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Chief Officer (Governance)
Prif Swyddog (Llywodraethu)



To: Cllr Veronica Gay (Chair)

CS/NG

Councillors: Haydn Bateman, Ron Davies,
Glenys Diskin, Chris Dolphin, David Evans,
Cindy Hinds, Ray Hughes, Hilary Isherwood,
Joe Johnson, Colin Legg, Brian Lloyd,
Nancy Matthews, Ann Minshull and Paul Shotton

9 July 2015

Maureen Potter 01352 702322

Dear Sir / Madam

A meeting of the **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **WEDNESDAY, 15TH JULY, 2015** at **10.00 AM** to consider the following items.

Members are asked to note that a Forward Work Programme planning session will be held on the rise of the meeting.

Yours faithfully

Democracy & Governance Manager

AGENDA

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 3 - 12)
To confirm as a correct record the minutes of the last meeting
- 4 **VEHICLE MANAGEMENT SYSTEM POLICY** (Pages 13 - 30)
Report of Chief Officer (Streetscene and Transportation)

- 5 **YEAR END CHIEF OFFICER PERFORMANCE REPORT** (Pages 31 - 66)
Report of Chief Officer (Planning and Environment) and Chief Officer
(Transportation and Streetscene)

- 6 **YEAR END IMPROVEMENT PLAN MONITORING REPORT** (Pages 67 -
116)
Report of Environment and Social Care Overview and Scrutiny Facilitator

ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE **4 JUNE 2015**

Minutes of the meeting of the Environment Overview and Scrutiny Committee of the Flintshire County Council held at County Hall, Mold on Thursday 4 June 2015

PRESENT:

Councillors: Haydn Bateman, Ron Davies, Glenys Diskin, Chris Dolphin, David Evans, Veronica Gay, Cindy Hinds, Joe Johnson, Colin Legg, Brian Lloyd, Ann Minshull and Paul Shotton

SUBSTITUTIONS:

Councillors: Clive Carver for Hilary Isherwood and Amanda Bragg for Nancy Matthews

APOLOGY:

Councillor Ray Hughes

CONTRIBUTORS:

Deputy Leader & Cabinet Member for Environment, Chief Officer (Streetscene and Transportation) and Service Manager
Chief Officer (Planning and Environment) for Minute Number 9 – Minutes

IN ATTENDANCE:

Environment and Social Care Overview & Scrutiny Facilitator and Committee Officer

7. APPOINTMENT OF CHAIR

The Environment and Social Care Overview & Scrutiny Facilitator advised the Committee that the position of Chair for the Committee had been allocated to the Independent Alliance Group at the Annual meeting of the Council held on 12 May 2015. Councillor Veronica Gay had been nominated by the Group as Chair for this Committee. Councillor David Evans proposed the nomination which duly seconded and on being put to the vote, was carried.

The Facilitator invited Councillor Gay to take the Chair for the remainder of the meeting.

RESOLVED:

That Councillor Veronica Gay be appointed Chair for the Committee.

8. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

No declarations of interest were made.

9. MINUTES

The minutes of the meeting of the Committee held on 15 April 2015 and 23 April 2015 had been circulated to Members with the agenda.

The Environment and Social Care Overview & Scrutiny Facilitator advised that the action sheet for the 23 April 2015 meeting had been circulated to Members and that the Chief Officer (Planning and Environment) was in attendance at this meeting to provide an update on the Mold Flood Alleviation Scheme, as recorded in the recommendation made at the meeting.

15 April 2015

Matters Arising

Councillor Ron Davies gave thanks to the Deputy Leader and the Committee for the proposal to eliminate evening car parking charges at Theatr Clwyd Cymru.

23 April 2015

Accuracy

The Chair indicated that she had submitted apologies for this meeting but they had not been recorded.

Matters Arising

In providing an update on the Mold Flood Alleviation Scheme, the Chief Officer (Planning and Environment) circulated a map showing the proposed locations for the works. He explained that a constructive meeting had been held earlier this week, which Councillors Haydn Bateman, Brian Lloyd and Colin Legg had attended. He detailed the two elements to the proposed scheme and the locations for the siting of the underground pipe to intercept surface water, and for two large underground tanks. He added that landowners had raised significant concern about their agricultural holdings and the long term impact on the soil. The application needed to go through the planning application stage then an application would be submitted to Welsh Government for funding for the project. A briefing note would be prepared for Members in the future but the Chief Officer (Planning and Environment) felt that it was important to update the Committee on the proposals.

Following a question from Councillor Clive Carver, the Chief Officer (Planning and Environment) explained that the original scheme included an open ditch but it had now been decided that the proposal would require a pipe to be buried underground. The scheme was expected to take up to 72 weeks and discussions were ongoing about how to reduce the impact on the school site which was where one of the large tanks was to be placed. The Chief

Officer provided a detailed response to a question from Councillor David Evans about which direction the water into the tanks would come from.

Councillor Haydn Bateman commented on the concerns that had been raised about compensation for the farmers. The Chief Officer responded that detailed negotiations would be undertaken at a later date as the details of the scheme were not yet known. He added that figures for compensation had not been included in the known costings of £10m. Councillor Brian Lloyd asked about identified candidate sites and how these would be affected by the proposed scheme. The Chief Officer indicated that the scheme could make candidate sites more attractive to developers. In response to a question from Councillor Joe Johnson, the Chief Officer said that it was not possible to generate power from the water from the pipe as it was not a constant flow.

RESOLVED:

- (a) That subject to the suggested amendment, the minutes be approved as a correct record and signed by the Chairman;
- (b) That the minutes be approved as a correct record and signed by the Chairman; and
- (c) That the update from the Chief Officer (Planning and Environment) on the Mold Flood Alleviation Scheme be noted.

10. TERMS OF REFERENCE OF THE COMMITTEE

The Environment and Social Care Overview & Scrutiny Facilitator introduced a report to advise the Committee of its Terms of Reference.

The changes to the Overview & Scrutiny Committee structure had been driven by simplifying the reporting lines for Overview & Scrutiny and to reduce the number of Committees that the Cabinet Members and Chief Officers needed to attend. The Facilitator explained that if any amendments were suggested to the Terms of Reference, these would need to be reported to the meeting of Constitution Committee which was due to be held on 1 July 2015. She added that some items that had been included in the Forward Work Programme for consideration by this Committee had been forwarded on to the Community & Enterprise Facilitator as they were now in the remit of the Community & Enterprise Overview & Scrutiny Committee. The areas that were within the remit of this Committee were reported on page 20.

RESOLVED:

That the report be received.

11. HIGHWAY ASSET MANAGEMENT PLANNING (HAMP) AND LOCAL SUBSIDENCE SCHEMES

Prior to consideration of the report, the Chief Officer (Streetscene and Transportation) provided Members with a detailed update about the review that had been undertaken within the service. He explained that three senior managers had been appointed and would take up their posts from 1 July 2015. He gave a commitment that he would send all Members the contact details of the managers and would provide details of the services that each manager was responsible for. He introduced Barry Wilkinson who was one of the newly appointed Service Managers.

Councillor Clive Carver expressed his frustration that details of senior managers who no longer worked for the Council were displayed on the website and it was therefore difficult to know who to contact if they needed to raise an issue. Councillor Cindy Hinds echoed the concerns. The Deputy Leader reiterated the assurance provided by the Chief Officer that full contact details would be made available to Members as soon as possible after the completion of the restructure. He also reminded Members that they could raise any concerns with himself, the Chief Officer or the Service Manager. The Chief Officer also referred to the Contact Centre in Alltami and reminded Members that he had extended an invitation for them to visit once the restructure had been completed.

Councillors Joe Johnson and Ann Minshull expressed their support for the work undertaken by the Area supervisors for their wards and this was echoed by the Chair and Councillor Chris Dolphin.

Following a comment from the Chair about the directory on the Council's telephones, the Deputy Leader agreed to contact IT to discuss the problem.

Councillor Paul Shotton indicated that the Area supervisor for his area regularly attended meetings of Connah's Quay Town Council to discuss issues of concern. The Chief Officer indicated that all Area supervisors should attend Town and Community Council meetings for their areas as this formed part of their contract.

The Chief Officer introduced a report to update the Committee on the progress made on the Highway Asset Management Plan (HAMP). The report also sought a recommendation for the targeted allocation of both revenue and capital funding to the most appropriate asset on the network, utilising the principles of the HAMP to guide the outcome.

He detailed the background to the report and explained that the highway network was the highest valued infrastructure asset owned by the Council with the carriageway and footways asset alone being valued in excess of £1 billion. The HAMP, which was approved by the Council's Executive in 2012, set out how the Council responded to its statutory duty to maintain the highway. It also set out how asset management principles would

be applied to the management of the individual assets that made up the highway network in Flintshire. Appendix 1 showed the HAMP Improvement Plan milestones and the Annual Status and Options report 2013/14 were reported in Appendix 2. In 2012 the Authority had been able to secure funding of £8.4m from Welsh Government (WG) to address the longstanding maintenance backlog and carry out significant highways improvements on the network.

The introduction of a new Streetscene and Transportation Portfolio had resulted in a number of services being combined with the original Streetscene service and capital and revenue funding of £1,589,000 was now available for maintenance and infrastructure improvement schemes each year. Details of the funding was provided at paragraph 3.03 and the provisional allocation of the budget was reported at paragraph 3.06, subject to the outcome of the risk workshop to be held in June 2015. The condition of the highway network would continue to deteriorate each year and the investment would be insufficient to address the decline. There would also not be any WG capital funding streams available for highway maintenance works this year and it was therefore important to ensure that funds were allocated and targeted to those assets with the greatest need; it was proposed that a risk assessment would be undertaken to identify those needs. The Chief Officer also reported that five highway subsidence schemes had been identified and these would also be risk assessed and funding allocated to the scheme with the greatest need. The schemes had been prioritised and were reported in their rank order in paragraph 3.08. These schemes would also be risk assessed and funding allocated to the scheme with the greatest need.

Councillor Paul Shotton thanked the Chief Officer for the report. He highlighted paragraph 2.10 where it was reported that the latest externally verified condition surveys had again shown that the conditions of the classified road network in Flintshire were the best maintained in Wales. He queried whether it was anticipated that more surface dressing works than resurfacing would be undertaken. He also sought clarification on innovations in road maintenance and whether recycled aggregates would be used in the future. The Chief Officer responded that it was important to ensure that repairs that were carried out correctly so that they only needed to be undertaken once. He added that, due to lack of funding, there may be the need to carry out more surface dressing rather than resurfacing works. On the issue of recycled aggregates, there was a reluctance to use these products because of the risks involved due to skid resistance levels. The Chief Officer spoke of alternative products but due to possible high levels of failure, it was more cost effective to revert to methods and products that could be trusted.

In response to a question from Councillor Brian Lloyd about materials used, the Chief Officer explained that the life of a repair, such as filling in a pothole, would depend on the quality of the product. Councillor Haydn Bateman asked whether repairs were carried out manually and the Chief Officer responded that small repairs were undertaken by hand but machinery was used for larger repairs.

RESOLVED:

- (a) That approval of the updated HAMP Improvement Plan be recommended;
- (b) That the reallocation of funding across the Highway Asset Group as dictated by the risk based approach detailed in the report be recommended; and
- (c) That the Committee recommend that a further report be presented to Cabinet for approval with the details of the individual annual asset allocations each year following the risk workshop.

12. SPEED LIMIT REVIEW

Prior to the introduction of the report, the Deputy Leader apologised to the Committee because the Speed Limit Review had not progressed as fast as it should have. He expressed his disappointment that this report was before the Committee and added that he should have checked on progress earlier in the process than he had done.

The Chief Officer (Streetscene and Transportation) introduced the report to provide the Committee with details on the progress made on the County wide Speed Limit Review for the classified A and B road network. The report was also to inform the Committee of the revised programme to complete the project.

A report was approved by Cabinet in July 2013 detailing the outcome of the review which had been carried out on the Flintshire classified road network and included schedules and plans of those sections of roads where a change in the speed limit was necessary. The proposals included a programme to complete the associated orders and implement the revised speed limits for 37 sites within a two year period. The cost of carrying out the works was estimated to be £210,000 and the funding for this was to be provided from a bid to the Welsh Government (WG) prudential borrowing initiative. Progress had been slower than expected and only five had been completed, with seven to be completed within the next three months and 25 yet to be ordered and advertised. There were a number of reasons for the delay and these were reported in paragraph 3.01.

It was now necessary to develop a new programme and method of delivery to complete the work at the earliest opportunity, and because the final delivery of the project was beyond the expected deadline date required, the funding from WG was no longer available. The Chief Officer explained that it was proposed that the Council engage an Agency engineer who was capable of carrying out all the necessary works to progress the outstanding schemes with a revised completion date of 30 November 2015. The estimated costs for engaging the Agency engineer and advertising & construction works was £210,000 and as the costs would need to be met from the Streetscene and Transportation budget, an in-year budget pressure would be created as a

result. Progress against the new timetable would be monitored monthly by the Deputy Leader & Cabinet Member for Environment and a verbal update on the progress made would be presented to this Committee in September 2015.

The Chair queried whether an officer of the Council could undertake the work prior to an Agency engineer being appointed. The Chief Officer advised that there were no members of staff within the Streetscene and Transportation portfolio with the skill sets to allow them to undertake both elements of the speed limit orders.

Councillor Clive Carver thanked the Chief Officer for the report and the Deputy Leader & Cabinet Member for Environment for his acceptance of the responsibility for the problem. He commented on an email response that he had received about a scheme in Hawarden which indicated that the scheme had not progressed because of funding. He sought clarification on whether there were dedicated solicitors in the Environment directorate and raised concern that the problem had arisen. Councillor Carver also sought reassurance that it was not reoccur in the future and queried why a scheme outside Hawarden High School had been stopped.

The Deputy Leader & Cabinet Member for Environment provided a response to the comments made by Councillor Carver and spoke about a recent press article which indicated that the Council had lost money as a result of the reviews not being completed. He assured the Committee that the Agency engineer would be capable of completing the outstanding reviews within six months of their appointment. The Chief Officer advised that he would provide Councillor Carver with a written response to his question about the scheme outside Hawarden High School following the meeting. On the issue of funding, he explained that a bid to WG had been successful for the original project but this was no longer available; he added that the Council had not lost money because of the lack of progress as had been reported in the press. The new programme would create an in-year budget pressure for the service to ensure that the works were completed within six months.

In response to a query from Councillor David Evans, the Chief Officer confirmed that the 20 mile per hour speed limit schemes outside schools had been completed and therefore were not included in this Speed Limit Review. Councillor Evans commented on a scheme for the removal of restrictions in Shotton which had been delayed and sought clarification on the reason for this. He also queried where the funding for the £210,000 in-year budget pressure would be allocated from and whether progression of the scheme was a priority. The Deputy Leader & Cabinet Member for Environment confirmed that the orders had to be carried out due to a WG ruling and spoke of the consequences for not progressing the schemes. He confirmed that the £210,000 could not be found from the current budget and indicated that he would make a recommendation that the funding be taken from reserves.

Councillor Paul Shotton expressed significant concern that only five schemes had been completed and queried whether it was possible to

collaborate with other authorities to undertake the necessary works. The Chief Officer explained that neighbouring local authorities did have the necessary specialist officers but they could not release them to carry out this work due to their own priorities. It was felt that the most cost effective way was to employ an Agency engineer.

In referring to the restructure of the Streetscene and Transportation Service, Councillor Chris Dolphin welcomed the review which he felt would provide a more efficient and effective service. He sought clarification on the figures in brackets referred to in the table of identified speed limits. He also indicated that he was awaiting details of accident figures, particularly for the Celyn Bends, and queried why this stretch of road was not included in the speed review and whether the decision to extend the speed limit would be reconsidered based on the accident figures for the area. The Chief Officer indicated that the brackets in the table referred to particular sites on the roads identified for speed limit reviews. Following a request from Councillor Dolphin, the Chief Officer advised that he would circulate full details to Members about the locations of the proposed speed limits on the roads identified in the table on page 67. He added that he would consider reviewing the decision about the speed limit on the Celyn Bends. Councillor Dolphin invited the Chief Officer and the relevant officer to attend the area so that they could view the issues that were causing concern.

Councillor Cindy Hinds thanked the Deputy Leader & Cabinet Member for Environment and the Chief Officer for the report. She commented on a speed limit review in her ward and queried whether the receipt of objections to orders could delay the progress of the review. The Chief Officer detailed the mechanism for dealing with objections and advised that he and the Deputy Leader & Cabinet Member for Environment had delegated authority to deal with any objections to the proposals; he added that it was important that these were dealt with quickly.

In response to a query from Councillor Amanda Bragg about whether officers were being held accountable for the lack of progress on the orders and what measures were in place to prevent it happening again, the Deputy Leader & Cabinet Member for Environment confirmed that the officers no longer worked for the Council. The Chief Officer advised that an action plan was now in place which would prevent the situation reoccurring in the future.

Councillor Colin Legg queried the figure of 180 in the table of identified speed limits and was advised by the Chief Officer that this reflected only those schemes which had yet to be completed. He added that the scheme with the highest Matrix score would be undertaken first.

The Chair referred to the sections on Environmental Impact and Equalities Impact and queried whether a full impact assessment had been undertaken. The Chief Officer indicated that he would provide an answer to the Committee following the meeting.

The Chair suggested that an additional recommendation be included that the Committee receive a verbal update on the Speed Limit Review at the September 2015 meeting. On being put to the vote, this was agreed.

RESOLVED:

- (a) That the revised completion date for the project and the engagement of the Agency Engineer to carry out the work required to deliver the speed limit review within the revised timescale be supported; and
- (b) That a verbal update on the Speed Limit Review be provided at the Committee meeting scheduled for 16 September 2015.

13. FORWARD WORK PROGRAMME

The Environment and Social Care Overview & Scrutiny Facilitator introduced the report to consider the Forward Work Programme for the Committee.

She explained that the 2014/15 Year End Reporting and Data Submission report would be submitted to the meeting on 15 July 2015. A workshop on the Bus Subsidy Review was due to be held the following day and a report on the Review would need to be submitted to the Committee following the workshop; this would be to either the 15 July or 16 September 2015 meeting. A report on the Review of Winter Maintenance would also be considered at the 16 September 2015 meeting.

Councillor David Evans asked if an update on any works that were to take place on the A494/A55 could be provided to a future meeting.

The Facilitator advised that there was a need to consider the items for inclusion on the Forward Work Programme now that the dates of meetings from September 2015 to July 2016 had been agreed. She suggested that a Forward Planning session be arranged for July 2015 and following a discussion, it was agreed that this would take place following the meeting of the Committee scheduled for 15 July 2015.

During earlier discussions, the Chief Officer (Streetscene and Transportation) indicated that an update on the progress of the Speed Limit Review would be required in September 2015.

RESOLVED:

- (a) That the Forward Work Programme, as amended at the meeting, be approved; and
- (b) That a Forward Planning session for Committee Members take place following the meeting of the Committee scheduled for 15 July 2015.

14. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There were no members of the public or press in attendance.

(The meeting started at 10.00 am and ended at 11.30 am)

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Chair

FLINTSHIRE COUNTY COUNCIL

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

DATE: **WEDNESDAY 15 JULY 2015**

REPORT BY: **CHIEF OFFICER (STREETSCENE & TRANSPORTATION)**

SUBJECT: **VEHICLE MANAGEMENT SYSTEM POLICY**

1.00 PURPOSE OF REPORT

1.01 To seek an Environment Overview Scrutiny Committee recommendation to Cabinet for the approval of the proposed Vehicle Management System Policy for all fleet vehicles operated by the Authority.

2.00 BACKGROUND

2.01 Flintshire County Council operates a total fleet of approximately 500 vehicles. Whilst the vehicles operate in services across the County, their procurement and maintenance are centrally organised by Fleet Services staff within Streetscene & Transportation.

2.02 The total replacement cost of Flintshire County Council's fleet inventory is in excess of £12.8m, with an annual operating lease/hire charge in excess of £1.9m. Lease/hire charges and any associated repair or maintenance costs are managed by the Streetscene and Transportation portfolio, who currently manages the budget for all of the County's vehicles. (With the exception of HRA and other ring-fenced budgets)

2.03 The majority of vehicles operated by the Council were previously procured through an operator's lease, whilst recent effort have been made to migrate the fleet over to short term hire arrangements, in line with recent findings following the Fleet Review. Operator leases are effectively five or seven year fixed term agreements following which the vehicle returns to the third party or leasing company. Hire arrangements are currently utilised for short term vehicle requirements or where no guarantee of long term service requirement is available. Vehicles operated by the Council under either option are currently repaired and maintained at the Council Fleet workshop in Alltami depot.

2.04 In December 2012, the Council engaged a consultant/efficiency partner to undertake a full review of Fleet Services, including making recommendations on the most beneficial ownership models and the most effective maintenance arrangements for Councils vehicle fleet into the future.

2.05 This has led to a move to refresh the fleet by terminating expiring lease arrangements, and replacing these vehicles when applicable with fixed term hire arrangements from a preferred partner.

- 2.06 These new vehicles arrive with tracking systems pre-installed, and all of the individual service areas of the Council have access to the data this provides.
- 2.07 Vehicle tracking systems allow the Council to accurately monitor utilisation levels and ensure the Council gains the maximum benefit from its investment in vehicles, delivering the savings and opportunities outlined in the aforementioned Fleet Review. By applying a 'Logistics' or Demand Planning approach to the provision of vehicles the increased utilisation will reduce the number of vehicles required and consequently reduce the cost of delivering all Council services which carry a vehicle fleet requirement.
- 2.08 Approximately 75% of the current fleet is tracked using one of the following 2 systems. The original Trackyou system was installed from 2009 within specific service areas. This contract has since expired. All new vehicles procured through the spot-hire arrangements set out in the Fleet Review have been fitted with the Quartix system.
- 2.09 Both systems provide similar functionality and reporting mechanism, although the user interface is considerably different.

3.00 CONSIDERATIONS

- 3.01 The Council, as an employer, has a duty to its employees to protect their Health and Safety whilst at work, this includes the legal requirement to take breaks and adhering to road safety standards. Satellite Tracking and monitoring of vehicle use, by fitting a GPS Vehicle Management System (VMS) unit to each vehicle, will help to actively monitor this.
- 3.02 Streetscene and Transportation has consulted with Trade Unions regarding the proposal to install a VMS in all current vehicles and high value, high risk items of plant and to all new vehicles.
- 3.03 The device in the vehicle is a GPS based VMS that can pinpoint the location of the vehicle to an accuracy of typically within 5 metres. The status of the vehicle can be measured in terms of but not limited to:
- Time and location of stops and starts;
 - Length of time at specific locations;
 - Driver Behaviour including speeding and violent breaking events;
 - Excessive idling (Engine tick-over);
 - Vehicles leaving authorised areas;
 - Vehicles entering no-go areas;
 - Unauthorised usage and out of hours usage;
 - Driver identification, who is driving the vehicle at any given time;
- 3.04 The on-screen system interface can provide vehicle location and status information from:
1. A full screen map which can be zoomed down to street level;
 2. A live journey list which shows the vehicle location and status in real time;

3. A journey replay screen which enables historical journeys to be replayed;
 4. A number of detailed VMS reports.
- 3.05 The system will allow real-time monitoring of resources, and provide historical data of specific times, dates and locations.
- 3.06 Before the policy is introduced, Streetscene and Transportation will provide all of the Councils service managers with a 'Manager's Guide' to aide with the roll-out and active monitoring of the new system.
- 3.07 Following the issue date of this policy there will be "a settling in period" of 3 months where individuals will be counselled on operational and traffic infringements arising from the VMS reports, to enable operatives/staff the opportunity to be fully conversant with the new technologies, whilst the training is being provided to support operatives in a new era of challenge and improvement. After that date, cases of repeated infringements will be dealt with through the process set out in the policy. This includes informing individuals, challenging them to improve, providing additional training, and should this not lead to the required improvement, dealing with them under the relevant Councils policies.
- 3.08 The VMS policy requires each service area to agree utilisation levels across its fleet, and record any local agreements for the use of the vehicles. (e.g. Home-to-Work travel, on-call arrangements).The justification for these conditions will be assessed by the Streetscene and Transportation service for consistency and practicality, and will be available for scrutiny in the event of any future challenge.
- 3.09 The policy includes the identification and utilisation of other on-board management systems to support and develop efficiencies within the fleet/transport operations of the Authority. The role of the Fleet Manager and the Service Managers will be to deliver the most efficient operations possible through the employment of telematics systems to improve vehicle utilisation, journey planning, effectiveness of supervisory roles and the health, safety and well-being of the workforce.
- 3.10 An example of this service specific utilisation is real time monitoring of waste vehicles through cameras which have already been installed on the vehicles.

4.00 RECOMMENDATIONS

- 4.01 That Environment and Overview Scrutiny recommends the Vehicle Management System Policy (Appendix 1) to Cabinet for approval.

5.00 FINANCIAL IMPLICATIONS

- 5.01 Any additional costs and subscription fees are offset within the Fleet Review savings and have previously been presented within the previous Fleet Review report.

- 5.02 Overview of Fleet savings:

- Vehicle Ownership: Hire / Lease of LIGHT fleet - £231k

- Vehicle Ownership: Hire / Lease of HGV/Specialist fleet - £132.8k
- Logistics model – Utilisation management LIGHT - £243k
- Logistics model – Utilisation management HGV/Specialist - £44k
- Fleet & maintenance management - £231k
- RCV / Recycling - £32k
- Waste Transfer - £155k
- Small Waste Vehicles - £24k
- Sweepers (HGV & precincts) - £82.5k
- Verge Mowing - £35k
- Gully Emptiers - £34.5k
- Mowers – £8.7k
- Fuel Trackers - £75k
- Voids Process - £25k
- Vehicle Size / Specification - £0k
- “People Transport” £13.3k

Total Savings £1.3m

5.03 Following the Fleet Review, savings of £141k had been identified in the reduction of fleet ownership, in part due to improved monitoring and utilisation of fleet. This had a lead-on saving of £102k from service benefits (a newer fleet attend the workshop less often) and a FTE mechanic reduction in the workshop. These savings were captured in the Fleet Review, but were linked to improved efficiencies gleaned from tracking vehicles.

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 Improved environmental impact across the fleet by managing journeys, vehicle utilisation and driver behaviour.

8.00 EQUALITIES IMPACT

8.01 None

9.00 PERSONNEL IMPLICATIONS

9.01 None

10.00 CONSULTATION REQUIRED

10.01 Human Resources & Organisational Development regarding policy design and integration.

10.02 Trades Unions in respect workforce engagement.

11.00 CONSULTATION UNDERTAKEN

11.01 Operational departments, union representatives and stakeholders.

11.02 With Cabinet Member.

12.00 APPENDICES

12.01 Vehicle Management System Policy

12.02 Manager's Guide to Vehicle Management Systems Policy

12.03 Vehicle Telematics Service Specific Assessment

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

None.

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FLINTSHIRE COUNTY COUNCIL

Vehicle Management System Policy

Policy owner for review	Barry Wilkinson – Transportation & Logistics Manager
Date implemented	
Date last reviewed	
Date of last amendment	31 March 2015
Version	V2.0
Date of next review	

1. Introduction

Flintshire County Council recognises its duties under the Health and Safety at Work Act 1974 to take steps as far as is reasonably practicable, to ensure the health, safety and welfare of those who need to drive Council vehicles as part of their job. Flintshire County Council have taken the decision to fit vehicle management devices to all Council fleet vehicles and some items of plant via the introduction of Vehicle Telematics for its operational fleet and high value items of plant.

The introduction and the development of the Vehicle Telematics will also assist the authority to achieve a number of efficiency savings and therefore this is linked directly to the Council's corporate Value-for-Money framework and Environmental commitments.

2. Aims of the Policy

Flintshire County Council has a responsibility to protect employee's health and safety at work, including adhering to the working time directive, including the legal requirement to take breaks, and ensuring compliance with the Road Safety Act.

By fitting a Vehicle Telematics, Flintshire County Council also intends to manage the following:

- Efficiency
- Behaviour
- Safety
- Claims Management

Certain benefits will be gained from this, such as finding operational efficiencies, improving customer service, fuel efficiency from monitoring and reducing fuel consumption, improving driving behaviour and therefore reducing accidents and the risk of accidents claims, as well as reducing repair and maintenance bills due to less wear and tear on the vehicle.

This policy will require Service Managers to utilise the available data and consider the opportunities for further deployment of additional equipment to support the efficiency and safety of their employees and assets, protect the general public and defend the Council during service provision, whilst operating vehicles. This will be achieved through the use of a Service Specific Assessment, completed by the Service Manager, to consider the local operating practices, along with the benefits that vehicle telematics and the analysis of this data provides. With the support of the Fleet Manager, this assessment will be matched against framework of Vehicle Telematics for use by the service, and the most practical route will be applied, with agreed output measures and monitoring put in place by the service to support the Authority's need for service improvements, efficiencies, and policy compliance.

3. Scope

The Council have agreed, in consultation with Trade Unions, to install Vehicle Telematics in all the Council's fleet of vehicles and high valued items of plant. As a minimum this will consist of a vehicle tracker capable of pinpointing the location of a vehicle, through GPS, to an accuracy of typically within 5 metres.

This policy applies to all staff and managers across Flintshire County Council, who either drive a Council Vehicle, have responsibility for a Council Vehicle or manage an employee who drives a Council Vehicle that is fitted with the Vehicle Management System.

3.1 Roles and Responsibilities

Employee Responsibilities

- For the purpose of probity, vehicles must not be used for any other reason other than in the execution of Council business. The vehicle must not be used outside of normal business hours subject to a reasonable period of time to travel to and from home and place of work. The only exception being when an employee is used the vehicle for business purposes in the execution of the department's emergency service.
- Ensure that the vehicle is always securely locked when left unattended.
- Ensure that the legal speed limits are adhered to and the highway code is followed at all times.
- The Driver identification fob must only be used by the nominated driver. It is the responsibility of each driver to ensure that the Fob is kept in a safe place and used appropriately. In the event a driver uses a Fob issued to another driver, or allowing another driver to use their fob, will be dealt with under the Councils disciplinary policy. Replacement costs may be charged to employees when fobs are lost.
- Maintain appropriate representation of Flintshire County Council at all times, including not responding aggressively towards discourteous road users and don't engage in "road rage".
- Employees using the Vehicle Telematics must take all reasonable steps to ensure the Vehicle Telematics' correct use, and report and obvious defects or faults.

Management / Employer responsibilities

- Ensure only authorised officers / employees will have access to the Vehicle Telematics and its information. This will be strictly controlled in terms of cross departmental information.
- Authorised users of the system will be issued with a unique user name and password. This password should be treated in the same way as any other IT password and be kept secure at all times. Passwords should not be shared and should be kept secure in line with the Councils ICT policy.
- Ensure that employees who are driving a vehicle fitted with a Vehicle Telematics are made aware the hardware has been installed on their vehicle and ensure training is given on operating the system and that employees are issued with the Vehicle Telematics protocol.
- Where an allegation has been made in relation to a breach of this policy or a complaint received by a customer or a member of the public, the manager will ensure a timely and efficient investigation utilising data from the Vehicle Telematics, if necessary.
- Make best use of the information available to improve the efficiency of the service and the council as a whole by monitoring such metrics as:
 - Utilisation / Productivity
 - Miles Covered – Journey Planning
 - After-hours/Out-of-hours utilisation
 - Non-utilised & Low-utilised assets

4. Appendix

Addition document in support of this policy include:

- A Manager's Guide to Vehicle Telematics
- Vehicle Telematics Service Specific Assessment Form



FLINTSHIRE COUNTY COUNCIL

Manager's Guide to Vehicle Management System Policy

Policy owner for review	Barry Wilkinson – Transportation & Logistics Manager
Date implemented	
Date last reviewed	
Date of last amendment	31 March 2015
Version	V2.0
Date of next review	

1. Definition

Vehicle Telematics include, but are not limited to, the following items and services which assist with, and record operational activity. Examples of such systems would be, but not limited to, the following:

- Vehicle tracking
- On-board weight load-cells
- Input Devices (Work instruction/completion records)
- Driver activity monitoring
- Equipment/Engine Monitoring (Gritters/Recycling/CANBUS)
- Reversing aids
- Location Based Alert devices
- On-board cameras (manoeuvring assistance/ operational observation)
- Fuel Management/Monitoring
- Tachographs (time and duty monitoring)

The status of the vehicle can be measured in terms of, but not limited to, the following:

- Time and location of stops and starts
- Driver identification
- Vehicles leaving authorised areas
- Unauthorised usage and out of hours usage
- Length of time at specific locations
- Excessive idling
- Vehicles entering no-go areas
- Driver Behaviour including speeding and violent braking events

Vehicle location and status information can be obtained from:

1. A full screen map which can be zoomed down to street level;
 2. A live journey list which shows the vehicle location and status in real time;
 3. A journey replay screen which enables historical journeys to be replayed;
- & a number of detailed Vehicle Telematics reports.

This will allow real-time monitoring of resources, and historical data of specific times, dates and locations.

Reversing aids, On-board cameras (manoeuvring assistance) protect the public, employees and assets during high risk operations, and help defend claims against the Authority.

On-board weight load cells protect the employees and the Authority against prosecution, and vehicles are in a roadworthy condition, reducing the risk of accidents and injury.

Equipment/Engine Monitoring assists with operational and mechanical efficiencies, and provide evidence in statutory and legal issues, such as accident investigation and operation standards.

Fuel Management & Monitoring, Driver activity monitoring and Tachographs (time and duty monitoring) assist with operational efficiencies, and protect against prosecution and statutory operational obligations, informing training needs and disciplinary inquiries.

Wherever possible, the remote access to the information available as described above should be sought by operations to help deliver efficiencies from the desktop.

2. Policy

2.1 The benefits of a Vehicle Telematics Systems

The Vehicle Telematics system has a number of advantages for both the employee and the organisation. The system will allow;

- Flintshire County Council to produce accurate information to comply with current regulations, such as the HSAWA, Working Time Directive and Road Traffic Regulations, though this is not an exhaustive list.
- Added security for lone workers with the installation of panic buttons, which will be managed on a 24/7 basis.
- Allow management to locate employees who may be in an emergency situation to allow a more rapid response.
- Fast location of a vehicle in the event of a theft.
- Ensuring that the conditions within the working time directive are being adhered to.
- Allows the monitoring of journey times and mileage. It is not the intention to monitor individuals.
- Provides management information to address driving techniques and pinpoint specific training that may be required to improve driver's techniques and driver awareness.
- Provide live and historical information on accidents or incidents to protect the interest of the Council and that of employees / drivers.
- Highlight when staff are entering known dangerous locations by sending an alert to specified telephones.
- Provide remote information regarding the operation the vehicle and well-being of the staff
- If an employee is injured in a road traffic accident, the data can be used to try and prove contributory fault.
- Generate reports to assist managers in monitoring and controlling costs for the running of the service, by means of vehicle usage.

2.2 Controls

Improved fleet control and utilisation means more available resources to take on more work, which in turn assists with reducing costs and increasing efficiencies. To ensure that best use of the information available, service departments should interrogate and analyse Vehicle Telematics data wherever possible to improve efficiencies for the Council.

Controls should be put in place to ensure that efficiencies are gained and best practice is followed, by employing, but not limiting to, the following business tools:

- Service Specific Assessment of Vehicle Operations and Use of Telematics
- Risk Assessments of operations and journeys

- Service Level Agreements between Suppliers and Users
- Business Planning – Demand Control of Operating Models

2.3 Actions

As a guide, the following tools should be considered and implemented where necessary to act upon the information provided by Vehicle Telematics reports:

Employees

- Inform – Provide report to teams/individuals
- Challenge – Request improvement from teams/individuals
- Train – Deliver courses/assessments to deliver individual improvements
- Discipline – Consider the nature of areas for concern and if required refer individuals to the relevant Flintshire County Council Disciplinary Policies

Vehicles

- Inform – Provide Users/departments with the reports to analyse vehicle performance
- Investigate – Consider vehicle type and use
- Repair – where mechanic fault is identified arrange repair
- Replace – Inefficient or ineffective vehicles or plant should be replaced for more suitable alternatives

Staff Protection

- Assess – Risk Assess the operation
- Support – use available facilities and technology to protect employees wherever possible
- Protect – have the appropriate response systems in place
- Record – Incidents and outcomes should be recorded to inform future decisions and provide evidence when necessary

Journey Planning

- Review – Measure current business operations
- Evaluate – Consider the effectiveness of these operations
- Plan – Reduce inefficiencies by pre-scheduling routes and operations
- Implement – ensure these controls and measures are kept to

3. Appendix

3.1 Service Specific Assessment

FLINTSHIRE COUNTY COUNCIL Vehicle Telematics Service Specific Assessment

THIS IS THE STATEMENT OF THE GENERAL VEHICLE USAGE / OPERATIONS ARRANGEMENTS IN LINE WITH THE VEHICLE TELEMATICS POLICY			
Department		Review Period	
Manager		Signature	
CONTROLS (HAVE YOU IDENTIFIED THE FOLLOWING WITHIN THE OPERATION)			
Risk Assessment	Service Level Agreement	Business Planning	
<ul style="list-style-type: none"> - Route Planning - Employee Safety - Communication / contact - Lone Working 	<ul style="list-style-type: none"> - Hours of Operation - Planned or Reactive Service 	<ul style="list-style-type: none"> - Demand Planning - Fit for Use Vehicles 	
NOTES / ACTIONS			
ACTIONS (HAVE YOU CARRIED OUT THE FOLLOWING WITHIN THE OPERATION)			
Employees	Vehicles	Staff Protection	Journey Planning
<ul style="list-style-type: none"> - Inform – Provide report to teams/individuals - Challenge – Request improvement from teams/individuals - Train – Deliver courses/assessments to deliver individual improvements - Discipline – Consider the nature of areas for concern and if required refer individuals to the relevant Flintshire County Council Disciplinary Policies 	<ul style="list-style-type: none"> - Inform – Provide Users/departments with the reports to analyse vehicle performance - Investigate – Consider vehicle type and use - Repair – where mechanic fault is identified arrange repair - Replace – Inefficient or ineffective vehicles or plant should be replaced for more suitable alternatives 	<ul style="list-style-type: none"> - Assess – Risk Assess the operation - Support – use available facilities and technology to protect employees wherever possible - Protect – have the appropriate response systems in place - Record – Incidents and outcomes should be recorded to inform future decisions and provide evidence when necessary 	<ul style="list-style-type: none"> - Review – Measure current business operations - Evaluate – Consider the effectiveness of these operations - Plan – Reduce inefficiencies by pre-scheduling routes and operations - Implement – ensure these controls and measures are kept to
NOTES / ACTIONS			

A copy of this Service Specific Assessment will be available from Transportation & Logistics service, and should be completed by the specific Service Manager, with the support of the Fleet Manager, and be held as a record within the service area.



FLINTSHIRE COUNTY COUNCIL

Vehicle Telematics Service Specific Assessment

THIS IS THE STATEMENT OF THE GENERAL VEHICLE USAGE / OPERATIONS ARRANGEMENTS IN LINE WITH THE VEHICLE TELEMATICS POLICY

Department		Review Period	
Manager		Signature	

CONTROLS
(HAVE YOU IDENTIFIED THE FOLLOWING WITHIN THE OPERATION)

Risk Assessment	Service Level Agreement	Business Planning
<ul style="list-style-type: none"> - Route Planning - Employee Safety - Communication / contact - Lone Working 	<ul style="list-style-type: none"> - Hours of Operation - Planned or Reactive Service 	<ul style="list-style-type: none"> - Demand Planning - Fit for Use Vehicles
<p>NOTES / ACTIONS</p>		

ACTIONS
(HAVE YOU CARRIED OUT THE FOLLOWING WITHIN THE OPERATION)

Employees	Vehicles	Staff Protection	Journey Planning
<ul style="list-style-type: none"> - Inform – Provide report to teams/individuals - Challenge – Request improvement from teams/individuals - Train – Deliver courses/assessments to deliver individual improvements - Discipline – Consider the nature of areas for concern and if required refer individuals to the relevant Flintshire County Council Disciplinary Policies 	<ul style="list-style-type: none"> - Inform – Provide Users/departments with the reports to analyse vehicle performance - Investigate – Consider vehicle type and use - Repair – where mechanic fault is identified arrange repair - Replace – Inefficient or ineffective vehicles or plant should be replaced for more suitable alternatives 	<ul style="list-style-type: none"> - Assess – Risk Assess the operation - Support – use available facilities and technology to protect employees wherever possible - Protect – have the appropriate response systems in place - Record – Incidents and outcomes should be recorded to inform future decisions and provide evidence when necessary 	<ul style="list-style-type: none"> - Review – Measure current business operations - Evaluate – Consider the effectiveness of these operations - Plan – Reduce inefficiencies by pre-scheduling routes and operations - Implement – ensure these controls and measures are kept to
<p>NOTES / ACTIONS</p>			

MEASURES & OUTPUTS - OPTIONS / REPORTS / PROCESSES
 (LIST OUT THE IDENTIFIED REQUIREMENTS OF YOUR SERVICE)

Telematics	Reports	Processes
<ul style="list-style-type: none"> - Vehicle tracking - Reversing aids - On-board weight load-cells - Location Based Alert devices - Input Devices (Work instruction/completion records) - On-board cameras (manoeuvring assistance/operational observation) - Driver activity monitoring - Fuel Management/Monitoring - Equipment/Engine Monitoring (Gritters/Recycling/CANBUS) - Tachographs (time and duty monitoring) 	<ul style="list-style-type: none"> - Time and location of stops and starts - Length of time at specific locations - Driver identification - Excessive idling - Vehicles leaving authorised areas - Vehicles entering no-go areas - Unauthorised usage and out of hours usage - Driver Behaviour including speeding and violent braking events 	<ul style="list-style-type: none"> - ToolBox Talks - Workforce Bullentins - Admin Processes - Management Process - Scheduled Reports - Regular Reviews
<p>NOTES / ACTIONS</p>		

FEEDBACK
 (NOTE YOUR ANTICIPATED BENEFITS AND REVIEW PROCESS)

Zero to 2 months	2 to 4 months	4-6 months
<ul style="list-style-type: none"> - Understand the different types of feedback and the ways in which you will receive feedback. 	<ul style="list-style-type: none"> - Are you getting the feedback you need? Is feedback timely, specific, and frequent? - Compare actual performance and expected performance. 	<ul style="list-style-type: none"> - Are you giving feedback to others who need it? - Compare actual and expected performance.
<p>NOTES / ACTIONS</p>		

FLINTSHIRE COUNTY COUNCIL

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

DATE: **WEDNESDAY 15TH JULY, 2015**

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

SUBJECT: **YEAR END CHIEF OFFICER PERFORMANCE REPORTS**

1.00 PURPOSE OF REPORT

1.01 To consider the 2014/15 Year End Service Performance Reports produced at Chief Officer level for their respective portfolio.

2.00 BACKGROUND

2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2014/15.

2.02 In addition to the Chief Officer performance reports, bi-annually Improvement Plan Monitoring Reports will be presented to Overview & Scrutiny Committees according to the priority area of interest.

3.00 CONSIDERATIONS

3.01 A copy of the detailed Year End Chief Officer performance reports are attached at Appendix 1 (Transport and Streetscene) and Appendix 2 (Planning and Environment).

3.02 The contents of the Chief Officer reports include:-

- areas of positive performance;
- areas of concern;
- the Council Improvement Priorities that are not set as an in-year priority;
- progress for key projects and collaborative areas of work;
- risk summaries;
- reporting against findings from internal and external regulatory bodies e.g. Wales Audit Office, Care and Social Services Inspectorate Wales or Estyn; and
- performance against the statutory national performance indicators (NSIs and PAMs).

3.03 Analysis of performance against the Improvement Targets and NSIs is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-

- RED – equates to a position of unacceptable performance
- AMBER – equates to a mid position where the performance has not achieved target but is within an acceptable level
- GREEN – equates to meeting or exceeding target

3.04 There are no indicators which show a high (RED) status against target.

4.00 RECOMMENDATION

4.01 That the Committee consider the 2014/15 Year End Service Performance Reports produced by the Chief Officers, highlight and monitor poor performance and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

5.00 FINANCIAL IMPLICATIONS

5.01 None as a result of this report.

6.00 ANTI POVERTY IMPACT

6.01 None as a result of this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None as a result of this report.

8.00 EQUALITIES IMPACT

8.01 None as a result of this report.

9.00 PERSONNEL IMPLICATIONS

9.01 None as a result of this report.

10.00 CONSULTATION REQUIRED

10.01 Publication of this report constitutes consultation.

11.00 CONSULTATION UNDERTAKEN

11.01 Not applicable.

12.00 APPENDICES

12.01 Appendix 1 – Chief Officer (Transport and Streetscene) Year End Performance Report

Appendix 2 – Chief Officer (Planning and Environment) Year End Performance Report

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS

None.

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Year End Chief Officer Report

Report Author: Chief Officer – Transport and Streetscene
Report Date: April 2015
Report Period: 01 October 2014 to 31 March 2015

Introduction

The Chief Officer report is produced on a half yearly basis and provided to Cabinet Members for review and assurance focusing on the 'business as usual'. The reports are provided for Overview and Scrutiny Committees as part of their Forward Work Programmes. Chief Officer reports compliment the Improvement Plan monitoring reports.

Chief Officer reports are exception reports which summarise the key information Members should be aware of, including both good and poor performance. Emerging issues / operational risks are also detailed. The reports are split into three distinct sections: -

1. Performance Overview- this section is used to give an overview of the progress being made towards delivery of key plans for the services which include those Improvement Priorities which do not have an in year focus i.e. these are not reported within the quarterly Improvement Plan monitoring. It is also used to highlight good news and key issues (including operational risks) arising. In addition, summary progress is given for key projects and collaborative areas of work.

2. Internal and External Regulatory Reports - this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

3. Corporate Reporting - this section summarises the performance in relation to corporate issues i.e. Equalities and Welsh Language

Plus supporting appendices: -

Appendix 1- Performance Indicators - summary table of the key performance indicators used to manage the services. In addition, any NSI and PAM (statutory PIs) reported by the services are included.

Appendix 2 - High level (red) operational risk detail - completed full risk templates for those risks currently assessed as high (red).

Section 1 - Performance Overview

Areas of Positive Performance

Transport

Taith

The draft report from the Ministerial Taskforce, appointed to review the future arrangements for strategic transport in North Wales, has been received. The recommendations are now to be considered by the Taith Joint Committee in 2015/16. One of the options available is to include transport coordination within the remit of the Economic Ambition Board.

Flintshire Subsidised Bus Service Review

A report is due to go to Scrutiny 23rd April 2015 to commence the review of the Councils Subsidised Bus Services and seek support for work to commence with local communities to deliver community based transport arrangements. Additionally the report will advise Scrutiny of the proposals to remove the Council subsidy for the bookable Demand Responsive Travel service (i.e. the Deeside Shuttle) and develop options for the introduction of non-subsidised commercial bus services to replace it.

WG Funding for Bus Services

Flintshire County Council has successfully acted as North Wales host for the Bus Services Support Grant (BSSG) through which the grant is dispersed to commercial bus operators, community transport providers and the six Local Authorities. The grant has been fully allocated and spent in year and this arrangement will continue into 2015/16.

WG are proposing to launch a web portal to handle bus pass applications for over 60s and disabled applicants. The proposal is that the concessionary fare administration funding will be reduced to Local Authorities to reflect reducing back office functions. Local Authorities have expressed concerns that the back office function may not reduce as anticipated as customers will continue to contact the Council directly with queries around their applications and LA will be expected to continue dealing with lost and stolen passes. There are also concerns about fraudulent applications, dual residency applications, caravan park applications and how these would be handled under the new system. Additionally there are issues around accessibility to the web portal for people who may not have access to IT and it is likely that they will still visit Council Offices

Local Transport Plan (LTP)

The North Wales LTP has been completed following a public consultation period between 24th November to 5th January 2015 and a successful FCC consultation event held on 15th December in Mold. The document was submitted to WG in March 2015. Local transport schemes were prioritised and included in the Plan and these will form the basis of future bids to WG for funding.

Following completion of the LTP the Council were invited by WG to submit bids for funding in March 2015 for Year 1(2015/16) of LTF funding. The bids were duly prioritised and submitted within the allocated timeframe.

Fleet

The final phase of the Fleet Review Project which will deliver a single contract for the supply of all the Councils fleet requirement has been approved by Cabinet and the process has started to engage a contractor to deliver the new service, which will commence early in 2015/16. In year savings from the first two phases of the Fleet review have been achieved.

Following robust management of the individual circumstances, sickness levels in the workshop have greatly improved over the course of the year

Flintshire County Councils Fleet Operator Compliance Risk Scores are as follows:

Road Worthiness Score - Green 00 (best)

Overall Traffic Score - Amber 05 (average, due to the impact of the roadside stop involving the movement of Asbestos last year. An improvement in the score requires 'clean' stops at the roadside into the future)

Year to date fuel usage levels across all service areas are now available in order that we can a baseline for monitoring purposes.

Highways

Carriageways and Footways

2014/15 is the final year of the three year WG Prudential Borrowing Initiative and the schemes to improve the roads and footways funded through the project were completed within the required timescales. The service is currently working to identify next year's programme with much reduced financial allocations.

The service has completed this year's micro asphalt, surface dressing programmes and an extensive highway patching programme was also completed during the year.

An independent survey of the Council classified road network has again revealed that Flintshire's A and B roads are the best maintained in Wales.

Street Lighting

Approximately 850 street light columns have been replaced with new steel columns which include new low energy lanterns. The columns were identified as needing

replacement either through the structured replacement programme identified in the HAMP or following structural testing. The work was funded from the Councils capital provision and from the WG PBI scheme.

Winter Maintenance

2014/15 was an average winter with 75 turn outs required to treat the highway network following forecasts of frost and 8,384 Tonnes of Rock Salt was used during the winter period. A single snow event occurred on Boxing day which was responded to by the on call team and a number of local agricultural contractors.

Waste

The overall recycling rate has increased to 58% (final figure to be confirmed) compared to the 2013/14 rate of 55%. Thanks to the efforts of our residents, we have successfully met WG recycling target of 58% one year earlier than the statutory target year of 2015/16.

The quantity of landfilled waste is also down on this time last year by 1,828 tonnes. A contract for the treatment of up to 3,000 tonnes of domestic waste was let in January to a company who create a Refuse Derived Fuel (RDF). The RDF is used to create renewable energy. 750 tonnes of our waste was diverted from landfill to RDF treatment in 2014/15.

Average recycling rates have also increased at the Council's HWRC's from 58% to 62% for This has been achieved partly through the introduction of a ban on vans using six of the eight sites which allows those sites where vans can be received to engage with the public to facilitate and encourage more recycling of their waste. Whilst the figure is encouraging it is still well below what could be achieved and the minimum level WG consider to be required at all sites in the future. A number of the sites are particularly poor performers and a review of the HWRC service provision and management arrangements has been undertaken and will be presented to cabinet for approval in April 2015.

The new HWRC in Sandycroft opened in January allowing the closure of both the Saltney and Queensferry sites to take place. The site has been constructed at ground level to allow access to all users without the need to use stairs or steps to access skips. Early indication is that the site is achieving high levels of recycling through active public engagement and bag splitting activity by the staff at the site.

The Recycling Team have attended a number of local events throughout the year in order to promote the service and provide containers to residents if they require them.

18 primary schools across Flintshire received the recycling awareness road-shows funded through a tidy towns grant.

The team have also carried out door knocking campaigns to over 6,000 properties in areas of low participation specifically around the collection of food waste.

A waste management company was engaged to review and make recommendations

on the management of our landfill sites, gas engines and leachate facility. The recommendations on leachate management have been introduced which has resulted in an improvement in the plants performance and we are now receiving income for third party leachate brought to the plant. A further review of operating arrangements is to be carried out in 2015/16

Driver operated weighbridge terminals were introduced in April at all of the Council's weighbridge sites. This allowed the relocation of the existing weighbridge operators to a monitoring suite in Alltami depot. The suite contains CCTV monitoring terminals that show live footage at all weighbridge sites and HWRC's. In addition, live tracking of both the waste collection rounds and the skip waste collection vehicles by officers located in the suite has improved the logistics resulting in greater efficiencies within the service.

Streetscene

Staffing Structure

The staffing structure for the combined service has been approved by Cabinet and the consultation period has now been completed. The process to appointment staff to the new structure has commenced and will be completed at all levels by May 2015. All of the staff will be based in Alltami once the new structure is finalised.

Depot Works.

Queensferry depot has been declared surplus to requirements and handed back to the Asset Team. Halkyn depot has been de-commissioned and decisions on the future of this site are on-going.

Training.

Following the individual appraisals appropriate training through National approved training suppliers has continued through the year to ensure our workforce are fully competent in the various duties they undertake.

Driver CPC Training.

The training of all LGV drivers has been completed by the two members of the operational staff who were trained and accredited through a nationally recognised organisation, which allows the training provided to be recognised and to meet the national requirement. Approximately 150 LGV drivers each received 5 days training during the year, providing a significant saving compared to the work having been carried out by external suppliers

Apprenticeship in Sustainable Resource Management

The pilot training programme of 5 waste operatives enrolled on the Sustainable Resource Management Apprenticeship scheme is ongoing and should be completed by June 2015. This apprenticeship programme follows an approved National Framework and allows operatives to achieve the nationally recognised qualification

whilst undertaking their normal duties.

Highways Strategy

Three projects funded through Welsh Government's Local Transport Fund have been completed during the year. A breakdown of the schemes is as follows.

1. Deeside Corridor Synchronisation. Phase 2 of this project has now been completed. The scheme has improved traffic flow along the B5129 Deeside Corridor. We are now looking to improve Queensferry Roundabout and Station Road Junction. This will form part of this years Local Transport Fund bid submission to Welsh Government

2. Broughton to Saltney Cycle Way. The project has now been completed. The scheme was delivered within eight weeks. This was achieved by utilising a one way traffic management system cutting construction time by over half. The scheme provides a an off road cycling facility linking Broughton to Saltney

3. Talacre to Ffynnongroew Shared use cyclescheme. This cycle scheme was completed in September 2014. It traverses the line of the existing All Wales Coastal Path between the A548 in Tan Lan to the junction with Station Road in Talacre providing a continuous cycling link from the north of Mostyn through into Ffynnongroew and onto Talacre then continuing along National Cycle Network 5 into Prestatyn.

Improvement Plan (none in year priorities)

- Sustainable Transport – reported under the Transport Infrastructure and Services Improvement Plan sub-priority
- Civil parking enforcement – progress reported to Cabinet Oct 2014
- Sub-regional waste projects – reported under the Carbon Control and Reduction Improvement Plan sub-priority
- Streetscene Standards – Compliance with the Streetscene Standards stood at 80%. It is an on-going priority to improve the performance across all of the Standards.
- Managing litter and dog fouling – Fixed Penalty Notices issued :
Dog Fouling 52
Littering 189

Key Projects

- Fleet Review – On track for delivery early 2015/16
- Opened Sandycroft HRC
- Highway resurfacing scheme - All the Prudential Borrowing funded schemes have been completed on time.
- WG funded transport schemes completed
- Subsidised Bus Service Review and Community Transport Project
- Local Transport Plan Schemes

Collaboration / Partnership Working

- Trunk Road maintenance provision with all North and Mid Wales Councils. Progress reported through NMWTRA Joint Committee
- NWRWTP & Food Waste Project - reported under the Carbon Control and Reduction Improvement Plan sub-priority
- Joint North Wales Local Transport Plan

Summary of Operational Risks (from the above sections)

Risk Type	Risk Ref. and Description	Net Risk Score	Risk Trend	Target Risk Score & Date	Status Open / Closed
Operational	Maintaining the Councils vehicle operator's Licence ('O' Licence)	A	↑	A Ongoing	Open
Operational	Non achievement of Recycling and LAS targets	A	No Change	G March 2016	Open
Project	NWRWTP (RAG represents overall risk level. A risk log is maintained and is regularly updated by the project board.)	A	No Change	G TBC	Open
Strategic	Loss of concessionary fares admin budget	A	↑	G Feb 2016	Open
Operational	Volatility in the value of recyclable material	A	↑	A Ongoing	Open

Section 2 - Internal and External Regulatory Reports

Report: QMS – Waste services

Date Finalised: July 2014

Conclusion: No major non-conformities raised

Recommendations: Minor areas for improvement

Summary

Continuing to hold the Quality Management Standard is an essential element of the Environmental Permit conditions

Report: QMS – Highway Functions

Date Finalised: September 2014

Conclusion: No major non-conformities raised

Recommendations: Minor areas for improvement

Summary

Continuing to hold the Quality Management Standard is an essential element to enable the authority to continue working on the Trunk Road network.

Section 3 - Corporate Reporting

Complaints Handling (Source: Corporate Complaints Database)

For the final two quarters of the year 84.42% of complaints were responded to in 10 working days. The Portfolio has significantly improved performance this year but is also keen to ensure the quality of responses is not compromised by providing a reply within the target time that would be unsatisfactory or fail to address the complaint.

Sickness Absence (Source: I-Trent)

Q3 – 3.9 days lost per FTE

Q4 – 3.59 days lost per FTE

This continues the trend of decreasing sickness absence for the Portfolio throughout the year.

Employee Turnover (Source: I-Trent)

Q3 – 3.21% turnover equating to 18 leavers

Q4 – 2.75% turnover equating to 15 leavers

Employee Appraisals (Source: I-Trent)

Approx. 90% of the operational teams received appraisals and the information was used to assess the training requirement for each staff member

Data Protection Training (Source: I-Trent)

4 employees have completed section in iTrent.

Equality and Welsh Language

Equalities and Welsh Language Impact Assessments: -

(1) Started/Work in Progress

(2) Completed (stating date completed)

during the period (1 April 2014 – 31 March 2015)

- Winter maintenance of car parks
- Bulk waste collections
- Part night lighting
- Reduced street lighting resource

Percentage of employees who have completed the Equalities Monitoring / Diversity Audit (Source: I-Trent)

338 employees have completed the equality monitoring on iTrent

Work areas / functions where diversity of customers are monitored.

Transportation

Examples of initiatives to promote equality, eliminate discrimination and promote good community relations.

- Consultation with stakeholder groups
- Publication of information on website to increase accessibility
- Diversity and equality training needs identified within appraisal process
- Design of Sandycroft HRC site
- Recycling awareness raising
- Graffiti removal as a Streetscene Standard

Percentage of employees who have completed the Welsh Language Skills Audit (Source: I-Trent)

37 employees have entered the info onto I-Trent

Initiatives undertaken to ensure the provision of bilingual services.

- Instructions to officers on bilingual greetings, bilingual signatures, use of language line, translation.
- Recycling information is available in a number of languages

Initiatives undertaken to increase the use of the Welsh Language

Welsh language scheme requirements embedded into Service Planning

Appendix 1 - Performance Indicators

Key

R	Target significantly missed or likely to be missed by a significant margin
A	Target missed or likely to be missed but within an acceptable level
G	Target achieved / exceeded or on track to be achieved / exceeded

The RAG status of the indicators for the **year end position** are summarised as follows: -

R	0	A	3	G	4
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Note 1 – NSI = National Statutory Indicator PAM = Public Accountability Measure

Note 2 – Change (Improved / Downturned) is based on comparison with the previous reporting period. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / PAM (Note 1)	Annual Outturn 2013/14	Annual Target 2014/15	Year End Outturn 2014/15	Target RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
WMT/004(b): The percentage of municipal waste collected by local authorities sent to landfill	NSI / PAM	41.67%	40%	40%	G	Improved	Subject to ratification by NRW by end of May
WMT/009(b): The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including sources segregated biowastes that are composted or treated biologically in another way	NSI / PAM	55.13%	59%	58%	A	Improved	Subject to ratification by NRW by end of May
STS/006: The percentage of	NSI	95.81%	95%	97.7%	G	Improved	

Indicator	NSI / PAM (Note 1)	Annual Outturn 2013/14	Annual Target 2014/15	Year End Outturn 2014/15	Target RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
reported fly tipping incidents cleared within 5 working days							
STS/005(b): The percentage of highways inspected of a high or acceptable standard of cleanliness	PAM	92.9%	95%	306 322 95%	A	Downturn	
THS/007: The percentage of adults aged 60+ who hold a concessionary bus pass	NSI	75.5%	78%	79.5%	G	Improved	
THS/012: The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition	PAM	4.3%	6%	43 952 4.5%	G	Downturned	
Compliance with Streetscene Standards	Local	80%	100%	80%	A	Maintained	

Appendix 2 – High Level (Red) Net Risks

No high level (red) risks

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Year End Chief Officer Report

Report Author: Chief Officer – Planning and Environment

Report Date: April 2015

Report Period: 01 April 2014 to 31 March 2015

Introduction

The Chief Officer report is produced on a half yearly basis and provided to Cabinet Members for review and assurance focusing on the 'business as usual'. The reports are provided for Overview and Scrutiny Committees as part of their Forward Work Programmes. Chief Officer reports compliment the Improvement Plan monitoring reports.

Chief Officer reports are exception reports which summarise the key information Members should be aware of, including both good and poor performance. Emerging issues / operational risks are also detailed. The reports are split into three distinct sections: -

1. Performance Overview- this section is used to give an overview of the progress being made towards delivery of key plans for the services which include those Improvement Priorities which do not have an in year focus i.e. these are not reported within the quarterly Improvement Plan monitoring. It is also used to highlight good news and key issues (including operational risks) arising. In addition, summary progress is given for key projects and collaborative areas of work.

2. Internal and External Regulatory Reports - this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

3. Corporate Reporting - this section summarises the performance in relation to corporate issues i.e. Sickness absence, Complaints

Plus supporting appendices: -

Appendix 1- Performance Indicators - summary table of the key performance indicators used to manage the services. In addition, any NSI and PAM (statutory PIs) reported by the services are included.

Appendix 2 - High level (red) operational risk detail - completed full risk templates for those risks currently assessed as high (red).

This is the first Chief Officer Year End Report following the development of the Planning and Environment portfolio in June 2015.

Section 1 - Performance Overview

This report covers the following functional areas:

- Planning Strategy
- Development Management
- Public Protection
- Environment and Countryside
- Minerals and Waste Planning
- Highways Development Control
- Rights of way
- Drainage and Flood Management
- Energy Unit

Areas of Positive Performance

Planning Strategy (comprising LDP team and Built Conservation)

- Maintained good progress on the LDP: Processing and publication of Candidate Sites Register; successful participation and engagement with Town and Community Councils (1:1 officer attendance at meetings); convened LDP Key Stakeholder Forum; Published 18 LDP topic papers, candidate sites assessment methodology, and SEA/Sa scoping report for consultation.
- Provided key advice to bidders in relation to submissions for the SHARP programme including attendance at dialogue sessions and comments on proposed site layouts.
- Co-ordinated planning input into the proposals and planning applications for the Flint Extra Care scheme (permission granted in March 2015) and the new Health Centre (application with the Council and aiming for May/June 2015 committee).
- Commissioned feasibility study into prospects for developing a Local Development Order for the Deeside Enterprise Zone.
- Have supported other areas of the Council in relation to Deeside Masterplan (as a part of the study group) and Northern Gateway strategic development site (as lead on the development team).
- Have maintained service quality and continuity in Built Conservation following departure of Jerry Spencer through EVR. Two professionally qualified team members supported by an information technician now provide this service. Have made important interventions on a number of Listed Buildings at risk.
- Input into the Council's response to the Welsh Government consultation on the National Transport Plan.
- Development of in-house evidence base and expertise in relation to development value and viability.
- Completed work on Supplementary Planning Guidance for approval to consult on and adopt.

Development Management

Performance against the P.I.s has been maintained during the second half of the year. This has been achieved through the willingness of officers to adapt and cover for colleagues and in reviewing existing procedures to improve efficiency and consolidate the ethos of the 'team'. Maintaining the level of public and customer service over this period has been challenging, but the staff have adapted to the changes required and to the more flexible approach and new roles and duties which have been asked of them.

This challenge has been heightened by the growing number of applications within the year; 623 applications received and 646 determined within this half, giving an annual total of 1299 received and 1256 determined. This compares to 1179 applications received and 1070 determined in year 2013/14, which itself was a significant increase on the preceding year's figures. This year on year increase partly reflects increased activity in the building industry, with a number of residential development sites now being active and partly the additional application procedure for dealing with non-material amendments following the grant of planning permission.

We are working towards the introduction of charges for pre-application advice, for confirming compliance with conditions and undertaking planning research and for managing Section 106 Obligations. This will involve a review of our current procedures with regard to advising the public and prospective developers, but by working closely with our customers on a more formal basis we can achieve better outcomes and reduce the number of incomplete and unsuccessful applications. This will bring additional responsibilities with regard to the consistency and robustness of the advice given and, again, new challenges with regard to the staff and other resources available.

From the Period 1 October 2014 to 31 March 2015 has been busy with a high level of complaints received by members of the Pollution Control Team. There were 176 New Complaint Service Requests received by the team between 1 October 2014 to 31 March 2015. One Noise Abatement Notice served in the period. This was for a dog barking nuisance at a property in Hawarden.

The Team are continuing to deal with a large number of Planning Consultations every month and have responded to 440 new consultations received between 1 October 2014 to 31 March 2015.

The Contaminated Land Officer has submitted a report on closed landfill sites for the Wales Audit Office

The first stage of a large scale investigation to assess the nature and extent of land contamination suspected to be present at the former landfill site at Etna in Buckley has been completed. Boreholes and monitoring wells have been installed and a programme of gas and groundwater monitoring will be carried out over the coming months.

Environmental Control

Officers within Environmental Health were successful in the multi-agency operation in March 2015 which saw the evacuation of 112 migrant workers from an unsafe property in Sealand and their successful rehousing / repatriation. An ongoing investigation into offences committed by the Landlord continues.

Trading Standards

The introduction of the North Wales Heads of Trading Standards (NWHOTS) Intelligence Operating Model (IOM) project has led to every officer across North Wales being trained on inputting intelligence onto a new intelligence system and this is informing the way that all of the TS teams prioritise their work. Locally, Team Leaders now meet bi monthly to analyse consumer complaints, identify problem traders and monitor any trade practices which cause concern. This method of working has been successful in allowing us to take timely enforcement action and offer advice to local businesses which might otherwise have caused considerable consumer detriment. Most businesses identified in this process have shown a marked improvement in trading behaviour following the intervention. The new approach is also allowing effective use of the provisions of The Enterprise Act to control trading behaviour.

There have also been a number of successful prosecutions including; the prosecution of local importer of unsafe E cigarettes, prosecution against a trader for possessing illicit tobacco and in late November we received over £8000 from Proceeds of Crime action against a man who had been selling counterfeit goods. This money was used to purchase a new up to date PACE Recorder, and over 4000 Doorstep Crime door stickers and has financed the intelligence system training referred to above for all trading standards staff and for two recent operations into car servicing and illicit tobacco.

A Survey undertaken and business advice to second hand clothes traders. (Cash for clothes) has also been a success.

Corporate Health & Safety

A key success has been the introduction of an “Agile Working Safely” campaign providing an Agile Health and Safety Standard, e-learning for Display Screen Equipment Users, e-learning for Your Responsibilities and Duties in Fire Safety and a Working from Home Self-Assessment to compliment the introduction of agile working across the Authority.

A further success is the realignment of the Corporate Health and Safety team which has been agreed by the Chief Officer Team to ensure effective service delivery based on need of the new Portfolio areas.

Environmental Health - Food Safety and Food Standards and Health & Safety Enforcement.

The Food Safety and Standards team ran two highly successful Food allergen workshop events for businesses to familiarise themselves with the new Food Labelling legislation introduced in December 2014. These were collaborative events between Flintshire, Wrexham and FSA Wales and over 250 food handlers received the benefit of this training. This was supplemented by presentations delivered by staff at the annual Food and Hospitality Conference held in October at Coleg Cambria which was attended by approximately 100 food businesses.

Food Hygiene Training in the medium of Turkish has also been provided as a successful project during the period under review. This was a FSA Wales-funded collaboration project between Flintshire and Wrexham.

High risk targets for inspections have been met in full and it is particularly pleasing to note that the % of food premises that are Broadly Compliant with relevant food hygiene legislation has increased from 86 % to 96% this year. Good progress also continues to be made to achieve full compliance with the Action Plan submitted to the FSA following their audit of the Food Service in October 2013.

In March 2015, the Food team also achieved a successful prosecution against a local Indian restaurant for selling food not of the substance demanded by the consumer and the false description of food on the menu. This was in relation to food being sold without declaring the presence of allergens, namely presence of peanuts, which can have fatal consequences to those people with peanut allergies. The FSA praised the Authority for taking the case.

The Health and Safety team also achieved a successful prosecution during the period under review against a local building supplies firm, in relation to an accident whereby a member of the public suffered amputation of his fingers when they were trapped in a brick grab. The company pleaded guilty and were heavily fined £10,500 with a £120 victim surcharge.

This team has also been active and successful in supporting the Council's strategy on promoting events by helping to write the Event small guide and participating in provision of a seminar for event organisers. They also produced a tattooing leaflet for young adults providing relevant health advice and took part and implemented the Tattooing registration project to ensure consistency across North Wales Authorities

Minerals and Waste (Shared Service for North Wales)

The Minerals and Waste Planning Service for North Wales commenced with Flintshire as the lead authority on 1st April 2011 and has now been operational for 4 years. The Service has been active in every partner authority area, including Powys and Snowdonia National Park. Wrexham Council withdrew from the service in 2014 for financial reasons. The contracts have been continued on an informal basis due to a combination of financial uncertainty, and reluctance to commit to longer term collaboration given other mergers or collaborations that may arise from the emergent Planning Bill and local government reorganisation. The service ended

the year with a small budget deficit, on account of the loss of income from Wrexham, the need to provide budget savings to the partner authorities, reduced income generating capacity due to staffing losses and increases in officer re-numeration. This should be reversed in 2015 because of an additional Welsh Government contract that will be entered into.

Operational activity within the minerals aggregates sector is improving, and activity in the waste sector remains buoyant, in particular biomass energy/energy from waste and the production of fuels from waste. Major planning applications for biomass/waste combined heat & power were submitted or approved at Warwick Chemicals, Mostyn, Potters Waste Management, Welshpool, and TATA steel in Deeside. An application for a 200ktpa local authority collected waste energy recovery facility "Parc Adfer" was submitted for a site in Deeside to serve 5 North Wales Local Councils. An application for 200 ktpa waste biomass combined heat and power and 100ktpa biomass pellet production on a site in Peboc in Anglesey was refused in line with officer recommendation and successfully defended by the service at a 2 week public Inquiry, leading to a ministerial decision to dismiss the appeal.

Interest in landfill remains strong, despite being the Government's least favoured option. Permission has been granted and implemented at for a major inert waste landfill and recycling project at Cambrian Quarry, Flintshire. The Parry's Quarry landfill in Alltami, won on appeal, has been implemented this year but is subject to ongoing legal challenges by a third party, and an integrated landfill and waste management project also at Alltami has been re-submitted despite having been previously refused on appeal.

The problem of some sites accepting waste and accumulating to unacceptable levels and fire risk remains. The former Laybond site in Saltney which had a planning application to manufacture biomass pellets is now the subject of ongoing planning enforcement investigation and prosecutions by Natural Resources Wales at the Crown Court. This site poses a significant fire risk. A similar operation which was proposed at the former Gelert Factory in Portmadog has been suspended due to fears of a similar outcome and to allow a planning application to be considered.

The Service has renewed a contract for the North Wales Regional Aggregates Working Party from the Welsh Government. The 2013 survey undertaken during 2014 shows a marginal improvement of sales of crushed rock, sand and gravel, which are the basic raw materials for the construction industry. The 2014 survey is expected to demonstrate an upturn.

The review of the Regional Technical Statement for aggregates, which is a collaborative working requirement of Minerals Technical Advice Note¹ provides guidance for the preparation of Local Development Plans has been completed and was endorsed by every council in North Wales. It has been translated into Welsh and informs the production and monitoring of local development plan policy making. This sets out the allocations that each local authority should be considering in their respective LDPs using 2010 as a baseline. Modest new provision will need to be made by some authorities, but with the exception of sand and gravel in Gwynedd, permitted reserves are not depleted to a critical level.

The Service has worked closely with the Welsh Government in relation to the monitoring of waste capacity for planning purposes which has arisen from the recently published Capacity, Infrastructure and Markets Sector Plan and Technical Guidance Note 21: Waste 2014. The service has sat on a steering group and was awarded a government contract to prepare an interim monitoring report for 2014 for North and Southeast Wales regions. The conclusion is that no new landfill capacity is required in either region, but new treatment and processing capacity is still required.

The Service has carried out chargeable monitoring and reporting visits to the majority of the key operational quarries and landfill sites across North Wales. The Service has provided ongoing support to Conwy, Denbighshire, Gwynedd and Anglesey Planning Policy in preparation or monitoring of their respective Local Development Plans, including reviews of housing and employment allocations and candidate sites against minerals safeguarding areas.

The service continues to assist with queries and advice relating to the Aggregates Levy Fund for Wales (which is derived from a tax on aggregate production) for parties bidding for community-led projects across North Wales.

Quarry/landfill liaison meetings continue to be supported, but the reduction in staffing has put pressure on attendance where these are arranged by officers. Other liaison includes presentations given by officers to Community Council Forums, Community Councils and other local authorities, including unconventional gas and fracking.

Environment and Countryside

Grant aid programmes completed:

NRW - Core funding £48K; Wales Coast Path £50K; Halkyn Ranger £20K

Tidy Towns – Wepre Education £16K; Taliesin Nature Reserve £18K

RDP – Saltney £80K, Flints coast heritage £50K, Halkyn Heritage £15K

Lottery - Year 2 Wepre Park

Building Wildlife – Habitat improvements in Buckley £7,500

Continuing delivery of NRW's BWW and Sect.15 schemes –c£8K

The Wepre Park Visitor Centre extension has been started and is now nearing completion ready for a busy summer.

Secured funding from NRW (£37K) to create new habitat and replace the boardwalk along Wepre Brook

Three new coastal links have been developed in Shotton, Point of Ayr and Pen-y-Maes. Work has begun on developing a 'Wales's link' path to join up the Offa's Dyke National trail with the Wales Coast Path.

Celebration events were held in Saltney and Connah's Quay with sculpture and project unveiling. New leaflet launch for Llwyni Nature Reserve

Highways Development Control

Continual improvement in the quality of response and response times in relation to planning application consultations.

Exceeding performance indicators in the turnaround of highway related search enquiries.

Pursuing and bringing longstanding unadopted roadways to a standard suitable for adoption for inclusion as part of the Authorities network asset register.

Rights of Way

NRW Grant aid programme delivered in time and on budget:

- Drainage work to Bridleway 77, Cilcain
- Drainage work and clearance of FP 21, Holywell
- Improvements to circular walk (FP 60) in Treuddyn
- Surface improvements to various bridleways throughout County.

Other achievements

- Reopening of Church Walks (FP 58) Treuddyn and associated publicity following a landslide
- Successful closure of various footpaths in Connah's Quay obstructed by 1970s' housing development
- Inclusion of footpath in definitive map and statement at Hendre
- Completed reopening of last link of coastal path (FP 77) at Panton Cop after the Winter storms
- Modification of definitive map and statement at Mold Bypass so that OS maps are up to date
- Successful outcome of a Public Inquiry for an Order to realign FP in Gwespyr (FP 39)
- Launch of CAMS (Countryside Access Management System) web-based system to enable public to report PROW problems
- Publication of third Annual Report
- Award presented by British Horse Society to Rights of Way team to recognise their achievements in equestrian access work.

Drainage and Flood Management

Separation of the Flood and Drainage section from the wider Engineering Consultancy has now been completed. An Annual Action Plan to be prepared in Q1 of 2015/16 to set out key plans/deliverables for the service.

The team is presently collaborating with NRW, WWDC and neighbouring Lead Local Flood Authorities to better share resources across a number of work streams. e.g. project underway with the above bodies developing clearer guidance and processes with the Planning Department to provide consistent direction to developers on flood risk and drainage matters.

Energy Unit

Reported in Improvement Plan Priority Carbon Reduction

Areas of Concern

Planning Strategy

- Potential LDP timetable slippage and intervention by Welsh Government
- Implications of new TAN1 and speculative applications for housing development

Development Management

There remains a concern over maintaining efficient service delivery and improved performance through the adaptations outlined above (under 'Areas of Positive Performance'), particularly in light of the reduction in staff numbers and the new aspects of service delivery such as the charges for pre-application advice.

Within the next quarter the proposed changes identified in the previous Service Plan which include the introduction of area based DM teams, mobile working, a restructured Enforcement team and realigned Support Services, will be introduced.

These structural changes are to a large extent linked to the corporate Business Plan and the identified need for efficiencies. The rationalisation of the Council's accommodation and the relocation of the Planning Service from its existing office space will need to be carefully managed, as the difficulties with the Authority's external software provider and the knock on effect in relation to the Council's own ICT service result in us still having to rely on paper files. These difficulties are being addressed but in addition to this, further significant changes will be required to adapt our software systems to the capture and monitoring of the additional information required by Welsh Government's new range of performance indicators. Nevertheless officers have been equipped with the technology to allow them to work remotely and they are encouraged to spend at least a day a week out of the office (in a structured manner) as a precursor to full mobile working.

Building Control

Upturn in building trade and reduction in staffing numbers in Building Regulations potentially affecting Performance.

Trading Standards – Investigations, Compliance and Animal Health & Welfare

The main pressures have related to resource issues due to long term sickness absence of a couple of members of staff and uncertainty relating to a TSO post which has been a Temporary Fixed term contract extended on a 3 or 6 monthly basis for a long time. It is hoped to make this post a permanent post in the near future. A long running complex investigation is also impacting upon available resources within the teams.

An additional pressure relates to the fact that Cheshire West and Chester Trading Standards service no longer operate a Weighbridge Test Unit. Whilst NWHOTS are currently trying to make an alternative arrangement with another accredited provider, this is likely to cost more than the service previously provided by Cheshire.

A further significant pressure has been uncertainty relating to the continuation of funding from Welsh Government for Animal Health and Welfare work. Funding has been secured for a further 10 months until January 2016 but funding for this area of work remains a concern for the future.

The way in which funding for Animal Feed enforcement is given has changed with effect from 1st April 2015 whereby these monies are now allocated via the FSA whereas previously it was part of the RSG settlement. This may prove to be a pressure on the service over this forthcoming year depending on how well the proposed financing arrangements work out with the FSA.

Corporate Health & Safety

Loss of health and safety experience within the Corporate H&S team as a result of two members of staff leaving the Authority and only recent approval to recruit but in addition and more generally, loss of health and safety experience due to many experienced people leaving the Authority across all Portfolio areas. To overcome this, it is planned that Health and Safety will now be included as a consideration within the new appraisal system and these will be linked to the Corporate Health and Safety Training Matrix. Corporate Health and Safety and Corporate Training will be working together to raise the awareness of this.

Environmental Health - Food Safety and Food Standards and Health & Safety Enforcement

Resources need to be maintained in these service areas to cope with current and future legislative and consumer demands. In recognition of Flintshire's greater involvement in Event planning including many large, high profile events there is a need to streamline the process for setting up Safety Advisory Groups to ensure effective co-ordination with other areas of the Council and to make it easier for organisers to receive a holistic approach.

Environment and Countryside

Ash Dieback has crossed the 1000 site mark, nationally. However infected sites in Wales remains low.

NRW have confirmed intention to close the Talacre Beach car park within three years. Without an alternative for vehicles, it will have dire consequences for the community and businesses of Talacre and its ability to function as a tourist destination. Work is underway to re-visit the masterplan to seek an alternative.

Highways Development Control

The availability of staff resource to provide detailed highway consideration to the number of LDP candidate sites.

To secure the full advantages of agile and mobile working for the team.

To ensure the success of a move to an e consultation procedure to deal with planning application consultations.

To embrace the changes in standards and guidance for new highway design eg Active Travel Wales Bill.

Rights of Way

Ease of use of web-enabled CAMS. To be resolved by the contractor

Continued support of the Legal Department via a dedicated Rights of Way Legal Officer

Future of a dedicated source of grant aid for Rights of Way Improvement Plane (ROWIP) work from NRW

Potential for increase in irrelevant objections to statutory orders (particularly modification orders) Amount of resources to manage the network at a time of budgetary cuts.

Drainage and Flood Management

Grant Funding: Welsh Government's 'Revenue Support Grant' for Flood Risk Management will now be incorporated into a wider Environment and Sustainable Development grant from 2015/16. This may potentially result less available team funding than the £100k p/a received in previous years.

New Team structure and workload priorities remain to be determined to ensure delivery of core and statutory duties given the reduction in available staff and potentially financial resources.

Changes to the '1975 Reservoir Act' expected to be implemented in Wales in 2015. Potential impacts for the Council's legal duties as a reservoir undertaker to carry out improvement works on the system at Greenfield Valley (beyond those at Flour Mill already planned)

Energy Unit

Due to British Gas introducing a new billing system to all of its customers Flintshire

have been unable to pay any British Gas electricity bill since September 2014. Despite their best efforts there is currently no timeline when the billing problems, which for Flintshire C.C. are related to the electronic data interchange system and how it is configured, will be addressed.

Advice to all service users to make an accrual based on last year's electricity energy costs plus a 4% margin has been given.

Fortunately, as we moved into the new financial year our contract with British Gas was terminated so although we still have to resolve last year's billing issues and payments, it will not affect the current year (2015/16).

Improvement Plan (none in year priorities)

Planning Strategy

Delivery of LDP

Key Projects

Planning Strategy

- Local Development Plan (statutory requirement)
- Local Heritage Strategy (good practice)

Environment and Countryside

Flintshire Coast Park Strategy was endorsed by Cabinet and an application is currently being put together for Coastal Communities funding (£300K) to deliver schemes within the coast park.

Rights of Way

- Regular meetings with the Ramblers, the British Horse Society and the British Driving Society
- Good working relationship with NRW, in particular over grant provision
- Regular meetings with Rights of Way staff in Wales' other local authorities and National Parks
- Regular attendance at Local Access Forum meetings
- Close liaison with landowners to resolve rights of way problems
- Collaboration with Countryside Service over the Coastal path and co-ordination of work programmes

Highways Development Control

Support and input into major projects:

- Northern Gateway
- Crematoria applications
- Flint Extra Care Facility and Flint Health Centre
- SHARP Housing Programme
- New retail developments Aldi Broughton & Buckley
- Energy Recovery Facility, Deeside Industrial Park

Drainage

Mold Flood Alleviation Scheme – Design & Development. (Planning July 2015)
Flour Mill Reservoir – Safety Improvements. (Final design due by June 2015)
Flood Risk Management Plans (Due for completion by Dec 2015)

Collaboration / Partnership Working

Development Management

Following the publication of the Williams report a series of WG led meetings were held to identify those areas where progress on collaborative working could be made between Flintshire and Wrexham's Planning Services.

The support for this work at officer level has however been frustrated by Wrexham's lack of an appetite from a political perspective and there is likely now to be a new direction for collaboration dictated by Welsh Government

Public Protection

The Permitting Officer is working with the North Wales Pollution Group on a collaboration project looking at feasibility of providing a regional response to Permitting industrial processes.

Environment and Countryside

Tree Officer is continuing to undertake work for Denbighshire, and working on the Welsh Government's Task and Finish Group advising on better protection for veteran trees.

The ARC partnership and shared Officer is continuing with key projects:

- The re-introduction of sand lizards to Gronant and Talacre dunes SSSI
- Working with NEWW to deliver Great Crested Newt licensing course and Basic amphibian course.

Completed comprehensive pond assessment and compiled a report and work programme on great crested newt breeding ponds.

Brookhill - obtained funding via the section 15 agreement with NRW to positively manage this site which we consider an exemplar great crested newt site. The positive management has also benefited other species such as water vole and grass snakes.

Rivers Trust and Coed Cymru have been trialling a new project within the Nature Fund which highlights issues pertaining to soil and water management within the farming community.

Cemex have provided further funding to support the Halkyn Ranger over the next three years.

Strong partnerships with ENi, Presthaven Sands, Kimberly Clarke, Airbus, Kingspan have been maintained along the Dee Estuary and support the Countryside Service.

Tata and Countryside Service have established a new partnership to deliver coastal education using their Tern Centre at Shotton Site.

Inter departmental advice and licensing by environment team to ensure compliance:

Obtained NRW licence for Standard landfill; amphibian exclusion fencing now erected and trapping initiated on the area where waste will be re-profiled.

Cofnod commissioned to review LDP sites and Settlements for ecological constraints.

Site visit to Pen y Bont with Rural Crimes Team - due to a received bat complaint, which resulted in being filmed as part of BBC Wales's documentary on the Rural Crimes Team.

Drainage

Coastal flood defence survey commenced in Feb 2015. Project is led by NRW but covers Council owned and other private structures. Survey data to be made available to NRW/Council in late summer 2015.

Summary of Operational Risks (from the above sections)

Risk Type	Risk Ref. and Description	Net Risk Score	Risk Trend	Target Risk Score & Date	Status Open / Closed
Operational	Delivery of LDP	A	↔	A	Open
Operational / Collaboration	Legislative Changes	G	↓	G	Closed
Operational	Capacity of service to deliver changes required by Heritage Bill	A	↔	A	Open
Operational	Vacant affordable housing officer post	A	↔	G 15/16	Open
Operational	Maintaining performance in face of reduced staffing levels	A	↔	A	Open
Operational	Management of development of new IT systems to support service delivery	A	↑	A 15/16	Open
Operational	Upturn in building trade and downturn in staffing in Building Control affecting service delivery and performance (Downturn in performance for KPI's during Q1 and Q2)	A	↑	A 15/16	Open
Operational	Vacancy of Corporate H&S advisor since May 2014, coupled with loss of Asst H&S advisor in September 2014 due to officer leaving the Authority. Impact on service delivery and support for new Portfolio areas.	A	↓	G May 2015	Closed

Section 2 - Internal and External Regulatory Reports

Report: EN0080U1 Internal Audit Pest Control Service

Date Finalised: October 2014

Conclusion: Some Assurance

Recommendations: 0x High, 5 x medium , 5 x low

Summary

Taking account of the issues identified, whilst Management can take some assurance that the controls upon which the organisation relies to manage this area are suitably designed, consistently applied and effective, action needs to be taken to ensure risks in this area are managed.

Report: Report on the Food and Feed Law Enforcement Service

Flintshire County Council 28 October – 1 November 2013

Date Finalised: September 2014 (published on FSA website)

Conclusion: Some assurance

Recommendations: 6 x Strengths and 4 x Key areas of improvement

Summary

The report was generally favourable of the work undertaken in the Food Service as illustrated by the number of Strengths identified in the audit and management can take reassurance from this finding. A key area for improvement related to Feed control and an Action Plan, which is currently being implemented has been developed to address these concerns.

Section 3 - Corporate Reporting

Complaints Handling (Source: Corporate Complaints Database)

In Q3 69.57 % of complaints were responded to in 10 working days and 82.61% in Q4. The Portfolio has significantly improved performance in each quarter of the year but is also keen to ensure the quality of responses is not compromised by providing a reply within the target time that would be unsatisfactory or fail to address the complaint.

Employee Appraisals (Source: I-Trent)

63 employees have entered their details on I- Trent

Data Protection Training (Source: I-Trent)

138 officers were identified as requiring mandatory DP Training and 93 % have now completed.

Equality and Welsh Language

List the Equalities and Welsh Language Impact Assessments: -

(1) Started/Work in Progress

(2) Completed (stating date completed)

during the period (1 April 2014 – 31 March 2015)

None

List the work areas / functions where diversity of customers are monitored.

Reception visitors

Planning applicants/agents

Describe any initiatives to increase the percentage of equality monitoring data held for customers.

Six monthly surveys of applicants and agents undertaken by planning.

Provide examples of initiatives to promote equality, eliminate discrimination and promote good community relations.

Consultation with stakeholder groups

Publication of information on website to increase accessibility

Diversity and equality training needs identified within appraisal process

Strategic planning and operational activity of Community Safety Partnership

Percentage of employees who have completed the Welsh Language Skills Audit (Source: I-Trent)

93 employees have entered their information into I-Trent

Describe any initiatives undertaken to ensure the provision of bilingual services.

Instructions to officers on bilingual greetings, bilingual signatures, use of language line, translation.

Describe any initiatives undertaken to increase the use of the Welsh Language

Welsh language scheme requirements embedded into Service Planning

Appendix 1 - Performance Indicators

Key

R	Target significantly missed or likely to be missed by a significant margin
A	Target missed or likely to be missed but within an acceptable level
G	Target achieved / exceeded or on track to be achieved / exceeded

The RAG status of the indicators for the **year end position** are summarised as follows: -

R	A	2	G	3
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Note 1 – NSI = National Statutory Indicator PAM = Public Accountability Measure

Note 2 – Change (Improved / Downturned) is based on comparison with the previous reporting period. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / PAM (Note 1)	Annual Outturn 2013/14	Annual Target 2014/15	Year End Outturn 2014/15	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
PLA/004b: The percentage of minor planning applications determined during the year within 8 weeks	Local	62.05%	66%	71%	G	Improved	
PLA/004c: The percentage of householder applications determined within 8 weeks	Local	92.46%	91%	95%	G	Improved	
PLA/003: The percentage of Planning Appeals determined during quarter which uphold the Authority's	Local	73.53%	66%	55%	A	Downturned	The low denominator (30 appeal decisions) means that performance against this indicator is always going to be

Indicator	NSI / PAM (Note 1)	Annual Outturn 2013/14	Annual Target 2014/15	Year End Outturn 2014/15	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
decision							volatile and vulnerable to influences outside our direct control. We continue to analyse appeal decisions through Planning Strategy Group, concentrating on those which follow a decision against officer recommendation. There has, during the year been a further training/workshop session with the Head of the Planning Inspectorate
PLA/005:The percentage of Enforcement cases resolved within 12 weeks	Local	77.85%	73%	70%	A	Downturned	The downturn in figures reflects the initiative to close long standing cases, reducing these from over 400 to 214 at the end of the year. Once back on an even keel the performance should recover but this will be closely monitored within each quarter
PLA 006b: The number of additional affordable housing units provided during the year as a percentage of all additional	NSI	37	Not Set	39	N/A	Improved	

Indicator	NSI / PAM (Note 1)	Annual Outturn 2013/14	Annual Target 2014/15	Year End Outturn 2014/15	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
housing units provided during the year.							
PPN 009: The percentage of food establishments which are 'broadly compliant' with Food Hygiene standards	PAM	85.7%	80%	95.6%	G	Improved	

FLINTSHIRE COUNTY COUNCIL

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

DATE: **WEDNESDAY 15TH JULY, 2015**

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

SUBJECT: **YEAR END IMPROVEMENT PLAN MONITORING REPORTS**

1.00 PURPOSE OF REPORT

1.01 To consider elements of the 2014/15 Year End Improvement Plan Monitoring Report relevant to the Environment Overview and Scrutiny Committee.

1.02 To consider the following:-

- The levels of progress and confidence in meeting the Council's Improvement Priorities and their impacts including the milestones achieved.
- The measures which evidence achievement and the baseline data, and targets.
- The baseline risk assessment for the strategic risks identified in the Improvement Plan and the arrangements to control them.

2.00 BACKGROUND

2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2014/15.

2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Chief Officers. These will be similar to those previously produced for quarterly reporting.

3.00 CONSIDERATIONS

3.01 The Improvement Plan Monitoring Report gives an explanation of the progress being made towards delivery of the impacts set out in the Improvement Plan. The narrative is supported by measures and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.

3.02 For the Environment Overview and Scrutiny Committee the following Improvement Plan sub-priority reports are attached at Appendix 1 – 3:-

- Traffic and Road Management
- Transport Infrastructure and Services
- Carbon Control and Reduction

3.03 Analysis of performance against the Improvement Plan measures is undertaken using the RAG (Red, Amber and Green) status. This is defined as follows:-

Performance

- RED – equates to a position of under-performance against target.
- AMBER – equates to a mid-position where improvement may have been made but performance has missed the target.
- GREEN – equates to a position of positive performance against target.

Outcome

- RED – equates to a forecast position of under-performance against target at year end.
- AMBER – equates to a forecast mid-position where improvement may have been made but performance will miss target at year end.
- GREEN – equates to a forecast position of positive performance against target at year end.

3.04 There are currently no high (RED) risk areas identified within the elements of the Improvement Plan Monitoring Report relevant to the Environment Overview & Scrutiny Committee.

4.00 RECOMMENDATIONS

4.01 That the Committee consider the 2014/15 Year End Improvement Plan Monitoring Report, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

5.00 FINANCIAL IMPLICATIONS

5.01 There are no specific financial implications for this report; however the Council's Medium Term Financial Plan is aligned to resource the priorities of the Improvement Plan.

6.00 ANTI POVERTY IMPACT

6.01 There are no specific anti poverty implications for this report, however poverty is a priority within the Improvement Plan 2014/15.

7.00 ENVIRONMENTAL IMPACT

7.01 There are no specific environmental implications for this report; however the environment is a priority within the Improvement Plan 2014/15.

8.00 EQUALITIES IMPACT

8.01 There are no equalities implications for this report.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no personnel implications for this report.

10.00 CONSULTATION REQUIRED

10.01 Publication of this report constitutes consultation.

11.00 CONSULTATION UNDERTAKEN

11.01 The Chief Officer Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

12.00 APPENDICES

12.01 Appendix 1 – Traffic and Road Management
Appendix 2 – Transport Infrastructure and Services
Appendix 3 – Carbon Control and Reduction

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

None.

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APPENDIX 1

Priority:	Safe Communities
Sub-Priority:	Traffic and Road Management
Impact:	Improving road safety

What we said we would do in 2014/15:

1. Complete implementation of the final phase of our 20mph zones outside schools.

Progress Status	Progress RAG	G	Outcome RAG	G
------------------------	---------------------	----------	--------------------	----------

What we did in 2014/15:-

Completed the final phase of 20mph zones outside schools. The one remaining school that could not be completed because 40mph limit on road will be considered as part of the 2015/16 speed limit review.

What went well:-

Exceeded the target with schemes completed at 70 schools (19 schools completed in 12/13).

What did not go so well:-

Time taken to secure design approval from Welsh Government

Achievement will be measured through:

- Implementation of 65 schemes of 20mph advisory zones

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Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
IPSC2M1 - Implement 20 mph advisory zones	Chief Officer Streetscene and Transportation	0 schools in 2013/14	65 schools	90 schools (All Schools)	89 schools	G	G

Risk to be managed – Gaining public and local support for our road safety schemes

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)		
M	H	R	<p>Consultation Process complete for all three schemes.</p> <p>Follow criteria for implementing road safety schemes around collision cluster sites, safe routes to school and known problem areas in terms of speeding</p> <p>Implement a programme of 20mph zones around schools</p> <p>Assessment of road safety schemes and the</p>	L	M	G	<p>Manage public confidence in terms of expectation and perception of collision cluster sites and problem areas.</p> <p>Alignment of schemes in line with findings of speed limit review.</p> <p>Monitor effectiveness of schemes through data analysis of accident statistics.</p>	Chief Officer Streetscene and Transportation	↓	L	M	G	Sept '14

		<p>need for improvements to street lighting</p> <p>Programme of street lighting improvements and upgrades targeted to known sensitive and problematic areas.</p> <p>Continue to assess and prioritise proposed safety schemes in accordance with criteria to ensure successful Welsh Government bid submissions.</p>		<p>Installation and upgrade to lanterns and lamp sources to increase the visibility and illumination whilst reducing energy output.</p>					
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Risk Progress Summary for 2014/15

The installation of new white light lamps sources have increased the illumination in the human visual aspect but have reduced the energy out put. By increasing the illumination on certain critical sites it has helped in the enhancement of the features helping to allow road users to see all aspects of the highway network within the target area.

An emerging risk has been identified by the local concerns regarding the introduction of traffic calming in Bagillt High St. The consultation period was conducted correctly however subsequently there has been a high level of local concern regarding the installation resulting in a petition with over 2,000 names being submitted expressing their opposition to the scheme which is now completed. The CEO and Chief Officer is meeting with the community in May to discuss

2. Maintain the Council's road infrastructure to improve road safety.				
Progress Status	Progress RAG	G	Outcome RAG	G
What we did in 2014/15:- Street Lighting have replaced over 750 new lanterns and have upgraded a large number of signs and bollards to LED.				
What went well:- The illumination levels have met the expectation of highlighting the target area / carriageway.				
What did not go so well:- To date all aspects of the installations have gone well. Two long term sick employees have affected the overall KPI for street lighting repairs				
Achievement will be measured through:				
<ul style="list-style-type: none"> ▪ The percentage of collisions in 'collision cluster sites' investigated and actioned ▪ Time taken to repair street lamp failures ▪ Time taken to respond to service requests for highway defects 				

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
The percentage of collisions in 'collision cluster sites' investigated and actioned	Chief Officer – Transport and Streetscene	N/A New Measure	100%	100%	100%	G	G
THS/009 - The average number of calendar days taken to repair street lamp failures during the year		3 days	3 days	3 days	4 days	A	A
Time taken to respond to service requests for highway defects		N/A New Measure	1 day	1 day	1 day	G	G

3. Implement Regional Transport Plan road safety schemes.

Progress Status	Progress RAG	G	Outcome RAG	G
------------------------	---------------------	----------	--------------------	----------

What we did in 2014/15:-
2014/15 Road Safety Schemes

- 1) A5151 Trelawnyd - junction improvement works (complete).
- 2) B5441 Queensferry to Garden City - pedestrian and cycle improvements along the route also achieving a reduction in traffic speeds. (complete).
- 3) B5125 Ewloe to Hawarden - pedestrian and cycle improvements along the route also achieving a reduction in traffic speeds. (complete).
- 4) High Street, Bagillt - implementation of physical Traffic Calming measures (complete).

What went well:-
Full completion of all 4 schemes that we received funding for.

What did not go so well:-
Feedback from the public with regards to disruption associated with works

Achievement will be measured through:

- Completion of road safety schemes

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
IPSC2M7 - Implement road safety schemes	Chief Officer – Streetscene and Transportation	100%	100%	100%	100%	G	G

Risks to be managed – Being able to obtain timely decisions of statutory approval for schemes from Welsh Government

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	<p>Follow WG criteria for implementing road safety schemes around collision cluster sites, safe routes to school and known problem areas in terms of speeding.</p> <p>Continue to assess and prioritise proposed safety schemes in accordance with criteria to ensure successful Welsh Government bid submissions. Continually review quality of bid submissions.</p> <p>Agreed new Council matrix to rank schemes</p>	M	M	A	<p>2015/16 Road Safety Schemes - Via the use of the FCC / WG Assessment Scheme Matrix's, 2015/16 submission to Welsh Government issued in March (3 schemes). Awaiting details from Welsh Government as to funding provision.</p>	Chief Officer – Streetscene and Transportation	↔	M	M	A	Jun 15

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
			Continue to use successful bid model and new matrix to identify and prioritise future submissions										

Risk Progress Summary for 2014/15

Introducing the new matrix and continued use of the WG criteria to identify schemes for successful bidding has ensured the process is more accountable. Now await the results of the latest bidding round.

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APPENDIX 2

Priority: Environment
Sub-Priority: Transport Infrastructure and Services
Impact: People being able to access employment, local services and facilities

What we will do in 2014/15:

1. Use available funding to support Council priorities for accessing employment, health, leisure and education

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2014/15:-

We have now completed three projects funded through Welsh Government's Local Transport Fund and the Rural Development Plan Fund. A breakdown of the schemes is as follows.

1. Deeside Corridor Synchronisation. Phase 2 of this project has now been completed. The scheme has improved traffic flow along the B5129 Deeside Corridor. We are now looking to improve Queensferry Roundabout and Station Road Junction. This will form part of this years Local Transport Fund bid submission to Welsh Government
2. Broughton to Saltney Cycle Way. The project has now been completed. The scheme was delivered within eight weeks. This was achieved by utilising a one way traffic management system cutting construction time by over half. The scheme provides a an off road cycling facility linking Broughton to Saltney
3. Talacre to Ffynnongroew Shared use cycle scheme. This cycle scheme was completed in September 2014. It traverses the line of the existing All Wales Coastal Path between the A548 in Tan Lan to the junction with Station Road in Talacre providing a continuous cycling link from the north of Mostyn through into Ffynnongroew and onto Talacre then continuing along National Cycle Network 5 into Prestatyn.

What went well:-

3. Talacre to Ffynnongroew Shared use cycle scheme

The Talacre to Ffynnongroew cycleway was officially opened by the Deputy Minister for Farming and Food, Rebecca Evans AM and Leader of the Council, Cllr Aaron Shotton on Thursday 2 October.

Deputy Minister for Farming and Food, Rebecca Evans said: “This new cycleway has been made possible in part thanks to investment from the Welsh Government. It is always a pleasure to see our Rural Development Plan funding in action, making a positive difference in rural communities like Talacre. The Talacre to Ffynnongroew cycleway will benefit local people, encouraging them to become more active as well as helping to attract more walkers, cyclists and visitors to our coastline.”

Councillor Aaron Shotton, Leader of Flintshire County Council said “I am delighted to open the cycleway alongside the Deputy Minister. This project has been delivered as part of the Linking Flintshire’s Communities programme which aims to enhance, develop and promote a series of footpaths, cyclepaths and bridleways to link communities in rural Flintshire. Residents and visitors can now enjoy cycling as well as walking along the County’s coast and countryside.”

What did not go so well:-

3. Talacre to Ffynnongroew Shared use cycle scheme

Design complications arose on site at construction phase, however, these were resolved with no adverse effect.

Achievement will be measured through:

- Completion of funded projects within the Regional Transport Fund

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
IPE1M1 - Completion of funded projects within the Regional Transport Fund	Chief Officer – Transport & Streetscene	3 projects	3 projects	3 projects	3 projects	G	G

2. Prioritise the Council's road infrastructure for repairs and maintenance and implement network improvement programmes

Progress Status	Progress RAG	G	Outcome RAG	G
------------------------	---------------------	----------	--------------------	----------

What we did in 2014/15:

Set targets in line with WG guidelines for the condition of principal roads which allowed resources to be prioritised on non-classified roads. The additional Welsh Prudential Borrowing funding has again this year enabled the Council to concentrate on the C classification of roads. Regrettably this investment will be insufficient to improve the network however the decline in standard will be limited.

Increased the percentage of street works inspections from 10% to 12%

What went well:-

All bar 2 schemes of this year's resurfacing programme were completed on time.

Increase in inspections enabled the Authority to identify potential defects during the initial works, encouraging works to be undertaken to the required standards and reducing the number of site revisits.

What did not go so well:-

Delayed 2 schemes due to the Contractor encountering difficulties with material deliveries from the supplier.

Achievement will be measured through:-

- Condition of the highway's infrastructure
- Inspections to identify overrunning streetworks
- Inspections of street works while works are being undertaken

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
THS/012 - The percentage of principal (A) roads, non-principal (B) roads and non principal (C) roads that are in overall poor condition*	Chief Officer – Transport & Streetscene	4.3%	6%	6%	4.5%	G	G
Inspections to identify overrunning streetworks		N/A – new measure	Baseline Year	TBC once baseline established	N/A	N/A	N/A
Inspections of street works while works are being undertaken		10%	12%	12%	12%	G	G

*Aspirational target set in line with the Welsh Government guidelines for the condition of principal roads and allows resources to be prioritised on non-classified roads.

3. Improve facilities and routes for pedestrians and cyclists							
Progress Status			Progress RAG	A	Outcome RAG	G	
<p>What we did in 2014/15:- Active Travel Sustrans were commissioned by Welsh Government to undertake the 1st phase of the mapping exercise for each of the designated settlements within Flintshire (13).</p>							
<p>What went well:- Active Travel Training was provided by WLGA in association with Sustrans on use of the mapping system to undertake the next stages of delivery of Active Travel.</p>							
<p>What did not go so well:- Active Travel Sustrans had not completed the mapping stage by the initial deadline date of the end of March, however, it is expected to be complete early April.</p>							
<p>Achievement will be measured through:</p> <ul style="list-style-type: none"> Undertake mapping for the Active Travel Bill by March 2015 Increased usage of the County's cycleways <p>Achievement Milestones for strategy and action plans:</p> <ul style="list-style-type: none"> Undertake mapping for the Active Travel Bill by March 2015 							
Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
IPE1M7 - Number of users on the cycleway networks evidenced through counter data	Chief Officer – Transport & Streetscene	82,500 users	120,000 users	150,00 users	353,000 Users	G	G

4. Seek approval from Welsh Government for the Deeside Infrastructure Business Plan and implement its proposals				
Progress Status	Progress RAG	G	Outcome RAG	G
<p>What we did in 2014/15:- The Council's Masterplan for the whole Northern Gateway site has been adopted. The Council continues to discharge planning conditions in relation to the two outline planning permissions for the two parts of the site. All details in relation to the river embankment strengthening have been approved and works have begun with an expected completion date of summer 2015.</p>				
<p>What went well:- All conditions, schemes and details were approved within prescribed timescales.</p>				
<p>What did not go so well:- Some delay in the implementation of the bank strengthening works</p>				
<p>Achievement will be measured through:</p> <ul style="list-style-type: none"> ▪ Approval of the Northern Gateway site "masterplan" by April 2014 ▪ Scale of development in the site beginning with the commencement of infrastructure works by July 2014 <p>Achievement Milestones for strategy and action plans:</p> <ul style="list-style-type: none"> ▪ Approval of the Northern Gateway site "masterplan" by April 2014 ▪ Scale of development in the site beginning with the commencement of infrastructure works by July 2014 				

5. Develop proposals for coordinated transport across the region.				
Progress Status	Progress RAG	G	Outcome RAG	G
What we did in 2014/15:-				
<p>North Wales Joint Local Transport Plan FCC devised and provided Gwynedd, the lead Authority for the development and implementation of the Joint North Wales Local Transport Plan, its prioritised schemes for inclusion in the Plan. The plan covers Isle of Anglesey Council; Conwy County Borough Council; Denbighshire County Council; Flintshire County Council; Gwynedd Council and Wrexham County Borough Council areas and sets out their vision to 'remove barriers to economic growth, prosperity and well-being by delivering safe, sustainable, affordable and effective transport networks'. The Draft Plan went out to consultation between 24th November 2014 to 5th January 2015, the final Plan was published on 30th January 2015.</p>				
What went well:-				
<p>1. Flintshire County Council held its own consultation event on the Draft North Wales Joint Local Transport Plan (LTP) on Monday 15 December at Mold Town Hall. The event aimed to provide an opportunity for the public and stakeholders to discuss and comment on the schemes that FCC put forward to deliver the interventions outlined in the Draft North Wales Joint Local Transport Plan 2015- 2020. The event was well attended with support for many of the proposed schemes for prioritisation in the Plan. The main outcomes were:</p> <ul style="list-style-type: none"> • Include a scheme to prioritise improvements to the two part Mold to Flint Cycleway, particularly at the A55 interchange. • Include the Mold to Saltney Greenway for further research. • Improvement to Public Transport services to include Community Transport • Keen interest in the future Delivery of Active Travel work and future consultations as required by the Act. <p>All of the above have been included as priorities within the Final Plan. Bids put forward in March 2015 for Year 1 (2015/16) of LTF funding include a feasibility study for alternative routings for the Mold to Saltney Greenway and an Integrated Transport study for Flintshire.</p>				

What did not go so well:-

1. North Wales Joint Local Transport Plan.

Lessons learnt include better forward planning for prioritising LTF schemes to include a scoring system for prioritisation. This is now being devised.

Achievement will be measured through:

- Development of the Regional Transport Plan/Local Transport Plan by March 2015
- Developing proposals to enable the implementation of the Regional Bus Strategy by March 2015

Achievement Milestones for strategy and action plans:

- Development of the Regional Transport Plan/Local Transport Plan by March 2015
- Developing proposals to enable the implementation of the Regional Bus Strategy by March 2015

6. Continuously review the Council's subsidised bus services to improve access to employment, health, leisure and education

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2014/15:-
Completed first review of subsidised bus services with report due to go to Scrutiny 23rd April 2015 to review County Subsidised Bus Services and seek support for work to commence with Local Communities to deliver Community Based Transport Arrangements. Additionally the report will advise Scrutiny of the proposals to remove the Council subsidy for the bookable Demand Responsive Travel (i.e. Deeside Shuttle) and develop options for the introduction of non-subsidised bus services (Commercial).

What went well:-
Engagement with stakeholders.

What did not go so well:-
N/A

Achievement will be measured through:

- Scale and take-up of bus passenger numbers

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Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
THS/007 - The percentage of adults aged 60 or over who hold a concessionary travel pass	Chief Officer – Transport & Streetscene	76.01% (29,439 over 60 passes in circulation as at 31.03.14)	78%	80%	79.47%	G	G
Number of passengers on Deeside Shuttle		63,500 passengers	64,000 Passengers	64,000 Passengers	79,488	G	G

Over 60 concessionary passes in circulation as of 31.03.2015 – 31,211
Figures above take into account National Fraud Initiative (NFI) Data Matching Exercise to identify deceased pass holders

Risks to be managed: –

Securing funding to ensure our highways infrastructure remains safe and capable of supporting economic growth

Ensuring that the county's infrastructure is adequate to support economic growth

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Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	Resurfacing programmes within the Highway Asset Management Plan. Improvements funded from various sources including prudential borrowing, and WG funding	M	M	A	Loss of WG PBI funding will have an impact on road condition (Amber) Robust management and targeting of funding through HAMP, active travel and general transport improvements	Chief Officer Streetscene and Transportation	↔	M	M	A	Sept '14

Risk Progress Summary for 2014/15

Flintshire remains at the top of the performance table for Wales for the best roads in Wales through robust management and prioritisation of funding.

Risk to be managed: Ensuring sustainable transport options remain attractive to users

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	<p>Rural transport project – through extensive consultation with the rural communities in Flintshire, a baseline of evidence has been established and gaps identified in the transport network.</p> <p>Report to be produced by end of November to go to Cadwyn Clwyd Board in December which will outline results and findings of the consultation with the rural communities of Flintshire and make recommendations for potential initiatives and pilot schemes identified to</p>	L	L	G	<p>Report went to Cadwyn Clwyd Board in November and findings will be taken forward as part of the Local Transport Plan. There will be a gap between the final report and the new funding being available.</p> <p>Continue to monitor subsidised bus services in terms of the policy – cost per passenger, accessibility, economic regeneration, safety and security, integration with other transport modes and sustainability</p>	Chief Officer Streetscene and Transportation	↔	L	L	G	Jan 2015

			<p>reduce social exclusion and enhance the vitality and sustainability of rural communities, which can form part of the funding bids through Cadwyn Clwyd in 2015/16</p> <p>Subsidised bus service initial review completed and policy in place to determine which bus services should continue to be supported in 2014-2015</p>							
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Risk Progress Summary for 2014/15
 Report due to go to Scrutiny 23rd April 2015 to review County Subsidised Bus Services and seek support for work to commence with Local Communities to deliver Community Based Transport Arrangements.

Risk to be Managed - Transition of TAITH to new model for regional transport including contingency planning and resourcing

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)		
H	H	R	<p>Key activity areas for regional co-ordination are continuing through a number of 'host' Authorities which have existing expertise to lead them e.g. DBS checks for drivers, passenger information, community transport, concessionary travel.</p> <p>Ministerial Task Force reported in December 2014 providing options on the future of transport delivery for the region including the future of the Taith Board. A special meeting of the Board took</p>	M	M	A	<p>Prepare for likely move from Taith Board to Economic Ambition Board. Decide future of Taith Committee</p>	<p>Chief Officer Streetscene and Transportation</p>	↔	M	M	A	Jan 2015

		<p>place in March 2015 to discuss the recommendations within the report and a final decision on the future direction for the Taith Board will be made later in the year</p> <p>Individual duties for administering and managing the new Bus Service Support Grant (BSSG) 2014-2015 for North Wales have been agreed and allocated with Flintshire's Transportation Manager to take over the role of Project Manager for the scheme with support from the Chief Engineer Transportation at the Isle of Anglesey acting as technical specialist. Financial management and support in 2014-2015 is provided by Flintshire</p> <p>Each of the Local Authorities is responsible for monitoring its own expenditure in support of</p>				<p>Administration arrangements for BSSG to carry forward to 2015/2016</p> <p>Streetscene and Transportation restructure will give more opportunity for building in resourcing resilience and contingency planning.</p>						
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			transport services under the BSSG scheme.											
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Risk Progress Summary for 2014/15

The current level of risk is amber reflecting the work that has been undertaken. The risk trend arrow shows that the actions currently being undertaken are maintaining the risk and it is expected that this will continue.

The transition from the abolishment of Taith to the current position has been managed effectively and the various work streams have continued and been delivered by the appointed authority. A final decision on the future of the Taith Board will be required to provide certainty on the future of the governance and delegations vested within in the Board

Risk to be managed: Reductions in Welsh Government grants for subsidising services

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	<p>Subsidised bus service initial review completed and policy in place to determine which bus services should continue to be supported in 2014-2015.</p> <p>Continue to monitor subsidised bus services in terms of the policy regarding service performance and determine which services should continue to be supported i.e. cost per passenger, accessibility, economic regeneration, safety and security, integration with other</p>	M	M	A	<p>Explore alternative funding sources, e.g. Cadwyn Clwyd. RDP Funding will be available from June 2015 as part of a competitive bidding process with match funding required from FCC</p> <p>Non-conventional transports such as Community Transport, Taxibus services, Demand Responsive Transport will be considered and developed as part of the bidding process and business planning</p>	Chief Officer Streetscene and Transportation	↑	M	M	A	Jan 2015

			transport modes e.g. rail				process							
							Local Transport Plan will also inform future delivery							

Risk Progress Summary for 2014/15

Process in place to ensure all alternative funding sources are identified and bidding process entered into. Working with commercial operators to develop alternative routes.

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APPENDIX 3

Priority: Environment
Sub-Priority: Carbon Control and Reduction
Impact: Reducing our carbon impact on the natural environment

What we said we would do in 2014/15:

1. Market and promote carbon reduction measures within the Council, with our partners and with the public to manage and reduce emission levels.

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2014/15:-

The IT issues referred to in the Q3 report, regarding the “Sense Logix” real time metering at the 11 Carbon Trust, pilot primary schools has been resolved and the metering is now functioning normally. It is our intention to run a competition amongst these pilot schools during 2015/16 to challenge them to further reduce their energy consumption. However, an indication of the success of the Carbon Trust project is that the participating schools have on average saved an indicative 3.75% on their electricity and 3.3% on gas use.

A report called “the Large Scale Renewable Energy Action Plan” was submitted to Cabinet and approved, a public consultation exercise seeking comments from the general public will commence shortly.

Our Energy Monitoring system “Digital Energy Carbon and Energy Management system “ has been upgraded and reissued to all users.

In the Cyd Cymru Collective Energy Switching project, our publicity campaign ensured Flintshire had the 3rd highest numbers of registrations in Wales, with 234 Flintshire residents registering and 5600 total registrations. Final switch numbers will be confirmed after the cooling off period has passed, but unique offers were secured from 3 energy companies and figures are showing likely switch figures of around 30-35%. The cheapest tariff secured from the 3 energy companies was last commercially available as a tariff in November 2010.

Working with colleagues in Housing as part of the Domestic Energy Efficiency Project, we successfully claimed the first domestic Renewable Heat Incentive (RH) I registration for renewable heat energy being generated in council properties and Green Deal Home

Improvement Funding of over £130k. We began work on several new initiatives through the Affordable Warmth partnership including the “Monergy” finance and energy advice scheme, the healthy homes hub, and the fuel poverty targeting programme. For further information, PIs for that project are reported separately under the Improvement Priority Protecting People from Poverty, Fuel Poverty subheading.

What went well:-

The Carbon Trust schools energy savings initiative demonstrated that educating staff and budget holders on the efficient use of energy in their respective premises, pays off financially and environmentally, leaving more funding in the schools budgets for education purposes.

What did not go so well:-

Due to British Gas introducing a new billing system in October 2014, that is still not operational, Flintshire C.C. have not paid any invoices since that time. This has prevented the Energy Unit validating energy consumption and challenging sites where more energy has been used than expected.

2. Challenge the Council’s carbon emissions, through our assets, vehicles and people behaviour: -

- Investing in renewable energy schemes

- Investing in a more efficient fleet (vehicles)
- Improving the efficiency of our street lighting; and
- Increasing recycling of the Council's own waste

Progress Status

Progress RAG

G

Outcome RAG

G

What we did in 2014/15:-

Investing in renewable energy schemes

The reduction in the Renewable Energy budget has severely restricted the installation of renewable energy schemes during 2014/15. Just three Photo Voltaic schemes were completed, at Flint High school (44 Kwp), Abermorddu County Primary (CP). (25 Kwp) and Brynford C.P.(5 Kwp). The p in KWP is an abbreviation for " peak " in other words the maximum amount of electricity that could be generated at any given time, e.g a 25 KWP array could in theory produce 25 Kwh's (in an hour).

Domestic Energy Efficiency Project - This cross-service project surpassed its targets, delivering improvements to 839 homes (original target 650). The broadest range of measures to date was installed including solid wall insulation, loft and cavity wall insulation and boiler replacements. In addition, and in response to a move to more rural properties as well as delivery in the Deeside strip, air source heat pumps and solar panels were installed maximising the annual heating bill savings enjoyed by tenants and residents. The air source heat pumps and solar panels generate income for the team which is reinvested to continue the programme. Over 300 council properties now have renewable energy generation systems bringing an annual income to the council of over £100,000. For further information, PIs for that project are reported separately under the Improvement Priority Protecting People from Poverty, Fuel Poverty subheading.

FLEET:

Throughout 2014/15 the Fleet Review findings were implemented and this has rejuvenated the fleet across our small and large vans. As HGV's required replacing, we have carried out an options appraisal to consider whether migrating them over to spot hire contracts or continue with the vehicle until the implementation of a vehicle procurement and management partner, expected in late 2015, would be better.

Development of the Vehicle Tracking Policy will include the requirement to train drivers when their behaviour does not meet that expected.

What went well:-

Investing in renewable energy schemes

The installation of the above mentioned Photo Voltaic projects and the capital works undertaken by the energy Unit all went according to plan, and were carried out within budget. The works (both Capital and management) undertaken during 2014/15, resulted in an absolute reduction in recorded energy use of approximately 4%.

Within this figure Carbon emissions from electricity was down by 1.8% and gas 4.9%. Significant reductions in energy use and emissions from LPG and Oil were also recorded but these are not significant in terms of the Council's overall usage or emissions, and there is a question mark over their accuracy due to reporting of deliveries and stock levels at sites that use these fuels.

Although we reduced our actual energy use by 4%, when weather correction is applied, to take account of the relatively mild winter we see just a 0.43 % reduction. These are the figures that we report in the tables below. There are two likely causes for this disappointing result, one is that the weather correction calculations tend to exaggerate the savings made during very cold winters, and understate them during mild winters such as the 2014/15 winter. The second is the disruption to the service from staff retiring and leaving through voluntary redundancy throughout the year.

The installation of LPG meters referred to in Q3 report has been completed, and should provide a marked improvement so once these meters have been set up on the Energy Monitoring system it will become much more reliable in recording LPG use.

FLEET :

Roll out of new fleet vehicles.

Current Fleet make-up: 265 hire vehicles

Of which:

- 223 Burntree Light Goods Vehicles
- 34 Specialist Equipment or Plant

Average age of Hire Fleet – 1.55 years

107 Owned Fleet – Average age of Owned Fleet – 7.07 years

What did not go so well:-

Investing in renewable energy schemes

The reduction in Energy Unit staff, due to retirement and colleagues moving on, has meant 2014/15 was a very difficult year to manage and try to maintain the pressure on sites to be vigilant on their energy use.

FLEET :

Timescales for replacement or transition to newer vehicles slipped throughout the year hence the differentiation between the average age of the hire fleet against the owned fleet. This in turn has a knock on effect on our ability to reduce CO emissions given that with the averages of the owned fleet being 7.07 years EU emissions standards would be 1.00 (g/km) whereas this reduces to 0.500 from September 2010.

Achievement will be measured through:

- Carbon reduction commitment
- Renewable energy and energy retrofit schemes
- Monitoring the fuel consumption of our fleet
- Carbon emissions from Council street lighting
- Recycling performance

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
EEFLM1 - Carbon Reduction Commitment - Reduce our carbon footprint through delivery of our Carbon Reduction Strategy (non domestic portfolio)	Chief Officer – Planning & Environment	1.51% (increase in year) 18.53% (cumulative reduction weather corrected)	21% cumulative reduction	60% cumulative reduction by 2021	0.43% (reduction) 18.96 (cumulative reduction weather corrected)	A	A
Investment in renewable energy schemes		£300k	£100k	No budget for 2015/16	£100k	G	G
Monitoring the fuel consumption of our fleet (litres)	Chief Officer – Transport & Streetscene	N/A New Measure	Baseline Year	TBC once baseline established	Annual consumption Unleaded 20,966.06 litres Diesel	N/A	N/A

					1,201,705.93 litres		
Reduction in carbon emissions from Council street lighting through installing improved and energy efficient street lighting, signs and bollards.		1.8%	1.75% per annum	2.5% per annum	3.8% per annum	G	G
WMT/009b - The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way.		55.07%	57%	58%	58%	G	G

Q4 fuel consumption – Unleaded 3144.35 litres Diesel 289,255.51 litres

Risk to be managed - Ensuring that recycling and energy efficiency programmes are supported by the public and employees

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	<p>R1. Promote and raise awareness of the benefits of recycling with the public Key action campaigns to improve quality and quantity of materials through collections.</p> <p>R2. Increase the level, efficiency and ease of collection systems for the public and specific material campaigns to target materials with low capture rates and improve the quality of the materials.</p> <p>F2. Currently working through a programme of fitting Tracker Systems to all Fleet vehicles across the</p>	L	M	G	<p>R1. Target areas of low performance for both food and recycling, through door stepping and awareness raising initiatives.</p> <p>R.2 Introduction of new reusable sacks for plastic and cans. The sacks are silver/grey in colour to help reduce the amount of replacement bags required due to old style white ones were dirty.</p> <p>Improve the meet and greet system at the HRC to improve understanding of the recycling streams at the site. Review container types to maximise capacity and</p>	<p>Chief Officer Environment and Planning</p> <p>Chief Officer Streetscene and Transportation</p>	↔	L	L	G	Jan 2015

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
			<p>authority.</p> <p>F3. Drivers Handbook Extract on Economic Driving including explanation of Fuel Consumption provided to workforce. 181 Trackers are now fitted to Fleet vehicles.</p> <p>F4. Transportation and Logistics operations currently being reviewed. The results will shape how vehicles across the authority will be specified, procured, and utilized. Whilst considering alternative fuel options, and pool cars availability.</p> <p>E1 Continue to promote energy awareness</p>				<p>improve collection times.</p> <p>F2 We are continuing to consult on a Vehicle Management System Policy (which is an expansion on the originally perceived Vehicle Tracking Policy), which will be weighted towards driving efficiencies out of operations and fleet ownership.</p> <p>F3. The next phase of Driver Training is being considered, following the implementation of the new Streetscene & Transportation structure which includes a dedicated Training & Compliance Team and module content and delivery will be an influential factor.</p> <p>F4. All new vehicle requests</p>						

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
			<p>programmes and the positive contribution low cost no cost action can have on the council's energy costs.</p> <p>E2. Interaction and engagement with staff and energy champions to promote and raise awareness of energy conservation initiatives.</p>				<p>are challenged by fleet services. SLA's set up with all depts.</p> <p>A job advert is currently seeking a suitable replacement as Energy Conservation Officer and permission has been granted to take on a graduate trainee. Once these posts are filled, work will recommence on promoting energy awareness, through a variety of means, e.g revitalising the energy champions network and a refreshing of the awareness raising campaigns.</p> <p>An action plan to monitor monthly the onsite energy use to ensure energy is not being used whilst sites are</p>						

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
							closed will also be developed.						

Risk Progress Summary for 2014/15

The current level of risk is low (green) reflecting the work undertaken. However the risk trend arrow shows the actions currently being undertaken are maintaining the risk at a low level and it is expected this will continue.

3. Encourage public utilisation of recycling facilities and services

Progress Status

Progress RAG

G

Outcome RAG

G

What we did in 2014/15:-

18 primary schools received the awareness road-shows funded through the tidy towns grant.
6000 households within low participation areas not currently recycling food waste were targeted in a campaign including door stepping and leaflets.
Opened a new household recycling centre (HRC) at Sandycroft and closed Queensferry and Saltney HRCs due to the new site opening.
Improved the meet and greet system at the HRC to improve understanding of the recycling streams at the site.
Reviewed container types to maximise capacity and improve collection times.

What went well:-

The road show was well received at the 18 primary schools, positive feedback from teaching staff and pupils.
Campaign to target 6000 households was a success, results:
Food waste tonnages were up by 22% one month after the campaign, rising to 18% two months after and sustained at 18% three months after.
Food waste participation increased by 5% and this was sustained over the 2 month period following campaign.
Numbers of delivery requests for food bags and/or food bins increased by 13% percent.
Indirect benefit from the campaign resulted in an increase in dry kerbside recycling participation by 6% over the 2 month period.
Opened a new household recycling centre (HRC) at Sandycroft and closed Queensferry and Saltney HRCs due to the new site opening.
Improved the meet and greet system at the HRC to improve understanding of the recycling streams at the site. Waste is put in the right skip to allow for proper recycling and diversion from the landfill skips
Reviewed container types to maximise capacity and improve collection times – Introduction of the grey /silver reusable sack for plastic and cans. This should result in a reduced demand for replacement sacks based on visual appearance of the sacks, rather than being damaged.

What did not go so well:-

Improving the meet and greet system at the HRC to improve understanding of the recycling streams at the site moved to a phased

approach - Realised that given staffing levels not possible to do at all sites in one go during all opening hours

Achievement will be measured through:

- Improved recycling performance

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
WMT/011 - The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for reuse, recycled or of source segregated bio waste that is composted or treated biologically in another way.	Chief Officer – Transport & Streetscene	54.47%	67%	75%	62%	A	A

Risk to be managed - Securing sufficient funding for renewable energy schemes

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	Continue to invest in Renewable energy systems that are eligible for the Governments Feed In tariff and Renewable Heat incentive payments, though the significant reduction in the renewable Energy Budget (£300k down to £100K) will have a negative impact. Explore options for much larger renewable schemes	L	M	G	Continue collaboration with APSE and other Local Authorities to develop a suite of contracts in order to tender and potentially develop large scale energy schemes, that will contribute to the County's Energy needs, and revenue income	Chief Officer, Planning and Environment & Chief Officer Streetscene & Transportation	↑	M	M	A	Sep 2015

Risk Progress Summary for 2014/15

No budget has been allocated in 2015/16 for renewable energy schemes therefore a new collaborative approach as described has been devised and the risk altered accordingly to be an increasing risk.

Risk to be managed - Securing sufficient funding to maintain the Council's recycling service.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(Lxl)		(L)	(I)	(Lxl)			(L)	(I)	(Lxl)		
H	H	R	Continue to provide a regular high quality collection service to maintain/increase public participation. Continue to operate the recycling bulking facility to ensure high quality recycling to capture high end returns of income.	M	M	A	Recycling Markets have dipped during Q4 and predicted to be continued risk in 15/16. Apply the Technical Environmental Economic Practical to all collection services that do not follow Welsh Government recommended blueprint delivery - Partly completed. Rural rounds will have a specific recycling recovery vehicle which has been identified. This will be procured through CCP funding stream	Chief Officer, Planning and Environment & Chief Officer Streetscene & Transportation	↔	L	L	G	2018/ 19

				<p>Use the Kerbside Analysis Toolkit to assess that the rounds are working efficiently. (awaiting results, due in May) – linked to CCP funding.</p> <p>Use of Webaspx round optimisation software to improve fleet utilisation</p> <p>Invest to save funding – to provide an additional transfer facility which will enable to sort recyclable waste to improve quality.</p> <p>Investigate areas of good practice in other LA's to help increase participation by residents and increase income potential.</p> <p>Improve standards of meet and greet at Household Recycling Centre to divert recyclable waste from landfill.</p>					
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Risk Progress Summary for 2014/15

The current level of risk is amber (medium). The trend arrow reflects that the risk is currently being maintained at a medium level due to the need to prioritise funding so as to reduce service cost and also in consideration of the recent volatility in the recycle market which could adversely affect income to the service. The actions to further mitigate the risk to the targeted low level by 2018/19 are dependent on funding.

Risk to be managed - Securing sufficient funding for further street lighting improvement programmes.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Target Date
(L)	(I)	(Lxl)		(L)	(I)	(Lxl)			(L)	(I)	(Lxl)		
H	H	R	<p>Continue to invest in energy saving schemes. Currently Flintshire have installed 350 new lanterns including over 300 dimming units and over 500 new trimming photocells.</p> <p>Investigation into part night switching in 2 locations which will reduce carbon and energy usage whilst supporting extra benefits such as dark nights at sky. Both areas conflict with the current policy so are unable to be installed.</p> <p>Ongoing replacement of old sign and bollard technologies (to LED). Within Q1 Flintshire have replaced 27 units.</p>	L	L	G	<p>Policy change has been put forward for approval following Investigation into part night switching in areas which will reduce carbon and energy usage whilst supporting extra benefits such as dark nights at sky.</p> <p>Replace old photocells with new trimming photocells which switch on and off earlier and reduce the hours of operation by 20 hours per unit per year.</p> <p>Continue in the</p>	<p>Chief Officer, Planning and Environment & Chief Officer Streetscene & Transportation</p>	↔	L	L	G	Apr 201 5

			<p>Continue to Dim lighting units by 30% to reduce the level of energy and illumination output for a period of time during dark hours (2200hrs – 0600hrs).</p> <p>Continue to Replace old signs and bollards to LED which reduce operational visits to units and to reduce the level of energy usage</p>			<p>installation of dimming units as per the street lighting policy.</p> <p>Investigation and installation on a trial basis of LED lighting.</p>						
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Risk Progress Summary for 2014/15

The Street Lighting team has replaced 750 columns and lanterns in 2014/15 with the implementation of a new policy highlighting areas of new technology to help save energy and reduce carbon emissions. The installation of LED bollards and sign lanterns has helped to reduce the overall energy impact which in turn has reduced the overall carbon usage.

Once the new policy has been fully implemented the replacement of photocells to part night will reduce the burning hours of the lanterns thus reducing each unit's energy consumption and carbon output by up to 40% on average.

4. Encourage residents and employees to use more sustainable forms of transport.

Progress Status	Progress RAG	G	Outcome RAG	G
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What we did in 2014/15:-
 Provided 2 new cycling infrastructures
 Ran 2 cycle to work schemes within Flintshire County Council
 Distribution of Flintshire's Cycling Leaflet.
 Distribution of the Linking Flintshire's Communities Leaflet
 Responded to 9 Travel Plans applications through the Planning Process
 Smart Travel training delivered to Flintshire's Communities First Staff
 Introduced the Welsh Government's Smarter journeys to schools toolkit to three schools
 Attended events to encourage sustainable travel

What went well:-
 Opening of the Talacre to Ffynnongroyw cycleway by the Deputy Minister for Farming and Food, Rebecca Evans AM and Leader of the Council, Cllr Aaron Shotton on Thursday 2 October. Data loggers will be installed on this route in 2015.
 Road Safety delivered cycle training to 648 children (year 6 pupils).

What did not go so well:-
 Talacre to Ffynnongroyw Shared use cycle scheme - Design complications arose on site at construction phase, however, these were resolved with no adverse effect.

Achievement will be measured through:

- Increased use of cycleways

Achievement Measures	Lead Officer	2013/14 Baseline Data	2014/15 Target	2016/17 Aspirational Target	2014/15 Outturn	Performance RAG	Outcome Performance Predictive RAG
IPE1M7 - Number of users on the cycleway networks evidenced through counter data	Chief Officer – Transport & Streetscene	82,500 users	120,000 users	150,000 users	353,000 users	G	G

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