period.
- 3.08 The ease of updating the Plan also ensures that any revisions in-year, be they as a result of national policy change or local scrutiny, can be implemented to ensure the most current version is available.
- 3.09 The Improvement Plan 2013/14 (to follow as Appendix 1) will also be presented to County Council on 25 June for adoption. This is a statutory requirement.
- 3.10 The Council's three Directorate Plans for 2013/14 echo the relevant Council priorities, providing the high level planning mechanism to support Service Plans and Team plans at a lower level. The three Directorate Plans will be available in the Member's Library for reference.
- 3.11 The Council's Medium Term Financial Plan is presented further on this agenda as the financial planning mechanism to resource these priorities.

4.00 RECOMMENDATIONS

4.01 Members to approve the Improvement Plan 2013/14 for submission to full Council for adoption.

5.00 FINANCIAL IMPLICATIONS

5.01 The Council's Medium Term Financial Plan is aligned to resource these priorities.

6.00 ANTI POVERTY IMPACT

6.01 Poverty is a specific priority within the Improvement Plan 2013/14.

7.00 ENVIRONMENTAL IMPACT

7.01 Environment is a specific priority within the Improvement Plan 2013/14.

8.00 EQUALITIES IMPACT

8.01 Equalities will be taken into consideration through any policy changes determined by the Plan and its implementation.

9.00 PERSONNEL IMPLICATIONS

9.01 Any personnel implications will be considered through any relevant changes determined by the Plan and its implementation.

10.00 CONSULTATION REQUIRED

10.01 Overview and Scrutiny Committees are invited to review the priorities, and particularly the "Measures" document to follow.

10.02 Feedback on the Improvement Plan is invited to assist with both contributing to our priorities and further improvement in presentation and format. This feedback is encouraged from the public, workforce, our key partners and businesses.

11.00 CONSULTATION UNDERTAKEN

11.01 Corporate Management Team and senior officers have contributed and helped shape the Improvement Plan 2013/14. In addition the Wales Audit Office and Voluntary Sector Compact have been informally consulted.

12.00 APPENDICES

12.01 **Appendix 1: Improvement Plan 2013/14 (to follow)**

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

Contact Officer: Karen Armstrong
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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **HEAD OF FINANCE & CHIEF EXECUTIVE**

SUBJECT: **MEDIUM TERM FINANCIAL PLAN 2014/15 TO 2018/19**

1.00 PURPOSE OF REPORT

- 1.01 To present the updated Medium Term Financial Plan (MTFP) 2014/15 to 2018/19 for consideration.
- 1.02 To seek endorsement to the approach for future development and reporting.

2.00 BACKGROUND

- 2.01 The Medium Term Financial Strategy (MTFS) and the Medium Term Financial Plan (MTFP) are critical aspects to the Council's overall governance arrangements.
- 2.02 The Medium Term Financial Strategy 2011/15, incorporating the MTFP, was approved by Council in June 2011, following detailed consideration by the Executive and Corporate Resources Overview and Scrutiny Committee.
- 2.03 Updates to the MTFP have been provided to Members with the budget reports for 2012/13 and 2013/14. The most recent update was provided in the 2013/14 budget report to Council on 1st March 2013. Whilst indicating a potential budget gap at that point of £29m over the five years to 2017/18, the report did identify that this gap would increase as further work was carried out to include:
 - The inclusion of the effects of likely revised funding forecasts from the UK Treasury and Welsh Government (WG) decisions on the allocation of funding to other areas of the public sector in Wales.
 - Investment options for key organisational priorities including Single Status and Equal Pay, School Modernisation, School Funding Formula Review, Social Care Strategy and Capital Programme Strategy.

It was identified that the updated MTFP to be published in mid 2013 would inform a challenging and evidence based review of priorities for investment and priorities for disinvestment / efficiency and be a true basis and impetus for the next phase of organisational change within the Council.

- 2.04 The Council's response to the Wales Audit Office Improvement Report (WAO) in May 2013 sets out that an updated MTFP will be published in June 2013 alongside the Improvement Plan; that it will be far more advanced in planning the costs of Council Priorities and investments and in setting new efficiency targets for the period to 2018 and that it will reflect the changing financial national picture and it's impact on Council financial planning as important context.
- 2.05 The publication of the new Improvement Plan with refreshed Improvement Priorities provides an important opportunity to ensure that the financial strategy is focused on enabling resources to be aligned in order to achieve them.
- 2.06 Consideration of the MTFP is in the Forward Work Programme of Corporate Resources Overview & Scrutiny Committee for 11th July 2013.

3.00 CONSIDERATIONS

- 3.01 The Medium Term Financial Plan (to follow as Appendix 1) is the first of two revisions of the published Medium Term Financial Plan within 2013-14.

The aims of this first revision are:-

- To present an updated forecast of the impacts of the changing and worsening national fiscal position, and inflationary trends, on the core resources available to the Council to meet its priorities and maintain its services.
- To present a first forecast of the investment needed to support the priorities of the Council.
- To present, by combining the above, the updated revenue 'gap' to be bridged by organisational change, efficiencies and choices between services.

This revision of the MTFP reports the most accurate forecasts possible as at 31st May 2013.

- 3.02 The second revision of the Medium Term Financial Plan will be published by October 2013. The second revision will:-
- Update the forecast with the most accurate information at that time.
 - Set out the Council's developing programme of organisational change and re-design to further modernise the organisation and secure major efficiencies in costs and overheads to meet its targets. The second revision will be accompanied by a fuller updated organisational change and re-design plan which builds on and extends current activity.
 - Enable the Council to make informed choices over base budget allocations to service functions according to need and choice.
 - Provide a platform for the setting of a sustainable annual budget for 2014-15 as the third of the five years of this Council under this plan.
- 3.03 In considering the MTFP, it is important to recognise that it will never be "complete" or finished." It is an ever evolving forecast of the Council's financial position, which is continually updated to take in and/or refine latest forecasts of funding, investment needs and the opportunities to be gained from efficiency or saving measures.
- 3.04 In relation to the budget for 2014/15, Corporate Heads, Directors and Heads of Service are already working on:-
- Continuation of current programmes of organisational reform and implementing key service reviews.
 - Identifying areas for budget re-alignment based which reflect the projected outturn for 2012/13 and the early emerging position for 2013/14 from the first two months of the year, and
 - Seeking all opportunities possible for efficiencies and savings within service areas as a matter of good budget management. These are additional to the efficiencies to come from the next phase of the organisational change and modernisation programme.
- 3.05 The October revision of the MTFP will be one of the elements to be incorporated into a refresh of the Medium Term Financial Strategy for publication in March alongside the budget for 2014/15.

4.00 RECOMMENDATIONS

4.01 Members are asked to:

- (a) Consider the Medium Term Financial Plan 2014/15 to 2018/19.
- (b) Support the approach to be adopted for ongoing development and reporting.
- (c) Refer the Medium Term Financial Plan 2014/15 to 2018/19 to Corporate Resources Overview and Scrutiny Committee on 11 July 2013 for consideration and to receive verbal feedback at the Cabinet meeting on 16th July 2013 so that Cabinet can receive the feedback prior to the summer recess.

5.00 FINANCIAL IMPLICATIONS

5.01 None directly as a result of this report.

5.02 The Medium Term Financial Plan sets out the currently projected levels of funding over the five years to 2018/19 and the potential budget gap which will need to be met.

6.00 ANTI POVERTY IMPACT

6.01 None directly as result of this report

7.00 ENVIRONMENTAL IMPACT

7.01 None directly as result of this report

8.00 EQUALITIES IMPACT

8.01 None directly as result of this report

9.00 PERSONNEL IMPLICATIONS

9.01 None directly as result of this report

10.00 CONSULTATION REQUIRED

10.01 Corporate Resources Overview and Scrutiny Committee. The Committee's forward work programme includes consideration of the MTFP at the meeting to be held on 11 July 2013.

11.00 CONSULTATION UNDERTAKEN

11.01 None at this stage

12.00 APPENDICES

- 12.01 Appendix 1 - Medium Term Financial Plan 2014/15 to 2018/19 as at 31st May 2013 (to follow)

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

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **DIRECTOR OF COMMUNITY SERVICES**

SUBJECT: **ANNUAL COUNCIL REPORTING FRAMEWORK**

1.00 PURPOSE OF REPORT

1.01 To present the final version of the Social Services Annual Performance Overview Report to Cabinet for agreement.

2.00 BACKGROUND

2.01 The Overview report is part of the Welsh Government (WG) performance framework for Social Services. The report is the Director's statement on performance during 2012/13 and highlights the good performance and areas for improvement.

3.00 CONSIDERATIONS

3.01 The final version of the Overview Report has been prepared following an in-depth review of current performance by service managers, planning and performance officers and a period of consultation and challenge including a Member Task and Finish Group and an opportunity for Cabinet Members to influence the final version. (Appendix 1)

3.02 The Overview Report is a summary of the assessment of the Council's overall Social Services Performance, benchmarking ourselves against the key areas identified in the Strategy for Sustainable Social Services for Wales in anticipation of the Social Services and Well Being Bill.

3.03 The final version of the report have been prepared by our Mental Health service users 'Double Click'.

3.04 The final step in the self-assessment is the production of service plans which set out the actions which need to take place to deliver on the improvement priorities identified in the assessment. Service plans for Social Services for Children and Social Services for Adults are in the final stages of preparation.

4.00 RECOMMENDATIONS

4.01 Cabinet agree this final version.

5.00 FINANCIAL IMPLICATIONS

5.01 None arising directly from this report but some of the identified improvement priorities may have associated financial implications which will be separately detailed in service plans.

6.00 ANTI POVERTY IMPACT

6.01 None arising from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None arising from this report.

8.00 EQUALITIES IMPACT

8.01 None arising directly from this report though the report contains an assessment of current performance against the equalities agenda and has associated improvement priorities.

9.00 PERSONNEL IMPLICATIONS

9.01 None arising directly from this report, but some of the identified improvement priorities may have associated personnel implications which will be separately detailed in the service plans.

10.00 CONSULTATION REQUIRED

10.01 No further consultation is planned.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultation has taken place with key stakeholders including a Member Task and Finish Group discussion at the Social Care and Health Overview and Scrutiny Committee, who fully support the final version and through using a neighbouring authority as a critical friend.

12.00 APPENDICES

12.01 Appendix 1 – Overview Report.

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

None.

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Flintshire County Council Social Services

Annual Performance Report 2012-2013

Making next year even better with Flintshire County Council



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Design



Page 2. [Introduction](#)

Page 6. [Council Leadership](#)

Page 10. [A Stronger Voice And Real Control For Citizens](#)

Page 20. [Smarter Commissioning](#)

Page 23. [Evidencing Our Improvement](#)

Page 27. [A Strong And Professional Workforce](#)

Page 30. [Stronger Safeguarding](#)

Page 31. [Driving Foward More Intergrated Services](#)

Page 39. [What We Will Do In The Coming Year To Make Things Even Better](#)

Page 41. [Glossary](#) (See words in green and underlined)



Welcome

As Director this is my annual opportunity to report on how well Flintshire County Council Social Services is performing.

Throughout 2012 I have again enjoyed many opportunities to meet the talented and hard working people who are employed by Flintshire Social Services. Spending time with my colleagues at Breakfast Briefings, 'Back to the Floor' sessions or at staff conferences has given me the opportunity to talk to them about the vision for the future and the challenges we face today.

I have, alongside my colleagues, valued the opportunity to hear first hand from people who rely on our services. I've been able to do this at the Children's Service Forum, a Dignity in Care event that was held at one of our care homes and at the fantastic 'Happiness in Ageing' day. Taking time to learn helps me to make the right decisions because I can better understand how performance impacts on people's lives.

Before I explain how well we are doing, I think it is useful if I remind you what we are all about.

Our vision: To work with people to achieve healthy independent, fulfilling lives, safeguarding vulnerable local people, and building strong communities.

Our Values

Flintshire County Council aims to be a modern public body which has the philosophy of operating as a social business which:

- Is lean, modern, efficient and effective
- Is designed, organised and operates to meet the needs of communities and the customer
- Works with its partners to achieve the highest possible standards of public service for the well-being of Flintshire as a County

Within that context our directorate will:

- Do the simple things better
- Be accessible, listen and respond
- Act openly and fairly
- Be a learning organisation and have models of service delivery grounded in research
- Develop our workforce to ensure they have the skills and knowledge to meet customer need
- Challenge and be innovative in finding solutions
- Make best use of all our resources

Context

We are providing services to 3,115 adults and 851 children, with an anticipated expenditure of £53 million for 2012 /2013. We support people of all ages, their carers and family members, often in times of illness and distress. We protect both adults and children from harm, abuse or neglect, and help them to cope. Our goal is to enable people to live independently and to lead full lives as part of their communities. Where possible we want to put people in control of the services they receive.

Resources

We are facing some huge challenges, and like other councils in Wales, we are dealing with reducing budgets compounded further by the reforms to Welfare benefits.

In the report last year we stated that Social Services would need to save £1 million in the coming year. We, as a corporate team, are really pleased to report that we actually made a saving of £1.2 million. This has happened as a result of the success of some of the measures we have taken, such as Reablement, reducing the costs of our out of county placements and changing the eligibility criteria for transport to services, to have a policy that is fair and equitable.

We are fortunate to be in a more favourable position than most local authorities in Wales and across the UK. However, we cannot be complacent. We are facing, like others, the pressure of increasing demands on our services as people are living longer with complex needs such as dementia and the improved survival rates for children with profound disabilities. Quite rightly people's expectations of what we should be doing have also increased.

Our commitment to invest in Flintshire Social Services where appropriate will continue in the year ahead, but beyond that point we cannot predict what will happen.

Transformation

The senior management team and myself agree with [CSSIW](#) (our inspectors) that we are making solid progress in driving forward our transformation of Social Services for both adults and children and this has continued in 2012/2013. In Adult Social Services we are providing more creative and flexible responses, based on our vision to promote independence through greater integration with housing, and health services. For Children's Social Services we are delivering our vision to develop services that are targeted at early intervention and prevention while focusing on support to the whole family. You will find the detail in this report.

Our ambitious Transformation of Adult Social Services has continued with force with the successful implementation of [Reablement](#), where focus is on enabling people to live as independently as possible, thus reducing the requirement for ongoing support. The Reablement model is now embedded across Social Services for Adults, as evidenced by the fact that 70% of all new referrals to Older People Services go through Reablement (September 2012).

Our Home Care Service has been remodelled and renamed as the Community Support Service, which better reflects what we are doing; keeping people at home for as long as possible in their community, with support that focuses on reablement and independence.

Feedback continues to be excellent and we are already seeing many people regain their independence with confidence. You will find out more about this significant project and others in our new plan '[Continuing the Strategy to Transform Adult Social Services in Flintshire 2012 – 2013](#)' where you can get the detail, including our rationale for transforming and how we are going about it.

In June 2012 CSSIW published their findings of their inspection of our Children's Social Services where the focus was on Assessment and Care Management. CSSIW has praised the quality of service provided in Flintshire, commenting positively on the leadership, communication, morale and standard of the practice delivered in the service.

As a Council we were delighted that our efforts to improve our out of county commissioning arrangements for Looked After Children received recognition in the report. In seeking better outcomes for children, young people and families, we seek continuous improvement and have produced an action plan in response to the inspection report, building further on the position of strength that CSSIW identified. We have recently found out that the annual inspection of our Flintshire Fostering Service was positive.

Council Governance

As a result of the election in May 2012 we now have a new cabinet with a new cabinet member overseeing Social Services, Councillor Christine Jones. The whole Council has continued their involvement in taking forward our challenging service change programmes. I have been fortunate to have had effective support from experienced councillors in full council and Overview [scrutiny committees](#) and the whole Corporate Management Team continues to be personally involved with the Transformation of Adult Social Services.

I believe that this collective approach across the wider council has firstly enabled me to lead on further improvements across our Services. Secondly it has created a sense of shared ownership over our successes which we celebrated at our annual Flintshire Excellence Awards. Some of the services and projects that received recognition during 2012 included our Reablement service, Involvement and participation for care leavers and Mental Health Service user involvement in training.

Awards and Success

A highlight which appeared in the July edition of our monthly workforce bulletin was Abbey Metal gaining a prestigious national award recognising their excellent practice in Health and Safety. Abbey Metal is a "small business" within our Learning Disabilities Day Opportunities service; which focuses on equipping people with employment skills in the metal fabrication industry. This is a tremendous achievement for the whole team who have succeeded against National UK entries to win the award.



Yet again we have held our uniquely successful Pride of Flintshire Awards. This glittering annual ceremony, our very own 'Oscars' hosted by young people, is a real inspiration to everyone who attends. The Children's Commissioner Keith Towler spoke at the event, quote:

"This is an incredible event which reflects part of the council's role as a corporate parent to looked after children and care leavers, is unique in Wales and something we should be proud of."

There have also been some key changes in personnel during 2012. Maureen Mullaney, our Head of Adult Services since 1999 retired at the end of August. Maureen left a strong legacy of achievement in the service. Alwyn Jones her replacement joined us on the 3rd September thus enabling a smooth transition, bringing with him a wealth of knowledge and expertise.

I am also pleased that I have been asked to lead a new exciting Council priority, - to support social enterprises and co-operatives in Flintshire. A Social Enterprise is a business with primarily social objectives whose surpluses are reinvested for that purpose in the business or in the community. This way of working has great potential to help improve Social Care Services.

Having been involved nationally last year in developing an implementation plan in response to [the Social Services and Well-being \(Wales\) Bill](#) and the strategy 'Sustainable Social Services for Wales,' it will be an ambitious and exciting plan. The Bill will, for the first time, provide a clear framework for social services that ensures a strong voice and real control and will simplify the legislation that regulates social care in Wales, making access to services much easier and more understandable to those in need. It will be a great opportunity for change which will benefit the people who use our services.

This report

Over this coming year we will be benchmarking ourselves against all the key areas of the new Bill which include leadership, commissioning, improvement, voice for citizens, safeguarding and integrating services. Therefore we have taken the decision to organise this annual report based on those key areas.

If you receive a service from us we would like to invite you to tell us if you think this report is a fair description of your experiences. Your views matter to us and are crucial if we are to improve what we do and deliver on the future Implementation Plan.

This report will take a similar approach to last year and focus on how well we have done on those priorities identified for 2012/2013 and what we see as our key aims for 2013/2014.

There are links throughout if you want to delve into the detail and a glossary (**for words in green and underlined**) that may help explain unfamiliar words and terms. Please take up this offer and read more about our services and our plans to improve them.

You can write or email:

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Social Services is fundamental to the work of Flintshire County Council. How we work and our choice of priorities are influenced to a great degree by the structures, policies and objectives of the wider authority.

Flintshire County Council's Code of Corporate Governance sets out the governance arrangements for the work of the authority including the Community Services Directorate, of which Social Services is part. The Code sets out how the Council seeks to achieve six important objectives:

- Being purposeful to achieve outcomes for the community and creating and achieving a vision for the local area
- Members and Officers working together to achieve a common purpose with clearly defined functions and roles
- Promoting values for the Authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour
- Taking informed and transparent decisions which are subject to effective scrutiny and managing risk
- Developing the capacity and capability of Members and Officers to be effective
- Engaging with local people and other stakeholders to ensure robust accountability

Working with members

Effective working with elected members is an important part of delivering on the Code of Corporate Governance. The Council saw a change in political leadership in the local elections in May 2012 resulting in a Labour-led Cabinet.

We recognise and value the role of elected members in shaping policy and setting the direction for the service through the [Overview and Scrutiny Committees](#).

Good examples of this joint working are the rigorous quarterly and end of year service performance reports which are presented for challenge and scrutiny to the Health and Social Care [Overview and Scrutiny Committee](#); the Annual Budget Challenge and the Target Setting Workshops.

Flintshire County Council, at its meeting on Tuesday 16 October 2012 endorsed its revised and updated set of Council Priorities. In setting the Council Priorities the views of customers, communities, partners and elected members drawn from consultations and discussions over a period of time have been influential.

The priorities are influenced by:

- Previous commitments and needs
- The program of change of the new administration
- Elected Members engaging with their communities
- Customer feedback
- Local service consultations
- Priorities of local and regional partner organisations
- Statutory requirements
- Welsh Government Policy
- Good practice and peer influence

The ten priorities for 2012/ 2013 show how we use our resources across the Council to secure continuous improvement and improve services themselves:

Flintshire County Council priorities

1. To be the most modern, efficient and cost effective public organisation through our four resources strategies - the Medium Term Financial Strategy, the People Strategy, the Asset Management Strategy and the ICT Strategy - whilst ensuring our local taxes, fees and charges are fair and affordable
2. To achieve the greatest possible cost efficiencies through regional and sub-regional collaboration to reinvest in local public services
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
4. To achieve the highest standards of customer service and care through our Customer Services Strategy
5. To make our communities safe and to safeguard the vulnerable with children and older people as priority groups
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
7. To promote independent, healthy and fulfilled living in the community with the highest quality personalised and supportive social and health care services
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 colleges and other partners
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
10. To protect, plan and develop sustainable natural and built environments

Supporting these 10 Improvement Priorities are 66 secondary priorities, of which Social Services take a lead on nine. Three new secondary priorities introduced by the Council's new Leadership were agreed as part of the Improvement Plan these are:

- Extend and enhance the type of education, employment and training (EET) opportunities available for young people
- Develop an outline Master Plan for Social Enterprise and Cooperatives in Flintshire
- Facilitate support and provide a range of community events from high profile international events to locally organised community events.

Delivering on Council priorities

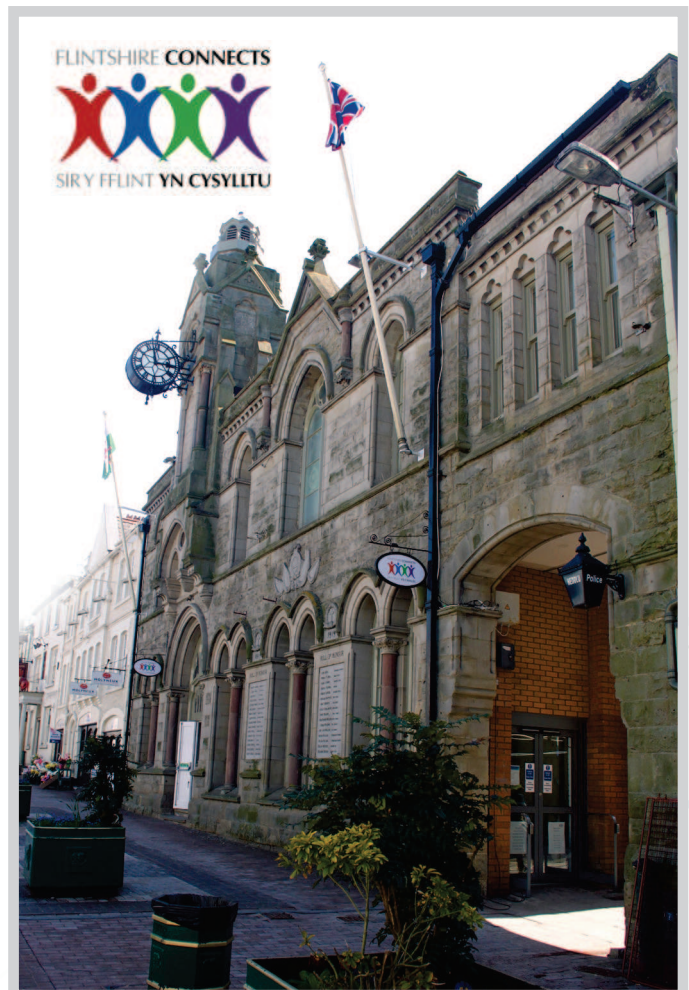
The Social Services has taken a key role in delivering on the councils corporate improvement priorities. This work is highlighted elsewhere in this report. However we wanted to give an overview of how our work is continuing to support the priorities of the council.

- Improving the information about our services on the Flintshire County Council Website and being more efficient in the production and distribution of service leaflets was a specific priority for us in 2012/2013. Our whole website has undergone a radical restructure and is due to go live in autumn 2013.
- We are reviewing the information we put online with the goal of reducing the number of pages and making answers to common searches more accessible. Increasing the numbers of people accessing information on-line can also save money. We have also expanded the distribution of Social Care leaflets to more partner agencies. To make our services more accessible we have changed our First Contact (Adult Social Services) telephone number to an easier number to remember, 01352 702000. The new number compliments the easy to remember Duty number for Children's Social Services which is 01352 701000.
- Social Services is working hard to make the best use of the council's buildings. This will help us save money, while ensuring we focus on the needs of people, services and the wider Council. We are challenging current ways of working by developing agile or mobile working to enable people to work from home or other council offices.

Many of our staff such as home carers already work from home, and we have developed facilities to enable some staff including the Director of Community Services to work from different locations across Flintshire.

Also as part of our future move to locality working which will see the co-location of three teams of Social Workers, Occupational Therapists and District Nurses new technology is being trialled to enable staff to work from any site.

- Our offices will be brought into local communities and we will use our Flintshire Connects facilities to deliver a wide range of services. Our first Flintshire Connects hub officially opened in Holywell on 30 November 2012. We have plans for future Flintshire Connects in Connah's Quay, Buckley and Flint.



Working with our Partners

Social Services works closely within the local authority and with external organisations in order to ensure that the health, social care and well being needs of people living in Flintshire are met.

We take a significant role on a number of multi agency groups including the Health, Social Care and Well being Partnership Board, Children and Young People's Partnership Board, [Locality Leadership Teams](#) and the [Local Service Board](#). This means we can ensure that the priorities set by these groups are geared towards ensuring that opportunities for vulnerable adults and children are improved, people stay well and independent for longer and receive the services that they need.

Resources

The Council has in recent years been setting annual budgets with a growing awareness of the medium and longer term financial challenges of our national context. The Council has succeeded in setting balanced budgets whilst investing in key priorities, meeting growth in service demands and absorbing the cost impacts of inflation.

The Council has achieved this through developing internal programmes of change and reform to make efficiencies, through collaboration and cost-sharing work with partners, and through service reviews and changes. The Council has followed the 'social business model' set within the current version of its [Medium Term Financial Strategy](#) to give structure and impetus to this approach. As each year passes and efficiencies are found the challenge to the Council to find further efficiencies becomes greater.

Against this challenging backdrop, the impact of welfare reforms on Flintshire residents and people who access our services is a high priority for the whole council and the Local Service Board (local leaders of partner agencies).

The impact on people and the resulting financial pressures facing the Council have been discussed, and we know from our own review in preparation, that 450 people who currently access Social Services will be negatively affected.

People will be facing increased poverty and difficulties in paying household bills with an associated increased likelihood of homelessness. There is also the potential impact of increased numbers of children on the child protection register or in need of being looked after due to the additional stress facing parents. A number of council proposals have been agreed, so alongside other Directorates we will ensure that our:

- Customer facing staff attend a Welfare Reform Overview training course to ensure they have knowledge of the welfare reforms and possess the skills and confidence to provide the initial response to service users affected by the welfare reforms, commencing in January 2013.
- Managers will engage with the development, and implementation, of a corporate Homeless Prevention Strategy that promotes effective partnership working with internal and external services

Priorities for 2013/2014

- Implement Council proposals in response to welfare reforms.
- Deliver on the new outcome focussed Council priorities that will be relevant to Social Services.

A Stronger Voice and Real Control for Citizens

Reminder of our priorities for 2012/2013

For Adult Social Services and Children:

- Increase the number of carers and young carers we identify and support.
- Develop a model of support that will provide carers with flexible breaks and emergency respite in 2012
- Expand our [Direct Payment](#) and [Citizen Directed Support](#) so more people can benefit. Our target for 2012/2013 in relation to the number of people using direct payments is 170
- Implement our Involvement Action Plan to improve involvement for all people who use our services and their carers, delivering on the overall outcome of the provision of better services
- A revised Complaints management system and training programme, which will lead to a more robust 'lessons learnt' process and improved services

For Children's Social Services:

- Launch the Young Carers and Looked after Children 'Access to Action Card' in June 2012
- Increase the short break overnight provision for children and young people with disabilities by 54% more available bed nights

Carers

Carers are our key partners in the delivery of social care and our commitment to support them is stronger than ever.

In our last annual report we announced that despite the significant financial pressure we had protected the level of funding for the services that carers' value.

Our multi- agency Carers Commissioning Strategy for 2012- 2015 led to contracts with carer services being put in place during 2012, with the allocation of £435,000 to pay for services for carers. (Carers Commissioning Strategy 2012- 2015). A priority for 2012/2013 was to increase the number of carers being identified and supported and we can evidence this has happened by our effective multi-agency working:

- For the period from April 2011 to March 2012 the total number of carers supported via all commissioned carer services was 6,384. (Monitoring of carers grant April 2011 – March 2012). This is a staggering increase of 63.8% (2,487 carers) on the same period in 2010/2011. This could partly be attributed to more robust monitoring but we believe it is also down to the fact that year on year as commissioned services become more developed and better known by professionals, referral rates increase.
- The number of carers registered with **NEWCIS** (North East Wales Carers Information Services) now stands at 3,801 (Sept 2012), a 12.7% increase on the previous year.
- As of September 2012, 1547 carers in Flintshire are registered as a carer with their GP which is a 15.4% increase on the previous year.
- More carers are being assessed and receiving services. From October to December 2012 we have offered 89% of carers of adult service users an assessment or a review of their needs, and of those who have taken up the offer, 72% (371 carers) have been provided with a service. This represents an increase on last year when we only managed to offer a service to 60% (217 carers).

A case study how effective multi-agency working has a real impact

A recent referral came to NEWCIS when Mind signposted a lady in her late 70's to us. Her husband was also in his late 70's and has suffered from a severe chronic depression throughout his life. The couple have retired to this area and have no family. When her husband was admitted to hospital the lady was struggling to visit him each day. She was very isolated, worried about the household duties, maintenance and bills and could not stop crying when NEWCIS first contacted her.

NEWCIS commissioned by Social Services has since been able to offer and facilitate the following:

- Information about **community transport** that would assist her visiting her husband.
- Referred to **Care & Repair**, for house maintenance issues that were causing her concern and anxiety
- Referred to **Hafal** for information regarding her husband's condition
- **Carers Grant** to help her with the garden as she was unable to attend to the lawns due to her own mobility problems
- Carer owned a lap top but was not able to use it very well, she needed support in how to use it to manage her finances and shop on the internet for household products such as insurance, utilities and food shopping. (Now attending an IT course at NEWCIS)
- The Carer is now attending the NEWCIS drop in and has met carers who are providing similar support

- The carer has also started a painting course which is run by a volunteer carer and she is using this hobby as an aide to de-stress.
- Carer has also joined the NEWCIS carer walk group
- She has also made enquiries about the NEWCIS counselling service as she feels more able to talk about her concerns now that she is receiving some support

The outcome for the lady is that she now feels that when her husband is discharged she is in a better place to support him and to look after her own needs and is feeling much stronger to face the demanding caring role that is ahead of her.

In October 2012 we delivered on our improvement priority of increasing short break overnight provision for children and young people with disabilities by moving from Cornel Clyd to Arosfa. Arosfa is a larger adapted building which will increase the available provision from 240 care nights to 350 (54%).

During October, members of the local community, parents and professionals were invited to visit the new resource. The young people who will benefit from the service will have the opportunity to be involved in developing a new name for the resource.

2012 saw further strides being taken to implement the **Carers Strategies (Wales) Measure 2010**. The Measure embodies the Welsh Government's vision that all carers will receive earlier and more planned support through local partnerships, in particular from Health. The intention of the Measure is to ensure that carers are identified, informed of their rights to an assessment and receive the right information and advice when making decisions about the provision of services to the person they care for.

In response to the Measure, our Council alongside other Councils in North Wales, Voluntary sector partners and Betsi Cadwaladr University Health Boards (BCU Health Board) has been part of a North Wales group which is developing the new Carers Information Strategy.

Our strategy for implementation in North Wales was sent to the Welsh Government at the end of October for approval where it was accepted and will be taken forward over the next 12 months.

We stated last year that by the end of 2012 we would have a model of support that will provide carers with flexible breaks and alternative care. We have taken the first steps by bringing together interested carer support agencies. However, we took the decision to complete the commissioning process for other carer support services before moving forward. It is only now, with those new contracts in place from October 2012, that we all have a clear and shared picture on what we currently have on offer for carers in Flintshire.

This was necessary because we realised that a big part of what we wanted to deliver through this model will be via collaborative working and better linkages between agencies.

As a result with an investment of £50,000 we are developing a new approach to delivering flexible breaks and alternative care. It is a collaboration of carer service providers coordinated by NEWCIS which will come to fruition in 2013.

Young Carers

The Young Carers Strategy Group has been completely reinvigorated with increased and regular attendance from all key agencies. The group also now includes 3 Young Carers. We now have a clear measurable multi-agency plan for action, for details read our Young Carers Action Plan.

We have listened to the Young Carers Forum and have now agreed that the Barnardo's Young Carers Project can undertake young carers' assessments on our behalf. We believe that this will increase the number of young carers being assessed which was an identified improvement priority for 2012/2013.

We did this because there is a perception amongst young carers that if social services directly undertake the assessment they are more likely to be taken into care. As we highlighted last year our Young Carers professional pack, a tool intended to raise awareness of needs and available support failed to make an impact. This year we have modified it and introduced the pack along with the revised assessment protocol and flow chart to teams.

To find out if this will make a difference we have included in our contract with the Barnardo's Young Carers project a request for information that will enable us to see how well our staff are doing in signposting and referring young carers for an assessment and services.

We are pleased at this point to report that the number of young carers being identified has more than doubled compared to the same period last year and all have received a service.

Looking ahead to 2013/2014 we want to work with schools and colleges to help them find ways to identify and support young carers. One way is via our 'Access to Action Card' (better known by the young people as the A2A card) which is for young carers, looked after children and care leavers. The 'A2A card' concept was successfully launched in June 2012 with very positive press coverage.

We are the first county in Wales to launch such an initiative, which was requested by young people who find it difficult to explain their status in school to teachers and when they need instant access to Council services. The idea was developed by young people who are either part of Barnardo's Cymru Flintshire Young Carers or supported by Flintshire's Children's Services.

We were delighted in October to be invited to the [Senedd](#) to present the scheme to a group of Assembly Members. The young people who visited the Senedd in Cardiff were also joined by the Children's Commissioner, Keith Towler, who has been very supportive of the scheme, and who unveiled the card design at its launch.

Councillor Christine Jones, our Cabinet Member for Social Services said:

"I am so pleased that the young people, and our A2A Card, are receiving national recognition. The card is the first of its kind in Wales and is enabling Young Carers, Looked after Children and Care Leavers in Flintshire to receive both the recognition they deserve and prompt access to appropriate services they need. It is also a great example of collaborative working between Flintshire County Council and Barnardo's Cymru for the benefit of our young people."

Whilst at the Senedd a young person took it upon herself to personally invite the Children's Commissioner to visit her school in Holywell asking him to help her deliver a presentation to the School Council on A2A. The school was extremely receptive believing this to be a wonderful illustration of when a young person has been empowered to speak up in such an honest and open way about something that matters, in this case what it means to be a young carer.



2013/2014 will be a busy year as it is full steam ahead with promotion and developing the functionality of the card with young people. Following a presentation on the 'A2A' card at the Secondary Head Teachers' Federation in October, 4 secondary schools in Flintshire have signed up to be the initial sites for roll out. Alongside this the roll out across Social Services is being progressed.

Direct Payments and Citizen Directed Support is one of the key work streams in our Strategy to Transform Adult Social Services in Flintshire 2012 – 2013.

Both [Direct Payments](#) and [Citizen Directed Support](#) offer people the opportunity to work collaboratively with Social Services to enhance their wellbeing and enable independence.

They help enable people to take control of all aspects of their support and make life choices that help them achieve the goals and lifestyles that they choose for themselves. Both schemes help promote the development of sustainable and efficient care solutions.

We want to increase the numbers of people having the opportunities to take up these options. We set ourselves a target of 170 Direct Payments care packages for 2012/13 and in our last report we announced that we had exceeded this target which stood at 180 for 2011.

We are pleased to report that as of December 2012 the numbers have continued to increase with the new figure standing at 205 across Adult and Children's Social Services, as such we have delivered on our improvement priority.

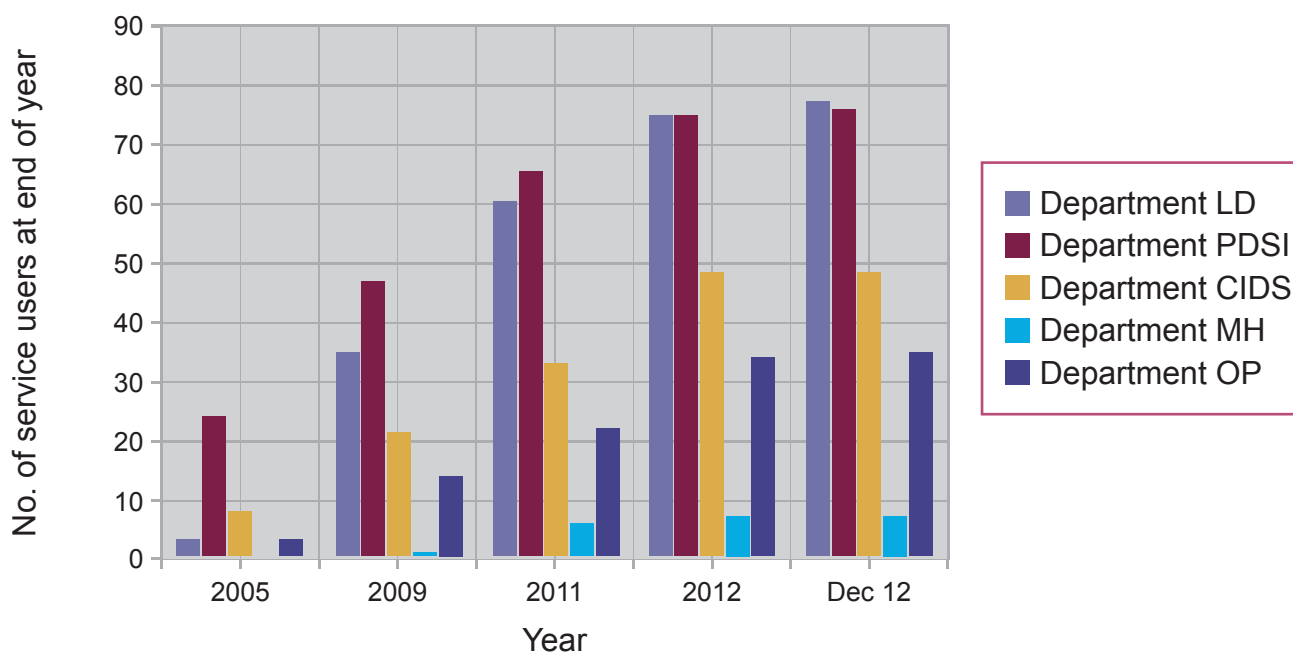
We believe that there are many more people who could benefit from these approaches, and increasing the take up of direct payments/CDS features strongly within the [Social Services & Wellbeing \(Wales\) Bill](#).

We know that we need to do more work with our social work teams if Direct Payments and Citizen Directed Support are to feature as the principle way for peoples social care needs to be met. We are currently working with our newly formed transition team, who have identified personalised approaches to care provision as a priority.

A Case Study - Empowered by Direct Payments

Direct payments have made a big difference to a young man's life. He has a debilitating condition that means that he needs 24 hour care and support to meet his needs. Traditionally, because of his level of need, he would have been cared for in a specialist residential care home. He did not want this, so chose to employ a team of personal assistants to support him in his own home. He enjoys his life and is cared for by people who he chooses to support him.

Direct Payment Growth 2005 - 2012



Involvement

We strongly believe that if we are to make the right decisions about service delivery and development we need to involve the people who use those services.

Different examples from 2012 :-

From Adult Social Services:

- People with Learning Disabilities via the Learning Disability Planning Group have been involved in the development of the Learning Disability Commissioning Strategy. At a half day event on the 8th March 2012 people were invited to tell us 'what makes a good home'. Some of the things people said which informed our strategy were; the importance of getting on with the people you live with, being independent, having the choice to move, being part of the community and regular contact with family and friends. We will feedback to the Learning Disability Planning Group the options and solutions we have come up with as part of the process (Learning Disability Commissioning Strategy 2012-2017)
- 5 people, representative of users of all adult services, were involved in the recruitment of our new Head of Adult Social Services. The 5 interviewers held a separate panel and devised their own questions to ask candidates, one question was '*How will you involve us in decision making?*' You will find Alwyn's answer in the box above. Interestingly the selection reached by the service user panel had strong parallels with the officer panel.

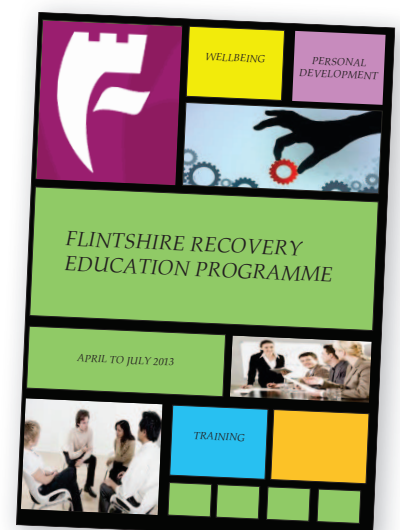
Panel Question:

How will you involve us in decision making?

Alwyn's Answer:

1. I would involve people in a timely way
 2. They would understand their role in each individual consultation.
 3. They would receive information in a timely and appropriate format.
 4. Involving also means giving feedback - in other words 'you said... and we did...'
- Our award winning Mental Health Training Programme has meant that all training delivered from our Workforce Development Team has 100% involvement of people who use Mental Health services and carers in delivery.

The **Involve project** (hosted with Unllais) will advertise training opportunities to all those registered on its database (as of March 2012 147 service users and 42 carers). The 6 month training programme brochure is designed and produced by service users in Double Click, one of our Mental Health Support Services Work Schemes. Involvement of people in this way enables them to gain knowledge, qualifications and confidence as their valuable local expertise is acknowledged. We are really proud of this initiative as it has led to some people gaining employment as a result.



From Children's Social Services:

- In relation to young people, we have already highlighted involvement in the 'A2A' card and there has been yet another successful Pride of Flintshire which is planned and hosted by young people. Our 6th annual Pride of Flintshire saw a total of 191 young people nominated for awards for meaningful everyday achievements as well as worthy academic and sporting triumphs. In total there were 38 very proud winners. The appreciative audiences comprised of young people, their friends and families, foster carers, volunteer mentors, Flintshire County Councillors, Social Services staff including our Chief Executive Colin Everett and also the Children's Commissioner for Wales Keith Towler who has showed his continuous support of the event by attending for the 3rd year running, and to quote Keith,

“Flintshire is the county where it all seems to be happening.”

- Our young people have been involved in interviewing candidates for vacancies within Children's Social Services. During 2012 the young people have been involved in 3 recruitment processes and their contributions have made a considerable impact on some of the decisions made.
- A Transition team event was held on the 6th February 2012, an event set up to involve young people in the shaping of the transition service. Their parents, carers and teachers were also invited to attend to have their say. The 48 young people who attended have shaped the role of the transition worker, influenced the content of the transition plan and their feedback on the day will result in a more accessible transition questionnaire. (Transition Team Event Report 6th Feb 2012)

- During 2012, 20 young people in care participated in a workshop commissioned by the Welsh Government to gather their views and opinions regarding the proposed changes to the Social Services (Wales) Bill. A voting process determined whether the young people were in favour of the implementation of 6 proposed changes to the bill. These changes covered safeguarding and protection, regulation and inspection and adoption and disabilities, and underpinning it all was the desire to achieve uniformity in standards across Wales. The information gathered was collated along with that from other counties to be used as part of the decision making process.

Our Involvement Action Plan, which will ensure a consistent approach to the way we involve people across our services, was launched in early 2012. Since then a priority for us and one identified by CSSIW has been to deliver on the outcomes of the plan. The standards that are featured in the Action Plan are now being embedded in practice in our Workforce Bulletin, key documents and at all 3 workforce conferences. Our mantra is quite simple 'engagement is an investment in getting our business right'.

To monitor the outcome of involvement activities a consistent system has been developed for use across Community Services. This entails recording on a database brief details of involvement activities including most importantly the outcome, in other words 'what we did as a result of what you said'. This ensures that all our involvement activities are meaningful and that the people who took the time to get involved receive timely feedback.

A standard questionnaire for Adult Social Services has been produced building on the one developed in older people services in 2011, which can be enhanced with service specific questions as desired. The questionnaire will be trialled in 2013 with the North East Locality Team. At an agreed review date we will evaluate the effectiveness of having a standard questionnaire with a set of key questions, with a view to rolling out across Adult Social Services.

A raft of satisfaction questionnaires is already in use in Children's Social Services and in 2012 we improved our systems to ensure effective and timely analysis. The findings are presented every six months to Senior and Team Managers to influence service development. A concerted effort by the service has increased the number of questionnaires returned.

We are pleased that for our **'User Satisfaction Survey for adults and young people aged over 16 survey'** 30 were returned for the period April 2012 to September 2012 compared to 14 for the previous period (Oct 2011 – March 2012), with 77% of respondents indicating an overall satisfaction with Children's Social Services.

There is an established process in place which enables the service to react whenever a response in a questionnaire indicates dissatisfaction such as a 'no' response to 'Would you recommend Children's Social Services to a friend?' If personal details are provided an interview between the respondent and an independent assessor will be set up to consider the issues. Our improved system has strengthened the whole process by promptly alerting managers to negative feedback, recording the outcomes as 'lessons learned' and reporting on the findings as part of complaints feedback, with improved service outcomes being our aim.

Learning from complaints and compliments received is important and we use the findings and outcomes to inform policy and practice in delivering services.

In preparation for the Social Services and Well being Bill which will require us to strengthen the complaints procedure, a priority for 2012/2013 was to revise the Complaints management system and training programme. We are pleased to report that we have delivered and now have two full time posts dedicated to complaints and customer feedback, who are supporting the resolution of complaints at the earliest possible stage, through the training of front line managers, as well as supporting complainants and staff through the process.

The training programme was rolled out at the end of 2012 and will continue into 2013. Findings of complaints are formally embedded in our performance management process which includes quarterly reporting to the Health and Social Care Overview and Scrutiny Committee and to Senior Management Children and Adults performance meetings. Ultimately all the steps we have taken will lead to a more robust 'lessons learnt' process and improved services.

In total for Social Services during 2011/2012, we received 143 complaints and 282 compliments, this compares to 118 complaints and 184 compliments for 2010/2011.

Two examples of actions we have taken as a result of complaints in 2012 have included:

What you said: There was a lack of supervision and responsibility regarding a service user's financial affairs.

What we did: The Deputyship Team published a Flintshire Fact Sheet for staff and families detailing the roles and responsibilities of the Corporate Appointee and Receivership Officer.

What you said: A young person's school classes were disrupted following a statutory social work visit.

What we did: Reviewed existing processes in relation to social work visits to schools, which has resulted in better liaison to ensure visits pose minimal interruption to the young person's school day.

The **Care Checker** pilot project was launched when the Care Council came to visit us in October to learn about our progressive approach to staff development. Care Checker is a new innovation and we are pleased that Flintshire is a pioneer, as the first pilot site in Wales and one of few in the UK.

Care Checker provides an independent service that focuses on listening to what people who receive services, and those that know them best have to say about their care and support. The vision of Care Checker is 'to help ensure that children and adults being supported within care services are valued unconditionally and have their well-being promoted and safeguarded'. The project involves two of our residential homes (Llys Gwenffrwd and Croes Atti) and two independent homes (Hollybank and Morfa Newydd). We look forward to telling you about the difference that Care Checker has made in our next year's Annual report.

For further information on Care Checker visit www.carechecker.co.uk

Social Enterprises

One workstream of our transformation of Adult Social Services is to set up a Social Enterprise. A Social Enterprise is a business with primarily social objectives whose surpluses are reinvested for that purpose in the business or in the community. We had made a good start with Mental Health Support Services exploring social enterprises as part of an agenda to refocus work services.

During 2012 expertise has been sought from Social Firms Wales and staff and service users have been consulted. As a new Council priority the work we have undertaken to date will now be considered by a Council wide project board which will be led by our Director. The board was set up at the end of 2012 and number of key work streams have been agreed to take forward this work in 2013/2014, including 'support to existing Social Enterprises', 'New Social Enterprises' and the 'Legal and procurement issues'.

In November 2012 the Welsh Government published a framework called **'More than just words' Strategic Framework for Welsh Language services in Health, Social Services and Social Care** that will ensure a systematic approach to improve services for those who need or choose to receive their care in Welsh.

The supporting action plans sets out the practical steps we need to take to strengthen Welsh service provision. During 2013 we will be implementing those actions in the plan that need to be completed in Year 1. Implementation of the strategic framework will provide us with a good foundation to provide services in line with the Welsh language standards when they are introduced. We will be monitoring our ongoing progress via our Directorate Equalities Group.

Priorities for 2013/2014

- Implementation of the Regional Carers Information Action Plan to keep carers better informed.
- Implement a model of support that will provide carers with flexible breaks and alternative care in 2013
- Increase the number of young carers identified and supported in schools/ colleges
- Promote and develop the use of the A2A card with young carers and looked after children for prompting effective support in schools and in the council.
- Further improve the take-up of direct payments or Citizen Directed Support to promote greater choice and control
- Evidence the impact of the Involvement Action Plan
- Roll out the Complaints training for managers leading to a more responsive service from which we more effectively learn the lessons.
- Set up a Social Enterprise as a sustainable model with added social value.
- Deliver on Year 1 actions to strengthen Welsh service provision, as set out in the 'More than just words' Strategic Framework for Welsh Language services in Health, Social Services and Social Care.

Reminder of our priorities for 2012/2013

- Become smarter Commissioners and have commissioning plans for all services by April 2013
- Reduce our dependency on the independent sector for providing placements for looked after children and improve the financial management and effectiveness of the commissioning process
- Take up opportunities for collaboration where money will be saved

We have to become smarter business people if we are to save money and improve services. As such we have invested in our commissioning function; a commissioning manager has been appointed, planning officers and contract monitoring officers are being skilled up to carry out all the different functions involved in [Commissioning](#). The current restructure of our Development and Resources arm of the Directorate will result in the closer alignment of commissioning functions. We have brought all contracting officers together in one team and created a new post of Contracting Officer for Children's Services.

Our Learning Disability Commissioning Strategy 2012- 2017 has been drafted and will be going through the approval process in 2013. The aim of our strategy is that people with Learning Disabilities in Flintshire will have a choice of where they live and who supports them to live as independently and safely as possible. Completion took longer than anticipated (April 2012 was the date stated in our last annual report) as we felt it was important to undertake a thorough consultation with all stakeholders which included people who use our services and a random selection of accommodation and support providers (both in house and external).

In order to learn the lessons from our experience of undertaking the Learning Disability Commissioning plan, our timeframe for completing all commissioning plans by April 2013 has been reviewed. The next plans to be worked on will be Mental Health Services and Older People Services.

We have to be certain that those services we commission are of a high quality, delivering on need and keeping people safe. A key role of our commissioning team is to monitor our existing providers and where necessary work with them to improve performance through the development of an action plan or a corrective plan of action in accordance with Welsh Government guidance on escalating concerns.

For the period from April 2012 to January 2013, 10 action plans have been produced, 4 of which in response to [escalating concerns](#) and the remainder in response to annual monitoring. One of the recommendations from the serious case review following the high profile BBC Panorama exposure of abuse at Winterbourne View hospital in Bristol was the importance of outcome- based commissioning. We are moving towards a more outcome- focused approach in all our commissioning activities.

For example in commissioning for Learning Disability services we have taken a further step in introducing a 'payment by outcomes' approach as opposed to 'payment by an hourly rate'. This is when a percentage of the contract is paid up front and the remainder on the successful delivery of outcomes. The 'outcomes' developed with Flintshire stakeholders are in line with those produced by the British Institute of Learning disabilities and the National Development Team.

See box overleaf:

Payment by Outcomes

Outcome Area 1	To be able to make everyday choices about my life
Outcome Area 2	People feel respected
Outcome Area 3	People have relationships with family and friends
Outcome Area 4	People make a contribution as an active citizen
Outcome Area 5	People are involved with the local community
Outcome Area 6	People can make themselves heard
Outcome Area 7	People feel safe
Outcome Area 8	People feel well and know about how to stay healthy.

In the spirit of the Welsh Government's paper Sustainable Social Services for Wales: A Framework for Action, there is a strong directive for Local Authorities to work together to plan and deliver social care services. In response we have committed £30,000 to the [Regional Commissioning Hub](#). The Hub responds to growing financial pressures facing public sector organisations for increased collaboration in commissioning and procurement activity. We are utilising the Hub to find high quality and cost effective accommodation and support solutions for the relatively small number of people with high level needs. The value of the Hub is that it enables full transparency of all costs and has improved the ability of North Wales as a whole to control and manage the market in an effective and efficient way.

Alongside the Hub we will continue to work collaboratively with BCU Health Board in relation to high cost low volume placements. BCU Health Board has a plan to reduce their [Continuing Health Care](#) spend and bring people back who are out of the region. Working in partnership with the BCU Health Board when we are both dealing with depleting budgets can be challenging as we need to avoid the temptation to shunt costs. As we jointly fund some people we are fully committed to working together to ensure that we find the 'best way' to achieve the 'best outcomes' for these people.

We have reduced our dependency on the independent sector by having robust mechanisms for procuring and managing independent sector placements, which ensures looked after children are appropriately placed and best value is achieved. To achieve this, changes have been made to existing processes and guidance issued regarding the new Options Appraisal forms for all future submissions to the multi-agency Out of County Placement Panel.

A Flintshire framework of providers has been jointly established by Children's Social Services and Lifelong Learning and the panel is ensuring that lead practitioners are compliant. The attempt to achieve best value and cost volume reductions will continue on a case by case basis.

We are pleased to report that with the savings made we are funding a 2 year Contract and Commissioner Officer Post with a lead on Children's services. The officer's role will be to manage effectively the high cost low volume arrangements. The approach we have taken to out of county placements for looked after children is similar to the approach we are taking for those adults with specialist needs and challenging behaviour. The approach involves open- book accounting which allows for greater transparency between commissioner and provider and making use of the Hub.

Many of the things we reported on in our last report are still progressing such as a regional [domiciliary care contract](#) and a regional residential contract both to be underpinned by work to develop standardised monitoring tools. In [commissioning](#) services we have teamed up with the BCU Health Board on regional strategic priorities and our voluntary sector partners have been encouraged to [collaborate](#) with each other to submit tenders to deliver services. This results in efficiency for providers as they are dealing with only one contract and it means that services are standardised across North Wales.

The [CSSIW](#) Inspection Report on Children's Social Services (March 2012) identified 'positive outcomes from out of county commissioning work with fewer placements and improved expenditure' and North Wales colleagues through the Hub are learning from our experience having adopted our framework of providers.

An ongoing priority is to take up opportunities for collaboration where money will be saved.

Priorities for 2013/2014 (ongoing from 2012/2013)

- Become smarter Commissioners to ensure people receive the best services within the resources we have available.
- Develop commissioning plans for Mental Health and Older People Services and implement the Learning Disability Commissioning Plan.
- Take up opportunities for collaboration where money will be saved and the quality of services is maintained.
- Recruit a Contract and Commissioning Officer with a lead for Children Services (a 2 year post) to manage high cost/ low volume placements.

Evidencing Our Improvement

Reminder of our priorities for 2012/2013

For Adult Social Services and Children:

- Strengthen the performance team by the recruitment of a Team Manager and additional performance assistant
- Reduce times taken to deliver major adaptations (Disabled Facilities Grants), which are important for people's independence

For Children's Social Services:

- Ensure that statutory visits to looked after children are undertaken on time. Our target for 2012/2013 is 93%

We assess and evidence how our services are improving in a range of different ways. They include:

- **Inspection Reports:** For 2012 these have included short break provision for people with a learning disability in two settings, both resulting in positive reports. For Children's Services, our frontline Fieldwork services were inspected and we were encouraged by the positive response from the Inspectorate. In addition, the annual inspection of the North Wales Adoption Service was judged as operating effectively, efficiently and consistently.
- **CSSIW (Care and Social Services Inspectorate Wales) Annual Council Performance Evaluation:** This evaluation was prepared by CSSIW (our Inspectors) in response to the Director of Community Services' Annual Performance Report for Social Services (ACRF) 2011, drawing on various evidence including improvement plans, audit reports and inspection reports, and the regulatory work of CSSIW completed during the year. The evaluation sets out the areas of progress and areas for development for Flintshire Social Services, for the year 2011-12.



We were delighted with the final evaluation, which states that the Council has made solid progress over the past year and has a promising programme of modernisation in place in both Children's and Adults' services. It notes positive improvement against a range of national performance indicators. In particular, there was praise for Transforming Adult Social Services, supported by increasing investment in assistive technology, Citizen Directed Support and direct payments, resulting in more people being supported in their own homes and fewer needing long term residential care. The Evaluation also noted the positive shift in Children's Social Services towards prevention and early intervention with a whole family focus. Fewer children need care, and those requiring protection have benefited from an increased investment in resources. Across both services there is effective partnership working and a clear focus on delivering value for money, while retaining the flexibility to address future risks and demands.

Internal assessment

- **Performance Indicators** and especially those identified with elected members as improvement targets.
- **Monitoring of the Directorate and Head of Service Plans (HOS)** Senior managers monitor their progress against the Directorate and HOS plans, and report on this to Social Care and Health Overview and Scrutiny Committee, and reflect how well we are performing in our priority areas. In areas where we are not performing as well as we would like, we implement an action plan which is regularly reviewed.
- **The Outcome Agreement** This includes the following themes that are a priority for our Directorate:
 - Improved quality and length of life, with fairer outcomes for all.
 - Good social care allows people a better quality of life.
 - Children and young people grow up as active citizens and achieve the highest possible standards of wellbeing.
- **Service User Feedback** In order to improve services, we need to know what users think. As already mentioned in this report feedback is collected via the Planning Groups, focused workshops, participation events and questionnaires. We use this feedback to inform the decisions we make about the way we deliver our services.
- **Compliments and Complaints** As already mentioned in this report 2012/2013 saw us strengthen process.
- **Strategic Equality Plan 2012 to 2016** In 2012 the Council launched its first Strategic Equality Plan, a partnership with all public bodies across Wales. In producing this plan we will meet our statutory public sector duties under the Equality Act 2010 to advance equality and eliminate discrimination. The plan details the objectives, actions and targets we must deliver on in the next 4 years. We are making good progress, for example one action is to undertake [equality impact assessments](#) on all new policies and services, during 2012 these were completed on our Locality Working Model, Extra Care Mold Scheme, Citizen Directed Support and Community Services Communication Strategy. We will be monitoring our ongoing progress via our Directorate Equalities Group.

2012 has seen us tightening up on our whole performance management process, which includes the priority of having a robust performance staffing structure in place, achieved through the recruitment of a team manager and additional performance assistant. We now consolidate all performance information from all the different sources listed above which is then regularly presented to our Senior Management Teams in both Adults and Children. Our IT Business System (PARIS) is now embedded and we now have robust data on the people who use our services, vital for commissioning and service development. There is still more to do such as building in a finance module into our IT system which will provide us with a more detailed picture on service costs, information that is vital for commissioning. We will be taking a staged approach to its introduction thereby making sure we get it right. The plan is to 'test run' in the payment of foster carers in 2013 running alongside our existing systems. We will learn from this and then look to roll out across Social Services.

Children's Social Services has been successful in a bid to become a pioneer authority for SSIA to pilot an 'Outcomes Framework' for child protection, linking to the ambitions set out in 'Sustainable Social Services framework for Action'. As a pilot site we will benefit from the expertise, support and coaching from external consultants. This exciting project runs from June 2012 to July 2013, the focus being on child protection planning and delivery that looks less at process and more on outcomes for the individual or young person. For instance in discussions with professionals, the young person and family,

“what does staying safe look like and how would we know or measure when this has been achieved, which key professionals need to help, what could work to make a difference and what do we propose to do.”

Our performance is strong overall and we have made improvements in 2012/2013 against the national set of performance indicators, as detailed in our Directorate Plan 2012-2016.

For Children's Social Services:

Legislation requires that children looked after by the Local Authority are visited regularly by a social worker, and one of our main priorities for last year was to ensure that these statutory visits are undertaken on time. Our target for 2012/2013 is 93%, and we have already exceeded this target. Regular contact with children and young people in care helps us to ensure that placements are appropriate and are meeting the needs of the young person. Sometimes placements do break down, and we have set an improvement target to reduce the percentage of children that have two or more changes of placement, from 11% currently to 7.5% in 2014.

We have also improved the frequency with which we review the care plans for looked after children; in December we were reporting 96% of care plans reviewed on time. We can report good outcomes for young people leaving the care system; four of our care leavers turned 19 in the last six months, and three of these are in education, training or employment, the other is actively seeking employment. With respect to the looked after children and young people, we have a number of high profile performance indicators for children in need of protection, and all of these are currently performing above target. All our targets for safeguarding are set above the All Wales average and Flintshire's performance is among the best in Wales against the national indicators for safeguarding children.

We have improved our identification and support to children with a caring role by working in partnership with Barnardos. By December 2012 we had identified 25 new young carers, and 24 of these young people have so far been assessed and provided with a service.

For Adult Social Services:

You have already read about some of our main areas for improvement in Adult Social Services and as you continue through this report you will read about more. Examples are the positive progress we are making in: increasing the number of people accessing direct payments (section 3), increasing the numbers of people who are able to continue to living in their own homes without support from Social Services via Reablement (section 8), strengthening our safeguarding practice (section 7) and increasing the numbers of carers being identified and supported (section 3).

Adaptations to properties are crucial to increasing independence. 135 adaptations funded by a Disabled Facilities Grant were completed by December 2012; this is slightly fewer than in the same period last year. But we have reduced the time that people have to wait. This whole area remains an ongoing priority for the Council and especially for our new Head of Adult Services as the changing demographics may result in increased demand.

Due to our continuing focus upon prevention and maintaining people at home our [Minor Adaptations](#) programme continues to place pressure upon social services budgets, we expect this pressure to continue as we refocus our services and realign our resources to match need and expectations. However, we have through changes in working practices reduced the average time taken to deliver Minor Adaptations for Adults from 41 days to 33 days and we will continue to seek new and efficient ways of delivering the service. We are constantly exploring changing markets, new technologies, new ideas and economies of scale to ensure that the programme is responsive to individual need, timely and effective.

To this end we have piloted a small project with a large independent provider who has suggested they can competitively supply and fit minor adaptations across the County. The pilot ran for two months with the evaluation focussing upon both customer satisfaction and value for money. The findings of our evaluation early in 2013 will be used to help shape how we assess and commission services going forward.

Having access to small pieces of Occupational Therapy equipment for example chair raisers, perching stools and grab rails is important to help people maintain their independence.

In autumn 2012 we set up a new project that will enable people to self assess for agreed equipment and minor adaptations, increasing their control of the assessment process and endorsing a person centred and outcome focussed approach. The project will be evaluated in the spring 2013 in the main by customer feedback.

Priorities for 2013/2014

- Implement the strategic equality action plan to advance equality across Social Services
- To get a more detailed picture of service costs 'test run' a finance module in PARIS in Children's Social Services.
- Learn from being a SSIA 'Outcomes Framework for child protection' pilot site.
- Ensure all children and young people receiving services have timely reviews.
- Improve the stability of placements for looked after children.
- Improve the identification of young carers
- Continue to evidence the effectiveness of the reablement service in supporting people to live independently in their own homes.
- Improve the data collection for Carers, to meet the outcomes for the Carers Strategies (Wales) Measure
- Continue to reduce times taken to deliver major adaptations (Disabled Facilities Grants), which are important for people's independence
- Evaluate the impact of a pilot for Occupational Therapy self assessment in relation to small pieces of equipment and minor adaptations that serve to maintain independence.

A Strong and Professional Workforce

Reminder of our priorities for 2012/2013

For Adult Social Services and Children:

- Review workforce absence and set targets for reduction

Delivering top quality transformed services hinges on a having a strong and committed workforce. 2012 saw increased training opportunities, for example for the 6 month period from April:

- Active Listening Skills - 55 members of staff attended workshops designed to increase knowledge and skills when dealing with all Council customers. One attendee feedback:

“An excellent course and a brilliant facilitator who taught me how to listen without interruption and ask open ended questions to empower customers to make their own decisions.”

- Further Wellness Recovery Action Planning (WRAP) courses attended by 37 members of staff and service users. The course focuses on the key concepts and values of Recovery and Wellness Recovery Action Planning and how to develop your own Wellness Recovery Action Plan. The courses have been popular since it started in October 2008 we have run 23 workshops with 254 attendees. For the first 2 years there were costs incurred in running the courses but as a result of the ‘train the trainer’ approach since 2011 there is no longer a cost as staff, service users and carers now run the course.

- **Reablement** for Home Care Staff attended by the remaining 20 individuals and Reablement for Independent Sector staff attended by 45 individuals. Both courses are designed to ensure staff have the appropriate skills, knowledge and attributes for delivering a community-based service which focuses on enablement and increasing independence.
- Confidence Building and Assertiveness training, using a wide variety of material from the arena of stress management. In total 40 members of staff and service users attended the two workshops which were run. The feedback was again very positive “very interesting and positive course”.
- Supervised Contact a course based on a review of supervised contact of looked after children in Flintshire published in August 2011. It drew on messages from research, best practice and legislative requirements, and emphasised the need to engage with CAFCASS (Children and Families legal advocacy service) and courts to promote understanding of the developmental needs of children, to ensure that contact plans are always in the best interest of the child. It was attended by 21 staff members from Children’s Social Services. Feedback included “Thought provoking, looking at practice issues”. A tailored version of the course was delivered in December 2012 for foster carers and sessional workers involved in supervised contact.



The Care Council wrote to us in May 2012 asking us to indicate how we will deliver the Consolidation programme in our organisation. The Consolidation programme is the first part of continuing professional education and learning for Social Workers in Wales (CPEL). It will set the minimum arrangements for continuing professional education and learning for Social Care Workers after initial qualification.

We welcome the CPEL as its overall objective is to ensure that the standard of Social Work practice improves, assisting with recruitment, retention and development of practitioners. After a robust option appraisal we have chosen Porth Agored as our accredited provider. Porth Agored is a partnership of 8 existing Local Authorities across Wales working with the University of Wales. We liked the fact that we would be up and running by October, the costs were reasonable and that our students will benefit from accessing the University's resources and facilities.

Our 10th Annual Community Services Training Award Ceremony in September 2012 saw 178 members of staff receive recognition for the qualifications they had obtained during the past 12 months.

Our Workforce's motivation to embrace the significant service changes we are making has been fostered by close working and effective communication via initiatives such as 'back to floor', workforce conferences, directorate breakfast briefings and updates in our Community Services Bulletin.

You will find the detail on all activities in the [Community Services Communication Strategy](#). We are identifying the 'rising stars' within Children's Social Services and actively promoting their input in shaping policy and procedures.

During June 2012 the 'Rising Stars' Group led a whole service event day which focused on shared learning. CSSIW, following a site inspection of Children's Social Services, recognised our efforts.

The inspection report acknowledged the strong strategic and operational leadership shown by the Head of Service and found evidence that social work staff and their managers feel well supported by a number of initiatives such as active caseload weighting.



Inspectors interviewed a range of staff and managers in addition to examining case files and reported that “morale was good, support was readily available and professional supervision was, in the main, regularly provided” and there is *“a clear sense of purpose, together with the enthusiasm and commitment to deliver responsive services.”*

An improvement priority for last year was to review work absence across Social Services. We are making some progress with some of our ‘hot spot’ areas and remain confident that we have robust monitoring processes in place across Social Services and this has been evidenced by an audit of the system.

With Occupational Health and Human Resources our Quarterly Strategy Review Meeting in February 2013 focused on work absence starting with whether our current data recording process is the right one. We recognise that more needs to be done so work absence will continue to be a priority for our Heads of Service.

In relation to Children’s Social Services there have been some improvements in some teams. CSSIW reported following its inspection of our services that the measures being taking by managers to control caseloads and allocation of work has resulted with staff within our duty and assessment service feeling supported; a consequence is good staff morale, with increased stability of the workforce and improving sickness rates. Reducing staff absence results in greater efficiency and therefore greater resources available to provide services this is especially important now in times of austerity.

Priorities for 2013/2014

- Promote and deliver the Consolidation training programme for newly qualified Social Workers which on completion will provide them with credits towards a Graduate Certificate in Consolidation of Social Work Practice (the first element of continuing professional education and learning for Social Workers in Wales)
- Continue to review workforce absence and set targets for reduction

Stronger Safeguarding

Reminder of our priorities for 2012/2013

For Adult Social Services:

- Strengthen Adult protection with the introduction of a further specialist post

For Children's Social Services:

- Maximise the benefits of our enhanced Safeguarding Unit for Children by offering a support and advice role to our frontline workforce
- Further raise awareness and monitor safeguarding activity through the joint (with Wrexham) Local Safeguarding Children Board Protecting vulnerable people will rightly always be one of Social Services' main purposes.

For Adult Social Services

As reported in the last report the Council's commitment to safeguarding is evidenced by financial investment, with an agreed additional budget of £44,000 for 2012/2013 increasing to £90,000 for 2013/2014 for Adult Social Services. This enabled us to appoint a second Safeguarding Manager for the second half of 2012/2013.

During the later part of 2012 we focussed our efforts on improving our risk management recording systems which was identified by CSSIW as an area needing attention. A workshop for Social Workers and Team Managers was held in October to look at our processes and other quality issues. We are confident that our performance has improved in this area, and anticipate that this will be recognised by CSSIW in 2013.

For Children's Social Services

A priority for 2012/2013 was to bring together the Children's Safeguarding Managers

and Independent Reviewing Officers into a new enhanced Safeguarding Unit that would capitalise on the support and advice provided to our frontline staff.

We are making good progress, an Escalation Protocol is in place, consultation work regarding the future role of the unit is nearing completion, and executive summaries from national serious case reviews and research are routinely being shared. To further strengthen the support role of the unit during 2013 options will be explored with our frontline staff such as the introduction of a quarterly reporting framework and Safeguarding Managers supporting file audits when requested.

The Flintshire and Wrexham Local Safeguarding Children Board (FWLSCB) established in 2011 is responsible for ensuring everyone is working well together to keep children and young people safe from harm. The FWLSCB is always keen to hear what staff, volunteers, parents, carers and children and young people think about safeguarding children locally and last year set up a system so that people can contact them using an online postcard. Since April 2012, 7 online postcards have been received 4 potential child protection enquiries, 2 training enquiries from a junior football club and probation and a request for information on legislation. We will continue to widely promote the online postcard facility and monitor its uptake. Looking ahead in relation to Children there is a pilot for a regional safeguarding board in North Wales which would be aligned to the FWLSCB, and there are similar planned for Adults.

▪ Priorities For 2013/2014

- Maximise the benefits of our enhanced Safeguarding Service for Children and Adults by offering a support and advice role to our frontline workforce
- Improve adult protection and risk management recording

Driving Forward More Integrated Services

Reminder of our priorities for 2012/2013

For Adult Social Services:

- Ongoing redesign of our services to promote the Reablement, Recovery and Independence agenda
- Our second [Extra Care Scheme](#), to support 48 older people and 15 people with moderate dementia will be operational in 2013
- Implement with the BCU Health Board the Mental Health Measure, creating more rights for people who use mental health services

For Children's Social Services:

- Implement a 'whole family' model (integrated Family Support Services Initiative and [Families First Initiative](#))
- Volunteering Mentoring project to become more efficient and a system to be created to measure the effectiveness of the intervention

For Adult Social Services and Children:

- Transition Team to become operational in April 2012, thus ensuring that a person's journey from children to adult services is even smoother and effective
- Deliver on the Locality Team Action Plans to join up service delivery at a local level and establish our first of three teams this year.

Driving forward our transformation of Social Services for both adults and children has continued in 2012/2013. The changes we are making are already saving us money while giving people what they want. Our plans 'Continuing the Strategy to Transform Adult Social Services in Flintshire 2012 – 2013' and Children's Social Services Head of Service Improvement Plan 2012 – 13 will provide you with the details.

The golden thread throughout the examples in this section are those things we are doing to maximise opportunities for collaboration to produce the best outcomes for the people who use our services. For adults this involves a new generation of services that will enable people to live as independently as possible and for children and young people services that focus on early intervention supporting the whole family.

For Adult Social Services:

Reablement - Reablement is an intense, short term intervention where individuals are supported to gain or regain the skills and confidence to live as independently as possible. The Reablement Approach featuring improved access to equipment including [telecare](#) is now embedded across Adult Social Services, for older people and people with a physical disability. We have moved from a position where some people are considered for Reablement to all people by establishing Reablement and First Contact (Duty) teams.

Our Home Care Service was remodelled to support the Reablement approach and has been re-branded as Community Support Services. This better reflects our goal to keep people at home for as long as possible in their 'community' and the word 'support' points to our focus on reablement and independence. We have delivered a Reablement training package to in house and independent sector providers to ensure that all partners are providing support to people who may need ongoing services, within the ethos of Reablement. We have worked closely with families and carers to help them understand Reablement and have produced an explanatory leaflet. (Reablement Leaflet)

We are pleased with the rapid growth of Reablement and the number of people being helped. In relation to referrals month on month we are seeing a steady increase in the number being accepted. The graph below shows the increase in new referrals going through reablement since October 2011 to September 2012 for all adult referrals.

Between October and December 2012 62% of people who went through Reablement did not require a further home care package, compared to 54% in the same period in 2011, and the number going through Reablement has increased during the year from 605 to 759. This means we are saving money, our developments in reablement have significantly contributed to the £1.2 million saving in 2011/2012, which protects front line services.

Most importantly to us we know our reablement approach is successful because the people who have used the service have continued to tell us and we are seeing many more people regain their independence with confidence.

Feedback comments include:

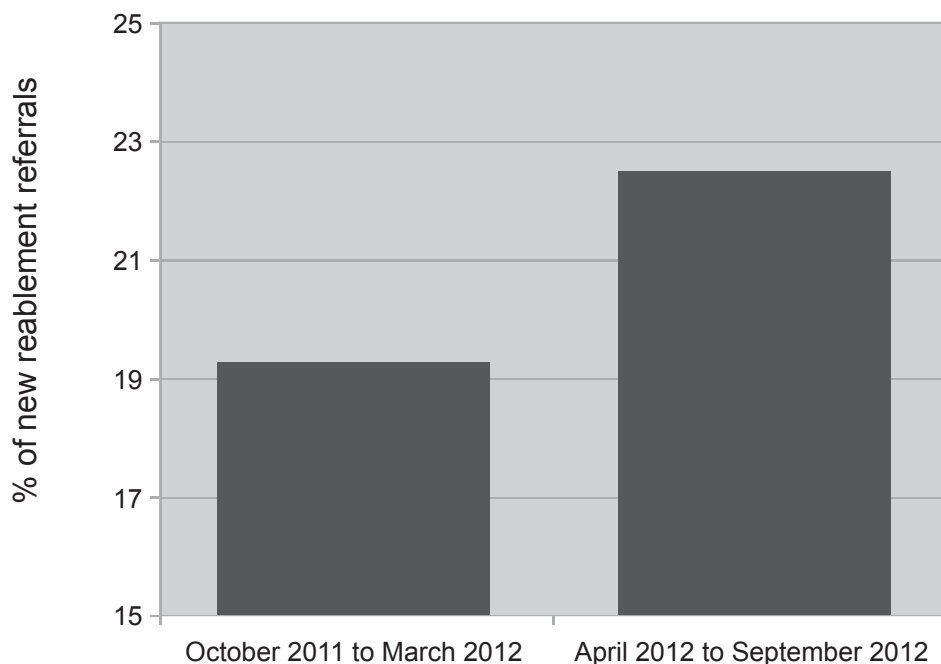
“The team taught me the best way to shower and get dressed.”

“The visits did help my father keep mobile, directly improving his health and mood.”

“Mum feels more in charge of the showering process and more comfortable with the less ‘hands on’ approach; she has regained lost autonomy.”

“You helped me to get around after my knee operation and took me for short walks to regain my confidence.”

Reablement ‘new’ referrals as a percentage of all ‘new’ referrals to Adult Social Care in from October 2011 to September 2012



Telecare

We believe that Telecare plays a key part in our reablement approach and can reduce intrusion into people's private lives of always having staff or family carers around. Telecare equipment is a range of sensors and detectors; from complex epilepsy monitoring devices, infra red movement detectors to less complex sensors such as a smoke detector, and a panic button, all of which support independence. Telecare also plays a vital part in supporting carers to continue with their caring role. We know that telecare is making a big difference to people's lives and this is clearly captured in our chosen case study below.

The 'Buddi System'

A wife cares for her husband who has Alzheimers. The husband has enjoyed his solitary walks all his life but more recently due to his illness sometimes it is not safe for him to go out alone as he will forget his way home and will wander off, jumping on a bus etc. Naturally this is a cause of worry for his wife and as such steps have been taken to prevent her husband from going out. However, with the addition of a G.P.S device to his person (Buddi System) he is able to resume his walks. If the husband is not home by an agreed time, his wife will either phone the monitoring centre or her children who will then access a secure site to find out exactly where he is. Alternatively the system can be used to set up 'virtual fences' around an area for safe walking. If he walks out of safe area a trigger alert is sent to the monitoring centre. The device has enabled the husband to maintain his independence, as he puts it 'I don't feel like a prisoner in my own home' and it has enabled his wife to continue caring as 'I feel much calmer now'.

Telecare is already central to our Reablement Service as evidenced by 44% increase in the number of people using telecare for the period April to September 2012 (166) compared to the same period for 2011 (115) but we would like to see it as a consideration at the point of transition for young people especially at night time within our supported living situations for people with Learning disabilities. In December 2012 the North Wales Regional Telecare Programme Board was reconvened. Flintshire Social Services leads and chairs on the board which confirms our commitment to working collaboratively to find solutions that will ensure that we offer the best possible Telecare service. The board has identified a number of areas that could benefit from collaboration and these will be considered in detail during the forthcoming year. They include trialling new equipment, telehealth, installation and maintenance and policy development.

Extra care

We are now on schedule to open our second [Extra Care Scheme](#) in Mold in the Summer of 2013 the culmination of a project that started in May 2009, a collaboration with Wales and West Housing Association. An open day was held at the Daniel Owen Centre in Mold where over 80 people attended and expressed an interest in the scheme. The scheme is based on the concept of our award winning Shotton Extra Care Scheme. As reported last year we are particularly pleased as this new scheme for 48 older people will also include further specialist provision for 15 people with dementia which will be the first of its kind in Wales. Our aim is to have a further 2 Extra care schemes in Flintshire by 2016.



Recovery Approach

The recovery approach seeks to provide services that help people with mental health problems manage their own recovery rather than becoming dependent on long term social care. The approach recognises that people have the right to build meaningful lives as defined by themselves regardless of their mental health problems. The focus is on identifying and building on strengths and promoting well-being. Central to the recovery approach is the concept of hope; hope for change and a better life which needs to be fostered by services.

Our Mental Health Support Services has continued during 2012/2013 to embed recovery and we know this because:

- More people (since 2008 254 people) have taken part in the Wellness and Recovery Planning (WRAP) courses as already mentioned in this report.
- The number of people we have helped on their journey of recovery is increasing for example Next Steps, a service we provide that supports people to access education, training, voluntary work and employment has supported 12 people to get a job during 2012, which compares to 5 in 2011.

“My support worker has had a massive impact on my life, she has helped me rebuild my confidence in myself and my self esteem in just 5 months, I have gained my level 2 award in food safety in catering, applied for and successfully been awarded a bursary to start up my own business in the Pet services industry.”

In a matter of a few months leaving this service (Next Steps) many things have changed I have got much more confidence which has made me able to pass my driving test and hold my present job down and be in a stable relationship. The service I receive is very good. It helping to build my confidence within society. I value the support I receive.

(Ex-service user March 2012)

- People who have used our services have told us that our services focus on recovery. We know this because in 2012 we adapted our annual service user questionnaire in line with the principles of recovery. A number of key questions were included to establish whether the service we provide is recovery focussed. We were pleased to find that the service is operating in a recovery-orientated way, particularly given that 95% of the 78 respondents felt that they had been treated with dignity and respect.

However, there is recognition that we need to do more if we are to fully embed recovery, a particular area is providing people with information about what is going on in their local communities, as 18% of respondents to our annual service user questionnaire indicated this to be a need. This will be addressed by our Recovery Focussed Action Plan for 2012-2013; where you can find out about the other actions we are taking such as the ongoing use of WRAP (Wellness Recovery and Action Planning) for service users and staff, our first Social Enterprise pilot, developing the role of our Recovery Champions (nominated members of staff in teams) and ongoing promotion of direct payments.

Also as part of the Transformation programme Mental Health Support Services is undergoing a review under the Service Re-design work stream. The purpose of the review is to ensure that we have a workforce structure that will be 'fit for purpose' to deliver a recovery approach.

Mental Health Measure

2012/2013 saw us working closely with the BCU Health Board to implement the [Mental Health \(Wales\) Measure](#) (Welsh Government legislation), creating more rights for people who use mental health services. Our focus for 2013 will be to ensure that Assessment and Care Planning adopts a Recovery ethos and the further embedding of the recovery approach across all services.

For Children's Social Services

We are moving to a model of early intervention that supports the whole family.

2012/2013 has seen us progress towards having the new arrangements in place for our [Integrated Family Support Service](#) (IFSS) in April 2013. The desired outcome of this new service is to improve the quality of life chances of vulnerable families through an integrated multi-agency approach. We have taken on board learning from the three IFSS pilot sites in Wales, working particularly closely with Wrexham Local Authority.

Also, as reported last year further ahead is our implementation of the Families First Initiative which will reduce the impact of poverty on families in Flintshire. We are pleased to report that Families First funding has been allocated and new contracts for service delivery requiring a family focused approach were issued at the beginning of October.

Both initiatives will mean better outcomes for children and future savings as fewer children will need to go into care. We welcomed the acknowledgement from CSSIW that across our services there is progress in relation to the 'whole family approach', which is captured in the following quote:

“There is an increasing focus upon prevention and early intervention that supports the whole family, with better outcomes for children as fewer are needing care.”

Volunteer Mentor Project

The volunteer mentor project provides a range of supports for young people. A volunteer mentor will support a looked after child, a care leaver or a child in need to develop independent living skills and personal and social skills.

A volunteer can be a member of the public or our workforce, coming from a variety of backgrounds. We have a good record for retaining volunteers, with over 50% of our volunteers having been with the service for over 12 months. We continue to promote the opportunity to volunteer via our website and the current number stands at 25.

A priority for 2012/2013 was to make the project more efficient with a system in place to measure the effectiveness of the support provided. We have done this with our Mentoring Support and Review plans and these are now being used and integrated into our IT Business system. This is having a positive effect of linking the initial support plan to outcomes being worked towards. Also a database has been created in order to analyse User feedback and satisfaction on an annual basis to verify service quality and make improvements in response to feedback.

Flintshire Fostering Service

(previously known as the Family Placement Team) A follow up CSSIW inspection was undertaken with our Flintshire Fostering Service in February 2012. The service received a positive inspection report in April 2012 concerning its adherence to regulations and guidance, with no action requirements. To establish the extent to which the team is meeting those responsibilities in an effective and efficient manner in Autumn 2012 we embarked on a review of the team, looking at day to day operations including staff deployment, policy reviews etc. The review has resulted in six options for change. Each option will be considered in terms of quality and cost with a view to recommendations being presented to the Director in early 2013.



Last year we reported that our Stepping Stones Support Group for children whose families foster with Flintshire was embarking on a new project with 'Film Blast', a community film project that gives community groups the opportunity to work with a resident professional film maker and a specialist arts practitioner.

The Stepping Stones group alongside other groups produced a film which was screened at the Flintshire Filmfest in June 2012. The film featured the children's own artwork and the children themselves on the theme of "seasons". It showed a seed growing into a tree during spring, summer, autumn and winter. All ten children involved in making the film attended the "premiere" screening with their parents at Theatr Clwyd.

The children enjoyed the opportunity of making a film, which is one of the many activities organised during school holidays to say "thankyou" to the children for sharing their lives, toys and parents with children in foster care. The group have also produced their own magazine answering children's big questions about "what's fostering like".

During 2012 Foster Carers were honoured at an awards ceremony for dedicating many years to looking after children. 15 Fostering families who had reached a milestone in caring during the year were presented with their long service awards from Flintshire County Council. Foster carers attended the event with their families which included their own children and foster children.

One couple who had been caring for children of ranging ages for 30 years and duration received a long service award. The children had fitted into their family alongside their own daughter and had thrived in their care.

To find out more about fostering in Flintshire visit www.flintshire.gov.uk/foster

Over the past few years our pool of in-house foster carers has increased, with the figure now standing at 100 approved carers. We continue to develop new ways of supporting and connecting our foster carers.

An initiative at the end of 2012 was to set up a foster carers secure website which allows us to communicate more effectively and efficiently with our foster carers. As of January 2013, 50 foster carers have been issued with their secure log-ins.

The team has tested the site and we are now encouraging foster carers to book places on training and events electronically. The foster carers handbook and forms are available to view and download, and developments are in progress to add a chat forum.



Homes for our Care Leavers

We know that finding suitable temporary and independent living accommodation for our care leavers is a real challenge. We are glad to report that our two care leavers who turned 19 in the first half of this year are living in suitable accommodation. However this remains an important improvement priority for our Council, so in collaboration with Housing we have taken steps to address the issue.

For example we have executive agreement for the allocation of up to 10 units per annum of accommodation from the Flintshire Housing Stock for care leavers.

We have also commissioned the British Association for Adoption and Fostering to carry out a review of supported lodging schemes in Flintshire.

We eagerly await the findings of the review which will influence future placement options. Our goal is to see an expansion of the housing options on offer for all our Care leavers who will be equipped with skills to live independently. This hinges on the really positive collaboration between Children's Social Services and Housing.

For Adult and Children's Social Services Transition

The joint Transition Team (across Children and Adult services) was launched in July 2012. Staff members have been transferred / recruited and are now co-located and this was a significant milestone in the project plan. Young people with disabilities over the age of 16, previously supported by adult and children teams, have been transferred into the Transition Team. As a new team, a training programme is in place which will ensure that all team members can support young people across the age range of 16 to 25 years to consistently high standards. The ethos behind having one team is that a young person's journey from children to adult services will be well planned to meet their individual needs.

Locality Leadership Teams

We carried out significant work with BCU Health Board in 2012 to ensure that we link service planning and delivery of health and social care services at a local level.

We want to move to co-located teams between social workers, occupational therapists and district nurses, a strategic position that senior officers within the Local Authority and Health are committed to achieving via 3 locality teams that are co terminus with the health boundaries.

Staff have been appointed to roles in this new structure and are now in a position to work with their health partners across localities. This model of service delivery is being progressed in the context of the outcome of the significant service review within BCU Health Board called "Health Care in North Wales is Changing" (Consultation document August 2012).

During 2012 the impact of the proposals in this service review have been treated as a high priority by the Leader and all the Members of the Council, who sought in a range of different ways to get clarification on the detail in order to robustly respond to the consultation. The consultation has now been completed and the outcomes have been decided by BCU Health Board subject to ministerial review.

Priorities for 2013/2014

- Continue to embed the Reablement, Recovery and Independence Agenda
- Progress work towards having a regional Telecare/ Telehealth Service
- Open our second Extra Care Scheme in Mold and progress plans for a further two
- Implement with the BCU Health Board the Mental Health Measure. Creating more rights for people who use mental health services.
- Progress the Implementation of a 'whole family' model (integrated Family Support Services Initiative and Families First Initiative)
- Recommendations following the review of the Flintshire Fostering Service to be considered by Director with view to service redesign.
- Progress the locality model of working and implement [enhanced care](#) with the BCU Health Board

What We Will Do In The Coming Year To Make Things Even Better

Council Leadership

- Implement Council proposals in response to welfare reforms.
- Deliver on the new outcome focussed Council priorities that will be relevant to Social Services.

A Stronger Voice and Real Control for Citizens

- Implementation the Regional Carers Information Action Plan to keep carers better informed.
- Implement a model of support that will provide carers with flexible breaks and alternative care in 2013
- Increase the number of young carers identified and supported in schools/ colleges
- Promote and develop the use of the A2A card with young carers and looked after children for prompting effective support in schools and in the council.
- Further improve the take-up of direct payments or Citizen Directed Support to promote greater choice and control
- Evidence the impact of the Involvement Action Plan
- Roll out the Complaints training for managers leading to a more responsive service from which we more effectively learn the lessons.
- Set up a Social Enterprise as a sustainable model with added social value.
- Deliver on Year 1 actions to strengthen welsh service provision, as set out in the 'More than just words' Strategic Framework for Welsh Language services in Health, Social Services and Social Care.

Smarter Commissioning

- Become smarter Commissioners to ensure people receive the best services within the resources we have available.
- Develop commissioning plans for Mental Health and Older People Services and implement the Learning Disability Commissioning Plan.
- Take up opportunities for collaboration where money will be saved and the quality of services is maintained.
- Recruit a Contract and Commissioning Officer with a lead for Children Services (a 2 year post) to manage high cost/ low volume placements.

Evidencing our Improvement

- Implement the strategic equality action plan to advance equality across Social Services
- To get a more detailed picture of service costs 'test run' a finance module in PARIS in Children's Social Services.
- Learn from being a SSIA 'Outcomes Framework for child protection' pilot site.
- Ensure all children and young people receiving services have timely reviews.
- Improve the stability of placements for looked after children.
Improve the identification of young carers
- Continue to evidence the effectiveness of the reablement service in supporting people to live independently in their own homes.
- Improve the data collection for Carers, to meet the outcomes for the Carers Strategies (Wales) Measure

- Continue to reduce times taken to deliver major adaptations (Disabled Facilities Grants), which are important for people's independence
- Evaluate the impact of a pilot for Occupational Therapy self assessment in relation to small pieces of equipment and minor adaptations that serve to maintain independence.

A Stronger and Professional Workforce

- Promote and deliver the Consolidation training programme for newly qualified Social Workers which on completion will provide them with credits towards a Graduate Certificate in Consolidation of Social Work Practice (the first element of continuing professional education and learning for Social Workers in Wales)
- Continue to review workforce absence and set targets for reduction

Stronger Safeguarding

- Maximise the benefits of our enhanced Safeguarding Unit for Children by offering a support and advice role to our frontline workforce
- Improve adult protection and risk management recording.

Driving forward more integrated Services

- Continue to embed the Reablement, Recovery and Independence Agenda
- Progress work towards having a regional Telecare/ Telehealth Service
- Open our second Extra Care Scheme in Mold and progress plans for a further two
- Implement with the BCU Health Board the Mental Health Measure. Creating more rights for people who use mental health services.

- Progress the Implementation of a 'whole family' model (integrated Family Support Services Initiative and Families First Initiative)
- Recommendations following the review of the Flintshire Fostering Service to be considered by Director with view to service redesign.
- Progress the locality model of working and implement enhanced care with the BCU Health Board

Citizen Directed Support - It is where people choose, organise and control their own support to meet assessed and agreed social care needs in a way that suits them with an identified budget. It is about using available resources to achieve what is important to them. The service package can be made up of statutory and other services.

Continuing Health Care - People receive the appropriate level and type of care related to their dependency and disease, within the relevant legal, policy, clinical and resource context (Aim of Continuing NHS Health Care: Framework for Implementation)

Commissioning - Involves making decisions about what services are required to respond to need. It involves making decisions about the capacity, location, cost and quality of services, together with who will deliver them.

Collaborate - Where agencies pool resources (time, expertise and money) to work together to deliver and develop services.

Corporate Parent - The Council has a duty to act as a good parent to children and young people in it's care and those young people in the process of leaving care. The Council wants these children to have the best possible outcomes. Clear strategic and political leadership is crucial in ensuring that Looked After Children and the Corporate Parenting agenda is given the appropriate profile and priority.

CSSIW (Care and Social Services Inspectorate Wales) - CSSIW encourages the improvement of social care, early years and social services by; regulating, inspecting and reviewing and providing professional advice to Welsh Ministers and policy makers.

Direct Payments - Cash payments given to people who are eligible as a means of controlling their own care, allowing more choice and flexibility. They are regular monthly payments from Social Services enabling people to purchase their own care, instead of receiving help arranged by social services.

Domiciliary care contract - A single regional contract for care in the home being developed in partnership with Local Authorities, Betsi Cadwaladr University Health Board and the Independent Sector. This means that all providers work to the same standard and service specification. To be launched in April 2012.

Enhanced Care - Forms part of the spectrum of intermediate community based services, but specifically provides care at the 'far end' of this spectrum for people who have medical and/or nursing needs who, without enhanced care, would otherwise be admitted to a hospital bed or would remain in hospital for a longer period of time. (This includes people admitted to an acute hospital bed and those who are admitted/transferred to a community hospital bed).

Equality Impact Assessment - An equality impact assessment is a systematic method to assess implications of an organisation's decisions on people from different backgrounds. Impact assessment should take place when considering a new policy or strategy or revising an existing policy or reviewing a function, service or procedure. Escalating concerns arise where there are accumulating issues relating to the operation of, or quality of care provided in, a registered care home providing services to adults.

Escalating concerns - arise where there are accumulating issues relating to the operation of, or quality of care provided in, a registered care home providing services to adults.

Families First Initiative - Improving the delivery of services to families across Wales, especially those living in poverty, as set out in the Welsh Assembly Government's Child Poverty Strategy 2010.

Extra Care Scheme - Llys Eleanor, Flintshire's first extra care scheme provides independent living for some older people in Flintshire. The scheme was developed by Flintshire County Council in partnership with the Pennaf Housing Group. It has won the Best Housing and Regeneration award in the annual Association for Public Service Excellence awards. Llys Eleanor has 50 one and two bedroom apartments with a restaurant, lounge, mini cinema, gym, games room, IT suite and hair dressing salon amongst the communal facilities on offer as well as a treatment / therapy room. A state of the art alarm system and 24 hour care is available on site. Apartments can be purchased by or rented to people aged 60+ who have care and accommodation

Integrated Family Support Service - An innovative service model that aims to reform services provided to vulnerable children and families. For families with complex problems there is an increased likelihood that the child's physical, social and emotional development will be impaired and for some children there will be repeated or long term episodes of being looked after by the local authority. The main aim of IFSS is to support families to stay together by empowering them to take positive steps to improve their lives.

Locality Leadership Teams – There are three teams in Flintshire - North East (Deeside), North West (Flint and Holywell) and South (Buckley, Mold etc). The overall aim of the Locality Leadership Teams is to enable multi-agency staff from the locality to work in partnership as an integrated team to plan, deliver and monitor the best possible locality services for residents by:

1. Maintaining independence and wellbeing at home and in the community as appropriate, and avoiding unnecessary admissions to hospital and long term care
2. Improving the multi-disciplinary care of people with chronic conditions and
3. Targeting resources more effectively in the community to include a range of health promotion and preventative interventions.

Local Service Board – A local Leadership Team of Flintshire's public service bodies (Council, Police, BCU Health Board, Further and Higher Education, Probation, Fire and Rescue, Environment Agency, Voluntary Sector). It has four principal roles as a set of local leaders: to take ownership of the community strategy; provide oversight and monitoring of relevant partnerships; identify common issues as public bodies/employers and promote effective joint working in the design and provision of public services.

Mental Health (Wales) Measure - The proposed Measure places duties on Local Health Boards and local authorities in Wales in relation to assessment of mental health and treatment of mental disorder. It also makes provision in relation to independent mental health advocacy for qualifying patients – those are persons subject to the compulsory powers of the Mental Health Act 1983, and persons receiving treatment in hospital (suffering with a mental disorder).

Medium Term Financial Plan - The plan forecasts available resources, financial pressures, opportunities for efficiencies/ savings for both revenue services and the capital programme. The Plan builds on 2011/2012 and forecasts forward 3 years to 2014/2015. The plan is an integral part of our Medium Term Financial Strategy which can be found on our Council website.

Minor and Major Adaptations - Minor Adaptation is an adaptation which costs under £1000 such as a grab rail or level access shower (not equipment). A major Adaptation is over £1000 and would be through the Disabled Facilities Grant or if a Housing Association tenant through Scheme 1A which is Welsh Government funded (e.g. bathroom, kitchen or bedroom extension, stairlift or lift)

Overview and Scrutiny Committee - Decisions are usually made by the cabinet for all issues including major policy matters. The role of Overview and Scrutiny is to hold the cabinet to account as a critical friends and to monitor/ assist in the improvement and development of the council's policies and services. Under local government Act 2000 the Local Authority must have at least one Overview and Scrutiny Committee. There are six Overview and Scrutiny Committees in Flintshire of which the Social and HealthCare Overview and Scrutiny Committee is the one relevant to this report.

Reablement - Reablement is an approach which aims to maximise independence, choice and quality of life. This means that all people who wish to access Social Care Services undergo a period of assessment and support to enable them to live as independently as possible, thus minimising the requirement for ongoing support. Reablement is a short term assessment and intervention service which is person centred and outcome focused.

As such the duration of the reablement will vary for each person (from a few days to a maximum period of six weeks). During the reablement phase there will be regular reviews to assess progress against agreed outcomes.

Regional Commissioning Hub - A collaboration of the six North Wales' authorities for the commissioning and contracting of high cost low volume care home placements for adults and children.

Senedd - The main public building of the National Assembly.

Social Services and Well-being (Wales) Bill - The Bill will set out the core legal framework for social services and social care, reinforcing people's rights to information and services and supporting the delivery of our services in an integrated way to ensure that social services and social care are sustainable.

Telecare - Is a way in which support can be provided through telecommunication devices in the home. It uses simple technology to manage risk and give people the peace of mind they need to live in their own homes for longer. Telecare equipment is provided through Community Equipment Stores and fitted and monitored by Carelink. There are currently over 400 homes in Flintshire with Telecare as part of an assessed care package.

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **DIRECTOR OF ENVIRONMENT**

SUBJECT: **ROADSIDE MEMORIALS & FLORAL TRIBUTES
POLICY**

1.00 PURPOSE OF REPORT

1.01 To seek Cabinet approval for the proposed policy in relation to Roadside Memorials and Floral Tributes on the Adopted County Highway Network, taking into consideration their importance for the beliefs of some religious and ethnic groups.

2.00 BACKGROUND

2.01 This policy has been produced in response to the increasing number of memorials being placed within the public highway following a fatal road traffic collision or other sudden death. There is an acceptance nationally for the desire to place a tribute in the vicinity of the incident, particularly in the immediate aftermath and before funerals take place. In common with other Local Authorities and the Welsh Government this policy seeks to manage the situation, rather than prohibit such placements.

3.00 CONSIDERATIONS

3.01 Visits by bereaved relatives and friends of the deceased to the scene of the fatal collision are sometimes part of the grieving process and it is common for floral or other tributes to be placed on the highway in memory of loved ones.

3.02 Arguments can be made for and against the impact of roadside memorials in either heightening awareness of a potential danger at the collision site or creating a dangerous distraction. Members of the public, who construct roadside memorials or place floral tributes, at higher risk locations, may be putting themselves and others in danger.

3.03 Whilst roadside memorials can be of comfort to those grieving for the loss of a loved one, when flowers wilt and other tributes deteriorate, nearby residents can become distressed at both their appearance and the daily reminder of the fatality. Therefore the Council has a responsibility to balance sensitivity with safety to achieve the best possible outcome for all concerned.

3.04 Attached at Appendix 1 is a draft Policy for Roadside Memorials and Tributes. If adopted, the Policy will mirror arrangements adopted by the Welsh Government for their trunk road network, which are supported by the North Wales Police, providing a consistent approach to all roads within the County.

4.00 RECOMMENDATIONS

4.01 That Cabinet approves the Policy for Roadside Memorials and Floral Tributes.

5.00 FINANCIAL IMPLICATIONS

5.01 The policy will operate within existing budgets.

6.00 ANTI POVERTY IMPACT

6.01 Not applicable.

7.00 ENVIRONMENTAL IMPACT

7.01 The Policy will help to manage the environmental impact of roadside memorials and floral tributes.

8.00 EQUALITIES IMPACT

8.01 The Council acknowledges that the desire for a memorial can have particular religious or ethnic importance to the bereaved. The policy provides for those wishes to be sensitively considered along with the safety of the bereaved and other road users.

9.00 PERSONNEL IMPLICATIONS

9.01 None identified.

10.00 CONSULTATION REQUIRED

10.01 No further consultation is required.

11.00 CONSULTATION UNDERTAKEN

11.01 North Wales Police have indicated a similar level of support to that given to the Welsh Government policy.

11.02 The Cabinet Member for Environment.

12.00 APPENDICES

Appendix 1. – Roadside Memorials & Floral Tributes Policy.

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

None.

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FLINTSHIRE COUNTY COUNCIL

ROADSIDE MEMORIALS & FLORAL TRIBUTES POLICY



These operational procedures have been developed to balance road safety concerns and the needs of the bereaved when dealing with the placing and removal of roadside tributes or memorials. Its intention is to minimise risk whilst sensitively assisting those suffering the trauma of loss.

1. Principles

- 1.1 Flintshire County Council recognises that the bereaved may wish to place floral tributes at scenes of fatal road collisions as part of the grieving process.
- 1.2 Such floral tributes can give rise to serious safety concerns. A site, especially in a rural area, will often be at a place without footways and where the stopping of vehicles, or the presence of pedestrians in the carriageway, presents a hazard. This increases the risk of further collisions and casualties.
- 1.3 The simple act of placing flowers at the scene of a road fatality can in some circumstances create a potentially dangerous situation. However it would be difficult and insensitive to totally ban the placing of floral tributes as this is now an established practice amongst the public.
- 1.4 It is necessary to manage the risk associated with the placing of floral tributes, and to prevent the establishment of permanent man-made memorials.
- 1.5 The Local Traffic Authority will normally waive any traffic management costs associated with the implementation of this policy.

2. Short-term Tributes

- 2.1 Short-term tributes, such as floral tributes, may be provided at locations where the risk to the safety of those placing the tribute can be reasonably managed.
- 2.2 The Local Traffic Authority (LTA) will work in partnership with the Police (in particular the Police Family Liaison Officer) to manage the safe and timely placing of tributes during the initial grieving process, and their removal at the appropriate time. However depending on the specific risks at the site of the incident, such as stopping on the highway and accessing the site (footways, alignment etc), this may not always be appropriate.
- 2.3 The Police Family Liaison Officer will ensure that the bereaved are aware of the arrangements to be put in place via this policy, and that they understand this offers the best and safest opportunity to visit the site. Further visits by family or friends should be discouraged in the interests of road safety.
- 2.4 Floral tributes may remain at the site for a period of up to 30 days following the date of the fatal collision, during which time the immediate roadside area will be sensitively managed. The LTA shall not touch or move the tribute and the soft estate within 10 metres of the tribute shall not be maintained until the tribute is removed.
- 2.5 At the appropriate time, the Police Family Liaison Officer will contact the next of kin to enquire whether any other items placed with the floral tributes require removal and safe keeping at the end of the 30 day period. The Officer will inform the LTA of the family's response to ensure compliance with their wishes. After 30 days the Family Liaison Officer will collect any property to be returned to the family; the LTA will, when convenient to their normal business and without any further notification, remove and dispose of the remaining elements of the floral tribute.
- 2.6 Clearway Routes
It is illegal to stop on a clearway route, unless in an emergency, or when directed to do so by the Police. Access for the bereaved to the site of the incident on a road subject to a clearway order is therefore restricted to occasions when accompanying a Police Officer. Therefore the placing of short term tributes on motorway class roads will need to be managed by the Police Family Liaison Officer, with the understanding that return visits to the site will only be permitted by prior arrangement.

3. Roadside Memorials

- 3.1 Roadside memorials can present similar and longer lasting concerns for road safety. They encourage repeated visits, particularly on the anniversary of the incident. If left unchecked, some roadside memorials can become prominent features at the roadside and a significant distraction to road users. This can raise issues of concern given that fatal collisions are often situated at bends and junctions, where a driver's full attention is required.

- 3.2 Man-made memorials and trees could create an impact hazard for passing pedestrians, cyclists and motorists. In addition, individuals returning to the sites to prune or feed trees or shrubs could be a distraction to drivers, thus increasing the risk of further collisions, and would be placing themselves at risk from passing traffic.
- 3.3 Upon receipt of a request for a permanent memorial, the LTA shall undertake an assessment of risk. Due to the risks outlined in 3.1 and 3.2 above, memorials will not be permitted in the verge adjacent to high speed or dual carriageway county roads.
- 3.4 However, there may be an appropriate site for a memorial within the locale of the fatal collision. An example of a location which may be appropriate for a memorial may be at the back of a lay-by segregated from the trunk road, within a picnic area, or in an urban area. Locations will only be considered where safe pedestrian access can be gained via a footway, and where the LTA agrees that the risks to those wishing to visit the memorial, and the travelling public, would be low.
- 3.5 Permitted memorials are green memorials, in the form of bulbs or wild flowers, or a small plaque mounted on a piece of street furniture, such as a bench or planter. The exact form of memorial will depend on the specific site, and will be agreed by the LTA, however a plaque mounted on street furniture is likely to be more appropriate in an urban area, whilst bulbs or wild flower seed are likely to be more appropriate in a rest area or segregated lay-by.
- 3.6 The choice of bulbs or wild flower species will need to be agreed with the LTA, being mindful of local provenance & species native to the specific area.
- 3.7 The soft estate adjacent to the county road is managed by the LTA. This includes landscape plots, which can include areas of managed woodland. An alternative option for a memorial would be for the LTA to plant and manage a tree, as part of a larger managed woodland, in memory of the deceased. The LTA would be able to provide the family of the deceased with a location of the managed woodland, but would not encourage the family to visit the tree.
- 3.8 In the interests of road safety, memorials will only be allowed in accordance with 3.3 – 3.7 above so as not to compromise road safety. Other forms of memorials will not be permitted.
- 3.9 The LTA will arrange for the mounting or planting of the memorial as appropriate.
- 3.10 There is no time limit on requests for roadside memorials being considered in line with this policy.

4. Existing Memorials

- 4.1 In the past, due to the absence of a policy, some memorials have become established within the limits of the highway. The LTA has statutory powers under

the Highways Act 1980 to take appropriate action where existing roadside memorials adjacent to the highway are considered to affect safety.

- 4.2 Where an established memorial is giving rise to specific safety concerns these should initially be discussed by the Head of Streetscene, the Head of Assets and Transportation, in consultation with the Cabinet Member for Environment, and the local Police. If a decision is made to remove it, the LTA should work with the Police to manage the removal process in a sympathetic way, in line with the ethos of this policy.

FLINTSHIRE COUNTY COUNCIL

REPORT TO: CABINET

DATE: TUESDAY, 18 JUNE 2013

REPORT BY: DIRECTOR OF ENVIRONMENT

SUBJECT: FLINTSHIRE LOCAL DEVELOPMENT PLAN DELIVERY AGREEMENT

1.00 PURPOSE OF REPORT

1.01 To seek Members approval of the Flintshire Local Development Plan Delivery Agreement, and to allow it to go out for stakeholder and public consultation. Members should note that all Members have received, for their information, a copy of the draft Delivery Agreement following its consideration and as recommended by the Planning Strategy Group, who met on 16 May 2013. Given the size of the document, Members are requested to refer to the copy already provided, and/or alternatively reference copies available in Members Services.

2.00 BACKGROUND

2.01 The requirement for each Local Planning Authority to produce a Local Development Plan (LDP) is set out in Part 6 of the Planning and Compulsory Purchase Act, 2004. Procedural requirements are explained in the Town and Country Planning (Local Development Plan) (Wales) Regulations, 2005. A whole raft of other relevant guidance relating to the production of the LDP exists, and is referenced within the attached Delivery Agreement document.

2.02 LDPs re-emphasise the importance and commitment placed on providing a Plan-led system in Wales, where the LDP will set out the Council's policies and proposals in respect of the development and use of land. In replacing Unitary Development Plans, the LDP system aims to achieve the following objectives:

- Informing LDP production through **Sustainability Appraisal**, incorporating **Strategic Environmental Assessment**;
- Basing LDP production on **effective community involvement** – to consider a wide range of views, with the aim of building a wider consensus on the strategy and policies for the LDP;
- Ensuring **policy integration** – at national, regional and local levels;

- Delivering a **faster more responsive** approach to plan-making;
 - Making plans that are more **strategic, concise and distinctive**.
- 2.03 These objectives are translated via the above referenced Acts, guidance, and regulations into a process for plan making, which has prescribed key stages and requirements that have to be met, and that form part of the plan's eventual examination to test its soundness. Appendix 1 shows the LDP process diagrammatically.
- 2.04 The preparation of a Delivery Agreement is one of the first formal stages in the LDP process. The Delivery Agreement is a public statement that contains a timetable for LDP production (this is in effect the Council's project plan) and the Community Involvement Scheme, setting out how and when stakeholders and the community can contribute to the preparation of the LDP and its Sustainability Appraisal/Strategic Environmental Appraisal. The Community Involvement Scheme will be important in supporting and developing the aims, scope and priorities for the LDP, setting out appropriate forms of involvement to facilitate structured dialogue with Members, key stakeholders, and the community about the evidence and options, in order to arrive at a broad consensus.
- 2.05 Once agreed, the Delivery Agreement commits the Local Planning Authority to produce its LDP according to its stated timescales and consultation processes. Any deviation from the agreed Timetable and Community Involvement Scheme (not previously agreed by the Welsh Government) will potentially be examined by the Inspector i.e. could affect the assessment of the soundness of the plan.
- 2.06 The Delivery Agreement is an essential project management tool for the Council, and it will:
- Underline the importance of the LDP within the Council;
 - Set out the realistic limit of what the Council can reasonably do within the timeframe and resources available i.e. it will frame expectations;
 - Clarify the scope and influence of the plan, explaining opportunities that it will provide for local discretion as well as the need to respect national policy and statutory designations etc;
 - Secure budget commitment and staff resources;
 - Allow co-ordination with the preparation of other strategies;
 - Set the framework for the Sustainability Appraisal/Strategic Environmental Assessment process;

- Alert the community to the process of involvement in the creation of the plan, and outlines generally how they can contribute.

2.07 As set out in para 2.04, the Delivery Agreement comprises two main parts:

- **A Timetable** – this sets out the key stages and dates for the preparation process. A summary of the timetable for the LDP extracted from the Delivery Agreement is repeated in appendix 2 for Members convenience. The stages up to and including Deposit consultation are referred to as the ‘definitive’ stages i.e. largely within the control of the Council, whereas the stages beyond that are ‘indicative’, recognising that progress may depend on factors outside of the Council’s control;
- **A Community Involvement Scheme** – This explains how the public, stakeholders, and other interest groups including developers can contribute to and potentially influence the preparation of the LDP. It explains how and when the above will be consulted, how their comments will be considered, and how feedback will be given.

2.08 Ongoing discussions have been held with the Welsh Government in respect of the preparation of the Delivery Agreement to date, as recommended in the LDP Manual. Officers have also considered the delivery agreements of a number of other Welsh Local Planning Authorities further advanced in the LDP process, and have used the average relative time taken for each stage as a guide to the preparation of a realistic and achievable draft Timetable for Flintshire’s LDP.

3.00 CONSIDERATIONS

3.01 The Delivery Agreement is structured around describing the LDP process in a clear, and as concise a manner as possible. The document firstly sets the context for plan preparation, broadly considering what is involved in the process, what an LDP should contain and how it should look, and how it will be assessed for its sustainability and its soundness.

3.02 The document then outlines the Timetable as it relates to the key stages in the process and their corresponding reference in the LDP Regulations. It makes important reference to the governance processes involved, emphasising the key role the Planning Strategy Group, Cabinet and Council will play in shaping the plan.

3.03 The document then refers to the proposed Community Involvement Scheme in some detail, adopting the schedule format recommended

in the LDP Manual to cover stages in the Timetable in more detail, highlighting who will be involved at which stage and in particular, flagging up when there will be opportunities for community involvement. Reference is also made to the consultation bodies that the Council is required to consult with during the process, as well as the proposed stakeholders who will be invited to participate in the process. The Community Involvement Scheme also clearly sets out the roles and expectations of the Council and individuals, communities, and organisations respectively in the process.

- 3.04 Finally, the document refers to the need to continually monitor the LDP process against the Timetable and the Community Involvement Scheme to ensure that it is on track to deliver an LDP within the specified timeframe, and having carried out the appropriate consultation and engagement. If there is slippage at any stage in the process where a specified deadline is, or is likely to be, exceeded by more than three months, then the Council must review the Delivery Agreement in consultation with the Welsh Government.
- 3.05 With reference to the summary Timetable in appendix 2, the projected timeframe for the production of the LDP is five years. This assumes a starting position of June 2013 where the Delivery Agreement should be approved by the Council and out for consultation. Of the Local Planning Authorities in Wales who have either completed their LDPs, or who are at an advanced stage, there are only one or two who have completed the process in less than five years, with the majority taking well beyond this timeframe. That said, given the position that Flintshire is in, in respect of recently adopting its UDP (i.e. not starting from scratch), and our extensive observation of our neighbouring Local Planning Authorities processes and examinations, setting a 5 year timeframe is felt to be positive, realistic and achievable.
- 3.06 The Delivery Agreement was considered by the Planning Strategy Group on 16 May 2013 and their very positive response and feedback to the Delivery Agreement raised no fundamental issues, such that they have recommended it on to the Cabinet for approval and for subsequent stakeholder and public consultation. Following the Planning Strategy Group's consideration of this report, and as per their recommendation, all Members have been given an opportunity to view the draft Delivery Agreement. Following Cabinet approval, the Delivery Agreement will be put out for consultation for a minimum six week period, where community and town councils, stakeholders and the public, and other interested parties can comment on the Delivery Agreement. The outcome of the consultation and any proposed amendments to the Delivery Agreement will be brought back to the Planning Strategy Group before then going to Cabinet. The Delivery Agreement will then go to the Welsh Government for formal agreement, and will then be made publicly available.
- 3.07 Other LDP processes will also come forward during the consideration

of the Delivery Agreement as set out above. For example, the Candidate Sites process will commence during the summer following consideration of the procedure by the Planning Strategy Group. Updating the evidence base is an ongoing process and relevant information in relation to this will be brought to Members attention e.g. the proposed training session on development viability will refer to specialist viability assessment work underway at present. A session with Members will also be arranged to look at developing ideas for the issues and objectives that will be important in forming an LDP strategy to tackle them. This will include the consideration of potential options for the spatial distribution of growth.

4.00 RECOMMENDATIONS

- 4.01 That Members approve the LDP Delivery Agreement.
- 4.02 That following Cabinet approval, the Delivery Agreement is made available for stakeholder and public consultation.
- 4.03 That delegated authority is given to the Director of Environment, following consultation with the deputy Leader and Cabinet Member for Environment, to make minor corrections and editorial changes to the Delivery Agreement prior to its publication for consultation.

5.00 FINANCIAL IMPLICATIONS

- 5.01 None immediately, however agreement of the Delivery Agreement will prompt the need to assess the likely budget needed to cover the whole LDP process from start to adoption of the plan.

6.00 ANTI POVERTY IMPACT

- 6.01 None.

7.00 ENVIRONMENTAL IMPACT

- 7.01 Strategic Environmental Assessment is an integrated part of the LDP process and will be used to assess and mitigate where appropriate, the environmental effects of the plan.

8.00 EQUALITIES IMPACT

- 8.01 The Community Involvement Scheme will need to encourage and make all appropriate attempts to engage with hard to reach groups in order to ensure that a broad spectrum of views have been considered.

9.00 PERSONNEL IMPLICATIONS

9.01 The Delivery Agreement takes account of the available resources in order to arrive at a realistic Timetable for the delivery of the plan.

10.00 CONSULTATION REQUIRED

10.01 Numerous consultation stages indicated throughout the Delivery Agreement and Community Involvement Scheme.

11.00 CONSULTATION UNDERTAKEN

11.01 Informal discussion with Welsh Government regarding the content of the Delivery Agreement, a previous report to the Planning Strategy Group, and this report to the Cabinet.

12.00 APPENDICES

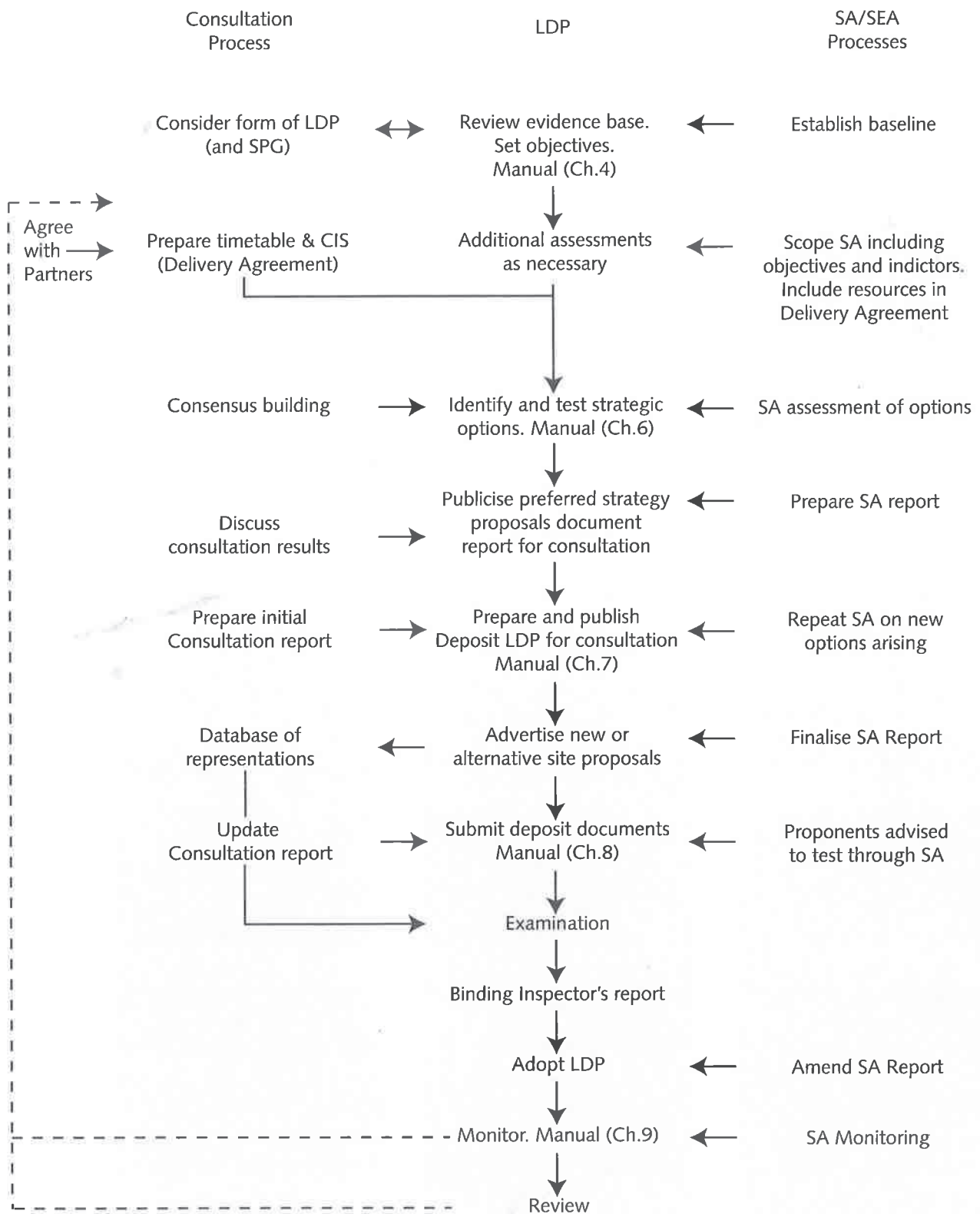
12.01 Appendix 1 Diagram of the LDP process
Appendix 2 LDP summary Timetable

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

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Appendix 1

Figure 3.1: Main Stages of the LDP Preparation Process



N.B. Plan preparation, SA and consultation should be undertaken in an integrated manner.

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The first part of the Delivery Agreement is to set out a timetable or programme of the key stages in progressing the LDP. The following table sets out a summary of the process and dates for each of the stages.

Stage	Details	Purpose	Dates
Definitive Stages			
Stage 1	Delivery Agreement (Regulations 5-10)	To prepare and agree a Delivery Agreement comprising a Timetable and a Community Involvement Scheme which together set out the Plan preparation process.	Jun 2013
Stage 2	Review and develop Evidence Base (Regulation 14) [includes Call for Candidate Sites]	To establish a robust evidence base to inform Plan preparation and to provide baseline information against which to undertake Plan appraisal.	On going
Stage 3	Pre-deposit participation (Regulation 14)	To develop and assess the Plan's vision and objectives and consider a number of strategic growth and spatial options.	Jul 2013 - Jun 2014 (11 mths)
Stage 4	Pre – Deposit consultation (Regulations 15 & 16)	To consult on the Plan's preferred strategy, key policies and strategic development proposals.	Jul 2014 – Oct 2015 (15 mths)
Stage 5	Deposit consultation (Regulations 17-19)	To consult on the Deposit Plan and to allow for formal representations to be made.	Nov 2015 –Jul 2016 (8 mths)
Indicative Stages			
Stage 6	Consultation on Site Allocations Representations (Regulations 20 & 21)	To enable representations to be made in respect of site specific representations submitted at deposit stage.	Jul 2016 - Nov 2016 (4 mths)
Stage 7 Overlap with Stage 8	Focussed Changes (optional)	The Council will, if necessary, publish and consult upon focussed changes to the Plan as an addendum to the Plan.	Dec 2016 – Mar 2017 (4mths)
Stage 8	Submission (Regulation 22)	The Council will formally submit the LDP and supporting documentation (including representations) to the Welsh Government.	Dec 2016
Stage 9	Examination (Regulation 23)	An Inspector will independently assess the Plan in terms of its soundness.	Jan 2017- Jan 2018 (12mths)
Stage 10	Inspector's Report (Regulation 24)	An Inspector will present to the Council his / her Report which will be binding on the Council.	Feb 2018 (2mths)
Stage 11	Adoption (Regulation 25)	The Council will resolve to adopt the LDP.	May 2018
Stage 12	Monitoring and Review (Regulation 37)	The Council will review the Plan and submit annual monitoring reports to Welsh Government.	On going (yearly)

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **COUNCIL (PLAN) GOVERNANCE FRAMEWORK
REVIEW**

1.00 PURPOSE OF REPORT

1.01 To present the reviewed Council (Plan) Governance Framework for re-adoption as part of the full Council Planning Framework following annual review.

2.00 BACKGROUND

2.01 County Council adopted the Council (Plan) Governance Framework in June 2011 as part of the full Council Planning Framework.

2.02 The Council (Plan) Governance Framework is subject to annual review.

3.00 CONSIDERATIONS

3.01 The Council Planning Framework is a “family” of co-related documents which together state ambition, priorities and targets within an overall governance framework.

3.02 The framework comprises :-

- the Council (Plan) Governance framework
- annual statements
- service and directorate planning

3.03 The Council (Plan) Governance Framework

This is a statement which describes the current governance arrangements in Flintshire i.e. how the Council is run and governed and sets out organisational values, roles and responsibilities. It is based around 6 sections:-

1. The Council and Democracy
2. Organisational Vision and Values
3. Resources
4. Business Processes
5. Customer Services and Citizenship
6. Partnerships

- 3.04 Some of the key contributing strategies are:-
- the Medium Term Financial Strategy
 - Asset Management Plan
 - People Strategy and
 - The ICT Strategy
- The framework also describes all Corporate Services support and functions.
- 3.05 Shaping and sharing the framework has been of benefit for officers who have valued one single document which outlines how the organisation is run and managed.
- 3.06 The full framework has been reviewed and updated and is available in the Members' library and on the website.
- 3.07 **Annual Statements**
- The annual statements are already in existence and are produced in the reporting year. These statements have both a historical (backward-looking) and predictive (forward-looking) context. Some of these statements are required by statute, for example the Improvement Plan; others we have developed as good practice e.g. quarterly performance at Head of Service level.
- 3.08 The predictive (forward-looking) documents are available around the start of the financial year; including the budget, risks and challenges and performance targets both in-year and inspirational longer term Improvement targets. Other statements made throughout the year are on the quarterly assessment of service performance and on an annual basis the historical reporting of our previous year's performance as required as part of the Improvement Plan by 31 October. (Annual Performance Report)
- 3.09 **Service and Directorate Planning**
- The three service Directorates produce Directorate Plans which summarise the critical priorities, performance, and risk and improvement activity for the Directorate and the commitments from the strategic partnerships. The main areas of activity for corporate services are shown in the Service plans for ICT and Customer Services, Human Resources, Finance and Legal and Democratic Services.
- 3.10 In addition all council service areas are required to review and complete their service plans at Head of Service level. These are plans which are annual within the longer term context. Plans are reviewed and refreshed periodically throughout the year; and reported quarterly.
- 3.11 A summary of the amendments made to the Council (Plan) Governance Framework following the annual review is attached at Appendix 1.

4.00 RECOMMENDATIONS

4.01 To adopt the revised Council (Plan) Governance Framework.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no direct financial implications to this report.

6.00 ANTI POVERTY IMPACT

6.01 There are no direct anti poverty implications to this report.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no direct environmental implications to this report.

8.00 EQUALITIES IMPACT

8.01 There are no direct equalities implications to this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no direct personnel implications to this report.

10.00 CONSULTATION REQUIRED

10.01 All aspects of the Council Planning Framework require consultation with relevant officers and members at periodic times throughout the year.

10.02 Aspects of service and directorate plans will inform Overview and Scrutiny's Forward Work Programmes.

11.00 CONSULTATION UNDERTAKEN

11.01 All relevant officers have reviewed and updated the plan to ensure its accuracy.

12.00 APPENDICES

Appendix 1 – List of Amendments to The Council (Plan) Governance Framework 2013/14

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

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**Appendix 1 - Council (Plan) Governance Framework
Overview of changes**

SECTION	CHANGE
1. The Council & Democracy	
Structure	Updated to reflect correct job title – Head of ICT and Customer Services.
2. Organisational Vision & Values	
County Vision	Updated to reflect the new four priorities of the County.
3. Resources	
Medium Term Financial Strategy	Updated to reflect budget for 2013/14. Added information in relation to efficiencies and pressures on funding for 2014/15 onwards.
People Strategy and Workforce Engagement – Key themes and Strategic Objectives	Updated to include reference to the Workforce workstream of the Council’s Flintshire Futures Programme.
Asset Management Plan – Purpose	Updated to include reference to the need for innovative approaches to service delivery in the challenging economic climate.
Procurement Strategy	Updated to include links to the Flintshire Futures Programme, sub regional collaboration with Denbighshire and the National Procurement Service starting in November 2013.
Health and Safety	Updated to include an additional bullet point around a positive health and safety culture.
Corporate Services Support and Functions – HR and Organisational Development	<p>Updated to include a refresh of the various function areas:</p> <ul style="list-style-type: none"> ○ The “Strategic Human Resources” section has been revised to “Human Resources, Business Partnering and HR Advice”. ○ The “Senior HR Advisor Support” section has been removed. ○ The “HR Service Centre” section has been revised to “Employment Service Centre”. ○ The “Payroll Processing Team” section has been removed. ○ The “Job Evaluation and Single Status” section has been renamed to “Single Status Team”. ○ The “Corporate Training and Development” section has been removed and included within a

**Appendix 1 - Council (Plan) Governance Framework
Overview of changes**

SECTION	CHANGE
	<p>new section – “Organisational Development”.</p> <ul style="list-style-type: none"> ○ The “Occupational Health Service” section has changed to incorporate Wellbeing.
Corporate Services Support and Functions – ICT & Customer Services	Revised to include current statistics around numbers of people supported. Removed paragraph Re: Design and Print Unit and updated the paragraph on Procurement to bring up to date.
Corporate Services Support and Functions – Legal & Democratic	Added reference to a new legal requirement; Democracy and Governance Manager being the statutory Head of Democratic Services.
4. Business Processes	
Service and Directorate Planning	Refreshed to include reference to the full self assessment of services, corporate governance, strategies and Strategic Partnerships undertaken in 2012.
Service and Directorate Planning	Removed reference to proxy indicators.
Risk Management	Revised the Strategic Assessment of Risks and Challenges section to make it current/up to date.
Business Continuity Plans	Additional bullet point added around the testing and updating of all Business Continuity Plans.
Regulation and Assurance	Updated to include a bullet point around the Improvement Plan.
Internal Audit Plan	Updated the second to last paragraph to expand on both internal and external arrangements around regulatory activity.
5. Customer Services & Citizenship	
Strategic Priorities	Updated to include revised dates around the opening of the new Connects Centres.
Communications and Engagement	Updated to include reference to the National Principles of Public Engagement and Flintshire County Council’s Core Principles for Engagement and Consultation.
Equalities and Welsh Language	Revised Equalities section to include reference to protected characteristics.

**Appendix 1 - Council (Plan) Governance Framework
Overview of changes**

SECTION	CHANGE
Equalities and Welsh Language	Updated to include reference to regional and local equality objectives laid out within the Strategic Equality Plan 2012 – 2016.
6. Partnerships	
National, regional collaboration	Updated with FCC protocol for governance arrangements of significant collaborations.
Flintshire Local Service Board	Updated membership to reflect changes e.g. Natural Resource Wales and not Environment Wales.
Flintshire Local Service Board	Removed reference to the Community Safety Partnership being a joint Board with Wrexham.
Flintshire Local Service Board	Added reference to the County/LSB Priorities Diagram.
General	
Changed dates throughout the document to reflect the current year.	
Changed all reference to Welsh Assembly Government to reflect Welsh Government.	

7th June 2013

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Just FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **OUTCOME AGREEMENT WITH WELSH
GOVERNMENT - ASSESSMENT OF 2012/13**

1.00 PURPOSE OF REPORT

1.01 To present an end of year position of progress against the Outcome Agreement for 2012/13.

2.00 BACKGROUND

2.01 Outcome Agreements

The Outcome Agreements were introduced by Welsh Government to identify how we work towards improving outcomes for local people against the Government's National priorities. In addition Outcome Agreements had to have a strong collaborative content and evidence of partnership working to have the greatest impact.

2.02 The Outcome Agreement is a three year agreement (from 2010/11 to 2012/13) based on ten strategic themes, with one broad outcome selected from within each theme. The themes and outcomes were agreed by Welsh Government and approved by Executive and the Local Service Board.

2.03 The Council received full payment of the grant (£1.48m) for 2011/12 and 2010/11. Payment is based on a pro rata scoring system which measures achievement of the authority's performance. Last year we received a score of 25/30 points (full payment is made to scores of 25 and over). Full payment of the grant can only be achieved if collaborative action is demonstrated and is successful in at least nine of the ten outcomes.

3.00 CONSIDERATIONS

3.01 **Outcome Agreement 2012/13**

The final year's performance (2012/13) of the Outcome Agreement is complete and a self assessment of performance against the actions and measures has been undertaken. This assessment currently shows 6 fully successful themes, 3 partially successful themes and 1 unsuccessful theme.

Outcome Agreement Theme	Self-Assessment Categorisation
Theme 1 - Improved quality and length of life, with fairer outcomes for all	Fully Successful
Theme 2 - Good social care allows people a better quality of life	Partially Successful
Theme 3 - A strong and prosperous economy helps reduce poverty	Fully Successful
Theme 4 - Children and young people grow up as active citizens and achieve the highest possible standards of wellbeing	Unsuccessful
Theme 5 - People have the education and skills to live prosperous, fulfilled lives	Fully Successful
Theme 6 - Communities are vibrant and safe, with access to good housing and sustainable transport	Fully Successful
Theme 7 - Wales is an energy efficient, low carbon and low waste society	Partially Successful
Theme 8 - The environment is protected and sustainable	Fully Successful
Theme 9 - Our language, culture and heritage thrives	Fully Successful
Theme 10 - Public Services are efficient and provide value for money	Partially Successful

3.02 Given the assessment above, it is expected that Flintshire County Council will achieve 25 points, the minimum required to achieve full grant (approximately £1.467m).

3.03 Further detail is provided in the following paragraphs for those areas which are assessed as 'partially successful' or 'unsuccessful':

3.03a **Theme 2 – Good social care allows people a better quality of life**

Three DFGs for children were completed in Quarter 4 in an average of 245 days. However, in the data validation process at the end of the year a number of completions were identified that had not previously been reported. This included 3 particularly long and complex cases, which took the overall average for the year to 482 days, (significantly above the 350 day target). There were a relatively small number of children's adaptations (18 in the year) but these tend to take far longer than adaptations for adults as they are more likely to require extensions.

3.03b **Theme 4 – Children and young people grow up as active citizens and achieve the highest possible standards of wellbeing**

Year end data for the achievement of outcomes for clients (young people only) leaving supported housing is now measured using a scale from 1 (not achieved) to 5 (fully achieved) rather than 'full', 'partial' or 'not achieved'. The introduction of this new method for assessment means that direct comparison is not possible. A method of comparison has been agreed with the service, however the results indicate that none of the 5 outcome measure targets can be evidenced to have been achieved. Work is currently being undertaken to collect alternative evidence to support the achievements of the projects and the outcomes of the clients.

3.03c **Theme 7 – Wales is an energy efficient, low carbon and low waste society**
Welsh Government place most emphasis on 1 measure within this theme; "Flintshire Local Service Board (LSB) is committed to the reduction of carbon dioxide emissions". At present the final year end figures are only available for Flintshire County Council.

It should be noted that the decrease of 12.68% reported for 2011/12 was incorrect due to inaccurate utility invoicing. The absolute decrease for 2011/12 has now been recalculated as 7.19%.

The figures reported in previous years for the carbon reduction calculations for the Outcome Agreement have not been weather corrected to take account of particularly cold years and therefore do not allow for a more accurate comparison. For Flintshire County Council the absolute increase for 2012/13 is 5.57%, but weather corrected the outturn would be a 2.66% reduction.

However it cannot be assumed that all partners will achieve a weather corrected reduction as some have acquired new buildings and the effectiveness of their carbon reduction measures on existing assets is currently unknown. Early indications for some of the other North Wales Councils estimate absolute increases of 10%+ on 2011/12, which indicates that Flintshire County Council's interventions have had a positive effect in reducing emissions.

3.03d **Theme 10 – Public Services are efficient and provide value for money**

Full roll out of the P2P system will not be complete by the end of March 2013 as originally targeted due to issues arising with the integration of existing service back office systems. It is now scheduled to be complete by the end September 2013. It is estimated that the roll out is currently 50% complete.

3.04 A full copy of the self assessment is available in the Members' Library and on request.

3.05 Welsh Government will undertake their own assessment during the summer. We should know the outcome in the autumn and will report this to Cabinet following the evaluation. During this assessment additional evidence will be provided (where available) to support that improvement has been achieved in those areas which are not assessed as 'fully successful'.

- 3.06 A new model to replace the current Outcome Agreement model is being introduced for 2013/14 by Welsh Government. This new model means that achievement will be assessed over the next three years in two ways: -
- firstly by an assessment of achievement against five newly selected outcomes taken from the strategic themes of the Programme for Government (as opposed to the current ten) and;
 - secondly by an assessment of 'performance and governance' including service performance, governance and existing forms of intervention or tailored programmes of support.

The new Outcome Agreement for 2013/14 will be shaped during the next few months prior to seeking Cabinet approval in autumn.

4.00 RECOMMENDATIONS

- 4.01 Cabinet to note the progress made against the Outcome Agreement for 2012/13 and receive a further report following the evaluation by Welsh Government.

5.00 FINANCIAL IMPLICATIONS

- 5.01 Full grant will not be paid by Welsh Government if their assessment is that we have achieved less than 25 points. If they assess that the achievement is between 20 and 24 points the total grant payable will be 75% (approximately £1.1m).
- 5.02 The Council's budget assumes receipt of the full grant of £1.467m, so receipt of a lower amount would result in a pressure on the budget for the year.

6.00 ANTI POVERTY IMPACT

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

7.00 ENVIRONMENTAL IMPACT

- 7.01 There are no specific environmental implications within this report.

8.00 EQUALITIES IMPACT

- 8.01 There are no specific equality implications within this report.

9.00 PERSONNEL IMPLICATIONS

- 9.01 There are no specific personnel implications within this report.

10.00 CONSULTATION REQUIRED

10.01 A report of the self assessment will be presented to the Local Service Board.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultation has been undertaken with Corporate Management Team in the self assessment of our Outcome Agreement.

12.00 APPENDICES

None

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

None.

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 14 JUNE 2013**

JOINT REPORT **CHIEF EXECUTIVE AND HEAD OF FINANCE**
BY:

SUBJECT: **FLINTSHIRE COMMUNITY ENDOWMENT FUND**

1.00 PURPOSE OF REPORT

- 1.01 To advise Cabinet of the final arrangements of the 'Flintshire Community Endowment Fund' prior to any agreed launch.
- 1.02 To provide Cabinet with advice from the Head of Finance in her Section 151 statutory officer role in relation to risk, return and value for money as set out in the recommendation to the November 2012 report.

2.00 BACKGROUND

- 2.01 Cabinet approval was given in 20 November 2012 to the closedown and transfer of existing moribund and ineffective education trust funds to a newly established Flintshire Community Endowment Fund to be managed and administered by the Community Foundation in Wales.
- 2.02 Cabinet also recommended that any transfer of trust funds would be subject to the Head of Finance in her Section 151 statutory officer role being satisfied that the investment strategy of the new Fund does not pose a significant risk to achieving a satisfactory return on funds and value for money.
- 2.03 The Chief Executive in consultation with the Leader was to determine the final working arrangements of the Panel and its supporting structure to discuss in partnership with the Community Foundation in Wales.

3.00 CONSIDERATIONS

- 3.01 Flintshire is currently responsible for 16 educational trust funds which are moribund or ineffective. Five of the trust funds have been registered with the Charity Commission and eleven are unregistered trust funds. Assets total £202,973 to date and are held in the form of cash. These funds are not Council funds and cannot be absorbed into mainstream budgets.

3.02 The Community Foundation in Wales will administer these trust funds as a single fund with their assets being held in perpetuity and with annual income used to support a new small grants scheme (working title: the 'Flintshire Community Endowment Fund") for charitable distribution to eligible individuals and organisations across the County, broadly in line with the trust funds' original objectives.

3.03 **Risk, Return and Value for Money**

In relation to risk, return and value for money, Cabinet on 20 November 2012, gave approval to proceed with the Community Endowment Fund subject to the Head of Finance in her Section 151 statutory role being satisfied that the investment strategy of the new fund does not pose a significant risk to achieving a satisfactory return on funds and value for money.

3.04 The advice from the Head of Finance is set out in the following paragraphs. Since the last report, further information has been requested from and discussion taken place with the Community Foundation in Wales. As a result of this work no fundamental matters have been identified which should prevent going ahead with the transfer of these funds to the Community Endowment Fund. However, that is not to say that there are no risks. In addition to the inherent risk which any investment strategy brings to the capital sum and the income to be generated, there could be some reputational risk to the Council if the financial objectives of the Trust are not achieved or governance issues arise in the future.

3.05 In making a decision to proceed, Cabinet is advised to note the following:

- The principles of what the Community Foundation is aiming to achieve are positive and clear.
- The investment strategy under the Community Endowment Fund model will be different than has been the case in the past. Under the Council model, monies have been invested either in UK gilts, or latterly, have attracted the rate of interest earned on council cash balances. Whilst a "risk free" approach, the sums generated have been small. Under the endowment model, monies will be invested in risk assets (equities and commodities) where the value may go up or down.
- Selecting an appropriate strategy for investing capital sums to generate annual income is subjective. There is no right and wrong answer and it will vary from organisation to organisation. However, investment strategies should be built on clear objectives in relation to target return and levels of risk. In this area, we have been unable get clarity from the Foundation, much beyond its general aims and principles.
- In addition to the costs of managing the fund previously reported, it has been identified that there will be further fees and expenses

charged by the Investment Managers. These will be deducted from capital at sources and range from 0.51% to 0.75% of the market value of the asset and vary by Investment Manager.

- The Community Foundation has been very successful in seeking advice on the investment strategy and investment approach; however this is an informal arrangement. There is a potential for further cost in the future if this arrangement is not continued.
- In relation to governance, there are potential issues which could arise from the current low cost approach to advice which creates dual roles and from dependence on key individuals.
- It is recognised that the proposed approach and the associated risks are not unusual for organisations of this size and type.

3.06 **Flintshire Community Endowment Fund – Working Arrangements**

3.07 The Community Foundation in Wales will be responsible for promoting the scheme, receiving and assessing applications for funding prior to bringing them to a local Grants Panel.

3.08 The Grants Panel will be set up comprising of local people (to include nominees received from the Council, including officers and elected members) which will review the applications and their recommendations for a final decision to be made. The Foundation will appoint a trustee to chair the panel who will have non-voting rights.

3.09 The proposed composition of the Grants Panel has been locally determined in discussion with the Leader, Chief Executive and the Community Foundation in Wales. There will be the following representation:

- Community Foundation – Chair
- Elected Member representation – x2no. (Leader & Finance Portfolio plus Chair of Corporate Resources)
- Officer representation (max 2 no.)
- Flintshire Local Voluntary Council
- Local philanthropist

3.10 Initially, it is proposed to set aside up to £10,000 from the capital fund for distribution in grants both in 2013/14 and in 2014/2015. It is believed that this will encourage donations from potential philanthropic individuals, companies, businesses and organisations situated within the County who will be attracted to contributing to a fund which is capable of making an immediate impact in servicing the needs of the community.

A maximum grant award of £750 is proposed for individuals, voluntary groups or charitable organisations. This would be subject to regular review as the Fund develops.

3.11 As the original trust funds were donated for educational purposes the

initial distribution of grants will reflect these objectives and reflect one of the County vision aims of “learning and skills for life”. For this reason it is proposed that the launch of the Fund be timed to coincide with the academic year 2013/14 starting in September. This will allow for the scheme to be promoted to schools and other educational bodies prior to the summer break.

3.12 As the Fund grows there will be the potential to divest additional funding for other purposes which reflect the County Vision aims, and accord with the ‘objects’ of the transferred fund.

3.13 In addition to the Grants Panel there will be a Strategic Advisory Group to provide advice on the future growth of the Fund. This group is likely to be held at a sub regional level with Denbighshire (who have recently launched their own fund) and will include representatives from the business community as well as relevant council officer representation.

4.00 RECOMMENDATIONS

4.01 To approve the closedown and transfer of existing moribund and ineffective education trust funds to a newly established ‘Flintshire Community Endowment Fund’ to be managed and administered by the trustees of the Community Foundation in Wales, given the assurances provided by the Head of Finance in her Section 151 statutory officer role, but noting the potential risks which remain.

4.02 To launch the Flintshire Community Endowment Fund with the working arrangements as set out in the report.

5.00 FINANCIAL IMPLICATIONS

As set out in the report.

In addition the following points are to be noted:

- when making investments there is a degree of risk involved
- decisions on how to manage investment risk will be transferred to the Foundation/Trustees with no option for the Council to resume control once transfer has taken place (despite performance reporting requirements included in the Fund Agreement).

6.00 ANTI POVERTY IMPACT

The Fund will seek to discharge the funds to support those who are disadvantaged; financially or socially.

7.00 ENVIRONMENTAL IMPACT

7.01 Environmental considerations can be built into the Trust’s considerations for funding.

8.00 EQUALITIES IMPACT

8.01 The majority of the trust funds were originally established for educational purposes including educational attainment, prize funds and bursaries. Establishment of the 'Flintshire Community Endowment Fund' will enable the liberated assets to be used for these purposes into the future.

9.00 PERSONNEL IMPLICATIONS

9.01 The transfer of these trust funds will release capacity amongst officers currently administering such funds.

10.00 CONSULTATION REQUIRED

10.01 Ongoing consultation will be undertaken by the Strategic Advisory Group to inform the future strategic direction of the Fund.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultation has been undertaken with various officers and Corporate Management Team.

11.02 The Community Profile and Partnerships Overview and Scrutiny Committee and the Community Chest members' grants panel have also considered this issue.

12.00 APPENDICES

12.01 N/A

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

None

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **QUARTER 4/YEAR END PERFORMANCE REPORT**

1.00 PURPOSE OF REPORT

1.01 To receive the 2012/13 Quarter 4 / Year End service performance reports produced at Divisional level. The reports cover the period January to March 2013 and contain a summary of the year end position.

1.02 To note the following: -

- the levels of progress and confidence for the Council's Improvement Priorities;
- the revised risk levels for the Strategic Assessment of Risks and Challenges (SARCs);
- the progress being made against the Improvement Target Action Plans;
- the progress made against the key actions from service plans; and
- the assessment of any regulatory reports.

2.00 BACKGROUND

2.01 The quarterly performance reports seek to provide the 'narrative' explanation of the statistical quarterly performance. These reports are a review of service plans.

3.00 CONSIDERATIONS

3.01 Quarterly performance reports are prepared by the Heads of Service within the three Directorates and by the Corporate Heads of Service.

3.02 Copies of the detailed draft Quarter 4 / Year End performance reports are available in the Members' Library and on request. Members will receive respective reports when circulated with the Overview & Scrutiny Committee agendas.

3.03 Appendix 1 of the report contains an overall RAG status for each of the 10 Council Priorities and identifies the RAG status for the 66

secondary priorities for both 'progress' and 'outcome'. A full assessment of the Council Priorities is available in the Member's Library or on the website.

3.04 The secondary priorities have high level actions, milestones and targets which can be monitored over time. 'Progress' monitors progress against scheduled activity and has been categorised as follows: -

- RED: Limited Progress – delay in scheduled activity; not on track
- AMBER: Satisfactory Progress – some delay in scheduled activity, but broadly on track
- GREEN: Good Progress – activities completed on schedule, on track

A RAG status is also given as an assessment of our level of confidence at this point in time in achieving the 'outcome(s)' for each secondary priority. Outcome has been categorised as: -

- RED: Low – lower level of confidence in the achievement of the outcome(s)
- AMBER: Medium – uncertain level of confidence in the achievement of the outcome(s)
- GREEN: High – full confidence in the achievement of the outcome(s)

3.05 In summary our overall assessment against the 66 reported secondary priorities is: -

PROGRESS

- We are making good (green) progress in 37 (56%) of the priorities.
- We are making satisfactory (amber) progress in 29 (44%) of the priorities.
- We are making limited progress (red) in 0 (0%) of the priorities.

OUTCOME

- We have a high (green) level of confidence in the achievement of 48 (73%) of our priority outcomes.
- We have a medium (amber) level of confidence in the achievement of 18 (27%) of our priority outcomes.
- We have a low (red) level of confidence in the achievement of 0 (0%) of our priority outcomes.

- 3.06 **Improvement Targets**
Appendix 2 of the report contains a schedule of all the Improvement Targets.
- 3.07 Reporting against the Improvement Target Action Plans is included within the performance reports.
- 3.08 Analysis of performance against the Improvement Targets is undertaken using the RAG (Red, Amber, Green) status. This is defined as follows: -

- RED equates to a position or forecast position of under-performance, downward trend, non-achievement of target, non-achievement of action milestones.
- AMBER equates to a mid position where improvement may have been made (i.e. improved trend) but the target for the year is unlikely to be reached, or where action milestones have been deferred or narrowly missed.
- GREEN equates to a position or forecast position of positive trend on performance, meeting target and achieving action milestones.

- 3.09 Analysis was undertaken for 41 of the 42 Improvement Targets reported for 2012/13, which showed the following: -

- 25 (61%) achieved a green RAG status
- 9 (22%) achieved an amber RAG status
- 7 (17%) achieved a red RAG status

Analysis could not be undertaken for average days taken to complete low cost adaptations (PSR/006L) where the disabled facilities grant (DFG) process was not used as a target has not been set.

- 3.10 The indicators which showed a red RAG status were: -

3.10.1 **CHR/002 – Sickness Absence**

The 2012/13 year end performance outturn is 11.03%, a reduction in performance compared to last year (10.54%) and missing the target of 9.8%. There is a continued programme of attendance management reporting and action planning across each Directorate. Absence reporting, containing trigger reports, produced on a monthly basis are issued to managers. With the support of the HR team focus is made on frequent, short term absences, long term absences and return to work interviews, with employees, to understand any underlying issues affecting attendance at work. Where necessary, capability measures are taken to address poor attendance. This

includes first stage disciplinary through to dismissal. Further work is being undertaken in partnership with the Occupational Health service to proactively reduce levels of sickness absence with the introduction of physiotherapy service pilots within key services such as Streetscene.

3.10.2 CFH/006 - Undisputed invoices paid on time (30 days)

There was a downturn in performance for 2012/13 (85.8%) compared to 87.93% last year. The target for this indicator was 95%. The processing of invoices is a devolved function that is reported by the central Accounts Payable team who continue to work with directorates to improve performance. However, Quarter 4 shows a disappointing result compared to that of Quarter 3. P2P is now being rolled out throughout all directorates (except Lifelong Learning) and therefore it is hoped that improvements will be seen during 2013/14.

3.10.3 PLA/004b - Minor applications determined within 8 weeks

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 in addition to 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. establishment of a regular liaison meeting with Legal Officers to establish the position on each Section 106 Obligation where instructions have been sent. Work is also being undertaken which seeks 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, were agreed in Quarter 4 and will result in fewer 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 minor applications go beyond 8 weeks. These include the number of applications needing to be reported to Committee for reasons which include the need for Section 106 Agreements to cover affordability of housing (under Policies HSG 3 and HSG 5).

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, 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.

3.10.4 PLA/005 – Enforcement cases resolved within 12 weeks

The annual outturn for 2012/13 (63.33%) is below the target (73%) and below the outturn for 2011/12 (73.12%). However, the Q4 outturn (72.48%) shows an improvement over Q3 (58.20%) which 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. 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.

3.10.5 PSR/009a – Disabled Facilities Grants (DFG) for children

Three DFGs for children were completed in Quarter 4 in an average of 245 days. However, in the data validation process at the end of the year a number of completions were identified that had not previously been reported. This included 3 particularly long and complex cases, which took the overall average for the year to 482 days, (significantly above the 350 day target). There were a relatively small number of children's adaptations (18 in the year) but these tend to take far longer than adaptations for adults as they are more likely to require extensions.

3.10.6 EEF/002a - Carbon dioxide emissions

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 the Council'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.

3.10.7 SCC/037 – Average external qualifications point score for looked after children (LAC)

Through Learning Coaches, the service ensures that early identification of underachievement is reported to the Looked After Children Co-ordinator. Schools are encouraged to seek support for those LAC who it is felt may not achieve an average or above points score when they leave school. The School Effectiveness Grant is used to support LAC to achieve their full potential. On-going support is also provided for after school one to one tuition, using in county home tutors working closely with the child's school.

3.11 A further analysis of the Improvement Targets has been undertaken which examines the number of indicators for which performance had improved when compared to the previous year and the number that achieved target: -

- 21 (51%) improved on the previous year's performance (74% improved in 2011/12)
- 2 (5%) maintained the same level of performance, at the best achievable level (2% maintained in 2011/12)
- 25 (61%) achieved or exceeded target (56% achieved or exceeded target in 2011/12)

3.12 **Strategic Assessment of Risks & Challenges (Appendix 3)**
Each quarterly performance report contains an update of the relevant strategic risk and challenges.

3.13 Analysis of the Quarter 4 / Year End 2012/13 SARC's shows: -

- 5 (10%) are high (red)
- 33 (69%) are medium (amber)
- 9 (19%) are low (green)
- 1 (2%) work in progress

Comparator analysis for Quarter 4 / Year End 2011/12 SARC's showed :-

- 4 (8%) were high (red)
- 39 (76%) were medium (amber)
- 8 (16%) were low (green)

3.14 The 5 high (red) risks are: -

- CL07 - Relationship with the Local Health Board and Public and Primary Health
- CD08 – Connah's Quay, Shotton & Deeside Housing Renewal Area

- CD10a – Leisure Revenue Funding
- CD20 – School Buildings / School Modernisation
- CD38 – Welfare Reform

3.14.1 **CL07 – Relationship with the Local Health Board and Public and Primary Health**

This risk remains high due to the significance to the people of Flintshire of the BCUHB changes proposed to community health services. The predictive “green” date is red due to the complex decision making processes within BCUHB which do not lend themselves to joint working for shared outcomes.

3.14.2 **CD08 – Connah’s Quay, Shotton & Deeside Housing Renewal Area**

The housing renewal service continues to prepare for the delivery of Phase 2 of the group repair scheme. The phasing of the work is being reviewed in light of reductions to both the specific capital grant and the Council’s match funding. The expectation is that the scheme will now be delivered over the period 2013/15, as opposed to being completed within 2013/14, as previously proposed.

3.14.3 **CD10a – Leisure Revenue Funding**

Leisure Services ended 2012/13 with an in-year deficit of £1,054,000. Work has been commissioned by Cabinet and Corporate Resources Overview and Scrutiny Committee which is ongoing to address the deficit; focusing on income maximisation, the control of employee and other operating costs and asset management.

3.14.4 **CD20 – School Buildings / School Modernisation**

Significant backlogs of repair and maintenance will be a feature for the foreseeable future. Pressure on the repair and maintenance budget will increase with the reduction in Council spending. Actions to mitigate the backlog include the reduction whenever possible of the capital asset base and the upgrading or replacement of old and deteriorating buildings. Consultation on the progress of the 21st Century Schools Programme has been completed for the areas of Holywell, Connah’s Quay, Queensferry and Buckley. The major investment of £64.2m in the Deeside and Holywell areas will reduce the overall backlog. Future tranches of 21st Century grants are yet to be announced by Welsh Government. However, any bids that are successful have to be match-funded by the Council. Closure of a small rural school has also contributed to the reduction of the backlog. Future rationalisation will also need to be used in order to further reduce backlogs.

3.14.5 **CD38 – Welfare Reform**

Whilst work is progressing on the Welfare Reform Strategy and against the mitigating actions detailed within the SARC, the certainty and forecasted severity of its impact dictates that this will continue to

be shown as red (high) risk for the foreseeable future.

Board meetings have continued to take place which involve elected members and representatives from a wide range of partner organisations to ensure that there is a collaborative approach locally to this work. The Advice Management Board (AMB) continues to underpin key areas such as the development of Flintshire Money, Advice & Financial Capability Strategy, and the development and roll out of a county wide case management system. The AMB is critical to partnership and collaborative working operationally. The SARC has been revised to reflect emerging risks in the project.

There is an aim to recruit 3 officers whose roles will involve making contact with individuals affected by the changes in the benefit system. There have been 2 successful appointments and WG has provided continued S180 funding from April for an additional post; recruitment for this is taking place. This will greatly assist the proactive and reactive work needed to support those residents who will be affected by the changes introduced by Welfare Reform.

The social security benefits and tax credits income generated for residents by successful welfare rights interventions totalled £816,000. Customer feedback received from residents who have been assisted by the Welfare Rights Unit shows that 89% view the service received as excellent and 96% said they would recommend the service to someone else.

4.00 RECOMMENDATIONS

4.01 That Cabinet consider the 2012/13 Quarter 4 / Year End performance reports and recommend any specific issues which may require management action and / or referral to the appropriate Overview and Scrutiny Committees for consideration.

4.02 To note the following within the performance reports: -

- the level of confidence that the outcomes of the Council's Improvement Priorities will be achieved and the progress being made towards them;
- the update of the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports;
- the progress being made against the Improvement Target Action Plans contained within the performance reports';
- the progress made against the service plans; and
- the assessment of any regulatory reports in relation to the work of the services.

5.00 FINANCIAL IMPLICATIONS

5.01 All financial implications are identified within the individual performance reports.

6.00 ANTI POVERTY IMPACT

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

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications within this report.

8.00 EQUALITIES IMPACT

8.01 There are no specific equality implications within this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no specific personnel implications within this report.

10.00 CONSULTATION REQUIRED

10.01 Overview & Scrutiny committees receive their relevant quarterly reports as part of their regular considerations.

11.00 CONSULTATION UNDERTAKEN

11.01 All Directorates have been consulted with regarding the reporting of relevant information.

12.00 APPENDICES

Appendix 1 – Overall Summary Assessment of the Improvement Priorities

Appendix 2 – Schedule of Improvement Target Performance Data

Appendix 3 – Strategic Assessment of Risks & Challenges Summary

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

None.

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APPENDIX 1 - IMPROVEMENT PRIORITIES Q4 / YEAR END REVIEW 2012/13

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	5	3	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	48	18	0
%		56%	44%	0%		73%	27%	0%

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Appendix 2 - Schedule of Improvement Target Performance Data 2012-13

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
HUMAN RESOURCES								
CHR 002 - The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	No. of working days/shifts per FTE	10.54	9.80	11.03	Red	Downturned	There is a continued programme of attendance management reporting and action planning across each Directorate. Absences reporting, containing trigger reports, produced on a monthly basis are issued to managers. With the support of the HR team focus is made on frequent, short term absences, long term absences and return to work interviews, with employees, to understand any underlying issues affecting attendance at work.	Helen Stapleton
REM3L - FCC - The percentage of employees receiving an annual appraisal with Individual Development Plan	%	Not reported	100.00	Community Services = 84% Corporate Services = 38% Environment = 70% Lifelong Learning = 66%	Amber	N/A	This is the first year these figures have been reported. However, with the increasing number of Service Reviews being implemented and with a more robust reporting processes in place these figures will be improved next year.	Helen Stapleton
CUSTOMER SERVICES								
CUSM1L Efficient Complaints Handling - The percentage of initial complaints responded to within 10 working days	%	76.00	80.00	75.11	Amber	Downturned	Improvements to the way complaints are managed have been made during 2012/13 and overall performance is improving. Work will continue to be made on complaints handling including an awareness training session for the workforce in 2013/14.	Denise Naylor

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
FINANCE								
DWP1L - Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) new claims.	Days	17.30	18.00	16.47	Green	Improved	Commentary not provided	Jennifer Griffiths
DWP2L - Time taken to process Housing Benefit (HB) and Council Tax Benefit (CTB) change events.	Days	6.44	9.00	6.78	Green	Downturned	Commentary not provided	Jennifer Griffiths
CFH 006 - The percentage of undisputed invoices which were paid in 30 days	%	87.93	95.00	85.80	Red	Downturned	The processing of invoices is a devolved function that is reported on by the central Accounts Payable team who continue to work with directorates to improve performance. P2P is now being rolled out throughout all directorates except Lifelong Learning therefore we would hope to see improvements during 2013-14.	Debbie Griffiths

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	<p>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.</p> <p>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.</p> <p>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.</p>	Will Pierce
IA3.1L1 - Increase average Standard Assessment Procedure rating in council housing stock	SAP Rating	66.70	68.00	70.96	Green	Improved	<p>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</p>	Will Pierce

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								
Page 122 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

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

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
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
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

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
HOUSING								
HLS 006aL - The total amount of rent collected during the financial year from current and former tenants as a percentage of the total rent collectable for the financial year, in: Permanent accommodation	%	95.51	97.50	98.55	Green	Improved	It is pleasing to see that despite the challenging economic climate that this area has seen much improvement this year and proves both the need and the achievements of the dedicated "Income Management Team."	Brett Sadler
HLS 010cL - The average number of calendar days taken to complete non-urgent repairs	Calendar Days	61.15	35.00	43.58	Amber	Improved	Although we have not achieved the annual target this indicator, the outturn represents a considerable improvement on the outturn for 2011/12. The quarterly outturns show that for the last two quarters the targets has been exceeded. The change of management and increased focus on performance for this service area can be credited for improvement in this service area. Maintenance of the improved performance in this area is a priority for the service area.	Clare Budden
HLS 013bL - The total amount of rent lost due to lettable units of permanent accommodation being empty as a percentage of the total rent debit for the financial year	%	2.32	2.00	2.01	Amber	Improved	Although we have narrowly missed the annual target, the outturn represents a considerable improvement on the outturn for 2011/12. The quarterly outturns show that for the last two quarters the target has been achieved. Maintenance of the improved performance in this area remains a priority for the service area.	Brett Sadler

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
HLS 014L - The average number of calendar days taken to let lettable units of permanent accommodation during the financial year.	Calendar Days	69.01	42.00	47.44	Amber	Improved	The outturn represents a considerable improvement on last year but is some way from the target of 42 days. Improved performance in this area remains a major priority for the service area and is subject to weekly meetings between the voids team and the neighbourhood management teams. Senior management along with the Performance Support Manager are meeting monthly to direct a programme of changes aimed at improving performance in this area.	Brett Sadler
ADAPTATIONS								
PSR 006L - The average number of calendar days taken to deliver low cost adaptation works (under £500) in private dwellings where the disabled facilities grant is not used	Calendar Days	40.79	43.00	33.00	N/A	Improved	Official target not set for 2012/13. Performance is significantly better than that achieved last year.	Alwyn Jones
PSR 009a - The average number of calendar days taken to deliver a Disabled Facilities Grant for Children and Young People	Calendar Days	307.05	350.00	481.56	Red	Downturned	Three DFGs for children were completed in Quarter 4 in an average of 245 days. However, in the data validation process at the end of the year a number of completions were identified that had not previously been reported. This included some particularly long and complex cases, which took to overall average for the year to 482 days for childrens DFGs, due to the relatively small number of children's adaptations (18 in the year) and the fact they are more likely to require extensions	Carol Salmon

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
PSR 009b - The average number of calendar days taken to deliver a Disabled Facilities Grant for adults	Calendar Days	410.23	400.00	384.85	Green	Improved	The timeliness of provision of DFGs for Adult service users has improved to the point where we have met target and exceeded last year's outturn, and we are expecting further improvement in the forthcoming twelve months, as we start to see the benefit of recent interventions. In 2013/14 we will be using new guidance for the performance indicator, which has been revised by WG with the aim of getting all authorities counting the PI in the same way to enable better benchmarking.	Alwyn Jones
SOCIAL CARE FOR ADULTS								
SCA 018c - The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	%	78.90	60.00	72.06	Green	Downturned	Although some fluctuations in performance have been experienced throughout the year, and new arrangements with NEWCIS around the collection and recording of data have been bedding in, we are pleased that the final outturn for the year is approaching the level reported in 2011/12, and has exceeded the improvement target.	Alwyn Jones
SCA 019 - The percentage of adult protection referrals completed where the risk has been managed	%	88.72	86.00	98.96%	Green	Improved	No comment.	Alwyn Jones
IA1.1L4 Number of adults receiving a personal budget for services via either a direct payment or citizen directed support	No. of adults	177.00	170.00	215.00	Green	Improved	All actions are in place to promote the use of Direct Payments. The numbers are increasing and target achieved	Alwyn Jones

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
SOCIAL SERVICES FOR CHILDREN								
SCC 021 - The percentage of looked after children reviews carried out within statutory timescales during the year	%	85.88	92.00	91.30	Amber	Improved	The population of looked after children has increased by 15% in the year, with a large number in court proceedings, which has an impact on the scheduling of reviews. The Independent reviewing officers are working at full diary capacity to ensure that reviews are scheduled within statutory timescales where ever this is in the best interest of the child.	Carol Salmon
SCC 025 - The percentage of statutory visits to looked after children due in the year that took place in accordance with the regulations	%	79.90	93.00	94.22	Green	Improved	The service continues to measure the impact of increasing capacity within CYAST and the flagging system for due dates of forthcoming visits on a quarterly basis, and raise at Social Services for Children Senior Management Team if remedial action is required.	Carol Salmon
SCC 030a - The percentage of young carers known to Social Services who were assessed	%	100.00	75.00	82.86	Green	Downturned	Performance dipped towards the end of the year, as limited capacity within our commissioned services meant that six children had to wait for carers assessments.	Carol Salmon
SCC 030b - The percentage of young carers known to Social Services who were provided with a service	%	100.00	85.00	96.00	Green	Downturned	Overall performance met target but was slightly lower than last year as limited capacity within our commissioned services meant that one young person in Quarter 3 had to wait for a service.	Carol Salmon
SCC 034 - The percentage of child protection reviews carried out within statutory timescales during the year	%	98.28	97.00	97.73	Green	Downturned	Overall performance for the year dipped slightly below that of last year, due to one family of 3 siblings who failed to attend their review and subsequently left the area, and one conference which was held outside timescales to ensure that the right members were able to attend.	Carol Salmon

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
SCY 001a - The percentage change in the average number of hours of suitable education, training or employment children and young people receive while within the youth justice system by: Children and young people of statutory school age	%	15.97	8.00	6.88	Amber	Downturned	The service continues to liaise closely with schools to ensure that young people within the criminal justice system maintain or improve educational opportunities.	Carol Salmon
EDUCATION								
EDU 002aiL - The number of all pupils (inc. those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31st August who leave education, training or work based learning without an approved external qualification.	No. of pupils	7.00	10.00	3.00	Green	Improved	Schools are extending the opportunities for pupils to achieve external qualifications in Years 9/10. If pupils are unlikely to complete their education in full time mainstream provision the Inclusion Service, through Portfolio PRU, provide opportunities to gain formal qualifications. The range of qualifications available through the PRU provision has been increased.	Kevin Grandfield
EDU 002aiiL - The number of all pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31st August who leave education, training or work based learning without an approved external qualification.	No. of pupils	1.00	0.00	0.00	Green	Improved	More accurate recording is now possible using the ONE database to record the LAC pupil population. Pupil progress is monitored by schools and tracked by the LAC officer. Multi-agency systems are now in place aimed at preventing pupils from leaving school with no formal qualifications. SEG funding is to be targeted to enable KS4 pupils to access appropriate qualifications.	Kevin Grandfield

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
EDU 002i - The percentage of: All pupils (inc. those in local authority care), in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification	%	0.39	0.60	0.17	Green	Improved	See EDU 002iL comment above	Kevin Grandfield
EDU 002ii - The percentage of:Pupils in local authority care in any local authority maintained school, aged 15 as at the preceding 31 August that leave compulsory education, training or work based learning without an approved external qualification.	%	0.00	10.00	0.00	Green	Maintained	See EDU 002iiL comment above	Kate Wylde
EDU 009a - The average number of school days that permanently excluded pupils did not receive an offer of full time appropriate education provision during the academic year	School days	2.00	3.00	1.00	Green	Improved	The number of permanently excluded pupils remains low. The Inclusion Service continues to work with Primary & Secondary Heads in implementing an agreed Protocol for managed moves which is being monitored.	Jeanette Rock
EDU 011 - The average point score for pupils aged 15 at the preceding 31 Aug, in schools maintained by the local authority	Point score	413.53	459.00	509.03	Green	Improved	The service is providing support for curriculum development through the 14-19 network and annual network development plan so that all schools meet the requirements of the learning and skills measure. It is also supporting collaborative working for co-ordinating and operation of the Welsh Baccalaureate	Kevin Grandfield

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
EDU 015b - The percentage of final statements of special education need issued within 26 weeks excluding exceptions	%	100.00	100.00	100.00	Green	Maintained	Regular monthly monitoring and evaluation by Head of Educational Psychology Service is undertaken and results in investigation and action where timescales may not been met.	Jeanette Rock
SCC 002 - The percentage of children looked after at 31st March who have experienced one or more changes of school, during a period or periods of being looked after, which were not due to transitional arrangements, in the 12 months	%	9.52	6.00	10.62	Amber	Downturned	Education Services whenever possible attempt to maintain young people within their own schools. Sometimes however, the distances from new foster placements make this strategy impracticable and too costly. Close working relationships with children services help to keep young people in their own schools. Individual cases sometimes require a change of residence or kinship care placements OOC.	Kate Wylde
SCC 035 - The percentage of looked after children eligible for assessment at the end of Key Stage 2 achieving the Core Subject Indicator, as determined by Teacher Assessment	%	62.50	25.00	50.00	Green	Downturned	The LAC conference took place in October 2012 to highlight the needs of LAC. The emphasis was upon those children achieving to the best of their ability. It emphasised the importance of attendance of LAC and reduction in numbers of LAC children excluded from school, through CPD and Governor training. Schools are encouraged to raise issues of underachievement of LAC with the LAC coordinator so that support can be afforded to the child through SEG.	Kate Wylde
SCC 036 - The percentage of looked after children eligible for assessment at the end of Key Stage 3 achieving the Core Subject Indicator, as determined by Teacher Assessment	%	18.75	40.00	50.00	Green	Improved		Kate Wylde

Ref:	Unit of Measure	Previous Year End Outturn	Target	Current Year End Outturn	RAG	Trend	Comment	Owner
SCC 037 - The average external qualifications point score for 16 year old looked after children, in any local authority maintained learning setting	Point score	103.46	186.00	122.40	Red	Improved	Through Learning Coaches, the service ensures that early identification of underachievement is reported to LAC co-ordinator. Schools are encouraged to seek support for those LAC who it is felt may not achieve an average or above points score when they leave school. SEG support LAC to achieve their full potential. Ongoing support is provided for the after school one to one tuition, using in county home tutors working closely with the child's school.	Kate Wylde

Strategic Assessment of Risks & Challenges RAG Summary

Risk Ref.	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 ↔	TBC
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	A ↑	TBC
Risk Ref.	Council Delivery	Mar 12	Jun 12	Sept 12	Dec 12	Mar 13	Predictive Green/ Amber/Red
CD02	Streetscene	A	A	A ↑	A	G ↓	MAR 2013
CD03	Transition 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 Arrangements 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 ↔	OCT 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 ↔	A	A ↔	APR 2014
CD38	Welfare Reform	R	R	R ↓	R	R ↔	TBC
Risk Ref.	Council Governance	Mar 12	Jun 12	Sept 12	Dec 12	Mar 13	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 ↔	TBC
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 ↔	NOV 2013
CG13	Customer Focus	G	G	G ↔	G	G ↔	SEP 2011
CG16	Workforce and Succession Planning	A	A	A ↔	A	A ↔	SEP 2013
CG18	Procurement	A	A	A ↔	A	A ↔	TBC
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: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **HEAD OF FINANCE**

SUBJECT: **REVENUE BUDGET MONITORING 2012/13 (MONTH 12)**

1.00 PURPOSE OF REPORT

1.01 To provide members with the most up to date revenue budget monitoring information (Month 12) for the Council Fund and the Housing Revenue Account in 2012/13.

1.02 INDEX OF CONTENTS

Section 2	Executive Summary
Paragraph 3.01	Council Fund Summary Table
Paragraph 3.11	Risks and Assumptions
Paragraphs 3.12 - 3.13	Carry Forward Requests
Section 4	Non Standard Inflation / Central Contingencies
Section 5	Unearmarked Reserves
Section 6	Housing Revenue Account
Appendix 1	Council Fund - Movement in Variances from Month 11
Appendix 2	Community Services -Variances Summary
Appendix 3	Environment -Variances Summary
Appendix 4	Lifelong Learning -Variances Summary
Appendix 5	Corporate Services -Variances Summary
Appendix 6	Central & Corporate Finance -Variances Summary
Appendix 7	Council Fund Unearmarked Reserves Summary
Appendix 8	Housing Revenue Account -Variances Summary

2.00 EXECUTIVE SUMMARY

2.01 Members are requested to note the projected year end position as estimated at Month 12 which is :

- Council Fund - Net underspend of £4.313m (£2.334m underspend at Month 11)
- Housing Revenue Account - Net underspend of £1.047m (£0.574m underspend at Month 11) :- however £0.329m of this underspend is committed for specific items in 2013/14

3.00 CONSIDERATIONS

3.01 The table below shows a projected in-year underspend of £4.313m :-

TOTAL EXPENDITURE AND INCOME	Original Budget	Revised Budget	In-Year Over / (Under) spend		Non Ring-fenced		Ring-fenced	
			Month 11	Month 12	Month 11	Month 12	Month 11	Month 12
	£m	£m	£m	£m	£m	£m	£m	£m
Directorates								
Community Services	58.437	58.614	(2.564)	(3.432)	(1.683)	(2.446)	(0.881)	(0.986)
Environment	31.794	31.811	(0.001)	(0.053)	(0.001)	(0.053)	-	-
Lifelong Learning	109.219	110.993	0.590	0.006	1.099	0.935	(0.509)	(0.929)
Corporate Services	17.469	18.079	(0.023)	(0.271)	(0.023)	(0.271)	-	-
Total Directorates	216.919	219.497	(1.998)	(3.750)	(0.608)	(1.835)	(1.390)	(1.915)
Central and Corporate Finance	25.759	23.181	(0.336)	(0.563)	(0.336)	(0.563)	-	-
Total	242.678	242.678	(2.334)	(4.313)	(0.944)	(2.398)	(1.390)	(1.915)

3.02 The Original Budget column reflects the budget approved by Council on the 1st March 2012. The Revised Budget column reflects in-year virements which have been approved in compliance with Financial Procedure Rules.

3.03 The significant in-year projected variances to date are detailed in Appendices 2 - 6 (Council Fund) and Appendix 8 (HRA), and in addition to giving the reasons for the variances, the actions required to address each variance is provided. The significant changes for the Council Fund from Month 11 are detailed in Appendix 1.

3.04 There is a total improvement of £1.979m on the projected underspend reported within the Month 11 report to Cabinet on 21st May 2013. There are four major influences on this total movement which amounts to £1.497m (75.6%) of the total increase of £1.979m, which are detailed in paragraphs 3.06 - 3.09 below.

3.05 The further improvement in the projection reflects the outcome of planned activities and positive budget management and the utilisation of external funding where possible. It does illustrate the need for more discipline and for a detailed review of the interaction between service managers and early identification and reporting of variances. To allow in-year budget review and realignment Heads of Service have been commissioned to provide fuller explanations, and an assessment of predicted budget needs in 2013/14, 2014/15 and beyond. This will be critical information for the Medium Term Financial Plan (reported earlier on this agenda) and for management of the 2013/14 budget and the level of resource required to deliver services in that year. The final outturn for 2012/13 and the first budget monitoring report for 2013/14 will be reported in July.

3.06 Lifelong Learning - Out of County placements (£0.420m)

A number of grant funded expenditure items have previously been incorrectly coded to this area which have now been correctly reclassified as Post 16 to

utilise the Post 16 grant. Procedures have been introduced to prevent any incorrect coding of invoices in future. This accounted for £0.347m of the total £0.420m improvement. The remaining £0.073m relates to additional income on a number of placements funded by Health. Costs were recorded in the 2011/12 accounts and we were not anticipating recovering the full costs.

- 3.07 Community Services - Locality Teams and Disability Services (£0.602m)
Within Locality Teams, expenditure on purchased residential and domiciliary care has reduced which reflects current client costs, the positive impact of Transforming Social Services for Adults (TSSA), and increased income from clients. Whilst within Disability Services, a commitment in relation to the funding of care for individuals with Health has been removed due to the delay in the resolution of the outcome in 2012/13.
- 3.08 Corporate Services (£0.248m)
This movement was due to a number of underspends across all Corporate Services departments including printing and postage (£0.122m), and a reduction in the previously projected overspend for ICT & Customer Services (£0.068m).
- 3.09 Central and Corporate Finance (£0.227m)
Most of this improvement (£0.145m) is within the Central Loans & Investment Account and is due to the impact of grant income in respect of the Local Government Borrowing Initiative (LGBI). Most of the remainder (£0.072m) is due to unallocated central budget provision for non-standard inflation.
- 3.10 As part of ongoing work on the Medium Term Financial Plan, work is underway to assess the potential impacts of all variances on the budget for 2013/14 and beyond.

RISKS / ASSUMPTIONS

- 3.11 The monthly budget monitoring reports submitted to Cabinet throughout the 2012/13 financial year have reflected details of risks and assumptions in respect of the projected outturn reported. As we are now nearing the end of the financial year this section has been removed due to the reduced risk of significant changes occurring. However, the final outturn will not be known until the accounts have been closed down and reported in July.
- 3.12 **REQUEST FOR CARRY FORWARD - CORPORATE SERVICES**
- ICT - An underspend of £0.115m has occurred in respect of a budget provision for enterprise server projects which could not be delivered in 2012/13 due to lack of resource. The related hardware and software has been procured in 2012/13. It is requested that the sum of £0.115m be carried forward to 2013/14 to enable these projects to be delivered at the earliest opportunity.

3.13 **REQUEST FOR CARRY FORWARD - CENTRAL & CORPORATE FINANCE**

Flintshire Futures - An allocation of £0.177m for 2012/13 capacity requirements was made from within the £1.500m sum within the contingency reserve which has been earmarked for investment in change. This was approved by Cabinet on 22nd January 2013 within a Flintshire Futures update report. A total underspend of £0.155m against this allocation is expected, the majority of which (£0.129m) relates to the Procurement workstream. There was a delay to the commencement of the e-procurement project which has now commenced in the early part of 2013/14. The capacity will still therefore be required in 2013/14. It is requested therefore that the sum of £0.155m be carried forward to 2013/14.

4.00 **NON STANDARD INFLATION**

4.01 Included in the budget are amounts for non-standard inflation. These budgets are monitored closely and the current position for each element is outlined below:

- £0.078m in respect of Energy for Street Lighting of which £0.055m has not been allocated
- £0.300m in respect of Energy - of which £0.017m has not been allocated
- £0.196m in respect of Fuel - which has been fully allocated
- £0.133m in respect of Food - which has been fully allocated

The unallocated amounts relating to energy has resulted in an underspend of £0.072m within the Central and Corporate Finance budget.

5.00 **UNEARMARKED RESERVES**

5.01 The 2011/12 final outturn reported to Cabinet on 10th July showed unearmarked reserves at 31st March 2012 (above the base level of £5.476m) of £0.992m, after taking into account commitments in 2012/13 :

- Use of £0.973m to meet one-off / time limited costs
- Ringfencing of £1.500m to support Organisational Change costs

5.02 Appendix 7 details the movements to date on unearmarked reserves and the level of contingency sum available. As a result of the movements the current projected level of the contingency reserve at the end of March 2013 is an amount of £3.493m.

6.00 **HOUSING REVENUE ACCOUNT**

6.01 On 21st February 2012, the Council approved a Housing Revenue Account (HRA) budget for 2012/13 of £26.671m. The budget provided for a closing balance of £0.867m, which at 3.25 % of total expenditure satisfies the prudent approach of ensuring a minimum level of 3 %.

- 6.02 The 2011/12 final outturn reported to Cabinet on 10th July 2012 showed a closing balance at the end of 2011/12 of £1.857m, which was £0.753m more than when the 2012/13 budget was set. This had the effect of increasing the closing balance for 2011/12 by the same amount.
- 6.03 There is an overall projected underspend of £1.047m and a projected closing balance at Month 12 of £1.902m, which at 6.9 % of total expenditure satisfies the prudent approach of ensuring a minimum level of 3 %. However, £0.329m of expenditure which had been budgeted for in 2012/13 will now take place in 2013/14, for which budget provision will now need to be made from within the higher than budgeted closing 2012/13 balance position. This expenditure is in respect of delayed employee voluntary redundancy payments (£0.150m), an underspend of £0.049m on the Flint maisonettes due to the need to determine the level and type of security measures required, and £0.130m in respect of void works completed in 2012/13 but not charged to the accounts.
- 6.04 Appendix 8 details the reasons for significant variances occurring to date and the actions planned to deal with them.

7.00 RECOMMENDATIONS

7.01 Members are recommended to :-

- a) Note the overall report
- b) Note the Council Fund contingency sum as at 31st March 2013 (paragraph 5.03)
- c) Note the projected final level of balances on the Housing Revenue Account (paragraph 6.03)
- d) Approve the requests for carry forward of underspends to 2013/14 as detailed within paragraphs 3.12 to 3.13

8.00 FINANCIAL IMPLICATIONS

8.01 The financial implications are as set out in Sections 3.00 - 6.00 of the report.

9.00 ANTI POVERTY IMPACT

9.01 None.

10.00 ENVIRONMENTAL IMPACT

10.01 None.

11.00 EQUALITIES IMPACT

11.01 None.

12.00 PERSONNEL IMPLICATIONS

12.01 None.

13.00 CONSULTATION REQUIRED

13.01 None.

14.00 CONSULTATION UNDERTAKEN

14.01 None.

15.00 APPENDICES

15.01 Council Fund - Movement in Variances from Month 11 - Appendix 1
Council Fund Variances - Appendices 2 - 6
Council Fund - Movements on unearmarked reserves - Appendix 7
Housing Revenue Account Variances - Appendix 8

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

Contact Officer: Sara Dulson
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COUNCIL FUND - REVENUE BUDGET 2012/13
FLINTSHIRE COUNTY COUNCIL



Budget Monitoring (Month 12)
Summary of Movement from Month 11

	£m	£m
Month 11		
Out of County Ringfenced Budget	(1.287)	
Service Directorates	(0.711)	
Central and Corporate Finance	(0.336)	
Variance as per Executive Report		(2.334)
Month 12		
Out of County Ringfenced Budget	(1.753)	
Service Directorates	(1.984)	
Central and Corporate Finance	(0.576)	
Variance as per Directorate Returns		(4.313)
Change Requiring Explanation		(1.979)

Community Services

- Support Services (Mental Health Service) - the movement from month 11 is mainly due to the delayed start of a project with MIND (-£0.029m). The balance is made up of small variances across a number of services totalling £0.001m. (0.028)
- Resource and Regulated Service (Disability Service) - the movement from month 11 has changed the position from an overspend (£0.032m) to an underspend (-£0.078m). This is due to a reduction of client transport costs (-£0.048m) within Work Opportunities and, within Supported Living, reduced staff pay costs (-£0.019m) and additional income (-£0.025m). The balance (-£0.018m) is made up of a number of smaller variances. (0.110)
- Vulnerable Adults and Disability Service (Disability Service) - the movement from month 11 is mostly due to a delayed spend on advocacy services (-£0.009m) and lower than expected final costs for some care packages (-£0.019m). The balance (-£0.010m) is made up of a number of smaller variances within the Service. (0.038)
- Locality Teams (Localities) - the movement from month 11 is mostly due to a reduction in the expected level of demand for purchased residential care (-£0.115), purchased domiciliary care (-£0.111m), purchased OT support (-£0.040m) and purchased day care (-£0.020m) offset by an increase in minor adaptations (£0.016m). The balance (-£0.015m) is made up of a number of smaller variances. (0.285)
- Homelessness Ring-fenced Budget (Customer & Housing Services) - the movement from month 11 reflects the actual demand for bed and breakfast placements. (0.045)
- Homelessness (Customer & Housing Services) - the movement from month 11 reflects the actual costs incurred to meet demand. (0.033)
- Housing Renewals (Customer & Housing Services) - the movement from month 11 is mostly due to additional revenue generated as a result of additional capital funding being levered into the programme from external sources including Welsh Government. (0.031)
- Resident Wardens (Supporting PeopleServices) - the movement from month 11 reflects a reduction in staff pay costs reflecting vacancies carried within the service until the new structure is implemented. (0.043)
- Youth Offending team (Children Services) - the movement from month 11 is due to lower than projected income (£0.035m) together with additional unanticipated spend (£0.010m). The balance (£0.001m) is due to other small variances. 0.046
- Out of County Pooled Budget (Children Services) - the movement from month 11 reflects additional grant income of £0.073m less the final costs of the various care packages. (0.046)

• Prevention & Support (Children Services) - the movement from month 11 is due to a previously reflected recharge for client transportation not being applied (-£0.040m).	(0.040)
• Good Health (Development & Resources) - the movement from month 11 is mostly due to the impact of additional redundancy costs (£0.018m)	0.039
• Business Systems (Development & Resources) - the movement from month 11 is due to delayed spend on software and hardware (-£0.074m) and lower than expected spend on postage (-£0.034m). The balance (£0.004m) is due to other small variances.	(0.104)
• Resources and Regulated Services (Intake and Reablement) - the movement from month 11 reflects the impact on this year of the transport contract re-tendering exercise (-£0.013m), an increase in the underspend on the Mold Extra Care scheme (-£0.039m) following a reduction in the expected in-year spend and reduced in-house residential care costs mostly due to additional income from clients (-£0.065m). The balancing amount (-£0.006m) is made up of a number of smaller variances.	(0.123)
• Administrative Support (Disability Services) - the movement from month 11 is due to the removal of a commitment of £0.215m. This relates to the review, which is being undertaken with Betsi Cadwaladr University Health Board, around a process to determine how to apportion costs of care plans that are jointly funded. This review is not now expected to be completed until mid 2013.	(0.199)
• Transition and Disability Services (Disability Services) - the movement from month 11 is mostly due to income from Supporting People grant being lower than was expected (£0.029m). The balance (£0.001m) is the net impact of the variances.	0.030
• Other minor changes of less than £0.025m	0.142
	(0.868)

Environment

• Winter Maintenance - There was a sustained period of winter weather throughout January, including snow and sub zero temperatures continuing through February. However following the major snow event on the 22nd March, extensive costs in relation to salt provision, contractors, overtime and fuel have been incurred.	0.031
• Transportation - reallocation of costs to the Schools transport budget and additional costs on bus stops and shelters which was intended to be funded from base budget was able to be funded from grant. Concessionary travel expenditure incurred under demand responsive transport was deemed eligible for claiming from WG under the free concessionary travel scheme.	(0.087)
• Management Support & Performance - anticipated commitments in respect of Data Protection training not utilised as on-line training provision was used which reduced the cost.	(0.027)
• Other minor changes of less than £0.025m	0.031
	(0.052)

Lifelong Learning**Out of County Pooled Budget - LL**

• A number of placements have previously been reported as Lifelong Learning expenditure but have now been correctly reclassified as Post 16 to utilise the Post 16 grant. Procedures have been introduced to prevent any incorrect coding of invoices in future.	(0.347)
• £0.073m relates to income received as a result of negotiations with Health over the funding of a number of placements. Costs were recorded in 2011/12 and we were not anticipating recovering the full costs.	(0.073)

Libraries, Culture & Heritage

• Additional budget of £0.006m has been awarded for non standard inflation on energy as electricity costs have increased more than initially estimated. The remaining £0.004m relates to other minor variances	(0.010)
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Leisure

• Minor Variances	0.004
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School Improvement

• Early Years - The reduction occurs as a result of maximising utilisation of the Foundation Phase Grant.	(0.150)
• Minor variances	0.018
• School Improvement - a number of minor variances on administration vacancy savings and additional grant income have contributed to an increased underspend of £0.031m.	(0.031)
• Music Service - there has been an increase in the projected overspend of £0.030m. This relates to a reduction in the anticipated number of pupils currently taking music tuition.	0.030
• Other Minor Variances	0.014

Development & Resources

• Transport - there has been an increase of £0.041m on Pupil Transport. This relates to minor year end adjustments.	0.041
• Pupil Benefits - there has been a reduction of £0.020m on the projected expenditure for Pupil Benefits. £0.011m relates to reduced claims for Music Service Remissions. The remaining £0.009m relates to a reduction in the number of anticipated Free School Meals	(0.020)
• Mobile Classrooms - there has been a reduction of £0.024m on the projected expenditure for Mobile Classrooms. £0.015m relates to a reduction in the anticipated prudential borrowing charge for 2012/13. The remaining £0.009m relates to other minor variances.	(0.024)
• Facilities - the projected outturn on Facilities has increased by £0.018m. This relates to minor variances.	0.018

• Corporate Strategy - there has been a reduction in anticipated costs of £0.029m relating to expected use of savings linked to the former Head of School Improvement.	(0.029)
• Minor Variances	(0.025)
	(0.584)
<u>Corporate Services</u>	
• Legal and Democratic Services - Printing and postage underspends (£0.040m) as a result of year end recharges being lower than anticipated, reduction in Members Special Responsibility Allowances efficiency £0.050m, reduction in legal fees/advice (£0.030m), other variances £0.002m.	(0.018)
• HR and Organisational Development - reduced pressure on CRB (£0.003m), reduced pressure corporate training (£0.004m), reduced Occupational Health efficiency £0.003m, increased vacancy savings (£0.009m), minor variances (£0.020m).	(0.033)
• ICT and Customer Services - increased vacancy savings (£0.014m), increased registrars income (£0.007m), procurement efficiency (£0.009m), reduction in admin support overspend (£0.068m), other variances (£0.003m).	(0.101)
• Finance - printing and postage underspend (£0.057m) as a result of year end recharges being lower than anticipated, other variances (£0.009m).	(0.066)
• Chief Executives Department - staffing recharge to LL grant (£0.006m), printing and postage efficiency (£0.025m), other variances £0.001m.	(0.030)
	(0.248)
<u>Central and Corporate Finance</u>	
• Central Loans & Investment Account (CLIA) - impact of LGBI grant (-£0.162m)	(0.145)
• Corporate - Other - non-standard inflation (-£0.072m), other minor changes (£0.008m)	(0.064)
• Other Minor Variances	(0.018)
	(0.227)
Total changes	(1.979)

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Resources and Regulated Services (Intake and Reablement)	6.236	5.366	(0.870)	(0.747)	<p>Extra Care projected underspend on new scheme of £0.281m due to timeframe for completion; increased by £0.039m from month 11 due to delayed spend.</p> <p>In-house Domiciliary Care underspend of £0.377m due to reduced pay costs from changes to service delivery and greater use of reablement and independent sector care providers.</p> <p>An underspend of £0.211m relates to work to be undertaken in 2013/14 to realign the budgets following the transport review and re-tendering; the increase of £0.013m from month 11 is due to the impact of the re-tendering exercise on 2012/13.</p> <p>Day Services is underspending by £0.069m, mostly due to vacancies within the Service, and Living Well is underspent £0.043m due to a vacant post. These underspends are offset by a projected overspend within Professional Support of £0.150m which will be addressed as part of TSSA realignment. The balance of £0.039m is the net total of various smaller variances.</p>	<p>The underspend against Extra Care is one-off and non recurring and has arisen due to delays in building works encountered by our partner. Keep under review pending completion of Transforming Social Services for Adults (TSSA) programme and realign budgets as appropriate.</p>

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Reablement Service (Intake and Reablement)	0.370	0.299	(0.071)	(0.070)	Pay costs have reduced (£0.076m) due to the use of Homecare staff, vacant post and part year appointments together with additional Health income of £0.029m and a reduction in committed spend on other equipment of £0.019m. These underspends have been offset by an additional contribution to the NE Wales Community Equipment Service (NEWCES) of £0.060m for essential equipment purchases due to increased activity. The balance of £0.007m is made up of a variety of small variances.	Keep under review pending completion of Transforming Social Services for Adults (TSSA) programme. Due to increasing demand for equipment from the NEWCES it is acknowledged that there will be an ongoing requirement for increased funding. This will be addressed during 2013/14.

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Locality Teams (Localities)	16.490	15.979	(0.511)	(0.226)	<p><u>Physical Disability Services</u></p> <ul style="list-style-type: none"> > Purchased Home Care - overspend of £0.021m due to the impact of current care packages. This is a reduction of £0.085m on month 11 due to an overestimation of the impact of increasing monthly payments on the final position. > Purchased Residential Care - underspend of £0.409m. This is an increase of £0.100m on month 11 and is due to an underestimation of the continued and ongoing reduction in the demand for the service. > Minor Adaptations - overspend of £0.150m reflecting continuing demand. > Occupational Therapy - underspent by £0.077m (£0.046m staffing costs and £0.040m on purchased support offset by other small variances) <p><u>Older People Services</u></p> <ul style="list-style-type: none"> > Purchased Day Care - underspent by £0.100m due to a change in emphasis in service delivery. > Reablement Service - overspent by £0.071m due to changes in service delivery from TSSA. 	<p>Keep under review. Following phase 1 of TSSA and during the detailed reorganisation of services, it has been decided that most of the PDSI elements included as part of the locality team budgets at the early stages of TSSA will form a separate line under the Disability Services Heading, with only the Occupational Therapy service remaining as part of the locality teams. This will undertaken for 2013/14.</p> <p>A particular difficulty projecting outturns within this service this year is quantifying the impact of the changes in service delivery introduced with TSSA the impact of which is yet to stabilise and which have had greater impact than expected.</p>
<u>Continued overleaf</u>						

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Locality Teams (Localities) <u>Continued from previous page</u>					<u>Older People Services - continued</u> > Purchased Home Care - overspent by £0.078m reflecting current care packages. > Purchased Residential Care - underspent by £0.163m which reflects current care packages. > Intermediate Care Beds - underspend of £0.029m due to reduced service provision of £0.019m and unbudgeted client contribution of £0.010m. > Professional Support - underspend of £0.052m mostly due to staff vacancies. The net balance of £0.001m is made up of a number of smaller variances.	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Vulnerable Adults and Disability Services (Disability Services)	1.689	1.095	(0.594)	(0.557)	A significant exercise has been undertaken to confirm the actual placement of individuals within services which has identified savings due to in-house services being used instead of external placements, together with individuals with revised needs translating as a reduction on the financial impact, and also a number of individuals who have not yet engaged in a service. The movement from month 11 of £0.038m is mostly due to delayed spend on advocacy services (£0.009m) and some final bills being lower than expected for purchased care (£0.019m); the balance of £0.010m is made up of smaller movements.	Work is underway to identify any potential impact on 13/14. Revised arrangements are in place for the review of information regarding individuals with the Transition Team.

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Resource and Regulated Services (Disability Services)	12.979	12.901	(0.078)	0.032	The underspend is mostly due to an underspend of £0.057m within Work Opportunities which is an increase of £0.050m on month 11 underspend due to the final client transport costs being £0.048m lower than expected following the retendering of contracts. Supported Living (In-house and Independent Sector) is underspending in total by £0.027m. This is an improvement of £0.049m in the position reported at month 11 which is mostly due to a reduction in staff costs (£0.019m) and an increase in income (£0.025m).	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Administrative Support (Disability Services)	(1.506)	(1.685)	(0.179)	0.020	Within this area is a budget of £0.215m that is for meeting shortfalls in Health funding of particular care plans e.g. following a review of respective responsibilities for funding the care plan. A review of the process around this is being undertaken and which is not now expected to be completed until mid 2013/14. Consequently, the commitment against having to meet these potential costs in the current year have been removed resulting in most of the movement from month 11. The balance is made up of various small amounts.	Keep under review.

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Support Services (Mental Health)	1.933	1.757	(0.176)	(0.148)	<p>The underspend shown is the cumulative total of:</p> <ul style="list-style-type: none"> > Residential and Domiciliary Care Service: underspend of £0.132m, reflecting current care packages. > Intensive Support Team: underspend of £0.027m being mostly underspends on pay £0.032m due to temporary secondments and maternity leave offset by the cost of backdated business rates £0.013m which were charged following a reassessment. > Occupation and Employment: underspend of £0.024m mostly pay (£0.055m) offset by an overspend on supplies and services of £0.030m > Professional Support: an overspend of £0.030m. > Grants: underspend of £0.032m being an increase of £0.029m on month 11 due to the delayed start of a project with MIND. <p>The balance of £0.009 is a net overspend made up of various small variances within the service.</p>	Keep under review due to the potential increase in client numbers.

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Ringfenced Budgets (Mental Health)	0.301	0.181	(0.120)	(0.120)	Reflects current care packages for 2012/13.	Keep under review - potential volatility due to changes in client numbers and demands at short notice from prison or courts. The possibility of re-aligning budget between the two services has been considered and dismissed for now as there are early indications of additional Mental Health clients although at this stage potential costs or start dates are unknown.
Ringfenced Budgets (Learning Disability)	0.466	0.578	0.112	0.126	This reflects the full year impact of a new service user that commenced during December 2011 together with some other changes to care packages.	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Good Health (Development & Resources)	0.980	1.147	0.167	0.128	The overspend of £0.167m is mainly due to one-off redundancy related costs of £0.122m for three staff falling on the service following a restructure. As these redundancies are due to the cessation of grant funding (Joint Working Special Grant), and therefore not generating an ongoing efficiency, the costs are met within the Service. The increase from month 11 of £0.039m is mostly due to additional redundancy costs of £0.018m and additional unanticipated spend on third party costs of £0.026m. The balance of £0.005m is made up of various small movements across the service.	Not recurring.
Business Services - Income (Development & Resources)	(1.511)	(1.569)	(0.058)	(0.046)	The outturn reflects the actual charging policy income received.	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Business Systems (Development & Resources)	1.274	1.092	(0.182)	(0.078)	The underspend within this area is mostly due to vacant posts. The movement since month 11 of £0.104m is mainly due to delayed spend on software and hardware of £0.074m and lower than expected costs on postage (£0.034m). The balance of £0.004m is made up of various small movements.	
Family Placement (Children's Services)	1.832	2.193	0.361	0.340	The overspend is mainly as a result of an increase in the number of foster care placements within the service. It is also due to the increasing number of court orders for Residence and Special Guardianship orders which invariably attract an ongoing allowance for the carers.	A review of the Family Placement Team has commenced the outcome of which will inform future planning and possible efficiencies.
Other Residential (Children Services)	0.526	0.466	(0.060)	(0.065)	The underspend relates to the opening of Arosfa being later than anticipated and now reflects final bills.	Keep under review due to the potential for additional costs relating to transport charges.
Grants (Children Services)	0.115	0.087	(0.028)	(0.048)	The underspend is due to reduced activity within this area. The movement from month 11 is due to additional Child Trust Fund Payments.	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Youth Offending Team (Children Services)	0.361	0.361	0.000	(0.046)	This service is now on budget. The movement from month 11 is due to actual income received being lower than expected (£0.035m) together with additional unanticipated expenditure (£0.010m).	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Professional Support (Children's Services)	5.429	5.672	0.243	0.236	<p>Professional Support is a complex area comprising of Fieldwork, Resources, Children's Integrated Disability Service (CIDS) and General.</p> <p><u>Fieldwork:</u> Overall Fieldwork is overspending by £0.348m, no change from month 11. Main contributors are</p> <ul style="list-style-type: none"> > Duty and Assessment Team £0.119m overspend due to agency costs offset by underspends within staff pay. > Children and Young Adolescent Support Team (CYAST) overspend of £0.277m which is mostly due to client payments £0.199m and staff pay £0.064m. > Family Intervention Team are underspending by £0.048m which is a slightly reduced underspend to that reported at month 11. <p><u>Resources:</u> Overall underspent by £0.061m which is an increase of £0.013m from month 11. The main contributors are:</p>	<p>Keep under review. The Head of Service (Children) has instigated a review into the specifics around these two service users.</p> <p>Due to the overspend within Children Services spending is kept to a minimum where possible.</p>

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COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Professional Support (Children's Services) <i>continued from previous page</i>					> Family Support Team underspend of £0.033m mostly due to pay £0.030m. > N Wales Adoption Service underspend £0.017m due to reduced payments. <u>CIDS:</u> Overall CIDS are overspending by £0.044m. > Children's OT underspend of £0.009m mostly due to reduced equipment purchases of £0.008m. > Disabilities Team underspending £0.030m mostly due to pay £0.023m and transfer payments £0.010m offset by other smaller variances. > Direct Payments overspend of £0.082 due to increased use. <u>General:</u> Overall projected underspend of £0.87m, a reduction of £0.018m on month 11 mostly due to additional legal and court costs of £0.015m. The main contribution of the underspend is a much reduced spend of the Children First budget £0.112m offset by an increase of £0.044m in Safeguarding and Independant Review against staff pay, wrongly charged to another Service. The balance of £0.001m is made of a number of smaller variances.	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Out of County Pooled Budget (Children's Services)	3.711	2.887	(0.824)	(0.778)	Costs reflect existing placements up until March 2013. This reflects known reductions in payments to providers following re-negotiation of contracts.	<p>The focus of high cost placements is now a North Wales project and will continued to be reviewed. The in house project requires sign off by the two directors at the next meeting.</p> <p>The impact of these changes on the Children Services Fostering and Leaving Care budgets has not yet been quantified. Further details are awaited.</p>
Ring-fenced Budget (Housing Services)	0.377	0.223	(0.154)	(0.109)	This reflects current position of the anticipated demand on the service this financial year.	Keep under review. One off and non recurring due to anticipated rise in presentations in 13/14 due to Welfare Reform impact and projections that the full budget will be required for further temporary accomodation units in the future.
Homelessness (Housing Services)	0.488	0.345	(0.143)	(0.110)	Review of expected spend undertaken and revised in line with trend.	
Renovation Grants (Housing Services)	(0.117)	(0.178)	(0.061)	(0.030)	Income target exceeded due to additional capital being levered in to the programme from external sources.	

COMMUNITY SERVICES

APPENDIX 2

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Major Variance	Action Required
Resident Wardens (Housing Services)	1.236	1.056	(0.180)	(0.137)	Budget based on restructure. Salaries carry vacancies for the new structure yet to be implemented.	Restructure approval required.
Other variances (aggregate)	4.955	4.929	(0.026)	(0.131)	Various minor variances.	Continue to review but not expected to be recurrent.
Total :	58.614	55.182	(3.432)	(2.564)		

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Period 11 (£m)	Cause of Variance	Action Required
Agricultural Estates	(0.158)	(0.200)	(0.042)	(0.032)	Following the appointment of the Land Agent, this has led to the successful follow up of outstanding rent arrears. Period 12 figures show the additional income and reprofiled expenditure commitments.	
Industrial Units	(1.479)	(1.398)	0.081	0.091	Shortfall of Industrial Unit Rental Income, due in the main to Gaz de France decommissioning the Shotton Power Station site. Income shortfalls are partly mitigated by savings in vacant posts at Deeside Enterprise Centre. At period 12 additional budget was provided from Non Standard Inflation for Electricity	Keep Unit rental income closely monitored throughout 2013/14.
Property Holdings	0.090	0.067	(0.023)	(0.038)	Budget provision at the former Ty'r Binwydden site has been utilised to finance additional R&M at Custom House CP, dilapidation works at Glanrafon and legal fees for the Bailey Hill site.	Review of site budgets necessary in line with asset management programme
Property Asset & Development	0.530	0.449	(0.081)	(0.082)	Net Vacancy Savings plus £20k professional fees received from National Grid in relation to the sale of Site C at Period 11.	

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Period 11 (£m)	Cause of Variance	Action Required
Car Parks	0.025	0.082	0.057	0.059	Car Park income shortfalls at Holywell and Mold are partially offset by a reduced maintenance programme. The figures also include anticipated back pay for Car Park Attendants regarding overtime payable at an enhanced rate for Saturday working.	
Transportation	1.646	1.538	(0.108)	(0.021)	Reallocation of costs to the School Transport budget and additional expenditure on Bus Stops and Shelters that was intended to be financed from base budget was claimed from TAITH. In addition, Concessionary Travel expenditure incurred under Demand Responsive Transport (DRT) was eligible for claiming from WG under the Free Concessionary Travel Scheme	

Page 102

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Period 11 (£m)	Cause of Variance	Action Required
Winter Maintenance	1.276	1.385	0.109	0.078	There was a sustained period of winter weather through January, including snow, together with sub zero temperatures continuing through February. However, following the major snow event on the 22nd March, extensive costs in relation to salt provision, contractors, overtime and fuel have been incurred. This is likely to result in total winter maintenance costs of £1.630m. The total salt usage is expected to be 13,000 tonnes, with 3,270 used since the 22nd March. In addition the projected repair bill for the clear up and impact on the road network into 2013/14 for pothole repairs, patching, tree clearance and fencing repairs is currently being evaluated	The Council is currently compiling a bid to Welsh Government for assistance under the Emergency Financial Assistance Scheme (EFAS). The outturn figures now reflect use of £277k of Contingency Reserves and £245k of the Winter Maintenance Reserve as approved by Cabinet in May.
Highways Maintenance	2.712	2.785	0.073	0.070	Increasing cost associated with attending flooding events following substantial rainfall throughout the financial year.	

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Period 11 (£m)	Cause of Variance	Action Required
Waste Disposal & Waste Collection	9.139	9.389	0.250	0.250	<p>Delivery of the new Streetscene Service resulted in unexpected additional operational costs which have been mitigated by increased recycling levels, which not only reduce landfill and tipping charges but increases the level of recycling income received.</p> <p>One off Agency and staff backfilling costs as a result of the on-going investigation within Waste have been incurred and in addition, the energy generation from Gas at the landfill sites has been affected by problems with the performance of the Gas Engines at both landfill sites. This has resulted in a £145k shortfall against the income target.</p> <p>Work to realign budgets across the service is on-going and will be in place for 2013/14 onwards.</p>	
Fleet Services	(0.026)	(0.053)	(0.027)	(0.033)	<p>Minor over recovery of Fleet Recharge costs which will be reflected in service area budgets.</p>	
Planning Control	0.367	0.412	0.045	0.036	<p>The costs associated with Planning appeals i.e. specialist advice and legal fees have been offset by Planning fee income in excess of target.</p>	

Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Period 11 (£m)	Cause of Variance	Action Required
Service Development & Support	0.236	0.216	(0.020)	(0.020)	Part time salary savings	
Management Support & Performance	1.164	1.021	(0.143)	(0.116)	Vacancy Savings relating to 5 posts (2 x Sc4, Sc6, SO1 & M6) ahead of Service Review implementation offset by the cost of Modern Apprentices from September 2012. Anticipated Period 12 commitments did not get incurred for Data Protection Training (online training provision used) and subscriptions that were reviewed and determined not to be required.	Provision will be made within Service budgets for the Modern Apprentice costs in 2013/14.
Public Protection	3.543	3.320	(0.223)	(0.228)	Net Vacancy Savings ahead of the Service Review being implemented, offset by income shortfalls in Pollution Control.	
Markets	(0.099)	(0.085)	0.014	0.014	Rental income shortfalls from outdoor pitches & car boot events due to poor weather conditions.	
Other variances (aggregate)	12.845	12.831	(0.014)	(0.029)	A number of variances of no more than £0.042m individually.	
Total :	31.811	31.758	(0.053)	(0.001)		

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Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Out of County	2.659	1.730	(0.929)	(0.509)	Following a request from the Out of County Management Board, several high cost placements have reduced with the continued involvement of Commercial and Clinical Solutions.	
Libraries, Culture and Heritage	2.895	2.866	(0.029)	(0.019)	There has been an in year adjustment to the book fund to address the Directorate budget overspend.	

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Leisure Services	4.194	5.176	0.982	0.978	<p>Leisure (pressure of £0.982m) There are a number of historic budget issues which also adversely effected the Leisure outturn position in 11/12.</p> <p>In line with the national picture, income from ice skating at Deeside Leisure Centre has reduced by £0.173m over the last 4 years, this is despite inflationary increases in admission prices and promotions.</p> <p>Three posts within Leisure Services are unbudgeted due to timing delays caused between the Leisure Services Restructure and the JEQ results, this amounts to £0.120m including on-costs.</p> <p>The following pressures have been identified during 2012/13:</p>	<p>A tariff review is being undertaken across the whole of Leisure Services.</p> <p>Work is being conducted to review operational efficiency and performance at all facilities.</p> <p>Following receipt of JEQ results:</p> <p>Analysis of affordability of proposed new staffing structures.</p> <p>Revisit organisational design principles.</p>

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					<p>The relocation of Leisure Services Staff to Deeside has assisted in making a significant saving from relocation (vacating Connah's Quay offices). However, this has increased occupancy costs for Leisure Services for cleaning, maintenance, mileage, telephones etc by £0.025m which is unfunded.</p> <p>A review of music licensing has identified additional liabilities resulting in a cost increase of £0.037m.</p> <p>Leisure centre income figures have not met those anticipated by the Alliance Business Plan. Future income projections are now based on actual income to date allowing for continued increases each month as facilities become more popular.</p>	<p>The in year recharges for these services are to be revisited and recharged accordingly.</p> <p>A budget pressure bid for this has been submitted for 2013/14.</p> <p>New processes for authorising expenditure have been implemented. Income figures will continue to be monitored closely. We are also hoping to implement P2P earlier than anticipated to introduce more controls on expenditure for 2013/14.</p>
Delegated Schools Budgets	78.018	78.018	0.000	0.000		

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
School Improvement Service	11.134	11.077	(0.057)	0.062	<p>Early Years Efficiencies of £0.216m have been secured to assist the overall in year position including photocopying, travel and catering. The realignment of sustainability funding has resulted in fewer requests for emergency funding from nurseries and playgroups.</p> <p>SLAs (pressure of £0.167m) Following an agreement at DMT, budget holders have taken a number of measures to reduce expenditure in areas where schools have not taken up SLAs.</p> <p>School Improvement Service A number of minor efficiencies equating to £0.121m in total are projected. These relate to influencable expenditure on supplies and ICT and to recharges for staff seconded to the Welsh Government and RSEIS.</p>	Work is currently being undertaken to re-draft SLAs.

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					<p>Schools Related (£0.126m) Music Services are forecasting an overspend of £0.143m relating to staffing costs and loss of income. Minor other schools relating savings equate to £0.017m.</p> <p>ICT Unit/Strategy Performance and Improvement Unit The Directorate has reduced IT and Systems related expenditure on a one-off basis by £0.039m to assist in reducing the Directorate overspend.</p>	The Music Services project group has produced a report proposing an operational model for the service moving forward into 2013/14.
					<p>Non Delegated School Budgets A small overspend of £0.008m has arisen relating to non delegated budgets.</p> <p>Inclusion Service A minor overspend on the inclusion service of £0.018m has arisen at year end.</p>	A significant review of Inclusion budgets is continuing.

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Development & Resources	12.093	12.132	0.039	0.078	<p>Service Units (pressure of £0.002m) A pressure of £0.200m is currently anticipated on pupil benefits (free school meals and remissions) because of changes in the economic climate. A saving of £0.138m has been made on the Mobile Classroom budget. Minor reductions in other projected expenditure equating to £0.062m have also been made.</p> <p>Cymorth/Flying Start - efficiency of £0.106m A saving of £0.106m against Cymorth/Flying Start relates to some corrections to accounting arrangements and a small saving on the Childcare in Wales budget (£0.070m) and to vacancy savings made in the Children & Young People's Partnership Team (£0.020m). These savings have arisen because we've recharged an element of management and admin time to the Families First grant to utilise grant funding where there has been slippage on other projects. There are other minor savings of £0.016m</p>	Both elements of the budget are being carefully monitored and pressure bids have been submitted as part of the 2013/14 budget process.

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					<p>Student Transport - efficiency of £0.160m An efficiency of £0.160m is anticipated on Student Transport. The underspend relates to procurement/contract savings and local bus service reallocation. A review of Student Transport budgets is ongoing to analyse which elements of the savings relate to specific contracts negotiated by the procurement unit so that budgets can be adjusted accordingly. £0.180m has been carried forward to 2013/14 as reported at period 11.</p> <p>Facility Services - pressure of £0.445m The Catering Service is developing radical proposals to modernise via projects such as on-line payments for parents, rebranding, targeting increased take-up strategies, improved/themed menu's, cost reduction/procurement. The draft APSE review has be used to form the basis of this strategy.</p>	Service needs to continue to implement the agreed strategy for efficiencies.

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					<p>The Cleaning Service is unable to recover the surplus generated from the Law Courts contract and some other smaller sites. A large income target still exists which is unattainable with a lower level of cleaning activity taking place.</p> <p>Youth Service The Youth Service has reduced projected expenditure across all areas by £0.037m.</p> <p>Management & General Admin - efficiencies of £0.105m The majority of the projected underspend on Management & General Admin relates to the insurance claims budget as claims have been lower than anticipated towards year end. The remainder relates to minor variances.</p>	This is the subject of management action and service redesign and a budget pressure bid for 2013/14.
Total :	110.993	110.999	0.006	0.590		

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Chief Executive	2.346	2.257	(0.089)	(0.059)	<p>(£0.016m) vacancy savings.</p> <p>£0.014m pressure relating to a voluntary sector contribution towards Dangerpoint.</p> <p>(£0.012m) salaries superannuation corrections.</p> <p>(£0.006m) staffing recharge to LL grant.</p> <p>(£0.019m) employee safety measures underspend.</p> <p>(£0.025m) reduced printing and postage costs - Corp Comms.</p> <p>(£0.025m) other minor variances.</p>	

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Finance	4.351	4.544	0.193	0.259	<p>£0.341m pressure relating to workforce costs in Revenues & Benefits because of additional work in preparation for Welfare Reform and the new Council Tax Support Scheme.</p> <p>£0.035m pressure relating to a benefits system software upgrade.</p> <p>£0.042m pressure relating to additional audit days.</p> <p>(£0.057m) efficiency printing/postage.</p> <p>(£0.112m) additional income for Council Tax Reduction Scheme Transition Grant.</p> <p>(£0.084m) vacancy savings relating to the Corporate Finance Review.</p> <p>£0.028m Other minor variances.</p>	Workforce costs relating to welfare reform (including CTRS) to be kept under review as both are introduced and the impacts can be fully assessed.
Legal & Democratic Services	3.341	3.157	(0.184)	(0.166)	<p>(£0.068m) Members Special Responsibility Allowances.</p> <p>£0.062m Salary changes.</p> <p>(£0.035m) Printing/Postage</p> <p>(£0.076m) Legal Fees charged.</p> <p>(£0.67m) other minor variances.</p>	

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Human Resources & Organisational Development	2.628	2.557	(0.071)	(0.038)	<p>£0.027m pressure CRB checks. £0.025m loss of income from external organisations. (£0.128m) Occupational Health underspend. £0.085m provision for HR Service Review transition in 13/14. (£0.085m) Vacancy Savings. £0.005m other minor variances.</p> <p>Risk of pressures will arise if funding is not made available for OD and iTrent implementation costs.</p>	A budget pressure for CRB checks has been submitted as part of the 2013/14 budget process.

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
ICT & Customer Services	5.413	5.293	(0.120)	(0.019)	<p>£0.007m pressure relating to the final Design & Print costs. (£0.081m) vacancy savings relating to ongoing service reviews. (£0.021m) efficiency in relation to additional registrars income. (£0.009m) Procurement efficiency. (£0.016m) other efficiencies.</p> <p>Risk of reduced underspend if funding is not made available for the Holywell Flinshire Connects operational costs.</p>	Request to carry forward £0.115m for enterprise server projects which have not been delivered due to lack of resource. Related Hardware and software has been procured in 12/13.
Total :	18.079	17.808	(0.271)	(0.023)		

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Financing & Funding (insurance, banking etc.)	2.370	2.338	(0.032)	(0.014)	There is additional windfall income of £0.081m, which takes account of the recent settlement by Welsh Government of the Council's claim for additional costs for staff time incurred on the Housing stock transfer consultation/ballot project. Windfall income levels will be monitored closely and reported on in future monitoring reports.	Levels of unbudgeted income will continue to be monitored closely and reported on in future monitoring reports.
					A saving of £0.061m has been identified due to a budget provision within an insurance fund (relating to a potential liability for historic asbestos issues) which is now not required	Keep under review
					Additional windfall income of £0.090m had previously been anticipated in respect of settlement of an outstanding claim re. overpayment of VAT due to the impact of legal challenges to custom and practice elsewhere. A recent Tribunal decision found in favour of HMRC in respect of one of the outstanding cases, although it is considered that there are grounds for appeal. This remains one of several ongoing cases which may bring additional "windfall" income to the Council in the future, although it is now considered less likely that it will be in the current financial year.	A number of outstanding VAT claims which may result in "windfall" income will be kept under review pending legal determinations and possible appeals.

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					<p>The base budget provides for additional windfall income of £0.152m. The amount received to date suggests that we there will be a shortfall of £0.100m against this sum. One of the reasons for this is the levels of successful appeals against NDR valuations has reduced sharply in the current year with a consequent impact on the retrospective rebates of NDR in respect of Council properties.</p>	
					<p>An overspend on additional superannuation costs of £0.036m in respect of added years granted to former employees early retirements prior to the 1996 Local Government reorganisation.</p>	<p>All significant overspends will be monitored monthly. Opportunities for budget realignment within the Central & Corporate Finance budgets will be explored and actioned where possible.</p>
					<p>A decrease in other miscellaneous Expenditure of £0.026m.</p>	
Corporate - other	2.079	1.781	(0.298)	(0.234)	<p>An overspend of £0.079m against the regional transformation fund following external audit requirements of the lead authority (Conwy CBC) on accounting treatment of balances.</p>	<p>This is a one-off budget pressure in 12/13. Notification by Conwy of the change in treatment was not received until after the 12/13 budget was approved.</p>
					<p>A small surplus of £0.046m from the phased funding strategy to address the Council's share of the Clwyd Pension Fund deficit following the 2010 actuarial valuation.</p>	
					<p>An underspend of £0.240m resulting from salary budget efficiencies previously achieved following historic service reviews</p>	

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					<p>A reduced surplus of £0.015m on the rebates recovered from use of the Matrix framework for procurement of agency employees.</p> <p>An underspend of £0.021m resulting from salary budget provision for incremental pay awards for Directors and second tier officers which will not now be utilised this year.</p> <p>An increase of £0.025m in Carbon reduction commitment costs.</p> <p>A surplus of £0.072m in the allocation of Non Standard Inflation which was not required to be allocated out to Departments.</p> <p>Other minor variances amounting to a net underspend of £0.008m.</p>	
Central Loans & Investment Account	14.200	13.724	(0.476)	(0.331)	<p>Unbudgeted LGBI grant income (£0.162m), reduced interest received on temporary investments £0.032m, increased internal interest received on prudential borrowing £0.043m, increase in other internal interest £0.013m</p> <p>Reduction in interest payable on variable rate market loans and internal interest payable £0.169m, reduction in Minimum Revenue provision (MRP) £0.013m, reduction in prudential borrowing costs £0.165m, reduction in debt management charges / internal interest £0.009m, Impact of Landsbanki loans impairment provision</p>	

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Central Service Recharges	(2.054)	(1.776)	0.278	0.278	Shortfall of £0.192m of internal income recovered from trading accounts and the HRA, plus £0.086m impact of review of internal recharges from Service Level Agreements.	Support Service basis and allocations are currently being reviewed as part of the Finance Workstream of Flintshire Futures.
Central Service Coroners	0.187	0.163	(0.024)	(0.024)	Reduced recharge from WCBC due to a lower number of post mortems being carried out.	
Other variances - aggregate	6.399	6.388	(0.011)	(0.011)		
Total :	23.181	22.618	(0.563)	(0.336)		

APPENDIX 7

Movements on Council Fund Unearmarked Reserves

	£m	£m
Total Reserves as at 1 April 2012	9.029	
Less - Base Level (inclusive of increase of £0.088m agreed as part of the 2012/13 budget)	<u>(5.564)</u>	
Total Reserves above base level		3.465
<u>2011/12 approvals</u>		
Less amount approved in 2011/12 as being ringfenced for Investment in Change	(1.500)	
Less allocation from contingency reserve to meet one-off / time limited costs in 2012/13 (approved in 2012/13 budget and allowed for in calculation of 2011/12 final outturn on contingency reserve)	<u>(0.973)</u>	
		(2.473)
<u>2012/13 approvals</u>		
Less - allocation from contingency reserve as a one-off investment to support the new Leisure facilities in their first year of operation (approved in Month 3 report)	(0.361)	
Less - Impact of provision for MMI scheme of arrangement - as approved by Cabinet on 19 th February	(0.770)	
Less - allocation from contingency reserve towards costs of late March severe weather	(0.384)	
		(1.515)
Add Projected underspend as at 31 st March 2013		<u>4.313</u>
Amount available for delegation to Cabinet		3.790
Less - Amount approved by Council on 1 st March for funding of one-off costs in the 2013/14 budget proposals		(0.297)
Projected Level of Total Contingency Reserve as at 31st March 2013		3.493

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HRA Budget Monitoring 2012/13 (Month 12)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Finance and Support	2,506	2,054	-452	-219	Support recharges revised downwards (-£0.191m) to reflect 2011/12 costs. Vacancy savings (-£0.077m), Carry forwards of (-£0.049m) for Maisonette costs (there was a delay in getting security measures in place) and (-£0.150m) for Voluntary Redundancy costs not materialised in 2012/13	Work is ongoing to progress accuracy and timeliness of the HRA support recharges.
HRA Subsidy	6,110	6,170	60	27	Capital Subsidy Support charges recalculated	
Estate Management	1,710	1,614	-96	-12	Garden contract completed at £0.066m under anticipated costs, due to time taken to complete schedule.	
Repairs and Maintenance	8,778	8,268	-510	-306	Materials revised downwards due to lower than anticipated spend through the cold weather. The projection for transport costs have been reduced following a more update picture of actual costs in ledger. £0.130m carry forward for Void works completed but costs not materialised in 2012/13.	
Other variances (aggregate)	-18,102	-18,151	-49	-65		
Total :	1,002	-45	-1,047	-574		

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **HEAD OF FINANCE**
DIRECTOR OF ENVIRONMENT

SUBJECT: **WELSH GOVERNMENT BUSINESS RATES**
CONSULTATION - RATE RELIEF FOR CHARITIES,
SOCIAL ENTERPRISES AND CREDIT UNIONS

1.00 PURPOSE OF REPORT

- 1.01 To provide cabinet members with information on a Welsh Government Consultation seeking views on a number of recommendations on Business Rate Reliefs that are available to charities, social enterprises and credit unions.
- 1.02 To provide members with a series of recommended responses, as drafted by officers, on the proposals as set out in Appendix 1 to this report and seek members support to them.

2.00 BACKGROUND

- 2.01 In October 2012, the Welsh Government responded to the recommendations of the Business Rates Review Wales, an independent report commissioned by the Welsh Government and led by a Business Rates Task and Finish Group.
- 2.02 One of the recommendations of the Welsh Business Rate Review proposed wider consultation with the charitable and retail sectors to review the business rates reliefs that are available to charities and social enterprises.
- 2.03 The Welsh Minister for Economy, Science and Transport asked the Task and Finish Group to undertake this consultation and to prepare specific recommendations on the issue.
- 2.04 Their independent report has now been published and makes a number of recommendations that form the basis for this consultation.
- 2.05 The Welsh Government is building on the engagement already undertaken by the Task and Finish Group and the previous call for evidence on key issues such as whether the rate relief available for charities, especially charitable shops, should be changed.

- 2.06 Responses to this consultation will inform any further action that may be taken on the future direction of rate relief for Charities, Social Enterprises and Credit Unions.

3.00 CONSIDERATIONS

- 3.01 The consultation sets out a series of detailed recommendations on the use of rate relief of providing support to businesses, restricting rate relief in certain cases, bringing long term empty commercial property back into use, especially retail property in town centres and introducing a more targeted approach to the rate relief scheme than is currently only available to registered charities.

- 3.02 The recommendations set out by the Task and Finish Group offer a series of measures and ideas on:

Providing local authorities with powers to set up 'zoned areas' to restrict rate relief

The Task and Finish Group explored the issue of perceived unfair competition on the generous level of mandatory rate relief charities obtain when they take up occupation of property, coupled with the effect that such occupation of property by charities, often at reduced rents, can have on commercial rent levels in town centres. As part of the call for evidence, charitable organisations countered these arguments partly by pointing to the high shop vacancy levels in town and shopping centres as evidence that the effects of charity shops are minimal.

Some concerns were expressed to the Group of the effects of 'clustering' where a significant number of charitable shops in Wales are concentrated in a relatively small area.

The consultation therefore seeks views on whether local authorities should be given discretionary powers to introduce local schemes to create 'zoned areas' which might restrict the number of charity shops in a given area that may benefit from rate relief.

Business Improvement Districts (BIDS)

A Business Improvement District is a partnership between a local authority and the local business community to develop projects and services that will benefit the trading environment within the boundary of a clearly defined commercial area.

Flintshire does not currently have any BID areas although a scheme operates in the City of Swansea.

In areas where BIDS are in operation some charity shops contribute to the BID levy, however, in other locations charity shops have been granted exemptions in the same way that they are exempt from Business Rates through Charitable Rate Relief awards.

Other businesses in BID areas have expressed criticisms of such exemptions given that charity shops have been able to enjoy the benefits of trading in a full commercial environment, which has in large part been fostered and nurtured by BID investment, without making what might be considered to be a full contribution.

The consultation document simply provides encouragement for charity shops and their representative bodies to fully participate as members of local organisations such as BID schemes that aim to rejuvenate and develop high streets in our towns and city centres.

Bringing Long-Term Empty Property into Use

New proposals are set out to provide rate relief of 50% for the first year of occupation to any business which takes up new occupation of a property which has been previously vacant for 12 months or more.

Additionally, rate relief of 50% would be provided for two years of occupation to any business which takes up new occupation of a retail property located in a town centre which has been previously vacant for 12 months or more. In addition, social enterprises may apply to have this 50% rate relief extended beyond two years at the discretion of the local authority.

Tax Avoidance Measures

Proposals are set out to consider introducing measures to tackle tax avoidance, especially on large commercial premises that are occupied and used for charitable purposes which could be subject to an upper rateable value limit of, say, £36,000 maximum to qualify for charitable rate relief.

Local authorities in Wales have previously cited specific examples where large retail outlets and warehouses that have been lying vacant have been occupied by often “unfamiliar” charitable organisations and as a result, have avoided or attempted to avoid the empty property rate that would otherwise be levied. In some instances there have been serious doubts as to whether the occupation can be considered to be genuine where the property is put to use ‘wholly or mainly’ for charitable purposes.

The Task and Finish group also noted a number of instances where larger retail premises are being quite genuinely occupied as charity shops by charities that are familiar household names. Whilst there is no suggestion of any improper behaviour, it has nevertheless raised

the wider question of whether the current situation of unlimited relief is appropriate or whether there should be an upper limit on the rateable value for which the rate relief may be granted.

The proposal to place an upper rateable value limit of £36,000, especially on specific categories of property is therefore seen as a practical way to reduce the level of tax avoidance, and even in the case of genuine occupation which is considered to be 'wholly and mainly' for charitable purposes, to restrict the level of rate relief, to specific categories of premises with rateable values of less than £36,000.

Tapered Rate Relief for Charity Shops

Notwithstanding the important contribution that registered charity shops make to the wellbeing of communities, the Task and Finish Group recommended that changes are made to the mandatory relief scheme in order to create a more level playing field in town centres.

Specific proposals are set out for charity shops to provide the full, mandatory 80% rate relief on occupied charity shops with a rateable value up to £12K (being the current upper limit for Small Business Rate Relief). All charity shops would receive 80% rate relief on the first £12,000 of the RV. Mandatory Rate Relief would then be reduced from 80% to 50% on the next £24,000 of rateable value, i.e. up to a maximum rateable value of £36,000. Any charitable shops, occupying premises with a rateable value of greater than £36,000 would therefore receive no rate relief on any proportion of the rateable value over £36,000.

The recommendation is designed to allow for continued rate relief to support smaller charity shops but to restrict rate relief for charity shops in properties of a much higher rateable value, which should have the effect of leaving the vast majority of such organisations unaffected.

The Task and Finish Group also recommended the phasing in over a period of three years in cases where existing charity shops would see a reduction in the level of rate relief due to exceeding the £12,000 rateable value threshold.

Rate Relief for Charity Shops from 2022

Proposals are offered that from 2022, following the revaluation of all commercial property, the consideration be given to reducing the Mandatory Charitable Rate Relief from 80% to 50% for all charity shops and that as much as possible of charitable reliefs should be left to the discretion of local authorities.

Rate Relief for Charity Shops - Monitoring of New Goods Sales

To further address the issue of perceived unfair competition on the high street, the amount of new goods being sold by charity shops is recommended to be more effectively monitored by charitable organisations themselves.

4.00 RECOMMENDATIONS

4.01 For members to broadly support the principals of the proposals and authorise senior officers to respond appropriately to the consultation.

4.02 Assuming that members support the proposals, the recommended responses, as jointly prepared by senior officers within the Revenue and Economic Development services, are detailed in Appendix 1 to this report.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a direct result of this report but further work and clarification would be required on the funding arrangements between Local Government and the Welsh Government, especially if any of the proposals as set out in the consultation result in amendments to existing funding arrangements on rate relief awards.

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 None

9.00 PERSONNEL IMPLICATIONS

9.01 None

10.00 CONSULTATION REQUIRED

10.01 The purpose of the report is to provide members with the opportunity to comment on the consultation proposals and to endorse the responses as prepared by officers in the Revenue and Economic Development services.

11.00 CONSULTATION UNDERTAKEN

11.01 This Welsh Government consultation builds on the recommendations of the Business Rates Review Wales, an independent report from the Business Rates Task and Finish Group.

12.00 APPENDICES

12.01 Appendix 1 to this report contains the recommended responses to the consultation.

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

Business Rates Wales Review 'Incentivising Growth' – June 2012

Report by the Business Rates Task and Finish Group for the Minister for Economy, Science and Transport – April 2013

Welsh Government Consultation Paper - Rate Relief for Charities, Social Enterprises and Credit Unions – published 23rd April 2013

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**Draft Responses to the Welsh Government Consultation Document
Business Rate Relief for Charities, Social Enterprises and Credit Unions**

Providing local authorities with powers to set up ‘zoned areas’ to restrict rate relief provided to charity shops

The Council broadly welcome moves by central government to provide local government with powers to address the local needs of town centres and the communities they serve.

However, the idea of introducing ‘zoning’ should go much wider than just being used to restrict rate relief to the charitable sector and instead be used to bring forward inward investment into town centres.

If local authorities were able to designate ‘zones’ in struggling parts of their town centres to attract extra rate relief it could have the effect of creating mini Enterprise Zones and would incentivise inward investment and complement the wider Welsh Government approach to town centre regeneration.

The Council has a number of concerns about the principles of creating ‘zoned’ areas that would restrict rate relief to specific numbers of charity shops through a quota system or control where charity shops can locate. We believe that this would not really help to improve town centres.

The Council recognises the importance that charity shops play in society and the vital contribution these organisations bring to our communities with fund raising, training, employment and volunteering opportunities.

Business Improvement Districts

The Council would support the idea that charity shops are encouraged to participate in BID schemes in the areas where they exist but given that they currently pay little or no rates may still create tensions with other ratepayers who may contribute to such schemes.

Bringing Long Term Empty Property back into use

The Council would welcome any move to provide the new occupants of previously long term vacant property with rate relief of up to 12 months (and 24 months in the case of retail property in a town centre).

The designation of what is considered to be a ‘town centre’ would need to be clearly defined as experience has shown that it is difficult to clearly define the boundaries of town centres. Consideration would also need to be given to support retail outlets in rural areas.

The proposals would help to encourage new enterprise and assist with the usual start up costs associated with setting up new business ventures.

In addition, the development of Social Enterprise is one of the Council's priorities and one of the objectives of the Flintshire Economic Regeneration Strategy 2009 - 2020. The proposal to provide rate relief for a period of up to four years to social enterprises who take up occupation of long term empty property is therefore a welcome opportunity for the Council to support local business and make sure that investment benefits Flintshire residents by bringing added social value.

Tax Avoidance Measures

The Council supports any measures that would ensure **all** ratepayers contribute fairly to the business rate system.

The Council fully supports proposals to place an upper rateable value limit of £36,000 especially on certain categories of property that ordinarily would not, or do not, need to be occupied by charitable organisations.

Depending on the categories of property that would be impacted by this proposal, if the proposals were limited to restrictions on charitable shops, an initial assessment shows that only one property in Flintshire would be adversely affected.

Tapered Rate Relief for Charity Shops

The Council recognises the importance that charity shops play in society and the contribution these organisations bring to our communities with fund raising, training, employment and volunteering opportunities.

Notwithstanding this, the proposals to introduce a tapering system to rate relief awards specifically for charity shops may help to encourage charity shops to take up occupation of smaller retail shops with rateable values of under £12,000 rather than taking up occupation of large outlets with excessive rateable values. Such measures may help to reduce the level of spending on Mandatory Rate Relief freeing up additional funding to pay for providing rate relief for new business ventures.

The introduction of a tapering system, especially one that is phased in over a three year period for existing charity shops would be a fair way of introducing change. An initial assessment of the position in Flintshire demonstrates that the vast majority of existing charity shops would not be adversely affected by the proposals.

Rate Relief for Charity Shops from 2022

The proposals to reduce the percentage level of rate relief from 80% to 50% from 2022 for all charity shops would be broadly supported by the Council but the savings that this would bring to the National Collection Pool should be levelled up by introducing more discretionary powers with additional funding availability for local authorities to adopt local schemes to address local community needs.

Rate Relief for Charity Shops and the Sale of New Goods

The Council does not consider further measures necessarily need to be introduced to monitor the amount of new goods sold by charity shops.

The Council believes that current regulations contained in section 64(10) of the Local Government Finance Act 1988, are sufficient explicit for local authorities to determine the level of new goods sold by charity shops.

Section 64 already provides that a property is to be treated as being wholly and mainly used for charitable purposes at any time if, at any time, it is wholly or mainly used for the sale of goods donated to a charity and the proceeds of the sale of the goods are applied for the purposes of the charity.

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **DIRECTOR OF ENVIRONMENT**

SUBJECT: **FOOD SERVICE PLAN**

1.00 PURPOSE OF REPORT

1.01 To seek Member approval for the Food Service Plan for Flintshire County Council, which the Constitution Committee of the Council determined should be approved at Executive level in January 2011, as per The Framework Agreement on Official Feed and Food Controls by Local Authorities (Amendment 5 April 2010).

2.00 BACKGROUND

2.01 Local Authorities throughout the U.K. have been directed by the Food Standards Agency to take the necessary action to implement the Framework Agreement on the Local Authority Food Law Enforcement. This Framework Agreement became operational from 1st April 2001. The Framework has been developed to ensure consistent food law enforcement service throughout the country.

3.00 CONSIDERATIONS

3.01 The Service Plan, a copy of which is attached as Appendix A, has been produced by Officers of the Health Protection Service within Public Protection in line with the model format contained within the Framework Agreement. It outlines the proposals for service delivery for the period 1st April 2013 to 31st March 2014 as well as a review of the Service Plan for 2012 with overall performance for 2012 to 2013 shown as Appendix 3 within the Service Plan.

3.02 The elements of the Food Service, namely Food Safety, Food Standards and Animal Feeding Stuffs, sit under two Team Leaders, both under the responsibilities of the Health Protection Manager within the Public Protection Service.

3.03 **Key Achievements for 2012/2013 are as follows:**

- The team achieved its targets of 100% High Risk inspections for Food Safety and 100% for High Risk Food Standards Inspections.

- The new business inspections target of 87% for Food Safety was exceeded, achieving an actual figure of 89%. The new business target of 70% for Food Standards was exceeded, achieving an actual figure of 71%.
- The percentage of businesses broadly compliant with Food Hygiene legislation was maintained at just over 83%.
- The Team submitted successful bids for approximately £10,000 of grant funding from the Food Standards Agency England and Food Standards Agency Wales for Food Standards Sampling Surveys. Sampling work from this grant funding has resulted in several indepth investigations into Food Authenticity which are on-going.
- The percentage of Significant Breaches rectified within the year for Food Standards legislation has improved since last year to achieve 84%.
- The Horsemeat in Beef Products issue had a major impact on the team in the last quarter of the year resulting in both increased Food Sampling and Auditing activity, with both Iceland Foods Ltd and another manufacturer within Flintshire being directly affected.
- A successful Business and Regulators Forum, facilitated by the Better Regulation Delivery Office, was held in August 2012, as a collaborative project between Flintshire County Council and Wrexham County Borough Council.

3.04 **Key Targets for 2013/2014 are as follows:**

- To achieve 100% of all High Risk Food Hygiene and Food Standards inspections.
- To successfully implement the Food Hygiene Rating (Wales) Act 2013.
- To inspect 30% of lower risk Food Hygiene premises to provide them with a Food Hygiene Rating.
- To revisit all 0, 1 and 2 rated premises in accordance with the All Wales Revisit Policy.
- To carry out proactive Food Standards Sampling Surveys for Food Authenticity and Food Adulteration.

- To contribute to the development of proposals for regional collaboration across Public Protection Services.

4.00 RECOMMENDATIONS

4.01 That Members approve the Food Service Plan 2013/2014.

5.00 FINANCIAL IMPLICATIONS

5.01 The cost of implementing the agreement in Food Law Enforcement will be met within the existing Environment Directorate budget.

6.00 ANTI POVERTY IMPACT

6.01 None.

7.00 ENVIRONMENTAL IMPACT

7.01 None.

8.00 EQUALITIES IMPACT

8.01 The Plan seeks to ensure food is safe for consumption by all.

9.00 PERSONNEL IMPLICATIONS

9.01 None.

10.00 CONSULTATION REQUIRED

10.01 N/A

11.00 CONSULTATION UNDERTAKEN

11.01 N/A

12.00 APPENDICES

12.01 Appendix 1 – Food Service Plan 2013/2014

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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FOOD SERVICE

SERVICE PLAN

2013-2014



FLINTSHIRE COUNTY COUNCIL FOOD SERVICE PLAN 2013-14

INTRODUCTION

The Service Plan relates to the year commencing 1st April 2013 and ending 31st March 2014.

It covers the service provision for the Food Safety, Food Standards and Feedstuffs functions of Flintshire County Council.

The purpose of this Plan is to provide:

- Information about the scope of the Service.
- Information about the services provided.
- Information about the means of Service provision.
- Information about performance of the Food Service against Performance Targets set out in Plan as well as against national or locally defined Performance Indicators.
- Information relating to reviewing performance in order to address any variance from meeting the requirements of the Service Plan.

Service Plans will be produced annually to allow for meaningful review and progression, in accordance not only with the requirements of the Food Standards Agency "Framework Agreement on Local Authority Food Law Enforcement" but also with the principles of the "Wales Programme for Improvement".

This Service Plan also forms part of the Authority's commitment to delivering the aspirations of the Local Service Board to provide citizen centred services and to work in collaboration and co-operation.

FLINTSHIRE COUNTY COUNCIL FOOD SERVICE PLAN 2013-14

CONTENTS	Page No.
1.0 SERVICE AIMS AND OBJECTIVES	
1.1 Aims and Objectives	1
1.2 Links to Corporate Objectives and Plans	2 - 3
2.0 BACKGROUND	
2.1 Authority Profile	3
2.2 Organisational Structure	3
2.3 Scope of the Food Service	3 - 5
2.4 Demands on the Food Service	5 - 7
2.5 Enforcement Policy	7
3.0 SERVICE DELIVERY	
3.1 Food Premises Inspections	8 - 9
3.1.1 Additional Targeted Inspection/Enforcement Activity	9 - 10
3.1.2 Resources for Inspections and Additional Enforcement Activity	10
3.2 Food Complaints	10 - 11
3.3 Primary Authority Principle	11
3.4 Advice to Business	11 - 12
3.5 Food Inspection and Sampling	12 - 13
3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease	14
3.7 Food Safety Incidents	14
3.8 Liaison with Other Organisations	15
3.9 Food Safety & Food Standards Promotion	16
4.0 RESOURCES	
4.1 Financial Allocation	16 - 17
4.2 Staffing Allocation	17 - 18
4.3 Staff Development Plan	18 - 19
5.0 QUALITY ASSESSMENT	
5.1 Quality Assessment	19 - 20
6.0 REVIEW PROCESS	
6.1 Review against Service Plan	20
6.2 Review of Performance Against 2011/2012 Service Plan	21 - 23
6.3 Areas of Improvement 2013/2014	23 - 24
6.4 Forthcoming Considerations	24 - 25
APPENDIX 1	
Organisational Charts for the Service	
Chart 1 – Organisation Structure of Flintshire County Council	26
Chart 2 – The Cabinet Structure of Flintshire County Council	27
Chart 3 – The Organisation Structure of the Environment Directorate showing the location of the Public Protection Service	28
Chart 4 – The Organisational Structure of the Food Team and the Health Protection Service in which it sits.	29
APPENDIX 2	
Profile of Programmed Inspections	30
APPENDIX 3	
Performance 2012-2013	31 - 33

1.0 SERVICE AIMS AND OBJECTIVES

1.1 Aims and Objectives

The aims of the Food Service are to:

1. Promote, through education and enforcement, the sale and/or production of food which is fit and without risk to health.
2. Prevent and control the spread of food borne illness through education and enforcement.

These will be achieved by:

- (a) Providing a complete and holistic food law enforcement service covering the areas of food hygiene and safety, food standards and animal feeding stuffs in accordance with relevant food legislation and Codes of Practice, thereby fulfilling statutory obligations.
- (b) Providing a responsive service to demand driven elements such as food safety incidents, outbreaks of food related infectious disease, complaints and request for advice from both businesses and members of the public, in accordance with the National and locally defined performance indicators, relevant Codes of Practice, plans and protocols.
- (c) Assisting businesses to comply with all relevant legislation by using a balance of techniques and approaches in order to ensure the safety and well being of the Public and of the environment in line with the Public Protection Enforcement Policy 2010.
- (d) Maintaining an up-to-date database of all food establishments in the County so that resources can be effectively defined and utilised to meet statutory, national and locally defined targets of inspection, sampling, specific initiatives and tasks set by Food Standards Agency Wales (FSA), other agencies, or based on local need.
- (e) Providing an open and transparent Food Service with clear lines of communication for all service users.

1.2 Links to Corporate Objectives and Plans

The Food Service links to the Community Strategy 2009-2019 and the Improvement Plan for the Council. There are five key priorities contained in the Community Strategy, these are:

1. Economic Prosperity
2. Health Improvement
3. Learning and Skills for Life
4. Living Sustainably
5. Safe and Supportive Communities

The Food Service has direct links with the Environment Directorate Plan 2013 Onwards and the Public Protection Service Plan 2013-2014. The Public Protection Service Plan contains annually revised Operational Action Plans, which have been informed by a range of external and internal drivers and through a greater focus on robust risk assessment, intelligence led intervention, targeting and performance management. All team members contribute to devising the Operational Action Plans for each Service Area.

The Food Service links with the Council's Community Strategy and with some of the key strategic priorities of Welsh Government such as the "Health, Social Care and Well-Being Strategy" and "Health Challenge Wales".

Food Safety is a statutory duty of the Council. Targets to be achieved are set in relation to both National Strategic Indicators and Service Improvement Data. A Corporate Performance Management System monitors performance of all services within the Council and these are reported quarterly. The areas reported on are the National Strategic Indicator, "the percentage of premises Broadly Compliant with Food Hygiene Legislation" and the following Service Improvement Data:

- (a) The percentage of High Risk Food Safety inspections carried out.
- (b) The percentage of High Risk Food Standards inspections carried out. This is reported in the Trading Standards figure, as are (d) and (e).
- (c) The percentage of new businesses inspected for Food Safety.
- (d) The percentage of new businesses inspected for Food Standards.

- (e) The percentage of significant breaches resolved in relation to Food Standards.

The Food Service will participate actively in strategies and programmes associated with the “Wales Programme for Improvement” and the “Making the Connections Agenda” and will continue to implement performance management systems to improve the efficiency and effectiveness of service delivery in a meaningful way to the citizens of Flintshire.

2.0 BACKGROUND

2.1 Authority Profile

Flintshire is a Unitary Authority. The County has an area of 43,464 hectares and a population of approximately 152,700 as per the 2011 Census. The County is made up of a mixture of small towns and conurbations, particularly to the south and predominately rural and agricultural land located in the north. The population is subjected to small seasonal fluctuations due to influx of tourists to the area. It has a number of industrial estates on which many manufacturers including food manufacturers are located, as well as headquarters for several food manufacturers including one large national food retailer. The coastal edge of Flintshire County Council abuts the Dee Estuary upon which cockle and mussel beds are situated and there is a small port located at Mostyn.

2.2 Organisational Structure

The organisation structure of the Food Service which is located within the Public Protection Service of the Environment Directorate is illustrated on the Charts which also detail where the service fits in the Management and Cabinet structure of the Council. The Charts are detailed within Appendix 1.

Specialist services are provided by Public Health England (formally Health Protection Agency), Public Health Wales and Public Analyst Scientific Services (formally Eurofins) (See Section 3.5).

2.3 Scope of the Food Service

The Food Service is situated in the Environment Directorate as part of the Public Protection Service.

The Food Safety and Food Standards functions both fall under the responsibility of the Team Leader – Food Safety and Food Standards. Feedingstuffs is managed by the

Team Leader – Animal Health and Health Promotion. These functions sit within the Health Protection Service area of Public Protection, which is overseen by the Health Protection Manager.

The scope of the respective component parts of the service are detailed below:

Food Safety

The Food Safety component of the service has the following responsibilities and service provision:

- Enforcement of relevant food safety and food hygiene legislation, in all food establishments in Flintshire.
- Registration of food businesses and approval of premises subject to compliance with product specific legislation (meat products, fish, shellfish, fishery products and dairy products).
- Implementation of the National Food Hygiene Rating Scheme.
- Investigation of food complaints that relate to fitness of food for human consumption as well as food complaints that relate to the nature, substance or microbiological quality of the food, taking appropriate action as necessary. In addition, investigation of all complaints which relate to hygiene matters (premises, practices, personnel) in food businesses.
- Investigation of sporadic cases of food (including water) related notifiable diseases and suspected cases of food poisoning.
- Investigation and control of outbreaks of food poisoning and food related notifiable diseases.
- Response to Food Alerts and food related incidents taking appropriate action as necessary.
- Advice to new and existing business, responses to plans, licensing and land charges referrals.
- Providing Export Certificates to allow movement of food from the UK to countries outside the EU.
- Act as Primary Authority for Iceland Food Retail Stores and act as Home and/or Originating Authority for other companies where necessary.
- Undertake food sampling in accordance with the Sampling Programme.
- Educational and promotional initiatives

Food Standards

The Food Standards component of the service has the following responsibilities and service provision:

The Food Standards component of the service has the following responsibilities and service provision:

- Respond to requests for consumer advice in matters regarding food standards, labelling and composition.
- Undertake a pre-planned programme of visits to food premises within Flintshire.
- Investigation of complaints relating to the nature, quality or substance of food and complaints relating to mislabelling of food taking appropriate action as necessary.
- Provide advice, information and assistance to food businesses including promotion of the use of the Flintshire Trading Standards Information Pack.
- Undertake food sampling in accordance with the Sampling Programme and in response to incidents.
- Undertake promotional and educational initiatives.
- Undertake duties and responsibilities as Primary Authority, Home Authority and Originating Authority for food businesses within Flintshire.

Feedstuffs

- Provide advice, information and support to feed businesses.
- Undertake a pre-planned programme of visits to feed premises within Flintshire.
- Investigation of complaints relating to feedstuffs and sampling of feed as when required.

2.4 Demands of the Food Service

The Service Delivery Point for both the Food Safety and Food Standards is County Hall, Mold. Both Service Delivery Points are open during normal office hours of 8.30 a.m. – 5.00 p.m. There is no official “out of hours” provision. However, there are systems in place to contact relevant staff should an emergency situation arise via the Care Connect Service.

There are 1536 food premises in Flintshire. Of the total number of food premises in Flintshire approximately 1009 are caterers, with the remainder being made up predominantly by retailers (approximately 353). The catering establishment cover a wide range of types of premises

varying from restaurants, cafes, schools, hotels, pubs, residential care homes, hospitals to mobile food vehicles. There are currently 42 food manufacturing and packing businesses within Flintshire. The types of food manufacturers within Flintshire vary greatly in the types of processes they use to produce food. These range from a cooked meat manufacturer with national distribution, several ready meal manufacturers with national distribution through to an on-farm milk pasteuriser supplying milk locally. The diversity in the types of manufacturers operating within the County places a significant demand on the breadth and depth of knowledge required by officers within the Team.

The Dee Estuary has a thriving cockle industry with three cockle beds falling within Flintshire's jurisdiction. There is also a new mussel bed. These beds place significant demands on the Team, particularly during the six month cockle opening season. The management of the Dee accounts for a large portion of the Sampling Budget due to the statutory sampling of the water and shellfish. Enforcement on the Dee involves a considerable amount of cross-agency partnership working with National Resources Wales (formally Environment Agency Wales), Wirral Council, the Centre for Environment, Fisheries and Aquaculture Science (CEFAS), other neighbouring Local Authorities, the North West Inshore Fisheries and Conservation Authorities and the Food Standards Agency Wales.

Port Health

There is a small port at Mostyn for which the Food Team has responsibility in relation to the ships coming into port requiring a Ship Sanitation Certificate or a food hygiene inspection.

National Food Hygiene Rating Scheme

Flintshire County Council implemented the National Food Hygiene Rating Scheme in December 2010. The administration of this Scheme in both the setting up and in its maintenance, accounts for a considerable volume of work for the Team.

This demand is set to increase greatly through 2013/14 due to the introduction of the mandatory display of Food Hygiene Rating Stickers within Wales as of November 2013. This is discussed in detail in Section 6.4.

The premises profile, as defined in the Food Law Code of Practice (Wales) September 2008, is as follows:

FOOD STANDARDS			FOOD SAFETY			
Risk	Min.	No. of		Risk	Min.	No. of
High	1 year	10	High	A	6 months	4
				B	12 months	65
Medium	2 years	472		C	18 months	589
Low	5 years	819	Low	D	2 years	255
				E	3 years	499
TOTAL		1301		TOTAL		1412

The vast majority of food business owners are English speaking with a minor requirement for written reports in Welsh. All advisory literature is produced bilingually in accordance with the Welsh Policy of the Council. Approximately 14% of residents in Flintshire are recorded as Welsh speaking. Approximately 4% of food businesses are of ethnic origin (Asian, Chinese, Turkish and Greek) and once again advisory literature is available in a range of ethnic languages to assist in understanding.

2.5 Enforcement Policy

The Food Service undertakes enforcement in accordance with the Public Protection Enforcement Policy which has been updated and approved by Members in 2010. This policy has been based upon the principles of the Enforcement Concordat adopted by Members in September 2000 and the Regulators Compliance Code.

There is also an Enforcement Policy for residents entitled "Regulation and Enforcement – Involving Local Residents", which was approved by Council in September 2011.

A consultation on amendments to the Regulators Compliance Code closed on 3rd May 2013. The Enforcement Policy will have to be reviewed in accordance with any changes that are brought about following this consultation process.

3.0 SERVICE DELIVERY

3.1. Food Premises Inspections

Flintshire County Council has one National Strategic Indicator and a number of Internal Performance Indicators relating to Food Safety and Food Standards for 2013/2014 which are detailed in 1.2.

The Food Service will carry out inspections in relation to the Performance Indicator, in accordance with pre-planned programmes drawn up annually and commencing on 1st April each year, to coincide with the reporting requirements for the Service to the Food Standards Agency Wales, as part of the Local Authority Enforcement Monitoring System (LAEMS). These inspection programmes are based on the risk rating of the premises/trader so that there is a targeting of resources to ensure that those premises/traders with a high or medium risk are prioritised for inspection.

The performance of the Food Team in 2012/2013 was excellent with the Team achieving 100% of High Risk inspections for both Food Safety and Food Standards. The target of 87% of new businesses to be inspected for Food Hygiene was exceeded with 89% actually being achieved. This took considerable efforts from the Team. Food Standards also exceeded their target of 70% to achieve 71%.

There is a National Strategic Indicator in place, namely the percentage of businesses which are Broadly Compliant with Food Hygiene legislation. It is pleasing that 83% of food businesses within Flintshire fall into this category.

For Food Safety the total number of High Risk programmed inspections for the year 2013/2014 is 403 and for Food Standards, the total number is 10. Food premises which are High Risk for the rest of Trading Standards legislation are inspected by this team. This equates to approximately 40 additional inspections which will be carried out by the Trading Standards Officer and the Trading Standards Enforcement Officer within the Food Team.

The key objectives for the coming year in relation to programmed inspection and enforcement work are as follows:

- Inspect 100% of High Risk (A-C) rated food premises for Food Safety.
- Inspect 100% of all High Risk (A) rated food premises for Food Standards.
- To inspect 30% of Medium Risk (B) rated premises for Food Standards. To be achieved by combining Food

Safety and Food Standards inspections to maximise utilisation of resources and in line with the Better Regulation Delivery Office to reduce the burden on business.

- 30% of D and E Rated premises for Food Hygiene to receive a full food hygiene inspection. This is as part of a 3 year programme to ensure all D and E rated premises will receive a Food Hygiene Rating. Priority is being given to those which are most overdue a food hygiene inspection.
- To revisit all premises receiving a National Food Hygiene Rating Scheme score of 2 or lower, in line with the All Wales Revisit Policy written by the All Wales Food Safety Technical Panel.
- Prioritisation of the inspection of new food businesses for Food Safety and Food Standards by using a questionnaire on all new food businesses to identify those which should be prioritised for inspection thereby allowing better targeting of resources.

A full breakdown of premises programmed for inspection 2013-2014 in relation to their Risk Rating is given in Appendix 2. This shows totals of 996 for Food Hygiene and 839 for Food Standards.

For Feedstuffs there is one High Risk premises and 238 Medium Risk premises. A target of 10% (24) premises has been set for Medium Risk inspections for Feedstuffs.

3.1.1 Additional Targeted Inspection/ Enforcement Activity

Additional targeted inspection and enforcement activity due to be undertaken is as follows:

- A further increase in cross-agency working to target enforcement activity in relation to shellfish activity on the Dee Estuary. This is building on cross-agency working undertaken in 2012/2013.
- An increase in proactive sampling work on Food Standards Authenticity.
- Effective and professional liaison, communication and co-operation with Iceland Frozen Foods, other LA's and BRDO relating to Primary Authority (PA) matters.
- Continued implementation of all relevant recommendations as identified by Professor Pennington in the Public Inquiry Report using the comprehensive Audit Checklist.
- Investigation of notified food safety related fraud incidents, such as illegal slaughter of meat, including referrals made anonymously.
- Issue of Sanitary Certificates as appropriate for

incoming vessels to the Port of Mostyn.

- Appropriate response and liaison with other agencies as necessary for Civil Contingency matters.
- Submit a bid to the FSA Food Safety Management System Grant Funding to provide Food Safety Management/Food Hygiene Training to Chinese Takeaways in the medium of Chinese. This bid is being submitted jointly with Wrexham County Borough Council as part of our collaborative working.

3.1.2 Resources for Inspections and Additional Enforcement Activity

The programmed food hygiene inspections will be undertaken by 5.5 FTE Environmental Health Officers (EHO), and 3.0 FTE Food Safety Officers (FSO). A full breakdown of resources is given in 4.2 – Staffing Allocation. Food Standards work will be carried by 1.0 FTE Trading Standards Officer, 0.4 FTE Trading Standards Enforcement Officer and 0.6 FTE EHOs. The other EHOs who are present in the team have not undertaken recent Food Standards training.

Other areas of Trading Standards work within food premises such as Weights and Measures will be carried out by the Trading Standards Officer within the Food Team. This places an absolute requirement for a fully competent Trading Standards Officer to be within the Team.

It is anticipated that the resource implications of any additional targeted inspection or enforcement activity will be met out of the resource provision outlined above.

Feedingstuffs

Feedingstuffs work will be carried by 0.1 FTE Team Leader – Animal Health and Health Promotion and 0.2 Enforcement Officer. For 2013-2014, a Check List on Feedstuffs is to be devised for completion by Animal Health Officers, when they visit farms. This will allow these visits to be included as Feedstuffs inspections.

3.2 Food Complaints

Food complaints cover the full range relating to fitness for human consumption, presence of extraneous matter in foods, microbial contamination and Food Standards issues such as: food labelling, chemical adulteration and spoilage of food.

It is the policy of the Food Service to investigate all food complaints reported including those made anonymously.

All food complaints are dealt with in accordance with the Food Law Code of Practice (Wales) September 2008, having regard to the documented Public Protection Enforcement Policy 2010.

Based on statistics for previous years, the estimated number of Food Safety and Food Standards complaints is between 80 and 150. This equates to 1 FTE (EHO or FSO) and 0.25 FTE of a TSO involved in such investigations.

Feedingstuffs complaints will be dealt with by the qualified TSO within the Animal Health Team. The estimated number of feedingstuffs complaints for the forthcoming year is 0-5.

Please note the above figures do not indicate dealing with food complaints referred by other Local Authorities when acting as Home or Originating Authority.

3.3 Primary Authority Principle

Flintshire County Council subscribes to both the Primary and the Home Authority Principle. The Food Service acts as both Home Authority and/or Originating Authority for 41 food businesses and has entered into a Primary Authority relationship with Iceland Foods Ltd, the National Supermarket chain based in Deeside. The resource implications are equivalent to 0.5 FTE of one EHO/TSO post to deal with this function.

The maintenance of the Primary Authority relationship with Iceland Foods Ltd places a pressure on maintaining a level of expertise in Food Safety, Food Standards, Labelling and Composition.

Flintshire is also committed to improving relationships with business and will continue to develop relationships with business by further promotion of Primary Authority, where applicable, and effective business engagement at all times.

3.4 Advice to Business

The policy of the Food Service is to provide a balanced approach between the provision of advice and enforcement activity. The Service is committed to providing an effective and responsive advice and assistance service, both on the spot during inspections or upon request, for all Flintshire businesses, including a service in accordance with the BRDO Primary Authority Principle and the LACORS (now LGR) Home Authority Principle. In addition, the Service provides advisory literature, (either produced nationally or in-house) free of charge to businesses to assist them with compliance with relevant legislation. Training

courses/seminars will be run subject to demand, for which there is usually a fee, to also assist businesses in compliance. In order to maximise the use of limited resources, advice is targeted as follows:

- During inspections and as part of follow up documentation.
- Start up advice on request.
- Through guidance information available on the Food Safety Teams fully revised website pages.
- Distribution of relevant food safety material to food businesses.
- Advice and information is given to businesses requesting guidance either by telephone, email or post.

Based on last year's trends, the estimated number of requests for advice, including those proposing to start up a food business for the forthcoming year is anticipated to be approximately 200. Advice to businesses is provided by all members of the Team. The Health Promotion Officer is currently working on a revised, user-friendly, comprehensive Business Advisory Pack.

3.5 Food Inspection and Sampling

Sampling will be carried out in accordance with the documented Sampling Policy for the Food Service which was referred for Member Approval in July 2001. The sampling programme is devised so that the procurement of samples will follow a risk based approach. Flintshire belongs to the North West Food Liaison Group which devises a programme of Quarterly Sampling Surveys. The programme will also take in to account statutory requirements as well as the requirements of the Food Standards Agency, the Welsh Food Microbiological Forum and local need.

Samples taken for Food Standards issues are submitted for analysis by the formally appointed and NAMAS accredited Public Analyst for the Council:

**PUBLIC ANALYST SCIENTIFIC SERVICES
WOODTHORNE
WERGS ROAD
WOLVERHAMPTON
WV68TQ**

Samples taken as part of the Sampling Programme for Food Safety issues are submitted for microbiological examination by the designated and NAMAS accredited laboratory of: Public Health England, Food Water and Environmental

Microbiology Network (Preston Laboratory),
Royal Preston Hospital,
Sharoe Green Lane,
Preston. PR2 9HT

Each Local Authority is allocated sampling accreditation by the Public Health England in order to undertake Food Safety sampling. Public Health Wales also allocates a limited resource to Flintshire for Food Safety Sampling. This is sent to Ysbyty Gwynedd.

Food Safety samples may need to be submitted to the Public Analyst, Public Health England or Public Health Wales, dependent on the type of examination or analysis required.

The Food Sampling Programme does not preclude the need to undertake reactive sampling i.e. as a result of a food complaint or during food poisoning investigations. Sampling undertaken as part of an Infectious Disease Notification or Outbreak are sent to the laboratory at Ysbyty Gwynedd, Penrhosgarnedd, Bangor.

The Service took part in several successful bids for funding for Food Standards sampling from FSA Wales in 2012-2013. These were undertaken in collaboration with the North Wales Region and as solo bids from Flintshire. These accounted for approximately £10,000 of further sampling work carried out by the Team and involved the use of the National Sampling Database, UK FSS-Net.

The Team Leader is Secretary of the Welsh Food Microbiological Forum (WFMF) which is responsible for devising Food Safety Sampling Surveys across Wales, based on risk assessment and intelligence to better target resources at particular foods or food poisoning organisms of concern within the UK. As part of the WFMF the Team took part in a Liver/Pate Survey in caterers which was grant funded by the FSA in addition to Sampling Surveys as part of the North West Food Liaison Group.

This year focus will be given to the full introduction and implementation of the UK-Food Surveillance System (UK-FSS Net) to better target resources in respect of the Food Sampling for both Food Safety and Food Standards.

Routine sampling of Feedstuffs will not be undertaken. However, samples may be taken as part of a complaint investigation.

3.6 Control and Investigation of Outbreaks and Food Related Infectious Disease

Investigation and control of outbreaks of food related infectious disease will be carried out in accordance with the Communicable Disease Outbreak Plan for Wales was approved by Members in 2011. It has been developed from the amalgamation of several Plans relating to water borne incidents, food poisoning and communicable disease outbreaks.

Investigations of sporadic notifications of food related infections disease shall follow the existing documented procedure within the Section. Based on previous year's trends, it is estimated that there will be approximately between 200 and 300 cases of sporadic notifications and between 0 and 10 outbreaks.

Campylobacter was the highest incidence of food-borne illness for 2012-2013 in Flintshire, which follows a National Trend. The reduction of the incidence of *Campylobacter* is identified as a priority within the Food Standard Agency's Strategy to 2015.

Outbreaks are characteristically resource intensive but do not follow an annual trend, therefore the anticipated burden on staffing cannot be predicted. However, should they occur the impact on resources cannot be over estimated and would require rapid contingency planning for maintaining the delivery of the rest of the Service. They also involve close liaison and cross-agency working between Public Health Wales and other Local Authorities. Sporadic notifications are expected to account for between 0.2 and 0.5 FTE post throughout the year.

3.7 Food Safety Incidents

Food Alerts will be initiated and responded to in accordance the Food Law Code of Practice (Wales) September 2008.

Responses to Food Alerts will be kept in a centralised documented format and the contact details for the Team and relevant Agencies (including out of hour's contacts) will be kept up to date. It is difficult to quantify the resource implication of this function as it depends upon the category of Food Alert and the extent of food or businesses affected within Flintshire.

There were several incidents within 2012/2013 which required considerable investigation work and enforcement action by the Team. These are detailed in Section 6.2.

3.8 Liaison with Other Organisations

The Food Service as a whole is committed to ensuring effective liaison with other relevant organisations to enforce consistency of approach. This includes liaison with:

- Food Standards Agency Wales (FSA Wales).
- Better Regulation Delivery Office (BRDO).
- Professional bodies such as the Chartered Institute for Environmental Health and Trading Standards Institute.
- Local Government Regulation, Public Health England, Public Health Wales, National Resources Wales, CEFAS, Animal Health and Veterinary Laboratories Agency and other relevant advisory/liaison bodies.
- Other Local Authorities in Wales as a whole. Additionally, representatives from the Team attend and actively participate on the All Wales Technical Panels, for Food Safety this relates to the Food Safety Technical Panel and Communicable Disease Technical Panel, and for Food Standards Quality Panel. These Panels act as a means of optimizing regional and countrywide consistency in enforcement and guidance given.
- Neighbouring LA's. Additionally, representatives from the Team sit on the North Wales Regional Technical Groups namely for Quality and Metrology for Trading Standards and combined Food Safety and Communicable Disease for Food Safety. (Refer to Section 5.1).
- Liaison with other relevant local bodies, e.g. Magistrates Courts, the Licensing Committee as well as liaison with local fishermen by way of the North Wales and Deeside Shellfish Liaison Group.
- Liaison with other Departments within Flintshire County Council, such as the Planning Department. A system of formal consultation with relevant sections of the Public Protection Service has been set up, so that prompt, appropriate advice may be given to ensure compliance with relevant legislation.

In terms of staff resources, this equates to approximately 0.25 FTE EHO post.

In addition to all of the above, liaison is also maintained between members of the Food Team by monthly Team Meetings and weekly Team Briefings. There is also a weekly Team Leader meeting for Team Leaders within Health Protection to keep up to date with any pertinent matters.

3.9 Food Safety & Food Standards Promotion

Educational and promotional activities are important components of a comprehensive Food Service. These are achieved in the following ways:

- This year's Food Safety Week theme is Kitchen Check. Food Safety Week runs from 10th to 16th June and is supported by the FSA. The core message for this year is for consumers to reassess their own food safety behaviours at home.
- Food Team due to have stall at Mold Food Fair. We are hoping to run with two main themes: promotion of the mandatory display of Food Hygiene Ratings and continuing the message from Food Safety Week on Kitchen Check.
- Setting up a display in Reception at County Hall on both the Food Hygiene Rating Scheme and Kitchen Check.
- Sending out Kitchen Check checklists to all interactions with the Public.
- Setting up Kitchen Check checklists at all local libraries
- Devising a new Business Advisory Pack
- Continuation of the handwashing project in Flintshire schools, as part of the E. coli O157 Action Plan.

4.0 RESOURCES

4.1 Financial Allocation

The financial allocation for the Food Service is split between budgets provided for the Animal Health and budgets provided for the Food Safety and Food Standards Service.

The overall level of expenditure providing the Food Safety and Food Standards Service for 2012/2013 is detailed below in Table 1. The budget allocation for 2013/2014 will be set in the coming few weeks and it is anticipated that it will be comparable to the figure given below:

Table 1

COST ITEM	FINANCIAL ALLOCATION
(a) Staffing (total staff costs)	£421,991
(b) Travel (lump sum and mileage) and Subsistence	£13,951
(c) Equipment (including investment in I.T.*)	£2,684
(d) Sampling	£3,539
(e) Shellfish Sampling	£10,001
(f) Training	£907

There is now no separate costs for I.T. as I.T. requirements are provided centrally by Central Support I.T. Services. The exception to this is for the cost of RSA Tags for Mobile and Agile Working which are borne by the Food Safety and Food Standards Budget and the Animal Health Budget.

The allocation for Food Sampling work covers both Food Safety and Food Standards. This is in addition to the allocations provided by Public Health England and Public Health Wales. Additional funding can and will be made available should there be an incident which requires it e.g. the recent horsemeat incident.

4.2 Staffing Allocation

The team is made up of 5.5 FTE EHOs, 3.0 FTE Food Safety Officers, 1.0 FTE Trading Standards Officer and 0.4 FTE Trading Standards Enforcement Officer.

4 permanent members of the team have taken up temporary positions elsewhere within Public Protection, as secondments, which may, following the completion of the Service Review of Public Protection, become permanent. The back-filling of these posts has led to the team having 3.9 FTE Fixed Term Contract EHOs. There is also an additional 1.0 FTE Fixed Term Contract EHO vacant post, which we are currently advertising to fill. All the 6 month Fixed Term Contracts are due to expire at end of September 2013, when it is hoped the posts can be filled as permanent EHO posts.

One of the Food Safety Officers is back-filling as Health Promotion Development Officer as a 0.6 FTE post. We are

currently recruiting to back fill this 0.6 FTE vacancy. Again this should run until the end of September 2013.

A limited amount of Food Standards inspection and sampling work is also carried out by Trading Standards Enforcement officers within other teams, up to the level of their qualification.

Administrative support is provided by 1.0 FTE Administration Officer.

The staff allocation for Feedstuffs is 0.1 FTE Team Leader – Animal Health & Health Promotion and 0.2 FTE Animal Health Enforcement Officer. Animal Health Officers will provide the 0.2 FTE Enforcement Officer component.

In accordance with the Food Law Code of Practice (Wales) September 2008, all Environmental Health Officers in post are qualified Environmental Health Officers, registered with the Environmental Health Registration Board (E.H.R.B.). All three FSOs are qualified to the Higher Certificate in Food Premises Inspection and all officers are qualified in HACCP Principles (Hazard Analysis Critical Control Points).

All staff are authorised appropriately for the duties they perform. In addition to the above, the Team Leader for Food Safety and Food Standards is also a qualified Lead Assessor having successfully completed the five-day Lead Auditor Training Course.

The Trading Standards Officer holds the Diploma in Trading Standards and has also successfully completed the five day QMS Auditor/Lead Auditor training course. The Trading Standards Enforcement Officer holds the Diploma in Consumer Affairs including the Food and Agriculture paper.

4.3 Staff Development Plan

During the forthcoming year the following training is planned:-

- (i) Support of national and regional seminars on relevant subject matters.
- (ii) In-house training sessions on relevant subject matters.

Each individual's training requirements are set out in the Public Protection Learning and Development Plan 2010-2013

Each member of the Team will receive the required ten hours Continuing Professional Development as required by the

Food Law Code of Practice (Wales) September 2008. Staff will be subject to annual individual Staff Appraisals in line with the Corporate H.R. Policy with a mid-year review which identifies and tracks training and development needs. All staff also have monthly One to Ones with the Team Leader to identify and monitor areas requiring development.

Some of the specific Food Training Courses attended by staff during 2012-2013 include:

- E. coli O157 Guidance Training provided by FSA
- Vacuum Packing provided by FSA
- Imported Foods provided by FSA
- Food Sampling provided by Health Protection England
- HACCP training for new starters provided by FSA
- Witness Statement Training

Attendance at the Lead Officer for Communicable Disease Training including:

- Lessons Learnt on Outbreaks
- New Typhoid and Paratyphoid Guidance

Feedstuffs

The Team Leader – Animal Health and Health Promotion attended specialist training on Feedstuffs during 2012-2013.

Training Planned for 2013-2014 includes:

- Courtroom Skills
- North Wales Consistency Training for Food Safety
- National Food Hygiene Rating Scheme
- Remedial Action Notices

A full list of training required has been submitted to the All Wales Food Technical Panel as they provide the FSA with guidance on training programmes to be delivered on an All Wales basis.

5.0 QUALITY ASSESSMENT

5.1 Quality Assessment

Within the Food Service, quality systems are in place to ensure that work is completed and checked by a competent person in line with the fully documented Quality Monitoring Procedures. Documented procedures and work instructions exist to ensure consistency of approach with various computer report mechanisms to check accuracy on the APP Database. Work Instruction is provided on Key Areas of

work retained within Formal Procedure Manuals. These are currently under review. It is hoped this review will be completed by the end of July 2013.

Food Standards Procedures are also being written and reviewed to bring into line with Food Safety Procedures within the Team.

In addition, external audits including focused audits, are undertaken by the Food Standards Agency Wales on a periodical basis (every 3 years for full external audit).

As previously stated, the Team Leader attends the North Wales Food Technical Panel, the All Wales Food Technical Panel and the All Wales Communicable Disease Technical Panel. Currently, the Trading Standards Officer attends the Food Standards Quality and Metrology Panel. These forums offer the opportunity to discuss in detail a wide range of quality and consistency issues relevant to Food Law Enforcement.

The Service is required to submit via Local Authority Enforcement Monitoring System (LAEMS) an Annual Return to the FSA Wales. This details the inspections achieved, enforcement and educational activities undertaken.

6.0 REVIEW PROCESS

6.1 Review against Service Plan

The Service Plan shall be subject to annual review. Performance against this Service Plan is monitored by several means:

- (a) Quarterly Performance Reports to the Overview and Scrutiny Committee detailing performance against National and Local Indicators and any key issues arising in each quarter. A final yearly Performance Review Report is also submitted.
- (b) Monthly minuted Team Meetings with actions and relevant timescales detailed.
- (c) Monthly One to Ones with individual Team Members.
- (d) Weekly informal Team Briefings which set the focus and priorities for that coming week.

6.2 Review of Performance Against 2012-2013 Service Plan

As detailed in 3.0 the Food Service Team have performed to a very high standard achieving the target for all performance indicators. This was a notable achievement in a year where the new structure has not been fully implemented. The only exception to this was in the percentage of significant breaches resolved for Trading Standards which includes an element of Food Standards work. The figure achieved was 84% with a target of 97%. This is an improvement on the previous year's performance.

Appendix 3 provides full analysis of service delivery during 2012/13.

Achievements

- Achieved 100% of High Risk Food Safety and Food Standards inspections.
- The horsemeat in food incident had a major impact on the team in the last quarter of 2012/13 resulting in both increased food sampling and auditing activity. Furthermore, both a manufacturer in Flintshire and our Primary Authority business, namely Iceland Foods Ltd, had levels of horsemeat detected in their product, which increased our involvement and resulted in some weekend working. The Team lead on the investigations in these incidents and had to liaise on a daily basis with the Food Standards Agency Wales to communicate all findings of the investigations. Traceability audits have had to be completed at all Approved meat premises and Coldstores and additional sampling at various types of premises for meat authenticity have been conducted.
- There were several food incidents affecting the Food Team including in-depth investigations between Wirral Council and the Food Standards Agency Wales in relation to cooked meats and the serving of Remedial Action Notice on a premises that was producing dairy ice-cream but was not legally Approved to do so. There were also 2 sewage incidents in the Dee Estuary, one of which lead to the Temporary Closure of the shellfish beds by the Food Team.
- All food businesses handling raw and cooked meats have received an in-depth letter from us as a mailshot detailing the *E.coli* O157 guidance document and Food Hygiene Rating considerations. Additionally, all team members have received the *E.coli* O157 guidance

training funded by the Food Standards Agency Wales.

- Mailshots were sent to food businesses in relation to Counterfeit Alcohol and Allergen Awareness, with follow-up surveys carried out from December 2012 onwards.
- The Team has successfully built on cross-agency working with regards to the Dee Estuary including the use of a joint Registration Document/Catch Return between Flintshire County Council, Wirral Council and Environment Agency Wales, which is being issued by the EA on behalf of the two Local Authorities. Flintshire and the EA have carried out joint audits of these documents also involving Swansea Council. Flintshire now attends the All Wales Shellfish Liaison Group which has significantly improved communication and intelligence sharing between all Local Authorities and Agencies involved in Shellfish Enforcement within Wales.
- The Team were successful in bidding for approximately £9000 from both Food Standards Agency Wales and Food Standards Agency England for Food Standards Survey work. This proactive Food Standards sampling has led to several in-depth investigations being conducted by the team, particularly in relation to mis-declared nut allergens and meat substitution in takeaway premises. Investigations are still on-going in relation to these cases, which has had an effect on the number of significant breaches identified during the year which are still to be concluded. We also received a further £1250 of funding from the FSA for the initial burger survey we carried out at the start of the horsemeat food alert.
- We successfully bid for £2000 for purchase of and installation of software which enables our APP database to interact with the National Food Sampling database, UK FSS Net. This grant funding was awarded by Food Standards Agency England.
- A very successful Business and Regulators Forum, facilitated by Better Regulation Delivery Office was held in August 2012 as a collaborative project between ourselves and Wrexham County Borough Council. Greater links have also been established with our own Economic Regeneration Unit. Work in this regard is to continue in 2013/14.
- There has been a large increase in Requests for

Rescore under the National Food Hygiene Rating Scheme. 85 requests were received in 2012/13 in comparison to 17 requests the previous year. The number of appeals on the ratings given has remained low at only 6 being received in 2012/13.

- The Trading Standards Officer within the Food Team has carried out Weights and Measures inspections for the Compliance Team in Community Protection as the cover for a vacant post for a TSO in the Compliance Team.
- Good headway has been made with inspecting childminders identified the previous year as trading and supplying food to children in their care. This is to continue into the early part of 2013, when it is hoped all childminders will have received a full food hygiene inspection.
- The Team had a stall at the Denbigh and Flint Show as part of the Public Protection Tent. The key messages were on hand-washing techniques, promotion of the National Food Hygiene Rating Scheme and on Food Hygiene on a Budget.
- Two members of the team have been heavily involved in the reviewing and rewriting of the Food Safety Management System in place within Flintshire schools. This has taken a large amount of liaison between the Food Team and Client Catering. The new system is due to be rolled out early in 2013/14 with members of the Food Team attending Cooks Meetings to introduce the new system.

6.3 Areas of Improvement 2013-2014

Areas requiring further development include:

- Increasing the number of Food Hygiene inspections carried out on D and E rated premises to achieve 30% in 2013/14.
- Increasing the number of Medium Risk Food Standards inspection to achieve 30% in 2013/14.
- The Health Promotion Officer has designed a handbook on Food Safety on a Budget. This now needs to be delivered to Parent and Toddler groups early in 2013.
- It is hoped to build on the collaboration in place in relation to the Dee Estuary to gain further improvements in the enforcement activity in regards to shellfish

6.4 Forthcoming Considerations

gathering activity.

- To fully implement the risk assessment of new businesses prior to their initial inspections to maximise the prioritising of inspections of all new businesses.

There are several considerations which may influence or impact on Service Delivery for 2013/14. These are detailed below:

- Work is ongoing to move to the delivery of Trading Standards on a Regional basis across Wales. The North Wales region has opted for a model called Collaboration Plus, the detail of which is still being developed. Therefore the effect of this on the level of service currently delivered by Flintshire County Council for Food Standards and Feedstuffs is not yet known. However, there will be a requirement from the Food Standards Agency Wales that the level of service is maintained in accordance with the Food Law Code of Practice and Framework Agreement, to which Flintshire County Council will be accountable.
- Flintshire has been running the National Food Hygiene Rating Scheme (NFHRS) since December 2010. The rating is generated by the Inspecting Officer at the time of the unannounced routine food hygiene inspection. The rating is uploaded to the NFHRS website at www.food.gov.uk/ratings. A sticker is also sent to the food business showing their rating. At present, there is no legal requirement to display this sticker at the food premises.

Businesses are able to request revisits for the purpose of re-scoring their premises, which involves submitting an application to us with evidence of work undertaken. The Inspecting Officer must revisit the premises unannounced and re-rate the premises.

This year, the scheme is to change considerably as in March 2013, Royal Assent was given to the Food Hygiene Rating (Wales) Act 2013, which makes the display of the Food Hygiene Rating Sticker mandatory as of November 2013 and the non-display of a sticker a legal offence. It also places a legal requirement on LA's to inspect and produce food hygiene ratings for food business establishments.

The punishment is a Fixed Penalty Notice of £200.

Prosecutions can also be taken through the Courts with a maximum fine of £1000.

In addition to the mandatory display of rating stickers, Local Authorities are also going to be able to charge for the Rescore Visits. The amount is not stipulated in the Act but recovery of reasonable costs is allowed. It is hoped that the charges will be agreed on a National level by the All Wales Food Technical Panel so there is consistency across all Local Authorities. The Regulations to be made under the Act are out for consultation. This closes on 21st June 2013.

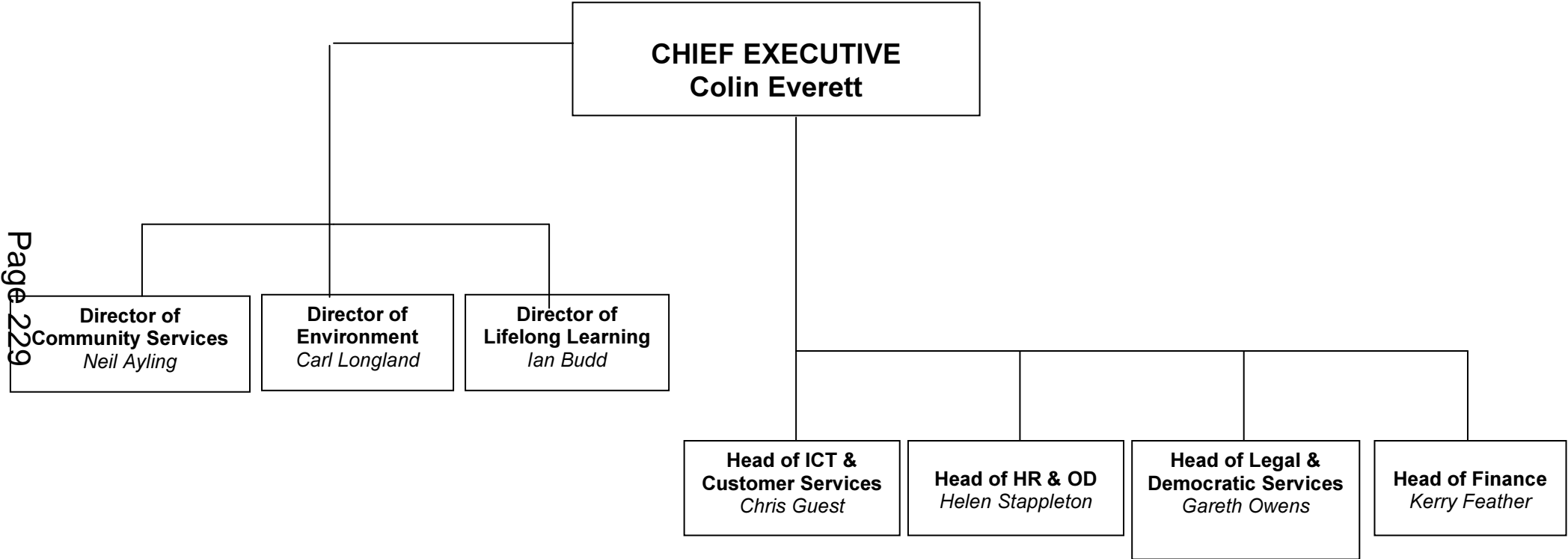
The transition period between the current scheme and the mandatory display has not been fully planned as yet. Food Standards Agency Wales and Welsh Government have held meetings with the Lead Officers for Food Safety from all LA's in Wales, which will continue until the Act is in force. Dependent on how the transition is planned, there may be a considerable number of businesses that have a rating under the current scheme that will want to apply for a rescore prior to it being chargeable. This could equate to between 350-450 requests for rescoring prior to November 2013.

- The Food Sampling Budget is set at £3539. The budget currently allocated for Food Sampling was enhanced last year by successful bids for around £10,000 of grant funding. Consideration of the budget provision for Food Sampling is required as there is a greater emphasis on Food Sampling as a consequence of concerns raised on Food Adulteration and Authenticity raised by the Horsemeat incident and other Food Alerts. It is fully anticipated our Food Standards Authenticity Sampling will increase in 2013/14, for which the success of grant funding applications to the FSA is not yet known.
- The number of Infectious Disease Notifications has increased in 2012/13. This follows a National trend where both Campylobacter and Cryptosporidium levels increased. The reason for this rise has not been confirmed but it may be due to increased submission of samples and reporting bias for Campylobacter.

The Service Plan relies on the current level of staffing to be maintained and the 1.6 FTE vacancies being filled. Several posts within the Service are currently filled as Fixed Term contracts, pending Job Evaluation being completed. These posts will need to remain filled for the whole of 2013/14 for the commitments made for Service Delivery in to 2014 and beyond in order for the Service Plan to be delivered.

Chart 1

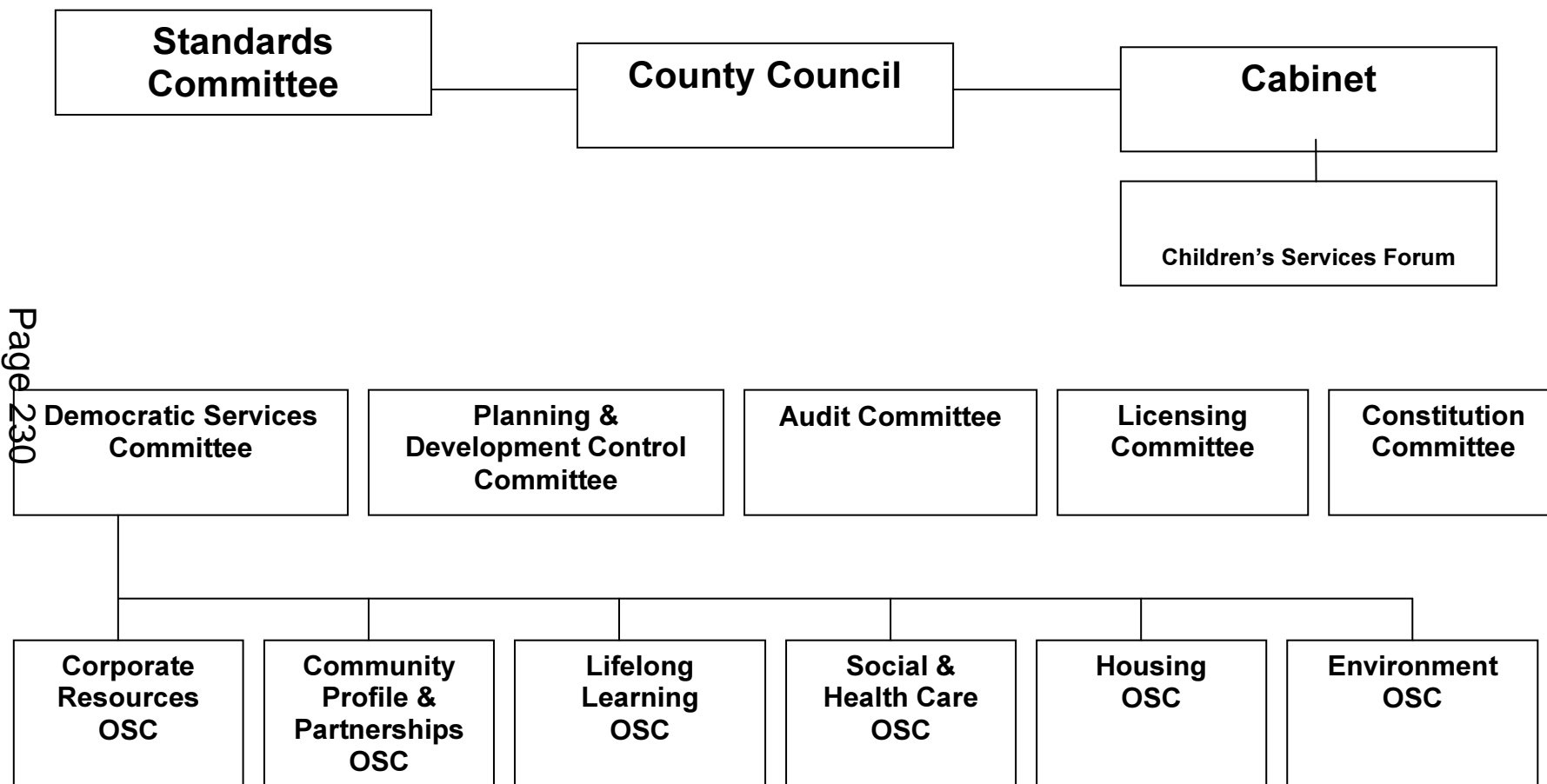
FLINTSHIRE COUNTY COUNCIL - ORGANISATIONAL STRUCTURE



Page 229

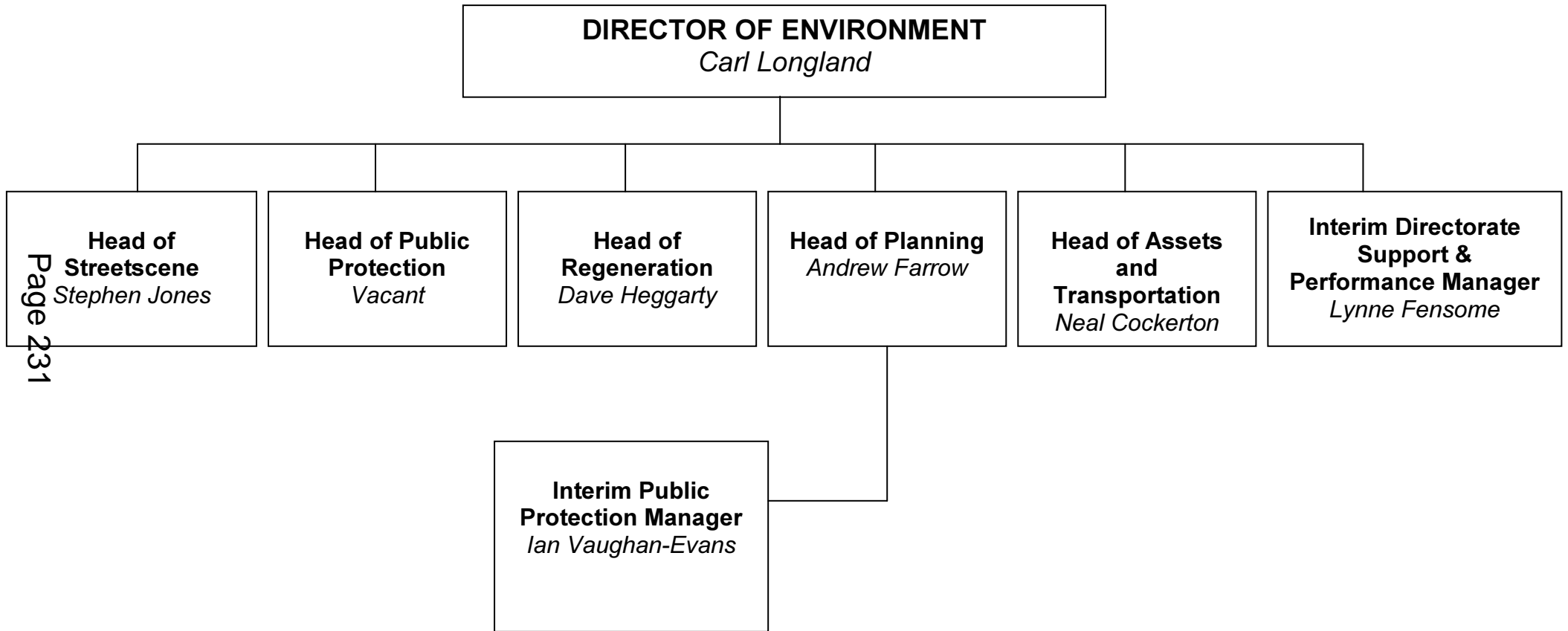
Chart 2

FLINTSHIRE COUNTY COUNCIL – POLITICAL STRUCTURE



Page 230

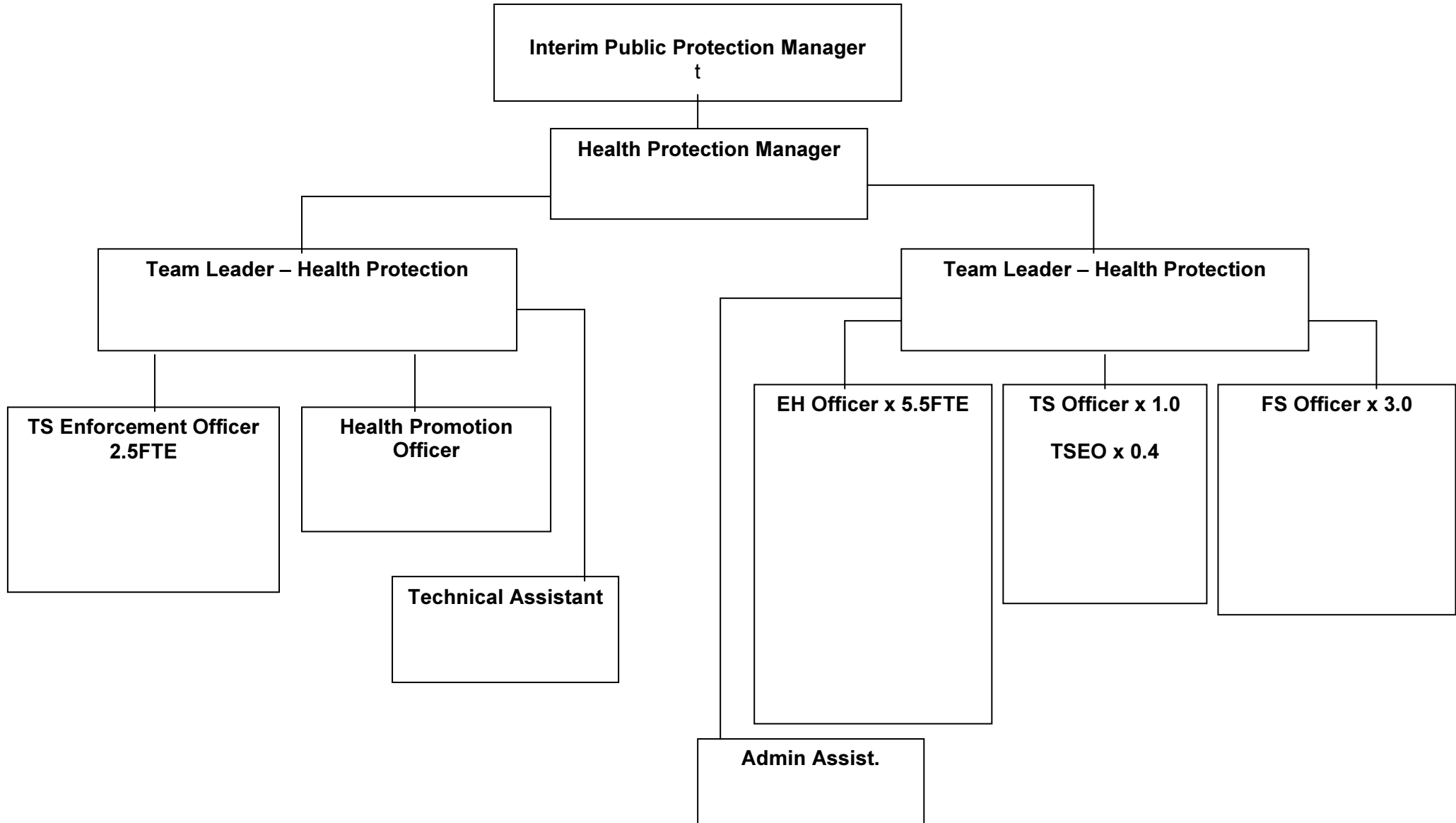
ENVIRONMENT DIRECTORATE STRUCTURE



Page 231

Chart 4

PUBLIC PROTECTION - FOOD SERVICE



APPENDIX 2

Please find below a breakdown of the profile of programmed Food Safety and Food Standards inspections for 2013/2014 by Risk Rating:

Table A

PROGRAMMED INSPECTIONS - FOOD SAFETY	
Risk	Number Due
A	4
B	64
C	335
D	210
E	383
TOTAL	996

Page 233
Table B

PROGRAMMED INSPECTIONS - FOOD STANDARDS	
Risk	Number Due
A	10
B	334
C	495
TOTAL	839

The Risk Rating is determined in accordance with the Food Law Code of Practice. It dictates the frequency of which the food premises must receive a full food hygiene or food standards inspection.

For Food Safety High Risk premises are those with a Risk Rating of A, B and C. For Food Standards High Risk premises are those with a Risk Rating of A.

Food Safety

Risk	Programmed	Achieved
A) High Risk	6	6
B) High Risk	88	88
C) High Risk	330	329
D Low Risk	227	46
E Low Risk	369	23
TOTAL	1020	492

TOTAL Number of Interventions Undertaken (including Revisits)	990
--	------------

Food Standards

Risk	Programmed	Achieved
High	13	13
Medium	339	92
TOTAL	479	105

National Food Hygiene Rating Scheme

Profile of Ratings within Flintshire: May 2013

	5	4	3	2	1	0
	Very Good	Good	Generally Satisfactory	Improvement Necessary	Major Improvement Necessary	Urgent Improvement Necessary
% of Premises	49.2	22.9	13.4	9.7	4.7	-

Number of Requests for Rescore Visit to be Undertaken - 85

Number of Appeals on Rating - 6

Other data in relation to Demands on Food Service

Page 235

Food and Feeding Stuffs Complaints

Food Safety number of complaints - 86

Food Standards number of complaints - 20

Advice to Business

Food Safety - 212 requests for advice
99% responded to within 10 working days

Food Standards - 80 requests for advice
81% responded to within 10 working days

Food and Feeding Stuffs Inspection and Sampling

Food Safety - 93 samples – statutory and monitoring

Food Standards - 80 samples – monitoring

Control and Investigation of Outbreaks and Food Related Infectious Disease (Food Safety only)

Sporadic Notifications	-	238	
Outbreaks	-	6	none found to be food-related

Other Types of Service Requests (Food Safety only)

Water Disconnections - 17

Shellfish Requests for Registration Documents - these are now administered by Natural Resources Wales on our behalf

Ship Sanitation - 3

Export Certificates - 14

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **DIRECTOR OF ENVIRONMENT**

SUBJECT: **CROSS WARRANTING OF OFFICERS IN PUBLIC PROTECTION**

1.00 PURPOSE OF REPORT

1.01 To update Members on the development of joint working arrangements between the Council and Wrexham County Borough Council.

2.00 BACKGROUND

2.01 The Public Protection Services in Wrexham and Flintshire deliver a range of enforcement, advice and education activities both proactively and reactively across clearly defined service areas which include Trading Standards, Animal Health and Welfare, Health and Safety, Food Safety, Environmental Enforcement, Public Health, Environmental Pollution, Contaminated Land and Licensing.

2.02 A report went to Members of the Environment Overview and Scrutiny Committee in both authorities in November 2011 seeking support for proposed collaborative work between the two authorities Public Protection Services. It was recognised that there was scope for collaboration between Wrexham and Flintshire which could lead to improved resilience for Public Protection Services.

2.03 The two authorities are currently undertaking some collaborative work where mutual benefits are considered achievable. There is potential for some joint working across Animal Health, Licensing, Environmental Health and Trading Standards with links to Community Safety, Public Safety and Health.

2.04 To enable officers to work across borders and provide assistance in delivering key initiatives there needs to be a robust framework agreement in place to ensure that officers can legally undertake duties in an authority other than their own. The areas where the work will be undertaken are enforcement in Environmental Health, Trading Standards and Licensing e.g. joint investigation of incidents of door step crime, investigating mobile food traders. Licensing enforcement and emergency situations where one authority has to address a major issue.

2.05 This project complements the broader regional collaboration work in Trading Standards which is being undertaken in accordance with the COMPACT agreement.

3.00 CONSIDERATIONS

3.01 Cross Warranting or Flexible warranting is one of a number of projects currently underway between Flintshire and Wrexham Flintshire Public Protection Services. The scope of the cross warranting project is:-

- To provide a robust authorisation system to allow officers in neighbouring local authorities to be authorised in another authority's area.
- To provide dual local authority cross warrants for staff in each local authority.
- To meet management expectation for this resource i.e. when the system can be utilised.
- To provide rules of engagement for using other local authority employees.

3.02 A legal framework document has been developed based on best practice from other collaborative projects. This document ensures that the relevant legal considerations are in place to enable officers to be authorised to work in both Flintshire and Wrexham. A copy of this agreement is attached to this report as Appendix 1. This agreement has been reviewed by the Council's Legal team.

3.03 Both Flintshire and Wrexham have recently adopted procedures for the authorisation of officers and to ensure that they meet the competency requirements for the following enforcement activities i.e. Trading Standards, Animal Health and Welfare, Health and Safety, Food Safety, Environmental Enforcement, Public Health, Environmental Pollution, Contaminated Land and Licensing. A joint procedure has been developed to ensure that both authorities can fully document the process for assessing competency and the authorisation of officers. A copy of this procedure is attached to this report as Appendix 2. This has been reviewed by the Council's Legal team.

3.04 The following outcomes are expected from this agreement:

- A Robust Framework for the delivery of enforcement activities across Flintshire and Wrexham.
- Uniform Competency and Authorisation Framework
- Joint projects which will enhance service delivery in both Counties
- Joint contingency plans for emergency events
- The development of a monitoring and review process to measure outcomes and the effectiveness of this project

- Ongoing review of the Human Resources issues linked to delivering this project across wider service areas

Projects currently under discussion include Doorstep Crime (Cold Calling), Night time Economy and Licensing, and Emergency events.

- 3.05 This proposal will support the Council's Improvement priorities and the collaboration and partnership working arrangements, under the Community Safety Partnership Plan and the Health, Social Care and Well-being Strategy.
- 3.06 This project will initially be undertaken for a twelve month pilot as further work is required with regard to the terms and conditions applicable to employees of the two authorities.
- 3.07 Further work is being undertaken with regard to opportunities for collaborative work in Public Protection across the six North Wales authorities. In the event that it is considered to be beneficial to the Council to extend the Cross Warranting arrangements with other North Wales authorities at some stage in the future, authority is being sought in recommendations 4.03 and 4.04 to do so.
- 3.08 This report is also being presented for consideration by Full Council on the 25th June 2013 as both groups of Members have responsibility for authorising Officers to carry out different elements of the Public Protection services.

4.00 RECOMMENDATIONS

That delegated authority be given to the Director of the Environment, following consultation with the Cabinet Member for Waste and Public Protection to:-

- 4.01 • Authorise officers from Wrexham's Public Protection Service to allow these officers to legally undertake duties in Flintshire County Council.
- 4.02 • Allow officers employed by Flintshire County Council to undertake work in Wrexham as and when required.
- 4.03 • Authorise officers from the Public Protection Services of other authorities in North Wales to allow those officers to legally undertake duties in Flintshire County Council when similar cross warranting arrangements have been agreed.
- 4.04 • Allow officers employed by Flintshire County Council to undertake work in other North Wales authorities as and when required when similar cross warranting arrangements have been agreed.

•

5.00 FINANCIAL IMPLICATIONS

5.01 None, the proposals are cost neutral and will be met from existing budgets.

6.00 ANTI POVERTY IMPACT

6.01 The proposals provide the two authorities with greater resilience and capacity to target specific anti poverty issues in each authority.

7.00 ENVIRONMENTAL IMPACT

7.01 None.

8.00 EQUALITIES IMPACT

8.01 None.

9.00 PERSONNEL IMPLICATIONS

9.01 None.

10.00 CONSULTATION REQUIRED

10.01 Staff - further consultation will be undertaken with regard to each project undertaken.

11.00 CONSULTATION UNDERTAKEN

11.01 Legal
Human Resources.
Staff

12.00 APPENDICES

Appendix 1 Cross border agreement
Appendix 2 Cross authorisation competency framework.

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

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

None.

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **MEMBER ENGAGEMENT MANAGER**

SUBJECT: **RESPONSE FROM THE LIFELONG LEARNING
OVERVIEW & SCRUTINY COMMITTEE TO THE CALL
IN OF A CABINET DECISION**

1.00 PURPOSE OF REPORT

1.01 To inform the Cabinet of the result of the Call In meeting arising out of the Call In of Decision 2854 Home to School Transport Policy Changes – Denominational Transport.

2.00 BACKGROUND

2.01 On the 29th of May 2013 the decision on Home to School Transport Policy Changes – Denominational Transport was called in by Councillors Steele Mortimer, Mackie, Isherwood, Davies-Cooke, Legg and Woolley.

2.02 The basis for the Call In was given as “report to Cabinet ignored the Scrutiny Decision of the 14th of March, did not properly take into account the massive hostile response from the public consultation and is depriving future Flintshire school children of the right to free transport to Church schools”.

3.00 CONSIDERATIONS

3.01 As is the usual practice with a Call In meeting the Committee was provided with three documents

- Copy of the Report of the Director of Lifelong Learning – Home to School Transport Policy Changes – Denominational Transport
- Copy of the Record of Decision
- Copy of the Call In Notice

3.02 At the meeting the initiators of the Call In represented by Councillors Steele Mortimer, Mackie, Isherwood, Davies-Cooke and Woolley (Councillor Legg having sent his apologies) put forward an argument based on the following

- That the item should have been referred back to the Committee following the meeting on the 14th of March

- That the views of Consultees had not been taken account of
- Inequitable treatment between those attending Church and Welsh Medium Schools
- The implications for the School Admittance Policy

3.03 The Decision Makers represented by the Cabinet Member for Education, the Director of Lifelong Learning responded at length to the issues put forward by the initiators.

3.04 Having heard the case put forward by the Initiators and the Decision Makers, Members of the Committees asked questions of both parties.

3.05 At the end of discussions, the Members Engagement Manager explained the four options to the Committee. The Chair then asked for a proposal

Option 1 (that the Committee is satisfied and that the Decision be implemented) was voted on and the proposal fell

Option 4 (that the Decision be referred back to Council) was voted on and fell

Option 2. (that the Committee is no longer concerned and thus the decision could be implemented) was voted on and lost

and finally the Committee agreed on

Option 3 that the matter be referred back to the Decision Makers at the earliest scheduled meeting of the Cabinet

4.00 RECOMMENDATIONS

4.01 That the Cabinet has regard to the above in further considering the changes to the Home to School Transport Policy relating to Denominational Transport

5.00 FINANCIAL IMPLICATIONS

5.01 None arising directly from this report

6.00 ANTI POVERTY IMPACT

6.01 None arising directly from this report

7.00 ENVIRONMENTAL IMPACT

7.01 None arising directly from this report

8.00 EQUALITIES IMPACT

8.01 None arising directly from this report

9.00 PERSONNEL IMPLICATIONS

9.01 None arising directly from this report

10.00 CONSULTATION REQUIRED

10.01 None arising directly from this report

11.00 CONSULTATION UNDERTAKEN

11.01 None arising directly from this report

12.00 APPENDICES

12.01 Appendix 1 – Copy of the report of the Director of Lifelong Learning Home to School Transport Policy Changes – Denominational Transport
Appendix 2 - Copy of the Record of Decision
Appendix 3 - Copy of the Call In Notice

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

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 21 MAY 2013**

REPORT BY: **DIRECTOR OF LIFELONG LEARNING**

SUBJECT: **HOME TO SCHOOL TRANSPORT POLICY CHANGES
- DENOMINATIONAL TRANSPORT**

1.00 PURPOSE OF REPORT

1.01 To consider the outcome of the consultation on proposed changes to the discretionary denominational home to school transport policy.

2.00 BACKGROUND

2.01 In November 2012 Cabinet agreed to commission consultation regarding two discretionary aspects of the school transport policy, namely post 16 and transport to denominational schools. The policy review has identified changes intended to produce a fair, equitable and sustainable transport policy.

2.02 The consultation was carried out from 1 March to 12 April 2013. A copy of all the responses received has been placed in the Members' Library.

2.03 The outcome of the consultation on proposed changes to the post 16 Transport policy was considered by Cabinet on 23 April 2013 when it was agreed that the policy be amended to reduce the number of sites to which free transport is to be provided from September 2013.

2.04 This report considers the outcome of the consultation in relation to proposed changes to the discretionary denominational school transport policy.

3.00 CONSIDERATIONS

3.01 Proposed changes

Free transport is provided under the existing policy for pupils to attend their nearest denominational school, subject to meeting the distance criteria (2 miles for primary and 3 miles for secondary). The proposed change would result in free transport being stopped for pupils who are not of the same denomination as the school, starting with new admissions in September 2014. Since denominational schools are "aided" schools and therefore have responsibility for their own

admissions, consultation with individual schools would take place to confirm the admission criteria under which pupils are admitted. Suitable evidence of adherence to the faith of the school, for example a baptismal certificate or a letter from a priest may be requested to support an application for free transport. For clarification, the proposed wording to the revised policy is:

“Free transport will be provided for pupils of statutory school age to the nearest voluntary aided school where admission to the school is on denominational grounds, subject to the distance criteria. Consultation with individual schools will take place to confirm the admission criteria under which pupils are admitted. Suitable evidence of adherence to the faith of the school such as a baptismal certificate or a letter from a priest may be requested.”

3.02 Transport Policies in other Local Authorities

The transport policies of several Welsh Local Authorities and many in England either restrict free transport to denominational schools or do not provide it at all. Examples include Neath & Port Talbot where a recent policy change now means that free transport will be provided to a denominational school only if it is the nearest school to home (i.e. not for faith reasons), and Pembrokeshire where transport is provided up to a maximum of 8 miles only if admission is based on faith grounds as evidenced by a supporting letter from a priest. In addition, Ceredigion and Torfaen local authorities only provide transport to denominational schools if suitable evidence of faith is provided. Cheshire and Chester West do not provide free transport to denominational schools except for pupils from low income families who live between 2 and 15 miles from the school.

3.03 Consultation

Following the Cabinet decision in November 2012 a range of strategies were implemented to maximise participation in the consultation exercise. This included extensive advertising on the Council's web site and the use of paper and electronic questionnaires as well as individual letters targeted at those stakeholders likely to be affected. Letters were sent to parents of pupils currently in Years 5 and 11, as these are the cohorts likely to be affected first by any discretionary policy changes. Consultation was also targeted at all headteachers and colleges including those out of county. Articles appeared in the local and national press and on TV news, therefore the proposals have been widely broadcast.

A total of 638 responses were received during the consultation period.

The responses to the questionnaire were as follows:

How strongly do you agree with the proposed changes to

denominational transport?

Strongly Agree	14 responses – 2.2%
Tend to Agree	14 responses – 2.2%
Neither Agree or Disagree	25 responses – 3.9%
Tend to Disagree	35 responses – 5.5%
Strongly Disagree	542 responses – 85%

A high proportion of the responses disagreed with the proposed changes to discretionary entitlement to transport. However the reasons for opposition were divided with some opposing all provision of transport to denominational schools (except where they happen to be the nearest school) and those wishing to retain entitlement for all irrespective of their faith.

3.04 Issues raised during consultation

(a) The proposals are discriminatory on the basis that they unfairly target admissions to Church schools and discriminate between children who are of the faith of the school and those who are not.

Response

Nothing in the consultation contravenes Article 2 of the European Convention on Human Rights or any legislation on unlawful discrimination. Article 2 of the First Protocol guarantees a right of access to education. The Article also requires all schools to respect parents' beliefs. It does not confer an entitlement to transport.

Section 9 of the Education Act 1996 places a general duty on local authorities to have regard to the general principle that pupils are to be educated in accordance with the wishes of their parents' in so far as that is compatible with the "provision of efficient instruction and training and with the avoidance of unreasonable public expenditure".

It should be noted that in Flintshire, along with Welsh medium schools, voluntary aided schools are the only schools which currently benefit from discretionary school transport which results in the provision of free transport to schools which are not necessarily the nearest to a pupils' home address. However, the provision of free transport to Welsh-medium schools is based on the legal status of access to those schools, in contrast to the discretionary basis for denominational transport. Faith schools' own admissions policies make it clear that in cases where they are oversubscribed, preference will be given to those of that denomination.

(b) Asking for evidence such as a baptismal certificate or a letter from a Priest is intrusive.

Response

The Admissions Policies for Voluntary Aided schools in the County, as agreed by their governing bodies, clearly state that the use of a baptism certificate or supporting letter is required if the application for admission is being made under certain criteria (for example baptised Catholic children not attending Catholic Primary Schools and children of other Christian Denominations). The local authority is not proposing evidence other than these examples already used by the denominational schools in approving pupil admissions, to support an application for free transport.

(c) Cost of travel may affect choice of school

Response

This is already the case. Most children attend their nearest school to which free transport is provided (subject to the distance criteria). Our existing policy and proposed policies are very generous, giving discretionary provision to those of that faith free of charge even though other schools are nearer. That is not the case for other pupils. The Education Maintenance Allowance (EMA) is available to help with education costs for families on low income. Students can be awarded up to £30 per week, depending on household income (£23,078 or less per annum) and the number of dependent children.

(d) The proposal would limit choice for example for non-Catholic students to attend catholic schools and Church in Wales students wishing to access a faith-based education.

Response

The local authority is not the admissions authority for voluntary aided schools. The admissions authority is the governing body of the individual school and the local authority is not aware of any planned changes to their Policies. The impact on choice and future admissions is difficult to assess since families and students choose educational providers based on a variety of factors and individual circumstances. Parents will continue to be able to express their preferences for all schools as part of the admissions process. If parents are strongly in favour of such an education they will take responsibility for transport.

(e) Why is transport to Welsh medium schools not included in the review

Response

As already mentioned, the provision of free transport to Welsh-medium schools is based on the legal status of access to those schools, which places an obligation for Local Authorities to ensure transport is provided equally in accordance with the Local Authority

Transport Policy in contrast to the discretionary basis for denominational transport.

(f) St Richard Gwyn was built for the benefit of the wider Flintshire community. Numbers on roll would be affected.

Response

The impact on choice and future admissions is difficult to assess since families and students choose educational providers based on a variety of factors and individual circumstances. Parents will continue to be able to express their preferences for schools as part of the admissions process. Numbers would be dependent on parental preferences for secondary education. Admissions to school are not dependent on discretionary transport provision, as it is not the local authority's statutory responsibility to transport children involved to school and not the local authority's role to fill places at one school at the expense of others. Free transport will still be provided for Catholic children to St Richard Gwyn from the whole of Flintshire.

(g) Why should pupils have to pay to attend a school of their choice?

Response

They do currently if it is not their nearest school and they are not accessing a Welsh medium or denominational school. Local authorities have a responsibility to set out the discretionary circumstances under which transport will be provided above the statutory level of provision. The policy review has identified proposed changes intended to produce a fair, equitable and sustainable transport policy.

Parents who elect to send their children to a community school have to bear the cost if the preferred school is not the nearest. It is with the aim of being equitable that the proposed changes have been put forward in order to be fair to all concerned. The suggested evidence criteria for assessing free entitlement are the same as those published in the schools current admission policies.

(h) Concerns expressed about length and timing of consultation

Response

The level and quality of responses to the consultation demonstrate that the process was effective in enabling all participants to access information and have the opportunity to respond. Whilst it is recognised that the school Easter holidays fell during the last 2 weeks of the consultation, this did not prevent many people from submitting responses either electronically or in writing. Late responses received after the deadline were accepted.

After being brought to the Council's attention that the questionnaire was not easily accessible on the County Council's website, arrangements were made immediately to ensure that publication was more prominent on the home page, including a picture of a yellow school bus to draw readers' attention to the consultation area.

(i) Buses would have to run anyway and they would be half empty

Response

It is not intended to operate an open ended scheme for pupils who may not be entitled under a revised policy as this would incur administrative and enforcement costs. Smaller vehicles would be used at the earliest opportunity, therefore saving money. However, temporary places may be offered under the County Council's paid spaces scheme.

(j) Oppose the provision of transport to faith schools

Response

Although some local authorities have agreed to discontinue discretionary free transport to faith schools, Flintshire County Council is seeking to act reasonably in proposing to maintain transport for currently eligible pupils and in future for those pupils who can provide suitable evidence of adherence to the faith of the school and meet distance criteria.

In order to clarify these and other queries raised, the Frequently Asked Questions (FAQ) produced alongside the consultation has been updated and included as an appendix. A copy has also been placed in the Members' Library and on the Council's website.

4.00 RECOMMENDATIONS

4.01 That the proposed changes to the Home to school transport policy as detailed in paragraph 3.01 be approved.

5.00 FINANCIAL IMPLICATIONS

5.01 It is estimated that savings of £70k part year from September to April could be achieved by reducing entitlement to free school transport to denominational schools with a "phased" approach, rising to £100k in a full academic year. These figures (£70k part year rising to £100k full year) are built in to the Council's forward projection of savings in the MTFP. Existing pupils/students registered at a school would still benefit, but new admissions would be subject to the changes. It is difficult to fully identify accurately the consequences of a change in policy as this is dependent upon parental/student preference, where

students live, etc.

6.00 ANTI POVERTY IMPACT

6.01 To help with education costs, the Education Maintenance Allowance is available to support families on low income.

7.00 ENVIRONMENTAL IMPACT

7.01 The proposals are likely to result in a small reduction in school contract vehicles.

8.00 EQUALITIES IMPACT

8.01 An Equality Impact Assessment (EIA) has been completed in respect of the proposed changes to the transport policy. This has been updated to reflect the results of the consultation exercise. A copy has been placed in the Members' Library. ,

9.00 PERSONNEL IMPLICATIONS

9.01 If changes to the policy are agreed, this will result in additional work to check eligibility when pupils apply for school transport at the start of primary and secondary school. It is anticipated that this can be contained within existing resources.

10.00 CONSULTATION REQUIRED

10.01 Full consultation must be carried out prior to any changes in policy being agreed, to involve all stakeholders likely to be affected by any change: schools, parents, pupils, diocesan authorities.

11.00 CONSULTATION UNDERTAKEN

11.01 Consultation took place from 1 March to 12 April 2013.

12.00 APPENDICES

12.01 1. Consultation document.
2. Frequently asked Questions document.

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

Consultation on Proposed Changes to Home to School Transport
1 March – 12 April 2013

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CONSULTATION ON PROPOSED CHANGES TO HOME TO SCHOOL TRANSPORT

1 March – 12 April 2013

Flintshire County Council
Lifelong Learning Directorate
County Hall
Mold
CH7 6ND

If you require this document in another language or format please contact us on 01352 704187 or email: TransportPolicyReview@flintshire.gov.uk

CONSULTATION ON PROPOSED CHANGES TO HOME TO SCHOOL TRANSPORT

Why is the Council Consulting on Changes?

Like all councils, Flintshire County Council is under considerable pressure to make savings on its public spending.

As a result, the Council has had to look at every aspect of its work, especially where it is not compulsory for us to provide services and to consider how they can be delivered more efficiently and cost effectively.

It is proposed that the school transport policy is reviewed and a public consultation is carried out on two discretionary aspects of the policy, namely post 16 transport and transport to denominational schools. The Council recognises the value and role of faith based education and the proposed changes are intended to produce a fair, equitable and sustainable transport policy.

The Current Policy

Generally parents and carers are responsible, in law, for making arrangements for their children's attendance at school. This means that when deciding which school to apply for a place at, they have to decide whether they need transport and then organise provision themselves.

Councils are required, by law, to provide assistance for those pupils who are eligible.

Statutory transport provision

The Council provides free transport for children of compulsory school age (i.e. 5 – 16 years) when

- a child receiving primary education lives over 2 miles from the nearest appropriate school; and
- a child receiving secondary education lives over 3 miles from the nearest appropriate school.

In addition, the Council provides free transport for pupils of compulsory school age where

- a learner is registered at their local school and is unable to walk to school due to a route which the Council has assessed as hazardous;
- a learner is registered at their local school or the most appropriate school to meet their special educational needs and those needs prevent them from achieving independent travel or walking the statutory distance safely accompanied by an adult and
- a learner requires transport on medical grounds and no suitable public transport exists.

The Council also provides additional discretionary assistance where

- a learner attends the nearest Welsh medium school or
- a learner whose parents are in receipt of Income Support or Working Tax credit, resides more than 2.5 miles from the nearest appropriate school.

What are the proposed changes?

The discretionary services that the Council is proposing to change are:

- **Transport to Faith Schools** – free transport is currently provided for pupils to attend their nearest denominational school. The school must be over the statutory walking distance.
- **Post 16 transport** – free transport is currently provided for young people aged 16 years and over, living in Flintshire who are in full time education and who live over 3 miles from the nearest educational establishment offering the courses they wish to study.

The Proposals (Case for Change)

The Council is seeking your views on the following two proposals:

Proposal 1- Transport to denominational schools	From September 2014 , to no longer provide free denominational transport for pupils whose admission is not based on faith grounds. Consultation with individual schools would take place to confirm the admission criteria under which pupils are admitted, starting with new admissions in September 2014. Suitable evidence of adherence to the faith of the school such as a baptismal certificate or a letter from a priest may be requested.
Proposal 2 – Post 16 Transport	From September 2013 , to provide free transport to students aged 16 and under 19, attending a first course of full time study at a school or college. This is subject to meeting the 3 mile distance criteria and also providing the student is attending the nearest educational establishment offering the courses they wish to study. Free transport will be provided to the following sites <u>only</u> : All Secondary School sites within Flintshire Blessed Edward Jones Catholic High School, Chester Catholic High School, Deeside College sites at Connah's Quay, Northop and Llysfasi (for land based courses only), Prestatyn High School, St Brigid's School, Ysgol Glan Clwyd. For clarification, a full list of sites is listed at the end of this document.

The implementation of the proposals may result in dedicated buses to schools/colleges being withdrawn.

What the Council would continue to provide should the proposals be implemented

Transport would continue to be provided for those pupils living over 2 miles (primary) or 3 miles (secondary) for whom the denominational school is their nearest school, in accordance with statutory provision.

What Happens Now?

The following are key dates in the consultation and decision making process.

Consultation Period begins (6 Weeks)	1 March 2013
Consultation Period Ends	12 April 2013
Report to Flintshire County Council's Cabinet for final decision	23 April 2013
Publication of revised policy	May 2013
Implementation of changes	Post 16 -September 2013 Denominational - September 2014

How do I tell you my views?

These changes, if implemented, would be likely to affect many Flintshire County Council families. In order for us to understand better how these proposals would affect you, please forward your views by completing the attached questionnaire.

A frequently asked questions (FAQs) and Equality Impact Assessment form are available on our website to accompany this document. Alternatively, hard copies can be requested by emailing TransportPolicyReview@flintshire.gov.uk

The consultation will take place between 1 March 2013 and 12 April 2013. During this time we would like to hear your views.

You can take part either by:

- Completing the online consultation questionnaire at:

www.flintshire.gov.uk/transportpolicyreview

- Completing a paper copy of the questionnaire and returning it to the address below:

*Transport Policy Review
Lifelong Learning Directorate
Flintshire County Council
County Hall
Mold
CH7 6ND*

- Emailing any comments/forms to;

TransportPolicyReview@flintshire.gov.uk

The Decision

All of the consultation responses will be assessed and put together into a report for the Flintshire County Council Cabinet to consider at its meeting on the 23 April 2013 at County Hall, Mold.

Thank You

Thank you for taking the time to respond to this consultation. Your response will be considered in full. We will not be responding directly to your feedback, but we will be producing a summary at the end of the process. This will be available on our website *www.flintshire.gov.uk* by 23 April 2013.

PROPOSED LIST OF SITES TO WHICH TRANSPORT WILL BE PROVIDED FOR POST 16 STUDENTS

CASTELL ALUN HIGH SCHOOL
CONNAH'S QUAY HIGH SCHOOL
ELFED HIGH SCHOOL
FLINT HIGH SCHOOL
HAWARDEN HIGH SCHOOL
HOLYWELL HIGH SCHOOL
JOHN SUMMER'S HIGH SCHOOL
MOLD ALUN HIGH SCHOOL
ST RICHARD GWYN HIGH SCHOOL
YSGOL MAES GARMON
YSGOL MAES HYFRYD

BLESSED EDWARD JONES CATHOLIC HIGH SCHOOL, RHYL
CHESTER CATHOLIC HIGH SCHOOL
DEESIDE COLLEGE SITES AT CONNAH'S QUAY, NORTHOP and LLYSFASI (Land Based Courses only)
PRESTATYN HIGH SCHOOL
ST BRIGID'S SCHOOL, DENBIGH
YSGOL GLAN CLWYD, ST ASAPH

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APPENDIX 2

CONSULTATION ON PROPOSED CHANGES TO HOME TO SCHOOL TRANSPORT

Frequently Asked Questions and supplementary information in response to consultation feedback on post 16 transport policy changes.

Summary of Questions

1. What are the proposed changes?
2. Why are the changes required?
3. Is Flintshire the only local authority proposing such changes?
4. Who will be affected?
5. When would the proposed changes be implemented?
6. Who is being consulted with on the proposed changes?
7. If the proposals are agreed, what would the Council continue to provide?
8. What steps has the Council taken to ensure the proposals are fair?
9. How can I get involved with the consultation or find out more?
10. What happens next?

Supplementary information in response to consultation feedback on post 16 transport policy changes

Summary of questions

11. Which sites will no longer be included for post 16 transport purposes?
12. My son has medical needs – will transport be provided when he reaches 16 years of age and wishes to continue full time education?
13. My daughter is in Year 11 at St Richard Gwyn – will she receive free transport to attend the 6th form there?

14. I will not be able to afford to send my son to 6th form if transport is not provided.

15. The proposal for post 16 transport is unfair as those living 1 or 2 miles away will have to walk or pay for transport.

16. Students should be able to choose any school.

1. What are the proposed changes?

Proposal 1- Transport to denominational schools	From September 2014 , to no longer provide free denominational transport for pupils whose admission is not based on faith grounds. Consultation with individual schools would take place to confirm the admission criteria under which pupils are admitted, starting with new admissions in September 2014. Suitable evidence of adherence to the faith of the school such as a baptismal certificate or a letter from a priest may be requested.
Proposal 2 – Post 16 Transport	From September 2013 , to provide free transport to students aged 16 and under 19, attending a first course of full time study at a school or college. This is subject to meeting the 3 mile distance criteria and also providing the student is attending the nearest educational establishment offering the courses they wish to study. Free transport will be provided to the following sites <u>only</u> : All Secondary School sites within Flintshire Blessed Edward Jones Catholic High School, Chester Catholic High School, Deeside College sites at Connah’s Quay, Northop and Llysfasi (for land based courses only), Prestatyn High School, St Brigid’s School, Ysgol Glan Clwyd.

2. Why are the changes required?

The Council recognises the value and role of post 16 providers and a faith based education. The policy review has identified changes intended to produce a fair, equitable and sustainable transport policy.

3. Is Flintshire the only local authority proposing such changes?

No. An increasing number of Councils have or are in the process of reviewing their home to school transport policies.

4. Who will be affected?

Those students accessing the following services may be affected by the proposals:

Denominational transport

Students who attend their nearest denominational school are currently eligible for free transport. Under the proposals, those students whose admission is based on faith grounds and can provide evidence will be provided with free transport. For students who are unable to provide such evidence, free transport will not be provided.

Post 16 transport

Currently Flintshire Council provides free transport to students resident in the County, living over 3 miles from the nearest educational establishment offering the courses they wish to study. It is proposed that this part of the policy remains unchanged. However, under the proposals, free transport will be provided to designated sites only – these have been listed in section 1 above.

5. When would the proposed changes be implemented?

The proposed implementation date for changes to denominational transport is September 2014 for new admissions, so this would be phased in for new entrants as they start primary or secondary school (ie Reception or Year 7). For post 16 transport, it is proposed that the changes are implemented for new post 16 admissions from September 2013. For students who started their courses in September 2012, free transport will continue to be provided until the end of the academic year 2014.

6. Who is being consulted with on the proposed changes?

This is an open consultation and everybody is welcome to comment on the proposals.

All the consultation material is available on the Council's website.

The Council has specifically consulted with the following groups:

- Headteachers of all Flintshire primary and secondary schools
- The Diocesan authorities
- Colleges

- Parents of Year 5 and Year 11 pupils
- Councillors
- Neighbouring authorities
- Transport providers
- Young people

7. If the proposals are agreed, what would the Council continue to provide?

Councils are required to provide free transport for eligible pupils under certain circumstances:

- a child receiving primary education living over 2 miles from the nearest appropriate school; and
- a child receiving secondary education living over 3 miles from the nearest appropriate school.

Transport will also be provided on the following grounds:

- where a learner is registered at their local school and is unable to walk to school due to a route which the Council has assessed as hazardous.
- where a learner is registered at their local school or the most appropriate school to meet their special educational needs and those needs prevent them from achieving independent travel or walking the statutory distance safely accompanied by an adult and
- where a learner who requires transport on medical grounds and no suitable public transport exists.

The Council also provides additional discretionary assistance where

- a learner attends the nearest Welsh medium school or
- a learner whose parents are in receipt of Income Support or Working Tax credit, resides more than 2.5 miles from the nearest appropriate school.

8. What steps has the Council taken to ensure the proposals are fair?

The Council is keen to understand the impact these proposals may have on families and young people. An Equality Impact Assessment has been carried out and this has helped us to see what the impact might be. An equality monitoring section forms part of the questionnaire to collect relevant information and will continue to help the Council identify any issues.

9. How can I get involved with the consultation or find out more?

In order for us to understand better how these proposals would affect you, please forward your views by:

- Completing the online consultation questionnaire at:

www.flintshire.gov.uk/transportpolicyreview

- Completing a paper copy of the questionnaire and returning it to the address below:

*Transport Policy Review
Lifelong Learning Directorate
Flintshire County Council
County Hall
Mold
CH7 6ND*

- Emailing any comments/forms to:

TransportPolicyReview@flintshire.gov.uk

10. What happens next?

Once the consultation period closes on 12 April, a complete analysis of the responses will be prepared by the Council for a report that will be considered by the Flintshire County Council Cabinet at a meeting on 23 April 2013. At this meeting, the Cabinet will consider whether to:

- Proceed with the proposals
- Proceed with any amendments to the proposals as a result of the consultation feedback, or
- Not to proceed with the proposals.

Supplementary information in response to consultation feedback on post 16 transport policy changes.

11. Which sites will no longer be included for post 16 transport purposes?

Under the original proposals, transport would no longer be provided to educational sites in Conwy, Cheshire West and Chester, Cheshire East, Lancashire and Yale College, Wrexham. As a result of the consultation and the implications of no longer providing transport to Yale were reconsidered and Cabinet is being recommended to continue transport to this site where it is the nearest provider.

12. My son has medical needs – will transport be provided when he reaches 16 years of age and wishes to continue full time education?

Yes, any pupil currently receiving transport on medical grounds will continue to be entitled under this provision.

13. My daughter is in Year 11 at St Richard Gwyn – will she receive free transport to attend the 6th form there?

Yes, if this is the nearest suitable provider and over 3 miles from home.

14. I will not be able to afford to send my son to 6th form if transport is not provided.

The local authority will continue to provide transport to the nearest suitable provider of a course if it is over 3 miles from home. It is not currently a requirement for the local authority to transport to alternative providers.

The Education Maintenance Allowance (EMA) is also available to help with education costs for families on low income. Students can be awarded up to £30 per week, depending on household income (£23,078 or less per annum) and the number of dependent children.

15. The proposal for post 16 transport is unfair as those living 1 or 2 miles away will have to walk or pay for transport.

This is also the case under the existing policy.

16. Students should be able to choose any school.

Students will continue to be able to choose where they wish to study and the local authority supports access to post 16 education by providing transport to the nearest suitable provider of a course if it is above 3 miles.

FLINTSHIRE COUNTY COUNCIL

CABINET RECORD OF DECISION

DATE OF MEETING: **21 MAY 2013** **AGENDA ITEM NO. 8**

REPORT OF: **Director of Lifelong Learning**

SUBJECT: **HOME TO SCHOOL TRANSPORT POLICY
CHANGES - DENOMINATIONAL TRANSPORT**

RECOMMENDATIONS OF REPORT: That the proposed changes to the Home to school transport policy as detailed in paragraph 3.01 be approved.

DECISION: As detailed in the recommendation.

REASON FOR DECISION: As in the report.

CONSULTATION REQUIRED: Full consultation must be carried out prior to any changes in policy being agreed, to involve all stakeholders likely to be affected by any change: schools, parents, pupils, diocesan authorities.

CONSULTATION UNDERTAKEN: Consultation took place from 1 March to 12 April 2013.

FINANCIAL IMPLICATIONS: It is estimated that savings of £70k part year from September to April could be achieved by reducing entitlement to free school transport to denominational schools with a “phased” approach, rising to £100k in a full academic year. These figures (£70k part year rising to £100k full year) are built in to the Council’s forward projection of savings in the MTFP. Existing pupils/students registered at a school would still benefit, but new admissions would be subject to the changes. It is difficult to fully identify accurately the consequences of a change in policy as this is dependent upon parental/student preference, where students live, etc.

DECLARATIONS OF INTEREST: Councillor R. C. Bithell and Councillor C.

M. Jones.

DISPENSATIONS

None.

DATE PUBLISHED:

22 May 2013

SIGNED

A handwritten signature in black ink, appearing to be 'P. Jones', written over a horizontal line.

(Proper Officer)

Insert date here. 29th May 2013

To Democracy & Governance Manager

We, the undersigned, wish to call in the following decision of the Cabinet:

Date of Cabinet meeting: TUESDAY, 21st May 2013

Report title: HOME TO SCHOOL TRANSPORT POLICY CHANGES
- DENOMINATIONAL TRANSPORT

Record of Decision number: REGD NO 2854

Reason(s) for call in: REPORT TO CABINET IGNORED

THE SERVING DECISION OF THE TRUCK, DID NOT PROPERLY TAKE INTO ACCOUNT THE VIGOROUS HOSTILE RESPONSE FROM THE PUBLIC CONSULTATION AND IS DEPRIVING FUTURE FUNDRAISING SCHOOL CHILDREN OF THE RIGHT TO FREE TRANSPORT TO GRANGE SCHOOLS

In initiating this call in, we recognise that it will be regarded as a gross discourtesy to the committee if members who have requested the call in do not attend the meeting of the committee without contacting the Member Engagement Manager to explain their reasons.

We understand that the call in meeting will be held within 7 working days of this call in notice being received and accepted.

Signature	Printed name
1.	NICKY STEELE - POLITEK
2.	DAVE MACKIE
3.	HILARY ISHERWOOD
4.	AILEEN DAVIKS-COICE
5.	COLIN LEGG
6.	DONALD WOOLLEY
7.
8.

Call in Notice received 29/5 2013 Accepted 29/5 2013

Signed Democracy & Governance Manager

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FOR INFORMATION

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **CABINET**

DATE: **TUESDAY, 18 JUNE 2013**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT: **EXERCISE OF DELEGATED POWERS**

1.00 PURPOSE OF REPORT

1.01 To inform Members of action taken under delegated powers.

2.00 BACKGROUND

2.01 At the Executive Meeting held on 31st October, 2000 it was agreed that one of the standard agenda items at each Executive should be a report on the "Exercise of Delegated Powers".

3.00 RECOMMENDATION

3.01 Members note the details of actions taken under the "Exercise of Delegated Powers".

4.00 FINANCIAL IMPLICATIONS

4.01 As detailed in each report.

5.00 ANTI-POVERTY IMPACT

5.01 As detailed in each report.

6.00 ENVIRONMENTAL IMPACT

6.01 As detailed in each report.

7.00 EQUALITIES IMPACT

7.01 As detailed in each report.

8.00 PERSONNEL IMPLICATIONS

8.01 As detailed in each report

9.00 CONSULTATION REQUIRED

9.01 Not applicable

10.00 CONSULTATION UNDERTAKEN

10.01 Not applicable

11.00 APPENDICES

11.01 Summary of Decisions taken under Delegated Powers.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background documents: See individual report.

Contact Officer: Detailed on the individual reports.

APPENDIX 1

EXERCISE OF DELEGATED POWERS – DECISIONS TAKEN

Directorate

Subject

Corporate Services

Costs of severe weather in March 2013

Environment

Lease of properties to the County Council,
28-38 Chester Road, Flint

Disposal of Abbey House, Greenfield and 5
associated car parking

A deed of easement relating to a right of
way (for customers to the premises known
as No. 18 High Street, Holywell) over land
at Holywell, Flintshire

Copies of the Delegated Powers reports are on deposit in the Team Manager's
Room, Committee Services

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**FLINTSHIRE COUNTY COUNCIL FORWARD WORK PROGRAMME ITEMS
COUNCIL, CABINET, AUDIT AND OVERVIEW & SCRUTINY
JUNE 2013 TO NOVEMBER 2013**

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
June					
Housing Overview & Scrutiny Committee	5 June 2013	Housing	Quarterly Performance Reporting To consider Quarter 4 and year end outturns for improvement targets against Directorate indicators		
Housing Overview & Scrutiny Committee	5 June 2013	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Housing Overview & Scrutiny Committee		
Lifelong Learning Overview & Scrutiny Committee	6 June 2013	Lifelong Learning	Outcome of Estyn Monitoring Visit To provide the Lifelong Learning Overview & Scrutiny Committee with details of the outcome of the Estyn Monitoring Visit on Local Authority Education Services for Children and Young People		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Lifelong Learning Overview & Scrutiny Committee	6 June 2013	Overview and Scrutiny	<p>Quarter 4 and Year End Services Performance Reports</p> <p>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).</p>		
Lifelong Learning Overview & Scrutiny Committee	6 June 2013	Overview and Scrutiny	<p>Forward Work Programme</p> <p>To consider the Forward Work Programme of the Lifelong Learning Overview & Scrutiny Committee</p>		
Joint Lifelong Learning and Social & Health Care Overview & Scrutiny Committee	11 June 2013	Lifelong Learning	<p>Educational Attainment of Looked After Children</p> <p>To receive the Annual Educational Attainment Report</p>		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Joint Lifelong Learning and Social & Health Care Overview & Scrutiny Committee	11 June 2013	Community Services	Local Safeguarding Children's Board To receive an update report on the work of the Board		
Joint Lifelong Learning and Social & Health Care Overview & Scrutiny Committee	11 June 2013	Community Services	Corporate Parenting Activity Update To provide an update to Members on Corporate Parenting Activity		
Joint Lifelong Learning and Social & Health Care Overview & Scrutiny Committee	11 June 2013	Lifelong Learning	Young Carers Joint Report - to inform Members how services identify and provide specialist support for young carers in Flintshire		
Joint Lifelong Learning and Social & Health Care Overview & Scrutiny Committee	11 June 2013	Community Services	Anti-Social Behaviour Policy To introduce the Council's Anti-Social Behaviour Policy in particular those sections which are of relevance within Social Services.		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Audit Committee	12 June 2013	Chief Executive's	WAO Annual Improvement Report To receive the Annual Improvement Report from the Auditor General for Wales and endorse the Council's response	Strategic	
Audit Committee	12 June 2013	Finance	Annual Assessment of Internal Audit 2012/13 (WAO) To inform the Committee of the outcome of the Wales Audit Office annual assessment of Internal Audit.		
Audit Committee	12 June 2013	Legal and Democratic Services	Estyn Monitoring Visit To ensure the statutory guidance to Audit Committees is complied with in relation to the Estyn Monitoring Visit of the 4th to 8th February 2013.	Operational	
Audit Committee	12 June 2013	Finance	Forward Work Programme To receive the Forward Work Programme.		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Audit Committee	12 June 2013	Chief Executive's	Collaborative Projects Arrangements To inform the committee of the reporting arrangements for collaborative projects	Operational	
Audit Committee	12 June 2013	Finance	Internal Audit Annual Report To inform Members of the outcome of all audit work carried out during 2012/13 and to give the annual Internal Audit opinion on the Standard of Internal Control, Risk Management and Governance within the Council.		
Audit Committee	12 June 2013	Finance	Internal Audit Progress Report To present to Members an update on the progress of the Internal Audit Department.		
Audit Committee	12 June 2013	Finance	Action Tracking To inform the Committee of the actions resulting from points raised at previous Audit Committee Meetings.		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Audit Committee	12 June 2013	Finance	Public Sector Internal Audit Standards To inform Members of the level of compliance of the Internal Audit Section with the Public Sector Internal Audit Standards.		
Audit Committee	12 June 2013	Legal and Democratic Services	Briefing Meeting held on the 22 February 2013 For the Committee to receive a report on the briefing held on the 22 February 2013 for Audit Committee members and Chairs of Overview & Scrutiny Committees.	All Report Types	
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Finance	Welfare Reform Update To provide an update on the Welfare Reform Programme		
Corporate Resources Overview & Scrutiny Committee	13 June 2013	ICT and Customer Services	Procurement as a Flintshire Futures workstream Monitoring and development		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Finance	Discretionary Housing Payments Update First update report to provide information about the implementation of the Policy and the impact on the budget to date.		
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Overview and Scrutiny	Quarterly Performance Reporting - CR To consider Quarter 4 and year end outturns for improvement against Directorate indicators		
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Human Resources and Organisational Development	Workforce Information Q 4 Monitoring and development		
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Finance	Update on Flintshire Futures Finance Workstreams To provide an update on the Flintshre Futures Workstreams		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Finance	Revenue Budget Monitoring 2012/13 (Month 12) To provide Members with the Revenue Budget Monitoring 2012/13 (Month 12) report.		
Corporate Resources Overview & Scrutiny Committee	13 June 2013	Overview and Scrutiny	Forward Work Programme - CR To consider the Forward Work Programme of the Corporate Resources Overview		
Cabinet	18 June 2013	Chief Executive's	Improvement Plan 2013/14 Present the Council's Improvement Plan for 2013/14	Strategic	Cabinet Member for Corporate Management
Cabinet	18 June 2013	Chief Executive's	Council (Plan) Governance Framework Review Annual review of the Council (Plan) Framework	Operational	Cabinet Member for Corporate Management
Cabinet	18 June 2013	Chief Executive's	Outcome Agreement with Welsh Government - assessment of 2012/13 Present our internal assessment of achievement of the Outcome Agreement 2012/13	Operational	Cabinet Member for Corporate Management

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18 June 2013	Chief Executive's	Community Endowment Fund To endorse details of the Community endowment Fund and it's launch	Operational	Cabinet Member for Corporate Management
Cabinet	18 June 2013	Chief Executive's	Quarterly Performance Reports (Q4/end of year) Present the quarterly service performance reports		Cabinet Member for Corporate Management
Cabinet	18 June 2013	Finance	Medium Term Financial Plan To report on the updated Medium Term Financial Plan	Strategic	Leader of the Council and Cabinet Member for Finance
Cabinet	18 June 2013	Finance	Revenue Budget Monitoring 2012/13 (Month 12) To provide Members with the revenue budget monitoring information at Month 12 for the Council Fund and the Housing Revenue Account in 2012/13.	Operational	Leader of the Council and Cabinet Member for Finance

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18 June 2013	Finance	<p>Welsh Government Business Rates Consultation - Rate Relief for Charities, Social Enterprises and Credit Unions</p> <p>To provide Members with details of ten recommendations contained in a Welsh Government Consultation on proposed changes to rate relief for businesses taking up occupation of long term empty commercial properties.</p>	Operational	Cabinet Member for Corporate Management
Cabinet	18 June 2013	Legal and Democratic Services	<p>Structure in Legal Services</p> <p>To Approve An Amendment To The Structure In Legal Services</p>	All Report Types	Cabinet Member for Corporate Management
Cabinet	18 June 2013	Overview and Scrutiny	<p>Response from Lifelong Learning Overview & Scrutiny Committee to a call in</p> <p>To inform the Cabinet of the result of the call in which was held on the 6th of June</p>	Strategic	Cabinet Member for Education

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18 June 2013	ICT and Customer Services	ICT Service Review To provide an update on progress of the ICT Service Review and seek Members approval to relevant actions.	Operational	Cabinet Member for Corporate Management
Cabinet	18 June 2013	Community Services	Annual Council Reporting Framework To present the final version of the Social Services Annual Performance Overview Report to Cabinet.	Strategic	Cabinet Member for Social Services
Cabinet	18 June 2013	Community Services	Sheltered Housing Improvement Project To seek approval from Cabinet on the restructure of the Community Based Accommodation Support Service.	Operational	Cabinet Member for Housing

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18 June 2013	Community Services	<p>Restructure of Housing Service Senior Management Team</p> <p>To outline and seek agreement of Cabinet for the proposed restructure of the Housing Service Senior Management Team.</p>	Operational	Cabinet Member for Housing
Cabinet	18 June 2013	Environment	<p>Flintshire Local Development Plan Delivery Agreement</p> <p>To seek Cabinet approval for the Flintshire Local Development Plan Delivery Agreement to be made available for stakeholder and public consultation.</p>	Strategic	Deputy Leader of the Council and Cabinet Member for Environment
Cabinet	18 June 2013	Environment	<p>Roadside Memorials & Floral Tributes Policy</p> <p>To seek approval for the adoption of a policy for the County Road Network (to mirror the Trunk Road Policy) on Roadside Memorials and Floral Tributes.</p>	Strategic	Deputy Leader of the Council and Cabinet Member for Environment

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	18 June 2013	Environment	Food Service Plan To seek member approval for the Food Service Plan which details the service delivery programme for 1st April 2013 to 31st March 2014. It also contains a review of the 2012 Service Plan.	Operational	Cabinet Member for Public Protection, Waste & Recycling
Cabinet	18 June 2013	Environment	Cross Warranting of Officers in Public Protection To seek Member approval for the Director of the Environment and Interim Public Protection Manager to authorise officers from Wrexham to legally undertake duties within Flintshire	Operational	Cabinet Member for Public Protection, Waste & Recycling
Social & Health Care Overview & Scrutiny Committee	20 June 2013	Community Services	Quarterly Performance Reporting To consider Quarter 4 and year end outturns for improvement targets against Directorate indicators		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	20 June 2013	Community Services	Social Enterprise (Double Click) Business Plan Report To provide Scrutiny with details of the Business Plan for transformation of current day opportunity to a social enterprise		
Social & Health Care Overview & Scrutiny Committee	20 June 2013	Overview and Scrutiny	Forward Work Programme - S&HC To consider the Forward Work Programm of the Social & Health Care Overview & Scrutiny Committee		
Community Profile & Partnerships Overview & Scrutiny Committee	24 June 2013	Chief Executive's	Community Endowment Fund To endorse details of the Community Endowment Fund and it's launch		
Community Profile & Partnerships Overview & Scrutiny Committee	24 June 2013	Chief Executive's	Strategic Partnership Performance - End of Year Review End of year overview of the progress and priorities of the Strategic Partnerships		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Community Profile & Partnerships Overview & Scrutiny Committee	24 June 2013	Overview and Scrutiny	Glyndŵr University and its links with Flintshire County Council To provide the Committee with some background on Glyndwr University and its links with Flintshire County Council.		
Community Profile & Partnerships Overview & Scrutiny Committee	24 June 2013	Overview and Scrutiny	Forward Work Programme - CP&P To consider the Forward Work Programme of the Community, Profile		
Flintshire County Council	25 June 2013	Chief Executive's	Improvement Plan 2013/14 Present the Council's Improvement Plan for 2013/14		
Flintshire County Council	25 June 2013	Environment	Cross Warranting of Officers in Public Protection To seek Member approval for the Director of the Environment and Interim Public Protection Manager to authorise officers from Wrexham to legally undertake duties within Flintshire		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	25 June 2013	Legal and Democratic Services	<p>Local Government Boundary Commission for Wales – Consultation on the Size of Council</p> <p>To agree a Council response to the consultation paper of the Local Government Boundary Commission for Wales on Council size</p>		
Flintshire County Council	25 June 2013	Legal and Democratic Services	<p>LOCAL RESOLUTION PROCEDURE</p> <p>To consider a Local Resolution Procedure for complaints in respect of Members.</p>		
Environment Overview & Scrutiny Committee	26 June 2013	Environment	<p>Quarterly Performance Reporting</p> <p>To consider Quarter 4 and year end outturns for improvement targets against Directorate indicators</p>		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Environment Overview & Scrutiny Committee	26 June 2013	Environment	Draft Flood Management Strategy & Flooding Issues To consider the draft Flood Management Strategy and flooding issues prior to approval by Cabinet		
Environment Overview & Scrutiny Committee	26 June 2013	Environment	Speed Limit Review To present recommendations arising from the Speed Limit Review for A and B roads		
Environment Overview & Scrutiny Committee	26 June 2013	Environment	Mersey Dee Alliance To receive an update report on the Mersey Dee Alliance		
Environment Overview & Scrutiny Committee	26 June 2013	Overview and Scrutiny	Quarter 4 and Year End Service Performance Reports To note and consider the 2012/13 Quarter 4 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).		

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Environment Overview & Scrutiny Committee	26 June 2013	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee		
July					
Housing Overview & Scrutiny Committee	10 July 2013	Housing	Collaborative Working within Housing Services To receive and consider current and future collaborative initiatives.		
Housing Overview & Scrutiny Committee	10 July 2013	Housing	HRA Subsidy To receive an update on the potential amendments to the HRA subsidy, to include proposals to meet the WHQS		
Housing Overview & Scrutiny Committee	10 July 2013	Housing	Housing Service Plan To enable the Committee to consider the Housing Service Plan		

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Housing Overview & Scrutiny Committee	10 July 2013	Housing	Adopted/Un-adopted land To consider HRA land that adopted and un-adopted together with management of garage sites.		
Housing Overview & Scrutiny Committee	10 July 2013	Community Services	Community Services Directorate Plan To consider the Community Service Directorate Plan		
Housing Overview & Scrutiny Committee	10 July 2013	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Housing Overview & Scrutiny Committee		
Corporate Resources Overview & Scrutiny Committee	11 July 2013	Human Resources and Organisational Development	Attendance Management Performance and Areas of Improvement To analyse the performance of the organisation in relation to management of attendance		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Corporate Resources Overview & Scrutiny Committee	11 July 2013	Overview and Scrutiny	Forward Work Programme - CR To consider the Forward Work Programme of the Corporate Resources Overview		
Lifelong Learning Overview & Scrutiny Committee	11 July 2013	Lifelong Learning	Sport and Leisure Business Plan 2013-2017 - A Local Authority Partnership Agreement with Sport Wales To inform Members of Flintshire County Council's response to the national sector wide 'Vision for Sport' in Wales, and how Flintshire intends to achieve the national aspiration of 'Every Child Hooked on Sport for Life'.		
Lifelong Learning Overview & Scrutiny Committee	11 July 2013	Lifelong Learning	Directorate Plan To consider the Lifelong Learning Directorate Plan		

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Lifelong Learning Overview & Scrutiny Committee	11 July 2013	Overview and Scrutiny	Forward Work Programme To consider the Forward Work Programme of the Lifelong Learning Overview & Scrutiny Committee		
Cabinet	16 July 2013	Finance	Corporate Debt - Write Off To request authorisation to write off a single Corporate Debt	Operational	Cabinet Member for Corporate Management
Cabinet	16 July 2013	Finance	Capital Programme 2012/13 (Outturn)	Operational	Leader of the Council and Cabinet Member for Finance
Cabinet	16 July 2013	Finance	Council Tax - Pensioner Grant Scheme for 2013-14 To provide Members with information on the implementation of a new Welsh Government Pensioner Grant Scheme	Operational	Cabinet Member for Corporate Management

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	16 July 2013	Community Services	Delivering the Local Housing Strategy - consideration of funding and delivery models To consider a range of funding models to delivery affordable housing in a challenging economic climate	Strategic	Cabinet Member for Housing
Cabinet	16 July 2013	Community Services	Flint - Housing Regeneration Scheme To consider the design brief for new housing to replace Flint maisonettes and agree the delivery mechanism for new homes including CPO measures	Strategic	Cabinet Member for Housing
Cabinet	16 July 2013	Environment	Flood Risk Management Strategy To advise Members of the need to develop Flood Risk Management Strategy for Flintshire.	Strategic	Deputy Leader of the Council and Cabinet Member for Environment

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	15 October 2013	Environment	Policy for the Placement of Highway Street Furniture and other Temporary Obstructions on the Highway To seek approval on the Policy for approving permanent or temporary fixtures on the highway	Strategic	Deputy Leader of the Council and Cabinet Member for Environment
Cabinet	16 July 2013	Lifelong Learning	A Strategy for Flintshire Libraries 2013-16 To seek the approval of Cabinet to implement a Strategy for Flintshire Libraries 2013-16	Strategic	Cabinet Member for Education
Cabinet	16 July 2013	Lifelong Learning	Play Provision To identify sustainable play provision from April 2014 with reference to children's play areas and the Summer play scheme programme.	Operational	Cabinet Member for Regeneration, Enterprise & Leisure

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Cabinet	16 July 2013	Lifelong Learning	Penyfford Infant/Junior School Amalgamation To report back to Cabinet following the statutory consultation for the amalgamation of Penyffordd Infant and Junior school.	Operational	Cabinet Member for Education
Cabinet	16 July 2013	Lifelong Learning	Swim Flintshire To confirm withdrawal of the Swim Flintshire scheme which contributes to an unsustainable service overspend. To confirm arrangements for the launch of the new Nofio Clwyd scheme for progression in swimming.	Operational	Cabinet Member for Public Protection, Waste & Recycling
Cabinet	16 July 2013	Lifelong Learning	Play Development To identify sustainable play provision from April 2014 with reference to the Summer Play Scheme programme.	Operational	Cabinet Member for Public Protection, Waste & Recycling

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	16 July 2013	Lifelong Learning	Play Areas To identify sustainable play provision from April 2014 with reference to the maintenance and upgrading of children's play areas.	Operational	Cabinet Member for Public Protection, Waste & Recycling
Cabinet	16 July 2013	Lifelong Learning	Leisure Services Re-structure To inform members of the proposals for the Leisure Service Review to deliver an effective, flexible and responsive Service for the County and to secure approval to implement the new arrangement.	Operational	Cabinet Member for Regeneration, Enterprise & Leisure
Audit Committee	17 July 2013	Finance	Financial Procedure Rules To provide Audit Committee with the proposed updated Financial Procedure Rules (FPRs) following the annual review.		

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Environment Overview & Scrutiny Committee	23 July 2013	Environment	North Wales Residual Waste Treatment To receive and consider further details on the progress of the project.		
Environment Overview & Scrutiny Committee	23 July 2013	Environment	Deeside Enterprise Zone Progress Report		
Environment Overview & Scrutiny Committee	23 July 2013	Environment	Energy Switching Scheme To receive a further update as requested by the Committee on the 6 March, 2013		
Environment Overview & Scrutiny Committee	23 July 2013	Environment	Review of Subsidised Bus Services To advise Members on the findings of the subsidised bus service review, following consultation and assessment, along with proposed options and recommendations.		

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Environment Overview & Scrutiny Committee	23 July 2013	Environment	<p>Planning To highlight and further describe areas of the Planning Service's performance in Quarters 2 and 3 of 2012/13 along with steps taken in Quarter 4 and early 2013/14 to correct that performance. The report will also identify the role of the Design and Conservation Officer in the planning application process; compliance with planning conditions and matters concerning inter-departmental consultation practices.</p>		
Environment Overview & Scrutiny Committee	23 July 2013	Overview and Scrutiny	<p>Forward Work Programme To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee</p>		

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Social & Health Care Overview & Scrutiny Committee	25 July 2013	Community Services	Family Placement Team Review To provide Members with the outcome of the review of the FPT and recommendations for any future deployment / team restructuring.		
Community Profile & Partnerships Overview & Scrutiny Committee	25 July 2013	Overview and Scrutiny	Forward Work Programme - CP&P To consider the Forward Work Programme of the Community, Profile & Partnerships Overview & Scrutiny Committee		
Social & Health Care Overview & Scrutiny Committee	25 July 2013	Overview and Scrutiny	Forward Work Programme - S&HC To consider the Forward Work Programme of the Social & Health Care Overview & Scrutiny Committee		
August					
September					

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Flintshire County Council	10 September 2013	Finance	Financial Procedure Rules To provide County Council with the proposed updated Financial Procedure Rules (FPRs) following the annual review.		
Corporate Resources Overview & Scrutiny Committee	12 September 2013	Finance	Revenue Budget Monitoring 2013/14 (Month 3) To provide Members with the Revenue Budget Monitoring 2013/14 (Month 3) report.		
Cabinet	17 September 2013	Finance	Revenue Budget Monitoring 2013/14 (Month 3) To provide Members with the most up to date revenue budget monitoring information (Month 3) for the Council Fund and the Housing Revenue Account in 2013/14.	Operational	Leader of the Council and Cabinet Member for Finance
Cabinet	17 September 2013	Human Resources and Organisational Development	People Strategy Update To provide Members with a progress report on the delivery of the People Strategy Action Plan	Operational	Cabinet Member for Corporate Management

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Cabinet	17 September 2013	Human Resources and Organisational Development	Attendance Management Performance and Areas of Improvement To analyse the performance of the organisation in relation to management of attendance	Operational	Cabinet Member for Corporate Management
Cabinet	17 September 2013	Human Resources and Organisational Development	Workforce Information Quarter 1 April - June 2013 To provide Members with an update for the first quarter 2013/14.	Operational	Cllr Billy Mullin
Cabinet	17 September 2013	Community Services	Dementia Commissioning Plan To receive for approval a commissioning strategy for provision of support to people with Dementia.	Strategic	Cabinet Member for Social Services
Cabinet	17 September 2013	Community Services	Learning Disability Commissioning Plan To present for approval a Commissioning Plan for Learning Disability Residential Services.	Strategic	Cabinet Member for Social Services

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Cabinet	17 September 2013	Community Services	<p>Mental Health Commissioning Plan - Service Update To receive for approval a Commissioning Plan for the provision of Mental Health Services.</p>	Strategic	Cabinet Member for Social Services
Cabinet	17 September 2013	Community Services	<p>Adult Safeguarding To receive an update on Adult Safeguarding Performance and revised Structures.</p>	Operational	Cabinet Member for Social Services
Cabinet	17 September 2013	Environment	<p>Planning Performance and Areas of Improvement To further analyse the performance of the Planning Service in Quarter 3 of 2012/13 which had been reported to Cabinet in march 2013 and to identify improvements that have been undertaken and those which are yet to be implemented.</p>	Operational	Deputy Leader of the Council and Cabinet Member for Environment

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	17 September 2013	Environment	Public Rights of Way Priorities For the Cabinet to endorse a hierarchical approach to public rights of way maintenance, definitive map and public path orders and handling complaints.	Operational	Deputy Leader of the Council and Cabinet Member for Environment
Environment Overview & Scrutiny Committee	18 September 2013	Environment	Review of Council's Waste Collection Polcy To seek Scrutiny comments on the revised waste collection policy		
October					
Cabinet	15 October 2013	Community Services	Adults Safeguarding Regional Proposal To receive a report regarding proposals to develop a Regional Safeguarding Adults Board and local structures to support this.	Strategic	Cabinet Member for Social Services

COMMITTEE	MEETING DATE	DIRECTORATE	AGENDA ITEM & PURPOSE OF REPORT	REPORT TYPE (Strategic or Operational) (Cabinet only)	PORTFOLIO (Cabinet only)
Cabinet	15 October 2013	Environment	Review of Council's Waste Collection Policy To seek Cabinet approval for the revised waste collection policy	Strategic	Cabinet Member for Public Protection, Waste & Recycling
Cabinet	15 October 2013	Environment	Closure of AD Waste Services To update Members on the out-turn balance following the decision to bring AD Waste services into Council Management.	Operational	Cabinet Member for Public Protection, Waste & Recycling
Cabinet	15 October 2013	Environment	Adopted Highways To seek approval of the Council's policy on unadopted roads.	Operational	Deputy Leader of the Council and Cabinet Member for Environment
November					

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