

**EXECUTIVE**  
**12 MAY 2010**

Minutes of the meeting of the Executive of Flintshire County Council held at County Hall, Mold on Wednesday, 12 May, 2010.

**PRESENT: Councillor A. Woolley (Chairman)**

Councillors: C. A. Ellis, H. D. Hutchinson, N. Phillips, L. A. Sharps, N. Steele-Mortimer and H. Yale

**ALSO PRESENT:**

Councillors: K. Armstrong-Braun, J. B. Attridge, V. Gay, P. G. Heesom, D. I. Mackie and C. A. Thomas

**IN ATTENDANCE:**

Chief Executive, Head of Legal and Democratic Services, Head of Finance, Head of ICT and Customer Services, Head of Human Resources and Organisational Development, Director of Environment, Director of Lifelong Learning, Head of Development and Resources, Community Services and Team Manager – Committee Services

**APOLOGY:**

Councillor N. M. Matthews

**1. MINUTES**

The minutes of the meeting of the Executive held on 20 April 2010 were confirmed as a correct record.

**2. DECLARATIONS OF INTEREST**

None were received.

**3. STATEMENT OF THE PRIORITIES OF THE ADMINISTRATION 2010-12**

The Leader and Chief Executive presented the 2010-2012 Statement of Priorities of the Administration which had been produced by the Leader in partnership with Coalition Members. The advice and guidance of the Chief Executive and Senior Management had been sought because of the need for clarity, direction and consistency in stated aims and expectations.

The list of priorities was comprehensive having 10 governance and 30 public service priorities. The list was of over-riding priorities of the moment but was not exhaustive.

The Chief Executive explained that an improved approach to the Council Plan and related plans now tied together the changes to Council governance and business planning and the Administration priorities. The priorities would also assist in the delivery of the Flintshire Futures Programme.

## **RESOLVED**

That the Administration Priorities as detailed within the appendix to the report be noted.

### **4. PUBLIC SERVICES FORUM**

The Chief Executive explained that the report title should read 'Public Services Reform'.

The Chief Executive informed Members of the developments of the Wales Efficiency and Innovation Board of the Welsh Assembly Government (WAG). The Board met for the first time in March 2010 and the membership and Terms of Reference were appended to the report. The Board agreed the initial shape of the 'Making the Connections' collaborative programme and had formed seven specialist Programme work streams.

Flintshire was formally a signatory supporting the programme and its principles and was offering to advise, support and work positively with each of the Programme work streams. Flintshire was represented on several of the steering groups and was actively working with all seven.

## **RESOLVED**

- (a) That the developments of the Wales Efficiency and Innovation Board and Programme work streams, as outlined at the Public Services Summit on 26 February 2010, be noted and supported; and
- (b) That further progress reports be received as part of the Flintshire Futures Programme.

### **5. OUTCOME AGREEMENT**

The Chief Executive presented the approach to be taken in developing an Outcome Agreement with the Welsh Assembly Government (WAG) for endorsement. A presentation was received which highlighted the key points.

The Agreement had 10 strategic themes; one outcome was selected for each theme with two options for health.

The next steps were:

- A Scrutiny Workshop to take place on 25 May
- Draft proposals of actions and measures to be prepared by July
- Local Service Board (LSB) and Executive to consider the draft agreement by August
- First draft to be submitted to WAG on 30 September
- Final Agreement to be endorsed by Executive in October
- Final Agreement to WAG in October

## **RESOLVED**

That the approach proposed to develop the Outcome Agreement be endorsed.

### **6. COUNCIL PLANNING FRAMEWORK**

The Chief Executive presented a report on the progress of the Council Planning Framework.

In April 2009, Executive received a report which outlined the broad contents of the new Council Planning framework. An improved approach to the Council Plan tied together the changes to governance and business planning that the Council had adopted.

The Council Planning Framework was a group of co-related documents which together stated ambition, priorities and targets with an overall governance framework. The framework comprised the Council Plan (Governance) Framework, annual statements and service and directorate planning. The relationships, timing and progress within each of those parts of the Framework were detailed in the report along with the progress made.

## **RESOLVED**

- (a) That the progress of the Council Planning (Governance) Framework be endorsed; and
- (b) That the production and availability of the service and directorate plans be noted.

### **7. CUSTOMER SERVICE STRATEGY**

The Head of ICT and Customer Services presented a report on the Council's Customer Service Strategy 2010-13 for endorsement. He thanked the People and Performance Overview and Scrutiny Committee, particularly the Vice-Chairman, Councillor R. Jones, for their input on the development of the strategy.

The report outlined the priority actions for implementing the strategy. The strategy set out an integrated approach to customer access which acknowledged the objective of making the Flintshire website the customer access channel of choice by 2013. However, it did recognise the need to improve all access channels particularly for face to face customers and those who preferred to use the telephone.

The Head of ICT and Customer Services summarised the 4 strands of the strategy. The three main customer access channels the website for electronic access, one stop shops for face to face and the contact centre for telephone. The fourth strand was focussed on the development of service standards across all services and comprehensive customer service training.

He informed Members of the potential for a partnership approach in delivering the training with Deeside College.

The Chief Executive stressed the importance of the website and its key role in public relations, community information, service information and service interaction. He referred to the need for greater focus in extending the range of services which would allow the customer to interact directly with services and so maximising efficiency savings.

The Executive Member for Environment, Regeneration and Tourism paid tribute to the courteous manner in which staff dealt with customers.

### **RESOLVED**

- (a) That the Customer Service Strategy 2010-13 be endorsed; and
- (b) That the priorities outlined in paragraphs 3.04-3.12 be agreed.

## **8. MATRIX CONTRACT UPDATE (MANAGED AGENCY STAFF SOLUTION)**

The Head of Human Resources and Organisational Development introduced an update report on the contract for the provision of agency workers.

The report showed the net savings for the fourth quarter of 2009/10 were £98,684 which indicated that the Council had exceeded the projected savings for 2009/10. The total net savings made for the 2009/10 financial year was £312,848.

### **RESOLVED**

That the update report be noted and the approaches being taken to manage the use of agency workers more closely and to explore further options for increasing efficiency savings for Flintshire be endorsed.

## **9. FLINTSHIRE REGISTRATION SERVICE – GENERAL REGISTER OFFICE SERVICE DELIVERY INSPECTION**

The Head of ICT and Customer Services presented a report which summarised the findings following a Service Delivery Inspection undertaken by the General Register Office in respect of the Flintshire Registration Service.

The Service Delivery Inspection provided a number of key recommendations where action and development was required. Some of the recommendations were of a technical nature but others were aimed to further modernise the registration service. A number of the key recommendations had been included in the Flintshire Registration Service – Service Plan 2010/11.

## **RESOLVED**

That the report be noted.

### **10. NATIONAL SCORES ON THE DOORS SCHEME FOR FOOD HYGIENE RATINGS FOR FOOD BUSINESSES IN FLINTSHIRE**

The Director of Environment presented a report which sought support for the introduction of the National Food Hygiene Rating Scheme for food businesses in Flintshire.

The Scheme was designed to provide consumers with information about hygiene standards in food premises. The information would be made clearly visible in the reception areas of the establishments and would also be displayed on a national website.

## **RESOLVED**

That the introduction of the National Food Hygiene Rating Scheme for food businesses in Flintshire be supported.

### **11. EXERCISE OF DELEGATED POWERS**

An information report on the actions taken under delegated powers was submitted.

The actions taken were as set out below:-

#### Community Services

- 3 month secondment – accountant SO2
- Sale of 1.5 acre plot to east section of the site off Ffordd Y Rhos, Treuddyn

#### Environment

- Granting of licence of first floor premises, Arosfa, Greenfield, Mold, to Action for Children
- Approval of agreement to lease in respect of 46 Church Street, Flint, to Community First – Flint
- Increase in pest control charges for internal departments and business premises for 2010/11
- Increase in pest control charges for private householders for 2010/11

### **12. LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 – TO CONSIDER THE EXCLUSION OF THE PRESS AND PUBLIC**

## **RESOLVED:**

That the press and public be excluded from the meeting as the following item was considered to be exempt by virtue of paragraphs 12 and 15 of Schedule 12a of the Local Government Act 1972 (as amended).

**13. ENVIRONMENT DIRECTORATE SENIOR MANAGEMENT STRUCTURE**

The Director of Environment introduced a report on the proposed revisions to the Senior Management Structure within the Environment Directorate.

**RESOLVED**

That the structure attached as appendix 2 be approved and the approach outlined in 3.05 of the report be proceeded.

**14. DURATION OF MEETING**

The meeting commenced at 9.30a.m. and ended at 10.31a.m.

**15. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE**

There were 2 members of the press in attendance.

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**Chairman**

**SUMMARY OF DECLARATIONS MADE BY MEMBERS**  
**IN ACCORDANCE WITH FLINTSHIRE COUNTY COUNCIL'S**  
**CODE OF CONDUCT**

<b>EXECUTIVE</b>	<b>DATE: 12 MAY 2010</b>
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<b>MEMBER</b>	<b>ITEM</b>	<b>MIN. NO. REFERS</b>