



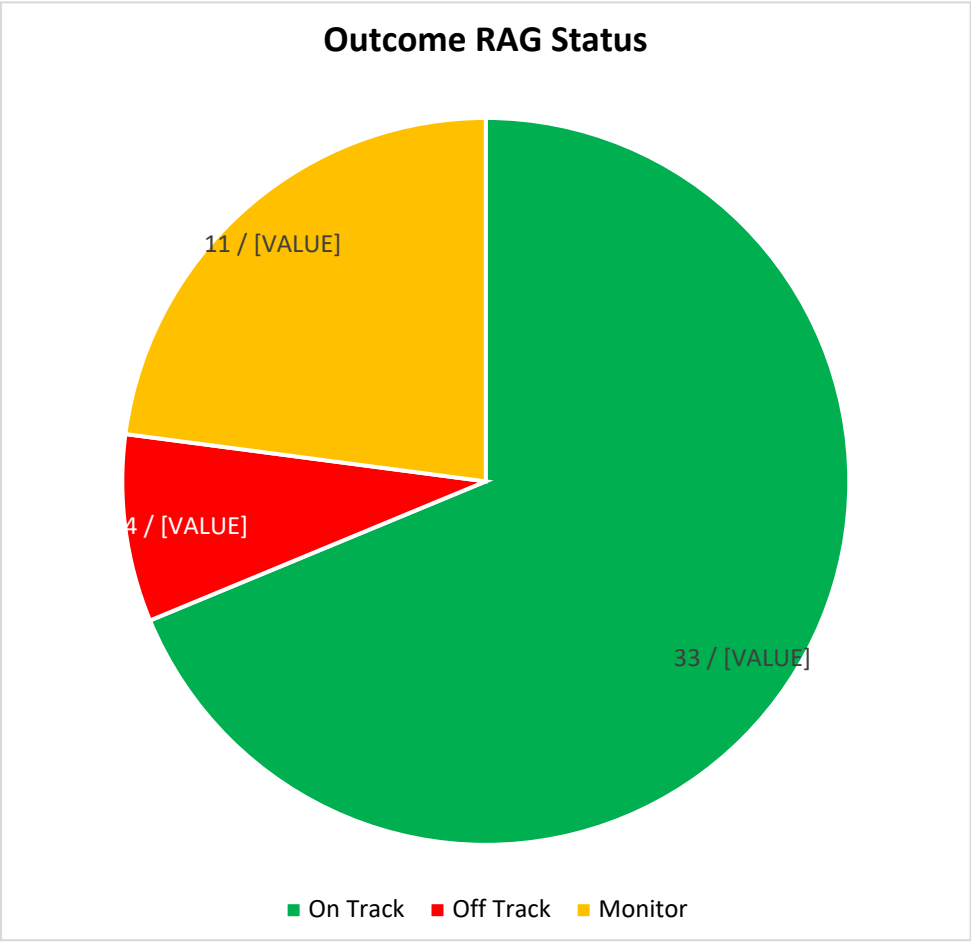
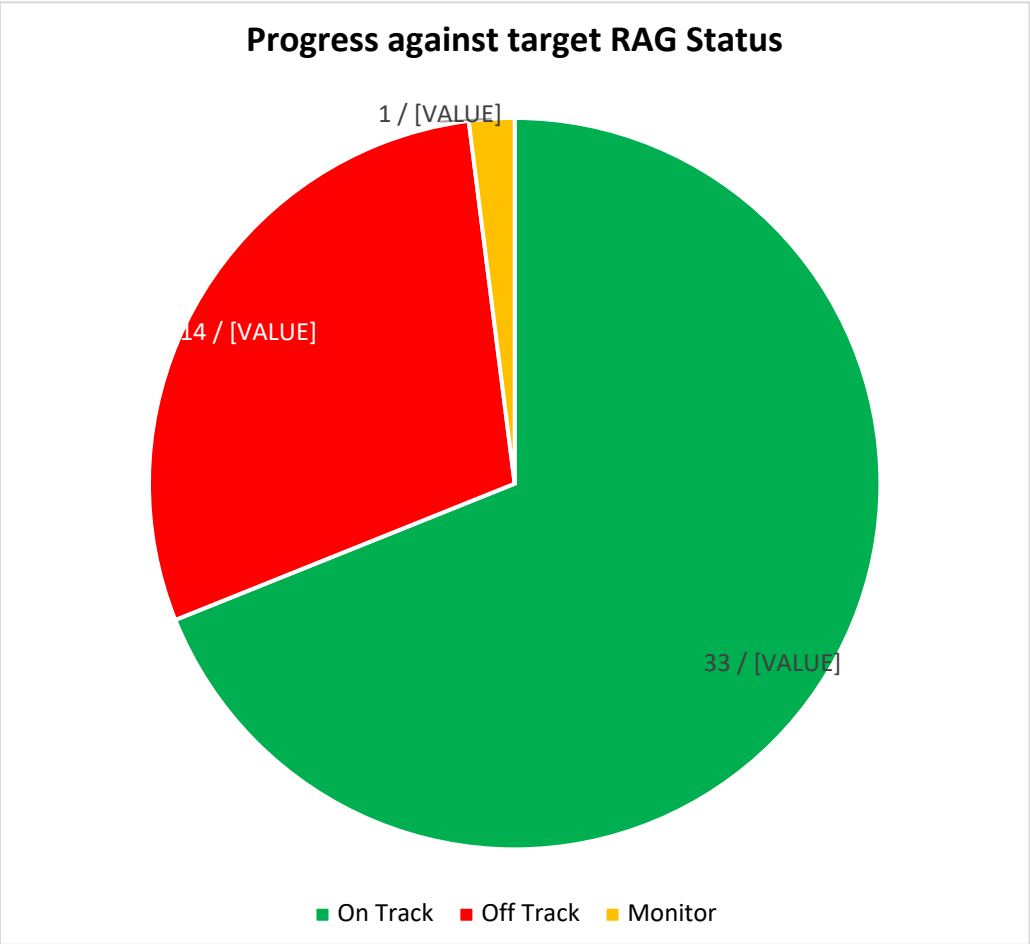
# Mid-Year Reporting Measures 2020/21 Progress Report

Flintshire County Council

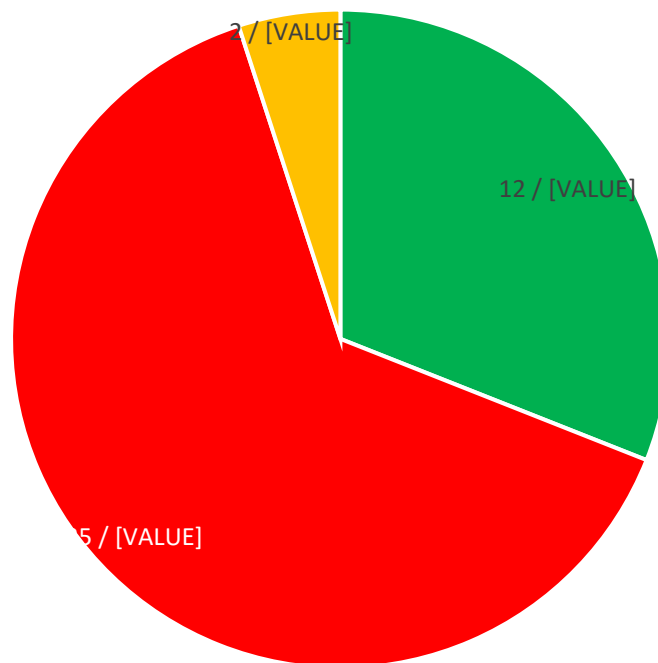


Performance Analysis

Analysis is only carried out on measures that have targets or previous existing data.





Performance Indicator Trend







■ Improved ■ Downturned ■ Maintained



## Recovery Measures

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Total number of individuals supported to access learning and work opportunities	New Indicator	31	130	 RED	N/A	 RED



**Lead Officer:** Niall Waller - Service Manager - Enterprise and Regeneration  
**Reporting Officer:** Sharon Jones - Communities For work  
**Progress Comment:** The outbreak of COVID-19 and the subsequent national lockdown made it impossible to meet with clients on a face to face basis this saw the re-design and delivery of communities for work and communities for work plus programmes, in the short term this led to an online/telephone service. The teams have helped support our mentoring scheme participants with 31 accessing further training and employment opportunities.  
 Last Updated: 14-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Percentage of "major" applications determined within time periods required	New Indicator	66.66	60	 GREEN	N/A	 AMBER
<p><b>Lead Officer:</b> Mandy Lewis - Manager - Planning Development</p> <p><b>Reporting Officer:</b> Lynne Fensome - Management and Support Manager</p> <p><b>Progress Comment:</b> Six “major” applications were determined in the period four within the agreed time period.</p> <p>Last Updated: 16-Oct-2020</p>						



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Average time taken to determine planning applications (days)	New Indicator	120	67	 RED	N/A	 AMBER
<p><b>Lead Officer:</b> Mandy Lewis - Manager - Planning Development</p> <p><b>Reporting Officer:</b> Lynne Fensome - Management and Support Manager</p> <p><b>Progress Comment:</b> Until September the service has been operating with severely reduced staffing resources due to sickness absence and childcare responsibilities. The inability to carry out site visits also impacted on our ability to complete the decision making process. Welsh Government (WG) guidance allowed for officers to negotiate an extension of one month to the statutory decision date to assist with capacity therefore we expect this to be reflected in the performance targets set nationally.</p> <p>Last Updated: 16-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Average time taken to determine "major" applications in days	New Indicator	213	232	 GREEN	N/A	 AMBER



**Lead Officer:** Mandy Lewis - Manager - Planning Development  
**Reporting Officer:** Lynne Fensome - Management and Support Manager  
**Progress Comment:** This figure represents a 100 day reduction from quarter one when the service was in full lockdown and officers were unable to make site visits and this impacted on the length of time to determine major applications. A return to more normal working conditions in quarter two enabled officers to reduce the average decision time to 213 days.  
 Last Updated: 19-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Enforcement cases investigated within 84 days (%)	New Indicator	54	79.9	 RED	N/A	 AMBER

**Lead Officer:** Mandy Lewis - Manager - Planning Development  
**Reporting Officer:** Lynne Fensome - Management and Support Manager  
**Progress Comment:** The ability of the team to investigate enforcement cases has been severely affected by the lockdown due to the inability to carry out site visits. There has been a slight recovery in quarter two as restrictions were lifted and the appointment of external consultants to support the two enforcement officers.  
 Last Updated: 16-Oct-2020




KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(RM) Average time taken to pursue positive enforcement action where a breach had been identified (days)	New Indicator	34	100	 GREEN	N/A	 GREEN
<p><b>Lead Officer:</b> Mandy Lewis - Manager - Planning Development</p> <p><b>Reporting Officer:</b> Lynne Fensome - Management and Support Manager</p> <p><b>Progress Comment:</b> This indicator tracks the average time from expediency report to positive actions taken where a breach of planning has been found. Positive action includes:</p> <ul style="list-style-type: none"> <li>a) informal negotiation removes the breach;</li> <li>(b) an Enforcement Notice is issued;</li> <li>(c) planning permission is subsequently granted through an application or enforcement appeal;</li> <li>(d) prosecution is brought (with the date the case is first heard deemed as the "positive action" date);</li> <li>(e) direct action by the authority removes the breach of control.</li> </ul> <p>56 cases were closed in quarter two with 48 recording no breach had occurred.</p> <p>Last Updated: 19-Oct-2020</p>						

## Portfolio Measures

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
(PM) Decisions made contrary to officer recommendation (number)	New Indicator	3.58	5	 GREEN	N/A	 GREEN
<p><b>Lead Officer:</b> Mandy Lewis - Manager - Planning Development</p> <p><b>Reporting Officer:</b> Lynne Fensome - Management and Support Manager</p> <p><b>Progress Comment:</b> Training programme for Members has resulted in a decrease in decisions made contrary to officer recommendation.</p>						




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## Recovery Measures

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP4.1.2M02 (RM) Average recycling rate across all HRC sites (%)	82.71	84.85	70	 GREEN		 GREEN

**Lead Officer:** Ruth Cartwright - Regulatory Services Manager  
**Reporting Officer:** Gabrielle Povey - Recycling and Compliance Officer  
**Progress Comment:** Recycling performance at Household Recycling Centres has remained relatively static despite the site closures due to COVID and social distancing restrictions being implemented, this is in part due to changes in resident behaviours. Although the sites were closed for a period of two month, since reopening, throughput has returned to pre COVID level with a steep rise in waste arising seen throughout June and July while residents brought in more household DIY waste which had been stored during lockdown.  
 Last Updated: 15-Oct-2020



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP4.2.2M01 (RM) Developing the number of bus quality partnerships on the core network	0	0	1	 RED		 AMBER
<p><b>Lead Officer:</b> Anthony Stanford - Highways Strategy Manager</p> <p><b>Reporting Officer:</b> Ceri Hansom - Integrated Transport Unit Manager</p> <p><b>Progress Comment:</b> Whilst major progress has been made to lay the foundations for future Quality Bus Partnerships (QBP's), an agreement for Chester to Rhyl Partnership has not been achieved due to the uncertainty associated with the COVID-19 pandemic. This work will in future pass to Transport for Wales (TfW) to provide national consistency for such agreements.</p> <p>Last Updated: 14-Oct-2020</p>						




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Last Updated: 14-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP4.2.1M01 (RM) Provide Local Travel Arrangements (LTAs) in geographical areas of the County (number)	10	8	6	 GREEN		 GREEN
<p><b>Lead Officer:</b> Anthony Stanford - Highways Strategy Manager</p> <p><b>Reporting Officer:</b> Ceri Hansom - Integrated Transport Unit Manager</p> <p><b>Progress Comment:</b> The Councils progress on the revision of LTA's has unfortunately been hindered by the recent COVID-19 pandemic and therefore, it has not been possible to obtain representative patronage data. That said, following the easing of the initial travel restrictions, patronage levels are in the process of recovery and as such, it will now be possible to recommence the review.</p> <p>Last Updated: 13-Oct-2020</p>						

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Last Updated: 13-Oct-2020

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP4.2.3M04 (RM) Undertake post completion inspections of utility works (%)	97.66	94.34	90	 GREEN		 GREEN
<p><b>Lead Officer:</b> Barry Wilkinson - Highways Network Manager</p> <p><b>Reporting Officer:</b> Sam Tulley - Road Space Manager</p> <p><b>Progress Comment:</b> Utility companies (such as Welsh Water, BT or Scottish Power) carry out excavation works on the public highway, the repairs to the road are guaranteed by the Utility Company for a period of two years. Every Highway Authority is required to inspect 10% of all repairs before the end of this guarantee period, but FCC inspect more than required to promote best practice and avoid future costs. If any defects are identified during the inspection the Utility are required to carry out the required remedial works, preventing the Authority from being burdened with the future repair costs. Inspections are allocated on a weekly basis, and therefore in order to provide a meaningful and reflective report, the data provided for quarter two are inspections generated in quarter one.</p> <p>Last Updated: 15-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP7.1.4M01 (RM) Achieve minimum level of agreed Streetscene standards (%)	85	51.22	85	 RED		 GREEN
<p><b>Lead Officer:</b> Barry Wilkinson - Highways Network Manager</p> <p><b>Reporting Officer:</b> Katie Wilby - Transportation and Logistics Manager</p> <p><b>Progress Comment:</b> A number of Streetscene services were curtailed or suspended whilst resources were redirected to other key functions during the response to the national lockdown restrictions and the global pandemic. The decision to prioritise key frontline services was based on our assessment of risk and was reported through ERMT. Throughout quarter two, services have been reinstated as resources and restrictions allowed and performance has now recovered to almost pre-COVID levels.</p> <p>Last Updated: 15-Oct-2020</p>						

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	Outcome RAG
CP7.1.5M01 (RM) Number of targeted environmental educational campaigns	1	4	1	 GREEN		 GREEN
<p><b>Lead Officer:</b> Ruth Cartwright - Regulatory Services Manager</p> <p><b>Reporting Officer:</b> Vicky Plant - Support Services Manager</p> <p><b>Progress Comment:</b> Four campaigns have taken place as follows: 6th August Fly-tipping Flint, 6th August Dog Fouling Connah's Quay, 7th August Buckley, and 28th September Riverside Park Deeside.</p> <p>Last Updated: 14-Oct-2020</p>						