

Quarterly Performance Report –Public Protection

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Report Period Quarter 2: July – September 2012

Introduction

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

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

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

1. Foreword

Report highlights for this quarter are the following items: -

<p><u>Community Protection:</u></p> <p>Trading Standards - Investigations</p>	<p>The indicator for Trading Standards High Risk inspections is jointly reported by the Compliance, Food Safety/Standards and Investigations sections. Performance has improved this quarter with an outturn figure of 50% recorded. The other indicators for Trading Standards are annually reported and at current performance are projected to meet the 100% target by the end of the fourth quarter.</p> <p>The Investigations Team successfully prosecuted a Mold Market trader for selling counterfeit goods in the form of air freshener aerosol canisters. The trader elected trial in the Crown Court but later changed his pleas to guilty. In sentencing the judge mentioned that this type of offence jeopardises the business prospects and employment of genuine traders. The defendant was sentenced to 24 weeks imprisonment for each of 4 offences – to run concurrently and be suspended for 12 months. He also received a 200 hours unpaid work order plus costs of £860 and a destruction order for his stock of 200 canisters.</p> <p>In July the Council underwent an audit of its covert surveillance activities by the Office of the Surveillance Commissioner. The report has recently been received and was favourable.</p> <p>The North Wales Tobacco Alliance was launched. This brings together those that can have an impact on reducing the prevalence of smoking and preventing young people from starting smoking. The Team Leader, Trading Standards Compliance represents Public Protection and we contribute via work on under age sales; the prohibition on sale of tobacco from vending machines; reducing the sale of counterfeit products; and enforcement of the smoke-free premises requirements.</p>
<p>Licensing</p>	<p>The Private Hire Operators Forum met on 16th August. This provides an arena for open discussion between the taxi trade and the Licensing Authority. It is valued by both parties and provides for increased understanding. We learn of the problems encountered by the industry during difficult trading conditions and they can better understand the legislative constraints that we have to operate under.</p> <p>There was a Licensing Committee on 24th September 2012 and reports included:</p> <ul style="list-style-type: none">- An update on recent changes to the Licensing Act 2003- Progress on the next Gambling Act 2005 licensing policy- The Law Commission review of the 1847 and 1976 taxi legislation.

<p>Community Safety</p>	<p>The Public Protection contribution to Flintshire’s stand at the Flint & Denbigh Show was well received. The theme for one of the Community Safety stalls was ‘Know Your Units’ which aimed to get people thinking about their alcohol intake. Unit measure cups and information cards were given to older people who were advised to keep them at home and if they have a drink they could use the measure cup to monitor the units of alcohol being consumed.</p> <p>In addition around 120 Drug and Alcohol Packs were distributed to teenagers. These packs were developed by Community Safety to provide age appropriate factually correct information.</p> <p>The Anti Social Behaviour Coordinator led on a multi-agency approach to tackling street drinking in Flint. A number of complaints were made to several agencies and also through 'Facebook', highlighting the fact that individuals have been drinking in public areas and causing a nuisance which was impacting on the quality of life of local residents. In response to the problem, a multi-agency meeting was held on the 11th July to address the concerns of local people and formulate an action plan. A number of actions were taken including increased patrols by Neighbourhood Wardens and concerted efforts by the Police to target drinkers in the ‘Alcohol Control Zones’ that the Council have set up.</p> <p>The Street Rugby League Project ran through the summer in Higher Shotton and Fron Park Holywell. It offered young people between 11 and 17yrs an opportunity to get involved in a new sport that offers physical /health benefits as well teaching respect, discipline and team work all wrapped up in fun sessions run by trained Street Rugby League coaches. The projects received multi agency funding and have been a success in providing young people with a focus that helps steer them away from less positive activities and influences.</p>
<p><u>Environmental Protection:</u></p> <p>Environmental Control</p>	<p>This section has again worked hard to deal with reactive service requests (177 this quarter) as well as undertaking proactive work in relation to Houses of Multiple Occupation (HMOs)</p> <p>3 Improvement notices have been served.</p> <p>Progress has also been made this quarter in the successful recruitment of temporary Environmental Health Officers and one Enforcement Officer due to start with the team in October.</p>
<p>Pollution</p>	<p>120 alleged noise nuisance complaints have been logged and investigated this quarter.</p> <p>The team have also provided advice and guidance on 238</p>

	<p>planning consultations for proposed developments across the County.</p> <p>4 enforcement notices have been served.</p> <p>The Local Air Quality Management Report has been completed and has been submitted to Welsh Government for ratification. The section will work on implementing any recommendations as a result of this report during Q3 and Q4.</p> <p>Work has also commenced this quarter on updating the Council's Contaminated Land Strategy.</p>												
<p>Animal and Pest Control</p>	<p>Due to the nature of this service area, Quarter 2 is naturally the peak of the animal and pest control service delivery. Despite the wet and variable temperature experienced this Summer, the team has treated and dealt with the following number of reported public health pest incidents:</p> <table data-bbox="459 840 906 1059"> <tr> <td>Mice</td> <td>67</td> </tr> <tr> <td>Rats</td> <td>289</td> </tr> <tr> <td>Unidentified insects</td> <td>9</td> </tr> <tr> <td>Fleas</td> <td>49</td> </tr> <tr> <td>Wasps</td> <td>283</td> </tr> <tr> <td>Garden Ants</td> <td>134</td> </tr> </table> <p>Signs at school sites where they do not permit access to the public have begun to be erected in order for the Council's enforcement officers and North Wales Police to undertake enforcement action for dog fouling under Section 547 of the Education Act 1996.</p> <p>Proactive patrols have taken place by North Wales Police and our enforcement officers for littering and dog fouling.</p> <p>The launch of the Council's first app "Doggy Do" took place this quarter. This has enabled residents to report issues to the Council at times that suit them, rather than times that suit the Council. It has meant that our intelligence base has increased and are able to direct our resources more appropriately. The launch of this app was featured on BBC breakfast / evening radio as well as in the local and national press. Other Local Authorities now wish to adopt this app for their own Authority area.</p>	Mice	67	Rats	289	Unidentified insects	9	Fleas	49	Wasps	283	Garden Ants	134
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<p>Bereavement Service</p>	<p>The Council's Cemetery Regulations have been updated during this quarter and were approved by Cabinet. Copies of the new Regulations will now be sent out to all Funeral Directors and Stone Masons within the County as well as our online version being updated.</p> <p>The Council has been subjected to a number of complaints in relation to grass cutting and maintenance within the Cemeteries</p>												

	<p>which is undertaken in house by our Streetscene team. This has been due to the exceptionally wet weather that we have experienced this quarter. Additional cuts were arranged to deal with long grass as well as operatives ensuring wet cuttings were removed from headstones to maintain the overall high quality appearance of our cemeteries.</p> <p>Ongoing improvement works to Hawarden No2, Treuddyn and Kelsterton continue.</p>																				
<p>Building Control</p>	<p>During Q2, the Building Control section have dealt with:-</p> <table data-bbox="475 584 1214 1099"> <thead> <tr> <th></th> <th style="text-align: right;">Quarter 2 2012</th> </tr> </thead> <tbody> <tr> <td>Full Plans submissions</td> <td style="text-align: right;">96</td> </tr> <tr> <td>Building Notice submissions</td> <td style="text-align: right;">40</td> </tr> <tr> <td>Partner Authority submissions</td> <td style="text-align: right;">23</td> </tr> <tr> <td>Partner Inspector submissions</td> <td style="text-align: right;">4</td> </tr> <tr> <td>Regularisation submissions</td> <td style="text-align: right;">2</td> </tr> <tr> <td>Dangerous Structure cases</td> <td style="text-align: right;">9</td> </tr> <tr> <td>Demolition Notices</td> <td style="text-align: right;">6</td> </tr> <tr> <td>Street naming / numbering and house naming cases</td> <td style="text-align: right;">18</td> </tr> <tr> <td>Consultations from Planning concerning possible Building Regulation work</td> <td style="text-align: right;">33</td> </tr> </tbody> </table> <p>During the last three months the Building Control team has received four applications from a firm of local Architects who have in recent years used Approved Inspectors for all their Building Control work in Flintshire.</p> <p>The team has received an application for further building work at Airbus UK in Broughton, a project with a build cost of at least £7 million.</p> <p>A project which Flintshire Building Control administered for Airbus UK in Broughton proceeded through to the National Local Authority Building Control Awards to be held at the Senedd in Cardiff in October.</p> <p>The team continues to undertake Fire Risk Assessments of Council owned buildings with a number of school sites now completed and work on the County Hall complex having started during this quarter.</p>		Quarter 2 2012	Full Plans submissions	96	Building Notice submissions	40	Partner Authority submissions	23	Partner Inspector submissions	4	Regularisation submissions	2	Dangerous Structure cases	9	Demolition Notices	6	Street naming / numbering and house naming cases	18	Consultations from Planning concerning possible Building Regulation work	33
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<p><u>Health Protection</u></p> <p>Food Safety and Food Standards</p>	<p>Performance against High Risk inspections undertaken has improved this quarter with an outturn figure of 40% recorded against the target of 50%. The percentage number of Broadly Compliant premises has remained at 82% which is in excess of</p>																				

	<p>the target of 80%. Progress has been made on recruitment to the vacant posts by the appointment of a temporary EHO to the section with a further EHO due to start in October; this will help towards performance for the remainder of the year.</p>
Health & Safety Enforcement	<p>Work is progressing well with the Estates Excellence project in conjunction with Wrexham County Borough Council to promote and mentor Health and Safety awareness on the Deeside and Wrexham Industrial parks.</p>
Corporate Health & Safety	<p>During this quarter the first of two Members Development Health and Safety training has taken place on 21st September with very positive feedback. The next session is organised for 12th October.</p> <p>Two out of three Senior Management Health and Safety training sessions have also taken place as a joint venture between ourselves and Wrexham County Borough Council. This training entitled “The Principles of Safety Leadership” has also been very well received.</p> <p>During this quarter the Corporate Health and Safety Steering Group received presentations from the Environment Directorate which included updates on progress on Health and Safety action plans.</p> <p>The “new look” Corporate Health and Safety Infonet site has now gone live which is ahead of schedule. The site has been visually improved and has been designed to be more user-friendly. It allows easier navigation to the important documentation and tools required by all staff to assist them in managing health and safety across the Authority.</p>
Animal Health and Welfare	<p>Our Priority Action Plan for Animal Health and Welfare work has been approved by Welsh Government and we will soon receive our grant allocation for 2012/13 which amounts to £34,730.93. This will enable us to continue with the priority work as identified in the Framework document submitted.</p> <p>Good progress to date is being made against these priorities.</p>
General	<p>The Business Support meeting held in August with the Better Regulation Delivery Office (BRDO), Wrexham County Borough Council and key local business partners went very well, with a direction for further work to provide a consolidated joint “New Business” information pack on Public Protection regulation and to explore the possibilities for a single Business Support telephone number in the two counties. Collaborative work between Flintshire and Wrexham Councils is ongoing in this regard.</p>

2. Performance Summary

2.1 Improvement Plan Monitoring

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



KEYS

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

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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5.9 Implement recommendations of E-coli inquiry	Ongoing			See Para 3.1

2.2 Strategic Assessment of Risks and Challenges

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

2.3.1 Performance Indicators and Outcome Measures

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



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

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

PPN/007 – The percentage of significant breaches that were rectified by intervention during the year for i) Trading Standards, ii) Animal Health.








PPN/008 - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for i) Trading Standards, ii) Food Hygiene, iii) Animal Health & iv) Health & Safety.

PSR/007A – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage that have a full licence.

PSR/007c – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement.

PSR/008 - The percentage of high risk private sector dwellings improved to an acceptable level.

1A4.2L3 – Develop targets for increasing satisfaction levels by 5% per year over baseline.

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
BCT/004 – The percentage of building control ‘full plan’ applications checked within 15 working days during the year	92%	97%	92%	95%		Downward
BCT/007 – The percentage of ‘full plan’ applications approved first time	95%	100%	95%	100%		No change
PPN/001i-iv – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: -						
PPN/001i – Trading Standards	100%	17%	50%	50%		Improved
PPN/001ii – Food Hygiene	100%	15%	50%	40%		Improved (see para 3.2.1)
PPN/001iii – Animal Health	100%	16%	50%	38%		Improved (see para 3.2.2)
PPN/001iv – Health & Safety	100%	N/A	50%	50%		N/A
PPN/009 (I.P. 5.9) – Percentage of food establishments which are ‘broadly compliant’ with food hygiene standards (Improvement Success Measure)	80%	82%	80%	82%		No change

IMPROVEMENT SUCCESS MEASURES

Please see 3.2 for commentary on amber performance indicators.

2.3.2 Improvement Target Action Plan Monitoring

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

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

2.4 Key Actions from Service Plan Monitoring

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

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

Improvement Area	On-track?	Commentary
Implementing the recommendations of the e-coli Public Enquiry report	✓	See paragraph 3.1
Improve Business Compliance in high risk premises	✓	
Deliver FSA and DEFRA Framework agreements	✓	
Support Neighbourhood Renewal Programme	✓	
Review, Improve and Integrate new services and functions.		
Effective Implementation of Corporate Health	✓	

Improvement Area	On-track?	Commentary
and Safety Strategy and Strategic Health and safety Improvement Plan.		
Tackling dog fouling, littering and other environmental crime.	✓	

3. Exception Reporting

3.1 Implementation of the recommendations from the E coli inquiry.

As previously reported the Food Standards Agency have issued new guidance relating to E coli. All food hygiene inspections in Flintshire are being carried out with due regard to this new guidance but as a consequence progress on this recommendation is reported as Amber rather than Green at this time.

3.2 Performance Indicators

3.2.1 PPN/001ii – Food Hygiene – High Risk Businesses

The indicator is slightly below target for this quarter but considerable improvements have been made and, with the replacement of staff due to start imminently, it is expected to achieve the set target by the end of the year.

3.2.2 PPN/001iii – Animal Health – High Risk Businesses

The indicator is as expected for the time of year as most high risk inspections are due in winter when welfare issues are most prevalent on farms. It is expected to achieve the set target by the end of the year.