CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

TO: Councillor: Arnold Woolley
(Chairman)
Councillors: Helen Brown, Carol Ellis, Dennis Hutchinson,
Nancy Matthews, Neville Phillips OBE, Tony Sharps,
Nigel Steele-Mortimer, Matt Wright

Your Ref / *Eich Cyf*	
ur Ref / *Ein Cyf*	ST O
Date / *Dyddiad*	15/09/2010
Ask for / *Gofynner am*	Nicola Gittins
Direct Dial / *Rhif Union*	01352 702345
Fax / *Ffacs*	

Dear Sir / Madam,

A meeting of the **EXECUTIVE** will be held in the **CLWYD COMMITTEE ROOM,**
COUNTY HALL, MOLD on **TUESDAY, 21 SEPTEMBER 2010** at **09:30** to consider
the following items.

Yours faithfully

Democracy and Governance Manager

A G E N D A

1. **APOLOGIES**

2. **MINUTES**
   To confirm as a correct record the minutes of the meeting held on
   10/08/2010 (copy enclosed).

3. **DECLARATIONS OF INTEREST**

   TO CONSIDER THE FOLLOWING REPORTS

   STRATEGIC REPORTS

4. NORTH WALES FIRE AND RESCUE AUTHORITY - ANNUAL PUBLIC
   CONSULTATION ON THE IMPROVEMENT AND RISK REDUCTION
   OBJECTIVES

Report of the Chief Executive - Portfolio of the Executive Member for Corporate Management

5.   PRELIMINARY CORPORATE ASSESSMENT - REPORT BY THE AUDITOR GENERAL FOR WALES
Report of the Chief Executive - Portfolio of the Executive Member for Corporate Management

6.   BENEFIT TAKE UP STRATEGY 2010
Report of the Head of Finance - Portfolio of the Leader and Executive Member for Finance and Asset Management

7.   INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) STRATEGY - UPDATE
Report of the Head of ICT and Customer Services - Portfolio of the Executive Member for Corporate Management

8.   TOURISM STRATEGY NORTH WALES 2010 - 2015
Report of the Director of Environment - Portfolio of the Executive Member for Regeneration and Tourism

OPERATIONAL REPORTS

9.   QUARTER 1 PERFORMANCE REVIEW 2010/11
Report of the Chief Executive - Portfolio of the Executive Member for Corporate Management

10.   WELSH LANGUAGE SCHEME MONITORING REPORT 2009-10
Report of the Chief Executive - Portfolio of the Executive Member for Corporate Management

11.   REVENUE BUDGET MONITORING 2010/11 (MONTH 3)
Report of the Head of Finance - Portfolio of the Leader and Executive Member for Finance and Asset Management

12.   ANNUAL TREASURY MANAGEMENT REPORT 2009/10
Report of the Head of Finance - Portfolio of the Leader and Executive Member for Finance and Asset Management

13.   MAKING THE CONNECTIONS - MAKING THE MOST OF OUR RESOURCES
Report of the Head of Finance - Portfolio of the Leader and Executive Member for Finance and Asset Management

14.   APPROVAL OF THE EIGHTH ANNUAL REPORT OF THE FLINTSHIRE LOCAL ACCESS FORUM
Report of the Head of Legal and Democratic Services - Portfolio of the Executive Member for Corporate Management

15.   WORKFORCE INFORMATION REPORT
Report of the Head of Human Resources and Organisational Development - Portfolio of the Executive Member for Corporate Management

16.   BUDGET REALIGNMENT - CHILDREN'S SERVICES
      Report of the Director of Community Services - Portfolio of the Executive
      Member for Social Services

17.   GLAN Y MORFA COURT - PHASE 2
      Report of the Director of Community Services - Portfolio of the Executive
      Member for Housing

18.   RIVERSIDE CARAVAN SITE
      Report of the Director of Community Services - Portfolio of the Executive
      Member for Housing

19.   THE BUILDING (LOCAL AUTHORITY CHARGES) REGULATIONS 2010
      Report of the Director of Environment - Portfolio of the Executive Member for
      Leisure Services and Public Protection

20.   GREENFIELD VALLEY TRUST LTD - ACCOUNTS FOR 2009
      Report of the Director of Lifelong Learning - Portfolio of the Executive
      Member for Education

21.   EXERCISE OF DELEGATED DECISIONS
      Report of the Chief Executive enclosed

22.   FORWARD WORK PROGRAMME - FOR INFORMATION
      A copy of the Executive Forward Work Programme (months 05/10 to 10/10)
      together with an update are enclosed for information

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

The following items are considered to be exempt by virtue of the
Paragraph(s) listed, of Part 1 of Schedule 12A of the Local Government Act
1972 (as amended).

STRATEGIC REPORTS

The following item is considered to be exempt by virtue of Paragraph(s) 14 of
Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

23.   INTRODUCING A NEIGHBOURHOOD OPTIONS APPRAISAL SYSTEM
      Report of the Director of Community Services - Portfolio of the Executive
      Member for Housing

      The following item is considered to be exempt by virtue of Paragraph(s) 14,
      15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as
      amended).

24.   SCHOOL MODERNISATION STRATEGY - REVIEW OF YSGOL RHES Y
      CAE
      Report of the Director of Lifelong Learning - Portfolio of the Executive
      Member for Education

OPERATIONAL REPORTS

The following item is considered to be exempt by virtue of Paragraph(s) 12, 13, 15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

25. DELIVERY OF SHARED SERVICE FOR MINERALS AND WASTE PLANNING IN NORTH WALES.
Report of the Director of Environment - Portfolio of the Deputy Leader and Executive Member for Environment

The following item is considered to be exempt by virtue of Paragraph(s) 13, 15 of Part 1 of Schedule 12A of the Local Government Act 1972 (as amended).

26. ORGANISATIONAL REDESIGN - CULTURE AND LEISURE
Report of the Director of Lifelong Learning - Portfolio of the Executive Member for Education

EXECUTIVE
10 AUGUST 2010

Minutes of the meeting of the Executive of Flintshire County Council held at County Hall, Mold on Tuesday, 10 August 2010.

PRESENT: Councillor L.A. Sharps (Vice-Chairman in the Chair)
Councillors: H. Brown, C.A. Ellis, N.M. Matthews, N. Phillips, N. Steele-Mortimer and M.G. Wright

ALSO PRESENT:
Councillors: K. Armstrong-Braun, J.B. Attridge, J.E. Falshaw, V. Gay, R.G. Hampson, P.G. Heesom, D.I. Mackie, D.L. Mackie and C.A. Thomas

IN ATTENDANCE:
Chief Executive, Head of Legal & Democratic Services, Head of Human Resources and Organisational Development, Head of ICT & Customer Services, Head of Development & Resources, Head of Asset Management & Transportation, Head of Regeneration, Head of School Services, Interim Corporate Finance Manager (Financial Control) and Committee Officer

APOLOGIES:
Councillors: A Woolley and H D H Hutchinson

62.   MINUTES

The minutes of the meeting of the Executive held on 13 July 2010 were confirmed as a correct record.

63.   DECLARATIONS OF INTEREST

None were received.

64.   DEPOT UPDATE

The Head of Asset Management & Transportation introduced the report which provided baseline information and pressures identified as part of the review of the four depots, taking into consideration the review of Street Scene services. An update was also provided on immediate pressures on existing operational provision at Alltami depot.

The plan of Alltami Depot which was attached to the report showed the Authority's freehold interest, comprising existing offices, fleet maintenance workshop, Red Shed warehouse, Salt Dome, operational external stores and parking areas. Alongside this was 2.42 acres of land currently leased from North Wales Police (NWP) and from which the Grounds Maintenance team and external Highways stores operated. It was recommended that the Authority acquire the freehold interest of this land and dispose of the freehold interest in the former Dobshill Depot to NWP.

RESOLVED

(a)   That the acquisition of the freehold interest of the NWP land at Alltami Depot to ensure that services can be provided without interruption or disruption be supported; and

(b)   That the release of the Authority's interest in the former Dobshill Depot to NWP be supported.

65.   IMPROVEMENT AGREEMENT - FINAL YEAR REVIEW

The Chief Executive provided an update on progress against actions and targets for 2009/10 contained within the Improvement Agreement with the Welsh Assembly Government (WAG).

A copy of the monitoring document was attached to the report which illustrated the RAG status for each action. It was noted that good progress had been made, with 73.2% of targets met and showing an improved trend. The Chief Executive clarified that the Improvement Agreement Grant of nearly £1.5m per annum over a three year period was secure for the period of the performance shown, based on the advice of civil servants who oversaw the Grant.

RESOLVED

That the progress in 2009/10 against the Improvement Agreement be endorsed.

66.   OUTCOME AGREEMENT WITH WELSH ASSEMBLY GOVERNMENT (WAG)

The Chief Executive provided an update on progress in preparation for submission of the Outcome Agreement to the Welsh Assembly Government (WAG). Revised timescales for the development of the Outcome Agreement were outlined in the report.

The draft Outcome Agreement which would replace the current Improvement Agreement was attached as an appendix to the report. The draft version would need to be submitted to WAG by 30 September 2010, with the final version due by 31 December 2010.

The report detailed work undertaken on the draft document following the Overview & Scrutiny workshop held for Members. The Chief Executive drew attention to paragraph 3.05 of the report which detailed amendments made to the draft document following feedback from WAG. The document would be reported to Executive in November/December prior to it being submitted to WAG.

RESOLVED

(a)   That the selected outcomes and aims be endorsed;

(b)   That the progress in the preparation of an Outcome Agreement with WAG be supported and its submission to WAG be endorsed; and

(c)   That the revised timescales for the development of the Outcome Agreement be approved.

67.   RURAL DEVELOPMENT PLAN FOR WALES 2007-13, BUSINESS PLAN 2

The Head of Regeneration introduced the report, which provided an update on progress of developing Business Plan 2 of the Rural Development Plan (RDP) for Wales 2007-2013. Approval was sought to underwrite the match funding for all projects approved under Business Plan 2 of the RDP, and to make advance payments to Cadwyn Clwyd for Axis 3 projects. Approval was also sought for the proposed split of funding under the Town and Village Streetscape Enhancement project and Linking Flintshire's Communities project, and a breakdown of each was included in the report.

It was explained that delays in presenting this report had been due to problems with the approval process with the Welsh Assembly Government (WAG). A breakdown of the projects was shown at paragraph 2.04 in the report which indicated grant availability of 80% of the funding, representing good value to the Authority. All applications submitted for consideration must include confirmation of match funding, or the underwrite would be rejected by WAG. The Authority was therefore required to commit a total of £997,728 in match funding. A series of further arrangements had been set up with Cadwyn Clwyd to ensure that the Council would not be placed at risk as a result of the projects.

The Executive Member for Regeneration & Tourism commented on the grant funding in what was a major investment in key tourist destinations. He also took the opportunity to thank Sharon Barlow for her involvement in the tight monitoring exercise. In response to concerns on commitment from the Council needed for a further three years, the Executive Member said that this had already been agreed for each partnership project, but that match funding needed to be demonstrated. The Chief Executive outlined the steps to be taken: (i) a joint risk assessment to ensure the liabilities of the Council were managed (ii) formal agreement with Cadwyn Clwyd over project planning and commitments, and (iii) a further Member representative on the Cadwyn Clwyd Board as a Condition of Agreement. The Deputy Leader endorsed the comments made about Sharon Barlow and her team, adding that this was a very complex piece of work.

RESOLVED

That the progress towards developing Business Plan 2 be noted and that subject to the conditions proposed by the Chief Executive, approval is given to:

(i)	Underwrite the match funding for the Business Plan 2 period for the RDP.
(ii)	Advance payments to Cadwyn Clwyd for Axis 3 projects for the Business Plan 2 period.
(iii)	The proposed division of funding under the two Council projects.

68.   CAPITAL PROGRAMME 2009/10 (OUTTURN)

The Interim Corporate Finance Manager (Financial Control) presented the report which provided the Capital Programme outturn information for 2009/10.

Changes to the programme during 2009/10 were explained, with information on particular schemes and programme areas being set out in detail.

The current position showed that the General Fund stood at £25M, with £6M in the Housing Revenue Account (HRA) out of a total programme of £31M.

The table at 3.05.1 gave details on how the total programme was financed. The report noted a strong sales rate performance achieved during 2009/10 despite the weak property market which was likely to remain mixed in most property sectors, however opportunities to extract value would continue to be identified in support of the programme.

RESOLVED

That the report be noted and approved.

69.   REVENUE BUDGET MONITORING 2009/10 (FINAL OUTTURN)

The Interim Corporate Finance Manager (Financial Control) presented the report which provided an update on the General Fund and Housing Revenue Account (HRA) for 2009/10, subject to audit, and the impact on the respective level of reserves as at 31 March 2010.

It was reported that the General Fund and HRA had net underspends of £244K and £171K respectively. The main pressures were attributed to the economic downturn and impact on services as a result of the severe winter weather, however these had been offset by in-year efficiencies. Information on unearmarked reserves put the final level of contingency reserve at just over £1m as at end of March 2010, which was higher than anticipated.

On the HRA, an improved final outturn for 2008/09 together with projected in-year underspend put year end balances at 6.3% of budgeted expenditure, which was above the recommended level of 3%.

The Chief Executive said it was satisfying to note the General Fund outturn position and added that budgetary management discipline was required to advance report projected budget variations in year.

RESOLVED

(a)   That the report be noted;

(b)   That the General Fund Contingency Sum available at 31 March 2010 be noted; and

(c)   That the projected final level of balances on the HRA be noted.

70.   **GENERAL FUND AND HOUSING REVENUE ACCOUNT BUDGET MONITORING 2010/11**

The Interim Corporate Finance Manager (Financial Control) presented an update on revenue budget monitoring for the General Fund and Housing Revenue Account (HRA) for 2010/11 which had previously been agreed at County Council in March and February 2010 respectively. Reference was made to work undertaken on the final accounts for 2009/10 which had enabled the draft Statement of Accounts to be presented to the Audit Committee in July.

Potential risks and pressures to date which may affect the financial position were highlighted, some of which had been identified at the end of the 2009/10 financial year. It was reported that almost £2m of in year General Fund efficiencies had been identified which would be transferred to the Contingency Reserves to help support Flintshire Futures programme costs and budget flexibility.

The Chief Executive explained that the item on Flintshire Futures had been deferred from the last County Council meeting, due to time restrictions. He advised that there could be no reduction in the Revenue Support Grant (RSG) in year by the Welsh Assembly Government (WAG). A further WAG budget announcement was expected in October alongside the UK Comprehensive Spending Review (CSR). However, the Assembly would be considering reductions in hypothecated grants and specific grants for 2011/12 alongside an RSG reduction. A full presentation on developments for next year would be given at the County Council meeting in September and Members would be provided with information in advance.

RESOLVED

That the report be noted.

71.   **PRUDENTIAL INDICATORS - ACTUALS 2009/10**

The Interim Corporate Finance Manager (Financial Control) introduced the report which provided (actual) prudential indicator figures for 2009/10 as required under the Prudential Code for Capital Finance in Local Authorities

(the Prudential Code). He outlined the background and key considerations within the report.

RESOLVED

That the report be noted and approved.

72. HUMAN RESOURCES (HR) POLICY UPDATE

The Head of Human Resources & Organisational Development presented a progress update on the work programme for HR policies and procedures in line with the People Strategy Action Plan, and sought Members' support for the direction and scope of the flexi time review.

Details were given on a proposed review of the existing change management policies and the development of a toolkit with standard forms. Reference was also made to issues discussed at the former Flexible Working Group and how these could now be fully considered to allow greater flexibility.

An update was provided on the status of the five key HR policies and reference was made to a programme being developed for Employee Volunteering in partnership with the Flintshire Local Voluntary Council, trade union colleagues and nominated managers in the Authority.

RESOLVED

That the report be accepted.

73. MATRIX CONTRACT UPDATE (MANAGED AGENCY STAFF SOLUTION)

The Head of Human Resources & Organisational Development reported on the progress of the contract for the provision of agency workers. The report showed Quarter 1 of 2010/11 savings and provided an update on the development of procedures to maximise efficiencies and how practices could be improved for the use of agency workers.

Although there was an ongoing decreasing trend in the number of agency workers since 2009, a slight increase was shown in the numbers of these staff working longer than six months.

The Head of Human Resources & Organisational Development outlined further improvements which were set out in the report, together with costings indicating that the total net saving had exceeded the target for this year. As one of the initiatives in the Flintshire Futures programme, work would continue on reducing the number of agency workers.

The Chief Executive commented on the positive progress which had been achieved through the Matrix contract as a collaborative project and would put a recommendation to the Assembly Government that other parts of Wales adopt a similar model.

RESOLVED

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

74. CONNAH'S QUAY, SHOTTON & QUEENSFERRY RENEWAL AREA - ENVIRONMENTAL IMPROVEMENT PROJECTS

The Executive Member for Housing presented the report which provided information on a number of proposed environmental improvement projects, as part of the Connah's Quay, Shotton and Queensferry Renewal Area, and sought approval to commence with those projects which were within the £250K budget, allocated for the overall scheme.

In response to two of the main areas of concern, the Executive Member explained that the Connah's Quay projects at Dock Road and Church Street were to be progressed jointly, with further consultation to take place. Another area of concern related to the Queensferry War Memorial Institute, however funding had now been secured through the 'Tidy Towns' initiative.

The Chief Executive emphasised that this was a community led programme. He drew attention to the recommendation in paragraph 4.02 that delegated authority be given to the Head of Housing to agree and undertake individual environmental improvement projects within the available budget, and asked that the words "from the next financial year" be included. The Deputy Leader endorsed the comments made.

RESOLVED

(a)   That implementation of the projects detailed in the appendix, within the available budget, be supported and approved;

(b)   That, from the next financial year, delegated authority be given to the Head of Housing in consultation with the Renewal Area Project Board and relevant community leaders to agree and make arrangements to undertake individual environmental improvement projects within the available budget; and

(c)   That the Executive receive a quarterly update on progress in delivering the Renewal Area targets and outcomes.

75. CHANGE OF SERVICE PROVISION IN ORDER TO RETURN 3 YOUNG PEOPLE FROM OUT OF COUNTY RESIDENTIAL PLACEMENTS

The Executive Member for Social Services presented the report which related to a supported living service for three individuals with a learning disability transferring from Children's Services to Adult services from Out of County Residential Placements to the local community. Approval was sought for additional staffing in the Supported Living Team to provide direct care to the individuals who had complex needs.

The Executive Member explained that funds had been identified within the Transition budget with a contribution expected from Continuing Enhanced Care.

RESOLVED

That an additional eight direct care full-time posts to provide support to the three individuals who will be shortly accessing Adult Services be approved.

76. **EXERCISE OF DELEGATED DECISIONS**

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

The actions taken were as set out below:-

Environment
- Disposal of Unit 5 Catheralls Industrial Estate, Buckley
- Granting of licence of first floor premises, Arosfa, Greenfield, Mold to Action for Children

Lifelong Learning
- Proposed lease to Mold Junior Football Club - Victoria Road Recreation Ground, Mold
- Disposal of small plot of land at St David's High School, Saltney

77. **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 remainder of the meeting for the following item by virtue of exempt information under paragraphs 12 and 15 of Schedule 12A of the Local Government Act 1972 (as amended).

78. **REVIEW OF CARETAKING/SECURITY SERVICE**

The Executive Member for Education introduced the report which provided an update on the ongoing review of the Caretaking and Security service. He outlined the background and key considerations within the report.

The Head of School Services reiterated these comments and drew attention to the costings detailed in paragraph 3.06 of the report. The Chief Executive referred to the review being phased. He highlighted the significant involvement with staff and trade unions on this issue, and the need to be clear on making changes whilst lowering the impact on service delivery.

RESOLVED

That the four full-time equivalent Caretaking and Security Attendant posts to be deleted and that this is through redundancies or early retirement on grounds of redundancy be approved.

79. DURATION OF MEETING

The meeting commenced at 9.30am and ended at 10.25am.

80. MEMBERS OF THE PRESS AND PUBLIC IN ATTENDANCE

There were 2 members of the press in attendance.

…………………………….
Chairman

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

EXECUTIVE	DATE: 10 AUGUST 2010

MEMBER	ITEM	MIN. NO. REFERS
	NONE	

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT :   **NORTH WALES FIRE AND RESCUE AUTHORITY - ANNUAL PUBLIC CONSULTATION ON THE IMPROVEMENT AND RISK REDUCTION OBJECTIVES**

1.00   PURPOSE OF REPORT

1.01   To inform Members of the North Wales Fire and Rescue Authority's consultation document which invites comments on next year's improvement objectives and risk reduction proposals.

2.00   BACKGROUND

2.01   The North Wales Fire and Rescue Authority (The Authority), on an annual basis, carries out a public consultation exercise on the draft Improvement and Risk Reduction Plan 2009-12. Prior to finalising the annual objectives (2011-12) wishes to hear from local residents, business people, service uers, potential service users and other key partners/organisation.

2.02   The Authority wishes to involve as many people as possible in the process of determining how to fulfil its general duty to improve, and is eager to receive views and comments about the seven specific improvement objectives that the Authority is proposing, as set out below:

- **Improvement Objective 1** - We want to help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

- **Improvement Objective 2** - We want to help to minimise the risk of fires starting accidentally in non-domestic properties, so that normal activities can continue and the lives of people visiting and working there are not put at risk.

- **Improvement Objective 3** - We want to help to minimise the danger and damage caused by non-fire emergencies, such as flooding, road traffic collisions, and chemical incidents.

- **Improvement Objective 4** - To help tackle problems of deliberate fire-setting so that people, communities, businesses, the environment and the area's heritage are not put at risk.

- **Improvement Objective 5 (Risk Reduction Plan)** - To focus on improving the sustainable development of the Authority by finding the

Date: 15/09/2010

right balance between the environmental, economic and social impact of providing a fire and rescue service.

- **Improvement Objective 6 (Risk Reduction Plan)** - To become better at identifying and engaging with people who could find themselves socially and/or economically disadvantaged so that we can enhance their sense of well-being and reduce the level of risk to their personal safety.

- **Improvement Objective 7 (Risk Reduction Plan)** - To ensure that the Services Business Continuity Planning and Management arrangements are as comprehensive and secure as they can be.

2.03   Further details on each of these objectives are contained in the full consultation document which is appended to this report.

2.04   The consultation period runs until 10th September 2010 and the Authority has agreed to extend this deadline to allow members of the Executive, Corporate Management and People and Performance Overview and Scrutiny Committee to consider and comment on the improvement objectives and risk reduction proposals.

3.00   CONSIDERATIONS

3.01   Councillors David Barratt, Brian Dunn, Grenville James, Mrs Norma Jones, Mrs Doreen Mackie and Mrs Ann Minshull are serving members on the North Wales Fire and Rescue Authority and will be invited to provide comments of support for the document, and its objectives, at a joint meeting of the Corporate Management and People and Performance Overview and Scrutiny Committee to be held on 9th September 2010.

3.02   Members were individually consulted last year on the North Wales Fire Authority's Consultation document "Shaping the future of North Wales Fire and Rescue Service". This current consultation exercise is consistent with the earlier Strategy of the Fire Authority and therefore contains a supportable set of objectives.

3.03   Members are asked to consider:

- whether the balance is right as outlined within the consultation document; and

- whether they would wish to make any specific views on what should be achieved in the seven improvement objectives.

4.00   RECOMMENDATIONS

4.01   Members are requested to consider and comment on the improvement objectives and risk reduction proposals as outlined in paragraph 3.03 above.

Date: 15/09/2010

5.00   FINANCIAL IMPLICATIONS

5.01   None directly associated with this report.

6.00   ANTI POVERTY IMPACT

6.01   None directly associated with this report.

7.00   ENVIRONMENTAL IMPACT

7.01   As outlined within the consultation document.

8.00   EQUALITIES IMPACT

8.01   None directly associated with this report.

9.00   PERSONNEL IMPLICATIONS

9.01   None directly associated with this report.

10.00   CONSULTATION REQUIRED

10.01   As outlined in paragraphas 2.02 and 2.04.

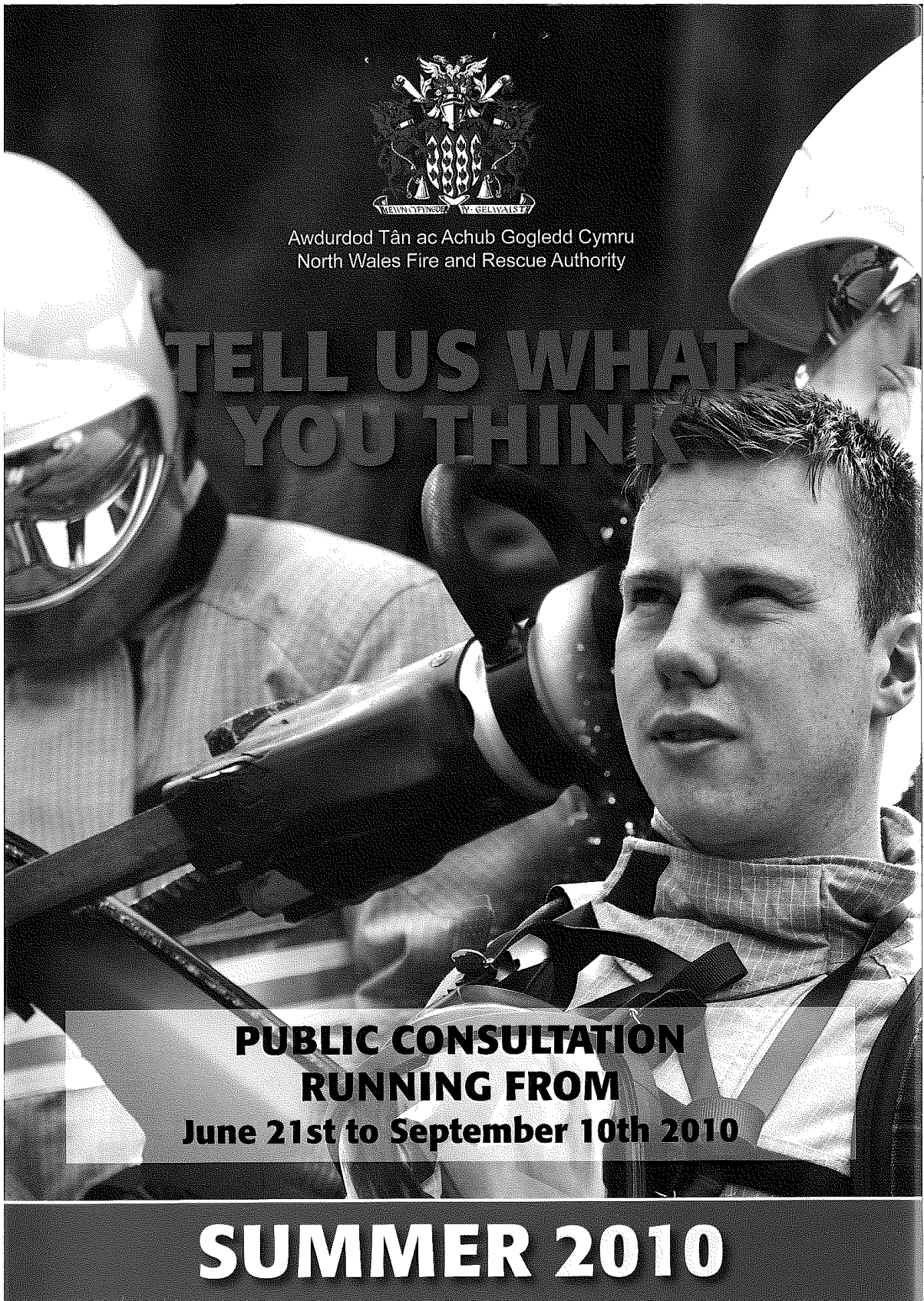**11.00   CONSULTATION UNDERTAKEN**

11.01   As above.

12.00   APPENDICES

12.01   North Wales Fire and Rescue Authority Improvement and Risk Reduction
Objectives 2011-12.

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

Consultation Document as appended.

Contact Officer: Chief Executive
Telephone: 01352 702107
E-Mail: chief_executive@flintshire.gov.uk

Date: 15/09/2010

Awdurdod Tân ac Achub Gogledd Cymru
North Wales Fire and Rescue Authority

TELL US WHAT YOU THINK

PUBLIC CONSULTATION
RUNNING FROM
June 21st to September 10th 2010

SUMMER 2010

Flintshire County Council

CONTENTS

Date: 15/09/2010

INTRODUCTION

INTRODUCTION

Why does the Fire and Rescue Authority conduct this annual public consultation exercise?

We like to think that however good we are at what we do, we should always aim to do even better. We also like to think that what we're planning to do is in line with public expectations. After all, it's public money that pays for the Service.

We have put together a draft Improvement and Risk Reduction Plan 2009 -12 but before we finalise our objectives for 2011-12, we would like to hear from residents, business people, service users, potential service users and anyone else with an interest in what we do. This document is an invitation to tell us what you think of fire and rescue services in North Wales.

Shouldn't we leave those decisions to the experts?

We don't ask you to make decisions about technical matters, but we do ask you about more general aspects that don't require specialist knowledge.

Everyone living, working or travelling in North Wales has an interest in the fire and rescue service's ability to deliver. So when we develop our plans we want to be confident that we're thinking along broadly the same lines as you are.

Big decisions about the Service will eventually come down to affordability and what the main priorities are – so we really do want to know what you expect to receive for the money we have available.

But don't people need to know a bit about the Service first?

That's true. There's a wealth of information on our website – www.nwales-fireservice.org.uk - but the next page contains some basic information as a quick reference.

INFORMATION
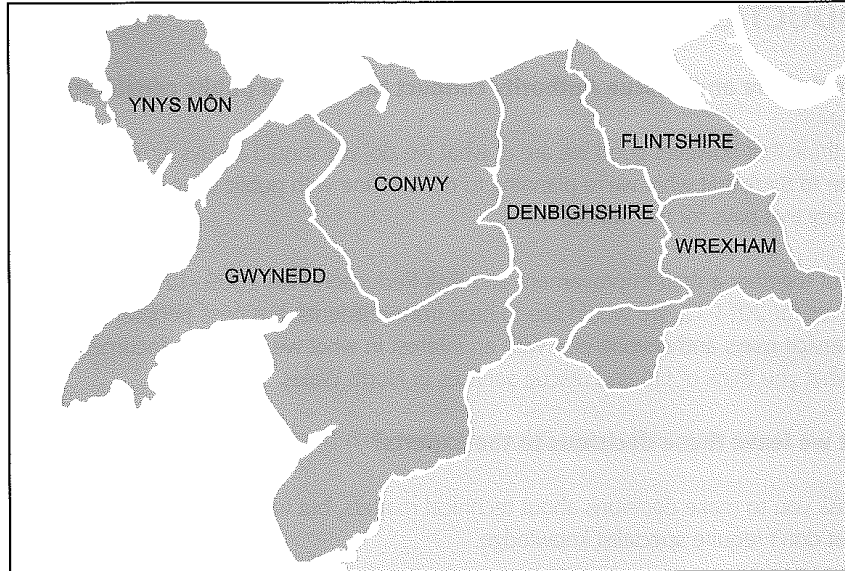
Population	677,971
Domestic properties	304,412
Non-domestic properties	27,284
Free home fire safety checks delivered in 2009-10	32,802

Resources

Fire stations open 24 hours	3
Day crewed[1] fire stations	5
Retained fire stations	36
Employees	1,017
Fire engines	54
Annual budget 2010-11	£32,093,400

Incidents in North Wales in 2009-10

Fires	3,370
Non-fire special services	1,499
of which were road traffic collisions	769
People killed in fires	8
People injured in fires	69

[1]Day crewed fire stations are open between 12:00 midday and 10:00 p.m. and operate as retained fire stations outside these hours.

Date: 15/09/2010

SECTION 1

# Is the Authority right to feel confident that it can improve?

Under current requirements[2], the Authority has a general duty to keep on improving what it does. This means making proper arrangements to enhance the services it delivers in terms of either their effectiveness, quality, availability, fairness, sustainability, efficiency, innovation or any combination of those things.

The Authority has numerous ways of making sure that it can achieve this. For example:

The Authority gets involved in:

- working closely with other organisations, in consulting groups of people and communities, and in engaging in new ways of working;

- its own annual processes of reviewing performance and developing detailed action plans to improve;

- national processes where other fire and rescue services are invited to assess particular Service functions;

- internal audits of specific areas; and

- external audits by the Wales Audit Office that look ahead at the start of the year at the likelihood that the Service will improve and look back at the end of the year at what progress was actually made.

[2]The Local Government (Wales) Measure 2009, Section 2 and Section 5.
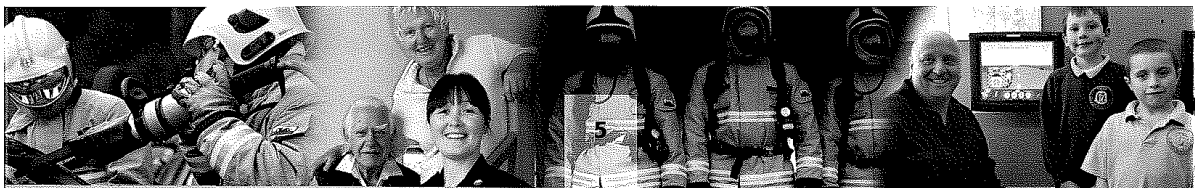
SECTION 1

The Authority has:

- formal planning and reporting procedures

- proper monitoring arrangements to oversee performance and spending throughout the year;

- robust reporting arrangements involving numerous committees, the Welsh Assembly Government and the public; and

- effective working relationships with sources of professional advice.

The Authority has:

- clearly defined responsibilities, training and codes of conduct for members;

- committees and structures that promote continuous improvement;

- policies and procedures to deal with failures (e.g. for reacting to complaints).

Date: 15/09/2010

SECTION 2

How is the Authority intending to improve and to reduce risk as part of its strategy for 2011-12?

The Authority is expected to consult each summer on its intentions for the following financial year and beyond. At the end of the consultation period, it considers the comments received before finalising its plans in October. The cost of running the service and delivering the plans then needs to be built into an annual pot of money that we receive from the six county councils in North Wales at the start of the new financial year.

The Authority's specific improvement objectives are shown below:

Improvement Objective 1

We want to help to keep people and communities safe by preventing deaths and injuries from accidental fires in living accommodation.

We propose to do this through:

- a targeted programme of prevention activity and advice, with a particular emphasis on homes occupied by people who are vulnerable or disadvantaged. For this we will use our own sources of information and staff, but collaboration is to be key to our continuing success and we will increasingly encourage other agencies to share information with us where that helps to keep people safe;

- a swift and even more effective emergency response when fires do occur, to give the best opportunity for rescuing anyone who has not been able to escape and limiting the spread of the fire. For this we will increasingly use the records we hold to help us to anticipate levels, times and locations of demand.

Date: 15/09/2010

SECTION 2

Improvement Objective 2

We want to help to minimise the risk of fires starting accidentally in non-domestic properties, so that normal activities can continue and the lives of people visiting and working there are not put at risk.

We propose to do this through:

- a carefully targeted programme of inspections of fire safety arrangements in non-domestic properties, using local intelligence and special computer technology to help with this;

- a swift and even more effective response when fires do occur to give the best opportunity for rescuing anyone who has not been able to escape and limiting the spread of the fire. This will be achieved through effective management, technical procedures and communications systems, supporting a highly skilled workforce with the necessary information, equipment and appliances.

Improvement Objective 3

We want to help to minimise the danger and damage caused by non-fire emergencies, such as flooding, road traffic collisions, and chemical incidents.

We propose to do this through:

- a swift and even more effective response when these events do occur, especially where lives are at risk. This will be achieved through effective management, technical procedures and communications systems, supporting a highly skilled workforce with the necessary information, equipment and appliances.

- using the records we hold and any other relevant sources of information to help us to anticipate levels, times and locations of demand.

- continuing to work with other agencies (e.g. the Environment Agency) to find ways to improve further.

Date: 15/09/2010

SECTION 2

Improvement Objective 4

To help tackle problems of deliberate fire-setting so that people, communities, businesses, the environment and the area's heritage are not put at risk.

We propose to do this through:

- collaborating with North Wales Police and other agencies to prevent arson and acts of vandalism by fire;

- working with particular groups and individuals to influence behaviour away from deliberate fire-setting.

Improvement Objective 5 (Risk Reduction Plan)

To focus on improving the sustainable development of the Authority by finding the right balance between the environmental, economic and social impact of providing a fire and rescue service.

We propose to do this through:

- the roll-out of an agreed action plan centred on consumption, climate change and energy, enhancing the environment and promoting sustainable communities.

Improvement Objective 6 (Risk Reduction Plan)

To become better at identifying and engaging with people who could find themselves socially and/or economically disadvantaged, so that we can enhance their sense of wellbeing and reduce the level of risk to their personal safety.

We propose to do this through:

- the roll-out of an agreed Single Equality Scheme that helps to protect people from being disadvantaged unfairly on account of their age, disability, gender, marriage or civil partnership, pregnancy, race, religion or belief, sexual orientation, or Welsh/English language preference.

- developing a deeper understanding of the diversity of people living within our service area so that we are better equipped to protect and support them to live long and productive lives in safe and vibrant communities.

SECTION 2

Improvement Objective 7 (Risk Reduction Plan)

To ensure that the Service's Business Continuity Planning and Management arrangements are as comprehensive and secure as they can be.

We propose to do this through:

- undertaking a reappraisal of how Business Continuity Planning resources and responsibilities are allocated so that we can place renewed emphasis on progressing with existing plans and continuously developing new plans;

- assigning equal importance to corporate and operational business continuity management so that we can be sure that no area has been overlooked and that recovery plans are robust.

Date: 15/09/2010

CONSULTATION QUESTIONS

Question 1

Do you think that the Authority is right to have confidence in its ability to keep on improving what it does? YES ☐ /NO ☐

If not, why do you think that? ....

....

....

....

....

Question 2

Do you agree with Improvement Objective 1 – preventing deaths and injuries from accidental fires in living accommodation? YES ☐ /NO ☐

Do you agree with our proposed actions for achieving this improvement objective? YES ☐ /NO ☐

Any additional comments: ....

....

....

....

....

Question 3

Do you agree with Improvement Objective 2 – ensuring that non-domestic premises are safe to visit and work in? YES ☐ /NO ☐

Do you agree with our proposed actions to secure this improvement objective? YES ☐ /NO ☐

Any additional comments: ....

....

....

....

....

Date: 15/09/2010

CONSULTATION QUESTIONS

Question 4

Do you agree with Improvement Objective 3 – minimising the risk from non-fire emergency incidents. YES ☐ /NO ☐

Do you agree with our proposed actions to secure this improvement objective?
YES ☐ /NO ☐

Any additional comments: ....
....
....
....
....

Question 5

Do you agree with Improvement Objective 4 – tackling the problem of deliberate fire-setting? YES ☐ /NO ☐

Do you agree with our proposed actions to secure this improvement objective?
YES ☐ /NO ☐

Any additional comments: ....
....
....
....
....

Question 6

Do you agree with Improvement Objective 5 – sustainable development?
YES ☐ /NO ☐

Do you agree with our proposed actions to secure this improvement objective?
YES ☐ /NO ☐

Any additional comments: ....
....
....
....
....

Date: 15/09/2010

CONSULTATION QUESTIONS

Question 7

Do you agree with Improvement Objective 6 – Single Equality Scheme?
YES ☐ /NO ☐

Do you agree with our proposed actions to secure this improvement objective?
YES ☐ /NO ☐

Any additional comments: ....
....
....
....
....

Question 8

Do you agree with Improvement Objective 7 – Business Continuity
Management? YES ☐ /NO ☐

Do you agree with our proposed actions to secure this improvement objective?
YES ☐ /NO ☐

Any additional comments: ....
....
....
....
....

Information about you

To help us to analyse the responses we receive and to improve our future
consultations, we would be grateful for some information about you.

Which county in North Wales do you live in?

Anglesey ☐   Gwynedd ☐   Conwy ☐
Denbighshire ☐   Wrexham ☐   Flintshire ☐   Elsewhere ☐

Do you work, or are you related to anyone who works, for North Wales Fire and
Rescue Service? YES ☐ /NO ☐

Date: 15/09/2010

CONSULTATION QUESTIONS

How to send in your comments

Please forward your completed questionnaire by September 10th to;

By Post:
Future Fire, Fire and Rescue Service Headquarters,
Ffordd Salesbury, St Asaph Business Park,
St Asaph, Denbighshire,
LL17 0JJ

By email:
futurefire@nwales-fireservice.org.uk

THANK YOU

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 5

REPORT TO:	**EXECUTIVE**
DATE :	**21 SEPTEMBER 2010**
REPORT BY:	**CHIEF EXECUTIVE**
SUBJECT :	**PRELIMINARY CORPORATE ASSESSMENT - REPORT BY THE AUDITOR GENERAL FOR WALES**

1.00   PURPOSE OF REPORT

1.01   To advise members of the contents of the Preliminary Corporate Assessment recently provided by the Auditor General for Wales.

2.00   BACKGROUND

2.01   The Auditor General is required by the Local Government (Wales) Measure (2009) (the Measure) to undertake an annual Improvement Assessment for each improvement authority in Wales including local councils, national parks and fire and rescue authorities.

2.02   This requirement is fulfilled in two ways:

- a Corporate Assessment - an assessment of the authority's arrangements to secure continuous improvement; and

- a Performance Assessment - an assessment of whether an authority has achieved its planned improvements.

2.03   Taken together these two assessments will form the basis of an annual report to citizens, known as the Annual Improvement Report which is issued in November.

3.00   CONSIDERATIONS

3.01   The Auditor General has brought together her work, that of the appointed Auditor and other regulators to inform the Corporate Assessment. As this is the first year of a new approach, the assessment is a preliminary one and the report is to be viewed as a progress report. The Annual Improvement Report will also serve as an update for the Corproate Assessment.

3.02   The assessment sets out the findings to the question "Are the arrangements of Flintshire County Council likely to support continuous improvement?"

3.03   The assessment has been developed and improved with significant input from senior officers to ensure accuracy, fairness and validity.

Date: 15/09/2010

3.04 The conclusion arising from the first Corporate Assessment is that: "Flintshire County Council is actively promoting improvement whilst some arrangements are not yet fully developed."

3.05 This conclusion has been based on the Wales Audit Office's assessment of our progress over time and is broken down into two key messages:

- the Council has taken initiatives to improve after a period of inconsistent progress but whilst there has been some progress, some corporate arrangements are not yet fully developed; and

- Council leadership has positively promoted change and there have been many improvements in arrangements whilst some risk areas have not yet been fully addressed.

3.06 The four areas for improvement which have been identified by the assessment are:

- Review arrangements to ensure that appropriate behaviour standards of councillors are maintained.
- Complete work on the Council (Governance) Plan Framework.
- Develop the process to enable the allocation of resources to priorities.
- Complete the People Strategy 2009-2012 and action plan.

3.07 The Preliminary Corporate Assessment will be presented to Scrutiny toward the end of September.

4.00 RECOMMENDATIONS

4.01 Members to be advised of the contents of the Preliminary Corporate Assessment recently provided by the Auditor General for Wales.

5.00 FINANCIAL IMPLICATIONS

5.01 None

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

Date: 15/09/2010

8.01　None

9.00　PERSONNEL IMPLICATIONS

9.01　None

10.00　CONSULTATION REQUIRED

10.01　The Preliminary Corporate Assessment will be presented to Scrutiny toward the end of September.

11.00　CONSULTATION UNDERTAKEN

11.01　None

12.00　APPENDICES

12.01　Appendix 1 - Preliminary Corporate Assessment

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

None

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Telephone:　01352 702740
E-Mail:　karen_armstrong@flintshire.gov.uk

Date: 15/09/2010

Flintshire County Council
Report by the Auditor General for Wales
Preliminary Corporate Assessment – August 2010

Flintshire County Council is actively promoting improvement whilst some arrangements are not fully developed

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Cardiff
CF11 9LJ
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Contents

Summary

1 The Auditor General is required by the Local Government (Wales) Measure (2009) (the Measure) to undertake an annual Improvement Assessment for each improvement authority in Wales, that is, local councils, national parks and fire and rescue authorities.

2 In order to fulfil this requirement the Wales Audit Office will undertake:

- a Corporate Assessment – an assessment of an authority's arrangements to secure continuous improvement; and

- a Performance Assessment – an assessment of whether an authority has achieved its planned improvements.

3 The approach is designed to enable a whole organisation assessment at each council to be undertaken in a standardised way. Taken together these two assessments will form the basis of an annual report to citizens, known as the Annual Improvement Report.

4 The Auditor General has brought together her work, that of the Appointed Auditor, and that of other relevant regulators, to inform the Corporate Assessment. As this is the first year of a new approach, the assessment is a preliminary one and this report should be viewed as a progress report. The Annual Improvement Report will also serve as an update for the Corporate Assessment.

5 In March 2010, the Auditor General identified the scale of the financial challenge facing public services in Wales in a report to the National Assembly: A Picture of Public Services. The potential impact of spending reductions on local government has also been highlighted by the Welsh Local Government Association (WLGA), the Chartered Institute of Public Finance and Accountancy and the Society of Local Authority Chief Executives. In evidence to the National Assembly's Public Accounts Committee in June 2010, the WLGA noted: 'There is no escaping the fact that all parts of the public sector will have to examine current expenditure and service provision – the shortfall cannot be solved by efficiencies alone.' To meet this challenge, local authorities must fundamentally review the services they provide and how they are delivered, including considering options for increasing procuring rather than providing services and for working in collaboration. It is in this context that the Corporate Assessment has been prepared.

6 This report sets out the findings of the Corporate Assessment only and is designed to answer the question: 'Are the arrangements of Flintshire County Council (the Council) likely to secure continuous improvement?'

7 As this is our Preliminary Corporate Assessment, there are several areas where only limited work has been possible. We will continue to build on this and monitor progress in the coming months to provide an update in our Annual Improvement Report to be issued in November.

8 The conclusion arising from our first Corporate Assessment is that:

- Flintshire County Council is actively promoting improvement whilst some arrangements are not yet fully developed.

9 We based our conclusion on our assessment of the Council's progress over time and an analysis of the strengths and weaknesses of its arrangements to support improvement. These conclusions are explained in detail in Part 1 and Part 2 of the report respectively. We found that:

- the Council has taken initiatives to improve after a period of inconsistent progress but whilst there has been progress, some corporate arrangements are not yet fully developed; and

- Council leadership has positively promoted change and there have been many improvements in arrangements whilst some risk areas have not yet been fully addressed.

Special inspection

10 Based on the Corporate Assessment, the Auditor General does not intend to carry out a special inspection of the Council under section 21 of the Measure.

Recommendations

11 The Auditor General has not made formal recommendations for improvement for the Council under section 19 of the Measure nor recommended that Welsh Ministers should provide assistance to the Council by exercising their power under section 28 of the Measure or give a direction under section 29 of the Measure.

Areas for improvement

12 The assessment has identified the following areas where we propose the Council considers taking action.

Exhibit 1: Areas for improvement
P1 Review arrangements to ensure that appropriate behaviour standards of councillors are maintained.
P2 Complete work on the Council (Governance) Plan Framework.
P3 Develop the process to enable the allocation of resources to priorities.
P4 Complete the People Strategy 2009-2012 and action plan.

Part 1: How the Council has approached improvement over time

The Council has taken initiatives to improve after a period of inconsistent progress, but, whilst there has been progress, some corporate arrangements are not yet fully developed

Before 2007, there was clearer political control but corporate management was inconsistent and the Council failed to address some key challenges

13 During the period following its creation in 1996 to 2008, there was clear political control of the Council. The Council initially inherited a legacy of financial problems and these required the development of a four-year budget strategy. This strategy led to a gradual improvement in the Council's financial situation. At the same time, there were a range of governance issues leading to investigations by the Audit Commission in Wales (ACiW) and other external bodies.

14 In November 2004, the ACiW Improvement Journey report presented a positive picture of the Council and concluded that despite the difficulties it had faced, it had a good record of driving improvement.

15 In the following years, external regulators and inspectors highlighted a varied picture of performance across different services and the need for stronger action to address a number of critical corporate issues. Whilst there was progress in some matters, the political and officer leadership did not fully tackle some of the important issues facing the Council.

16 Corporate issues included the need to improve the overall corporate management of the Council, address the limited strategic capacity, reduce the large number of temporary and interim appointments, and tackle the domination of service and parochial interests.

17 During this period, some services were developing well. For example, in 2005, the Social Services Inspectorate for Wales assessed social services for adults as 'mainly good' and 'well placed' to sustain and improve. However, other services were not making such good progress; the Wales Audit Office raised significant concerns about services in the Community and Housing Directorate and in 2005, Estyn assessed education access and social inclusion arrangements as 'fair' with 'uncertain' prospects for improvement.

Since 2007, more effective and professional leadership has improved corporate management and helped to promote improvement despite a fragile political position

18 The appointment of a new Chief Executive in 2007 led to the development of a programme of organisational change and a commitment to tackle a range of corporate issues.

19 Since the local elections in May 2008, the Council has been led by a coalition of an alliance of independent councillors and other political groups. Whilst the Coalition inherited a set of risk based priorities with which it was comfortable, it initially lacked its own clear programme of the priorities and policies it intended to pursue. There has also been a period of internal fragmentation and disunity amongst a small number of elected members and between some of these members and officers.

20 The first phase of an organisational change programme involving the restructuring of senior management posts was completed. A new set of business planning and management approaches was implemented aimed at enabling there to be a greater focus on strategic priorities. These included the development of new approaches to risk management, target setting and service planning, implementation of a 'people strategy', over-hauling budget setting and a new, more corporate, approach to financial and asset management. These developments led to the authority being highly commended in Excellence Wales awards for 2008-09 for improvements to the whole Council.

21 Service reviews by regulators and inspectors continued to identify notable strengths but also areas where further improvement was needed. These areas for improvement included aspects of housing strategy and housing services, and plans for schools modernisation.

22 On 30 September 2009, the Appointed Auditor issued an unqualified auditor's report on the financial statements.

23 On 30 November 2009, the Auditor General and her Appointed Auditor issued an Annual Letter on the financial statements, corporate arrangements and performance of the Council. The Letter reported that positive developments were continuing but would benefit from a clearer identification of, and alignment with, the Council's key ambitions.

The Council is beginning to establish its priorities and arrangements to address the financial future but the political position and the capacity for change present continuing risks

24 In May 2010, the Council's Executive endorsed a revised Community Strategy 2009 to 2019 and also noted a Statement of the Priorities of the Administration for the remainder of the Council term in May 2012.

25 The Council has adopted the 'Flintshire Futures' programme which provides a framework to address expected reductions in revenue and capital funding. The programme has two elements: the Change Programme focused on improving efficiency, and the Choice Programme aimed at choosing the most effective and cost-efficient way of governing and delivering services.

26 The Change Programme will concentrate on those possibilities for change which are internal and do not make a direct and significant impact on the public services provided. An annual 'cashable' and 'non-cashable' efficiencies target will be set for each of the themes under the Change Programme. The cashable target for the Change Programme has been initially set at a notional £10 million for the three-year period 2011-12 to 2013-14.

27 The aim of the Choice Programme is to choose the most effective and cost-efficient ways of governing and providing services whether directly or in forms of partnership and procurement with the local government, public, third and private sectors. The Choice Programme will have a direct and significant impact on the public services provided. Specific programme efficiencies targets will be set for the Choice Programme. An emerging target within the Regional Partnership Board for regional collaboration is 25 per cent of the total regional funding 'gap' for the six authorities. For Flintshire, this would be the equivalent of an annual cost reduction through collaboration of £6 million to £7 million by 2013-14.

28 The Flintshire Futures programme incorporates and extends the Council's commitment to working through partnerships to improve efficiency and effectiveness. It is closely aligned with the regional programme of the North Wales Regional Partnership Board. The Council commitment is also reflected in a number of joint developments and partnership projects.

29 These developments are helping the Council to provide clearer focus and to prepare to respond to the financial challenges ahead. There remains concern over the capacity and capability for delivering the pace and extent of change that may be required and the need to maximise the support of corporate arrangements.

8

Part 2: Analysis of the Council's arrangements to help it improve

Council leadership has positively promoted change and there have been many improvements in arrangements whilst some risk areas have not yet been fully addressed

Leadership and governance arrangements are positively supporting improvement in difficult circumstances and the Council is following a constructive approach to partnership working

Elected member and senior officer leadership is actively supporting improvement but the political position remains fragile

30 When the Coalition was formed after elections in May 2008, it did not have a clear programme of its own policies and priorities. Most of the members of the new Council Executive did not have prior experience of being part of a local authority executive. They have developed their roles and become clearer about their ambitions and priorities for improvement. However, the Coalition remains fragile with disunity occupying time and focus.

31 During the period since May 2008, the Chief Executive has provided clear and focused managerial leadership and assisted the Executive to develop their roles and to clarify priorities. He has also continued with the organisational change and development programme. The restructuring of senior officer posts has contributed to this process and led to greater collective accountability and managerial leadership. The improved business processes put in place have enabled there to be a continued focus on improvement and the Council has begun to tackle some of the difficult and outstanding issues. For example, progress has been made on the approach the Council will make to address the future of its housing stock. However, the Council has sometimes been unable to deliver the pace of change that it has intended and will want to continue to develop the contribution of senior officer and political leadership to driving the improvement agenda.

32 Whilst the various priorities of the Council have been set out in a range of strategies, policies and plans, a Statement of the Priorities of the Administration for the period 2010-2012 was noted by the Executive in May 2010. It was drawn up by the Leader in partnership with Coalition members and with the advice and guidance of the Chief Executive and senior management. The list of 10 governance and 30 public service priorities highlights some big challenges, some commitments to adapt to meet Assembly Government or other expectations, and commitments to improve the way the Council is run and performs.

33 The elected member and officer leadership has recognised the likely extent of the future financial challenge and has agreed the Flintshire Futures programme which sets out a

framework for addressing the financial challenge and organisational change. The leadership is also actively engaged in the development of regional collaboration particularly through the North Wales Regional Partnership Board.

Governance arrangements are generally effective but some issues remain to be addressed

34 The Council has been concerned to ensure that it follows appropriate governance arrangements and recently a Corporate Governance Working Party carried out a corporate governance self-assessment which was reported to the Constitution Committee in April 2010. The self-assessment noted areas where appropriate arrangements were in place and actions for some other areas.

35 The roles and responsibilities of elected members and officers are generally well defined and are understood by the majority of elected members and senior officers. One area of less clarity has been over the appointment and roles of 'member champions'. Seven 'champions' have been appointed through differing processes to champion areas of governance (such as member development, and overview and scrutiny) and service and citizen areas (such as ICT, older people, bio-diversity). A working party is to report to the Constitution Committee on this matter.

36 The Executive meets frequently but some decision making is slower than it could be. Whilst the Executive members have allocated portfolios, they do not have delegated decision-making roles (except in an emergency). Similarly, the scheme of delegation to officers is limited and the Corporate Governance Self-assessment has identified the need to review the scheme of delegation.

37 Scrutiny arrangements have improved and scrutiny committees provide challenge to decisions, and pre-decision scrutiny. A number of 'task and finish' groups assist performance monitoring, service review and policy development. However, some scrutiny work is too focused on detail. Overview and scrutiny committees have forward work programmes that are partly informed by the Executive work programme but they find that the Executive work programme slips and the scrutiny committee programme therefore slips.

38 In October 2008, the Council achieved the WLGA Member Development Charter first level. In particular, the Council was recognised as having a strong member development working group, an excellent induction programme and involving members in creating their role descriptions. However, it has not yet implemented an effective process of annual reviews for members.

39 Concerns about improving the standards of behaviour of a small number of members were reported to us and dealing with such concerns sometimes deflected the Council's attention from addressing other matters. The Corporate Governance Self-assessment noted the need to raise the profile of the Council Standards Committee. The Council also plans to provide refresher training on the Code of Conduct Guidance. Some matters are the subject of investigation by the Public Services Ombudsman for Wales.

A constructive approach to working in partnership will support future improvement

40 The Council has played a significant role in establishing the North Wales Regional Partnership Board (NWRPB) 'vision' and programme for change that are intended to simultaneously deliver service improvement and efficiencies, and cashable savings. The NWRPB has established four programme boards to focus on education, social care and health, environment and regulatory services, and other services (including support services). The Chief Executive is the sponsoring chief executive of the NWRPB programme board on Environment and Regulatory Services and other Directors are making significant contributions. The work will include consideration of:

■ alternative service delivery models;

■ partnership with external bodies including the private sector;

■ collaborative service delivery with other local authorities;

■ user controlled services;

■ Business Process Re-engineering (BPR) and lean review of services;

■ sharing of best practice;

■ joint procurement/commissioning; and

■ succession planning for joint senior appointments which will provide a framework for developing shared services.

41 The programme boards are established and have identified work streams and target levels of savings. The regional planning currently taking place has the potential to lead to significant improvement through collaboration.

42 The Council has led the co-ordination of the North Wales Regional Waste Treatment Project. This project has made good progress with proposals to procure a sustainable waste management solution for five local authorities in North Wales (Conwy, Denbighshire, Flintshire, Gwynedd and the Isle of Anglesey). The project will assist with the reduction in greenhouse gas emissions from landfill and will minimise the tonnage of waste residue sent to landfill. The development of the project so far reflects positive practice. A Gateway review of the outline business case for the project in April 2010 reached an overall view that the 'project is currently well placed to succeed'.

43 The Council has several joint projects and services with other councils including the Managed Agency Staff Solution and emergency duty (social work) teams jointly with Wrexham and Denbighshire. Flintshire runs the schools' library service on behalf of the former Clwyd authorities and leads the regional transport planning collaboration (TAITH). A Programme Manager for the Flintshire Futures project has recently been appointed in a joint post for a similar programme for Wrexham County Borough Council.

44 The Council is also contributing to existing and planned regional partnership work through the North Wales Social Services Improvement Collaborative and is involved in the North Wales Adoption Service which became operational from 1 April 2010.

45 The Flintshire Local Service Board (LSB) is in operation and is developing work in its first Local Delivery Agreement on Carbon Reduction. Relationships are positive with LSB partners although some arrangements across all LSBs have been affected by the recent reconfiguration of health bodies. There are extensive joint

operational activities and work between the councils and the Health Board is now moving forward positively. To help promote an effective relationship between local authorities and the health board, North Wales councils have appointed a Regional Local Authority Management Representative (Ambassador) on the Betsi Cadwaladr University Health Board Management Team.

46 Flintshire LSB has adopted a good strategic partnership governance framework. It includes arrangements for forming or joining any strategic partnership, mechanisms for accountability, performance risk and resource management arrangements. It includes protocols for citizen engagement and consultation, information sharing and communication and dealing with partnership complaints and compliments. Partnership bodies are expected to undertake an annual partnership review which will assess how far each body is achieving its desired end results. The framework has also been adopted by other partnerships including the Youth Justice Board and has the potential to be an example of good practice.

The policy and strategy framework, use of resources, business processes and people management are developing but not yet fully supporting improvement

A clearer strategic policy framework is emerging although some aspects are still developing

47 The high level 'County Vision' for Flintshire was 'signed off' by the LSB in October 2009 and provides the basis of the updated Community Strategy 2009-2019. The adopted vision is for a county where there is:

■ Economic prosperity

■ Health improvement through everything we do

■ Learning and skills for life

■ Living sustainably

■ Safe and supporting communities

48 The Strategy provides further information about each element of the vision. The Council endorsed the final version of the Strategy in June 2010.

49 The Council's priorities are set out in a range of strategic documents (including the 'County Vision'), corporate strategies and business plans. The Council's set of key policy documents include the ICT Strategy, People Strategy, and the Corporate Asset Management Plan. The Council has not yet completed the process of adopting a Unitary Development Plan (UDP). In March, it agreed a draft UDP in principle, subject to a set of further matters being considered. A further report is due to be presented to the Council.

50 Whilst the Council has the set out a wide range of priorities and objectives in its various strategies, policies and plans, members of the public, officers and elected members may have found it difficult to locate these documents and identify which are the main priorities of the Council. The Wales Audit Office Annual Letter for 2008-09 reported the need for more clearly articulated and agreed political priorities. This contributed to driving the development of the 'Statement of the Priorities of the Administration 2010-12'. It includes 10 corporate governance and performance priorities and 30 service priorities. These are 'the over-riding priorities of the moment' rather than necessarily being

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longer-term objectives. Not all of the priorities require additional investment. The priorities will inform the development of the Flintshire Futures programme as well as business plans.

51 In 2009, the Executive agreed a new Council planning framework aimed at tying together the ambition, priorities and targets for the Council with an overall governance framework. This includes:

- the Council Plan (Governance) framework;

- annual statements, including the Annual Performance Report; and

- service and directorate plans.

52 The Council Annual Performance Report 'fulfils part of the requirement to publish an annual improvement plan under the Wales Programme for Improvement'. It provides information on the performance of the Council, the Strategic Assessment of Risks and Challenges (SARC), the reports of regulators and inspectors and progress with regional and local partnerships.

53 The Council Plan (Governance) Framework ties together the vision, goals and ambitions for the Council with the governance and business planning arrangements. Recent developments, such as the Statement of the Priorities of the Administration, adoption of the Community Strategy, and the establishment of the Flintshire Futures programme, will contribute to the framework. An outline of the contents of the framework was reported to the Executive in April 2010 in a report which noted the full and final contents of the framework would be produced as a mid-year statement during 2010.

The Council has benefitted from sound financial control but there have been significant service pressures and some overspends in 2008-10; the Council is beginning to develop the framework to address financial challenges and develop financial planning linked to priority objectives

54 In recent years, the Council has not had significant issues about its financial standing or been required to use reserves to balance budgets. On 30 September 2009 an unqualified audit opinion was issued on the 2008-09 financial statements. The Annual Letter for the same year reported on the lack of certainty about the repayment of funds the Council had invested with Landsbanki which went into administration, and also that the Council had 356 claims against it in respect of equal pay.

55 Budgetary control has been generally effective although the 2009-10 outturn has reported significant overspends in Environmental Services and Lifelong Learning being largely offset by corporate efficiencies. During 2009-10, there was also an over-allocation of £1.1 million to secondary schools. The overspends in Environmental Services included unbudgeted maintenance costs as a result of the particularly harsh and lengthy winter. It is intended that the overpayment to schools is to be recouped over three years from schools modernisation and efficiency developments.

56 The Council budget setting process has wide involvement from elected members and officers. The process included an assessment of budget bids against the Council's risk assessment. A set of principles for medium term financial planning has been developed and is beginning to be used to enable the Council to help allocate resources. In 2009-10, the approach in setting the

13

budget was to continue to give priority to supporting schools, supporting those young people with disabilities who were moving through to adult services, and in providing care for the older people within the county area. For 2010-11, the budget allocated £8 million to respond to 'budget pressures'. These were categorised as follows:

- Economic impact

- Budget flaws

- Invest to save initiatives

- Pressures (including out-of-county placements)

57 However, the Annual Letter for 2008-09 noted that the Council has effective mechanisms for identifying resources but more needs to be done to align resources to priorities and that ultimately, the funding model must start from Council priorities, allocating to them in a logical manner, and this has not yet been achieved. The adoption of the Priorities of the Administration and the development of the Flintshire Futures programme should be used to assist this process.

58 The Council has a well-defined capital strategy and a recently approved Corporate Asset Management Plan. Further work on making best use of assets will be included in the 'change' element of the Flintshire Futures programme.

59 The Council has approved an ICT Strategy which sets out how ICT will be used to support improvement whilst it is not specifically focused on Council objectives.

Business processes have improved considerably in the last three years but there is room for further development to support improvement more effectively

60 The SARC process was developed in early 2008 and has identified areas where the Council needs to improve and to mitigate against risk. It has served its initial purpose well and has enabled the Council to focus attention on key issues. The Council has now identified the need to refresh the process during 2010-11 taking into account the entirety of the risk description and not just progress against the described actions.

61 Following the completion of the first phase of the Organisation and Change Programme, the second phase initiated a programme of planned reviews of approximately 40 areas of activity. The Wales Audit Office reported that there was a clear and logical basis for the selection of the review areas and these were appropriately linked to risks identified in the SARC process. Since then, some reviews have been completed or have made progress that has already led to improvement. Others are at various stages of development and the timetables for some reviews have slipped. In some cases, this reflects the re-prioritisation of work or delays pending the outcome of the work on Single Status or other developments. In some cases, the delays reflect issues of capacity and capability and the effectiveness of project management arrangements. The Flintshire Futures programme will now provide an additional framework for future organisational change and development.

62 Performance monitoring information is felt to have improved significantly and further work is planned to align performance to the Administration Priorities. Detailed quarterly reports at head of service/ division level are produced for consideration by Overview and Scrutiny Committees and are available to all councillors. These give a narrative analysis of performance as well as relevant data. The Executive Board receives separate quarterly reports with data analysis and comments against individual indicators. However, these provide limited narrative on progress and key areas for attention.

63 There have also been improvements to directorate and service plans and we found the structure and content of plans are generally good. There are, however, some inconsistencies and some objectives in plans lack measurable targets.

Despite some improvements in the human resources service, arrangements for people management include continuing risks that may hinder securing improvement

64 The Council developed a People Strategy for 2006-2009 with a wide range of proposals aimed at helping Flintshire employees to deliver services that meet existing and future demands. It included plans to address the costs of employing temporary and agency staff, the process the Council intended to take to implement the Single Status requirements and proposals to implement a human resources management information system (HRMIS). Progress has been made on these issues with the Managed Agency Staff Solution (MASS) coming into effect in October 2008 as a shared development with Wrexham and

Denbighshire. This arrangement has provided a corporate framework for employment of temporary and agency staff and achieved savings for the Council.

65 Work to achieve the Single Status requirements progressed and the Council approved proposals in August 2009. However, there was significant concern regarding some extreme job evaluation outcomes and possibly inconsistent job evaluation outcomes. Consequently, a special meeting of the County Council in November 2009 decided that the implementation of the proposed Single Status Agreement would be delayed pending the review of job evaluation outcomes. The delay and re-working of the project have taken time and resources. They have also delayed some organisational improvements, affected staff morale and caused damage to the reputation of the Council. However, work on the review has made good progress. Nine workstreams provide the framework for the review which has been designed in two phases. It is expected that most of the first phase of the project plan will have been delivered by the end of June 2010 with the second phase running from July 2010 through to the end of December 2010.

66 The work to implement the management information system has also progressed and new systems in place are beginning to provide the foundations of the information base needed for effective arrangements for people management. The amount of clear and accurate workforce information has been limited and has inhibited a corporate approach to workforce planning although there has been progress in some services. A project has been established to review the quality of data help and is an

'interdependent' workstream under the revised Single Status Project Plan. Robust workforce information will be important for allowing the Council to plan for its future staffing requirements.

67 A new People Strategy 2009-2012 has been developed to make further progress with the people management issues facing the Council. This includes the need to embed the improvements made under the previous strategy. For example, several key employment policies were revised as part of the previous strategy.

68 The Council, especially human resources service officers, has shown positive commitment and engagement with staff to change the culture related to staff management. An environment is being fostered in which service managers take greater responsibility for managing their staff effectively. Service managers now more strongly own and operate the employment policies. This ownership should lead to service managers relying less on support from human resources officers for the day-to-day line management of staff. An Action Plan is being developed to support the new strategy but is not yet in place.

69 Amongst the issues the Council is seeking to address is the need to increase change management capacity and capabilities. One development is the establishment of a small Management Training Programme to commence in September 2010.

70 The process for staff appraisals has improved but is not yet fully effective. Whilst the number and quality of performance appraisals have improved, more progress is required in some directorates.

71 A Council staff survey conducted in the summer of 2009 indicated a range of issues the Council will need to tackle to make the best use of its staff to deliver improvement. There was little change from a survey in 2007. Staff were concerned about the strategic leadership of the Council, recognition of their work and their own future careers. Some specific actions have already been taken in response with further actions incorporated in the People Strategy action plan and appropriate service and directorate plans.

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 6

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF FINANCE**

SUBJECT :   **BENEFIT TAKE UP STRATEGY 2010**

1.00   PURPOSE OF REPORT

1.01   To seek Member endorsement of the Benefit Take Up Strategy 2010.

2.00   BACKGROUND

2.01   Housing Benefit and Council Tax Benefits are administered on behalf of the Department of Work and Pensions. Activities are principally governed by the Social security Act 1998, which encompasses an obligation on Flintshire County Council to promote and maximise benefit take up.

       The Welsh Assembly Government provides annual funding specifically to support Benefit take up activities throughout Wales.

2.02   Whilst historically Flintshire County Council has implemented a range of initiatives supported by partner organisations within North Wales, it has not formally adopted a Strategy to inform that programme of work.

3.00   CONSIDERATIONS

3.01   A Take up Strategy has been developed to set out Flintshire County Council's approach to maximise Benefit take-up and utilise funding from Welsh Assembly Government.

3.02   The strategy aims to maximise Housing Benefit and Council Tax benefit for eligible households, contributing and supporting the key aims and objectives in Flintshire County Council's Community Strategy in relation to: -

- Community Inclusion
- Reducing Poverty
- Supportive Places

4.00   RECOMMENDATIONS

4.01   That the Executive endorses the proposed Benefit Take Up Strategy 2010 as detailed in Appendix A.

5.00   FINANCIAL IMPLICATIONS

Date: 15/09/2010

5.01   None

6.00   ANTI POVERTY IMPACT

6.01   Take up of benefit is a key government objective for tackling poverty and the effects of poverty, e.g. Health and Social Service issues.

6.02   Maximising take up improves the ability of tenants to pay rent; people who own their homes to meet their housing costs; tax payers to meet their liability; and all to reduce debt levels generally.

7.00   ENVIRONMENTAL IMPACT

7.01   None

8.00   EQUALITIES IMPACT

8.01   The strategy aims to ensure that all areas of Flintshire are aware of Housing and Council Tax benefit and that those who are eligible to claim do so.

9.00   PERSONNEL IMPLICATIONS

9.01   None

10.00   CONSULTATION REQUIRED

10.01   None

11.00   CONSULTATION UNDERTAKEN

11.01   None

12.00   APPENDICES

12.01   Benefit Take Up Strategy

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

None

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Date: 15/09/2010

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COUNTY COUNCIL

Benefit Take Up Strategy

Revenues and Benefits Section

Financial Services

July 2010

Contents

Benefit Take Up Strategy

Take-up Strategy Aims and Target

Aims

To maximise take-up of Housing Benefit and Council Tax Benefit for those households who are eligible in Flintshire County Council.

The Strategy is based around five key objectives:

Establishing evidence and analysis

• Collecting information in order for us to understand Flintshire and its communities allowing us to identity areas and reasons for low take-up of benefits and ensure that these issues are addressed by targeted campaigns and promotions;

• Evaluate and monitor customer needs in all communities of the county to identify reasons for low take-up of benefits and address these issues;

• Identify our vulnerable / hard to reach customers in order to provide assistance in claiming benefit;

• Obtain results of take-up campaigns in order to identify successful and unsuccessful activity.

Improving Service

• Ensure that the service has the skills and expertise to give customers accurate advice and assistance in relation to claiming benefits;

• Ensure that our partners and stakeholders are able to provide accurate advice and guidance on Housing and Council Tax Benefit issues and promote take up.

Joint Working

• Work closely with service partners / stakeholders and Government Agencies, to ensure that the Governments and corporate priorities for Benefit Take-up are achieved.

Publicity and Promotion

• Effectively promote Housing Benefit and Council Tax Benefit throughout the county using a variety of media;

• Benefit by running publicity campaigns and setting up surgeries in variety of locations throughout the county.

Consultation

• Seek feedback from customers regarding their experience of making a claim for benefit in order that the process is as straightforward as possible.

1.0   Introduction

1.1   Flintshire County Council's Benefit Take Up Strategy demonstrates the Councils commitment to improve customer service and reputation of the Council by ensuring:

- Income is maximised for all residents within the County which benefits the local economy

- Entitlement is correctly assessed based on information provided by the customer

- Working in partnership with other organisations enables customers to access all welfare benefits and to provide information for their claims in an efficient way

- The Council pays the right amount of benefit to the right people at the right time

- Residents entitled to benefit can look to improve their quality of life with access to the financial resources available to them

- Information to be available in formats that are accessible to all sections of the community

1.2   In addition the strategy is key to delivery of a high performing benefits service and to improve customer satisfaction.

2.0   Reasons for having a take up strategy

2.1   The reasons for developing this strategy are

- To meet the Councils priorities

- Encouraging take up potentially improves the quality of life for those customers who are eligible and have a positive impact on long term poverty

- Increasing the income of customers has a direct impact on spending in the community

- Residents who are entitled have full access to all benefits available to them

- Improved welfare benefit take up provides extra assistance to some of the most vulnerable members of the community

- Local Authorities have a statutory responsibility for Housing Benefit and Council Tax Benefit take-up under section 123(3) and 123(4) of the Social Security Contributions and Benefits Act 1992.

2.2   Take up of benefit is a key government objective for tackling poverty and the effects of poverty eg Health and Social Service issues

2.3   Maximising take up improves the ability of:

- tenants to pay rent

- owner occupiers to meet housing costs

- tax payers to meet their liability

- all to reduce debt levels generally

3.0   Economic and Social Structure of the population of Flintshire

The figures below are taken from the 2001 Census:

Population

The total population of Flintshire was 148,594 with 110,808 being over the age of 20.

Ethnicity

	%
White	99.20
Mixed	0.35
Asian or Asian British	0.18
Black or Black British	0.07
Chinese	0.13
Other ethnic group	0.07

Economic Activity (all people aged 16 - 74)

	Flintshire (%)		Flintshire (%)
Economically active	**67.7**	**Economically inactive**	**32.3**
Employed – • full time (72.2%) • part time (27.8%)	62.7	Retired	13.8
		Student	3.1
Self employed	8.9	Looking after home/family	6.2
Unemployed	3	Permanently sick/disabled	6.5
Full time student	2	Other	2.7

Deprivation

Analysis of the census highlighted 11 areas that represent the 10% most deprived in Flintshire. 6 of these areas were 'Communities First' areas. The other 5 are listed below;

00NJPS0005 – located in the ward of Buckley Bistre West.

Consist of just four main residential streets;

Leeswood Road, Somerville Close, Hillsview Road and Elm Grove

<u>00NJRN0002</u> – located in the ward of Sealand.

    Consist of just four main residential streets;

        Sandy Lane, Dee Road, Stafford Road and Queens Road

<u>00NJPZ0001</u> – located in the ward of Connahs Quay Central.

    The area includes six residential streets;

        Englefield Avenue, Summersville Close, Hilllside Avenue, Merllyn Avenue, Burton Court and St Marks Avenue

<u>00NJPZ0011</u> – located in the ward of Connahs Quay Central.

    This area consists of five residential streets;

        Dodds Drive, Glan-Y-Morfa Court, Primrose Street, parts of Mold Road and the High Street

<u>00NJQA0013</u> – located in the ward of Connahs Quay Golftyn.

    This area consists of just four main residential streets;

        Pen-Y-Llan Street, New Union Street, parts of Church Street and Kings Road

4.0   Why people do not apply for benefits

4.1   Recent research shows the reasons for not claiming benefit as complex and includes pride and stigma, but there are other reasons:

- Lack of awareness despite the information and encouragement to claim

- Poor perception of the gains in money terms that claiming can make

- Difficulties or perceived difficulties in claiming benefits, makes people reluctant to claim.

- Lack of information in formats accessible to all sections of the community

4.2   A personal approach to claiming welfare benefit is the most satisfactory and where possible if claiming more than one benefit can be linked ie the different agencies can work on behalf of one another the more likely people are to claim all that they are entitled to.

4.3   Age Concern stress the need for assisting pensioners with claims, preferably with home visits as they are generally confused with the provision of welfare benefits.

4.4   In 2003 there were 11.2 million pensioners resident in the UK with 2 million living below the poverty line. One third of pensioners do not claim basic welfare benefits which includes Housing and Council Tax benefit.

4.5   Flintshire County Council has made a positive commitment to encouraging and helping people to claim benefit by:

- Having a welfare benefits team whose role is to visit claimants to explain claims and collect information.
- Partnering with other organisations such as Pensions Service and Social Services
- Arrangements with Housing Departments and Housing Associations to collect benefit information
- Home visits
- Talks and presentations
- Advertising and Publicity material
- Questionnaires and consultation
- Annual take up leaflets for Council Tax Benefit
- Interpreting and translating information

5.0   Developing and Targeting Take Up

5.1   In the Government's document 'Tackling Social Exclusion' target groups were defined as:

- Pensioners
- Minority ethnic Groups
- Disabled people and disabled people with high dependency needs
- Lone Parents
- In Work/Low Income Claimants
- Claimants in Hospitals

5.2   A range of approaches is needed to target these groups and we aim to provide general advice on the take up of the following benefits:

- Attendance Allowance
- Carers Allowance
- Child Tax Credits
- Council Tax Benefit
- Council Tax discounts/disregards
- Council Tax disability relief
- Discretionary Housing Payments
- Employment Support Allowance
- Extended Payments for Council Tax and Housing Benefit
- Housing and Council Tax Benefit
- Income Support
- Job Seekers Allowance
- Pension Credits
- Second Adult Rebates
- Working Tax Credits

6.0   The way forward

6.1   The approach to take up will depend on the target group. Some may be specific activities such as attending pensioner groups or clubs or events etc. We have identified a number of information sources that are to be used

6.2   We will ensure that we provide clear, accessible and up to date information in formats suited to our target groups. We will seek to ensure that this information to will be made available in formats that accessible to all sections of the community.

6.3   **Raising Awareness and Improving access to information**

Website

- Flintshire County Council will continue to provide a benefits e-mail address and respond to queries as soon as possible.
- A hyper-link to an interactive benefit calculator is available. This will enable customers to work out approximately what benefit entitlement they may be likely to receive. This calculator needs to be promoted.
- A link to the Rent Officer Service website is available. This will enable customers to work out which BRMA and LHA rate is applicable for them.
- A benefit application form will be added to the website which can then be downloaded.

Leaflets

- Flintshire County Council will continue to provide information to the public on various Housing/Council Tax benefit related matters.
- Leaflets will be a mixture of internally and externally produced leaflets and will be provided in both English and Welsh.
- Leaflets and claim forms will be available in all County Offices throughout Flintshire.

Advertising

- Benefits will continue to be advertised on the radio (Marcher Sound) in conjunction with Wrexham Borough Council
- Continue to heighten awareness of Council Tax Benefit each year when the annual Council Tax Bill is forwarded.
- Enclose information relating to Council Tax Benefit with each bill issued to a new tax payer at the beginning of their liability.
- Enclose information relating to Housing and Council Tax Benefit in each introductory tenancy pack issued to new Council tenants.
- A mail shot will be issued to every household in Flintshire.
- Information will be provided to every parent of primary school age children.
- Posters will be displayed in leisure centres, libraries, doctor surgeries, community centres, village halls, church halls, etc.
- Use forums such as 'Over 50's' forum to promote and raise awareness of benefits available.
- Issue newspaper advert in conjunction with other Local Authorities (who to be decided)

Staff Training and Awareness

- All Benefit Staff are trained officers and will provide a friendly and helpful service that will make the process easier for people reluctant to claim.
- Benefit staff will encourage face-to-face contact and make extensive use of the communication via the telephone or in person.

Home visits

- The verification officers currently visit people who are ill or disabled and are unable to get to the Council Offices. Home visits are integral to any take up strategy and are an ideal opportunity to give information to clients face-to-face in a familiar environment.

Improving the Claim Process

- A translation service is provided for customers who are unable to fully understand and/or speak English.
- Continue to work on making the claim process as easy and efficient as possible using any new initiatives to assist with this.

Partnership Working

- Overpayment section will routinely advise debtors of benefit availability where it is felt they may now qualify.
- Revenues services will promote Council Tax Benefit wherever they feel there may be a need.
- Use scan provided by Pension Service to target pensioners who are claiming Pension Credit but not Housing and/or Council Tax Benefit. Offer a home visit if needed.
- Work with Free School Meals, Financial Assessment Team and Education grants as they will be aware of the financial circumstances of their customers. Provide training to these departments to ensure they are aware of available benefits and circumstances in which these can be claimed.
- Benefits will continue to be advertised on the radio (Marcher Sound) in conjunction with Wrexham Borough Council
- Continue to heighten awareness of Council Tax Benefit each year when the annual Council Tax Bill is forwarded.
- Enclose information relating to Council Tax Benefit with each bill issued to a new tax payer at the beginning of their liability.
- Enclose information relating to Housing and Council Tax Benefit in each introductory tenancy pack issued to new Council tenants.
- Ensure local Housing Associations advise their tenants of the benefits available (build into Service Level Agreement).
- Ensure good working relationships with local advice agencies i.e. Shelter, CAB, Welfare Rights to allow us to continue referring customers to these agencies.
- Work along side Communities First programme.
- Issue newspaper advert in conjunction with other Local Authorities (who to be decided)

7.0   Resources

We need to ensure we access all available resources.

These resources include;

- Current staff in the Benefit Section, Revenues Section and Housing Department
- Training Officers
- Local Advice Agencies
- Internal Departments i.e. Welfare Rights, Financial Assessment Team and Free School Meals
- External Agencies – CAB, Age Concern etc
- Welsh Office Take up grant

8.0   Monitoring Effectiveness

8.1   Where it is possible to identify take up as a result of a particular campaign we will estimate the value of additional benefit claimed. This will usually be as a result of targeting a particular group of people. This should identify successful methods which can then be considered for use in the future however, some aspects of take-up work will be difficult to measure.

9.0   Conclusion

Increasing benefit take-up is an ongoing problem that won't be solved by one single approach or campaign however Flintshire County Council is committed to actively promoting Housing and Council Tax Benefit. We will work with staff, customers and partner organisations to increase benefit take-up and remove the barriers to claiming

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 7

REPORT TO: **EXECUTIVE**

DATE : **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF ICT AND CUSTOMER SERVICES**

SUBJECT : **INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) STRATEGY - UPDATE**

1.00 PURPOSE OF REPORT

1.01   To provide Executive with an update on progress with the implementation of the corporate Information and Communications Technology (ICT) Strategy.

2.00 BACKGROUND

2.01   The Council's ICT Strategy is a four year strategy which defines the use of ICT to support the Council's priorities and services. The strategy is supported by an action plan with key milestones and allocated lead officer responsibility. The annual ICT service plan is informed by (i) the published strategy and (ii) the annual strategic and operational assessment of risks and challenges which sets out priorities for action.

2.02   Progress in implementing the strategy is overseen by the Corporate Management Team and the Member/Officer ICT Panel. Regular update reports are also provided to the Executive.

2.03   Under the Council's business planning arrangements the ICT Strategy is a fundamental element of the Governance Framework and supports the priorities of the Council and directorate service plans.

3.00 CONSIDERATIONS

3.01   Since the last update report to Executive considerable progress has been made in the implementation of the corporate ICT Strategy. Noteable milestones include:-
   - The completion of the migration project to transfer all Environment Directorate users to the corporate ICT infrastructure. This has included the standardisation of hardware and software, transfer and integration of ICT staff and implementation of new support arrangements.
   - The implementation of the first phase of the Paris social care system
   - Gained accreditation as a Microsoft Office Specialist training provider
   - Major infrastructure changes to reduce complexity and power consumption leading to 57% reduction in data centre power utilisation.
   - procurement and contract agreed for provision of new telephony system.
   - A technology refresh completed for our local area network technologies

- Participation in the national Society of Information Technology Management (Socitm) benchmarking exercise, results due in October, 2010.
- Leading on a baseleine assessment of ICT across North Wales councils and the development of options for collaborative ICT projects for considertaion by the regional support services project board.
- Successfully gaining Invest to Save funding for the implementation of mobile working technologies in Housing, Planning and Building Control.
- The implementation of various software products to enhance Information Security and to meet our obligations under the GCSx code of connection (Government Connect Secure Extranet) including laptop encryption and endpoint security. We are currently in the process of implementing a self service passwork reset solution whcih as well as further improving security will also reduce helpdesk calls and improve telehone response times.

3.02 We have recently reviewed our strategy action plan and the 2010 plan is attached at Appendix 1. The plan takes account of work undertaken with directorates to identify their ICT priorities and also key enablers for change and modernisation. As the Flintshire Futures programme develops and service reviews are completed the action plan will need to be revisited to take account of new and revised priorities.

4.00 RECOMMENDATIONS

4.01 That Executive note the progress being made in the implementation of the Council's ICT Strategy, and endorses the 2010 ICT Strategy Action Plan attached at Appendix 1.

5.00 FINANCIAL IMPLICATIONS

5.01 None directly from this report. Any financial implications identified in the implementation of the strategy will need to be highlighted in business plans and budget considerations.

6.00 ANTI POVERTY IMPACT

6.01 None directly from this report.

7.00 ENVIRONMENTAL IMPACT

7.01 None directly from this report.

8.00 EQUALITIES IMPACT

8.01 None directly from this report.

9.00 PERSONNEL IMPLICATIONS

Date: 15/09/2010

9.01   None directly from this report.

10.00 CONSULTATION REQUIRED

10.01   None.

11.00 CONSULTATION UNDERTAKEN

11.01   None

12.00 APPENDICES

12.01   Appendix 1 - ICT Strategy Action Plan

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

Corporate ICT Strategy 2009-2013

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IMPLEMENTING THE ICT STRATEGY

2010 Edition

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

Document Title	IMPLEMENTING THE ICT STRATEGY
Author	ICT Management Team
Version	V2.4
Publication Date	August 2010

Version Control

Date	Version	Summary of Changes

Distribution

Name	Title	Date	Version
ITMAN			2.4

IMPLEMENTING THE STRATEGY

To assist in the implementation and monitoring of the strategy all key tasks have, where appropriate, been allocated a target date and a lead officer. The lead officer will be responsible for coordinating the activities required to complete the task and, in many cases, individual project plans will have to be developed and maintained in order to manage their progress and completion.

CHANGE		
Information & Knowledge Management		
Task	**Target Dates**	**Lead Officer(s)**
Review of Information Management Service	Sept 10	Information and Business Services Manager
Implement outcomes of the review of Information Management Service	Oct 10	Information and Business Services Manager
Enterprise Content Management		
Task	**Target Dates**	**Lead Officer(s)**
Email Archiving	Mar 11	Information and Business Services Manager Operational Services Manager
Review of ECM technology	Nov 10	Head of ICT & Customer Services
Integration with Packaged Software (APP)	Dep. on Technology Review	Information and Business Services Manager
Integration with In-house Application (Planning)	Dep. on Technology Review	Information and Business Services Manager
Modern Records Management System Re-development	Oct 10	Head of Libraries, Culture and Heritage Information and Business Services Manager
Develop and market corporate document scanning solution	Dep. on Technology Review	Information and Business Services Manager
Development of Court Bundles Document Management Solution	Sept 10	Information and Business Services

Task	Target Dates	Lead Officer(s)
		Manager
Pilot project to archive data from legacy application (Care.Comm)	Dep. on Technology Review	Information and Business Services Manager
Integration of ECM solution with desktop applications (MS Office)	Dep. on Technology Review	Network and IT Support Services Manager

Geographical Information Systems

Task	Target Dates	Lead Officer(s)
Implementation of Stratus Connect mapping solution on website	Sept 10	Information and Business Services Manager
Decommission of Proprinter	Apr 11	Information and Business Services Manager
Migrate GIS systems to Stratus Connect hosted solution	Apr 11	Information and Business Services Manager

Modernisation of Business Systems

Task	Target Dates	Lead Officer(s)
Identify opportunities for web enablement of appropriate systems	Ongoing	Information and Business Services Manager Service Managers
Financial Systems Review inc. ERP Options Appraisal	Mar 12	Head of ICT and Services Head of Finance
Asset Management System Implementation (Technology Forge)	Nov 11	Head of Technical Services - Environment
PARIS Social Care System Implementation Phase 2	Mar 11	Head of Development & Resources – Community Services
HRMIS Project – Phase 2	HRMIS Phase 2 project plan	Head of Human Resources
Masterpiece FM4 Upgrade	Dec10	Information & Business Services Manager Head of Service Accounting
Countryside Access Management System upgrade	Sep 10	Operational Services Manager

Development of 'Business Development' system to support Economic Development Team	Apr 12	Information and Business Services Manager
Upgrade of Triscan Fuel Monitoring System	Dec 10	Information and Business Services Manager
Implementation of EzyTreev Tree Management System	Jan 11	Information and Business Services Manager
Implementation of Technology Forge web module to allow data access for schools and external agencies	Mar 11	Information and Business Services Manager
Implementation of Energy Safety Media Online Training system	Dec 10	Information & Business Services manager
Implementation of Digital Energy Remote Monitoring System	Dec 10	Information & Business Services manager
Implementation of CalmView system for Archivists team	TBC	TBC
Implementation of Plus2Visual Analytics product for Leisure Services	TBC	TBC
Evaluation of scanning solution for Archivists Service	Sept 10	Information & Business Services manager
Implementation of range of enhancements to APP commissioned by Planning service	Dec 10	Information & Business Services manager
Development of business system to manage Dinner Debt	April 11	Information and Business Services Manager
Redevelopment of Schools Weekly stock system to support removal of Clipper	Sept 10	Information and Business Services Manager
Registrars Online Request system	Apr 11	Information and Business Services Manager
Development of Members Training System	Apr 11	Information and Business Services Manager
Development of Registration System to hold historic data in relation to church marriages.	Jan 11	Information and Business Services Manager
Redevelopment of Revenues Bill Printing system to support decommissioning of jBase	Jan 11	Information and Business Services Manager
Development of system to hold archived payroll data to support decommissioning pf PROIV	Sept 11	Information and Business Services Manager

Development of Listed Buildings System	Mar 10	Information and Business Services Manager
Development of Publications and Leaflets system	Mar 10	Information and Business Services Manager
Evaluation and implementation of AP Forensics Suite	TBC	Information and Business Services Manager Systems & Performance Manager - Finance

Enabling New Ways of Working

Task	Target Dates	Lead Officer(s)
Provide support for the outsourcing of Housing Stores service	Apr 11	ICT Management Team
Provide support for the outsourcing of the 'Carelink' Service	Apr 11	ICT Management Team
Review support requirements for flexible working practices	On-going	Head of ICT and Customer Services
Consider the use of Hot Desking, Mobile Access Points and its links to Asset Management and accommodation requirements	Dec 10	Corporate Management Team
Implement mobile working system in Housing Repairs service	Mar 11	Information & Business Services Manager
Implement mobile working system in Building Control utilising in house integration tools to Civica APP Business System	Mar 11	Information and Business Services Manager
Develop and implement "ICT Goes Green Policy"	Mar 11	Operational Services Manager
Pathfinder project utilising Lotus Forms to support improvements to Establishment Control process	Nov 10	Information and Business Services Manager

CUSTOMER

Developing The Website

Task	Target Dates	Lead Officer(s)
Review Web Development Strategy	Oct 10	Information and Business Services Manager
Undertake options appraisal for hosting of web based credit and debit card payments	Dec 10	Information Governance Manager

Task	Target Dates	Lead Officer(s)
		Systems & Performance Manager - Finance
Implement web based Leisure Management modules	Oct 10	Information and Business Services Manager
Redevelopment of Clwyd Pension Fund Website	Sept 10	Information & Business Services Manager
Introduction of online facilities for tenants in relation to Housing queries (Open Access)	Mar 10	Information & Business Services Manager
Development of Jobs portal to support HR signpost advertising	TBC	Information & Business Services Manager Head of HR
Council Tax and Benefits online access (Open Access)	TBC	Systems & Performance Manager - Finance

Telephony

Task	Target Dates	Lead Officer(s)
Conduct IP Telephony and Unified Communications Pilot	Oct 10	Network and IT Support Services Manager
Rollout IP Telephony and Unified Communications across the whole Council	Apr 12	Network and IT Support Services Manager

Information Points

Task	Target Dates	Lead Officer(s)
Extend access to the Intranet for staff	Ongoing	Information and Business Services Manager Corporate Communications Manager

Managing Relationships With Our Internal Customers

Task	Target Dates	Lead Officer(s)
Review the role and structure of ICT account meetings.	Dec 10	Information and Business Services Manager
Develop standard process for introduction of	Oct 10	Information and

new services including marketing and inclusion in service statements		Business Services Manager
Develop customer communication and marketing strategy	Mar 11	Information and Business Services Manager
Review Education SLA and charging arrangements	Dec 10	Network and IT Support Services Manager

Contact Centre

Task	Target Dates	Lead Officer(s)
Development of CRM System	Mar 11	Information and Business Services Manager Customer Services Manager
Development of text messaging service for Housing repairs system	Dec 10	Information & Business Services Manager
Develop telephony contact centre solutions for the following business areas:- • Leisure Services • Street Scene	Ongoing	Network and IT Support Services Manager
Development of Building Control Public Access System	Sept 10	Information and Business Services Manager

CAPACITY

Skilling Our Staff

Task	Target Dates	Lead Officer(s)
Develop ICT induction programme to include basic ICT skills e.g. Lotus Notes, MS Word, Windows	April 11	Information and Business Services Manager
Development of skills and training framework for ICT staff e.g SFIA	March 11	ICT Management Team

Performance Management

Task	Target Dates	Lead Officer(s)
Conduct SOCITM Benchmarking Exercise	Jul 10	ICT Management Team
Review benchmarking results, publicise and develop appropriate action plan	Oct 10	ICT Management Team

Project Management

Task	Target Dates	Lead Officer(s)
Ensure that all ICT related projects are managed using the corporate project management methodology	Mar 11	ICT Management Team

Infrastructure Capacity Planning

ICT Strategy Action Plan 2010 Edition

Task	Target Dates	Lead Officer(s)
Develop ICT Configuration Management Database (ITIL)	Dec 10	Information and Business Services Manager
Development of Change Management Systems to support ITIL implementation	Ongoing	Information and Business Services Manager
Upgrade Local Area Networking technologies	Sep 10	Network and IT Support Services Manager
Replacement of Cat 3 Cabling at County Hall	Dec 10	Network and IT Support Services Manager
Implement a centrally managed Wireless Solution	Oct 10	Network and IT Support Services Manager
Development of Technology Blueprint to support the ICT Strategy taking in to account new and existing technologies	Sept 10	Operational Services Manager
Investigate the potential offered and develop a business case for moving forward with the WAG PSBA opportunity for Flintshire.	Sep 10	Network and IT Support Services Manager
Provide second internet link into DC2 to provide resilience	Sep 10	Network and IT Support Services Manager
Review and evaluate appropriate system management tools	March 11	Operational Services Manager Network and IT Support Services Manager
Options appraisal for future desktop environments. Windows 7, Exchange and sharepoint, Virtual desktop	Mar 11	Network and IT Support Services Manager Operational Services Manager
Lotus Domino Version 8 Server Infrastructure Upgrade	Sept 10	Operational Services Manager
Evaluate and implement Lotus Client deployment methods to upgrade to V8	Mar 11	Operational Services Manager Network and IT Support Services Manager
Options Appraisal for future desktop replacement policy taking account of new Client Technology e.g. Thin / Virtual Client	Dec 10	Network and IT Support Services Manager

ICT Strategy Action Plan 2010 Edition

Review ICT Disaster Recovery Plan	March 11	ICT Management Team
Implement Sims Learning Gateway	Dependant on information security assessments	Network and IT Support Services Manager Education ICT Unit
Libraries Management System Upgrade	Dec 10	Network and IT Support Services Manager
Green ICT. Monitor and Reduce Power consumption within the datacentres • Implement IBM Active Energy Manager • Evaluate free air cooling within Datacentres	March 11	Operational Services Manager
Conduct Virtual Desktop Infrastructure (VDI) Pathfinder	Oct 10	Operational Services Manager
Evaluate IBM Power 7 Server technology	Dec 10	Operational Services Manager
Electronic Content Management Directory Integration	Aug 10	Operational Services Manager
Upgrade Citrix infrastructure to latest version of XenApp Software to provide an Application Virtualisation environment	Sep 10	Operational Services Manager
Implement IBM Director and Active Energy Manager for Server management and policy based energy management	Oct 10	Operational Services Manager
Replace web content acceleration technologies	Mar 11	Network and IT Support Services Manager
Replace External Domain Name Server system	Jul 10	Operational Services Manager
Review of TSM Storage Management solution and upgrade	Dec 10	Operational Services Manager
Upgrade of AIX operating systems from 5.3 to 6.1	TBC	Operational Services Manager
Conduct a Data Storage review	Dec 10	Operational Services Manager
Implement Blackberry Enterprise Server High Availability	Oct 10	Operational Services Manager
Review Infrastructure and support arrangements for Taith	Dec 10	Operational Services Manager Network and IT Support Services Manager

PARIS Oracle 11g Upgrade	Dec 10	Operational Services Manager

CONSOLIDATION

Technology Standards

Task	Target Dates	Lead Officer(s)
Removal of PROIV development environment	Mar 11	Information and Business Services Manager
Removal of jBase development environment	Mar 11	Information and Business Services Manager
Removal of Clipper Development Environment	Mar 12	Information and Business Services Manager
Identify opportunities for integration/rationalisation of Digital print within ICT & D&P	Dec 10	Operational Services Manager
Printing Rationalisation project	Oct 10	Network and IT Support Services Manager
Implement IBM Director to provide consolidated Systems Management environment for IBM Systems	Sep 10	Operational Services Manager
Implement Lytrod Printing Software to allow for removal of Jetform software	Mar 11	Operational Services Manager

ICT Security

Task	Target Dates	Lead Officer(s)
Annual review and development of ISMS Policies and Procedures	Ongoing	Information Governance Manager
Establish comprehensive inventory of physical and information assets		ICT Management Team
Gain ISO27001 accreditation for the ICT Service	Mar 11	Information Governance Manager
Review options for Authentication and implement solution	Mar 10	Operational Services Manager Information Governance Manager
Implement a solution to provide self service password reset and single sign-on for key applications	Sept 10	Operational Services Manager Network and IT Support Services Manager

Task	Target Dates	Lead Officer(s)
Implement Logging Server(s) to centrally hold strategic security and event logs from Servers and Network devices	Dec 11	Operational Services Manager
Develop and rollout Information Security Awareness Programme	Ongoing	Information Governance Manager
Consolidation of security products into one platform to ease management and support	Mar 11	Network and IT Support Services Manager Information Governance Manager
Investigate and implement the provision of filtered web access for corporate public access	Dec 10	Network and IT Support Services Manager Information Governance Manager
Implement GCSx SMTP Relay software	Jul 10	Operational Services Manager Information Governance Manager

Meeting Legal and Statutory Obligations		
Task	**Target Dates**	**Lead Officer(s)**
Review software procurement arrangements and ensure licence compliance e.g. License terms Perpetual	Mar 11	ICT Management Team
Develop software licence register	Mar 11	ICT Management Team
Annual GCSx Code of Connection submission with possible audit	Mar 11	Information Governance Manager

Rationalisation of Information		
Task	**Target Dates**	**Lead Officer(s)**
Local Land & Property Gazetteer integration with business systems: ➢ Phase 2 of Strand ➢ Civica APP ➢ Technology Forge ➢ YOT ➢ NNDR	Ongoing Sept 11	Information and Business Services Manager

Rationalisation & Standardisation of Business Systems		
Task	**Target Dates**	**Lead Officer(s)**
Redevelop Infonet using portal technology	Oct 10	Information and Business

		Services Manager
Review use of and duplication of Business Systems within Directorates	Apr 11	Information and Business Services Manager

COLLABORATION

Productivity Tools

Task	Target Dates	Lead Officer(s)
Rollout Lotus Notes Sametime Instant Messaging as part of the Lotus Notes V8 upgrade	Mar 11	Operational Services Manager Network and IT Support Services Manager

Collaborative Procurements and Shared Services

Task	Target Dates	Lead Officer(s)
eProcurement project implementing P2P solution and xchangewales supplier hub.	Dec 10	
Provide ICT facilities for the regional North Wales Minerals and Waste service	Oct 10	Network and IT Support Services Manager
Redevelopment of website for Schools Library Service	Apr 11	Information and Business Services Manager
Implementation of a single site hosted solution for Capita ONE	TBC	Operational Services Manager Information and Business Services Manager

Supplier Engagement and Contract Management

Task	Target Dates	Lead Officer(s)
Review software procurement arrangements e.g. License terms Perpetual	Ongoing	ICT Management Team
Re-tender for Server, Storage Systems and associated software framework agreement	Nov 10	Operational Services Manager
Review the opportunities for making efficiency savings through the adoption of other tariffs from telecommunications providers	Sep 10	Network and IT Support Services Manager
Review the opportunities for making efficiency savings from the selection of new tariffs available from mobile phone operators	Mar 11	Network and IT Support Services Manager

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 8

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **DIRECTOR OF ENVIRONMENT**

SUBJECT :   **TOURISM STRATEGY NORTH WALES 2010 - 2015**

1.00   PURPOSE OF REPORT

1.01   To consider the Tourism Strategy North Wales 2010 - 2015 which has been commissioned by Tourism Partnership North Wales (TPNW).

2.00   BACKGROUND

2.01   TPNW has a strategic tourism role in coordinating activity across the region. It works closely with the trade and public sector partners.

2.02   The strategy covers all of North Wales and is for the whole of the region. It recognises that the region is not homogenous, hence there are differences in emphasis between the North East and North West sub-regions.

2.03   Led by TPNW, the strategy has been overseen by a steering group with representation from all sectors of tourism. It has been the subject of extensive consultation and developed with a consensus regarding the way forward for tourism in North Wales. The strategy will guide future investment in the region and will use Visit Wales funding to attain common goals. (Appendix 1).

3.00   CONSIDERATIONS

3.01   Tourism is a valuable contributor to the Flintshire economy, generating an estimated £176 million of visitor expenditure and supporting directly and indirectly 3,084 jobs (STEAM 2009). Flintshire has 19,200 bedspaces.

3.02   The Strategy identifies a strong and positive future for tourism in North Wales with a need to capitalise on the aspects that makes the area special.

3.03   The aim / vision as expressed in the Strategy is to establish North Wales as:

"one of the top 5 UK tourism destinations, internationally known for its natural beauty, dramatic scenery, heritage and distinctive culture.   A place where you can boast about visiting, easy to get to but rewardingly different. A centre for excellence for adventure sports and the market leader for activity tourism of all sorts. Plenty going on at all times of the year, whatever the weather, with a lively, living culture ad thriving arts scene. A place that is often talked about and features in the media for the quality of its food, hospitality and

interesting places to stay. A region that is proud of its heritage and culture, cares for its natural assets and welcomes visitors."

3.04   The Strategy also proposes a comprehensive regional Action Plan under four main themes:-

- Projecting our distinctive strengths
- Investing in product excellence
- Providing an outstanding experience
- Working together in partnership

3.05   Marketing the region as a destination is an important element of the Strategy but Destination Management is also key to improving the visitor appeal of places within the region. The Strategy emphasises the need to market North Wales as a region. It also stresses the need to manage individual destinations within the region to raise the quality of the product. County Councils are seen as a critical component in delivering improved destination management in North Wales. Visitors will experience many elements of an area such as transportation, access routes, street scenes, signposting, accommodation etc and County Councils are key in ensuring time spent in an area is one of quality.

3.06   The Strategy suggests that 'tourism hubs' should be defined within each county which will act as focal points for visitors. It also proposes 'linkages' to guide people from one hub to another. This would allow visitors to experience an area in a coordinated fashion. Further work with partners would need to be undertaken through the Destination Management approach to identify viable tourism hubs and links and develop the tourism potential of our cultural/historic/landscape assets in our towns and villages, particularly at Mold, Flint and Holywell.

3.07   Members will be aware that a Flintshire Tourism Strategy (2008-2013)exists. This is a working document with an Action Plan which has been developed until the end of 2010. An Action Plan to the end of 2013 needs to be considered and agreed. It is therefore timely to take account of the North Wales Strategy because many of the goals and aspirations 'dovetail' with those which will be included in the Flintshire Action Plan (Appendix 2).

4.00   RECOMMENDATIONS

4.01   Members are asked to endorse the Tourism Strategy North Wales 2010 - 2015.

5.00   FINANCIAL IMPLICATIONS

Date: 15/09/2010

5.01   Tourism Strategy North Wales does not identify any budget requirements.

6.00   ANTI POVERTY IMPACT

6.01   Further development of tourism should enhance opportunities for job creation. The Tourism Strategy North Wales will also encourage tourism as a career option.

7.00   ENVIRONMENTAL IMPACT

7.01   The Strategy encourages environmental good practice and is included as key elements within the aim / vision for North Wales.

8.00   EQUALITIES IMPACT

8.01   Undertaken as part of the consultation process.

9.00   PERSONNEL IMPLICATIONS

9.01   None arising directly from this report.

10.00   CONSULTATION REQUIRED

10.01   No further consultation required.

11.00   CONSULTATION UNDERTAKEN

11.01   Extensive consultation undertaken with the private and public sector by TPNW.

12.00   APPENDICES

12.01   Summary of Tourism North Wales Strategy
12.02 Synergy with Flintshire Tourism Strategy.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS

N/A

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Date: 15/09/2010

TOURISM STRATEGY NORTH WALES
2010-2015

FOREWORD

Tourism is vitally important to the North Wales economy. It brings in £1.8bn of income to the region each year, supports over 37,000 jobs and provides the lifeblood for many small businesses. I believe it can make an even greater contribution in future and is a sustainable sector which, properly managed, will continue to thrive for generations to come.

This is too important to be left to chance. If it is to achieve its full potential, then all involved in tourism need to agree where it is heading and work to a common agenda. That is the purpose of this document - to highlight the importance of tourism, set out a vision for its future, and identify the strategic priorities and action needed to take us there.

The existing strategy for Tourism '*Planning Tomorrow's Tourism Today'* was produced in 2003 and has served us well. Much of the analysis set out in it is still relevant and many of its provisions and recommendations have been adopted and implemented. Nevertheless, it is now time to review this in the light of changing circumstances, new opportunities, the current economic climate and the progress that has been made to date.

The strategy has been commissioned by Tourism Partnership North Wales (TPNW) but overseen by a steering group with representation from all sectors of tourism. It has been subject to extensive consultation with six county-wide meetings and two regional workshops attended by a wide range of tourism interests. This has been supplemented by further meetings with groups and key individuals. All in all, nearly 200 individuals have been involved in the above process and I would like to thank them for giving their time and expertise.

North Wales has a huge amount to offer visitors, but also some work to do if it is to realise its potential. This strategy provides a blueprint for the next five years and I look forward to seeing it come to reality.

Alun Ffred Jones AM
Minister for Heritage

SUMMARY: TOURISM STRATEGY NORTH WALES 2010-2015

Tourism is vitally important to the North Wales economy and we believe it can play an even more significant part in future. This strategy sets out how we can achieve its potential and is a blueprint to guide action over the next five years.

The importance of tourism and the visitor economy

Tourism generates £1.8bn for the North Wales economy each year, supports an estimated 37,500 jobs and is a lifeline for numerous small businesses. There is potential for further growth. Like an export industry tourism brings money into the region from outside and North Wales would be poorer without this.

North Wales accounts for a third of Wales' tourism, attracting 8m staying visitors and an estimated 17m day trips in 2007. The majority of the visitors are from the UK and holiday tourism predominates. Tourism is not evenly distributed across the region, the North West (Anglesey, Conwy, Gwynedd) accounts for 75% of staying visits and 60% of day visits, with the balance of 25% of staying visits and 40% of day visits in the North East (Denbighshire, Flintshire, Wrexham).

It is quite seasonal with 70% of trips taking place in the summer 6 months. Volumes have remained broadly static in the region over the past decade with a slight drop in real spending although this is not dissimilar from the picture across the UK as a whole. People who do visit are loyal and show high levels of satisfaction.

North Wales has wonderful natural assets in its countryside, mountains and coast; a variety of landscapes contained in a small area; a distinctive heritage and culture; a good range of attractions; unrivalled scope for activities; an improving product; a large population on its doorstep; and an experienced tourism industry.

Compared to similar places, North Wales performs well in terms of its climate, catchment population, accessibility and strength of its core offer. In the light of this, we believe it could and should be achieving more.

Challenges for the future

North Wales is heavily dependent on the domestic holiday market which is highly seasonal. Tourism is static and has shown some decline in value. The quality of the product and visitor experience is still patchy and it has proved difficult to attract new private investment. Some areas are jaded and look more to the past than to the future of tourism. There is also evidence to suggest that awareness and appeal of the region is slipping and that we are failing to attract new visitors and new markets.

We also need to address external factors which will impact on our tourism potential including:

- The current economic crisis. This may work in favour of domestic tourism but will have adverse impacts on private sector investment and public sector spending.

- Increasing competition from other destinations both at home and abroad offering a more appealing experience.

- Changing tastes and market demand. If we don't provide the products and experiences people want then tourism will decline.

- The impact of new technology affecting how people plan and organise their leisure time.

- Climate change and the need to embrace sustainability. Increasing real transport costs and growing awareness of the impact of travel on climate change might encourage people to stay closer to home.

Our vision for tourism in North Wales

One of the top 5 UK tourism destinations, internationally known for its natural beauty, dramatic scenery, heritage and distinctive culture. A place you can boast about visiting, easy to get to but rewardingly different. A centre of excellence for adventure sports and the market leader for activity tourism of all sorts. Plenty going on at all times of the year, whatever the weather, with a lively, living culture and thriving arts scene. A place that is often talked about and features in the media for the quality of its food, hospitality and interesting places to stay. A region that is proud of its heritage and culture, cares for its natural assets and welcomes visitors.

A strategy for the future and an Action Plan

We believe North Wales has a positive future in tourism. There is scope to strengthen and expand tourism and the contribution it makes to regional prosperity.

The future lies in capitalising on what makes this area special and stand out from the ordinary – its spectacular natural beauty, the diversity of its landscapes, its distinctive heritage and culture. This is a special place with strong and enduring appeal which should take its rightful place in the top 5 UK destinations - a place which people aspire to visit and isn't seen as second best.

The challenge is twofold - providing a tourism infrastructure and product which matches up to the quality and appeal of the region's natural assets and making our potential audience more aware of the special qualities of North Wales and what it has to offer.

We have produced an Action Plan for the next three years, setting out what we propose to do and outlining responsibilities for taking the strategy forward. TPNW will be responsible for leading on some actions, encouraging other stakeholders to play their part and for monitoring and reviewing progress.

1. Projecting our distinctive strengths

We need to put North Wales firmly back on the visitor map and re-establish it as a Top 5 destination in the UK. We need to put out more compelling and inspiring messages, be less passive in our marketing and more co-ordinated. We need to create a splash and get the region talked about in a more positive way.

- **Market driven.** We will focus marketing activity on the primary markets of UK family holidays, short breaks and activities and also target a series of secondary and niche markets which have potential for growth or where we have strengths. Market needs will determine product development and investment priorities.

- **Stronger impact**. We will project a more coherent message, focus on higher profile projects to create more awareness, and review the marketing mix to rationalise marketing activity placing more emphasis on PR, and web-based marketing activity.

- **Inspiring information.** We will review the TIC network to maintain coverage in key areas, monitor the signage system, ensure there is an effective local information distribution system in place within the region, encourage experimentation with digital media and equip front-line staff to act as information ambassadors.

2. Investing in product excellence

We must stimulate development and investment in the core product to meet the needs of a changing marketplace, exceed our customers' expectations and rival the best elsewhere. Our core product needs to enhance and complement the region's key strengths and be tuned to the needs of the target markets.

- **Quality accommodation.** We will continue to improve the quality of existing accommodation to meet market needs. We will encourage selective new developments to exploit new areas of demand and act as a stimulus to improvement.

- **Diverse attractions**. We will encourage investment and improvement in existing visitor attractions and increase their visibility and exposure to visitors. Additional attractions will not be encouraged unless they satisfy clear criteria.

- **Excellent activities**. We will strengthen and develop centres of excellence, improve the activity infrastructure and fill gaps in the network of routes, support the activity sector to generate more business, and make it easier for holidaymakers to access activities on a casual basis.

3. Providing an outstanding experience

We need to deliver a total quality experience from arrival to departure, making it a delight to spend time in North Wales. Positive first impressions, easy to move around and get the most from the visit, a warm welcome and good service everywhere you go, distinctive and well cared for places to visit.

- **Well-managed places.** We will adopt an integrated approach to destination management, identify tourism hubs which will receive priority treatment and actively experiment with new ways of delivering tourism services and management at the local level.

- **Enriching experiences.** We will develop a richer local experience through making more of events and festivals, exposing visitors to arts and culture, food and shopping and Welsh heritage and culture. The mix of opportunities will vary from place to place.

- **Efficient transport**. We will press for key infrastructure improvements, make transport operators more aware of visitors needs, make more of the heritage and scenic rail network to link attractions, and promote alternatives to the car.

- **Skilled people.** We will review establishing a regional co-ordinator for skills, promote a learning culture across the tourism industry, influence training providers and improve the image of tourism as a job and career.

4. Working together in partnership

Improving working relationships and organisation to harness the energies of the public, private and not for profit sectors, encouraging a climate of cooperation and mutual support, moving tourism up the agenda, seeking more efficient and transparent ways of working and becoming more evidence driven.

- **Effective organisation**. We will agree and more clearly delineate roles and responsibilities for tourism in the region to eliminate overlap and make more efficient use of resources.

- **Better recognition** for tourism. We will communicate the importance of tourism to decision makers more effectively to change attitudes, ensure tourism interests are represented, and build a reputation as a responsible industry and a good neighbour.

- **Sound evidence**. We will undertake research and data collection, fill gaps in knowledge and disseminate and share information to improve decision making and effectiveness.

Synergy with Flintshire Tourism Strategy

Tourism Strategy North Wales 2010 – 2015 was commissioned by Tourism Partnership North Wales (TPNW) and developed in collaboration with all North Wales County Councils, Snowdonia National Park, Visit Wales, Tourism Associations and the tourism industry.

The Strategy focuses on two regions – North East and North West Wales. The former includes three local authorities – Flintshire, Wrexham and Denbighshire and involves the two current officially recognised marketing areas of North Wales Borderlands and Rhyl & Prestatyn.

It is important to note that an adopted Tourism Strategy, such as the existing one in Flintshire, still has a relevance and many of the objectives and actions are consistent with those outlined in the North Wales Strategy.

Priorities for North East Wales have been developed under four strands with the main priorities as follows:-

1   Projecting our distinctive strengths
1.1   Developing key marketing messages including the proximity / accessibility of Chester and Snowdonia.
1.2   The main market potential lies with short breaks, family holidays and activity related tourism.
1.3   The current names of the marketing areas i.e. North Wales Borderlands and Rhyl & Prestatyn will be re-visited with the possibility of merging into one.
1.4   Tourist Information Centre coverage will be reviewed with consideration being given to other forms of information delivery.

All the above priorities are consistent with those contained in the Flintshire Tourism Strategy. In terms of the marketing potential the importance of business tourism to Flintshire is also recognised. There is also initial investigations taking place to ascertain if there are tangible gains in tourism terms to be made by becoming involved with the Olympic Games build up to 2012.

2   Investing in product excellence
2.1   Developing quality throughout all sectors of the industry as well as assisting the development of the activity centre.
2.2   Use schemes such as Leisure Tours to raise the profile of smaller attractions and add critical mass.

These objectives are wholly consistent with the Flintshire Tourism Strategy. The current Rural Development Plan for Wales project 'Realising the Potential of Tourism' focuses on developing business skills and product. Under the mentoring programme work is being done to develop the use of social media, greater recognition for disability access and introduction of Green Dragon Environmental awards for the industry (currently being investigated with Groundwork Wrexham & Flintshire). Working in clusters is also a strong theme within our Strategy with sectors working together. A project already underway is to promote a lifestyle experience for visitors to Flintshire through cluster promotion of the accommodation sector and attractions/dining facilities. A well established Leisure Tour already exists – the only one of its type in the region and is currently being repackaged to give a fresh marketing approach.

3   Providing an outstanding experience
3.1   Developing destination management plans
3.2   Creating tourism hubs and linkages
3.3   Encouraging greater use of public transport linked with private hire facilities.
3.4   Greater promotion of festivals and events to enhance the sense of place and distinctiveness.

These elements are consistent with those in the Flintshire Tourism Strategy. Integrated Quality Management as described in the Flintshire Tourism Strategy has now been re-developed as Destination Management. A stronger focus needs to be placed on all aspects of Destination Management and work by Visit Wales is being undertaken to devise a toolkit. TPNW is also working to promote this element with all LA's in North Wales. Developing tourism hubs and linkages will be an important element of this work. Working closer with colleagues from transportation is an important aspect of our Strategy – closer ties with TAITH would be beneficial.

We currently administer and promote a very popular Events Grant which assists organisers of events that attract visitors to Flintshire. This aspect is being further investigated with TPNW in the hope of drawing down additional money to support major-regional events. An action plan has also been devised for the North East region to develop the cultural aspects – already a major element of our offer i.e. Clwyd Theatr Cymru, Gwyl Gobaith Music Festival, Mold Food and Drink Festival, Gold Cape etc.

4   Working together in Partnership
4.1   Continued working with Visit Wales, TPNW. Support the integration of TPNW and North Wales Tourism (NWT).
4.2   Supports the continued involvement of local authorities in marketing and management of tourism and continue to work together through the marketing area partnership.
4.3   Supports existing county-wide tourism associations, raise the awareness of tourism and its contribution to the economy.

Working in partnership has long been existence in tourism terms in Flintshire and features heavily in the Flintshire Tourism Strategy. Some examples being the Flintshire Tourism Association, Marketing Area Partnership, cluster projects under the RDP, Chester Services Partnership, Clwydian Range etc. We also try to improve our methods of evaluation through STEAM, working with the trade, consumer research, focus groups and IT evaluation.

To sum up the aims and objectives contained within the Tourism Strategy North Wales are consistent with those contained within the Flintshire Tourism Strategy and in many respects it confirms and endorses our County Strategy. Elements which we believe should be included from here on can be incorporated into the action plan for 2011-13 which is currently being developed.

AGENDA ITEM NUMBER: 9

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT :   **QUARTER 1 PERFORMANCE REVIEW 2010/11**

1.00   PURPOSE OF REPORT

1.01   To consider the 2010/11 Quarter 1 service performance reports produced at the Head of Service / Divisional level under the adopted business model of the Council.

1.02   To note the update of the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports.

2.00   BACKGROUND

2.01   The quarterly performance reports seek to provide the reader with the 'narrative' of quarterly performance, which gives the context for overall performance. These reports are a quarterly review of service plans. This approach has now been in place for a full year.

3.00   CONSIDERATIONS

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

3.02   Copies of the detailed Quarter 1 (April to June) performance reports are available in the Members' Library and on request. Members will receive respective reports when circulated with the Overview and Scrutiny Committee agendas.

3.03   Appendix 1 of the report contains a schedule of all the Improvement Targets which are reported on a quarterly basis. This is in line with the revised list of improvement targets endorsed by Executive on 5th January 2010.

3.04   Improvement Target Action Plans are now in place and reporting against the action plans will be undertaken via the quarterly performance report from quarter 2 onward.

3.05   Each quarterly performance report contains an update of each of the relevant strategic risks and challenges. This update has been provided by each of the lead responsible officers and is available for comment and review.

Date: 15/09/2010

3.06   Not all risks have been reported on in Quarter 1, this is due to a number of pieces of activity being undertaken to refresh and review the SARC. In some cases it is proposed that a number of similar task based activities be merged under one risk heading to both simplify reporting and aid tracking of progress. The SARC refresh will also include the deletion of fully mitigated risks and the creation of entries for emerging risks. A summary position of the present Red, Amber, Green status for all of the reported strategic risks and challenges is provided at Appendix 2.

4.00   RECOMMENDATIONS

4.01   That Executive consider the 2010/11 Quarter 1 performance reports and recommend any specific issues which may require management action and/or referral to the appropriate Overview and Scrutiny Committees for consideration.

5.00   FINANCIAL IMPLICATIONS

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

6.00   ANTI POVERTY IMPACT

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

7.00   ENVIRONMENTAL IMPACT

7.01   There are no specific environmental implications within this report.

8.00   EQUALITIES IMPACT

8.01   There are no specific equalities implications within this report.

9.00   PERSONNEL IMPLICATIONS

9.01   There are no specific personnel implications within this report.

10.00   CONSULTATION REQUIRED

10.01   Overview & Scrutiny committees will continue to receive quarterly reports for all relevant indicators as part of their regular considerations.

11.00   CONSULTATION UNDERTAKEN

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

12.00   APPENDICES

Date: 15/09/2010

12.01   Appendix 1 - Schedule of Improvement Target Data

Appendix 2 -   Strategic Assessment of Risks and Challenges Red, Amber, Green Summary

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS

None

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Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Corporate Health - Finance Health					
Q - CFH 006 - The percentage of undisputed invoices which were paid in 30 days	85.97	93.57	92.00	Q1 performance was very good at 93.6%, this collective measure could however be improved with a reduction in elapsed processing time in some directorates. Processing of invoices is a devolved function that is reported on by the central Accounts Payable team who continue to work with directorates to drive up performance.	Gareth Evans
Corporate Health - Human Resources					
Q - CHR 001 - The percentage of employees including teachers and school based staff who leave the employment of the local authority, whether on a voluntary or involuntary basis	3.07	3.82	2.5	A great deal of work has been undertaken by the Service Centre in the first quarter to clean up the data from theTheatre. This work has closed a large number of positons that were no longer occupied. As a result of this piece of work a the turnover rate appears larger than it would normally be Further analysis of leavers / turnover to be undertaken by services assess impact of turnover.	Helen Stappleton
Q - CHR 002 - The number of working days/shifts per full-time equivalent (FTE) local authority employee lost due to sickness absence	3.04	2.53	2.5	To help support managing attendance there are three regular monthly reports. A report to highlight those that have been absent for 20 days or more, a Summary report and a Trigger report. The new policy is supporting improved working practices for managers and Human Resources, e.g. planned intervention for long term absences, to encourage employees to return to work earlier.	Helen Stappleton
Q - CHR 004 - The percentage of local authority employees from minority ethnic communities	0.21	0.19	0.32	1) Equalities Information Audit to be conducted during Sept 2010 to improve quality and quantity of data held 2) Further work to be undertaken in recruiting and retaining employees from ethnic minority communities	Helen Stappleton
Q - CHR 005 - The percentage of local authority employees declaring that they are disabled under the terms of the Disability Discrimination Act 2005	1.25	1.26	1.75	Equalities Information Audit to be conducted during Sept 2010 to improve quality and quantity of data held. Further work to be undertaken in recruiting and retaining employees with disabilites	Helen Stappleton
Housing - Homelessness & Housing Advice					
Q - HHA 002 - Av. no. working days between h/less presentation & discharge of duty for households found to be statutorily homeless	261.15	103.60	335.00	This figure has reduced from the last quarter due to a decrease in the number of families for whom permanent accommodation has been secured (10 families in this quarter compared with 27 in the last quarter)	Gill Conway

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Housing - Landlord Services					
Q - HLS 010a - Av. No. of calendar days taken to complete emergency repairs	0.57	0.44	0.50	The figure for this quarter shows that the target has been exceeded and considerable improvements have been made when compared to the figure for Q1 last year. The success in this area is due to the improvements in productivity delivered by changes in process which are now delivering the desired results. Work has also been undertaken to review the classification of repairs deemed emergency to ensure that the national benchmark is a fair comparison to other authorities.	Clare Budden
Q - HLS 010b - Av. no. of calendar days taken to complete urgent repairs	11.63	8.98	10.00	The figure for this quarter shows that the target has been exceeded and considerable improvements have been made when compared to the figure for Q1 last year. The success in this area is due to the improvements in productivity delivered by changes in process which are now delivering the desired results.	Clare Budden
Q - HLS 010c - Av. no.of calendar days taken to complete non-urgent repairs	59.68	66.92	42.00	The figure for the indicator do not reflect the improvements made to the processes due to the backlog of work that is currently being tackled. The increased level of productivity has been maintained and the £100k additional expenditure approved by members has been targeted at the oldest jobs and this has had a detrimental effect on the average.	Clare Budden
Q - HLS 014 - Reduction in void turnaround time from 103.6 to 64 calendar days by 2011	154.20	120.84	80.00	The figure for 'day to day' voids i.e. excluding empty properties costing more than £4k to repair to the agreed 'lettable standard' and long term 'difficult to let' properties was 87 days. This is an improvement on the Q4 figure for 'day to day' empty properties of 93 days. A fundamental review is currently being undertaken of the voids process and it is expected that a significant improvement in performance will be achieved in 2011/12.	Clare Budden
Q - HPMM 7 - percentage of gas safety checks completed cumulative	89.59	89.80	99.00	All properties due have been visited; however, there are a number of properties that operatives have been unable to gain access to. The figure for this quarter will be low due to scheduling. The work is top heavy at the start of the year because of the following: 1. Allows resolution of access problems by year end 2. Heating is off or used less during the summer months so the disruption is minimised 3. The number of checks are reduced in the winter months allowing tradesman to do urgent repairs	Mike Bernard

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Housing - Private Sector Renewal					
Q - IA1.2L1a - Reduce the time taken to complete a DFG application - Urgent (within 4 weeks). (Relates solely to the application part of the DFG process & is measured using median figures)	100.00	**100.00**	Not Set	No commentary provided	Clare Budden
Q - IA1.2L1b - Reduce the time taken to complete a DFG application - Non Urgent (within 8 weeks). (Relates solely to the application part of the DFG process & is measured using median figures)	100.00	**100.00**	Not Set	No commentary provided	Clare Budden
Q - PSR 002 - The average number of calendar days taken to deliver a Disabled Facilities Grant	357.00	**324.00**	350.00	The 2010/11 target has been exceeded for this PI, which includes DFGs for adults and children. Measures to reduce occupational therapy waiting lists in 2008/2009 and reduce time taken by the grants process have been implemented and have resulted in a marked improvement in performance over the last two years, however a continual increase in occupational therapy referrals over the last three years will start to be reflected in this PI. Actions are in place to reduce this.	Maureen Mullaney
Q - PSR 003L - Timing of adaptations not funded by a Disabled Facilities Grant. The average number of calendar days taken to deliver an adaptation for a local authority tenant where the Disabled Facilities Grant process is not used	14.54	**10.42**	18.00	The figure for this quarter shows that the target has been exceeded and considerable improvements have been made when compared to the figure for Q1 last year. The success in this area is due to the improvements in productivity delivered by changes in process which are now delivering the desired results.	Clare Budden
Q - PSR 006 - The average number of calendar days taken to deliver low cost adaptation works in private dwellings where the disabled facilities grant is not used	126.00	**103.00**	90.00	This PI includes minor private sector adaptations for children. The increase in occupational therapy referrals over the three years is reflected in this PI. Actions are being undertaken to address this. For example the assessment of people at a bathing clinic at the Llys Eleanor extra care scheme (agreed with their residents association) will resume. Whilst some people will still be assessed at home we offer this as a speedier response for some people.	Maureen Mullaney

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Planning and Regulatory Services - Planning					
Q - PLA 003bi - The percentage of these determined appeals that upheld the authority's decision in relation to planning application decisions	66.67	**66.67**	80.00	Number of appeals received/determined dropped during this quarter and the low denominator is reflected in failure to meet the target. Analysis of procedures and decisions will continue, giving clearer definition to this category e.g. on number of appeals arising from decisions contrary to officer recommendation	Andrew Farrow
Q - PLA 004b - The percentage of minor planning applications determined during the quarter within 8 weeks	53.04	**60.38**	65.00	2009/10 target exceeded and improvement trend continues. However, new target identified for 2010/11 and this first quarter returns a short fall. This category gives greatest potential for improving overall performance.	Glyn P Jones
Q - PLA 005 - The percentage of enforcement complaints resolved during the quarter within 12 weeks of receipt	38.64	**52.54**	73.00	Significant improvement over return for the previous quarter but falls short of the revised target for 2010/11. Backlog of cases which has been reflected in previous returns continues to be addressed and if performance is calculated on current workload, performance for Quarter 1 would be 66%.	Mark Jones

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Social Care - Adult Services					
Q - SCA 007 - The percentage of clients with a care plan at 31st March whose care plans should have been reviewed that were reviewed during the year	77.51	**70.79**	85.00	Performance exceeds the All Wales average for 2008/2009 of 68.1%. The Paris business system was implemented at the beginning February 2010 and this is the only significant factor that we can identify that could have led to a fall in recorded performance in quarter 1 of 2010/2011. As the new system beds in and staff become more confident and skilled in its use, performance should improve. Data is not available for substance misuse service users.	Maureen Mullaney
Q - SCA 010 - The rate per 1,000 adult clients assessed during the year who are provided with electronic assistive technology as part of a package of care	117.66	**114.55**	105.00	All service users in the new extra care housing development receive assistive technology as part of their package of care and are now included in the calculation of this PI. Continuing Healthcare funding has been introduced to extend this service. This indicator is based on the number of assistive technology services (telecare) provided to service users assessed in the in the period, not the total number of current assistive technology services provided.	Maureen Mullaney
Q - SCA 017 - The rate per 10,000 adult clients (aged 18+) supported in the community who receive a direct payment	429.95	**446.63**	500.00	This PI relates to adults only. The infrastructure is now in place to support a larger number of Direct Payment users. A staff training programme is in place to promote participation and provide support to enable all parts of the service to promote direct payments, as part of service planning.	Maureen Mullaney
Q - SCA 018a - The percentage of carers of adults who were offered an assessment or review of their needs in their own right during the year	84.27	**69.01**		The Paris business system was implemented at the beginning February 2010 and this is the only significant factor that we can identify that could have led to a fall in recorded performance in quarter 1 of 2010/2011. As the new system beds in and staff become more confident and skilled in its use, performance should improve.	Maureen Mullaney
Q - SCA 018c - The percentage of carers of adults who were assessed or re-assessed in their own right during the year who were provided with a service	47.62	**60.16**		Only services provided directly to carers are counted in this PI. Additional services provided to service users, such as respite or day care, are not included even though they result from the carer's assessment. This is in accordance with LGDU guidance. An estimate of services provided for carers of mental health service users, from data provided by Hafal, are included for the first time.	Maureen Mullaney

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Q - IA1.1L1 - The rate of people with a learning disability, aged 18-64, supported in the community during the year per 1000 population aged 18-64	3.98	**3.71**	3.70	The number of people with a learning disability remains static apart from the transition of disabled children into adult services. The Paris business system was implemented at the beginning February 2010 and this is the only significant factor that we can identify that could have led to a fall in recorded performance in quarter 1 of 2010/2011. As the new system beds in and staff become more confident and skilled in its use, performance should improve.	Maureen Mullaney
Q - IA1.1L2 - The rate of people with a physical disability and/or sensory impairment aged 18-64 who are supported in the community during the year per 1000 population	5.26	**5.67**	5.00	Performance has improved from the end of year out turn. Measures ongoing to improve performance include introduction of a Pilot scheme for Self Directed Support and development of a sheltered/supported accommodation scheme.	Jo Taylor
Q - IA1.1L3 - The rate of people with mental health illness aged 18-64 who are supported in the community during the year per 1000 population	3.42	**3.50**	2.60	Performance has improved on the end of year out turn. The new Mental Health provider database has improved data accuracy. Measures ongoing to improve performance include consideration of housing needs as part of the inpatient assessment. Out of Hours support, and the establishment of the intensive and medium support teams all work together to offer an alternative to hospital admission and/ or facilitate safer and speedier discharge.	Vicky Forman
Q - IA1.1L4 - Increase the number of peole using direct payments from 100 - 120 (Mar 09) and to 144 by Mar 10 (20% per year)	146.00	**149.00**	150.00	This PI includes direct payments for children. An infrastructure is now in place to support a larger number of Direct Payment users. A staff training programme to promote the take-up of Direct Payments has been implemented	Jo Taylor
Q - IA1.1L5 - The number of new carers identified in the period who were offered an assessment in their own right	174.00	**231.00**	Not Set	The quarter one outturn shows that performance is on target to exceed the outturn for the whole of 2009/2010 (695 new carers) by the end of 2010/2011	Maureen Mullaney

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Social Care - Children's Services					
Q - SCC 001b - For those children looked after whose 2nd review (due at 4 months) was due in the year, the percentage with a plan for permanence at the due date	100.00	**100.00**	90.00	All children looked after at the time of their second statutory review had a permanency plan in place. Permanency continues to be monitored both through the care plan and the views recorded by the Independent Reviewing Officers at the child's review.	Carol Salmon
Q - SCC 016 - The percentage of reviews carried out within the statutory timetable	90.91	**50.00**	60.00	This performance is as reported on the PARIS system. A total of 28 reviews were completed and authorised by a manager. In order to be "completed", a review has to be electronically authorised on PARIS. A further 16 reviews were not electronically authorised within the timescale. If authorisation had been recorded within timescale, performance would have been 79%. Reported performance is expected to improve as staff become more familiar with using the new client information system (PARIS).	Carol Salmon
Q - SCC 024 - The percentage of children looked after during the year with a Personal Education Plan within 20 school days of entering care or joining a new school in the year ending 31 March	40.00	**40.00**	85.00	Five children were due to have a Personal Education Plan (PEP) in place in the Quarter. Two PEPs were provided on paper, but were not entered on to PARIS due to social workers' unfamiliarity with the new system. The other three children were of compulsory school age, but were not in school when they entered care. It was therefore not possible to provide them with a PEP. All three children will be receiving home tuition from September and a PEP will be created in partnership with the LEA.	Carol Salmon
Q - SCC 025 - The percentage of statutory visits to looked after children due in the year that took place in accordance with the regulations	97.44	**91.10**	90.00	The performance indicator for statutory visits narrowly missed the target of 92%. However, performance has improved since the same period last year, and is significantly higher than the All Wales average. The monitoring of this indicator is continually improving, and to ensure that all visits that take place are correctly recorded.	Carol Salmon
Q - SCC 028 - The percentage of children looked after who had a fully completed and updated assessment and action record at their third review	100.00	**57.14**	75.00	An APR was completed for all 7 children. However, only 57.1% of APRs were reported as completed by the time of the third review. Of the three that were not completed, one was entered onto the client information system within timescale but not authorised by a Manager on time. The other two were completed outside of timescale due to delays caused by the transfer of a case to a new social worker.	Carol Salmon

Item Name and Reference	Quarter 4 Actual	Quarter 1		Comment	Owner
		Actual	Target		
Q - SCC 030a - The percentage of young carers known to Social Services who were assessed.	100.00	**50.00**	70.00	Of the four young carers identified in Quarter 1, two were assessed by FCC, and are being provided with a service. The other two were offered Young Carers' Assessments and referred to Barnardos Young Carers Project for a service.	Carol Salmon
Q - SCC 030b - The percentage of young carers known to Social Services who were provided with a service	100.00	**50.00**	70.00	Of the four young carers identified in Quarter 1, two were assessed by FCC, and are being provided with a service. The other two were offered Young Carers' Assessments and referred to Barnardos Young Carers Project for a service.	Carol Salmon
Q - SCC 033c - The percentage of young people formerly looked after with whom the authority is in contact, who are known to be engaged in education, training or employment at the age of 19	100.00	**33.33**	65.00	There were three 19 year old care leavers in the cohort; one was in full time education, one was pregnant, and one refused to engage with social workers despite being offered a range of supports.	Carol Salmon
Q - SCC 039 - The percentage of health assessments for looked after children due in the year that have been undertaken	71.64	**48.65**	70.00	38 Health Assessments were not completed on time. This is because either: the request made by the social worker for a Health Assessment was too late to enable it to be undertaken by a health professional within timescale or a timely request was made by the social worker and a Health professional has been able to complete this within timescale. When these reasons are established, the detail of this will be presented to committee.	Carol Salmon
Q - SCC 042a - IA - The percentage of initial assessments completed within 7 working days	89.71	**50.00**	87.00	The quality of this performance data cannot be assured because of a backlog of initial assessment forms that need entering onto the new client information system (PARIS) and authorising as completed by the manager and Senior Practitioners within the Duty & Assessment Team.	Carol Salmon
Q - SCC 042b - IA - The average time taken to complete initial assessments that took longer than 7 days to complete	11.86	**27.22**	12.00	The quality of this performance data cannot be assured because of a backlog of initial assessment forms that need entering onto the new client information system (PARIS) and authorising as completed by the manager and Senior Practitioners within the Duty & Assessment Team.	Carol Salmon
Q - SCC 043a - The percentage of required core assessments completed within 35 working days	94.12	**88.89**	80.00	18 core assessments were recorded as completed in the Quarter, and 16 of these were completed within timescales, which is better than the target of 83%. The other two were completed outside timescales, due to a delay in their electronic authorisation. In order to be "completed", an assessment has to be electronically authorised on Paris.	Carol Salmon

Strategic Assessment of Risks & Challenges' RAG Summary

Risk Reference	Community Leadership	Mar 08	June 08	Sep 08	Dec 08	Mar 09	June 09	Sep 09	Dec 09	Mar 10	June 10	Predictive Green/Amber eg. Mar 2010
CL02	Flintshire In Partnerships	A	A	A	A	A	A	A	A	G	G	Mar 2010
CL03	Voluntary Sector Compact and Grants Review	R	A	A	A	G	G	G	G	G	G	Mar 2009
CL04	Affordable Housing	R	R	R	A	A	A	A	---	A	A	Mar 2011
CL05	Social Care For Older People	R	A	R	R	R	A	A	A	A	A	TBC
CL06	Older People Independent Sector Care Market	R	A	R	R	R	R	R	A	A	A	Mar 2011
CL07	Public Health & Primary Health Care	R	A	A	R	R	R	R	---	A	A	TBC
CL08	Climate Change & Flood Risk Management	R	R	A	A	A	A	A	A	A		Dec 2009
CL09	Economic Regeneration Strategy	R	A	R	A	A	A	G	G	---		Sep 2009
CL10	County Town Network Regeneration & Protection	R	R	R	A	A	A	A	G	---		Dec 2009
CL11	Integrated and Public Transport Infrastructure (External)	R	R	A	A	A	A	A	A	A	A	Oct 2010
CL12	Skills Needs of Employers	---	---	---	---	A	A	A	A	---		Apr 2012
CL13	NHS Restructuring	---	---	---	---	A	A	A	---	A		Mar 2011

Risk Reference	Council Delivery	Mar 08	June 08	Sep 08	Dec 08	Mar 09	June 09	Sep 09	Dec 09	Mar 10		Predictive Green/Amber
CD01	Energy	R	R	R	A	A	A	A	G	G	G	Dec 2009
CD02	Streetscence	R	A	R	A	A	A	A	A	---	A	Dec 2010
CD03	Transistion from UDP to LDP	R	R	R	R	A	A	A	---	A	A	TBC
CD04	Planning Protocol	R	A	A	A	A	A	A	A	A	A	Mar 2010
CD05	Highways Infrastructure	R	A	R	R	A	A	A	A	A	A	TBC
CD06	Transport Arrangment For Service Users	R	A	R	R	R	R	A	G	A	A	TBC
CD07	Depot Provision	R	A	A	A	A	A	A	A	A	A	Dec 2010
CD08	Shotton & Deeside Renewal Area	R	A	R	R	A	A	A	A	A	A	Dec 2009
CD09	Cemetary Provision	R	A	A	A	A	A	A	A			Nov 2009
CD10	Leisure - Future Provision	R	A	R	A	A	A	A	A	A	A	Apr 2010
CD11	Community Facilities Stock	R	A	R	A	A	A	A	G	G	G	Feb 2010
CD12a	Housing Strategy	R	A	R	A	A	A	A	---	A	A	June 2009
CD12b	Housing Management	R	A	A	R	A	A	A	A	A	A	Oct 2009
CD12c	Housing Repairs and Maintenance Services	R	R	R	A	A	A	A	R	A	A	Mar 2010
CD12d	Homelessness	R	R	A	A	A	A	A	A	A	A	Mar 2010
CD12e	Sheltered Housing	R	A	R	R	R	A	A	A	A	A	Mar 2011
CD14	Housing Stock Options	R	A	R	R	R	R	R	A	A	A	TBC
CD18	Supporting People	R	A	A	A	A	A	A	---	A	A	Mar 2011
CD19	Gypsies and Travellers	R	A	R	R	R	R	R	R	R	R	TBC
CD20	School Buildings	R	R	R	R	R	R	R	R	---	R	Apr 2018
CD21	School Moderinsation	R	A	R	R	R	R	A	A	---		Apr 2018
CD22	Learning & Development	R	A	A	A	A	A	A	A	---	A	2010
CD23	Children Out Of County Care & Education	R	R	R	R	R	R	R	R	R	A	TBC
CD24	Social Care Recruitment and Retention of Staff	R	A	R	A	A	A	A	A	A	A	Mar 2011
CD25	Direct Payments	R	A	A	A	A	A	A	A	A	A	Mar 2011
CD26	Disabled Facilities Grants	R	R	R	A	A	A	A	A	A	A	Mar 2011
CD27a	Waste Management (Strategy)	R	A	A	A	A	A	A	A	A	A	2016/2017
CD27b	Waste Management (Operations)	R	A	R	A	A	A	G	G	G	G	Sep 2009
CD27c	Waste Management (Participation)	R	R	R	A	A	A	A	A	G	A	Dec 2009
CD27d	Waste Management (AD Waste)	---	---	R	R	R	A	A	G	G	A	Jan 2010
CD30	Contractor Functions	R	R	R	R	R	R	R	R	R	R	TBC
CD32	Business Continuity	R	A	R	R	R	R	R	R	A	A	Apr 2011
CD33	Greenfield Valley Reservoir	---	---	---	---	---	---	---	R	R		TBC

Risk Reference	Council Governance	Mar 08	June 08	Sep 08	Dec 08	Mar 09	June 09	Sep 09	Dec 09	Mar 10		Predictive Green/Amber
CG01	Corporate Project Management	R	R	A	A	A	A	A	A	G	G	Dec 2009
CG02	Performance Management/Business Planning	R	A	A	A	A	A	A	A	G	G	Apr 2010
CG03	Strategic Policy	R	A	A	A	A	A	A	A	A	A	Jan 2010
CG04	Risk Management	R	A	A	A	A	A	A	A	A	A	Apr 2010
CG05	Asset Management	R	A	A	A	A	A	A	A	G	G	Nov 2009
CG06	Medium Term Financial Strategy (Previously CG06a, b, c, d, f)	R	A	A	A	A	A	A	A	A	A	TBC
CG07	Financial Management and Control	R	A	A	A	A	A	A	A	A	A	TBC
CG08	Information and Communications Technology (ICT Strategy)	R	A	A	A	A	A	A	G	G	G	Dec 2009
CG09a	Information Management Strategy	R	A	A	A	A	A	A	A	---	A	Mar 2011
CG09b	Information Security, Governance and Sharing	R	A	A	A	A	A	A	A	---	A	Sep 2010
CG10	Human Resources and Management	R	R	A	A	G	G	G	G	---	A	Mar 2009
CG11	Terms & Conditions of Employment	R	A	A	A	A	A	A	R	---	G	TBC
CG12	County Hall Campus Management	R	R	A	A	A	A	A	A	A	A	Mar 2011
CG13	Customer Focus	R	A	A	A	A	A	A	G	G	G	Mar 2010
CG14	Code of Corporate Governance	R	A	A	A	A	A	A	A	A	A	Mar 2009
CG16	Management Change, Organisational Instability & Sucession Planning	R	R	A	---	A	A	A	G	---	G	Mar 2010
CG17	Health & Safety Strategy Management	R	R	A	---	A	A	A	A	A		Jan 2011
CG18	Procurement (Previously CG06e)	R		A	A	A	A	A	A	A		TBC

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 10

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **CHIEF EXECUTIVE**

SUBJECT :   **WELSH LANGUAGE SCHEME MONITORING REPORT 2009-10**

1.00   PURPOSE OF REPORT

1.01   To present to members the Council's Welsh Language Scheme Annual Monitoring Report 2009-10, and to seek agreement to the formal submission of the report to the Welsh Language Board (WLB).

2.00   BACKGROUND

2.01   Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The Council's Welsh Language Scheme, which was prepared under the Welsh Language Act 1993, sets out how the Council will give effect to that principle when providing services to the public in Wales, and in the conduct of its internal business. The Welsh Language Scheme is both a statutory Scheme and a corporate policy document on bilingualism.

2.02   The Council has made a public commitment to monitor and review the implementation of its Welsh Language Scheme and to report annually to the Council's Executive and to the Welsh Language Board (WLB) on its performance. This report covers the period 1 April 2009 to 31 March 2010.

2.03   For the purpose of preparing this report the Council has adhered to the Welsh Language Board's reporting framework. The reporting framework includes monitoring the Council's performance against 5 prescribed WLB performance indicators. It should be noted that the Council has made representations to the WLB over the definitions and clarity of these indicators, which do not readily allow for precise measurement of performance progress.

2.04   The Chief Executive has overall responsibility for putting the Scheme into practice and for ensuring compliance with it.

3.00   CONSIDERATIONS

3.01   The annual report (attached as Appendix A) shows that although the Council is successfully implementing many of the Scheme's commitments, some of the targets have not been met.

3.02   Most of the Council's progress has been made under the Welsh Language Scheme headings 'Communicating with the Public' and 'The Council's Public Face'. However, there are also examples of good progress made in relation to 'Implementing the Scheme'. For example:

- In terms of staff training and development, 144 employees enrolled to learn Welsh with the Council's support in the 2009-10 academic year. This represents an increase of almost 125% on last year's figure of 64 employees, and;

- The Council completed a programme of converting monolingual databases and computerised or electronic systems that feed the Council's website(s) into bilingual systems.

3.03   Following last year's Monitoring Report, the Welsh Language Board met with the Council to discuss and agree a range of Scheme commitments that require prioritised attention. As a result, Task and Finish Groups are being established to develop detailed improvement plans for the following areas:

- Undertake Welsh Language Impact Assessments on Council policies, plans and initiatives;
- Review and implement the Welsh Language Skills Strategy;
- Fully embed the Welsh Language Scheme into the Council's Business Planning / Performance Management approach;
- Develop a formal Monitoring Plan for monitoring / verifying the implementation of the Welsh Language Scheme;
- Develop and implement a programme of Language Awareness Training
- Improve integration of Welsh Language Scheme requirements within the Council's procurement arrangements;
- Improve integration of Welsh Language Scheme requirements within the Council's grants / funding arrangements;
- ICT systems audit - look at compatibility of national systems to inform longer term plans.

4.00   RECOMMENDATIONS

4.01   That Members note the report and agree to the formal submission of the report to the Welsh Language Board.

5.00   FINANCIAL IMPLICATIONS

5.01   The day-to-day costs of implementing the Welsh Language Scheme, e.g. translation, are met from individual directorate budgets, although there could

potentially be some additional costs around the Language Awareness Training and the Monitoring Arrangements of the plan, and these will need to be quantified and considered as part of the budget process.

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 The Welsh Language Scheme is an important element of the Council's overall commitment to the principle of equality in all aspects of its business.

9.00 PERSONNEL IMPLICATIONS

9.01 There are no direct personnel implications associated with this report. However, the effective implementation of the Welsh Language Scheme is dependent on staff having an awareness of the Scheme, an understanding of how the Scheme impacts on their posts, and the relevant language skills to deliver services in Welsh and English according to customer needs/preference.

10.00 CONSULTATION REQUIRED

10.01 None required

11.00 CONSULTATION UNDERTAKEN

11.01 None required

12.00 APPENDICES

12.01 Welsh Language Scheme Monitoring Report 2009-10.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

Welsh Language Scheme

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Date: 15/09/2010

CYNGOR
**Sir y Fflint
Flintshire**
COUNTY COUNCIL

Welsh Language Scheme Monitoring Report 2009-10

June 2010

1. Introduction

1.1 Flintshire County Council has adopted the principle that in the conduct of public business and the administration of justice in Wales it will treat the Welsh and English languages on a basis of equality. The Council's Welsh Language Scheme, which was prepared under the Welsh Language Act 1993, sets out how the Council will give effect to that principle when providing services to the public in Wales, and in the conduct of its internal business. The Welsh Language Scheme is both a statutory Scheme and a corporate policy document on bilingualism.

1.2 The Council has made a public commitment to monitor and review the implementation of its Welsh Language Scheme and to report annually to the Council's Executive and to the Welsh Language Board on its performance. This report focuses on the period 1 April 2009 to 31 March 2010.

1.3 For the purpose of preparing this report the Council's has adhered to the Welsh Language Board's reporting framework.

1.4 The Chief Executive has overall responsibility for putting the Scheme into practice and for ensuring compliance with it.

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2. Compliance with Welsh Language Scheme targets and timetable

See Appendix 1

3. Welsh language front line services

3.1 *Youth Support Services*

The Welsh Language Board has asked Local Authorities to respond to the following questions in this monitoring report:

Welsh language / bilingual provision:
To what extent does the Welsh-medium provision meet the needs of young people? What shortcomings and further needs have been

identified? To what extent does the work of bodies such as the Urdd, Mentrau Iaith and Young Farmers Clubs where appropriate meet the needs within the authority?

Although there is no specific Welsh Language Youth Support provision, there is a positive partnership arrangement with Menter Iaith Sir y Fflint (MISFf) and Urdd Gobaith Cymru (the Urdd) who work closely with the Children and Young People's Partnership (CYPP) to widen opportunities. This has included the successful application by the Urdd and MISFf to the Youth Support Revenue Grant fund for a post to support Welsh Language Youth Support. The Children and Young People's (CYP) Coordinator has been invited on to the panel for the interview for this post and will be involved in the reference group for the post.

Opportunities for Collaboration with partners:
Explain the exact nature of any collaboration between the authority and Welsh language organisations, e.e. mentrau iaith, Urdd and YFC where appropriate.

The collaboration has involved encouraging MISFf and the Urdd to become much more engaged in support opportunities and systems available for all third sector organisations. This has resulted in skills sharing and has encouraged awareness of language issues within the wider sector. The strong links with the Health and Social Care Facilitator and the Youth Support Voluntary sector officer have enhanced this positive engagement. There is also wider Collaboration with Wrexham Youth Service who have recently piloted a Bilingual Youth Officer Post. Flintshire are observing the progress of this post/venture as there may be opportunities to encourage this collaborative approach across the border in future.

Development of Staff Skills:
How is the youth service workforce planned for the future to meet the needs of young Welsh speakers? Give details of recruitment processes, present numbers of staff and their linguistic skills, any initiatives to develop skills and training.

The Youth Service is engaging in a language awareness training course. However, there are no formal plans to target the recruitment of bilingual Youth Workers in to the main Youth Service Staffing. There is, however, very positive partnership working to encourage this approach within the wider third sector organisations. The Regional Officer for the Urdd and the Director of MISFf are working with the Children and Young People's Partnership coordinators to ensure that this area of development remains on the wider partnership agenda.

Budget and Finance:
What are the financial arrangements to support the development of Welsh-medium services for young people within the authority?

The Youth Support Revenue Grant has allocated funding for a specific post (12 months contract) and there is a budget allocation within the main core Youth Service budget to support Welsh Language Skills and awareness. However, the Youth Service Budget is under pressure to make efficiencies savings and there is no guarantee of continued support for any area within the service.

Engagement and Consultation:
What processes are used to consult with children and young people to identify Welsh-medium priority areas for the service? Give specific examples.

The CYPP is developing its plan for 2011 – 2014 using a results based accountability approach. Within this approach we have opened up consultation sessions to young people. Within these sessions we have listened to views around needs and unmet needs on a language and cultural basis. We held a session within the YPP and invited Darren Morris from the Urdd to ensure that the views of the young people that Darren is in contact with had an appropriate channel to be recorded and heard. We have also formed links with the 14 – 19 network and the CYP Coordinator is taking a lead on completing some areas of work for the 14 – 19 network area inspection. We have ensured that we work closely with the Head teacher of Ysgol Maes Garmon (Welsh Language provision secondary school) within the 14 – 19 network preparation meetings. We have developed links with the Forum at Ysgol Maes Garmon via the Urdd development officer and the head pupils of the sixth form. This has enabled us to explore and collate information around needs and unmet needs. One particular example of identified unmet need has been the gap in opportunities for pupils in year 10 and 11 to have work experience placements in a bilingual environment. Menter a Busnes and MISFf will work with us to look at possible ways of developing these areas of work experience opportunities. Some local shops have listened to these concerns and have been able to respond to specific requests. The need and the unmet need are always dealing with very small numbers of young people; however, we still recognise the importance of specific provision for each individual. Therefore, we need to be open to innovative approaches to meet the needs of the few in creative and appropriate ways.

There is also some concern about the lack of choices for A level study in a Welsh Medium setting. However, collaborative approaches with schools from neighbouring Authorities have been a positive solution to part of this unmet need. e.g. A level Drama is taught in Wrexham Ysgol Morgan Llwyd for Ysgol Maes Garmon pupils.

Engagement and consultation is a two way street and we need to be able to offer opportunities and encourage attendance at the crucial planning phase for the development of the Children and Young People Plan 2011 – 2014. The groundwork needed to develop robust partnership relationships and working protocols is now in place and we hope to work on this to enable and develop engagement and consultation within the Flintshire bilingual population.

3.2 *Performance Indicator WLI 2: Number and percentage of main reception, call centres or one stop shop posts that have been denoted as 'Welsh Essential' and have been filled by bilingual staff.*

Over the past 24 months the Council has been identifying the posts that are relevant to this performance indicator and meeting with the service managers, HR Officers and Policy Officer Welsh Language to assess the Welsh language requirements of these posts. With the exception of one post in Customer Services (Customer Services Supervisor), the process of identifying the relevant posts and denoting them as Welsh Essential is now complete.

Details of all posts that have been identified and denoted as 'Welsh Essential' can be found in Appendix 2.

The Council will make every effort to recruit Welsh speakers to these posts when vacancies arise.

3.3 *Performance Indicator WLI 6: Number of complaints received in relation to the operation of the Welsh Language Scheme and the percentage dealt with in accordance with the Council's corporate standards.*

Number of complaints
In the period 1st April 2009 – 31st March 2010 the Council received **11 complaints** relating to the operation of the Welsh Language Scheme. No comments or compliments were received

Nature of Complaints Received

Complaint	Nature of Complaint
1	Complaint from a member of the public regarding the erection of English-only signs at Trelawnyd School
2	Complaint from a member of the public regarding incorrect Welsh on signs at venue in Greenfield Business Centre for Speed Awareness Course.
3	Complaint regarding incorrect Welsh on signs at Bron Parc, Holywell

4	Complaint from a school regarding the promotion of a Family Learning event in English only
5	Complaint from a member of the public regarding her inability to make a Council Tax payment in Welsh using the Council's automated telephone payment line.
6	Complaint regarding the Welsh version of an application form containing English text.
7	Complaints regarding English only marketing information on the Clwyd Theatr Cymru Facebook page; and about receiving English only marketing/ promotional Email from the theatre
8	Complaint regarding the issue of English only swimming certificates
9	Complaint regarding the Council not including the Welsh name for Brynford (Brynffordd) on a highway sign
10	Complaint regarding the erection of an English only sign at Mold Recreation Ground
11	Complaint regarding the issue of English Council Tax bills despite the customer informing the Council of their preferred language.

Complaints by Directorate:

Directorate	Service	Complaint Number	% of complaints
Lifelong Learning	Education Leisure Services Youth and Community	1 3, 8, 10 6	45%
Environment	Highways	2, 9	18%
Community Services	Children's Services	4	9%
Corporate Services	Revenues & Benefits Clwyd Theatr Cymru	5, 11 7	28%

Percentage of complaints dealt with in accordance with the Council's corporate standards.

The Council's corporate standards for responding to complaints, compliments and comments are as follows:

- Acknowledgement letter within 5 days
- Full response within 10 working days

- If full response is not possible within 10 working days, then there should be a holding letter/Email or phone call on the 9th working day.

Here are the details of compliance:

Complaint Number	Acknowledgement	Full Response	Holding
1	5 working days	26 working days	None issued
2	None issued	9 working days	None required
3	17 working days	26 working days	None issued
4	Same day	None required	None required
5	Same day	3 working days	None required
6	Same day	9 working days	None required
7	Same day	3 working days	None required
8	None required	3 working days	None required
9	Same day	8 working days	None required
10	Same day	27 working days	None issued
11	Same day	9 working days	None required

Complaint 4 was not logged on the corporate Compliments, Comments and Complaints system. As a result it has not been reported to the Corporate Management Team or to Members.

Number and Percentage of complaints dealt with in accordance with the Council's corporate standards:

Type of Response	Number	Percentage
Acknowledgements	9	82%
Full Responses	8	73%
Holding Responses	8	73%

2009-10 Performance compared to 2008-09 Performance

The Council received fewer complaints in 2009 -10 (11 complaints) compared to the previous monitoring period (13 complaints). The percentage of complaints dealt with in accordance with corporate standards was lower in 2009-10.

Type of Response	2008-09	2009-10
Acknowledgements	87%	82%
Full Responses	87%	73%
Holding Responses	87%	73%

Welsh Language Board Risk Assessment 2008 - Complaints

The Welsh Language Board visited the Council on 16 December 2008 to conduct a Risk Assessment of the Council's processes for recording and dealing with complaints about the implementation of the Welsh Language Scheme.

Following the assessment the Council received a short report based on the Welsh Language Board's findings. Taking all aspects of the Council's processes into account, the report gave the General Compliance Level Judgement as 'Full Compliance'. However, the report made four recommendations to ensure full compliance with the Welsh Language Scheme. The Council prepared a Complaints Improvement Plan to implement these recommendations; this was published as part of the Monitoring Report last year. One of the agreed actions, with a target date of July 2009, was to include more content pertaining to the Welsh language in the guidance notes for employees who deal with complaints. The guidance notes were due to be reviewed, updated and circulated during 2009 as a part of a wider review of compliments, comments and complaints. However, following an All Wales review of complaints by the Public Services Ombudsman for Wales the Authority is waiting for further information in this respect. Once the Authority does receive further information from the Public Services Ombudsman for Wales, its current policy and procedures will be reviewed and updated accordingly and new guidance issued to employees. All other actions included in the Complaints Improvement Plan have been fully implemented.

4. **Scheme management and administration**

4.1 *Welsh Language Board Risk Assessment 2007*

The Welsh Language Board visited the Council on 24 April 2007 to conduct a Risk Assessment of the Council's staffing arrangements. The purpose of the assessment was to determine the Council's capacity to

- maintain full and current information on bilingual skill levels;
- report annually to the Welsh Language Board on bilingual skill levels within the Council.

Following the assessment the Welsh Language Board provided the Council with a report of its findings, and made eight recommendations for improvement. Most of the recommendations reflected the commitments made previously in the Council's Welsh Language Scheme and/or Welsh Language Skills Strategy.

The Council published a Welsh Language Skills Improvement Plan comprising 32 actions to implement the Welsh Language Board's

recommendations. Approximately 50% of the actions were to be completed by the end of 2008; some were to be completed by June 2009, whilst others would be actions to be implemented from 2009. The Welsh Language Skills Improvement Plan was submitted to the WLB.

In last year's report the Council reported the need for further action in relation to most of the agreed actions, and that from April 2009 there would be quarterly meetings between the Human Resources (HR) division and the Policy Officer Welsh Language to monitor progress in implementing the Welsh Language Skills Improvement Plan. The second quarterly meeting was held following a meeting called by the Welsh Language Board to discuss areas for improvement in the implementation of the Council's Welsh Language Scheme. Eight improvement areas were agreed, including the review and revision of the Welsh Language Skills Strategy. As a result of that meeting, HR included the following actions in the Council's People Strategy draft Action Plan:

	Actions	Proposed Target Date
1	Set up working group to review and revise (where appropriate) the Welsh Language Skills Strategy, and develop a revised action plan / timetable	June 2010
2	Identify what our Welsh Language skills requirements are for each post	March 2011
3	Identify what our current Welsh Language skills levels are across the workforce	December 2010
4	Review and develop action plan relating to Welsh Language skills of employees and post requirements held on Trent	March 2010
5	Skills gap analysis prioritising those roles where Welsh Language is essential	December 2011
6	Workforce planning to address the skills gap	March 2012

Action 4 above is within the monitoring period and has not yet been achieved.

4.2   *Welsh Language Board Risk Assessment 2008*

See section 3.3.

4.3   *Performance Indicator WLI 1: the percentage of a sample of contracts with third parties monitored which comply with the requirements of the Welsh Language Scheme.*

Previous Monitoring Reports have reported on the compliance or otherwise of contracts with third parties in the following areas:

- *Care Services for Adults*
- *Care Services for Children*
- *Youth and Leisure Services*
- *Pre-school Provision*

The Council's assessment has been that whilst some progress has been made with regard to ensuring that contractual documentation reflect relevant Welsh Language Scheme requirements, further work is required to ensure that these elements are monitored to ensure that contractors comply with these requirements. The 2008-09 Monitoring Report highlighted procurement as an area where there is a fundamental weakness and risk in relation to the implementation of the Welsh Language Scheme, and which gives the Council cause for concern. In a meeting between the Council and the Welsh Language Board (WLB) in October 2009, the Council agreed to take action to improve performance in relation to procurement. A Task and Finish Group will meet from September 2010 to further develop the outline action plan with the aim of ensuring improvement in this area.

5. Linguistic skills: comparing service needs and capacity

5.1 *Human Resources: Skills*

5.1.1 *Performance Indicator WLI 4(a): The number and percentage of* employees *who have received training in Welsh to a specific qualification level.*

In total, 144 employees enrolled to learn Welsh with the Council's support in the 2009-10 academic year. This represents an increase of almost 125% on last year's figure of 64 employees. In addition, two Members learned Welsh with the Council's support, giving a total of 146 learners.

Level	In-house Course	Community Course	Total
Entry	45	31	76
Foundation	8	25	33
Intermediate	5	7	12
Advanced	0	12	12
Proficiency	11	2	13
TOTAL	69	77	146

Learners included two Directors (Environment and Lifelong Learning) who were recruited to posts for which the ability to speak or learn Welsh to Entry Level was essential. Both Directors received one-to-

one tuition in County Hall from Bangor University; one Director attended an additional community-based course

Learners are continuously assessed throughout their courses (Open College Network Units). With the exception of staff attending the *Sgwrs a Stori* course, every learner is encouraged to sit the appropriate WJEC examination in June each year.

The Council appointed 15 Heads of Service during 2008; under the terms of their employment contracts they are required to learn Welsh to Entry Level. Eleven Heads of Service who did not already have the required Welsh language skills commenced their 2-year training course in September 2009.   Six Heads of Service completed their first year of training.

As part of the annual 'Welsh Week' in Flintshire in April 2009 the Council ran a Welsh Language 'Taster' session for complete beginners. These were attended by 6 employees. Additionally, the Council offered a Welsh medium Salsa session for Welsh beginners at County Hall, Mold which was attended by 8 employees.

All employees who were intending to join courses for complete beginners in September 2008 were offered an opportunity to attend 4-day or 5-day Summer Schools in June/July 2008 as a means of 'kick-starting' their Welsh. Twelve employees attended a Summer School for complete beginners, funded by the corporate Welsh language training budget. Other employees attended Summer Schools for more advanced learners with the financial support of their own Directorates.

5.1.2 *Performance Indicator WLI 4(b): The number and percentage of* employees *who have received language awareness training.*

The Council has made a commitment in its Welsh Language Scheme to introduce a programme of Language Awareness Training (LAT) from April 2007 and it will be a requirement for all employees and Members to attend this training. The Council's *People Strategy Action Plan* includes a commitment to develop this programme. The Corporate Training Unit was assigned responsibility for LAT in August 2006.

In May 2007 the Council introduced Diversity and Equality workshops for managers and non-managers, which include content regarding the Welsh Language. By 31 March 2010 a total of 229 managers had attended these workshops (41 during the 2009-10 monitoring period). A total of 341 employees had attended the workshops for non-managers (259 during the 2009-10 monitoring period).

In addition the Council delivered a series of Diversity and Equality workshops for elected members during the monitoring period, which were well received and valued by the 4 members who attended.

Summary of LAT provision 2009-10:

Course	Number Attending
Diversity and Equality for managers	41
Diversity and Equality for non-managers	259
Diversity and Equality for Elected Members	4
TOTAL	**304**

Conclusion WLI 4(b): 304 employees / elected members received language awareness training in 2009-10.

Last year we reported that from September 2009 the Council, in partnership with Menter Iaith Sir y Fflint, would be delivering a 2-year LAT programme for employees and elected members. Unfortunately the funding stream for the programme was delayed; the programme - comprising 20 awareness sessions - will now run from 1st September 2010 – 28th February 2011.

5.2   Human Resources: Equality and Diversity

Performance Indicator WLI 5: Number and percentage of staff within the Council's services who are able to speak Welsh (excluding school teachers and school based staff) by:

- *Service division*
- *Post grade*
- *Workplace*

The review and revision of the Welsh Language Skills Strategy is one of the Council's eight Welsh Language Scheme improvement areas, and this has been included in the People Strategy draft action plan. Mapping the bilingual skills of Council employees is one of the key actions of that action plan. The agreed target date for the completion of this action is December 2010.

6.   Mainstreaming

6.1   *Policies, Plans and Initiatives*

Section 2.2 of the Welsh Language Scheme states that the Council will:

'develop a formal procedure for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan or initiative on the Welsh language and the Welsh Language Scheme.'

The Council has outlined in previous reports the actions it has taken with regard to the development of a Welsh Language Impact Assessment Tool. The Council has identified that this is an area that requires prioritised action, and has therefore set a target of June 2010 to review amend and pilot the draft WLIA tool, and a further target of December 2010 to review the tool and to propose governance arrangements for its use.

6.1.2 The Council has been piloting a Welsh language impact assessment tool in conjunction with the FIT described above, and now requires further refinement and testing. The tool and governance arrangements for its use will be in place by October 2010.

6.1.3 The Council is making progress in relation to assessing the Welsh language skill requirements of its posts. The Policy Officer – Welsh Language has developed an assessment tool which assesses whether the principal accountabilities involve communication with members of the public in writing, on the telephone and face to face. It further assesses the level of competence required in relation to each language skill, i.e. speaking and understanding, reading and understanding, and writing. The Council is taking a phased approach to the introduction of the assessments;

- Phase 1 (complete, started January 2007) – posts relating to Welsh Language Indicator 2, i.e. reception/counter posts
- Phase 2 (ongoing since July 2008) all brand new posts
- Phase 3 (not yet started) all vacant posts going through the recruitment process
- Phase 4 (not yet started) – all existing posts not going though the recruitment process.

6.2 *Use of Welsh within the community and workplace*

6.2.1 The Council uses the Welsh language in the community in line with the commitments made in its Welsh Language Scheme.

In its Welsh Language Scheme the Council states that it recognises its responsibility and duty as a community leader to promote, support and safeguard the Welsh language for the benefit of present and future generations. The Council makes the following commitments to strengthen the position of the Welsh language in Flintshire:

To work with its partners in the community to develop and implement a Welsh Language Action Plan with the aim of increasing and encouraging awareness, visibility and the use of the Welsh language in economic, social and cultural situations in Flintshire.

In 2007 the Council contributed to the development of a Menter Iaith Sir y Fflint Strategic Plan. The Plan includes several actions which involve close working with the County Council to strengthen the

position of the Welsh language in Flintshire.

6.2.2   The Council has taken a very positive step forward in relation to the use of Welsh within the workplace by including a section relating to this issue in its Welsh Language Scheme (Section 5). We are committed to raising the profile and status of the Welsh language internally; this includes increasing bilingual working within the Council, creating a working environment that is positive and supportive towards the Welsh language, and being sensitive and responsive to the linguistic needs and preferences of individual employees. We will develop an action plan and timetable to achieve this.

6.2.3   Flintshire County Council has supported Menter Iaith Sir y Fflint (MISFf) both financially and in kind since 1998. The most recent financial support relates to 2008 when the Council agreed a 3-year Core Funding Agreement with MISFf amounting to £13,223 per annum. This resource will support the core management and administrative functions of the organisation and will allow it to oversee and develop projects and services to achieve its mission.

6.2.4   The development of services for very young children across Wales is promoted by the Welsh Assembly Government and supported by grant funding which is channelled via local authorities. The grants are also catalysts for ensuring that a mixed economy of statutory, voluntary and independent services are supported. In order to promote the use of the Welsh language in early years and childcare provision there is a strong partnership with Mudiad Ysgolion Meithrin (MYM). The development officers from MYM are involved in the following sub-groups of the Children and Young People's Partnership:

Early Years Development Group
Childcare Development Group
Childcare Grants Group

In addition MYM is provided with grants to deliver the following:

- Welsh medium childcare for the Flying Start Project through a grant
- Welsh medium childcare for children in high level social need such as Communities First areas through the Flintshire County Council Childcare budget
- Welsh medium early years education in the non-maintained sector Cymorth grant to provide assisted places in welsh medium childcare

The county association of MYM are also awarded grants from the Flintshire County Council Childcare budget to deliver training to workers/volunteers in the *cylchoedd meithrin* and *Ti a Fi* groups.

6.3 *Increasing the numbers of Welsh speakers*

In order to strengthen the Council's ability to deliver services in Welsh in accordance with the commitments made in its Welsh Language Scheme, and in support of the Welsh Assembly Government's key target to increase the number of people in Wales able to speak Welsh, the Council sets aside an annual budget for the provision of Welsh language training to Council staff. Information about the number of Council staff learning Welsh with the Council's support is provided in section 5.1.1 of this report.

7. Analysis of performance by priority and target

The Welsh Language Scheme makes a commitment to ensure that the annual Monitoring Report:

- **identifies any fundamental weaknesses and risks, and**
- **includes an action plan of corrective measures**

Section 2 of this report (Appendix 1) reports on the Council's compliance / non-compliance with all of the Welsh Language Scheme's targets and the timetable for implementing the targets.

In previous reports, this section has highlighted what the Council considers to be some of the more fundamental weaknesses and risks in relation to the implementation of the Welsh Language Scheme, and which give the Council cause for concern. Following last year's report, the Welsh Language Board met with the Council to discuss the areas highlighted by the Council. The Welsh Language identified the 8 areas that require prioritised action, as follows:

- Develop and agree a formal and structured procedure and timetable which ensures that Welsh Language Impact Assessments are undertaken on Council policies, plans and initiatives. This should tie in with the Flintshire Integration Tool (FIT), which should be implemented comprehensively and consistently across the Council.

- Draw up a project plan to review the Council's Welsh Language Skills Strategy. The strategy should include arrangements for data collection relating to workforce language skills, skills gap analysis, Welsh language training to address skills gaps, etc.

- Fully embed the WLS into the Council's Business Planning approach, linking areas for improvement to other council strategies / initiatives, e.g. Customer Services Strategy, ICT Strategy, customer feedback, etc.

- Develop and agree a formal Monitoring Plan for monitoring/verifying the implementation of the WLS at service and corporate level. Consider one-off budget for external monitoring activities; role of scrutiny committees, public engagement, etc.

- Implement a programme of compulsory Language Awareness Training sessions for all new recruits, existing members of staff and Councillors. Start with a short workshop for senior officers as soon as possible.

- Integrate WLS requirements within the Council's funding arrangements with third parties (contracts).

- Integrate WLS requirements within the Council's grant arrangements.

- IT systems audit - look at the compatibility of national systems to inform longer term plans.

The Council has convened Task and Finish Groups to develop Improvement Plans to address each of the areas.

8. Publishing information on performance

This Monitoring Report has been prepared and considered in accordance with the commitments set out in section 7 of the Council's Welsh Language Scheme.

The Report was considered by the Council's Executive on 21 September 2010 and approved its submission to the Welsh Language Board.

This report will be available for the public to access on the Council's website and in libraries throughout the county.

WELSH LANGUAGE SCHEME
TARGETS AND TIMETABLE

Targets to be achieved by September 2006:
Service Planning and Delivery

KEY ACTION	PROGRESS
Integrate an annual Welsh Language Scheme (WLS) compliance assessment within the Council's Performance Management, Improvement Assessment, and Wales Programme for Improvement arrangements (section 2.3)	Fully embedding the WLS into the Council's Business Planning approach, is one of the Council's 8 WLS priority improvement areas, which were agreed with the Welsh Language Board.

Targets to be achieved by September 2006:
Communicating with the Public

KEY ACTION	PROGRESS
Review all Council stationery to ascertain whether all items are fully bilingual, and amend as necessary (section 3.2)	All services were asked to include this action in their 2007-08 service plans.
Ensure that all standard text on e-mail, 'auto-signatures', disclaimers, and 'out of office' replies are bilingual, and provide guidance / support to staff to achieve this (section 3.2)	Instruction / guidance note issued.
Review guidance for staff on how to meet the Council's commitments with regard to Welsh correspondence and amend as necessary (section 3.2)	Target met
Review guidance for staff regarding the Council's translation services and amend as necessary (section 3.2)	Target met
Greet all external telephone calls bilingually (section 3.3)	Original instruction / guidance issued in 2005 as part of the Council's Customer Care Policy / Standards. Further guidance issued in 2006 under the revised Welsh Language Scheme.
Review guidance on handling telephone calls from Welsh speaking members of the public, and amend as necessary (section 3.3)	Target met
Main switchboard and any service centres / points using an automated	Guidance note issued in 2006 with regard to telephone calls, which

KEY ACTION	PROGRESS
answering service or answer phone will record bilingual messages (section 3.3)	included guidance on the use of automated answering services.
Staff using answer-phones will begin their recorded messages by giving a bilingual greeting, record English or bilingual messages as appropriate, and invite callers to leave Welsh or English messages (section 3.3)	Guidance / instruction issued in accordance with the WLS.
Provide training for receptionists / counter and front of office staff to greet members of the public bilingually (section 3.4)	All Directorates have instructed receptionists / counter and front of office staff to greet members of the public bilingually. The Council contracted Bangor University's Department of Lifelong Learning to provide a 10-week 'Telephone and Reception' course for employees in January 2009. This course was attended by 8 employees. The Welsh Language Board's 'Swnio'n Dda - Sounds Good' audio resource was loaded onto the Council's intranet in April 2008; every employee with access to a PC is able to use this resource.
Provide bilingual receptionists, counter and front of office staff with Welsh Language Board *Iaith Gwaith* badges (section 3.4)	Target met.
Set out procedures for establishing language preference in advance of one to one and public meetings (section 3.4 and 3.5)	Target met
Review and revise written guidance available to staff responsible for arranging and chairing meetings (section 3.5)	Target met

Targets to be achieved by September 2006:
The Council's Public Face

KEY ACTION	PROGRESS
Review guidance for staff, designers and others who reproduce or use the Council's corporate identity, and amend as appropriate (section 4.2)	Target met Guidance / instruction issued in accordance with the WLS. Other guidance recently issued by Corporate Communications regarding the use of the Council's identity does not make specific reference to WLS requirements, however it does include some images of bilingual material. There will be explicit references to the WLS in the revised version of this guidance.
Agree and implement procedures and protocols for the preparation / production of signs and issue guidance to staff and others involved in this activity (section 4.3)	Target partially met. Draft protocol prepared. This protocol may form part of the revised guidance mentioned above.
Establish arrangements for identifying the preferred language of the public when receiving requests for Council minutes, and for publicising the availability of Welsh translations (section 4.5)	Target met. The Council's website now informs visitors that minutes/extracts in Welsh are available in Welsh on request. All staff have received an instruction to ask anybody who requests a set of minutes if they would prefer to receive them in English or Welsh. The telephone number of a Welsh speaking officer is identified in the A-Z.
Review guidance for staff, designers and others who are involved in the preparation, printing and display of public materials and revise as necessary (section 4.5 / 4.6)	Target met
Review written guidance for staff and others involved in designing and producing forms and revise as necessary (section 4.6)	Target met

KEY ACTION	PROGRESS
Review all displays, information boards, exhibitions etc. and ensure that they meet the requirements of this Scheme (section 4.7)	All services were asked to include this action in their 2007-08 service plans.
Establish 'control points' to ensure that those who are responsible for producing and displaying public and official notices comply with this Scheme (section 4.9)	All services were asked to include this action in their 2007-08 service plans.
Ascertain the preferred language of media organisations in Wales and issue press releases accordingly (section 4.11)	Target met

Targets to be achieved by September 2006: Implementing and Monitoring the Scheme

KEY ACTION	PROGRESS
Review and revise leaflet which explains the provisions of the Scheme and the role of staff in its implementation (section 6.1)	Target met.
Make arrangements to retain a record of all complaints or suggestions received regarding this Scheme and its implementation, together with officers' responses to those complaints / suggestions (section 7.5)	Target met

Targets to be achieved by December 2006: Communicating with the Public

KEY ACTION	PROGRESS
Invite all English medium schools in Flintshire to express a preference to receive bilingual or English written correspondence from the Council, and record their language preference in accordance with the Council's arrangements (section 3.2)	Target met. All general correspondence and circulars to English medium schools are bilingual. Correspondence to individuals is written in the language of their choice.

Targets to be achieved by March 2007:
Service Planning and Delivery

KEY ACTION	PROGRESS
Develop formal procedures and written guidance for undertaking a detailed and thorough assessment of the impact of any new or revised policy, plan or initiative on the Welsh language	Target not yet completed. This is one of the Council's 8 WLS priority improvement areas, which were agreed with the Welsh Language Board. The target date for reviewing, amending and piloting the draft Welsh Language Impact Assessment Tool is June 2010. A further target date of October 2010 has been set to review the draft tool and propose governance arrangements for its use.
Develop a structured programme for mainstreaming the Welsh language in the Council's main policies and initiatives	A structured programme will be developed and agreed as part of the targets mentioned above.
Review arrangements for ascertaining and recording the preferred language of individuals and organisations (section 2.3)	Original arrangements are still in force. The Council is considering the procurement of a Contact Centre solution, which will record customers' personal details. If this initiative goes ahead, a customer's language preference details will be recorded on their customer record. As part of Equality monitoring, services are required to record whether service users speak Welsh. However, this information does not necessarily identify their preferred language.
Review current written guidance for Council staff regarding third party compliance and revise as appropriate (section 2.4)	Target met. The new guidance has been incorporated within the Procurement Advisory Support System on the Council's intranet.
Review current written guidance for third parties on the requirements of the Scheme and revise as appropriate (section 2.4)	Guidance revised but not yet published. Procurement is one of the Council's 8 Welsh Language Scheme improvement priorities and the best use / dissemination of the revised guidance will be considered

KEY ACTION	PROGRESS
	as part of the improvement action planning for this area.
Integrate Welsh Language considerations within the Council's Procurement arrangements (section 2.4)	As detailed in previous annual reports, action has been taken in the past to integrate Welsh Language considerations within the Council's Procurement arrangements. However, the Council has identified the need for further improvement in this area and an action plan will be developed later in 2010
Review and revise the Council's arrangements for encouraging and supporting other organisations to adopt practices which promote equality between the Welsh and English languages (section 2.5)	Target not met. Existing arrangements are still in force.
Review and revise the Council's arrangements and criteria for funding voluntary organisations to reflect the requirements of this Scheme (section 2.6)	This is one of the Council's 8 WLS priority improvement areas. The Council has set a target date of December 2010 to improve the integration of WLS requirements within the Council's funding / grant arrangements. As a result of the work done so far the Core Funding Agreement incorporates a set of Welsh language related improvement actions which voluntary organisations are asked to take within the lifetime of their agreement.
Prepare guidance on implementing the WLS to those who administer funding schemes (section 2.6)	Target partially met. The Policy Officer - Welsh Language met with the Partnerships Development Officer (Voluntary Sector) to explain the requirements of the WLS. Both officers attended the Welsh Language Board's 'Awarding Grants, Loans and Sponsorship' seminar in September 2007. The officer responsible for administering the Core Funding Agreements and Community Chest has received a copy of the Welsh Language Board's guidance 'Awarding Grants, Loans and Sponsorship'. Officers responsible for other funding streams will be targeted in 2010-11.

Targets to be achieved by March 2007:
Communicating with the Public

KEY ACTION	PROGRESS
Review all IT systems used to generate correspondence and prepare a report on their ability to comply with the requirements of this Scheme (section 3.2)	Complete. See Appendix 3.
Audit of standard letters and translate where they are English only (section 3.2)	All services were asked to include this action in their 2007-08 service plans.
Review the arrangements for updating the Council's internal directory of Welsh speaking staff (section 3.3)	Target met. The Council's internal telephone directory informs users how they can be identified as Welsh speakers. Other options are also being considered.
Ensure that help-lines, automated telephone services and call centres set up by the Council provide an equal service in Welsh and English and ensure that arrangements are in place to make callers are aware of this option (section 3.3)	All services were asked to include this action in their 2007-08 service plans where appropriate.
Denote switchboard, reception, counter, front of office, contact office and similar posts as 'Welsh Essential', amend job descriptions, and ascertain language skills of current post holders (section 3.3/3.4)	Target met See section 3.2 of this report.
Produce and display bilingual notices that inform the public that a Welsh and English service is available (section 3.5)	Welsh Language Board notices have been circulated in the past.

Targets to be achieved by March 2007:
The Council's Public Face

KEY ACTION	PROGRESS
Conduct an audit of all Council items bearing the Council's name/logo and ensure that all such items are bilingual (section 4.2)	All services were asked to include this action in their 2007-08 service plans where appropriate.
Conduct an audit of all signs – permanent, temporary, fixed and	All services were asked to include this action in their 2007-08 service

KEY ACTION	PROGRESS
portable – for which the Council or a party acting on its behalf is responsible, and ensure that monolingual signs are made bilingual (sections 3.5 and 4.3)	plans where appropriate.
Develop and issue a 'Design Guidelines' leaflet to relevant planning permission applicants which encourages them to erect bilingual signs and includes guidance on bilingual design (section 4.3)	Target not met. However, initial discussions have taken place between the Policy Officer (Welsh Language) and the Council's Head of Planning Control to discuss the potential content and recipients of such a leaflet.
Develop and issue a 'Street Names' leaflet which explains the Council's preferences regarding the names of housing developments and the streets within them (section 4.4)	Target met.
Establish and implement procedures for ensuring that the Council or agents acting on its behalf produces material for public use in accordance with the requirements of this Scheme (section 4.5 and 4.6)	All services were asked to include this action in their 2007-08 service plans.
Undertake an audit of all Council forms with a view to verifying that their format, language content, terminology and diction style comply with this Scheme, and implement a programme to revise these forms where necessary (section 4.6)	All services were asked to include this action in their 2007-08 service plans.
Develop a corporate involvement and consultation strategy, and maintain a database of Welsh-speaking individuals and Welsh medium local groups and organisations who are willing to participate in surveys and consultation exercises (section 4.8)	Consultation and Engagement is a key principle within the Authority's approved Communication Strategy 2006-2008. Work has progressed on the corporate 'Consultation and Engagement Framework and Guidelines' but is now on hold pending the outcome the 'Enhanced Consultation Strategy' pilot project funded through Making the Connections which has the potential to be rolled out as an All Wales Model. A Consultation and Engagement Directory of Groups and Organisations, which includes reference to a number of Welsh language groups, has been finalised

KEY ACTION	PROGRESS
	and approved and is available via the Council's Infonet system.
Identify the options available for targeting Welsh-speakers as part of recruitment campaigns in relation to 'Welsh essential' posts and present a report to the Corporate Equalities Review Board (section 4.10)	Target partially met. The Policy Officer Welsh Language has made some recommendations to Human Resources in relation to targeting Welsh speakers. The Corporate Equalities Review Board has been disbanded.

Targets to be achieved by March 2007: Implementing and Monitoring the Scheme

KEY ACTION	PROGRESS
Ensure that all staff are aware of the specific requirements of this Scheme and how they impact on their individual roles (section 6.1)	All services were asked to include this action in their 2007-08 service plans.
Undertake an audit of the Council's ICT systems in order to ascertain whether they are able to, and do, meet the commitments given in this Scheme, and present a report to the Executive (section 6.2)	See Appendix 3
Prepare detailed guidance for staff regarding the purchase and development of ICT systems and software to meet the Council's needs, based on the requirements of this Scheme and the Welsh Language Board's IT Standards (section 6.2)	See Appendix 3
Identify options for facilitating the use of Welsh by bilingual staff when using the Council's IT systems (section 6.2)	Target partially met (details included in last year's report). Further work is required to meet this commitment in full.
Review the Welsh Language Skills Strategy, revise the timetable for its implementation, and implement accordingly (section 6.2)	See section 4.1 of this Monitoring Report.
Review all aspects of the Council's Recruitment and Selection procedures and ensure that they meet the requirements of this Scheme (section 6.2)	A new Recruitment and Selection Policy has been developed and the relevant content pertaining to the WLS has been included. A review all aspects of the Council's

KEY ACTION	PROGRESS
	Recruitment and Selection procedures is imminent.
Ensure that an assessment of the need for specific vocational Training through the medium of Welsh, and for vocational training to facilitate the implementation of the Scheme is an integral part of the staff appraisal process (section 6.2)	Target not met
Establish procedures for ensuring that training courses for Council staff and elected members include content pertaining to the WLS where appropriate (section 6.2)	Target not met
Implement a programme of compulsory Language Awareness Training (LAT)sessions for all new recruits, existing members of staff and Councillors (section 6.1)	Target not met. A LAT programme will commence in September 2010.
Develop formal 'learning agreements' for Welsh Language training (section 6.2)	Target not met. These will be developed and applied when the Council begins to advertise 'Welsh Essential' posts, and the Welsh language training programme has been reviewed.

Targets to be achieved by September 2007: Service Planning and Delivery

KEY ACTION	PROGRESS
Review partnership working arrangements and revise to reflect the requirements of this WLS (section 2.7)	A review of partnership working arrangements is currently being undertaken. WLS requirements and the WLB publication 'Partnerships and the Welsh Language' will be considered as part of this review.
Prepare guidance for officers who are involved in partnership working on the requirements of this WLS (section 2.7)	The Principal Partnerships Officer has received the WLB publication 'Partnerships and the Welsh Language'. Partnership Coordinators will be targeted during 2010/11.

Targets to be achieved by September 2007: Implementing and Monitoring the Scheme

ACTION	PROGRESS
Undertake a detailed and thorough review of the Translation Unit (section 6.2)	See Appendix 4
Include a commitment in the Council's ICT Strategy to implement the Welsh Language Board's IT Standards (section 6.2)	See Appendix 3
Prepare an action plan setting out how the Council will mainstream the Welsh language in the field of ICT and meet the Welsh Language Board's IT Standards (section 6.2)	See Appendix 3
Develop a Welsh language training programme to meet the Council's needs in terms of implementing this Scheme and allocate the necessary resources in accordance with the requirements of the Welsh Language Skills Strategy (section 6.2)	The Council is currently running a Welsh language Training programme as described in section 5.1.1. The training programme and the budget for its implementation will be reviewed in the light of the revised Welsh Language Skills Strategy.

WLI 2: Identified posts that have been denoted 'Welsh Essential'

		Community Services Directorate		
Service	**Post Title**	**Location / Workplace**	**Number of Posts**	**Postholder(s) Welsh-speaking?**
Administration	Receptionist	Flint, County Offices	1	NO
		Holywell Area Office	2	NO
		Connah's Quay Area Office	3	YES x 1 NO x 2
		Mold, County Hall	1	NO
		Mold, Town Hall	2	YES x 1 NO x 1

		Corporate Services Directorate		
Service	**Post Title**	**Location / Workplace**	**Number of Posts**	**Postholder(s) Welsh-speaking?**
Clwyd Theatr Cymru	Senior Box Office Assistant	Clwyd Theatr Cymru	1	NO
	Box Office Assistant		5	LEARNING x 1 NO x 4
	Relief Box Office Assistant		3	YES x 1 NO x 2
	Receptionist / Shop Assistant		4	NO
	Relief Receptionist / Shop Assistant		3	YES x 1 NO x 2
Benefits & Advisory Services (BAS)	BAS Assistant	Mold, County Hall	4	YES x 1 NO x 3
Exchequer Services	Assistant Caller / Cash	Mold, County Hall	1	YES
		Mold, Town Hall	2.7	YES x 1 NO x 1.7
		Buckley Town Hall	1	NO

		Connah's Quay County Offices	1	NO
		Flint, County Offices	1	NO
Customer Services (CS)	CS Assistant (Switchboard / Reception)	Mold, County Hall	6	YES x 2 NO x 2 LEARNING x 1
	CS Assistant, Public Information	Mobile Office	3	LEARNING x 1 NO x 2

Environment Directorate

Service	Post Title	Location / Workplace	Number of Posts	Postholder(s) Welsh-speaking?
Management Support & Performance	Senior Administration Assistant	General Office, County Hall, Mold	1	NO
	Administration Assistant		2	NO
	Clerical Assistant		3	2 x YES/ 1 x NO
Highways & Transportation	Senior Administration Officer	Alltami Depot	1	NO
	Administration Officer		2	NO
	Enquiry Assistant	Mold Bus Station	2	NO
Countryside Services	Weekend Receptionist	Connah's Quay, Wepre Park	1	NO
	Administration Officer		1	NO

Lifelong Learning Directorate

Service	Post Title	Location / Workplace	Number of Posts	Postholder(s) Welsh-speaking?
Libraries, Culture and Heritage	Receptionist	Greenfield Valley	2	2 x YES
Leisure Services	Connah's Quay Swimming Pool	Receptionist	3	1 x YES 2 x NO

Connah's Quay Sports Centre	29	2	NO
Buckley Leisure Centre		4	2 x YES 2 x NO
Deeside Leisure Centre		12	1 x YES 11 x NO
Flints Pavilion Leisure Centre		4	1 x YES 3 x NO
Mold Leisure Centre		4	3 x YES 1 x NO
Holywell Leisure Centre		6	3 x YES 3 x NO
Hope Sports Centre		2	1 x YES 1 x NO
Saltney Sports Centre		2	NO

Welsh Language Scheme Monitoring Report 2009-10

Progress against ICT Targets and Timetable

1.   Purpose of the Report

The report provides an update on progress made in relation to the tasks identified in the councils Welsh Language Scheme in relation to ICT.

2.   Background

Within the councils Welsh Language Scheme, there are 6 areas which specifically relate to ICT within the council. In order to be able to achieve these requirements, a range of consultation has been undertaken to ensure that there is a clear understanding of what the Welsh Language Board require and what they would consider to be "practical and appropriate" This is important as it is a phrase which occurs on a number of occasions in the Welsh Language Boards "Bilingual Software Guidelines and Standards.

The authority's Welsh Language Policy Officer has been consulted throughout the process.

3.   Update

3.1   Progress against Section 3.2 of Welsh Language Scheme.

"*Review all IT systems used to generate correspondence and prepare a report on their ability to comply with the requirements of this Scheme (section 3.2 of Welsh Language Scheme)"*

All business systems have system owners. These are not ICT staff but staff based within the specific service areas that the system relates to. They are responsible for authorising changes to the system as well as new users. There may be situations where the system is capable of meeting the requirements of the scheme but the relevant documents have not been made available bilingually or in Welsh. This needs to be taken up with the individual system administrator as it is not an ICT issue. A report is available for in house developed applications.

The supplied system library has been redeveloped as indicated in the previous report, and has the functionality to record required information. The problem at present is identifying system owners to complete the questionnaire due to structural reviews. A report for all systems will be available for the Welsh Language Policy Officer by June 1st 2010. Issues of non compliance can then be discussed direct with system owners.

3.2.   Progress against Section 4.13 of Welsh Language Scheme

"all databases and computerised or electronic systems that feed the Council's websites with information will hold bilingual information. The Council will agree a programme to convert monolingual systems into bilingual systems within the lifetime of the scheme, taking into account the Council's corporate ICT Strategy".

This is now complete. All databases and computerised or electronic systems, which feed the website and have been written in house currently hold information in both English and Welsh.

The exceptions are where suppliers of business systems have either no plans to provide a Welsh language version of their software, or where the costs for doing so are excessive and therefore not viable. Every effort is made to work with suppliers and with other companies who purport to provide translation solutions such as Draig, but these have proved fruitless so far.

Where compliance has not been possible, there is an agreed process for informing the Welsh Language Policy Officer and the Welsh Language Board of the issues. In practice this has not proved as positive as we had hoped in that the Welsh Language Board will only allow English only services where a date can be provided for the equivalent Welsh service. This is not always possible because suppliers will not always give this commitment. It provides significant conflict for the authority as it strives to deliver efficiencies through the delivery of transactional services via the website. There would also appear to be inconsistencies across Wales where other authorities seem to take a view that they will simply deliver English only services in some areas with no indication given as to when a Welsh version will be delivered.

3.3   Progress against Section 6.2 ICT Action (i) of Welsh Language Scheme.

"Include a commitment in the Councils ICT Strategy to implement the Welsh Language Boards ICT Standards"

This is complete. There has been a commitment in the Strategy since it was developed in 2005.

3.4   Progress against Section 6.2 ICT Action (ii) of Welsh Language Scheme

"*Undertake an audit of the Council's ICT systems in order to ascertain whether they are able to, and do, meet the commitments given in this Scheme, and present a report to the Executive".*

See item 3.1

3.5   Progress against Section 6.2 ICT Action (iii) of Welsh Language Scheme.

"Prepare detailed guidance for staff regarding the purchase and development of ICT systems and software to meet the Council's needs based on the requirements of this scheme and the Welsh Language Boards IT Standards"

This work is complete.

As included in the previous report, it should also be noted that when procuring applications from external suppliers, the market is reducing significantly and there can sometimes only be one or two suppliers for a specific business system. In these instances it is becoming increasingly difficult to gain a commitment to the Welsh Language which is cost effective for the council. In these instances, the Welsh Language Board will be notified.

3.6   **Progress against Section 6.2 ICT Action (iv) of Welsh Language Scheme**

"Prepare an action plan setting out how the Council will mainstream the Welsh Language in the field of ICT and meet the Welsh Language Board's IT Standards"

This work is complete.

4.   Conclusion

Within the ICT Division there is a clear understanding and strong commitment to deliver the requirements of both the councils Welsh Language Scheme and the Welsh Language Boards ICT standards. There has been significant work undertaken in developing workflow based systems to assist developers in meeting these standards.

The issues highlighted in 3.2 are the greatest cause for concern as the council battles to meet the compliance with the Welsh Language Scheme and also to make the website the channel of choice for its customers by 2013. The latter will only be achieved by offering customers the ability to conduct transactional services with the council. The council's ability to do this could be severely limited if the Welsh Language Board insists that English only services can only be delivered where an implementation date for a Welsh language version of the service can be given. In several cases to date, this has not been possible and delivery of any type of transactional service in the given area has been significantly delayed. There still needs to be some clarification from the Welsh Language Board in terms of what they would consider to be "practical and appropriate" in relation to implementing bilingual software. This is particularly important given the current economic climate.

The ICT division is committed to working with the Welsh Language Board

in terms of achieving supplier compliance and also to get a greater understanding of the costs involved in achieving compliance but would ask for a greater level of understanding and consistency across Wales in its application of this standard.

The only tasks that remain are to present a final report in terms of the compliance of existing business systems as indicated in sections 3.1 and 3.4. This should all be completed by June 1st 2010.

Welsh Translation Unit Review

Action	Details of Work Undertaken	Review Date
Identifying resources to meet the demand for translation services and making appropriate provision.	At the time this report was published it was identified that there is a need for the full time equivalent of 2.5 Welsh translators. The Unit currently employs 1.5 Welsh translators and attempts have been made to recruit to a vacant full-time post. The Council did short-list two applicants but unfortunately both declined the opportunity to attend an interview. The Unit will continue to be resourced by 1.5 Welsh translators and other requests will be outsourced to private translators when demand exceeds capacity. A further review of resources may be undertaken following the outcome of Single Status.	Complete
Establishing formal procedures for monitoring the standard and quality of the work of internal and external translators and making appropriate provision.	Procedures have been implemented that afford the internal translators the opportunity to discuss translation issues and work together to ensure a consistent and quality service is delivered by the Unit. On an on-going basis procedures will be reviewed including a review of IT solutions to assist with quality and consistency of translations.	Complete
Establishing methods of ensuring consistency in the use of terminology and text formulation and making appropriate provision.	The Unit has established methods of ensuring consistency in the use of terminology by introducing weekly team meeting/brainstorming sessions with translators. The weekly meetings allow the translators to discuss issues such as the use of terminology and text formulation. It also allows the translators to keep their Dictionary of Terms up to date and ensures templates and corporate documents are reviewed, thus ensuring consistency of work released by the Unit.	Complete
Identifying how the Translation Unit may best	The Translation Unit manager will liaise with the Welsh Language Officer in this regard as and when required.	Complete

Action	Details of Work Undertaken	Review Date
contribute to Scheme implementation in the broader context.		
Supporting translators to further develop their translation skills and professional qualifications.	The Translation Unit manager meets staff on a regular basis via team meetings and has also undertaken staff appraisals. Appraisals are carried out on an annual basis to include a 6 month review. As part of the appraisal process, personal development needs are discussed and support and training is reviewed on an individual basis. The translators are supported by their manager to further their translation skills and professional qualifications as required. Development needs of each translator are held confidentially by the manager and action is taken as agreed between staff and management.	Complete
Identifying the costs / benefits of purchasing simultaneous translation equipment and advising on the most appropriate arrangements for the Council.	The Translation Unit does not have the resource to provide a simultaneous translation service. The Unit receives very few enquiries for this service and those requests are outsourced to private Welsh translators. As there is no demand for the service there is no benefit to the Council in purchasing its own equipment.	Complete
Supporting Members' communications with Welsh speaking constituents.	The Translation Unit is committed to supporting communications with all of the Council's customers. It has not received any requests for support from Members with their Welsh speaking constituents to date.	Complete
Supporting the Welsh Assembly Government's broad vision for the Welsh language.	The Translation Unit manager will liaise with the Welsh Language Officer in regard to this and as appropriate.	Complete
Supporting other	The Translation Unit is unable to provide a	Complete

Action	Details of Work Undertaken	Review Date
organisations in the communities we serve to operate bilingually by offering the specialist advice and guidance of the Translation Unit.	translation facility to other organisations due to staff resource issues within the Unit and the difficulties the Unit is experiencing in recruiting staff. Enquiries are referred to external translators.	

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 11

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF FINANCE**

SUBJECT :   **REVENUE BUDGET MONITORING 2010/11 (MONTH 3)**

1.00   PURPOSE OF REPORT

1.01   To provide members with the most up to date revenue budget monitoring information (Month 3) for the General Fund and the Housing Revenue Account in 2010/11.

1.02   **INDEX OF CONTENTS**

2.00   EXECUTIVE SUMMARY

2.01   Members are requested to note the projected year end position as estimated at Month 3 which is :

•   General Fund - Net overspend of £2.006m

•   Housing Revenue Account - Net underspend of £0.033m

3.00   CONSIDERATIONS

        GENERAL FUND

3.01   The table below shows a projected in-year overspend of £2.006m.

_____

Date: 15/09/2010

TOTAL EXPENDITURE AND INCOME	Original Budget	Revised Budget	In-Year Over / (Under) spend		Non Ring-fenced		Ring-fenced	
			Month 2	Month 3	Month 2	Month 3	Month 2	Month 3
	£m	£m	£m	£m	£m	£m	£m	£m
Directorates								
Community Services	54.996	54.522	-	0.927	-	0.320	-	0.607
Environment	33.527	32.965	-	0.430	-	0.430	-	-
Lifelong Learning	109.598	109.011	-	1.717	-	0.802	-	0.915
Corporate Services	17.872	17.509	-	(0.160)	-	(0.160)		
Total Directorates	**215.993**	**214.007**	-	**2.914**	-	**1.392**	-	**1.522**
Central and Corporate Finance	25.897	27.883	-	(0.908)	-	(0.908)		
Total	**241.890**	**241.890**	-	**2.006**	-	**0.484**	-	**1.522**

3.02 The Original Budget column reflects the budget approved by Council on the 2nd March 2010. The Revised Budget column reflects in-year virements which have been approved in compliance with Financial Procedure Rules. The Revised Budget now reflects that the £1.952m efficiencies identified as part of the in-year corporate efficiency target exercise has now been transferred to the contingency reserve and ringfenced to take forward the Flintshire Futures Programme.

3.03 The significant in-year projected variances to date are detailed in Appendices 1 - 5 (General Fund), and Appendix 7 (HRA), and in addition to giving the reasons for the variances, the actions required to address each variance is provided.

3.04 The net overspend of £2.006m is made up of £2.914m on services offset by a contribution of £0.908m from Corporate Services. It is the intention of Management to contain the currently projected variation within the overall agreed budget. Detailed discussions are taking place with Directorate teams to review the assumptions on which the projections are based and to establish what corrective actions can be taken to reduce the current projected overspends in order to minimise the impact on the Council's overall financial position. The outcomes will be reported on in future reports.

3.05 The Out of County Placement budget overspend (ring-fenced) forms a large part of Community Services and Lifelong Learning's total overspend (£0.914m and £0.915m respectively) and is the largest area of overspend across the total budget. A meeting of senior officers has been arranged to discuss the progress of the Action Plan developed by the Task and Finish Group including the key areas of contract renegotiations and partnership working for commissioning and procurement with an emphasis on the high cost placements and, again, will be the subject of future reports.

RISKS / ASSUMPTIONS

3.06 The in-year over / (under) spends shown in the table at paragraph 3.01 reflect

the following risks and assumptions :-

1. **Community Services**

    • Social Services for Adults

        o Projections based on current client numbers / care packages
        o Demand led services susceptible to changes outside the Directorate's control e.g. severity of winter, flu epidemics
        o Local Health Board income cannot be guaranteed at the levels assumed

    • Development & Resources

        o Domiciliary and Property client income is dependent on individual client circumstances
        o Wider economic recession may have an impact

    • Social Services for Children - Out of County Placements

        o Length of current placements uncertain - court led timeframes
        o Number of new placements difficult to predict - needs led
        o High cost of any new placements can have an adverse impact on outturn
        o Uncertainty of income level from Local Health Board

    • Social Services for Children - Family Placement

        o Service dependent on sufficient numbers of carers being attracted and retained

    • Other Residential - Care for Children with Disabilities

        o Timing of new service at Arosfa becoming operational - delays would impact on the projected outturn position

2. **Environment**

    • Planning Control

        o Assumed that number of applications will not recover to pre-recession levels during 2010/11

3. **Lifelong Learning**

    • Out of County Placements

- o Uncertainty of lengths of current placements
- o Difficult to predict number of new placements
- o High cost of any new placements can have an adverse impact on outturn
- o Varying income levels from Local Health Board

- Pupil / Student transport

  - o Uncertainty as to whether route rationalisation efficiency will be fully achieved

- Leisure Services

  - o Uncertainty as to whether energy efficiency target will be fully achieved

- Youth Service

  - o Delay to deletion of a post to achieve previous year efficiency saving

- Primary and Secondary Non-Delegated budgets

  - o Costs of redundancies arising from budget reductions due to the economic downturn may exceed central contingency budget

- Inclusion Service

  - o Reductions in available grant streams and reserves has resulted in a risk of overspend on providing pupil support to schools

4. Corporate Services

- All Service Areas

  - o Assumed that there will be no Pay Award for 2010/11

4.00 NON STANDARD INFLATION/CENTRAL CONTINGENCIES

NON STANDARD INFLATION

4.01 Included in the budget was an amount of £0.060m in respect of fuel costs, £0.094m in respect of National Foster Care Allowances and £0.105m in respect of increased fire levy. These items have been allocated to meet the additional known costs. Therefore, there is no centrally held non standard inflation available for 2010/11.

CENTRAL CONTINGENCIES

4.02   The budget for 2010/11 included £0.968m in respect of non-teacher pay award. This amount is being held centrally until the announcement of the national pay award. The employers current offer is for no increase in the Pay Award for 2010/11. On this basis it is currently assumed that this contingency will not be required and is therefore shown as an underspend within Central and Corporate.

5.00   UNEARMARKED RESERVES

5.01   The 2009/10 final outturn reported to Executive on 10th August showed unearmarked reserves at 31st March 2010 (above the base level of £5.269m) of £1.008m (subject to audit), after the setting aside of funding for 2010/11 one-off pressures of £0.352m.

5.02   Appendix 6 details the movements to date on unearmarked reserves and the level of contingency sum available. As a result of these movements currently projected, the net amount currently available in the Contingency Reserve is £0.954m. The Contingency Reserve is held to meet :

(a)   Organisational re-design and modernisation of services

(b)   Invest to Save initiatives

(c)   Additional costs on ringfenced and / or volatile budgets

5.03   In order to take the Flintshire Futures Programme forward it is necessary to have resources for (a) and (b). The £1.952m from the efficiency exercise earlier in the year have been ringfenced for this purpose at this stage whilst detailed costings of programme, organisational design and invest to save costs are being established.

5.04   As a result the non-ringfenced element is currently projected at £0.998m overdrawn. Section 3 of the report sets out that it is Management's intention to contain the projected variation within the overall agreed budget and the actions being taken to address this.

6.00   HOUSING REVENUE ACCOUNT

6.01   On 17th February, 2010, the Council approved a Housing Revenue Account budget for 2010/11 of £23.716m.

6.02   The budget provided for a closing balance at 31st March, 2010 of £1.153m which at 5.02% of total expenditure satisfies the prudent approach of ensuring a minimum level of 3%.

Date: 15/09/2010

6.03   The 2009/10 final outturn reported to Executive on 10th August showed a closing balance at the end of 2009/10 of £1.451m (subject to audit) which was £0.298m higher than the estimate of £1.153m when the 2010/11 budget was set. This had the effect of increasing the opening balance for 2010/11 by the same amount. Executive on 13th July 2010 approved an allocation of £0.400m from HRA balances to assist the 2010/11 budget in reducing the repairs and maintenance backlog. This will be reviewed mid year when further resources may be allocated up to an agreed level of a further £400k, dependent on the overall HRA financial position.

6.04   Appendix 7 details the reasons for significant variances occurring to date and the actions planned to deal with them.

6.05   The net effects of the revised balance brought forward and the projected outturn is that there would be balances in hand at the end of the year of £1.118m (budget £1.186m) which at 4.7% of budgeted expenditure is greater than the minimum level of 3% recommended by the Head of Finance. The projected year end balance of £1.118m is £0.068m less than the £1.186m which was assumed when the 2010/11 HRA budget was finalised.

7.00   RECOMMENDATIONS

7.01   Members are recommended to:-

   a)   Note the overall report.

   b)   Note the General Fund Contingency Sum available as at 31st March 2011. (Section 5).

   c)   Note the projected final level of balances on the Housing Revenue Account. (para 6.05)

8.00   FINANCIAL IMPLICATIONS

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

9.00   ANTI-POVERTY/ENVIRONMENTAL IMPACT

9.01   None.

10.00   PERSONNEL IMPLICATIONS

10.01   None.

11.00   CONSULTATION UNDERTAKEN

11.01   None.

12.00   APPENDICES

Date: 15/09/2010

12.01   General Fund Variances - Appendices 1 - 5
        General Fund - Movements on unearmarked reserves - Appendix 6
        Housing Revenue Account Variances - Appendix 7

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS

    Month 3 Monitoring Papers

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COMMUNITY SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Re-ablement (Services for Older People)	0.328	0.270	(0.058)		• **Vacancies within Direct Care Staffing partially offset by additional costs of existing staff working additional hours.**	**Review recruitment to vacant posts**
Domiciliary Support (Services for Older People)	7.178	7.949	0.771		• **Increase in complexity of need and number of clients supported to live at home alongside a reduction in the number of people entering residential care.**	**Further realignment of budget from Residential Services in 2010/11 to reflect the ongoing change in service provision will be made prior to period 4.**

1

COMMUNITY SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Residential Services (Services for Older People)	8.703	8.455	(0.248)		• Reduction in the number of clients currently being supported in Independent Sector residential care this is offset by the increase in the number of clients supported at home. • Local Authority residential services are projecting an overspend due to increased agency cover following; o Health and Safety recommendations resulting in building alterations which have been delayed, o increased costs of internal catering o corporate efficiency savings for energy.	Budget Realignment prior to period 4 (see above), and forward planning regarding future Extra Care expansion.

2

COMMUNITY SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Professional Support (Services for Older People)	3.022	2.967	(0.055)		• £0.059m of underspend within Financial Assessment Team due to vacant posts. • The balance of £4k is made up from a number of minor variations.	Partial offset of vacancy management target and review recruitment position of vacant posts.
Domiciliary Support (Physical Disability and Sensory Impairment)	1.462	1.517	0.055		• The projected overspend relates to the full year effect of new clients in 09/10	Virement of budget from Residential Services prior to period 4.
Supported Living (Physical Disability and Sensory Impairment)	0.091	0.163	0.072		• Projected overspend is due to a void property at Ryland Street, and higher than anticipated care costs from the Independent Sector.	Negotiate with Landlord regarding the void and review the care contract with provider.
Residential Services (Physical Disability and Sensory Impairment)	0.915	0.742	(0.173)		• Number of residential clients reducing. • Underspend includes budget to be transferred to Learning Disability to meet needs of clients.	Virement of budget to Learning Disability Services together with realignment to Domiciliary will be made prior to period 4.

COMMUNITY SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Work Opportunities (LD)	1.910	1.969	0.059		• Projected overspend of £0.030m on hired transport due to changes in needs and provision to clients. • Income is projected to be lower than budget at this early stage in the financial year.	Keep under review in 2010/11.
Ringfenced Budgets (LD & Mental Health)	0.845	0.538	(0.307)		• Projections reflect current client packages for 2010/11.	Keep under review - potential volatility due to changes in client numbers and demands at short notice from prison or courts.
Other Residential (Children's Services)	0.546	0.388	(0.158)		• This funding is currently earmarked to commission additional short breaks for children with disabilities to be based at Arosfa. The projection assumes that work will not commence during this financial year.	Relevant managers are in negotiation regarding premises refurbishment and future tendering processes.
Family (Children's Services)	0.340	0.395	0.055		• Overspend relates to sessional staff and associated travel costs of supporting families.	Variety of measures put in place including new pool car and unit costing to inform decisions within service.

4

COMMUNITY SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Out of County Pooled Budget (Children's Services)	3.525	4.439	0.914		• Projected position based on existing clients and known costs to end of March 2011.	Ongoing work of task and finish group to address variety of issues.
Other variances (aggregate)	25.657	25.657	0.000			
Total :	54.522	55.449	0.927	0.000		

5

ENVIRONMENT

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Transportation	1.376	1.326	(0.050)		• Savings on Bus Operator payments for Bus Subsidies will be an estimated £0.050m	Bus Operator payments for Bus Subsidies and potential fuel rebates will be closely monitored.
Car Parks	0.030	0.080	0.050		• Shortfall in car park fee income due in the main to the relocation of the Holywell Town Centre Car Park and subsequent free parking provision at Tesco	Monitor income closely and consider reductions in car park planned maintenance budgets if deemed necessary
Policy & Implementation	0.735	0.645	(0.090)		• Vacancy savings in Planning Service Area	Assist with financing the fee income shortfall below
Environment & Conservation	0.314	0.204	(0.110)		• Vacancy savings in Planning Service Area	Assist with financing the fee income shortfall below

1

ENVIRONMENT

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Planning Control	0.259	0.459	0.200		• The economic downturn has reduced the number of applications being received, particularly from housing developers and the minerals sector. • Despite some economic growth, early indications suggest that fee income will still be £200k short of target • Only 1,028 applications were received in 2009/10 compared with 1,191 in 2008/09, a 14% year on year decrease in volume.	Continue to monitor number and size of applications received and update financial projections. Seek cost reductions where opportunities arise. e.g. staff vacancies; address efficiency savings through service review and restructuring. Exploit external funding opportunities and appropriate income generation initiatives.
Directorate Support & Performance	1.526	1.446	(0.080)		• Delay in filling vacancies ahead of the new structure being implemented	
Waste Disposal	4.821	4.692	(0.129)		• Net landfill tax gains from reduced tonnages.	
Civic Amenity Sites	1.905	2.093	0.188		• Impact of RPI increase for Management Charge and annual performance payment under contractual obligations	Upon AD Waste coming in-house, the need for this management charge will be reviewed in order to reduce its impact

2

ENVIRONMENT

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Property Holdings	0.116	0.169	0.053		• Impact of efficiencies for NNDR and Energy • Loss of income from Terrig House, Mold, which is vacant	Monitor closely the cost of NNDR and Energy to determine if any reductions can be made in line with the efficiencies allocated Maximise usage of vacant properties
Agricultural Estates	(0.160)	(0.193)	(0.033)		• Land Agent vacancy savings partially offset by potential shortfall in tithes and wayleaves income	
Design Services	(0.105)	0.241	0.346		• Significant income shortfall due to reduced Capital Programme and slippage of key WAG funded scheme into 2011/12. Salary savings of £0.186m are included in the net variance	Continue to monitor the fee earning position and update the financial situation regarding the trading account. Incorporate the projected Capital Programme figures into the Organisational Review being undertaken to influence its conclusions. Historically, trends would suggest that the position can be improved.

3

ENVIRONMENT

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Valuation & Estates	0.493	0.400	(0.093)		• **Vacancy Savings**	
Administrative Buildings	1.004	1.149	0.145		• **Overspend on cleaning services following a review of charges** • **Impact of efficiencies for NNDR and Energy good housekeeping**	**Review of specification for Cleaning Contract required to determine value for money** **Monitor closely the cost of NNDR and Energy to determine if any reductions can be made**
Markets	(0.116)	(0.091)	0.025		• **Reduction in smaller markets income based on current economic climate** • **Employment of agency cover for sickness absence**	**Income levels to be monitored closely together with initiatives for maximising income for larger markets e.g. Mold**
Other variances (aggregate)	20.767	20.775	0.008		• **A number of minor variances of no more than £17k individually**	
Total :	32.965	33.395	0.430			

4

LIFELONG LEARNING

Budget Monitoring 2010/11 (Month 03)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Out of County Pooled Budget (Special Education)	2.251	3.166	0.915	-	There has been an ongoing challenge to accurately project levels of new placements throughout the year. The cost of each individual placement is high and variations in both numbers and type of placements can have an adverse impact on projected outturn.	Following consideration of the interim project report, the officer task and finish group has developed and agreed a detailed Action Plan, led by Lifelong Learning and Community Services Heads of Service. The plan concentrates on changes in relation to key workstreams with allocated leads and implementation dates. Two key areas of focus going forward will need to be: review of individual high cost placements and contract renegotiation with providers. Consideration is being given to create a North Wales Consortium for commissioning/procurement of childrens' high cost placements similar to the SEWIC consortium in South Wales.

LIFELONG LEARNING

Budget Monitoring 2010/11 (Month 03)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
						Further detailed work also needs to take place to ensure that more local specialised provision is made available for those with higher order needs.
Leisure Centres and Pools	2.415	2.697	0.282	-	It is currently predicted that the pressure in Leisure Services relating to a year on year decrease in income attributed to the current economic climate will continue in 2010/11. An Action Plan has been prepared to address the structural budget shortfalls. This is being taken forward as part of the Flintshire Futures Programme. Until the actions identified are implemented the overspend will continue to be incurred.	Review of 2010/11 fees and charges will need to account for this long term loss of income. Projections will be revised in the light of ongoing monitoring of income. Under the Leisure Strategy the County Council is due to consider future operational models for these sites. Options could include delegation or changed staffing arrangements.

2

LIFELONG LEARNING

Budget Monitoring 2010/11 (Month 03)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Leisure Services	**0.280**	**0.302**	**0.022**	**-**	There is an estimated overspend on Central Support Recharges on trading services based on 2009/10 charges. (£0.022m)	The impact of support costs on trading accounts forms the final element of the Central Support Costs Review. This is due to be completed by the end of September.
Facilities Services	**1.326**	**1.574**	**0.248**	**-**	There is an estimated overspend on Central Support Recharges on trading services based on 2009/10 charges. (£0.142m) **The Rationalisation of the Opening Hours of County Hall (Security Review) that was identified as an efficiency saving during the 10/11 budget process has met with some delays and extra cost. Although there are still uncertainties about the final date of implementation it is currently estimated that the service will overspend by**	The impact of support costs on trading accounts forms the final element of the Central Support Costs Review. This is due to be completed by the end of September.

3

LIFELONG LEARNING

Budget Monitoring 2010/11 (Month 03)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
					£106k. This is made up of £50k necessary CCTV investment (which could be reduced if prudential borrowing option is taken) and a delay in the staff reductions (a further £56k). However it is anticipated that once implemented the full efficiency saving can be achieved in 2011/12.	
Pupil / Student Transport	6.132	6.382	0.250	-	It is currently expected that the School / Pupil Transport service will overspend on College Transport by approximately £250k as there is insufficient budget to cover the increased costs.	This shortfall was identified towards the end of the 2009/10 financial year and has now been raised as a pressure in the 2011/12 budget process.
Other Variances (aggregate)	96.607	96.607	-	-		
Total :	109.011	110.728	1.717	-		

CORPORATE SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Chief Executive	2.291	2.289	(0.002)			
Finance	3.187	3.066	(0.121)		• **The net position on staffing costs is a slight underspend of £0.017m , this is after taking into account several vacancies and the additional costs of senior interim staff and essential additional resources. These are being carefully monitored and will continue until the results of the Finance Function Review (FFR) are implemented.** • **Use of balances (-£0.010)** • **Increase in Housing Benefit subsidy (-£0.015m)** • **Net increase in court fees income due to greater numbers being sent to court (-£0.012m)** • **Additional funding received from WAG (-£0.028m)** • **Savings on other employee costs (-£0.010m)** • **Savings on essential car allowance and transport costs due to staff vacancies (-£0.012m)** • **Other minor variances of less than £2k (-£0.017m)**	

CORPORATE SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Legal & Democratic	3.796	3.665	(0.131)		• Various vacancy savings (-£0.014m) • Reduction in Members' Allowances payable and expenses (-£0.095m) • Various minor reductions in running costs (-£0.016m) • Increases in income received (-£0.006m)	
Human Resources & Organisational Development	2.249	2.253	0.004		• Vacancy Savings Occupational Health (-£0.037m) • Additional Support Trade Union Facilities (+£0.015m) • Additional BPR/Consultancy Support HR Review (+£0.022m) • Additional Senior HR Adviser Support (+£0.008m) • Other Minor Savings of less than £2k (-£0.004m)	

2

CORPORATE SERVICES

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
ICT & Customer Services	4.972	5.062	0.090		• **Estimated deficit D&P (+£0.108m)** • **Vacancy Savings (-£0.079m)** • **Pressure Broadband (+£0.050m)** • **Additional Income Registrars (-£0.023m)** • **Reduction in Income Translation (+£0.017m)** • **Other Minor Pressures of less than £2k (+£0.017m)**	• **DESIGN & PRINT** The service continues to be under review and an external Design & Print Business expert has been commissioned to assess viability of the business and options for future service delivery. This piece of work has commenced and an options report will be produced, which will inform a detailed action plan. In the meantime, improvements will be made where possible to try to reduce the deficit.
Clwyd Theatr Cymru	1.013	1.013	0.000			
Total :	**17.508**	**17.348**	**(0.160)**	**0.000**		

3

CENTRAL & CORPORATE FINANCE

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Central Loans & Investment Account	13.865	13.865	0.000			
Financing & Funding (insurance, banking etc.)	1.677	1.677	0.000			
Corporate Other	5.913	5.005	(0.908)		• Shortfall in the Signpost/Recruitment Advertising efficiencies budget of £0.060m • Anticipated underspend in pay of £0.968m (assuming no pay award in this financial year)	Currently reviewing Signpost Advertising and looking at alternative methods of achieving the efficiencies.
Other variances (aggregate)	6.429	6.429	0.000			
Total :	27.884	26.976	(0.908)	0.000		

1

Movements on General Fund Unearmarked Reserves

	£m
Un-earmarked Reserves as at 1 April 2010	6.484
Less - Base Level (Includes increase as per budget report 2009/10	5.476
Amount Available for Delegation to Executive	1.008
Less Projected Overspend as at 31st March 2011	(2.006)
Estimated Level of Non–Earmarked Contingency Reserve (Overdrawn)(See Note 1)	(0.998)
Add allocations from Efficiency Exercise previously reported earmarked for Flintshire Futures Programme (See Note 2)	1.952
Estimated Level of Contingency Reserve available at 31st March 2011 in total	0.954

Notes:-

1) See paragraph 3.04 of the report which sets out Management's intention to contain the projected variation within the overall agreed budget and the actions being taken to address this and mitigate this currently projected overdrawn position.

2) The £1.952m of efficiency savings identified in the early part of the year have been ringfenced at this stage to take the Flintshire Futures Programme forward whilst detailed costing of Programme, Organisational Redesign and Invest to save costs are being established.

HOUSING REVENUE ACCOUNT

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Rental Income	(23.428)	(23.372)	0.056		• **Slightly lower rental income in addition to slightly higher voids than budget**	• **Additional funding for void repairs and programme of voids management expected to reduce voids to 2% by year end**
Repairs & Maintenance	8.372	8.461	0.089		• **£0.015m adverse on Fleet Maintenance costs** • **£0.008m additional agency staff for 3 months** • **£0.016m - minor variances** • **£0.050m - due to concrete testing works carried over from 2009/10** **Note - An additional allocation of £0.400m from balances was approved by Executive 13/7/10. This isn't part of the variance from projected outturn to budget, but is a major variance to the original budget, which merits acknowledgement within this Appendix. This is projected to be spent in full.**	• **Review of Fleet requirements underway, which will reduce level of spend** • **Additional agency spend will be addressed by restructure which will be finalised by March 2011** • **Planned use of additional budget allocation to address repairs backlog** • **Further consideration to be given later in the year to allocate a further sum up to £0.400m - subject to the projected closing balance as reported in subsequent budget monitoring reports**

1

HOUSING REVENUE ACCOUNT

Budget Monitoring 2010/11 (Month 3)

Service	Revised Budget (£m)	Projected Outturn (£m)	Variance (£m)	Variance Last Month (£m)	Cause of Variance	Action Required
Building Maintenance - Trading Account	0.450	0.213	(0.237)		• Improved productivity - as reflected in 2009/10 final outturn position • Overspend on materials due to extra works to clear backlog • Increased use of sub-contractors for void properties, also as part of the efforts to clear backlogs	• Continue to review and monitor productivity and performance ensuring optimum use of retained workforce in delivering repairs within the allocated client budget
Policy & Management	0.621	0.681	0.060		• £0.068m overspend due to staff over establishment • (£0.008m) - minor savings	• Will be managed once the restructure is finalised in December
Other Variances (aggregate)	14.351	14.350	(0.001)			
Total :	0.366	0.333	(0.033)	0.000		

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 12

REPORT TO: **EXECUTIVE**

DATE : **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF FINANCE**

SUBJECT : **ANNUAL TREASURY MANAGEMENT REPORT 2009/10**

1.00   PURPOSE OF REPORT

1.01   To present to Members the Annual Treasury Management Report for 2009/10.

1.02   To recommend a minor change to the wording of the Council's Treasury Management Policy and Strategy Statement 2010/11.

2.00   BACKGROUND

2.01   On 17th February, 2010 the Council adopted the 2009 edition of the CIPFA Treasury Management in the Public Services: Code of Practice, which requires the Council to approve a Treasury Management Strategy before the start of each financial year, a mid year report, and an annual report after the end of each financial year.

2.02   The Council delegates responsibility for the implementation and regular monitoring of its Treasury Management policies and practices to Executive, and for the execution and administration of treasury management decisions to the Head of Finance, who acts in accordance with the Council's Policy and Strategy Statement and Treasury Management Practices.

2.03   The Council approved the 2009/10 Treasury Management Strategy at its meeting on 3rd March 2009. This report provides members with a review of the Treasury Management function in 2009/10.

2.04   The Council has nominated Audit Committee to be responsible for ensuring effective scrutiny of the treasury management strategy and policies. A Treasury Management update was provided to the Audit Committee at each quarterly meeting during 2009/10. A mid year update was presented to Executive on 16th September 2009.

2.05   Council approved a revised Treasury Management Policy and Strategy Statement for 2010/11 on 17th February 2010 and the Audit Committee will receive a mid year update on 29th September 2010, Executive on 19th October 2010 and Council on 7th December 2010. This update will address the continuing challenging environment in which the Treasury function operates and address questions raised by Members on the Council's investment and debt strategy.

Date: 15/09/2010

2.06 As reported to Audit Committee on 28th June 2010, a recommendation made by the external auditor had been overlooked within the Treasury Policy and Strategy Statement 2010/11 and this would be corrected as part of this reporting cycle as any changes to the policy require Council approval.

3.00 CONSIDERATIONS

3.01 The Treasury Management Annual Report for 2009/10 is attached as Appendix A. A number of key points are:

- The Treasury function operated within the statutory and local limits detailed in the Treasury Management Policy and Strategy Statement 2009/10.
- A health Check was undertaken by the Council's Treasury Management Consultants, the recommendations from which have been implemented within either Treasury Management Practices or the Policy Statement fro 2010/11, as appropriate.
- Training for Members on Treasury Management was provided in 2009/10.
- A number of improvements have been made in Treasury Management practices to reduce the Council's exposure to risk.
- The financial environment within which the treasury function operates was, and remains, challenging but officers will continue to be active members of the CIPFA Treasury Management Forum and Benchmarking Club and with assistance of Treasury Management Consultants will continue to identify solutions to improve performance.

3.02 With reference to paragraph 2.06 above, an additional sentence is recommended within paragraph 3.3.4 of the Policy Statement 2010/11 to state that 'where investment limits re expressed as a percentage these will apply at the time the investment is made'. The Audit Committee has asked for a further explanation and a paper will be provided with the next quarterly update on 29th September 2010.

4.00 RECOMMENDATIONS

4.01 That the Executive approves and recommends to the Council:

- The Treasury Management Annual Report for 2009/10.
- The additional sentence within the Treasury Management Policy and Strategy Statement 2010/11 as outlined in paragraph 3.02 above.

5.00 FINANCIAL IMPLICATIONS

5.01 As detailed in the Annual Report.

Date: 15/09/2010

6.00   ANTI POVERTY IMPACT

6.01   None

7.00   ENVIRONMENTAL IMPACT

7.01   None

8.00   EQUALITIES IMPACT

8.01   None

9.00   PERSONNEL IMPLICATIONS

9.01   None

10.00 CONSULTATION REQUIRED

10.01 Sterling Consultancy Services as Treasury Management Advisers.

11.00 CONSULTATION UNDERTAKEN

11.01 Sterling Consultancy Services as Treasury Management Advisers

12.00 APPENDICES

12.01   Appendix A - Treasury Management Annual Report 2009/10

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

Treasury Management Policy & Strategy Statement 2009/10
Schedule of temporary investment transactions 2009/10
List of approved banks and building societies at 31st March 2010

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Date: 15/09/2010

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

FLINTSHIRE COUNTY COUNCIL

TREASURY MANAGEMENT

ANNUAL REPORT 2009/10

1.00 INTRODUCTION

1.01 The Council approved the Treasury Management Policy and Strategy Statement (Policy Statement) 2009/10 including key indicators, limits and an annual investment strategy on 3rd March 2009.

1.02 The Policy Statement was produced based on the CIPFA Treasury Management in the Public Sector Code of Practice 2001, which has subsequently been replaced by the 2009 Code of Practice.

1.03 The purpose of this report is to review the outcomes from 2009/10 Treasury Management operations and compare with the Policy Statement.

2.00 TREASURY MANAGEMENT COMPLIANCE STATEMENT 2009/10

2.01 Treasury Management comprises the management of the local authority's cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.

2.02 All treasury management activity undertaken during 2009/10 complied with the approved Policy and Strategy Statement 2009/10, the CIPFA Code of Practice 2001, and the relevant legislative provisions.

2.03 The Authority's current policy is to appoint external consultant to advise on its Treasury Management function. The external adviser is Sterling Consultancy Services.

3.00 ECONOMIC & INTEREST RATE REVIEW 2009/10

3.01 The UK base rate remained at 0.50% throughout 2009/10.

3.02 The 2009/10 maximum and minimum PWLB rates for fixed maturity loans were:

Period	Maximum	Minimum	31/03/2010
4 to 5 years	3.29%	2.35%	2.89%
9 to 10 years	4.42%	3.23%	4.19%
10 to 15 years	4.78%	3.37%	4.57%
15 to 25 years	4.84%	3.90%	4.67%

3.03 The graph below shows the movement in U.K. base rate during 2009/10 and Sterling's forecast for 2009/10 upon which the Strategy was based. The base rate was lower than expected and did not rise at the end of the year.

2

Monthly Base Rate
Movements in 2009.10
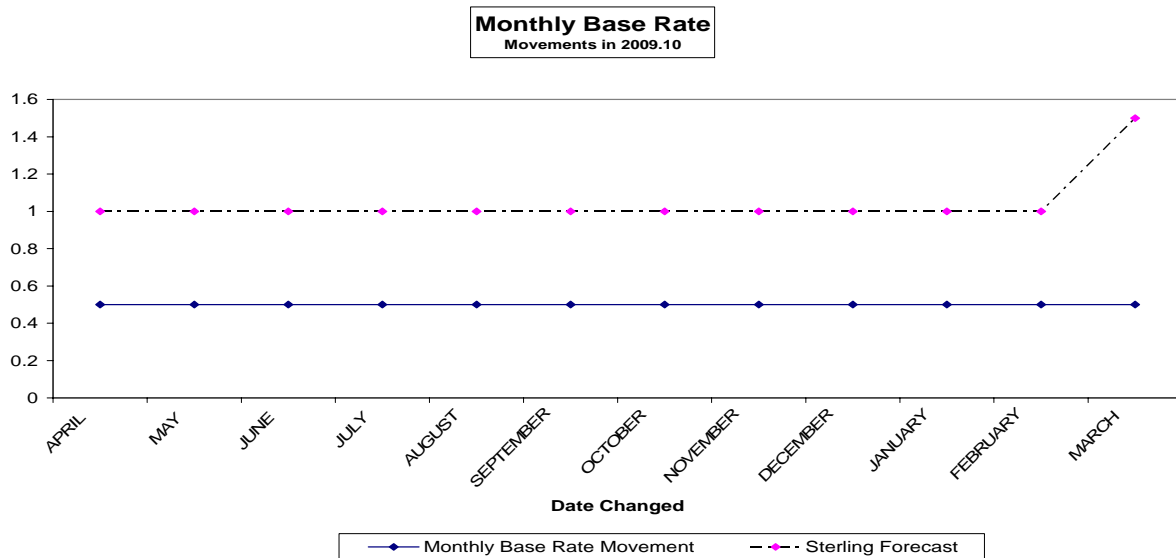
3.04   Annual Review 2009/10 by Sterling Consultancy Services

By the start of the financial year in April 2009, UK Gross Domestic Product (GDP) had already contracted approximately 5.3%, due to a sharp fall in private sector spending.   The financial crisis in late 2008 had prompted the Government to implement of a number of extraordinary government measures, including capital injections in some banks and the Credit Guarantee Scheme, to keep the banking system afloat amidst a wave of mistrust in financial markets.

In an attempt to avoid a more severe recession and possible deflation, the Bank of England had cut Bank Rate to 0.5% in March, where it remained for the whole year.   To further loosen monetary policy, the Bank initiated a policy of quantitative easing.   By using newly-created central bank reserves to purchase £200bn of government and commercial financial assets, policymakers hoped to stimulate spending and economic activity.

As the financial year progressed and the effects of fiscal and monetary stimulus were more widely felt, the pace of economic contraction gradually declined. House prices recovered following the 20% fall from the 2007 peak and the rate of unemployment slowed.   As a consequence, consumer confidence started to recover. However, despite improving business survey evidence, the UK economy continued to contract until quarter four.

Confidence in the financial sector improved in line with better company results, buoyed by higher trading revenues as sentiment improved and credit markets thawed.   However, asset impairments continued at elevated levels, and led to losses being reported by some banks.   In Europe the European Commission

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penalised banks that had needed state aid. Some other banks, particularly in the US, repaid government funds.

As a consequence of the recession and the various fiscal stimulus packages, UK Government borrowing soared. By the end of year, the national debt had reached £890bn (62% of GDP) and the annual fiscal deficit was estimated to be £167bn.

The prevailing Bank of England outlook at the end of the year saw the UK economy undergoing anaemic recovery, as weak domestic demand persisted into the medium term. Elevated spare capacity is expected to reduce inflationary pressure, giving the Bank flexibility to maintain loose monetary policy. This could prove useful because the UK and other national governments are under intense pressure to engage in fiscal consolidation, cutting spending and raising taxes in order to control debt levels. Although fears of a double-dip recession may eventually prove unfounded, austerity measures introduced by national governments will weigh on future economic activity.

4.00 TREASURY MANAGEMENT ACTIVITIES DURING 2009/10

4.01 The following were the main Treasury activities during 2009/10:

- The new CIPFA Code of Practice was adopted by the Council in February 2010 (see paragraph 10).
- A new Policy and Strategy Statement 2010/11 was approved by Council on 17th February 2010.
- Quarterly updates reports were presented to the Audit Committee including the Icelandic monies at risk (see paragraph 7).
- All Members were invited to a training session undertaken by Sterling Consultancy Services in January 2010.
- A Health Check was undertaken by Sterling Consultancy Services on the Council's Treasury Management Practices. (See paragraph 9).
- The Council was one of the first members of the CIPFA Treasury Management Forum and continued to be an active member of the CIPFA Benchmarking Club.
- Internal Audit reviewed treasury internal controls (see paragraph 9.03)
- The Council's Treasury Adviser contract was tendered in March 2010. Three offers were received and the evaluation report recommended the re-appointment of Sterling Consultancy Services. The contract is for 3 years until 30th April 2013 with an option to extend for a further 2 years.
- The Council's cash flow was managed on a daily basis. During the year the Authority acted both as a borrower and as a lender and was a net borrower over the year in question. The maximum investments the Authority had on deposit at any one time was £76.0m and the maximum long-term borrowing at any one time was £173.6m. The average

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investment balance was £58.0m. The financial environment in 2009/10 continued to be challenging and paragraph 3 provides a review of the year.

5.00   TREASURY MANAGEMENT DEBT STRATEGY

5.01   The total long term debt outstanding, brought forward into 2009/10 totalled £173.6 million (m) of which £154.7m was at fixed rate and £18.9m was variable in the form of Lobo's (Lender's Option, Borrower's Option). The Council's overall borrowing rate was 5.65%

5.02   The Debt Strategy as stated in the Policy Statement 2009/10 and outcomes are recorded below:

- To effect borrowing required in 2009/10 at the cheapest cost commensurate with future risk based on interest rate forecasts outlined in the strategy statement

There was a long term borrowing requirements of £2.18million for 2009/10, as reported in the 2009/10 Treasury Management Policy & Strategy Statement. However no borrowing was under taken as it was not required at the time and the Council was concerned about the heightened credit risk of temporarily investing borrowed cash.

- The Head of Finance will keep under review, along with its Treasury Consultants, the opportunities which may arise for restructuring the Council's debt in order to take advantage of potential savings as interest rates change and to enhance the balance of the long term portfolio (amend the maturity profile and/or the balance of volatility). Any actions carried out under delegated powers will be reported to the Executive and County Council as appropriate.

No debt restructuring or re-payment was considered appropriate during 2009/10. Some debt re-structuring was undertaken in May 2010. Five loans with interest rates of 4.45% have been reduced in total by £10m and replaced by a new variable rate loan at 0.65% for 10 years. After consideration of the cost of the premium for early repayment and the allocation of savings to the HRA, the resultant savings were estimated to be in the region of £250K for 2010/11, which is already assumed as part of the 2010/11 budget. Further re-structuring and debt repayment is under review. This re-structure will be reported in detail in the 2010/11 Annual Treasury Management Report.

- To manage the Council's debt maturity profile, i.e. to leave no one future year with a high level of repayments that could cause problems in re-

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borrowing with the limits stated within the strategy statement.

The debt portfolio of the Council remains unchanged during 2009/10 as no new borrowing was made or re-structuring or re-payment undertaken. The debt maturity profile as at 31 March 2010 is shown on page 12. This shows a debt maturity profile in line with CIPFA's recommendations of having no more than 10% of the debt portfolio maturing in any one future year. In fact, no more than 6.23% of the Council's portfolio matures in any one year.

- To monitor and review the level of variable interest rate loans in order to take greater advantage of interest rate movements, within the limits stated in the strategy statement.

The Council had no variable PWLB rate loans during 2009/10 (note above in May 2010). The interest rate on the Council's LOBOS can be increased by the lender but the Council has the opportunity to repay. This event did not occur in 2009/10 as market rates remain low.

6.00 TREASURY MANAGEMENT INVESTMENT STRATEGY

6.01 The Council's investment strategy was:

- Investments will be made in accordance with the Guidance on Local Government Investments issued by the National Assembly for Wales under section 15(1)(a) of the Local Government Act 2003, and with the institutions identified in the authorised lending list. Investments will be made with the aim of meeting cash flow requirements whilst achieving a level of return greater than would be secured by internal investment and maintaining capital security and policy flexibility.

6.02 Investment transactions totalled £353.05m in 2009/10 with interest earned amounting to £720k. The weighted average temporary investment rate obtained in the year was 1.24%. A full list of transactions undertaken during the year is available in the background papers. All investments were made in accordance with the Treasury Management Policy & Strategy Statement 2009/10.

6.03 The weighted average temporary investment rate obtained in the year of 1.24% is higher than the seven day LIBID rate of 0.42% which is a proxy of a return without effective cash flow management.

6.04 No temporary borrowing was required during 2009/10 which is a measure of the accuracy of short term cash flow management.

6.05 The maturity of investments was regularly reviewed with the aim of maximising

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returns whilst managing the risk of future interest rate movements. However, this was limited in 2009/10 as due to counterparty risk, no investments were made for longer than 12 months and most investments were shorter than three months. As at 31 March 2010, the maturity of investments is shown in the table below:

Maturity Due	%
< 1month	78.8%
1 – 3 months	7.6%
3 - 12 months	4.8%
> 12 months	0.0%
Icelandic Investments	8.8%

6.06   The Investment Strategy sets a limit of £40 million for non-specified investments. In 2009/10, this defined non-specified investments as investments over 364 days, including forward deals with counterparties which meet the credit rating criteria and investments with non-rated Building Societies with assets greater than £1 billion. However, due to on-going risks the only non-specified investments were with non-rated building societies.

6.07   Cash balances in relation to other Funds were utilised in the year and interest was paid at the following rates and times as stated in the Treasury Management Practices –

> Clwyd Pension Fund – average investment rate, quarterly
> Education Trust Funds – base rate, annually
> Optec Youth Exchange Fund – average monthly rate, quarterly
> Insurance Fund – average seven day rate, annually
> Education Delegated Fund – average seven day rate, annually

The Treasury Management Practices Schedule has been updated to reflect the actual bases on which interest payments are being made.

6.08   It is Council policy to minimise daily cash flow balances. However, on certain occasions it is uneconomic to deal (below £200,000) and therefore, the balance is kept in the bank account.

7.00   LANDSBANKI INVESTMENTS - UPDATE

7.01   On 7th October 2008, Landsbanki was placed in receivership. At that time Flintshire had £3.7 million of Council monies invested with the UK subsidiary. The investments were made as follows –

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£1.2 million maturing 17th October 2008 (invested on 22nd July 2008)
£1.5 million maturing 14th November 2008 (invested on 1st September 2008)
£1.0 million maturing 18th November 2008 (invested on 8th September 2008)

7.02   All monies are currently subject to the administration process, the amounts and timings of payments to depositors will be determined by the administrators. However, the recovery is subject to the following uncertainties and risks:

- Confirmation that depositors enjoy priority creditor status which will be given by the Icelandic Courts. This decision is unlikely to be made before the second quarter of 2011.
- The impact of exchange rate fluctuations on the value of assets recovered by the resolution committee and on the settlement of the Authority's claim, which may be denominated wholly or partly in currencies other than sterling. Currently, these fluctuations are not expected to be material, although this may change in the future.

Failure to secure priority creditor status would have a significant impact upon the amount of the deposit that is recoverable. The total assets of the bank only equate to one third of its liabilities, therefore, if priority creditor status is not achieved the recoverable amount may only be 29%.

7.03   No information has been provided by the resolution committee about the timing of any payment to depositors, and because it is anticipated that all the assets of Landsbanki will need to be realised to repay priority creditors, settlement in a single sum is unlikely. The 2009/10 accounts have been closed taking account of the guidance from the Wales Audit Office and CIPFA. It is therefore assumed for accounting purposes that the repayment will be made as follows –

Date	%
October 2011	22.17
October 2012	8.87
October 2013	8.87
October 2014	8.87
October 2015	8.87
October 2016	8.87
October 2017	8.87
October 2018	19.47
Total	**94.86**

7.04   Council Officers have been and continue to provide information to assist the Local Government Association (LGA), Welsh Local Government Association (WLGA) and other bodies who are seeking to recover investments.

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8.00   PEER GROUP PERFORMANCE COMPARISON

8.01   Flintshire County Council is a member of the CIPFA Treasury Management Benchmarking Club. In 2009/10 the Council was compared with 135 other authorities. The data provided showed that the weighted average long term borrowing rate for Flintshire of 5.65% was higher than the benchmarking group average of 5.20%.   The reason for this difference reflects the Council's historic borrowing. The weighted average investment rate was 1.24% compared with the benchmarking group average of 1.86%. This was due to the fact that Flintshire minimised its credit risk by investing for short time periods and depositing funds with the Debt Management Office (DMO)

8.02   Investment returns were also compared with 6 other Welsh Unitary Authorities for 2009/10.   For that period, the Council achieved a return lower than the group average of 1.56% for reasons explained in paragraph 6.05 above.

8.03   The performance of external cash managers is monitored by Sterling Consultancy Services and if it is considered appropriate in the future to appoint such a manager, then a recommendation will be made to Executive.

9.00   REVIEW OF THE TREASURY FUNCTION

9.01   A Health Check of Treasury Management Practices was undertaken by Sterling Consultancy Services in August 2009.   They concluded that the treasury management function is conducted in a professional and effective manner. The Council has the broad procedures and criteria in place to ensure much of its treasury risk is managed effectively, although the investment strategy has been restricted of late due to informal limits imposed by management.

9.02   The review identified a number of opportunities for improvement which will reduce the Council's exposure to various types of treasury risk, many of which are relatively minor. The more significant areas where changes have been made to the Practices or Policy are:

• the management of interest rate risk,

• the checking of bank account details before payments are sent,

• the segregation of responsibilities,

• the use of regular management information reports, and

• the effectiveness of the cash flow forecasting system.

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9.03 An Internal Audit of the Treasury Management Function was also undertaken during March/April 2010. The overall conclusion was that the Function provides substantial assurance.

10.00 NEW CIPFA CODE OF PRACTICE 2009

10.01 On 17th February, 2010 the Council adopted the 2009 edition of the CIPFA Treasury Management in the Public Services: Code of Practice, which requires the Council to approve a treasury management strategy before the start of each financial year, a mid year report, and an annual report after the end of each financial year.

10.02 The new Code of Practice required the inclusion of four clauses under financial procedure rules. These are as follows:-

(i). The Council will create and maintain, as the cornerstones for effective treasury management:

- A Treasury Management Policy Statement, stating the policies, objectives and approach to risk management of its treasury management activities
- Suitable treasury management practices (TMPs), setting out the manner in which the Council will seek to achieve those policies and objectives, and prescribing how it will manage and control those activities.

The content of the policy statement and TMPs will follow the recommendations contained in Sections 6 and 7 of the Code, subject only to amendment where necessary to reflect the particular circumstances of this Council. Such amendments will not result in the Council materially deviating from the Code's key principles.

(ii) The Council will receive reports on its treasury management policies, practices and activities, including, as a minimum, an annual strategy and plan in advance of the year, a mid-year review and an annual report after its close, in the form prescribed in its TMPs.

(iii) The Council delegates responsibility for the implementation and regular monitoring of its treasury management policies and practices to Executive, and for the execution and administration of treasury management decisions to the Chief Finance Officer, who will act in accordance with the Council's policy statement and TMPs and, if he/she is a CIPFA member, CIPFA's Standard of Professional Practice in Treasury Management.

(iv) The Council nominates Audit Committee to be responsible for ensuring effective

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scrutiny of the treasury management strategy and policies.

11.00 CONCLUSION

11.01 The Treasury Management function has operated within the statutory and local limits detailed in the 2009/10 Treasury Management Policy Statement.

11.02 There is now a revised Policy Statement for 2010/11 and further changes are expected in 2011/12 with the view of continuing to improve performance by managing the various treasury risks.

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Long Term Debt Maturity Profile
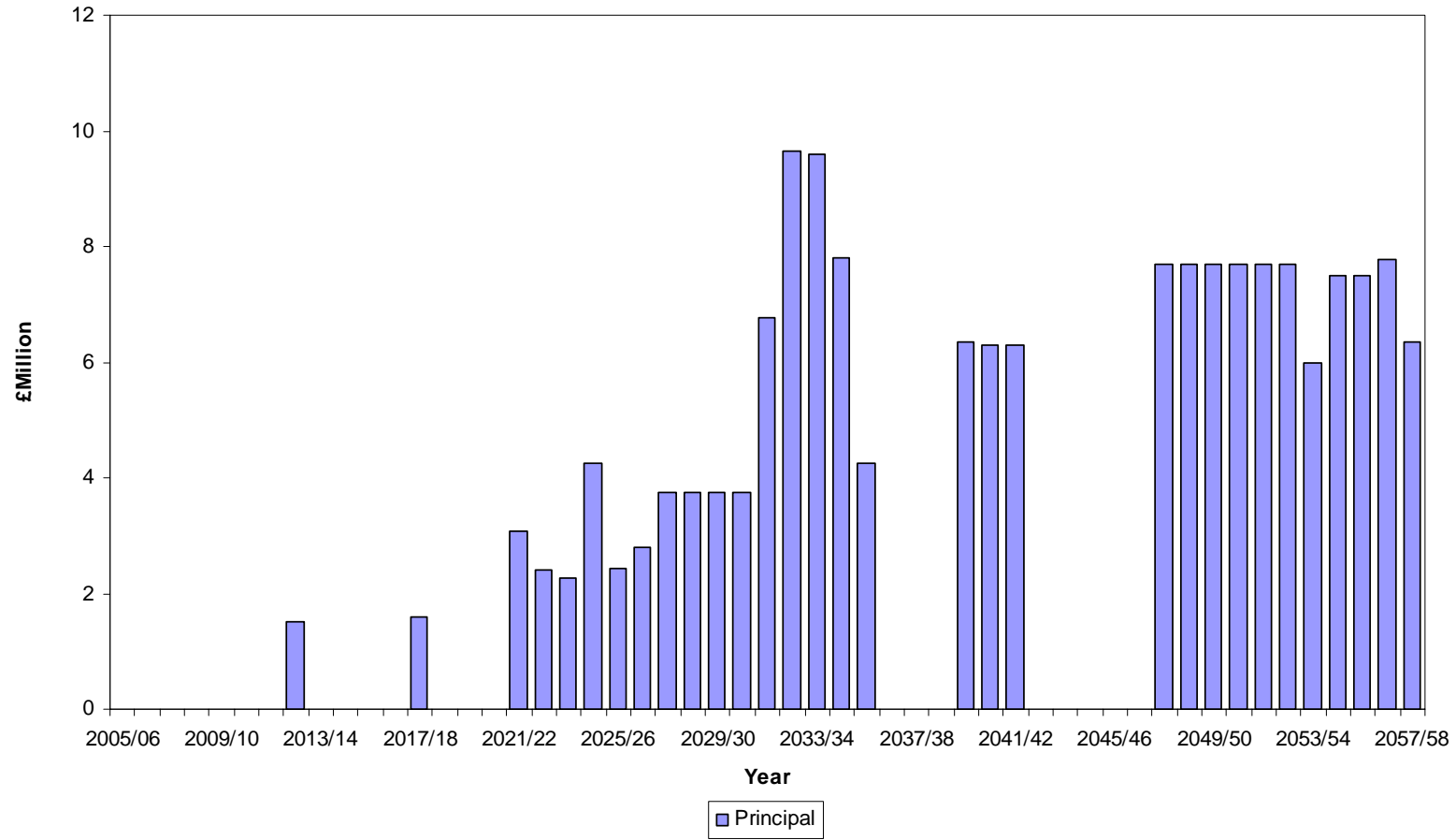
12

FLINTSHIRE COUNTY COUNCIL

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF FINANCE**

SUBJECT :   **MAKING THE CONNECTIONS - MAKING THE MOST OF OUR RESOURCES**

1.00   PURPOSE OF REPORT

1.01   To provide Executive with details of the efficiency gains achieved in 2009/10, as set out in the 'Making the Connections' Agenda.

2.00   BACKGROUND

2.01   The Welsh Assembly Government (WAG) is committed to maximising value for money in order to deliver better quality services in Wales.

2.02   WAG has set a target to save a cumulative 1% a year across the public sector for the five-year period 2005/06 to 2009/10, which equates to £600 million.

2.03   The target set for the Authority is £2.150m per annum and is based on the Authority's share of the Standard Spending Assessment. As the target is cumulative, the total efficiency gains to be achieved by the Authority over the five-year period are £32.250m.

2.04   Efficiency gains must consist of genuine and sustainable changes to business practices which either yield cash savings or allow more or better services to be provided for the same resource input. Efficiency gains do not represent cuts in budgets.

2.05   As the future financial outlook is extremely challenging, the need to utilise our resources in the most economical and efficient way is even greater. Various initiatives are being developed at national, regional and local authority levels.

2.06   In February 2010, WAG established a Wales Efficiency and Innovation Programme and Board. The aim is to improve the operational efficiency of public services, promote innovation and workforce engagement in the way that services are designed and delivered to citizens, and build much stronger collaboration across organisations and administrative boundaries.

2.07   At a regional level, the North Wales Regional Partnership Board (NWRPB) has published its vision for collaboration and external partnerships, to make

its organisations more efficient, effective and responsive and has established four Programme Boards to progress collaborative working within the region.

2.08　Locally, the Council is developing its Flintshire Futures Programme, designed to manage the impacts of reducing public sector finance. The programme is whole-sale, ambitious and challenging. The Change Programme element will aim to make the Council as efficient as possible. The Choice Programme element will aim to choose the most effective and cost-efficient ways of governing and providing service.

3.00　CONSIDERATIONS

3.01　A report to Executive on 16th September 2009 stated that the Authority had achieved cumulative efficiency gains of £22.464m in the four years 2005/06 to 2008/09.

3.02　Following a review by Internal Audit, a previously reported efficiency gain relating to the Pension Fund was deemed to be outside the scope of the Making the Connections criteria and therefore the cumulative figure was reduced by £0.564m to £21.900m.

3.03　The value of efficiency gains achieved in 2009/10 is £10.698m, as detailed in Appendix A. Whilst this is £0.052m below the Year 5 target, the cumulative actual for the five-year period, £32.598m, is £0.348m over target. The declared efficiency gains include items relating to the HRA, General Fund Capital Programme and Pension Fund.

4.00　RECOMMENDATIONS

4.01　That Executive notes the efficiency gains achieved by the Authority.

5.00　FINANCIAL IMPLICATIONS

5.01　None directly as a result of the report.

6.00　ANTI POVERTY IMPACT

6.01　None directly as a result of the report.

7.00　ENVIRONMENTAL IMPACT

7.01　None directly as a result of the report.

8.00　EQUALITIES IMPACT

8.01　None directly as a result of the report.

9.00　PERSONNEL IMPLICATIONS

Date: 15/09/2010

9.01   None directly as a result of the report.

10.00 CONSULTATION REQUIRED

10.01   None.

11.00 CONSULTATION UNDERTAKEN

11.01   Corporate Management Team and Finance Officers' Group.

12.00 APPENDICES

12.01   Appendix A - Efficiency Gains

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

> 2009/10 Efficiency Gains - working papers
> Making the Connections, Delivering Better Services for Wales - October 2004
> Delivering the Connections - June 2005

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Date: 15/09/2010

FLINTSHIRE COUNTY COUNCIL **Appendix A**

Efficiency Gains

	2005/06	2006/07	2007/08	2008/09	2009/10						Cumulative
	Total	Total	Total	Total	Total	Gen. Fund Cashable	HRA Cap Cashable	GF Cap Cashable	Pension Cashable	Efficiency Non Cash	Total
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
1 RECURRING EFFICIENCY GAINS											
Smarter Procurement	497	934	1,130	1,252	1,909	1,582	268			59	5,722
Streamlining Support Functions											
Programme for Change		900	941	941	941	941					3,723
Other Staff Savings / Vacancy Savings		223	317	439	478	478					1,457
Non Staff Efficiencies		122	172	364	470	409				61	1,128
Sub-Total		1,245	1,430	1,744	1,889	1,828				61	6,308
Shaping Public Services											
Programme for Change		921	1,055	1,055	1,055	1,055					4,086
Other Staff Savings / Vacancy Savings		219	294	563	668	668					1,744
Non Staff Efficiencies		1,049	1,823	2,820	4,280	4,280					9,972
Capital Receipts	165	269	422	575	786	786					2,217
	165	2,458	3,594	5,013	6,789	6,789					18,019
Making Better use of Staff Time, Skills	17	34	39	39	39	5				34	168
TOTAL - RECURRING EFFICIENCY GAINS	679	4,671	6,193	8,048	10,626	10,204	268			154	30,217
2 NON RECURRING EFFICIENCY GAINS											
Smarter Procurement	212	1,526	484	79	72					72	2,373
Streamlining Support Functions				8							8
TOTAL - NON RECURRING EFFICIENCY GAINS	212	1,526	484	87	72					72	2,381
GRAND TOTAL	891	6,197	6,677	8,135	10,698						32,598
TARGET	2,150	4,300	6,450	8,600	10,750						32,250
OVER TARGET/(SHORTFALL)	(1,259)	1,897	227	(465)	(52)						348

Following audit 1 previously reported efficiency gain was deemed to be outside the scope of the Making the Connections criteria resulting in the following changes:-

Outside Scope	67	109	71	317	
AS PREVIOUSLY REPORTED	(1,192)	2,006	298	(148)	

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 14

REPORT TO: **EXECUTIVE**

DATE : **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF LEGAL AND DEMOCRATIC SERVICES**

SUBJECT : **APPROVAL OF THE EIGHTH ANNUAL REPORT OF THE FLINTSHIRE LOCAL ACCESS FORUM**

1.00   PURPOSE OF REPORT

1.01   For the County Council to note and approve the seventh annual report of the Flintshire Local Access Forum, prepared in accordance with Regulation 16 of the Countryside Access (Local Access Forums) (Wales) Regulations 2001.

2.00   BACKGROUND

2.01   The Flintshire Local Access Forum was established in 2002 by the County Council in accordance with the provisions of the above Regulations. It is a requirement of those Regulations that an annual report be prepared and approved by the County Council which must include the following:-

(i)   information relating to the Forum's functions during the twelve month period ending on 31st March in each year, and

(ii)   a programme of works which has been agreed between the Forum and the County Council which the Forum plans to undertake during the twelve months commencing immediately after 31st March in each year.

2.02   Appended to this report is the draft report (excluding the minutes of the Forum meetings which are referred to at Appendix 4 of the report) for the period 1st April 2009 to 31st March 2010, as prepared by the Forum Secretary, David M. Davies, who is a principal solicitor employed in my Department. Copies of the draft report, with all the accompanying appendices, are available in the Members' Library. The format of the report follows the advice issued by the Countryside Council for Wales.

2.03   At the Forum meeting on 12th July 2010 it was agreed that the report should be submitted to the County Council for approval.

3.00   CONSIDERATIONS

3.01   The attached report follows the format of the previous annual reports. It has been completed in accordance with the guidance issued by the Countryside Council for Wales regarding the preparation of annual reports.

Date: 15/09/2010

3.02   The Countryside Council will maintain a central record of annual reports of all the local access forums in Wales. A copy of the appended report, once approved, will be sent to the Countryside Council.

4.00   RECOMMENDATIONS

4.01   That the eighth annual report of the Flintshire Local Access Forum for the period 1st April 2009 to 31st March 2010 be noted and approved by the County Council and be submitted to the Countryside Council for Wales for their records.

5.00   FINANCIAL IMPLICATIONS

5.01   There are continuing costs associated with the administration of the Local Access Forum. Additional funding which forms part of the Environment Directorate budget has been, and continues to be, made available by the Welsh Assembly Government to cover additional work arising out of the Countryside and Rights of Way Act 2000, of which the Local Access Forum forms part.

6.00   ANTI POVERTY IMPACT

6.01   None.

7.00   ENVIRONMENTAL IMPACT

7.01   Under the terms of the 2000 Act, the function of the Forum is to advise the County Council, the Welsh Assembly Government and the Countryside Council as to the improvement of public access to land in the area for the purposes of open-air recreation and the enjoyment of the area.

8.00   EQUALITIES IMPACT

8.01   None.

9.00   PERSONNEL IMPLICATIONS

9.01   None.

10.00   CONSULTATION REQUIRED

10.01   None.

11.00   CONSULTATION UNDERTAKEN

11.01   The annual report has already been considered by the Local Access Forum.

12.00   APPENDICES

Date: 15/09/2010

12.01   Draft eighth annual report of the Flintshire Local Access Forum (excluding minutes of the Forum meetings).

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

Minutes of the Local Access Forum meetings on 20th April 2009, 7th September 2009, 9th November 2009, and 11th January 2010.

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Date: 15/09/2010

FLINTSHIRE LOCAL ACCESS FORUM

EIGHTH ANNUAL REPORT 2009/10

Prepared in accordance with
Regulation 16 of the Countryside Access (Local Access Forums)
(Wales) Regulations 2001
(approved by Flintshire County Council on ????????)

[as submitted to and agreed by
the Flintshire Local Access Forum on 12th July 2010]

FLINTSHIRE LOCAL ACCESS FORUM

EIGHTH ANNUAL REPORT 2009/10

INTRODUCTION

1. The Flintshire Local Access Forum was established for the whole of the geographical area of Flintshire on 14th October 2002. Flintshire County Council had a statutory duty to establish the Forum as required by the Countryside and Rights of Way Act 2000. The statutory function of the Forum is to advise the County Council, the Countryside Council for Wales and others as to the improvement of public access to land in the area for the purposes of open air recreation and the enjoyment of the area. All meetings of the Forum are open to the public.

2. The present Forum membership was appointed with effect from 22nd December 2008, for a period of three years.

3. This is the eighth annual report of the Forum.

THE STATUTORY FUNCTIONS OF THE FORUM

3. The Forum was not consulted during the year in relation to any of its statutory functions.

OTHER MATTERS CONSIDERED BY THE FORUM

4. The following matters were considered by the Forum during the year:-

Topic Considered : **Date Considered :** **Summary :**	Flintshire County Council's digital rights of way map. 20th April 2009. The Forum received a demonstration of the above map.

Topic Considered : **Date Considered :** **Summary :**	Flintshire County Council's Leisure Strategy 2009-14. 20th April 2009. The Forum received a presentation from the Council's Leisure Services Manager seeking its comments upon the strategy. The Forum commented accordingly.

Topic Considered : **Dates Considered :** **Summary :**	All Wales Coastal Path/Coastal Access. 20th April 2009, 7th September 2009, 9th November 2009. The Forum was advised of progress on the Wales Coastal Access Improvement Plan.

Topic Considered : **Dates Considered :** **Summary :**	Flintshire's Rights of Way Improvement Plan (ROWIP). 20th April 2009, 7th September 2009, 9th November 2009. The Forum was advised of progress on the implementation of the ROWIP.

Topic Considered : **Date Considered :** **Summary :**	Approval of the Eighth Annual Report of the Forum. 20th April 2009. The Forum agreed the contents of the draft report for submission to the County Council for approval.

Topic Considered :	Observers.
Date Considered :	20th April 2009.
Summary :	The Forum agreed to accord observer status to Mrs. Vera Darby because of her interest in, and knowledge of, equestrian issues.

Topic Considered :	Dog Fouling and Dog Control Orders.
Date Considered :	20th April 2009, 7th September 2009, 9th November 2009, 11th January 2010.
Summary :	The Forum considered these issues and asked for a presentation from the County Council's Head of Public Protection.

Topic Considered :	Cycling Provision in Flintshire.
Dates Considered :	7th September 2009, 9th November 2009, 11th January 2010.
Summary :	Updates were presented to the Forum.

Topic Considered :	Maintenance Priorities Committee.
Date Considered :	7th September 2009.
Summary :	The Forum received updates concerning the work of the Committee.

Topic Considered :	Representation of the Forum on other bodies.
Date Considered :	11th January 2010.
Summary :	The Forum nominated the following:- Coed Talon Way Management Group: John Richards Clwydian Ranger Bus Group: Howard White.

Topic Considered :	Joint meeting with Wrexham Local Access Forum.
Dates Considered :	11th January 2010.
Summary :	The Forum agreed to a meeting with the Wrexham Local Access Forum to discuss matters of mutual interest.

Topic Considered : **Date Considered :** **Summary :**	Heather and Hillforts Project. 11th January 2010. The Forum received a presentation from Helen Mrowiec, Project Officer for the above project, and agreed to support any bid for funding to ensure the continuance of the project.

Topic Considered : **Date Considered :** **Summary :**	Rural Development Plan Projects. 11th January 2010. The Forum received a report from the County Council's Acting Head of Countryside and endorsed the suitability of the schemes set out in the report.

PROGRAMME OF WORKS FOR THE COMING YEAR (2010/11)

5. Regulation 16(2)(b) of the Countryside Access (Local Access Forums) (Wales) Regulations 2001 requires the annual report to include a programme of works which has been agreed between the Forum and the County Council which the Forum plans to undertake during the twelve months commencing after 31st March in each year.

6. The County Council has advised the Forum that it will seek advice from the Forum in relation to the following matters in the forthcoming year:-

   - Rights of Way Improvement Plan

   - Public Rights of Way Maintenance Priorities

   - Improvement of Coastal Access.

7. The Forum has already been advised by the Countryside Council for Wales that it will be consulted upon the matters set out on the following table supplied by CCW:-

CYNGOR CEFN GWLAD CYMRU / COUNTRYSIDE COUNCIL FOR WALES

LOCAL ACCESS FORUMS – WORK PLANS 2010 / 2011

The following are matters that CCW & WAG anticipate that they will refer to LAFs during the year or that are ongoing matters for LAFs. This is for guidance only and may change to reflect work priorities. **It should not be taken as definitive.** In addition Local Authorities and National Park authorities will refer matters to LAFs. LAF members themselves should also be encouraged to put forward agenda items.

	Referred by	Approx Timing	Nature of Referral	Which LAFs?
ROWIP Monitoring Implementation.	CCW	Ongoing	Work with local authorities to support and monitor the implementation of the provisions of the rights of way improvement plans.	All
Coastal Access - Implementation of the Wales Coast Path	WAG	Ongoing	Work with coastal local authorities and the 2 national parks (SNP and PCNP) to ensure that locations suitable for cyclists, horse riders and disable people are identified and incorporated into the all Wales Coast Path and the associated loops and links into the Coastal Zone.	Those with coastal areas

	Referred by	Approx Timing	Nature of Referral	Which LAFs?
Implementation of the Walking and Cycling Action Plan for Wales 2009 - 2013	WAG	Ongoing	Support the implementation of the Walking and Cycling Action Plan for Wales 2009-2013 by supporting local and national initiatives to improve access to networks, including: 1. Identifying requirements for maintenance/signage of promoted mountain bike and National Cycle Network routes. 2. Support for EU funded projects that utilise the rights of way network to improve the cycle tourism product.	All
Access to water	WAG / CCW	2009 - 2012	Take an active interest in promoting access to water agreements. It would be helpful if LAF considered potential areas for new or improved access to water (lakes rivers and the coast) and identified any obvious barriers that could be resolved	All

	Referred by	Approx Timing	Nature of Referral	Which LAFs?
Communities & Nature (CAN) Project	CCW	From March 2010 for a period likely to be in excess of 6 months.	Work with local communities and projects to help to identify and support projects that are suitable for the CAN "Connections & Paths" procurement round. Up to date information can be found on the CCW web site http://www.ccw.gov.uk/enjoying-the-country/communities-and-nature.aspx	Convergence areas of West Wales and the Valleys (excluding The Valleys Regional Park)

Jo Ronald, Access Policy Officer, 18/02/10

FLINTSHIRE COUNTY COUNCIL DETAILS

8.   The details of the County Council are set out in Appendix 1 to this report, and are substantially unchanged from the previous annual reports.

DETAILS OF MEETINGS OF THE FORUM

9.   The date and venues of meetings of the Forum are set out in Appendix 2 to this report.

MEMBERSHIP DETAILS

10.   The present Forum consists of 14 Members, including the Chair and Deputy Chair. The present Forum membership was appointed with effect from 22nd December 2008, and at that time consisted of 15 members. However, Mrs. Sarah Davies-Cooke resigned on 1st September 2009. The County Council, as the appointing authority, has not appointed a replacement.

11.   Brief details of all persons who have served as Members of the Forum during 2009/10 are set out in Appendix 3 to this report.

FORUM COMMITTEES

12.   At its meeting on 15th May 2006, the Forum established the Maintenance Priorities Committee. Its purpose is to provide to Flintshire County Council a prioritised list of public rights of way requiring maintenance works, in order to inform the County Council's budget preparations, based upon criteria agreed with the appropriate Council officers. The Committee was reconstituted at the Forum meeting on 26th January 2009.

13.   A meeting of the Committee was held on 17th July 2009 and discussions have taken place from time to time between members of the Committee and relevant County Council officers.

MINUTES OF THE FORUM

13.   Copies of the approved minutes of the four meetings of the Forum held during the year are set out in Appendix 4 to this report.

COSTS OF THE FORUM

14.   The costs of the Forum during the year are shown in summary below:-

Cost Heading	Cost 2009/10
	£
Officer time (estimated)	7,326.00
Room Hire, Refreshments and lunches	45.80
Members' and Secretary's Travelling Expenses	307.00
Printing, postage and sundries	137.66
Translation	2243.72

18.   The above costs are paid for from the budget of the Environment Directorate of the County Council.

FLINTSHIRE COUNTY COUNCIL DETAILS

The appointing authority for the Flintshire Local Access Forum is Flintshire County Council. The area covered by the Forum is the whole of the County of Flintshire.

The Secretary of the Forum is:-

David M. Davies
Principal Solicitor
Corporate Directorate
Flintshire County Council
County Hall
Mold
Flintshire CH7 6NR

Telephone 01352 702325
Fax : 01352 700289
e-mail : david.m.davies@flintshire.gov.uk

DETAILS OF MEETINGS

Meetings of the Forum took place on the following dates, the venue on each occasion

being either the Clwyd or the Delyn Committee Room at County Hall, Mold:-

20th April 2009

7th September 2009

9th November 2009

11th January 2010.

DETAILS OF MEMBERSHIP

The membership of the Forum during 2009/10 was as follows :-

Name	Date Appointed to LAF	Date LAF Membership Terminated	Date Reappointed (if applicable)	Brief Background Details
Mr. David J. Bolton	22.12.08	N/A	N/A	Semi-retired maintenance technician. Main outdoor activity is rock climbing. Member of VMC (affiliated to British Mountaineering Council). Member of, and nominated by, Gwernaffield Community Council.
Mrs. Alison Chamberlain	5.12.05	5.12.08	22.12.08	Stud owner and horse rider. British Horse Society member.
Mrs. Sarah J. Davies-Cooke	14.4.05	5.12.08	22.12.08 (but **RESIGNED** on 1.9.09)	Landowner, and Member of Country Land and Business Association.
Mr. Bryan Harrison **(Deputy Chair: appointed 26.1.09)**	5.12.05	5.12.08	22.12.08	Chairman, Flintshire Disability Forum and Flintshire Access Group. Member of Access Panel for Wales.
Mrs. Eileen Hird	14.10.02	5.12.08	22.12.08	Retired, Footpath Officer to the Clwydian Group of the Ramblers Association, and involved with the BTCV (British Trust for Conservation Volunteers).

Name	Date Appointed to LAF	Date LAF Membership Terminated	Date Reappointed (if applicable)	Brief Background Details
Mr. David M. Hÿtch	5.12.05	5.12.08	22.12.08	Retired teacher. Experienced mountain walker. Volunteer ranger – SUSTRANS. Volunteer warden – RSPB. Member of Deeside Naturalists. Member of Friends of Rhydymwyn Valley.
Mr. P. John Richards	22.12.08	N/A	N/A	Retired former Head of Flintshire CC Countryside Service.
Dr. Jean Rosenfeld **(Chair from 16.1.06: reappointed 26.1.09)**	5.12.05	5.12.08	22.12.08	Research Scientist (renewable energy, solar). Past Chair of Clwyd/Flintshire branch of CPRW.
Mr. Howard Sutcliffe	5.12.05	5.12.08	22.12.08	Countryside Officer and AONB Officer for Clwydian Range AONB for Denbs. CC. Manages Moel Famau Country Park for DCC and FCC.
Mr. John Les Tomos	22.12.08	N/A	N/A	Retired teacher. Chairman of Flintshire Tourism Association. Director of Cadwyn Clwyd. Member of North Wales Tourism Partnership Board.
Mr. Howard White (Deputy Chair from 16.1.06)	14.10.02	5.12.08	22.12.08	Self-employed Planning Consultant, Member of the Ramblers' Association, Open Spaces Society, North Wales Wildlife Trust, National Trust, SUSTRANS and Forestry and Timber Association.
Mr. E. Gareth Williams	22.12.08	N/A	N/A	Retired. Member of Halkyn Graziers' Association. Nominated by the Association.

Name	Date Appointed to LAF	Date LAF Membership Terminated	Date Reappointed (if applicable)	Brief Background Details
Miss Janet O. Williams	22.12.08	N/A	N/A	Retired. British Driving Society Commissioner for NE Wales/N Powys. Chair of Coed Llandegla Carriage Driving & Horse Riding Association.
Mr. T. Henry (Harry) Williams	22.12.08	N/A	N/A	Farmer. Member of the FUW Land Use and Parliamentary Committee. Nominated by FUW.
Councillor Matt Wright	20.5.08	5.12.08	22.12.08	Appointed by Flintshire County Council as its representative. Chairman of its Environment and Regeneration Overview and Scrutiny Committee.

Copies of the approved minutes for the meetings on:-

20th April 2009 (Appendix 4A)

7th September 2009 (Appendix 4B)

9th November 2009 (Appendix 4C)

11th January 2010 (Appendix 4D)

are enclosed.

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 15

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF HUMAN RESOURCES AND ORGANISATIONAL DEVELOPMENT**

SUBJECT :   **WORKFORCE INFORMATION REPORT**

1.00   PURPOSE OF REPORT

1.01   To provide Executive Members with an update for the first quarter Workforce Information Report of 2010 / 11. This report provides details of the following:

- Headcount
- Establishment
- Agency Numbers
- Turnover
- Diversity summary
- Absence

2.00   BACKGROUND

2.01   The format of the draft Workforce Information Reports were approved by Scrutiny on 9 March 2009 and were agreed by Corporate Management Team on 26 March 2009.

2.02   A data definition document, which should be read in conjunction with the Workforce Information Reports, is attached as Appendix 1.

3.00   CONSIDERATIONS

3.01   As mentioned in previous reports, work is on-going to cleanse the data held on the Midland Trent system. This work has already increased the accuracy of the data held on the organisation's establishment. You will note that the overall organisation headcount has dropped significantly in this quarter from the figure reported at the end of 2009/10. The 2009/10 report is attached as Appendix 3. This figure has reduced from 9,176 to 8,919, a reduction of 257 or 2.8%. This has resulted from the closure of historical positions that were no longer occupied but still open on the Midland Trent system. Further work is still required to continue the improvements sought in this area, for example, in relation to missing and incorrect reporting manager details and working patterns.

3.02   The Quarter 1 2010/2011 report attached at Appendix 2 is based on the new strategic directorate structure, plus a small remaining residual unit in Community & Housing.

Date: 15/09/2010

3.03   Members will note that the agency worker figures from the Matrix system have been added to this report. Significant work has been undertaken to ensure that the current organisational structure is reflected accurately within the Matrix system. These figures have been added in manually into this report at a later stage. As the information will now be readily available, in future, it will be incorporated as the Quarter 2 report is generated.

3.04   There are two sickness absence figures provided in the report, the first is a sickness absence figure based on the calculation required for the Welsh Local Authority KPI (Key Performance Indicator). This is based upon FTE (Full Time Equivalent) days lost and is calculated over the four quarters, from 1st April 2009 up to and including 31st March 2010.   Below is a table detailing the (FTE) days lost for each quarter since 2008/09.

Days Lost

	2008/09 Actual	2009/10 Actual	2010/11 Actual	2010/11 Target
Quarter 1	2.63	2.42	2.53	2.5
Quarter 2	2.37	2.33		2.8
Quarter 3	3.28	3.03		3.1
Quarter 4	3.32	3.04		2.5

3.05   The second figure is based on industry recommendations (ACAS and CIPD) and shows a percentage absence rate figure for the organisation. This figure is not part of our Key Performance Improvement Targets and as such does not have any targets set. This can be used to benchmark the Council against a range of similar type of high performing organisations.

Absence % Rate

	2008/09 Actual	2009/10 Actual	2010/11 Actual
Quarter 1	4.94	4.54	4.75
Quarter 2	7.31	4.38	
Quarter 3	6.16	5.69	
Quarter 4	6.23	5.70	

3.06   The quarterly figures for 2009/10 have reduced consistently, quarter on quarter compared to the previous year 2008/09. Although the Quarter 1 figure of 2010/11 appears to be slightly increased on 2009/10 it is still reduced compared to the quarter 1 of 2008/09.

3.07   The figure for Quarter 1 2010/11 is likely to reduce from 2.53 days / 4.75% when reported in the Quarter 2 report. This reduction will be owing to the delay encountered in the return of some sickness forms at the time the report was initially generated. For example, the Quarter 1 figure for 2009/10 was

originally reported as 2.77 days lost when the report was first generated. Subsequently, the figure reduced to 2.42 days as a result of late sickness forms being received, which closed absences that were initially reported as being on-going. On this basis, the Quarter 2 report will adjust the Quarter 1 figure accordingly.

3.08   Members will recall that the Human Resources Team have developed and are rolling out an Attendance Management Policy and an Attendance Management Strategy with effect from 1 April 2010 as part of the revised People Strategy.

3.09   Significant progress has been made in each of the Directorates, including Corporate Services, in the implementation of the policy. A review has been undertaken of the service areas where there are are higher levels of absence and Departmental Attendance Reviews are beng undertaken for these areas. The purpose of these reviews is to focus on all aspects of the policy, for example the conducting of 'return to work' interviews, to enable managers to assess and audit how the policy is being complied with in their service area.

3.10   The strategy provides clear guidance as to the roles and responsibilities of all parties in managing attendance effectively, e.g. Corporate Management Team, Heads of Service, line managers, employees, Trade Unions and Human Resources. This strategy will drive and support improved performance in relation to the effective management of attendance. The improved performance in this area has begun and will become evident over the coming months.

3.11   In future quarters, there will be more detailed analysis of attendance and trends provided by directorate management teams, with an overview of measures being taken to manage attendance more effectively. To aid this process, data on reasons for absence, patterns of absence and short and long term absence will be available for directorate management teams and their service areas. This information will also become an additional feature of the workforce information reports for the Executive.

3.12   The concept of recognising employees who have an excellent attendance record is also being explored by the Human Resources team, Further information will be provided in a future Workforce Information report.

3.13   Members will note that the number of leavers for the organisation is reported as 344 but within the breakdown by Directorate it is reported as 346. This is consistent with previous reports where employees hold multiple employments. Each employee will be shown once as a leaver from the organisation and as a leaver from each of the Directorates that they are employed within. Below is a table detailing the Turnover % for each quarter since 2009/10 and the targets set for 2010/11.

Turnover %

	2009/10 Actual	2010/11 Actual	2010/11 Target
Quarter 1	1.41	3.82	3.00
Quarter 2	3.03		3.00
Quarter 3	3.10		2.75
Quarter 4	3.07		2.50

3.14　Members will recall from 3.01 of this report that data cleansing work continues to be undertaken. When reviewing the number of leavers, i.e. 126 for Quarter 1 2009/10, see Appendix 4, you can see that this work is reflected in the significantly increased number of leavers at 344.   This is also reflected on page 216 of the report where Members will note that the Turnover figure for Corporate Services is exceptionally higher than other areas at 27.10%.

3.15　Work is still ongoing to increase the number of exit interviews that take place in an effort to improve the analysis of the reasons for leaving and to identify the remedial actions that need to be implemented.

3.16　Members will recall that for the Quarter 2 Report of 2009/10 Flintshire were able to compare FTE days lost and absence rates with other Local Authorities across North Wales. At the time of generating this report, this data was still not available from the North Wales Local Authorities and it is hoped that this will be provided in the next report.

4.00　RECOMMENDATIONS

4.01　That Executive Members note the Workforce Information Report for the first quarter of 2010/11.

5.00　FINANCIAL IMPLICATIONS

5.01　Increased accuracy of reporting of the employed workforce and agency workers will allow the Council to better understand and therefore both plan and manage the largest single cost of service delivery.

5.02　Joint working with finance colleagues has led to a review and cleansing of budget cost codes which should lead to more accurate reporting of people costs within the Council.

6.00　ANTI POVERTY IMPACT

6.01　None.

Date: 15/09/2010

7.00   ENVIRONMENTAL IMPACT

7.01   None

8.00   EQUALITIES IMPACT

8.01   More accurate diversity reporting will allow for a greater focus within Directorate People Plans in addressing recruitment, training and career development issues for under-represented groups.

8.02   An Equalities Information Review is due to take place across the whole of the Organisation in September.

8.03   This review will enable the Organisation to comply with it's three Codes of Practice:

1) Gender Equality Duty
2) Duty to Promote Disability Equality
3) Racial Equality in Employment

9.00   PERSONNEL IMPLICATIONS

9.01   Human Resources Managers will be trained to present and interpret the suite of reports to their respective Directorate Senior Management Teams. They will also assist with analysis of the data and identify how it may inform future workforce planning. Once phase 2 of the HRMIS/Payroll project is implemented, Line Managers will be able to generate standard reports for their own teams .

10.00   CONSULTATION REQUIRED

10.01   None

11.00   CONSULTATION UNDERTAKEN

11.01   Already undertaken with Corporate Management Team and Equalities Unit.

12.00   APPENDICES

12.01   Data Definition Document

12.02   First Quarter Workforce Information Report 2010/11

12.03   Workforce Information Report Whole Year 2009/10

12.04   First Quarter Workforce Information Report 2009/10

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985
BACKGROUND DOCUMENTS

Workforce Information Reports

Contact Officer: Helen Stappleton
Telephone: 01352 702720
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**Workforce Information –
Explanation of Terms and Formulae Document**

Establishment Summary by Directorate Report

This report shows the total establishment figure for Flintshire County Council by Directorate, including established and non-established positions, further sub-divided into positions that are occupied and those currently vacant within the establishment.

Not recorded category on report – this refers to positions that have not been notified as either established or non-established by the Directorate.

All positions must be flagged as either 'Established' or 'Non Established' in order to provide accurate establishment data. The 'Not Recorded' should be obsolete from the report. If this is not completed and kept up to date, it will be impossible to identify the correct number of vacancies.

Appendix B

Headcount Summary by Directorate Report

This report shows the Flintshire County Council total headcount figure, as well as headcount figures by Directorate for total FTE, People and Positions. It also reports, by Directorate, on headcount by position type and position basis.

Flintshire County Council - Actual Total Headcount
This is the count of unique personal references (Payroll/Employee Number) in Flintshire County Council on the HR Payroll System.

❑ Headcount relates to numbers of employees working for FCC at a point in time (not 'full time equivalent' figure)

This indicates the total number of actual individual employee heads in Flintshire County Council. For example, if an employee has one position, they will be counted as one head in the Actual Total Headcount. If an employees has multiple positions e.g. 3 positions, they will be counted as one head in the Actual Total Headcount.

Headcount by Directorate
Directorate Total FTE (Full Time Equivalent)
Full Time Equivalent hours is 37 hours. FTE is calculated against all occupied positions.
Therefore if an employee has contractual hours of 37 hours per week, their FTE is calculated by Contractual Hours (37) / FTE Hours (37) = 1 = FTE

If an employee has contractual hours of 18.5 hours per week, their FTE is calculated by Contractual Hours (18.5) / FTE Hours (37) = 0.5 = FTE

If an employee has multiple positions, their FTE will be calculated against each position they occupy. For example:
Employee is a cleaner and works 5 hours per week. Their FTE for the position would be 5 hours / 37 = 0.14
Employee is also an Admin Assistant and works 20 hours per week. Their FTE for the position would be 20 hours / 37 = 0.54
Employee is also a Leisure Attendant and work 10 hours per week. Their FTE for the position would be 10 hours / 37 = 0.27
Total FTE for the employee would be = 0.95

FTE for Relief Workers is zero, yet they are still counted as one head.

Directorate People
This represents the total number of unique heads (personal reference) in a directorate.

The total directorate people will be higher than the Flintshire County Council Actual Total Headcount. This is because of employees with multiple positions in different directorates. Each unique personal reference (Payroll/Employee Number) is counted once per directorate.

Examples:

An employee has one position in Corporate Services; they will be counted once in the Corporate Services People Headcount and counted once in the Flintshire County Council Actual Total Headcount.

An employee has 2 positions, one as a Project Worker in Community Services and one position as a Care Assistant in Community Services. This employee will still be counted as once in Community Services and once in the Flintshire County Council Actual Total Headcount.

An Employee has 2 positions, one position as a Finance Assistant in Corporate Services and one position as a Youth Worker in Lifelong Learning. The employee will be counted as one head in Corporate Services and one head in Lifelong Learning. This is because the employee is unique in the Directorate. However in the Flintshire County Council Actual Total Headcount, the employee will be counted as one head and not two heads.

❑ Included in the People Headcount:
- Employees
- Actors
- Relief worker

❑ Excluded from the People Headcount:
- Agency worker
- Volunteers
- Students
- Contractors such as Consultants supplied via a third party company under a contract for services e.g. consultants working for an IT company.

Directorate Positions
This is the total number of occupied positions in the Directorate Establishment (Includes, established, non established and not recorded). For each figure in the Position column should match the total figure showing in the column called 'Occupied' in the Establishment Summary by Directorate report. If this data does not match, this will indicate that there is missing data in the position type field and or data missing in the position basis field.

Position Type by Directorate
The figures showing against each position type should sum to the figure indicated in the 'positions' column. If this data does not match, this will indicate that there is missing data in the position type field.

Positions = Permanent + Relief + Temporary Fixed Term + Seasonal Fixed Term

Date: 13/09/2010

Appendix B

The data for Agency staff is not held in the HR Payroll system, the data is extracted from Matrix and is incorporated in to the report. The agency data is in addition to the employee and relief data, and it therefore increases the percentage count to over 100%.

Definition of each position type
Position Type relates to the type of contract issued to an employee or worker. There are six types:

- ❑ **Permanent -** This is an open ended contract which gives a worker full employment rights.

- ❑ **Relief -** This type of contract will be based on zero hours and can be used to build a pool of workers who have no promise of work and thus no mutual obligation between employer and worker exists. They can be used to cover absence and temporary increases in service demand when the need arises, for example relief registrars or relief leisure attendants.

- ❑ **Temporary Fixed Term -** This type of contract is to be used when a worker is required on a non permanent basis to meet an increase in service demand, provide cover on a temporary basis or to fulfil a requirement for a project or special initiative such as grant funded positions.

- ❑ **Via Managed Agency Service -** Umbrella contract with managed Agency to supply agency workers when required. The relationship is with the agency not individual person.

- ❑ **Seasonal Fixed Term -** This type of contract is to be used when there is a recognised need to increase service provision at particular points within one calendar year associated with a seasonal event or service. These should be known in advance and can cover periods such as summer holidays, for example play schemes, Christmas Theatre productions or winter maintenance.

- ❑ **Contract for Services -** This type of contract should be used when engaging a self employed individual or company to provide services. For example where specific skills are required to deliver projects – the contract should focus upon deliverables rather than the individual being treated as an employee. Filling of core establishment positions by self employed individuals should be avoided as there is a risk of an employment relationship being established.

Position Basis by Directorate
The figures showing against each position basis should sum to the figure indicated in the 'positions' column. If this data does not match, this will indicate that there is missing data in the position basis field.

Date: 13/09/2010

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Positions = Full Time + Full Time Term Time + Part Time + Part Time Term Time

Definition of each position basis
Full time – 37 hours per week, 52.14 weeks per year

Full time term time – 37 hours per week, 43.067 weeks (4/5ths) per year

Part time – less than 37 hours per week, 52.14 week per year

Part time term time – less than 37 hours per week, 43.067 weeks (4/5ths) per year

We would expect the headcount data to be higher in the new reports in comparison to previous reporting, this is because the old system counted headcount based on the number employees with primary positions and FTE. Multiplication factoring was used to reduce the headcount for groups of staff such as librarians, catering, all cleaning, School escorts, Youth Clubs, School meals, School crossing, project workers, home carers, work opportunities, leisure centre staff (timesheet based). For example, cleaners in special or primary schools, their FTE is multiplied by 0.5. Another example is timesheet employees in the Theatre, their FTE is multiplied by 0.3.

Date: 13/09/2010

Appendix B

Turnover Summary by Directorate Report

The Turnover Summary by Directorate report contains 3 sub reports and they are:

1. Flintshire County Council and Directorate Turnover
2. Flintshire County Council and Directorate Leaving Reasons
3. Flintshire County Council and Directorate Leavers by Length of Service

1. Flintshire County Council Turnover

This report shows the percentage turnover of people for Flintshire County Council between the stated start point and end point, giving an average people headcount and the number of leavers for that period. It also gives the same breakdown by Directorate.

The formula used to measure turnover is:

Total Leavers over period x 100 / Average Headcount in period.

This formula is commonly known as the Separation rate.

People
Definition as per headcount narrative

Average People headcount
Headcount (People) at the start of the period + Headcount (people) at the end of the period / 2

Leavers (People)
The number of leavers (people) includes all reasons for leaving. (it includes voluntary resignations, all dismissals, end of fixed term contracts, retirements and redundancy.)

Voluntary Leavers
Excludes all dismissals, end of fixed term contracts, retirements and redundancy.

Directorate Turnover
The formulas used for calculating Flintshire County Council Turnover are used to measure Directorate turnover. However, the sum of the number of leavers (people) by directorate may be higher than the leavers (people) for Flintshire County Council because of some employees having multiple positions and therefore would be counted as one 'person' leaving in Flintshire County Council. Yet if the employee had one position in Community Services and one position in Environment, the employee would be counted once in Community Services leavers (people) and would also be counted once in Environment leavers (people).

Please note, if an employee has multiple positions within the same directorate, they will be counted as one leaver (people).

Date: 13/09/2010

Appendix B

2. Leaving Reasons for Flintshire County Council and by Directorate Report

This report shows the leaving reasons by Flintshire County Council and by Directorate, as per the categories English Local Government Data set.

3. Leavers – Length of Service for Flintshire County Council and by Directorate

This report shows the length of service of the leavers, broken down by Flintshire County Council and by Directorate.

Date: 13/09/2010

Appendix B

Diversity Summary by Directorate

This report shows the percentage breakdown of Flintshire County Council and Directorate employees categorised as:

- male/female/unspecified

- white/BME (Black/Minority Ethnic)/not recorded

- having a preference for Welsh as their language of correspondence (This data is based on the number of employees who receive a payslip in welsh and therefore does not reflect the welsh fluency in Flintshire County Council. There are plans to record employee's level of welsh language competency in the new HR Payroll system in 2009/2010.)

- disability

It also shows an age breakdown of employees for Flintshire County Council and by Directorate.

Date: 13/09/2010

Appendix B

Absence Rate Summary by Directorate Report

The Absence Rate Summary report demonstrates absence data over the quarters by Directorate

In the background, the headcount for each quarter is based on the number of employees (People Headcount) at the start of the quarter, number of employees (People Headcount) at the end of the quarter. Both headcounts are divided by two, to obtain the average headcount for the period and excludes all relief and supply staff (as per the National Performance Indicator Guidance for Wales (08/09))

Days Lost (Lost time rate) based on FTE
Count of number of days from the start and end dates of each sickness absence in the period.

Average Days Available based on FTE

The formula for the Average Days Available is:-

Headcount (FTE) x 57 (average working days per employee per quarter)

Absence Rate
The formula for the absence rate is:-

Total Days Lost /Total Days Available x 100

FTE Days Lost
The calculation is based on the National Performance Indicator Guidance for Wales (08/09))

Numerator / Denominator

Numerator = Total number of working days lost to sickness absence between reporting start period and reporting end period..

Denominator = Average Number of Full time equivalent (FTE) employees

Previous Year
The Previous Year data is based on the data produced from Trent for 2008/2009. Data available pre re-structure.

FLINTSHIRE COUNTY COUNCIL

Workforce Information Report

Period Up To: 30/06/2010

Establishment Summary By Directorate

Data on this page is effective as at : 30/06/2010

Last Refreshed On : 14/07/2010

Directorate	Position Status	Positions		
		Total	Vacant	Occupied
Community and Housing	Established	15	4	11
	Non Established	3	0	3
	Not Recorded	59	21	38
	Total:	77	25	52
Community Services	Established	560	86	474
	Non Established	134	70	64
	Not Recorded	1,568	320	1,248
	Total:	2,262	476	1,786
Corporate Services	Established	489	53	436
	Non Established	307	119	188
	Not Recorded	299	240	59
	Total:	1,095	412	683
Environment	Established	993	179	814
	Non Established	109	32	77
	Not Recorded	55	18	37
	Total:	1,157	229	928
Lifelong Learning	Established	558	88	470
	Non Established	643	314	329
	Not Recorded	2,177	579	1,598
	Total:	3,378	981	2,397
Schools	Established	1	0	1
	Not Recorded	8,409	1,079	7,330
	Total:	8,410	1,079	7,331
	Totals:	16,379	3,202	13,177
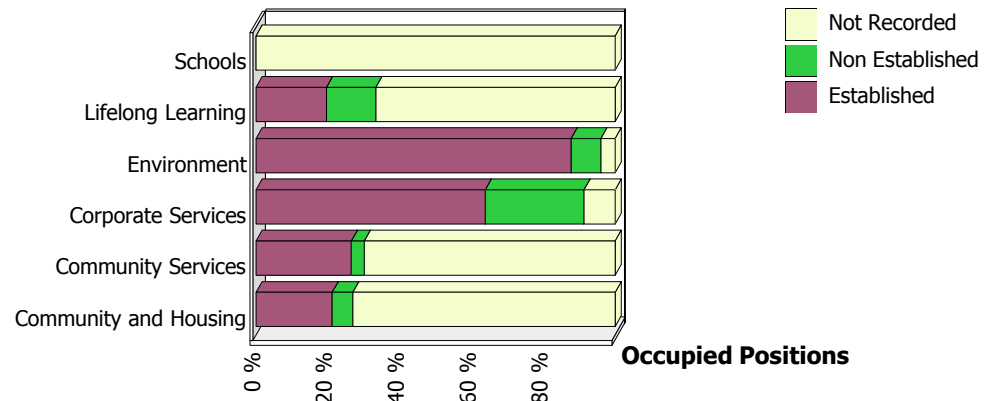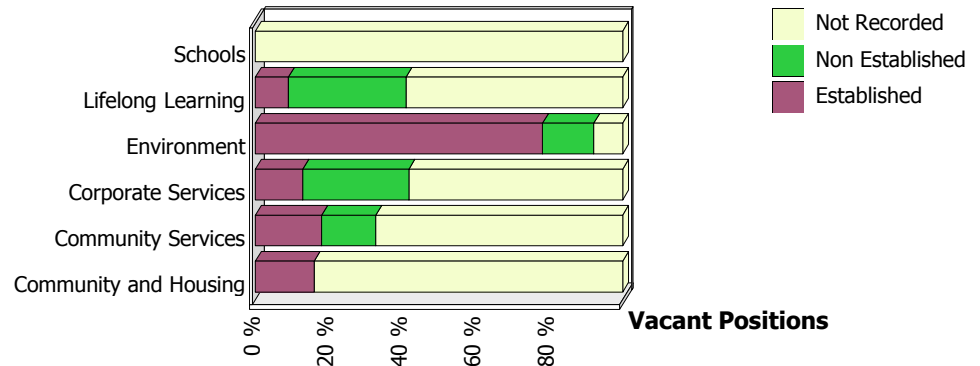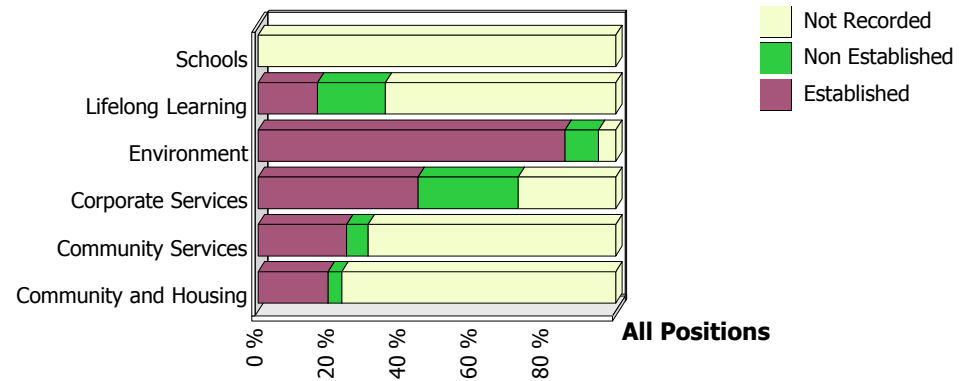
All Positions

Vacant Positions

Occupied Positions

223

Headcount Summary By Directorate

Data on this page is effective as at : 30/06/2010

Last Refreshed On : 14/07/2010

Flintshire County Council Actual Total Headcount : 8,919

	HEADCOUNT			POSITION TYPE							POSITION BASIS			
Directorate	Total FTE	People	Positions	Permanent	Relief	Temporary Fixed Term	* Via Managed Agency Service		Seasonal Fixed Term	Contract For Services	Full Time	Full Time Term Time	Part Time	Part Time Term Time
Community and Housing	34	46	52	40	1	11		0	0	0	34	0	18	0
Community Services	1,226	1,555	1,786	1,326	249	210	156	0	1	0	959	0	777	1
Corporate Services	436	610	683	439	169	75	19	0	0	0	386	2	194	1
Environment	754	903	928	711	27	190	175	0	0	0	676	1	242	6
Lifelong Learning	781	1,788	2,397	1,195	802	396	5	0	2	2	465	11	1,593	11
Schools	2,260	4,569	7,331	3,531	1,990	1,810		0	0	0	1,361	77	5,447	441
Totals:	5,491	9,471	13,177	7,242	3,238	2,692		0	3	2	3,881	91	8,271	460
				54.96 %	24.57 %	20.43 %		0.00 %	0.02 %	0.02 %	29.45 %	0.69 %	62.77 %	3.49 %

Legend (Position Type): Contract For Services, Seasonal Fixed Term, Relief, Temporary Fixed Term, *Agency, Permanent

Legend (Position Basis): Part Time Term Time, Part Time, Full Time Term Time, Full Time

Position Type

Position Basis

* Data for the managed agency service is not recorded in Trent, but has been provided from the managed agency service system - Matrix

The sum of the percentages may not always total to 100% due to rounding

Flintshire County Council Turnover

People at Start Point	People at End Point	Average People HeadCount	All Leavers (People)	Voluntary Leavers	All Turnover %	Voluntary Turnover %
9,112	8,919	9,016	344	124	3.82	1.38

Directorate Turnover

Directorate	People at Start Point	People at End Point	Average People HeadCount	Leavers (People)	Voluntary Leavers (People)	All Turnover %	Voluntary Turnover %
Community and Housing	47	46	47	1	0	2.15	0.00
Community Services	1,565	1,555	1,560	31	14	1.99	0.90
Corporate Services	785	610	698	189	9	27.10	1.29
Environment	913	903	908	18	10	1.98	1.10
Lifelong Learning	1,810	1,788	1,799	51	44	2.83	2.45
Schools	4,535	4,569	4,552	56	49	1.23	1.08
Totals:	9,655	9,471	9,563	346	126		

The sum of the percentages may not always total to 100% due to rounding.

Flintshire County Council Leaving Reasons

Leaving Reason	FCC Total	Leavers %
Career Development	5	1.45 %
Competition From Other Employers	5	1.45 %
Conditions Of Employment	0	0%
Death	1	0.29 %
Dismissal - Capability	1	0.29 %
Dismissal - Conduct	2	0.58 %
Dismissal - Legal Restrictions	0	0%
Dismissal - Medical Capability	6	1.74 %
Dismissal - Redundancy - Compulsory	3	0.87 %
Dismissal - Redundancy - Voluntary	6	1.74 %
Dismissal - Some Other Substantial Reason	0	0%
End of Contract Term	180	52.33 %
Nature Of The Work	1	0.29 %
Other	38	11.05 %
Pay	0	0%
Personal Reasons	15	4.36 %
Reason Not Known	39	11.34 %
Resignation For Other Or Undisclosed Reasons	17	4.94 %
Retirement - Early / Voluntary	7	2.03 %
Retirement - Late	4	1.16 %
Retirement - Normal	10	2.91 %
Transfer - Demotion	0	0%
Transfer - Internal	0	0%
Transfer - Promotion	0	0%
Transfer - Re-Deployed	0	0%
Transferred To Another Employer	4	1.16 %
Transfer - Re-Organisation	0	0%
Transfer - System	0	0%
Total:	**344**	
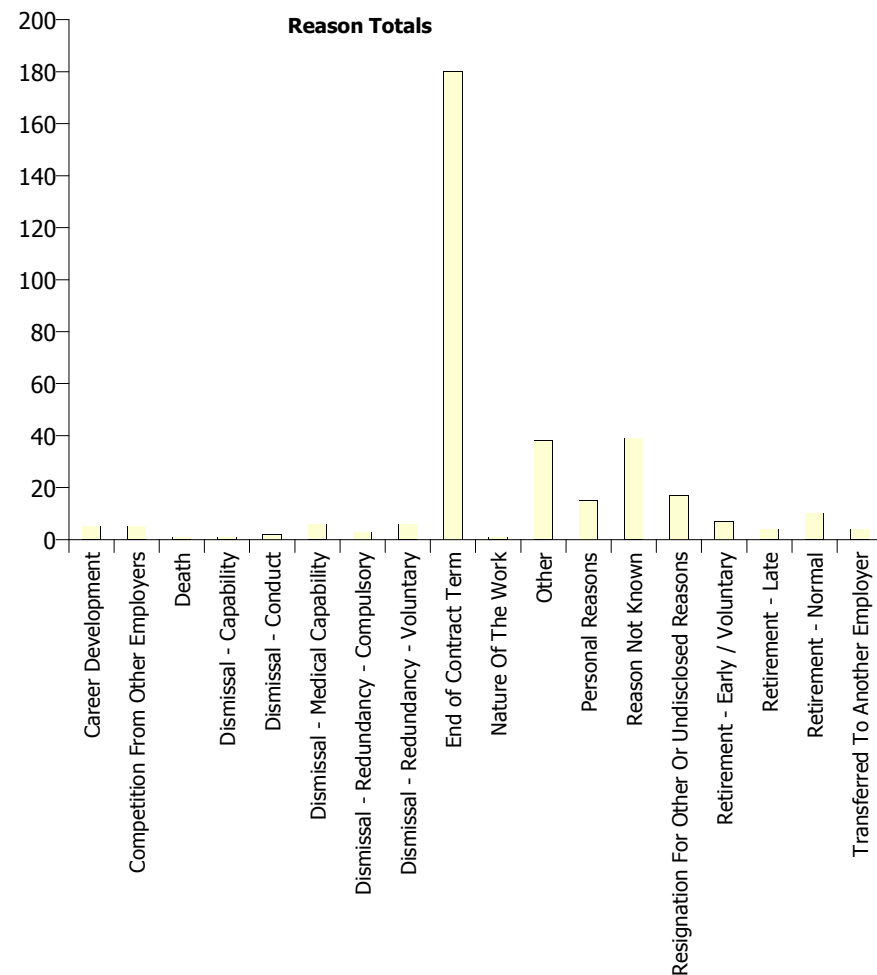
Reason Totals

Leaving Reasons by Directorate

Leaving Reason	Community and Housing	Community Services	Corporate Services	Environment	Lifelong Learning	Schools
Career Development	0	1	1	0	3	1
Competition From Other Employers	0	4	1	0	0	0
Conditions Of Employment	0	0	0	0	0	0
Death	0	0	0	0	0	1
Dismissal - Capability	0	1	0	0	0	0
Dismissal - Conduct	0	2	0	0	0	0
Dismissal - Legal Restrictions	0	0	0	0	0	0
Dismissal - Medical Capability	0	2	1	0	3	0
Dismissal - Redundancy - Compulsory	1	1	1	0	0	0
Dismissal - Redundancy - Voluntary	0	0	1	4	1	0
Dismissal - Some Other Substantial Reason	0	0	0	0	0	0
End of Contract Term	0	1	175	1	0	3
Nature Of The Work	0	0	1	0	0	0
Other	0	3	3	1	31	0
Pay	0	0	0	0	0	0
Personal Reasons	0	4	2	2	5	2
Reason Not Known	0	1	0	1	3	34
Resignation For Other Or Undisclosed Reasons	0	1	1	4	0	12
Retirement - Early / Voluntary	0	3	2	1	0	1
Retirement - Late	0	3	0	0	1	0
Retirement - Normal	0	4	0	2	2	2
Transfer - Demotion	0	0	0	0	0	0
Transfer - Internal	0	0	0	0	0	0
Transfer - Promotion	0	0	0	0	0	0
Transfer - Re-Deployed	0	0	0	0	0	0
Transferred To Another Employer	0	0	0	2	2	0
Transfer - Re-Organisation	0	0	0	0	0	0
Transfer - System	0	0	0	0	0	0
Total:	**1**	**31**	**189**	**18**	**51**	**56**

Flintshire County Council Leavers by Length Of Service

Length Of Service At Leaving	Leavers	Leavers %
<1 Mth	1	0.29 %
<6 Mth	17	4.94 %
<1 Yr	49	14.24 %
<5 Yrs	195	56.69 %
5 - 9 Yrs	36	10.47 %
10 - 19 Yrs	22	6.40 %
20+ Yrs	24	6.98 %
Total	**344**	
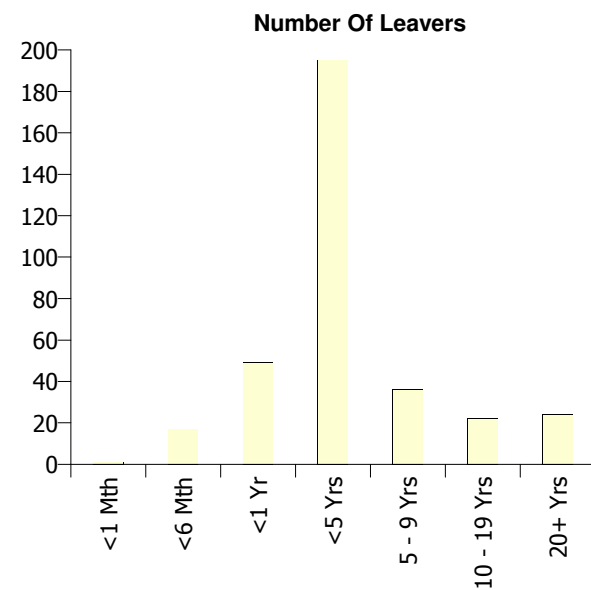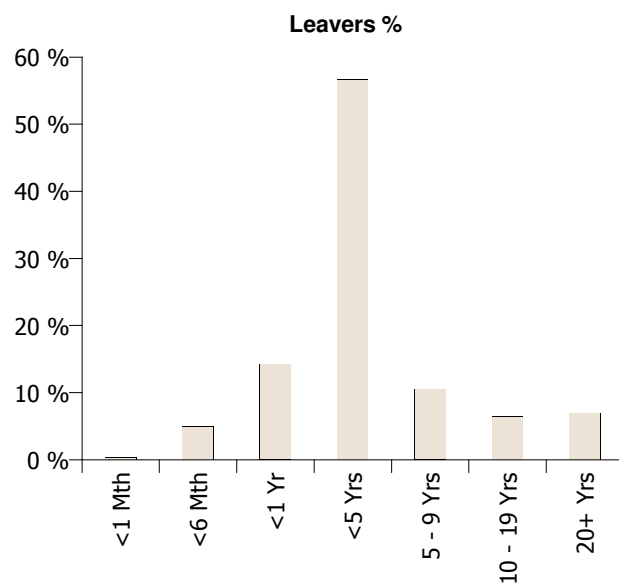
Leavers %

Number Of Leavers

The sum of the percentages may not always total to 100% due to rounding.

Leavers by Length Of Service By Directorate

Directorate	<1 Mth	<6 Mth	<1 Yr	<5 Yrs	5 - 9 Yrs	10 - 19 Yrs	20+ Yrs
Community and Housing	0	0	0	0	1	0	0
Community Services	0	0	1	11	5	6	8
Corporate Services	0	10	31	129	16	3	0
Environment	0	1	1	5	3	2	6
Lifelong Learning	0	2	10	24	5	5	5
Schools	1	4	6	27	7	6	5
Totals	1	17	49	196	37	22	24
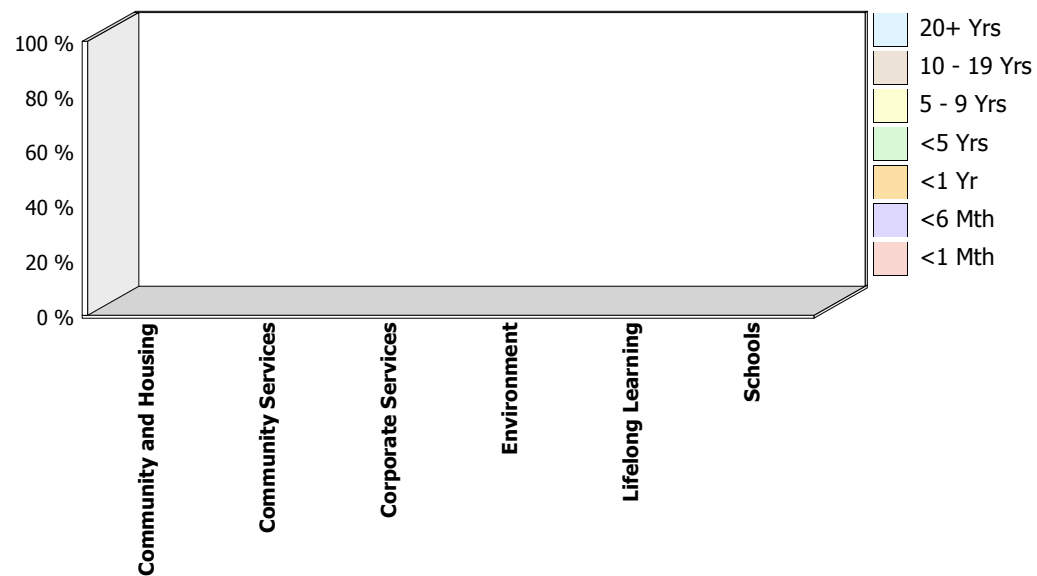
Flintshire County Council Diversity Summary

% Male	% Female	% unspecified	% White	% BME	% Ethnicity Not Recorded	% Welsh (Preferred Language)	% Disabled
25.15 %	74.77 %	0.08 %	55.28 %	0.19 %	44.52 %	0.82 %	1.26 %

Gender

Males
Females
Unspecified

Ethnicity

White
BME
Etnicity Not Recorded
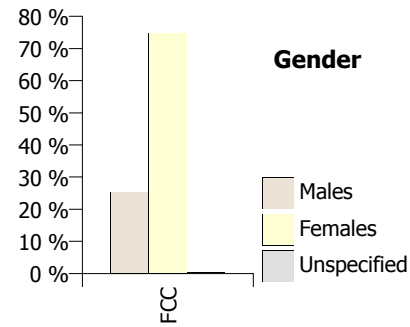
Age Band	Count	%
Under 18	14	0.16 %
18 - 24	700	7.85 %
25 - 34	1450	16.26 %
35 - 49	3444	38.61 %
50 - 54	1144	12.83 %
55 - 64	1808	20.27 %
65+	306	3.43 %
Not Recorded	53	0.59 %
Total	**8919**	
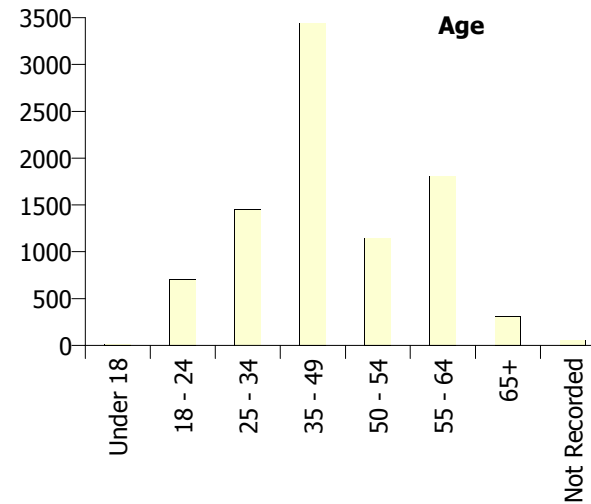
Age

The sum of the percentages may not always total to 100% due to rounding.

Diversity Summary By Directorate

Directorate	% Male	% Female	% Unspecified	% White	% BME	% Not Recorded	% Welsh (Preferred language)	% Disabled
Community and Housing	15.22 %	84.78 %	0%	58.70 %	0%	41.30 %	0%	0%
Community Services	23.86 %	76.01 %	0.13 %	53.89 %	0.19 %	45.92 %	0.13 %	2.06 %
Corporate Services	32.46 %	67.54 %	0%	67.21 %	0.16 %	32.62 %	1.31 %	1.97 %
Environment	58.36 %	41.64 %	0%	65.12 %	0.22 %	34.66 %	0%	2.66 %
Lifelong Learning	25.00 %	74.83 %	0.17 %	58.11 %	0.28 %	41.61 %	0.56 %	1.12 %
Schools	16.28 %	83.65 %	0.07 %	52.07 %	0.13 %	47.78 %	1.20 %	0.57 %

Gender

Ethnicity

The sum of the percentages may not always total to 100% due to rounding.

Age Summary By Directorate

Directorate	Under 18	%	18 - 24	%	25 - 34	%	35 - 49	%	50 - 54	%	55 - 64	%	65+	%	Not Recorded	%
Community and Housing	0	0%	4	8.70 %	9	19.57 %	25	54.35 %	3	6.52 %	5	10.87 %	0	0%	0	0%
Community Services	1	0.06 %	78	5.02 %	260	16.72 %	613	39.42 %	216	13.89 %	347	22.32 %	39	2.51 %	1	0.06 %
Corporate Services	1	0.16 %	46	7.54 %	139	22.79 %	232	38.03 %	72	11.80 %	106	17.38 %	13	2.13 %	1	0.16 %
Environment	0	0%	38	4.21 %	122	13.51 %	358	39.65 %	127	14.06 %	213	23.59 %	43	4.76 %	2	0.22 %
Lifelong Learning	10	0.56 %	268	14.99 %	228	12.75 %	626	35.01 %	223	12.47 %	348	19.46 %	67	3.75 %	18	1.01 %
Schools	2	0.04 %	295	6.46 %	762	16.68 %	1,824	39.92 %	588	12.87 %	904	19.79 %	162	3.55 %	32	0.70 %
Totals:	14		729		1,520		3,678		1,229		1,923		324		54	
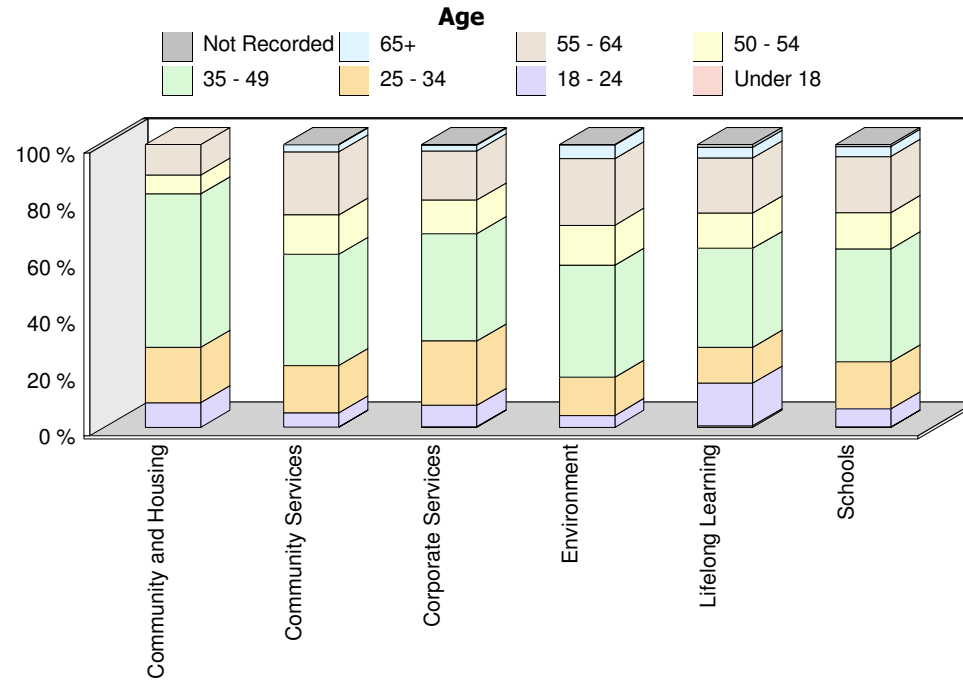
The sum of the percentages may not always total to 100% due to rounding.

Absence Rate Summary By Directorate

Data on this page is effective for quarters between : 01/04/2010 and 30/06/2010

Last Refreshed On : 14/07/2010

Q1 = April - June Q2 = July - September Q3 = October - December Q4 = January - March

Cumulative Totals

Day Lost	Average Days Available	Absence Rate	FTE Days Lost
13,911	292,570	4.75 %	2.53

Directorate	Days Lost Q1	Average Days Available Q1	Absence Rate Q1	Days per FTE Q1	FTE Days Lost
Community and Housing	77	1,966	3.94 %	2.24	2.24
Community Services	4,642	69,885	6.64 %	3.79	3.79
Corporate Services	613	24,800	2.47 %	1.41	1.41
Environment	1,823	43,205	4.22 %	2.41	2.41
Lifelong Learning	2,059	44,213	4.66 %	2.65	2.65
Schools	4,696	108,501	4.33 %	2.08	2.08
	13,911	292,570	4.75 %	2.53	

Target KPI : **10.8**

Legend: Absence Rate Q1 (bars), Days per FTE Q1 (line with markers)

0910 Directorates	Prev Days Lost Q1	Prev Average Days Available Q1	Prev Absence Rate Q1	Prev Days Per FTE Q1	Prev Days Lost Q2	Prev Average Days Available Q2	Prev Absence Rate Q2	Prev Days Per FTE Q2	Prev Days Lost Q3	Prev Average Days Available Q3	Prev Absence Rate Q3	Prev Days Per FTE Q3	Prev Days Lost Q4	Prev Average Days Available Q4	Prev Absence Rate Q4	Prev Days Per FTE Q4	Prev FTE Days Lost
C & H	94	2611	3.61 %	2.06	152	2491	6.11 %	3.48	118	2417	4.90 %	2.79	98	2178	4.49 %	2.56	10.88
Comm Serv	4626	68593	6.74 %	3.84	4586	69419	6.61 %	3.77	5425	70396	7.71 %	4.39	5448	70308	7.75 %	4.42	16.43
Corp Serv	904	25953	3.48 %	1.98	1058	26017	4.07 %	2.32	1050	26009	4.04 %	2.30	898	25579	3.51 %	2.00	8.61
Env	1280	41376	3.09 %	1.76	1690	41345	4.09 %	2.33	2126	42273	5.03 %	2.87	2385	43031	5.54 %	3.16	10.15
Lifelong L	1953	43114	4.53 %	2.58	2238	43478	5.15 %	2.93	2615	43886	5.96 %	3.40	2369	44097	5.37 %	3.06	11.98
Schools	4343	108854	3.99 %	1.92	3087	110081	2.80 %	1.35	5457	110132	4.96 %	2.38	5577	108872	5.12 %	2.46	8.10
Totals	13199	290502	4.54 %	2.42	12812	292830	4.38 %	2.33	16791	295113	5.69 %	3.03	16774	294064	5.70 %	3.04	

Previous Year Cumulative Totals

Prev Days Lost	Prev Average Days Available	Prev Absence Rate	Prev FTE Days Lost
59,576	1,172,509	5.08 %	10.83

FLINTSHIRE COUNTY COUNCIL

Workforce Information Report

Period Up To: 31/03/2010

Directorate	Position Status	Positions		
		Total	Vacant	Occupied
Community and Housing	Established	15	4	11
	Non Established	1	0	1
	Not Recorded	59	19	40
	Total:	75	23	52
Community Services	Established	554	77	477
	Non Established	106	46	60
	Not Recorded	1,572	298	1,274
	Total:	2,232	421	1,811
Corporate Services	Established	449	57	392
	Non Established	92	32	60
	Not Recorded	547	54	493
	Total:	1,088	143	945
Environment	Established	979	170	809
	Non Established	105	26	79
	Not Recorded	53	14	39
	Total:	1,137	210	927
Lifelong Learning	Established	568	76	492
	Non Established	507	193	314
	Not Recorded	2,158	518	1,640
	Total:	3,233	787	2,446
Schools	Established	1	0	1
	Not Recorded	8,290	1,004	7,286
	Total:	8,291	1,004	7,287
	Totals:	16,056	2,588	13,468

All Positions

Vacant Positions

Occupied Positions

Headcount Summary By Directorate
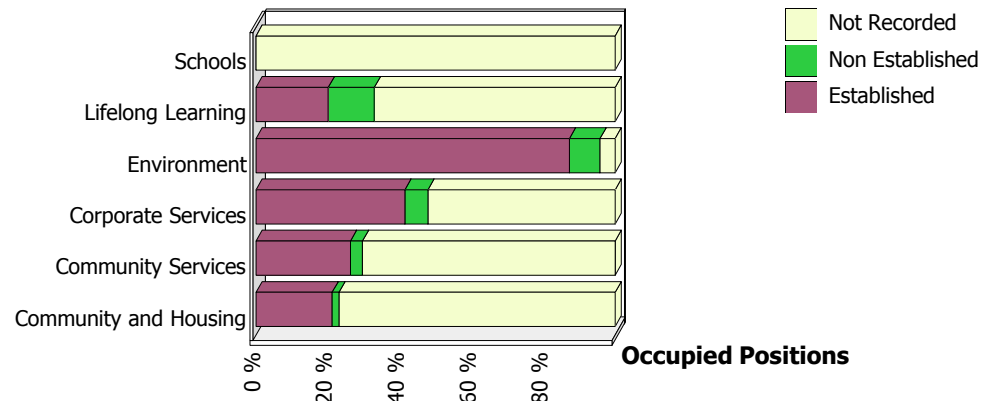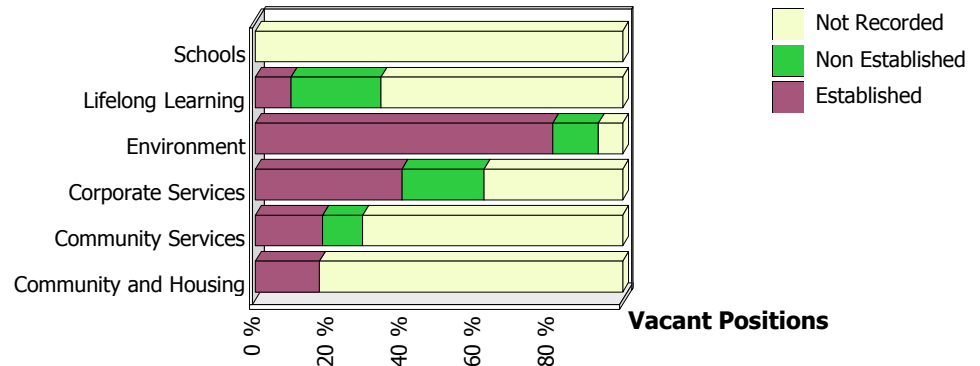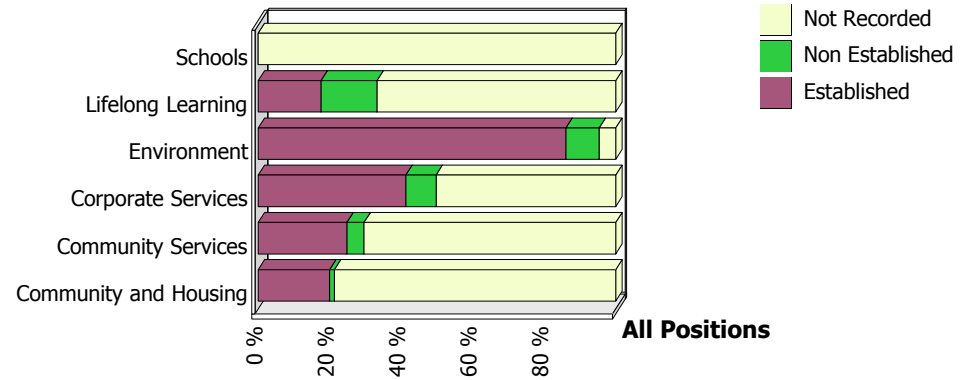
CYNGOR Sir y Fflint Flintshire COUNTY COUNCIL

Data on this page is effective as at : 31/03/2010

Last Refreshed On : 13/04/2010

	HEADCOUNT			POSITION TYPE						POSITION BASIS			
Directorate	Total FTE	People	Positions	Permanent	Relief	Temporary Fixed Term	* Via Managed Agency Service	Seasonal Fixed Term	Contract For Services	Full Time	Full Time Term Time	Part Time	Part Time Term Time
Community and Housing	35	48	52	41	1	10	0	0	0	34	0	18	0
Community Services	1,232	1,564	1,778	1,342	227	208	0	1	0	963	0	813	1
Corporate Services	446	794	932	458	386	88	0	0	0	406	2	505	1
Environment	755	903	925	705	29	191	0	0	0	680	1	239	5
Lifelong Learning	784	1,785	2,283	1,211	627	443	0	0	2	485	11	1,754	13
Schools	2,272	4,620	7,285	3,531	1,800	1,954	0	0	0	1,369	78	5,404	434
Totals:	5,524	9,714	13,255	7,288	3,070	2,894	0	1	2	3,937	92	8,733	454
				54.98 %	23.16 %	21.83 %	0.00 %	0.01 %	0.02 %	29.70 %	0.69 %	65.88 %	3.43 %

Legend: Contract For Services, Seasonal Fixed Term, Relief, Temporary Fixed Term, *Agency, Permanent, Part Time Term Time, Part Time, Full Time Term Time, Full Time

Position Type

Position Basis

* Data for the managed agency service is not recorded in Trent, but has been provided from the managed agency service system - Matrix

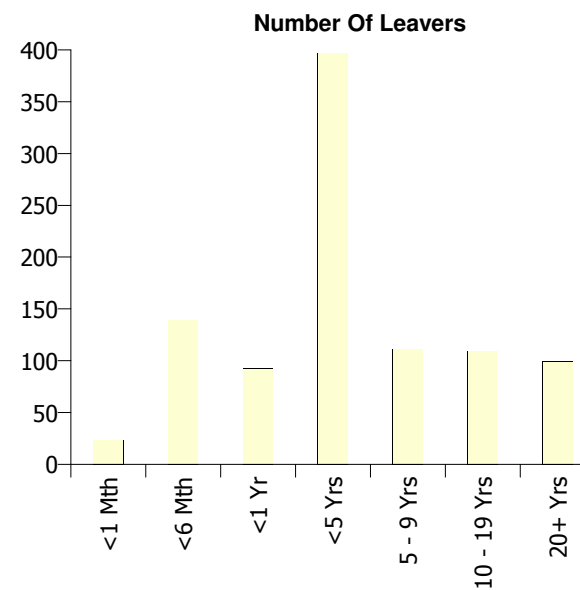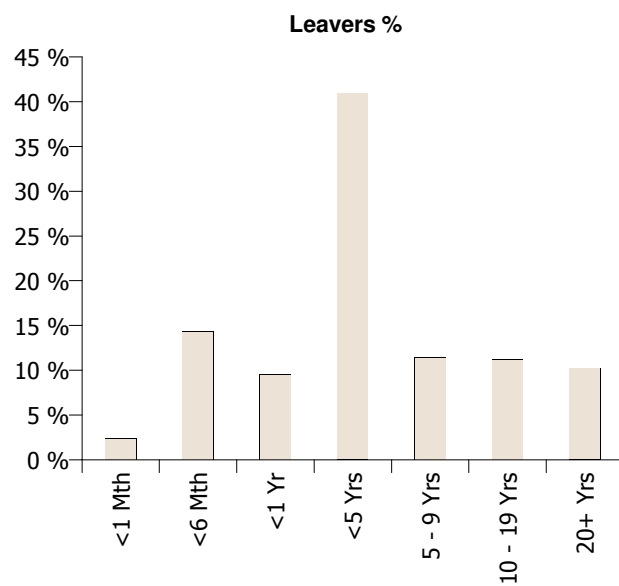The sum of the percentages may not always total to 100% due to rounding

236

Turnover Summary

Data on this page is effective between : 01/04/2009 & 31/03/2010

Last Refreshed On : 13/04/2010

Flintshire County Council Turnover

People at Start Point	People at End Point	Average People HeadCount	All Leavers (People)	Voluntary Leavers	All Turnover %	Voluntary Turnover %
8,899	9,240	9,070	970	737	10.70	8.13

Directorate Turnover

Directorate	People at Start Point	People at End Point	Average People HeadCount	Leavers (People)	Voluntary Leavers (People)	All Turnover %	Voluntary Turnover %
Community and Housing	64	48	56	9	2	16.07	3.57
Community Services	1,529	1,576	1,553	133	85	8.57	5.48
Corporate Services	745	800	773	58	36	7.51	4.66
Environment	874	904	889	51	28	5.74	3.15
Lifelong Learning	1,820	1,836	1,828	267	223	14.61	12.20
Schools	4,390	4,621	4,506	467	374	10.37	8.30
Totals:	9,422	9,785	9,604	985	748		

The sum of the percentages may not always total to 100% due to rounding.

Flintshire County Council Leaving Reasons

Leaving Reason	FCC Total	Leavers %
Career Development	53	5.46 %
Competition From Other Employers	3	0.31 %
Conditions Of Employment	3	0.31 %
Death	4	0.41 %
Dismissal - Capability	3	0.31 %
Dismissal - Conduct	14	1.44 %
Dismissal - Legal Restrictions	0	0%
Dismissal - Medical Capability	23	2.37 %
Dismissal - Redundancy - Compulsory	27	2.78 %
Dismissal - Redundancy - Voluntary	1	0.10 %
Dismissal - Some Other Substantial Reason	9	0.93 %
End of Contract Term	38	3.92 %
Nature Of The Work	5	0.52 %
Other	230	23.71 %
Pay	0	0%
Personal Reasons	51	5.26 %
Reason Not Known	342	35.26 %
Resignation For Other Or Undisclosed Reasons	32	3.30 %
Retirement - Early / Voluntary	38	3.92 %
Retirement - Late	13	1.34 %
Retirement - Normal	61	6.29 %
Transfer - Demotion	0	0%
Transfer - Internal	2	0.21 %
Transfer - Promotion	0	0%
Transfer - Re-Deployed	0	0%
Transferred To Another Employer	18	1.86 %
Transfer - Re-Organisation	0	0%
Transfer - System	0	0%
Total:	**970**	
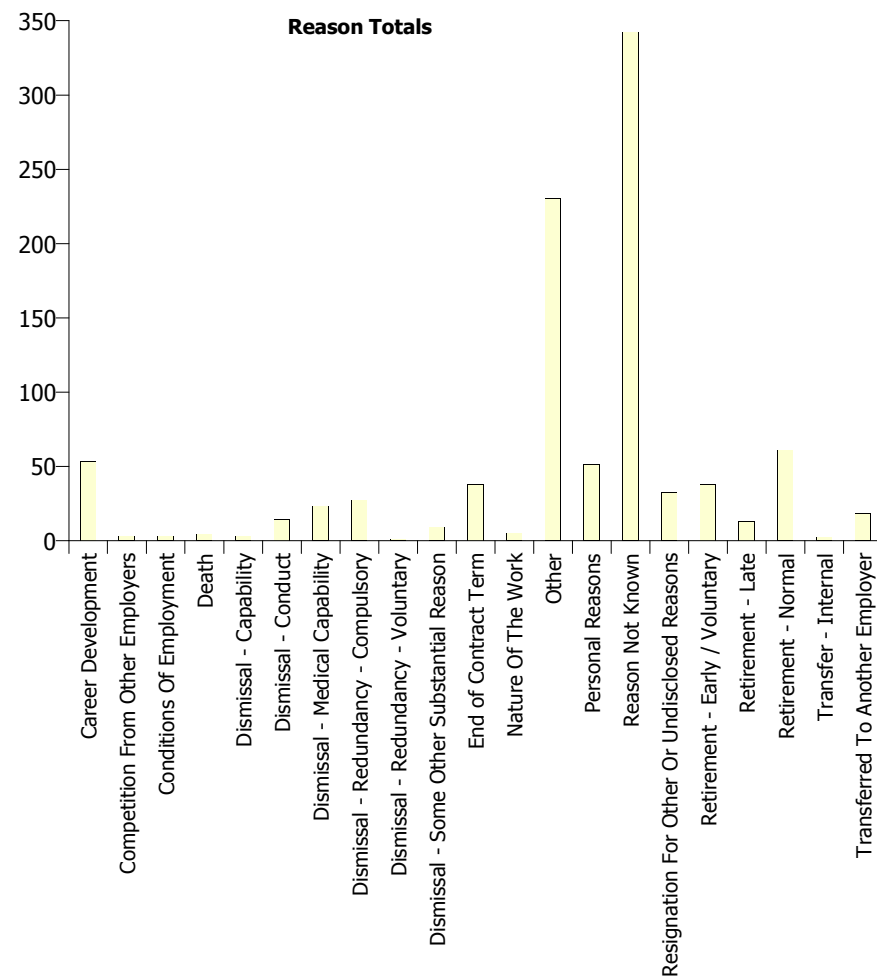
Reason Totals

Leaving Reasons by Directorate

Leaving Reason	Community and Housing	Community Services	Corporate Services	Environment	Lifelong Learning	Schools
Career Development	0	28	9	8	10	0
Competition From Other Employers	0	2	0	1	0	0
Conditions Of Employment	0	1	1	1	0	0
Death	1	1	0	1	0	1
Dismissal - Capability	0	1	1	1	0	0
Dismissal - Conduct	0	6	3	4	2	0
Dismissal - Legal Restrictions	0	0	0	0	0	0
Dismissal - Medical Capability	0	12	2	2	5	2
Dismissal - Redundancy - Compulsory	6	0	4	1	2	14
Dismissal - Redundancy - Voluntary	0	0	1	0	0	0
Dismissal - Some Other Substantial Reason	0	5	0	0	2	2
End of Contract Term	0	2	5	3	19	11
Nature Of The Work	0	2	1	0	2	0
Other	0	14	12	5	171	30
Pay	0	0	0	0	0	0
Personal Reasons	1	17	4	4	21	6
Reason Not Known	0	11	4	2	13	316
Resignation For Other Or Undisclosed Reasons	1	5	1	1	3	22
Retirement - Early / Voluntary	0	2	2	6	2	26
Retirement - Late	0	6	2	3	2	1
Retirement - Normal	0	13	2	2	10	34
Transfer - Demotion	0	0	0	0	0	0
Transfer - Internal	0	0	0	0	0	2
Transfer - Promotion	0	0	0	0	0	0
Transfer - Re-Deployed	0	0	0	0	0	0
Transferred To Another Employer	0	5	4	6	3	0
Transfer - Re-Organisation	0	0	0	0	0	0
Transfer - System	0	0	0	0	0	0
Total:	9	133	58	51	267	467

Turnover Summary

Data on this page is effective between : 01/04/2009 & 31/03/2010

Last Refreshed On : 13/04/2010

Flintshire County Council Leavers by Length Of Service

Length Of Service At Leaving	Leavers	Leavers %
<1 Mth	23	2.37 %
<6 Mth	139	14.33 %
<1 Yr	92	9.48 %
<5 Yrs	397	40.93 %
5 - 9 Yrs	111	11.44 %
10 - 19 Yrs	109	11.24 %
20+ Yrs	99	10.21 %
Total	970	

Leavers %

Number Of Leavers

The sum of the percentages may not always total to 100% due to rounding.

Leavers by Length Of Service By Directorate

Directorate	<1 Mth	<6 Mth	<1 Yr	<5 Yrs	5 - 9 Yrs	10 - 19 Yrs	20+ Yrs
Community and Housing	0	0	0	1	1	4	3
Community Services	3	10	12	55	17	23	13
Corporate Services	1	3	8	21	8	10	7
Environment	0	2	5	16	7	13	8
Lifelong Learning	5	95	16	99	28	11	13
Schools	14	30	52	213	52	50	56
Totals	23	140	93	405	113	111	100
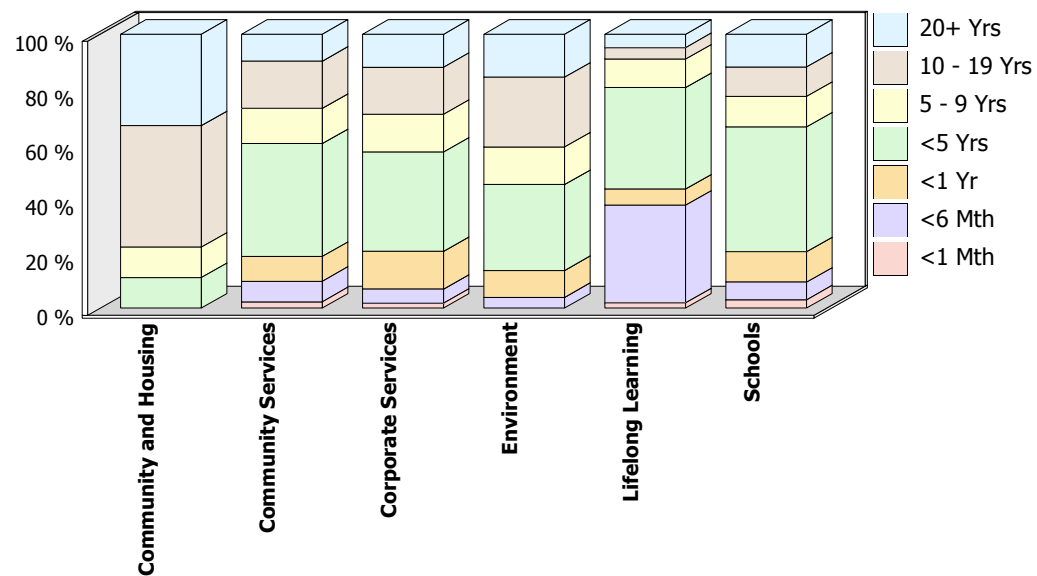
Flintshire County Council Diversity Summary

% Male	% Female	% unspecified	% White	% BME	% Ethnicity Not Recorded	% Welsh (Preferred Language)	% Disabled
25.94 %	73.98 %	0.08 %	54.85 %	0.21 %	44.94 %	0.95 %	1.24 %

Gender

Males
Females
Unspecified

Ethnicity

White
BME
Etnicity Not Recorded
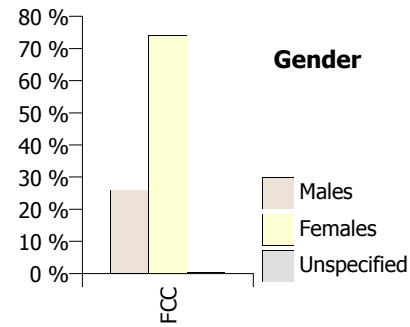
Age Band	Count	%
Under 18	18	0.19 %
18 - 24	745	8.06 %
25 - 34	1564	16.93 %
35 - 49	3526	38.16 %
50 - 54	1152	12.47 %
55 - 64	1844	19.96 %
65+	333	3.60 %
Not Recorded	58	0.63 %
Total	**9240**	
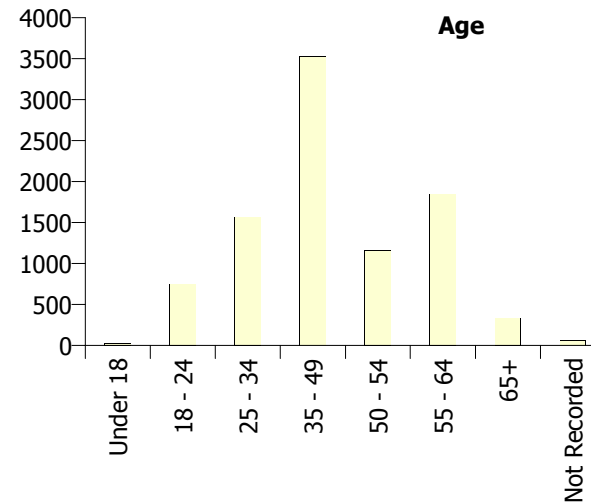
Age

The sum of the percentages may not always total to 100% due to rounding.

Diversity Summary By Directorate

Directorate	% Male	% Female	% Unspecified	% White	% BME	% Not Recorded	% Welsh (Preferred language)	% Disabled
Community and Housing	16.67 %	83.33 %	0%	58.33 %	0%	41.67 %	0%	0%
Community Services	23.98 %	75.82 %	0.19 %	54.31 %	0.25 %	45.43 %	0.13 %	2.16 %
Corporate Services	37.50 %	62.38 %	0.13 %	53.25 %	0.13 %	46.63 %	1.00 %	1.50 %
Environment	58.30 %	41.70 %	0%	65.93 %	0.22 %	33.85 %	0%	2.65 %
Lifelong Learning	25.49 %	74.46 %	0.05 %	57.95 %	0.33 %	41.72 %	0.71 %	1.14 %
Schools	16.64 %	83.32 %	0.04 %	53.08 %	0.13 %	46.76 %	1.45 %	0.56 %

Gender

Ethnicity

The sum of the percentages may not always total to 100% due to rounding.

Age Summary By Directorate

Directorate	Under 18	%	18 - 24	%	25 - 34	%	35 - 49	%	50 - 54	%	55 - 64	%	65+	%	Not Recorded	%
Community and Housing	0	0%	4	8.33 %	11	22.92 %	24	50.00 %	3	6.25 %	5	10.42 %	1	2.08 %	0	0%
Community Services	1	0.06 %	89	5.65 %	259	16.43 %	618	39.21 %	214	13.58 %	354	22.46 %	39	2.47 %	2	0.13 %
Corporate Services	1	0.13 %	63	7.88 %	205	25.62 %	284	35.50 %	85	10.63 %	126	15.75 %	18	2.25 %	18	2.25 %
Environment	0	0%	40	4.42 %	128	14.16 %	356	39.38 %	129	14.27 %	208	23.01 %	43	4.76 %	0	0%
Lifelong Learning	13	0.71 %	286	15.58 %	240	13.07 %	633	34.48 %	222	12.09 %	349	19.01 %	75	4.08 %	18	0.98 %
Schools	3	0.06 %	294	6.36 %	792	17.14 %	1,842	39.86 %	580	12.55 %	913	19.76 %	177	3.83 %	20	0.43 %
Totals:	18		776		1,635		3,757		1,233		1,955		353		58	
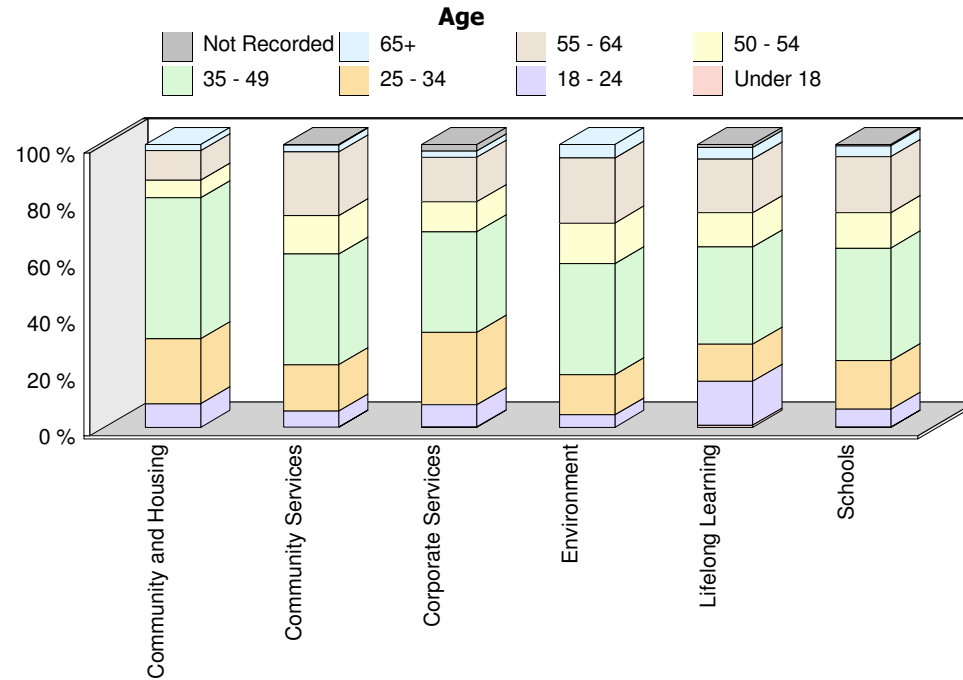
The sum of the percentages may not always total to 100% due to rounding.

Absence Rate Summary By Directorate

Data on this page is effective for quarters between : 01/04/2009 and 31/03/2010

Last Refreshed On : 13/04/2010

Q1 = April - June Q2 = July - September Q3 = October - December Q4 = January - March

Cumulative Totals

Day Lost	Average Days Available	Absence Rate	FTE Days Lost
59,576	1,172,509	5.08 %	10.83

Directorate	Days Lost Q1	Average Days Available Q1	Absence Rate Q1	Days per FTE Q1	Days Lost Q2	Average Days Available Q2	Absence Rate Q2	Days per FTE Q2	Days Lost Q3	Average Days Available Q3	Absence Rate Q3	Days per FTE Q3	Days Lost Q4	Average Days Available Q4	Absence Rate Q4	Days per FTE Q4	FTE Days Lost
Community and Housing	94	2,611	3.61 %	2.06	152	2,491	6.11 %	3.48	118	2,417	4.90 %	2.79	98	2,178	4.49 %	2.56	10.88
Community Services	4,626	68,593	6.74 %	3.84	4,586	69,419	6.61 %	3.77	5,425	70,396	7.71 %	4.39	5,448	70,308	7.75 %	4.42	16.43
Corporate Services	904	25,953	3.48 %	1.98	1,058	26,017	4.07 %	2.32	1,050	26,009	4.04 %	2.30	898	25,579	3.51 %	2.00	8.61
Environment	1,280	41,376	3.09 %	1.76	1,690	41,345	4.09 %	2.33	2,126	42,273	5.03 %	2.87	2,385	43,031	5.54 %	3.16	10.15
Lifelong Learning	1,953	43,114	4.53 %	2.58	2,238	43,478	5.15 %	2.93	2,615	43,886	5.96 %	3.40	2,369	44,097	5.37 %	3.06	11.98
Schools	4,343	108,854	3.99 %	1.92	3,087	110,081	2.80 %	1.35	5,457	110,132	4.96 %	2.38	5,577	108,872	5.12 %	2.46	8.10
	13,199	290,502	4.54 %	2.42	12,812	292,830	4.38 %	2.33	16,791	295,113	5.69 %	3.03	16,774	294,064	5.70 %	3.04	

Target KPI :

0809 Directorates	Prev Days Lost Q1	Prev Average Days Available Q1	Prev Absence Rate Q1	Prev Days Per FTE Q1	Prev Days Lost Q2	Prev Average Days Available Q2	Prev Absence Rate Q2	Prev Days Per FTE Q2	Prev Days Lost Q3	Prev Average Days Available Q3	Prev Absence Rate Q3	Prev Days Per FTE Q3	Prev Days Lost Q4	Prev Average Days Available Q4	Prev Absence Rate Q4	Prev Days Per FTE Q4	Prev FTE Days Lost
ASC	2386	39177	6.09 %	3.47	2699	40968	6.59 %	3.75	3794	42074	9.02 %	5.14	3400	42468	8.01 %	4.56	17.00
C&H	1808	27885	6.48 %	3.70	2223	28409	7.82 %	4.46	2693	28584	9.42 %	5.37	2204	28747	7.67 %	4.37	17.91
Chief Exces	27	700	3.85 %	2.20	68	700	9.68 %	5.52	30	700	4.29 %	2.45	23	703	3.29 %	1.87	12.03
Corp Start	311	10644	2.92 %	1.66	326	10701	3.04 %	1.73	299	10843	2.76 %	1.57	477	10981	4.34 %	2.47	7.46
ED CS & Rec	2827	51143	5.53 %	3.15	2638	51626	5.11 %	2.91	3090	51967	5.95 %	3.39	3727	52162	7.15 %	4.07	13.54
Env & Regen	1211	30	4.06 %	2.31	1145	60612	3.74 %	2.13	1580	30754	5.14 %	2.93	1519	31070	4.89 %	2.79	10.17
Fin, Legal & Dem	412	11494	3.58 %	2.04	523	11545	4.53 %	2.58	486	11569	4.20 %	2.40	657	11660	5.64 %	3.21	10.24
Schools	4706	104525	4.50 %	2.16	2961	106431	2.78 %	1.34	5740	108721	5.28 %	2.53	5890	109008	5.40 %	2.59	8.64
Theatre	128	2874	4.47 %	2.55	54	2904	1.86 %	1.06	45	2929	1.53 %	0.87	141	2929	4.82 %	2.75	7.22
Unattached	54	2508	2.15 %	1.22	46	1229	3.75 %	2.14	29	771	3.74 %	2.13	49	612	7.98 %	4.55	7.90
Totals	13870	280805	4.94 %	2.63	12682	285126	7.31 %	2.37	17788	288912	6.16 %	3.28	18086	290340	6.23 %	3.32	

Previous Year Cumulative Totals

Prev Days Lost	Prev Average Days Available	Prev Absence Rate	Prev FTE Days Lost
62,426	1,145,184	5.45 %	11.61

FLINTSHIRE COUNTY COUNCIL

Workforce Information Report

Period Up To: 30/06/2009

Directorate	Position Status	Positions		
		Total	Vacant	Occupied
Community and Housing	Non Established	1	1	0
	Not Recorded	74	11	63
	Total:	75	12	63
Community Services	Established	363	47	316
	Non Established	40	18	22
	Not Recorded	1,696	300	1,396
	Total:	2,099	365	1,734
Corporate Services	Established	426	42	384
	Non Established	63	17	46
	Not Recorded	453	50	403
	Total:	942	109	833
Environment	Established	584	66	518
	Non Established	13	9	4
	Not Recorded	478	113	365
	Total:	1,075	188	887
Lifelong Learning	Established	440	42	398
	Non Established	299	49	250
	Not Recorded	2,204	608	1,596
	Total:	2,943	699	2,244
Schools	Established	1	0	1
	Not Recorded	7,332	681	6,651
	Total:	7,333	681	6,652
	Totals:	14,467	2,054	12,413

All Positions

Vacant Positions

Occupied Positions
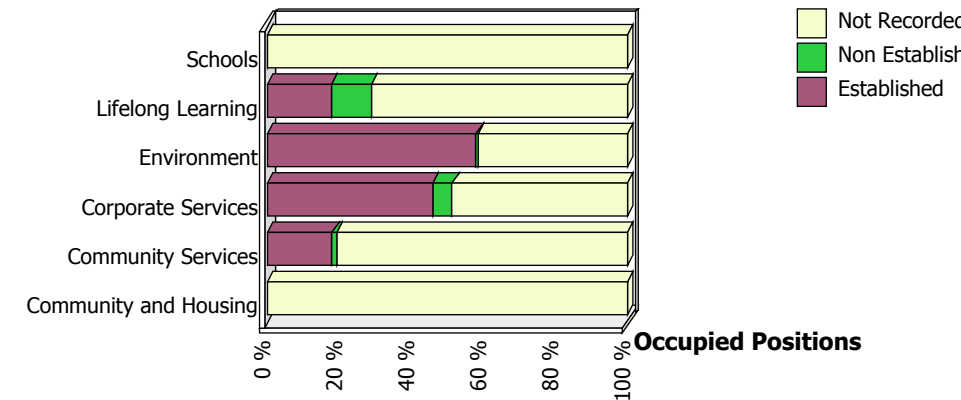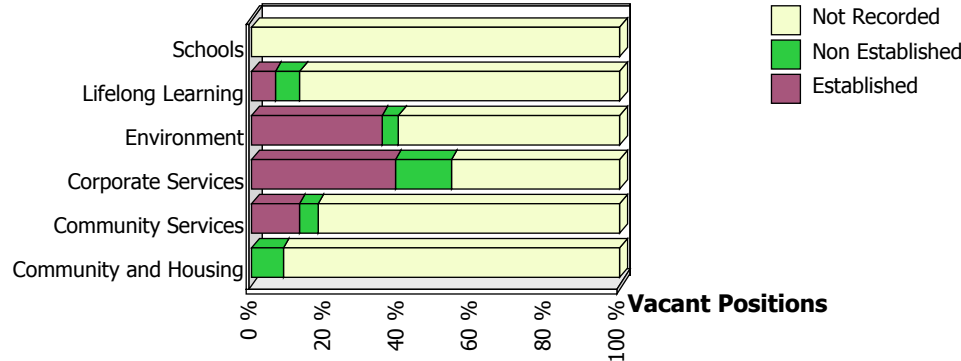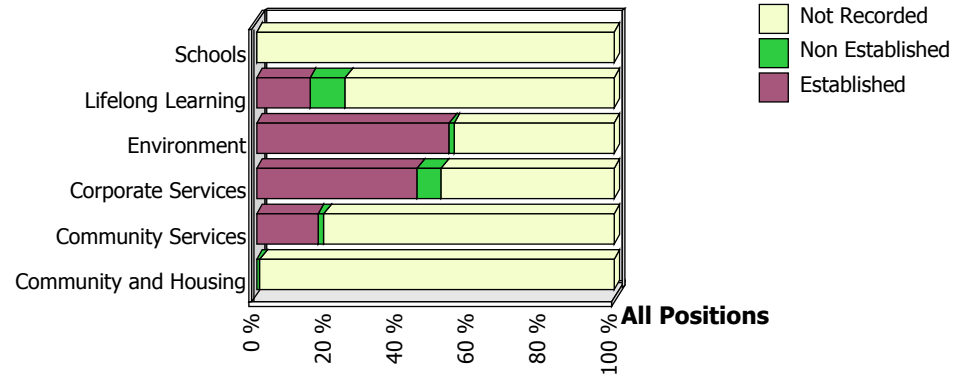
Headcount Summary By Directorate

Data on this page is effective as at : 30/06/2009

Last Refreshed On : 10/07/2009

Flintshire County Council Actual Total Headcount : 8,976

Directorate	HEADCOUNT			POSITION TYPE						POSITION BASIS			
	Total FTE	People	Positions	Permanent	Relief	Temporary Fixed Term	* Via Managed Agency Service	Seasonal Fixed Term	Contract For Services	Full Time	Full Time Term Time	Part Time	Part Time Term Time
Community and Housing	43	60	63	50	3	10	0	0	0	38	0	25	0
Community Services	1,212	1,543	1,728	1,294	228	206	0	0	0	900	0	825	1
Corporate Services	455	754	833	472	293	68	0	0	0	402	2	426	0
Environment	726	870	887	728	26	133	0	0	0	654	2	228	3
Lifelong Learning	766	1,820	2,218	1,169	487	559	0	3	0	467	9	1,731	5
Schools	2,272	4,458	6,651	3,348	1,249	2,054	0	0	0	1,371	69	4,954	257
Totals:	5,474	9,505	12,380	7,061	2,286	3,030	0	3	0	3,832	82	8,189	266
				57.04 %	18.47 %	24.47 %	0.00 %	0.02 %	0.00 %	30.95 %	0.66 %	66.15 %	2.15 %

Legend:
- Contract For Services
- Seasonal Fixed Term
- Relief
- Temporary Fixed Term
- *Agency
- Permanent
- Part Time Term Time
- Part Time
- Full Time Term Time
- Full Time

Position Type

Position Basis

* Data for the managed agency service is not recorded in Trent, but has been provided from the managed agency service system - Matrix

The sum of the percentages may not always total to 100% due to rounding

248

Flintshire County Council Turnover

People at Start Point	People at End Point	Average People HeadCount	All Leavers (People)	Voluntary Leavers	All Turnover %	Voluntary Turnover %
8,908	8,992	8,950	126	88	1.41	0.98

Directorate Turnover

Directorate	People at Start Point	People at End Point	Average People HeadCount	Leavers (People)	Voluntary Leavers (People)	All Turnover %	Voluntary Turnover %
Community and Housing	64	60	62	2	0	3.23	0.00
Community Services	1,531	1,545	1,538	34	21	2.21	1.37
Corporate Services	751	754	753	9	5	1.20	0.66
Environment	874	870	872	14	8	1.61	0.92
Lifelong Learning	1,820	1,835	1,828	24	19	1.31	1.04
Schools	4,391	4,459	4,425	47	37	1.06	0.84
Totals:	9,431	9,523	9,477	130	90		

The sum of the percentages may not always total to 100% due to rounding.

Flintshire County Council Leaving Reasons

Leaving Reason	FCC Total	Leavers %
Career Development	12	9.52 %
Competition From Other Employers	1	0.79 %
Conditions Of Employment	0	0%
Death	2	1.59 %
Dismissal - Capability	0	0%
Dismissal - Conduct	5	3.97 %
Dismissal - Legal Restrictions	0	0%
Dismissal - Medical Capability	4	3.17 %
Dismissal - Redundancy - Compulsory	4	3.17 %
Dismissal - Redundancy - Voluntary	0	0%
Dismissal - Some Other Substantial Reason	3	2.38 %
End of Contract Term	4	3.17 %
Nature Of The Work	1	0.79 %
Other	28	22.22 %
Pay	1	0.79 %
Personal Reasons	7	5.56 %
Reason Not Known	31	24.60 %
Resignation For Other Or Undisclosed Reasons	4	3.17 %
Retirement - Early / Voluntary	3	2.38 %
Retirement - Late	4	3.17 %
Retirement - Normal	8	6.35 %
Transfer - Demotion	0	0%
Transfer - Internal	0	0%
Transfer - Promotion	0	0%
Transfer - Re-Deployed	0	0%
Transferred To Another Employer	4	3.17 %
Transfer - Re-Organisation	0	0%
Transfer - System	0	0%
Total:	126	

250

Leaving Reasons by Directorate

Leaving Reason	Community and Housing	Community Services	Corporate Services	Environment	Lifelong Learning	Schools
Career Development	0	7	0	4	1	0
Competition From Other Employers	0	1	0	0	0	0
Conditions Of Employment	0	0	0	0	0	0
Death	1	1	0	0	0	0
Dismissal - Capability	0	0	0	0	0	0
Dismissal - Conduct	0	2	2	2	0	0
Dismissal - Legal Restrictions	0	0	0	0	0	0
Dismissal - Medical Capability	0	2	0	1	0	1
Dismissal - Redundancy - Compulsory	1	0	1	0	2	0
Dismissal - Redundancy - Voluntary	0	0	0	0	0	0
Dismissal - Some Other Substantial Reason	0	1	0	0	2	0
End of Contract Term	0	0	1	1	0	2
Nature Of The Work	0	0	1	0	0	0
Other	0	4	2	1	13	9
Pay	0	0	0	0	1	0
Personal Reasons	0	3	0	0	4	0
Reason Not Known	0	4	1	0	1	26
Resignation For Other Or Undisclosed Reasons	0	0	1	1	0	2
Retirement - Early / Voluntary	0	1	0	0	0	2
Retirement - Late	0	3	0	1	0	0
Retirement - Normal	0	3	0	1	0	5
Transfer - Demotion	0	0	0	0	0	0
Transfer - Internal	0	0	0	0	0	0
Transfer - Promotion	0	0	0	0	0	0
Transfer - Re-Deployed	0	0	0	0	0	0
Transferred To Another Employer	0	2	0	2	0	0
Transfer - Re-Organisation	0	0	0	0	0	0
Transfer - System	0	0	0	0	0	0
Total:	2	34	9	14	24	47

Flintshire County Council Leavers by Length Of Service

Length Of Service At Leaving	Leavers	Leavers %
<1 Mth	5	3.97 %
<6 Mth	12	9.52 %
<1 Yr	16	12.70 %
<5 Yrs	47	37.30 %
5 - 9 Yrs	12	9.52 %
10 - 19 Yrs	21	16.67 %
20+ Yrs	13	10.32 %
Total	126	

Leavers %

Number Of Leavers
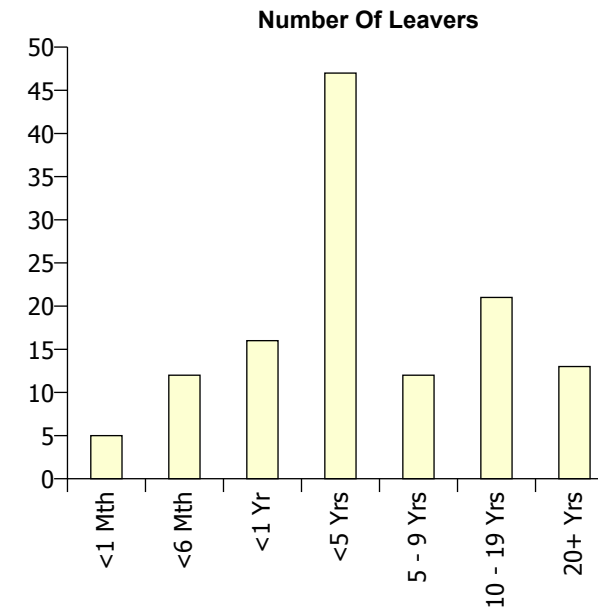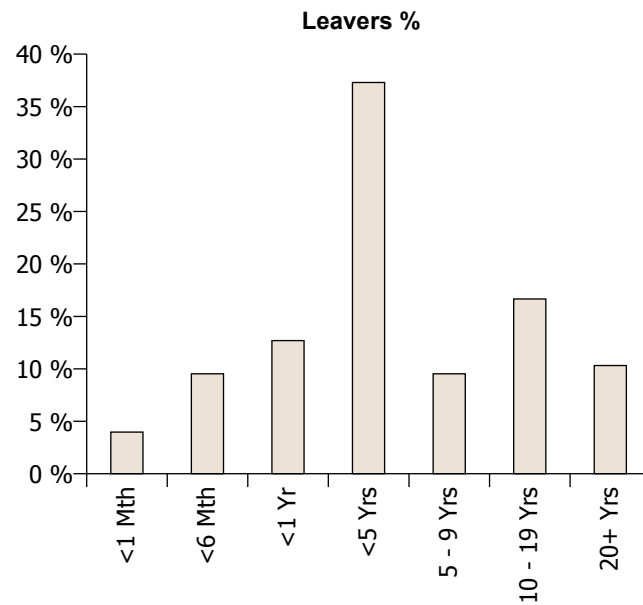
The sum of the percentages may not always total to 100% due to rounding.

Turnover Summary

Data on this page is effective between : 01/04/2009 & 30/06/2009

Last Refreshed On : 10/07/2009

Leavers by Length Of Service By Directorate

Directorate	<1 Mth	<6 Mth	<1 Yr	<5 Yrs	5 - 9 Yrs	10 - 19 Yrs	20+ Yrs
Community and Housing	0	0	0	1	0	0	1
Community Services	0	1	3	16	4	6	4
Corporate Services	1	0	1	4	0	3	0
Environment	1	0	1	5	1	4	2
Lifelong Learning	1	5	3	11	3	0	1
Schools	2	6	8	12	4	9	6
Totals	5	12	16	49	12	22	14
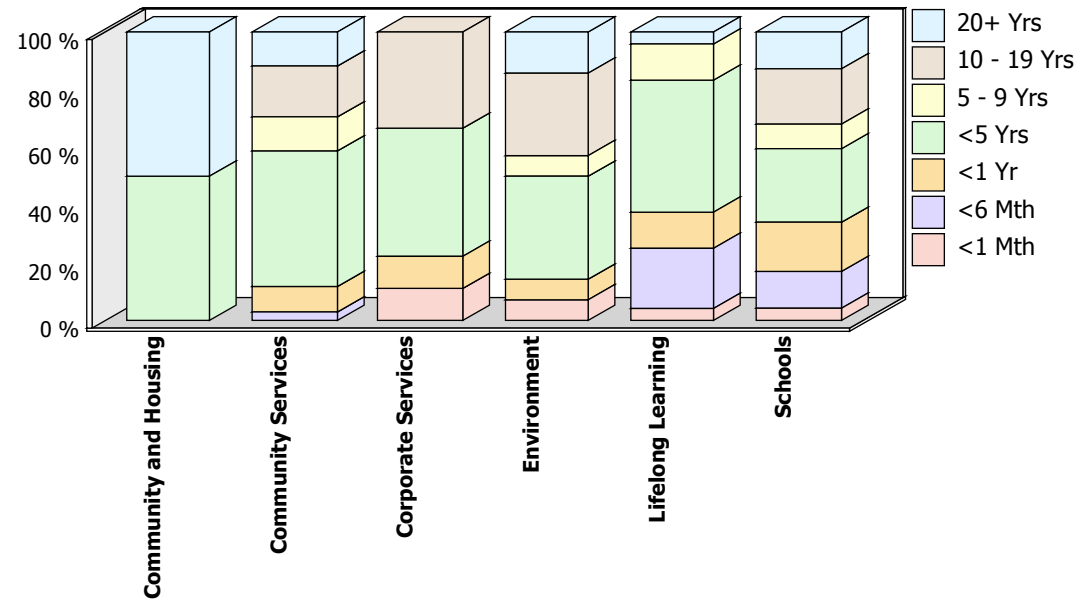
Flintshire County Council Diversity Summary

% Male	% Female	% unspecified	% White	% BME	% Ethnicity Not Recorded	% Welsh (Preferred Language)	% Disabled
25.63 %	74.36 %	0.01 %	59.35 %	0.26 %	40.40 %	0.91 %	1.38 %

Gender

Ethnicity
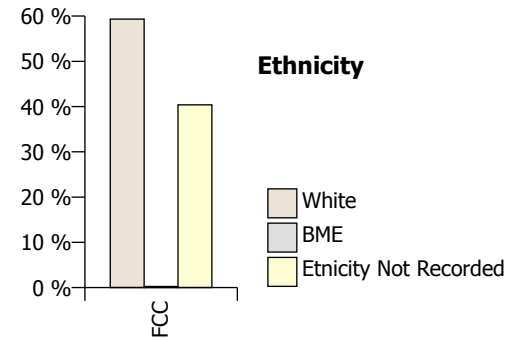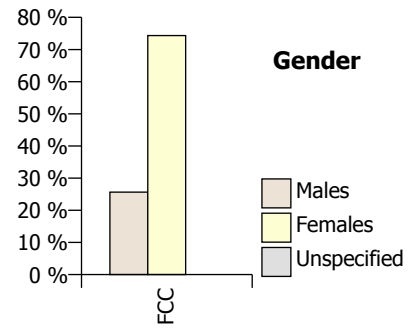
Age Band	Count	%
Under 18	33	0.37 %
18 - 24	707	7.86 %
25 - 34	1492	16.59 %
35 - 49	3473	38.62 %
50 - 54	1136	12.63 %
55 - 64	1794	19.95 %
65+	309	3.44 %
Not Recorded	49	0.54 %
Total	**8993**	
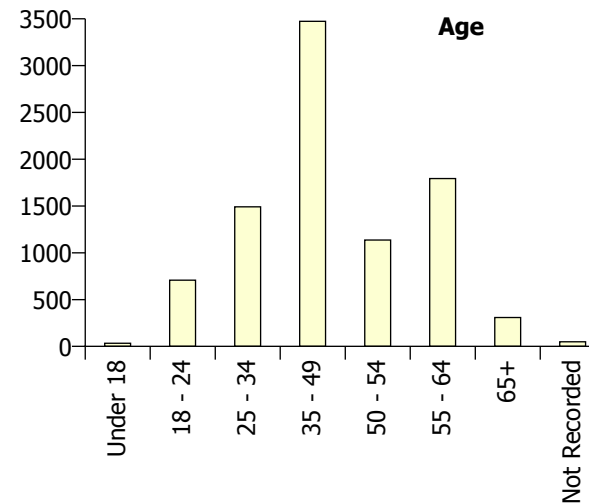
Age

The sum of the percentages may not always total to 100% due to rounding.

Diversity Summary By Directorate

Directorate	% Male	% Female	% Unspecified	% White	% BME	% Not Recorded	% Welsh (Preferred language)	% Disabled
Community and Housing	13.33 %	86.67 %	0%	56.67 %	0%	43.33 %	0%	0%
Community Services	23.75 %	76.18 %	0.06 %	57.86 %	0.32 %	41.81 %	0.19 %	2.52 %
Corporate Services	35.81 %	64.19 %	0%	60.08 %	0.13 %	39.79 %	0.93 %	1.59 %
Environment	57.47 %	42.53 %	0%	71.15 %	0.34 %	28.51 %	0%	3.10 %
Lifelong Learning	24.24 %	75.76 %	0%	60.78 %	0.33 %	38.89 %	0.60 %	1.25 %
Schools	17.02 %	82.98 %	0%	58.04 %	0.18 %	41.78 %	1.44 %	0.65 %

Gender

Ethnicity

255

The sum of the percentages may not always total to 100% due to rounding.

Age Summary By Directorate

Directorate	Under 18	%	18 - 24	%	25 - 34	%	35 - 49	%	50 - 54	%	55 - 64	%	65+	%	Not Recorded	%
Community and Housing	0	0%	5	8.33 %	11	18.33 %	28	46.67 %	5	8.33 %	9	15.00 %	2	3.33 %	0	0%
Community Services	0	0%	91	5.89 %	239	15.47 %	619	40.06 %	214	13.85 %	335	21.68 %	38	2.46 %	9	0.58 %
Corporate Services	1	0.13 %	74	9.81 %	182	24.14 %	272	36.07 %	86	11.41 %	115	15.25 %	17	2.25 %	7	0.93 %
Environment	0	0%	36	4.14 %	129	14.83 %	343	39.43 %	123	14.14 %	202	23.22 %	37	4.25 %	0	0%
Lifelong Learning	21	1.14 %	292	15.90 %	226	12.31 %	671	36.55 %	204	11.11 %	341	18.57 %	71	3.87 %	10	0.54 %
Schools	11	0.25 %	244	5.47 %	767	17.20 %	1,777	39.85 %	578	12.96 %	896	20.09 %	163	3.66 %	23	0.52 %
Totals:	33		742		1,554		3,710		1,210		1,898		328		49	
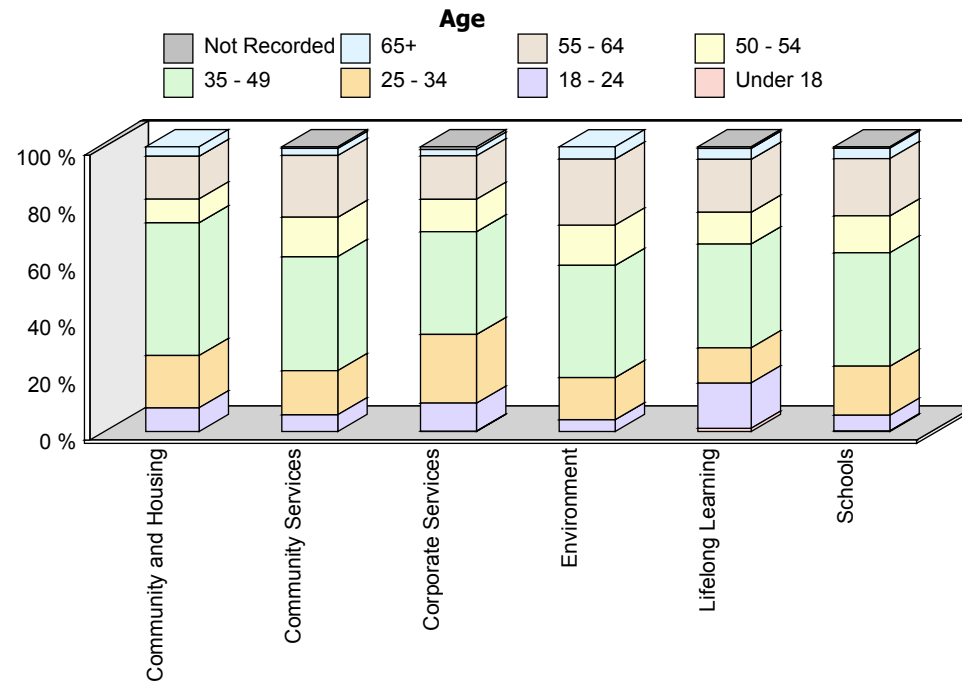
The sum of the percentages may not always total to 100% due to rounding.

Absence Rate Summary By Directorate

CYNGOR
Sir y Fflint
Flintshire
COUNTY COUNCIL

Data on this page is effective for quarters between : 01/04/2009 and 30/06/2009

Last Refreshed On : 10/07/2009

Q1 = April - June Q2 = July - September Q3 = October - December Q4 = January - March

Cumulative Totals

Day Lost	Average Days Available	Absence Rate	FTE Days Lost
15,104	290,365	5.20 %	11.08

Directorate	Days Lost Q1	Average Days Available Q1	Absence Rate Q1	Days per FTE Q1	FTE Days Lost
Community and Housing	94	2,611	3.61 %	2.06	5.52
Community Services	5,086	68,615	7.41 %	4.23	2.61
Corporate Services	1,117	25,908	4.31 %	2.46	2.23
Environment	1,531	41,347	3.70 %	2.11	1.11
Lifelong Learning	2,245	42,958	5.23 %	2.98	5.93
Schools	5,031	108,926	4.62 %	2.22	1.88
	15,104	290,365	5.20 %	2.77	

Target KPI :

Absence Rate Q1
Days per FTE Q1

0809 Directorates	Prev Days Lost Q1	Prev Average Days Available Q1	Prev Absence Rate Q1	Prev Days Per FTE Q1	Prev Days Lost Q2	Prev Average Days Available Q2	Prev Absence Rate Q2	Prev Days Per FTE Q2	Prev Days Lost Q3	Prev Average Days Available Q3	Prev Absence Rate Q3	Prev Days Per FTE Q3	Prev Days Lost Q4	Prev Average Days Available Q4	Prev Absence Rate Q4	Prev Days Per FTE Q4	Prev FTE Days Lost
ASC	2386	39177	6.09 %	3.47	2699	40968	6.59 %	3.75	3794	42074	9.02 %	5.14	3400	42468	8.01 %	4.56	17.00
C&H	1808	27885	6.48 %	3.70	2223	28409	7.82 %	4.46	2693	28584	9.42 %	5.37	2204	28747	7.67 %	4.37	17.91
Chief Exces	27	700	3.85 %	2.20	68	700	9.68 %	5.52	30	700	4.29 %	2.45	23	703	3.29 %	1.87	12.03
Corp Start	311	10644	2.92 %	1.66	326	10701	3.04 %	1.73	299	10843	2.76 %	1.57	477	10981	4.34 %	2.47	7.46
ED CS & Rec	2827	51143	5.53 %	3.15	2638	51626	5.11 %	2.91	3090	51967	5.95 %	3.39	3727	52162	7.15 %	4.07	13.54
Env & Regen	1211	30	4.06 %	2.31	1145	60612	3.74 %	2.13	1580	30754	5.14 %	2.93	1519	31070	4.89 %	2.79	10.17
Fin, Legal & Dem	412	11494	3.58 %	2.04	523	11545	4.53 %	2.58	486	11569	4.20 %	2.40	657	11660	5.64 %	3.21	10.24
Schools	4706	104525	4.50 %	2.16	2961	106431	2.78 %	1.34	5740	108721	5.28 %	2.53	5890	109008	5.40 %	2.59	8.64
Theatre	128	2874	4.47 %	2.55	54	2904	1.86 %	1.06	45	2929	1.53 %	0.87	141	2929	4.82 %	2.75	7.22
Unattached	54	2508	2.15 %	1.22	46	1229	3.75 %	2.14	29	771	3.74 %	2.13	49	612	7.98 %	4.55	7.90
Totals	13870	280805	4.94 %	2.63	12682	285126	7.31 %	2.37	17788	288912	6.16 %	3.28	18086	290340	6.23 %	3.32	

Previous Year Cumulative Totals

Prev Days Lost	Prev Average Days Available	Prev Absence Rate	Prev FTE Days Lost
62,426	1,145,184	5.45 %	11.61

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FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 16

REPORT TO: **EXECUTIVE**

DATE : **21 SEPTEMBER 2010**

REPORT BY: **DIRECTOR OF COMMUNITY SERVICES**

SUBJECT : **BUDGET REALIGNMENT - CHILDREN'S SERVICES**

1.00   PURPOSE OF REPORT

1.01   To advise Members of the proposed budget realignment within services to children which reflects undertakings previously given to our foster care population.

2.00   BACKGROUND

2.01   Prior to the restructure of the directorates when Children's Services were part of the Directorate of Education, Children's Services and Recreation, as an acknowledgement of the need to recruit and retain a sufficient number of foster carers, an undertaking was given that Flintshire County Council would pay the recommended rate set by the Fostering Network.

2.01   Alongside this a foster care career grade had been introduced as an added incentive to pursue training and to gain experience in meeting the needs of some of our more troubled young people within the care system.

3.00   CONSIDERATIONS

3.01   The previous agreement to acknowledge the Fostering Network rate annual uplift, together with an uplift to cover carers progressing through the career grade appears to have lapsed upon the restructure.

3.02   During the financial year 2009/10 Children's Services funded the shortfall by deferring the implementation of new initiatives and from staff recruitment slippages.

3.03   2009/10 was a particularly pressurised year in terms of demands for placements due to the outfall from the death of Peter Connelly in Haringey and the subsequent rise in the care population experienced throughout Wales and the UK.

3.04   Budget pressure bids made in year for 2010/11 saw a reinstatement of the annual Fostering Network rate increase alongside an agreement to acknowledge additional costs for carers progressing to the next level of competence.

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3.05　Children's Services would wish to realign the budget to reflect the position for 2010/11 and utilise the funds released to cover the increased costs of the Emergency Duty Team and pressures upon the Family Support Team budget due to increased numbers of children subject to care proceedings and the costs associated with court directed contact arrangements.

3.06　The delay in requesting this virement is due to the detailed costings which have been required. Initially it was calculated that the virement would fall below the £75,000 threshold.

4.00　RECOMMENDATIONS

4.01　That Executive approves the realignment of the Children's Services budget through the virement as outlined in 3.05.

5.00　FINANCIAL IMPLICATIONS

5.01　A budget virement of £98,000 will be made from the Family Placement Team's Boarded Out Budget to be effective from 01.04.10.

5.02　The above virements will not affect the overall Community Services budget.

5.03　Given the current financial climate within which we are now operating it is unlikely that the Fostering Network rates will increase significantly. Budget pressure bids will be submitted year on year in future and if rejected the increased payment rate will be met within current resource or a diversion from the national rate will be made. Similarly with career grade increases for carers if bids are not endorsed.

6.00　ANTI POVERTY IMPACT

6.01　None arising from this report.

7.00　ENVIRONMENTAL IMPACT

7.01　None arising from this report.

8.00　EQUALITIES IMPACT

8.01　None arising from this report.

9.00　PERSONNEL IMPLICATIONS

9.01　None arising from this report.

10.00　CONSULTATION REQUIRED

10.01　None

11.00 <u>**CONSULTATION UNDERTAKEN**</u>

11.01   None

12.00 <u>**APPENDICES**</u>

12.01   None

<u>**LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985**</u>
<u>**BACKGROUND DOCUMENTS**</u>

Flintshire County Council's Fostering Handbook (including Carers Task Description/ Payments for Skills)

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FLINTSHIRE COUNTY COUNCIL

REPORT TO: **EXECUTIVE**

DATE :   **21 SEPTEMBER 2010**

REPORT BY: **HEAD OF HOUSING**

SUBJECT :   **GLAN Y MORFA COURT - PHASE 2**

1.00   PURPOSE OF REPORT

1.01   To seek approval for a proposed second phase of improvement works to Glan y Morfa Court, Connah's Quay.

2.00   BACKGROUND

2.01   Flintshire County Council is committed to providing high quality older person's accommodation.

2.02   As part of this commitment Members agreed on the 9th June 2009 to the investment of £400k from the 2009/10 HRA Capital programme for a first phase remodelling of Council owned bedsits at Glan y Morfa Court, which were considered as being 'hard-to-let' and in need of modernisation.

2.03   Glan y Morfa Court is sheltered housing accommodation containing a mixture of bedsits situated within a main block and an annex block, together with some communal facilities and a number of bungalows situated within the same site. There are currently a total of 12 sheltered bungalows at the site, none of which are currently vacant. There are also 32 bedsits within the main scheme, 14 of which are currently vacant, along with a further 12 bedsits contained within the annex block (which are currently in the process of being remodelled).

2.04   The first phase of works agreed by members was to remodel the annex block (number's 46-57) of 12 bedsit's into eight one-bedroom flats. Each flat would then have its own living/dining room, bedroom, kitchen and bathroom. As part of the remodelling works, a new lift would also be installed to service the eight flats.

2.05   The first phase of works to Glan y Morfa Court began on site earlier this year and has a current estimated completion date of October 2010. Some of the tenants within the main block at Glan y Morfa have already indicated that they wish to move into the newly remodelled one-bedroom flats once completed.

2.06   A further report was presented to the Housing Overview and Scrutiny Committe on the 11th November 2009 asking members to support in principla a proposal to continue with further remodelling of Glan y Morfa

Court, subject to consultation with residents and local Members. This was agreed.

3.00 CONSIDERATIONS

3.01   A consultation event took place on the 15th June 2010 to which all the tenants of Glan y Morfa Court were invited along with local members and the Executive Member for Housing. At the event a presentation was given outlining proposals for a phase 2 and possible phase 3 of remodelling works. This would include a lift being installed in the main block. Phase 2 would be to remodel half of the main block (containing 16 bedsits - numbers 10-17 and 26-33) into 8 one-bedroom flats and phase 3 would similarly be to remodel the remaining 16 bedsits of the main block into 8 one-bedroom flats (numbers 2-9 and 18-26).

3.02   As the Glan y Morfa Court scheme currently has a number of longer term vacant properties, a draft plan was presented at the meeting (should further remodelling be agreed) explaining how these empty properties could be used to decant tenants whilst the works were being conducted.

3.04   The event was attended by 16 current Glan y Morfa tenants along with the two local Members and the Executive Member for Housing. It was pleasing to see that the overall feedback from the event was very positive. Tenants seemed particularly pleased that they were being given the opportunity to raise their concerns and that their views would be taken into account as firm proposals are developed.

3.05   Some issues and concerns were raised during the meeting. For example, one issue raised was regarding the lack of parking available on the site for tenants and visitors. Another issue raised during the meeting by a small number of the tenants was that they did not want to move from their current bed-sit into a one-bedroom flat. Overall it was felt that it was possible for the issues and concerns raised to be addressed prior to commencing any further remodelling works. A commitment was given at the meeting for some further consultation to take place with all of the Glan y Morfa Court tenants who would be affected, to ascertain how many tenants would prefer to stay in their current bedsits, rather than consider moving to a newly remodelled one-bedroom flat.

3.06   Subsequently, individual tenants within the Glan y Morfa Court main block were visited. During the visits, 9 of the current 18 tenants in the main block stated that they would prefer to remain within their current bed-sit.

3.07   Following this final feedback, officers in conjunction with Local Members have considered what options are available. The favoured option that best meets residents wishes and addresses the issue of unpopular outdated stock is to remodel phase 2 from 16 bedsits into 8 one-bedroom flats and to not proceed with a phase 3 at the moment. This would mean that 16 of the

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current bedsits within the scheme would remain at Glan y Morfa Court for the near future.

3.08   Ultimately this would mean that following completion of phase 1 and phase 2 at Glan y Morfa Court there would be a mixture of 16 one-bedroom flats and 16 bedsits. This is felt to be the best option currently available as whilst it ensures that any tenants who wish to remain within a bedsit contine to have that option, a number of the bedsits will be remodelled into high quality   one-bedroom flats.

3.09   Tenants would be given as much choice as possible in terms of where they would ultimately like to live within the Glan y Morfa scheme. For example, one tenant may wish to move to one of the new one-bedroom flats that will be completed in phase 1, whereas another tenant may wish to decant from their current flat whilst the works are undertaken and then return to a new one-bedroom flat within the same block as they previously lived in.

3.10   As with phase 1, tenants would each be eligible to claim for up to £2k discretionary costs in helping with the costs of removals etc. when moving from their current flat. For any tenants who would potentially be moving twice (i.e. decanting from their current flat whilst the works are undertaken and then returning to a new one-bedroom flat within the same block as they previously lived in), they would then qualify twice for the discretionary costs.

3.11   The budget for the proposed phase 2 works (as detailed in Section 5.1 of this report) has already been agreed as part of the Capital Programme for 2010/11 and includes sufficient budget to cover for the discretionary costs (as detailed above in Section 3.10).

4.00   RECOMMENDATIONS

4.01   That Executive approve a phase 2 remodelling of Glan y Morfa Court as described in this paper.

4.02   That approval is given to stop letting flats that would be affected by a phase 2 remodelling of Glan y Morfa court.

4.03   That approval is given for properties that would be remodelled in phase 2 to be removed from the rental debit (once vacant), until the scheme is completed.

5.00   FINANCIAL IMPLICATIONS

5.01   The costs for the phase 2 works at Glan y Morfa Court are currently estimated to be £500k. This figure is included within the Capital Programme for 2010/11 as part of an overall allocation of £830k for works to void properties.

6.00 ANTI POVERTY IMPACT

6.01 The installation of modern fuel efficient boilers will provide a direct benefit to the lives and living conditions of those tenants residing in the properties.

7.00 ENVIRONMENTAL IMPACT

7.01 There is a proposal within the report to consider environmental improvements to Glan y Morfa in respect of parking.

8.00 EQUALITIES IMPACT

8.01 None.

9.00 PERSONNEL IMPLICATIONS

9.01 Completion of phase 2 would result in there being a reduction in the number of units at Glan y Morfa scheme, which are currently served by a warden.

10.00 CONSULTATION REQUIRED

10.01 Further consultation events will take place with tenants and local Members regarding any further remodelling works at Glan y Morfa, to ensure that any disruption to the tenants is kept to a minimum. Prospective tenants will also be consulted on the colour of kitchen cabinets, floor coverings and wall tiles.

11.00 CONSULTATION UNDERTAKEN

11.01 As detailed in sections 3.04 - 3.05 earlier in the report.

12.00 APPENDICES

12.01 None

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

None

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Date: 15/09/2010

FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 18

REPORT TO:	**EXECUTIVE**
DATE :	**21 SEPTEMBER 2010**
REPORT BY:	**HEAD OF HOUSING**
SUBJECT :	**RIVERSIDE CARAVAN SITE**

1.00   PURPOSE OF REPORT

1.01   To seek approval to enable the conclusion of the agreement for the management of the Riverside Gypsy site with the National Gypsy Council (NGC).

2.00   BACKGROUND

2.01   The site, which is located adjacent to the River Dee, amounts to a permanent traveller site with 20 pitches and associated amenity blocks and is accessed off the A494 Queensferry by pass.

2.02   The site, which is owned by the Council, is occupied under a management agreement dated 21st December 1997 with the NGC and a named site manager.

2.03   A revised agreement has been agreed with the NGC and the current site manager. This agreement has not been formally completed as the extent of officer authority is unclear.

3.00   CONSIDERATIONS

3.01   Welsh Assembly Government good practice guidance on Gypsy-Traveller site design and management aims to ensure that sites are managed to equivalent standards that would be expected for social housing for the settled community. Therefore, such good practice guidance suggests that the management of such sites could fall within the management remit of the social housing sector.

3.02   In order for the amended agreement referred to in 2.03 above to take effect the Executive's approval is being sought to confirm the site sits within the portfolio of Community Services (Housing) to allow the Head of Housing to have the authority to approve any necessary future amendments to the agreement to reflect any operational changes to the management of the site that may arise from time to time.

3.03   This course of action was considered by the Corporate Asset Management Group on the 14th July 2010 and subsequently approved for submission to the Executive.

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4.00   RECOMMENDATIONS

4.01   Members of the Executive are asked to approve that responsibility for the site will rest with Community Services (Housing).

4.02   The Executive are asked to agree that the Head of Housing has authority to approve any necessary future amendments to the management agreement to reflect any operational changes to the management of the site, including the identity of the site manager and has authority to enter into any future agreement for the management of the site in the event of the NGC ceasing to be the site manager (whether by agreement or otherwise).

5.00   FINANCIAL IMPLICATIONS

5.01   None at this time

6.00   ANTI POVERTY IMPACT

6.01   None at this time

7.00   ENVIRONMENTAL IMPACT

7.01   N/A

8.00   EQUALITIES IMPACT

8.01   None at this time

9.00   PERSONNEL IMPLICATIONS

9.01   None at this time however there is a need to review the management resource required to ensure this site is managed effectively.

10.00   CONSULTATION REQUIRED

10.01   The local member has been consulted

11.00   CONSULTATION UNDERTAKEN

11.01   Direct consultation progressed with National Gypsy Council

12.00   APPENDICES

12.01   None

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

Date: 15/09/2010

None

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FLINTSHIRE COUNTY COUNCIL

REPORT TO:	**EXECUTIVE**
DATE :	**21 SEPTEMBER 2010**
REPORT BY:	**DIRECTOR OF ENVIRONMENT**
SUBJECT :	**THE BUILDING (LOCAL AUTHORITY CHARGES) REGULATIONS 2010**

1.00   PURPOSE OF REPORT

1.01   To seek the approval of the Executive to replace the Authority's existing Scheme for the Recovery of Building Regulation Charges and Associated Matters with the scheme set out in Appendix A, with effect from 1st October 2010.

2.00   BACKGROUND

2.01   A scheme of charges has been in place since 1 st April 1999 based on The Building (Local Authority Charges) Regulations 1998. This scheme has been updated annually with the last changes made on the 1st April 2010.

2.02   New Regulations - The Building (Local Authority Charges) Regulations 2010 were approved by the Secretary of State in February 2010; these regulations require all Local Authorities to approve a new scheme of charges to come into force by the 1 st October 2010. The Regulations allowed for a transitionary period for implementation up to 1 October 2010. Local Authorities in Wales used this transitionary to seek to achieve broad consensus on their proposed charging schemes in order to ensure consistency across the country.

2.03   The new Regulations give Local Authorities more flexibility in setting their charges and relating the charge to the amount of time spent on each individual project. The new charges are a combination of standardised charges and individually determined charges for the more complex schemes.

2.04   Local Authorities are required to adopt a scheme of charges which will recover the costs incurred in the execution of the Building Regulation fee earning service. Any surplus or loss from one year is carried forward to the following years' accounts. The requirement to be cost neutral over a three-year period has been removed, although local authorities may agree to adopt such a timescale if they wish. However, further guidance will be issued in due course on the duration of self-financing periods. This will provide a further opportunity the scheme and charges in light of any changes.

2.05   The attached scheme sets out the proposed charges to be implemented from the 1st October 2010. The Charges now relate to an hourly rate and as such direct comparison with the existing scheme is difficult; however the scheme of

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charges is expected to generate sufficient income to cover the Building Regulation expenditure.

2.06   Details of the scheme have to be publicised at least seven days before coming into effect. The Authority is also required to provide and publish an annual statement of accounts which sets out fully details of the scheme, the amount of income derived and proper costs. This statement has to be completed and published within six months of the year end.

2.07   Local Authorities are expected to continually review the income received and to revise the charges accordingly to ensure a self-financing position is attained.

3.00   CONSIDERATIONS

3.01   The Building Control Service has achieved the required self financing position in nine of the last ten years. The proposed level of charges should be sufficient to ensure the self financing position over the next twelve months provided market conditions continue to improve.

3.02   Local Authorities are required to continually review the income received and to revise the charges accordingly to ensure a self financing position is attained. Members are requested to consider giving delegated authority, as approved in previous Charges reports, to the Environment Director, following consultation with the Executive member, to amend or replace the scheme and alter the charges as and when required.

4.00   RECOMMENDATIONS

4.01   That the Authority agrees to adopt the new Flintshire Scheme for the Recovery of Building Regulation Costs and associated Matters with effect from the 1st October 2010.

4.02   That delegated authority be given to the Environment Director to amend or replace the scheme of charges as and when required, following consultation with the Executive Member for Leisure Services and Public Protection.

5.00   FINANCIAL IMPLICATIONS

5.01   The Building (Local Authority Charges) Regulations 2010 require local authorities to recover costs for relevant Building Control work.

5.02   Building Regulation fee income is dependent upon the level of building activity which tends to be cyclical in nature, and the proportion of the market secured by private sector competitors.

5.03   The Building Regulation service has generated an average income of £410,000 over the last seven years. In year surpluses or deficits on the

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trading account are transferred to the Building Regulation Trading Reserve Account.

5.04 The proposed level of charges are expected to ensure a self financing position is achieved over a three year period; however there will be a need to continually review the situation due to current market conditions.

6.00 ANTI POVERTY IMPACT

6.01 The Building Regulation fee earning service make a considerable contribution toward securing higher health and safety standards in and around buildings.

7.00 ENVIRONMENTAL IMPACT

7.01 None.

8.00 EQUALITIES IMPACT

8.01 None.

9.00 PERSONNEL IMPLICATIONS

9.01 None.

10.00 CONSULTATION REQUIRED

10.01 None.

11.00 CONSULTATION UNDERTAKEN

11.01 None.

12.00 APPENDICES

12.01 Building Control Scheme of Charges - October 2010.

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

The Building (Local Authority Charges) Regulations 2010
Communities and Local Government Circular 01/2010.
Available from Contact Officer

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Date: 15/09/2010

SCHEME FOR THE RECOVERY OF BUILDING REGULATION COSTS AND ASSOCIATED MATTERS

FOR

Flintshire County Council

TO BE READ IN CONJUNCTION WITH
THE BUILDING [LOCAL AUTHORITY CHARGES] REGULATIONS 2010

Date this Scheme came into effect: **1st October 2010**
(A Welsh copy of this document is available)

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

Definitions
The following definitions apply to this Charging Scheme and should be read in conjunction with the other clauses and tables which constitute the Charging Scheme:

'**Building**' - means any permanent or temporary building but not any other kind of structure or erection, and a reference to a building includes a reference to part of a building.

'**Building notice**' - means a notice given in accordance with regulations 12(2) (A) (a) and 13 of the Building Regulations 2000 (as amended).

'**building work**' **means**:

(a) the erection or extension of a building;

(b) the provision or extension of a controlled service or fitting in or in connection with a building;

(c) the material alteration of a building, or a controlled service or fitting;

(d) work required by building regulation 6 (requirements relating to material change of use);

(e) the insertion of insulating material into the cavity wall of a building;

(f) work involving the underpinning of a building;

(g) work required by building regulation 4A (requirements relating to thermal elements);

(h) work required by building regulation 4B (requirements relating to a change of energy status);

(i) work required by building regulation 17D (consequential improvements to energy performance);

'**chargeable function**' means a function relating to the following –

(a) the passing or rejection of plans of proposed building work which has been deposited with the council in accordance with section 16 of the Building Act 1984 (as amended).

(b) the inspection of building work for which plans have been deposited with the council in accordance with the Building Regulation 2000 (as amended) and with section 16 of the Building Act 1984 (as amended)

(c) the consideration of a building notice which has been given to the council in accordance with the Building Regulations 2000 (as amended)

(d) the consideration of building work reverting to the council under the Building (Approved Inspectors etc.) Regulations 2000 (as amended)

(e) the consideration of a regularisation application submitted to the council under regulation 21 of the Building Regulations 2000 (as amended).

'**cost**' does not include any professional fees.

'**dwelling**' includes a dwelling-house and a flat.

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

'**dwelling-house**' does not include a flat or a building containing a flat.

'**flat**' means a separate and self-contained premises constructed or adapted for use for residential purposes and forming part of a building from some other part of which it is divided horizontally.

'**floor area of a building or extension**' is the total floor area of all the storeys which comprise that building. It is calculated by reference to the finished internal faces of the walls enclosing the area, or, if at any point there is no enclosing wall, by reference to the outermost edge of the floor.

'**relevant person**' means:

(a) in relation to a plan charge, inspection charge, reversion charge or building notice charge, the person who carries out the building work or on whose behalf the building work is carried out;

(b) in relation to a regularisation charge, the owner of the building; and

(c) in relation to chargeable advice, any person requesting advice for which a charge may be made pursuant to the definition of 'chargeable advice'

Principles of this Scheme

The set charges or method of establishing the charge have been established in this scheme for the functions prescribed in the Building (Local Authority Charges) Regulations 2010 (referred to as the chargeable functions), namely:

A plan charge. Payable when plans of the building work are deposited with the Local Authority.

An inspection charge. Payable on demand after the authority carry out the first inspection in respect of which the charge is payable.

A building notice charge. Payable when the building notice is given to the authority.

A reversion charge. Payable for building work in relation to a building: -

1. Which has been substantially completed before plans are first deposited with the Authority in accordance with Regulation 20(2)(a)(i) of the Approved Inspectors Regulations, or

2. In respect of which plans for further building work have been deposited with the Authority in accordance with the Regulation 20(3) of the Approved Inspectors Regulations, on the first occasion on which those plans are or have been deposited.

A regularisation charge. Payable at the time of the application to the authority in accordance with Regulation 21 of the Building Regulations.

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

'Chargeable advice' a charge for giving advice in anticipation of the future exercise of the chargeable functions (ie before an application or notice is received for a particular case), which is payable after the first hour of advice, on demand after the authority has given the notice required by Regulation 7(7) of the Building (Local Authority) Charges Regulations 2010 (ie the charge has been confirmed in writing following an individual determination). This charge can be discounted from a subsequent application or notice received for the work in question.

The above charges are payable by the relevant person (see page 2 for definition).

Any charge which is payable to the authority may, in a particular case, and with the agreement of the authority, be paid by instalments of such amounts payable on such dates as may be specified by the authority. If the applicant and an authority are agreeable, an inspection charge can be fully or partly paid up front with the plans charge.

The charge for providing a chargeable function or chargeable advice is based on the principle of achieving full cost recovery. The charges will be calculated by using the Council officers' average hourly rate stated in the charging scheme, multiplied by the time taken to carry out the functions/advice, taking the following factors into account, as applicable, in estimating the time required by officers to carry out the function/advice:

1. The existing use of a building, or the proposed use of the building after completion of the building work;

2. The different kinds of building work described in regulation 3(1)(a) to (i) of the Building Regulations;

3. The floor area of the building or extension;

4. The nature of the design of the building work and whether innovative or high risk construction techniques are to be used;

5. The estimated duration of the building work and the anticipated number of inspections to be carried out;

6. The estimated cost of the building work;

7. Whether a person who intends to carry out part of the building work is a person mentioned in regulation 12(5) or 20B(4) of the Building Regulations (i.e. related to competent person/self certification schemes);

8. Whether in respect of the building work a notification will be made in accordance with regulation 20A(4) of the Building Regulations (i.e. where design details approved by Robust Details Ltd have been used);

9. Whether an application or building notice is in respect of two or more buildings or building works all of which are substantially the same as each other;

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

10. Whether an application or building notice is in respect of building work, which is substantially the same as building work in respect of which plans have previously been deposited or building works inspected by the same local authority;

11. Whether chargeable advice has been given which is likely to result in less time being taken by a local authority to perform that function?

12. Whether it is necessary to engage and incur the costs of a consultant to provide specialist advice in relation to a particular aspect of the building work.

Principles of the scheme in respect of the erection of domestic buildings, garages, carports and extensions

Where the charge relates to an erection of a dwelling the charge includes for the provision of a detached or attached domestic garage or carport providing it is constructed at the same time as the dwelling.

Where any building work comprises or includes the erection of more than one extension to a building, the total floor areas of all such extensions shall be aggregated to determine the relevant charge payable, providing that the building work for all aggregated extensions is carried out at the same time.

Exemption from charges

The Authority has not fixed by means of its scheme, nor intends to recover a charge in relation to an existing dwelling that is, or is to be, occupied by a disabled person as a permanent residence; and where the whole of the building work in question is solely-

(a) for the purpose of providing means of access for the disabled person by way of entrance or exit to or from the dwelling or any part of it, or

(b) for the purpose of providing accommodation or facilities designed to secure the greater health, safety, welfare or convenience of the disabled person.

The Authority has not fixed by means of its scheme, nor intends to recover a charge for the purpose of providing accommodation or facilities designed to secure the greater health, safety, welfare or convenience of a disabled person in relation to an existing dwelling, which is, or is to be, occupied by that disabled person as a permanent residence where such work consists of-

(a) the adaptation or extension of existing accommodation or an existing facility or the provision of alternative accommodation or an alternative facility where the existing accommodation or facility could not be used by the disabled person or could be used by the disabled person only with assistance; or

(b) the provision of extension of a room which is or will be used solely-

(i) for the carrying out for the benefit of the disabled person of medical treatment which cannot reasonably be carried out in any other room in the dwelling, or
    (ii) for the storage of medical equipment for the use of the disabled person, or

    (iii) to provide sleeping accommodation for a carer where the disabled person requires 24-hour care.

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

The council has not fixed by means of its scheme, nor intends to recover a charge in relation to an existing building to which members of the public are admitted (whether on payment or otherwise); and where the whole of the building work in question is solely-

(a) for the purpose of providing means of access for disabled persons by way of entrance or exit to or from the building or any part of it; or

(b) for the provision of facilities designed to secure the greater health, safety, welfare or disabled persons.

Note: 'disabled person' means a person who is within any of the descriptions of persons to whom Section 29(1) of the National Assistance Act 1948, as extended by virtue of Section 8(2) of the Mental Health Act 1959, applied but disregarding the amendments made by paragraph 11 of Schedule 13 to the Children Act 1989.The words in section 8(2) of the Mental Health Act 1959 which extend the meaning of disabled person in section 29(1) of the National Assistance Act 1948, are prospectively repealed by the National Health Service and Community Care Act 1990, section 66(2), Schedule 10, as from a day to be appointed

Information required in order determining charges

If the authority requires additional information to enable it to determine the correct charge the authority can request the information under the provisions of regulation 9 of The Building (Local Authority Charges) Regulation 2010.

The standard information required for all applications is detailed on the authority's Building Regulation application forms. This includes the existing and proposed use of the building and a description of the building work

Additional information may be required in relation to –

The floor area of the building or extension

The estimated duration of the building work and the anticipated number of inspections to be carried out.

The use of competent persons or Robust Details Ltd.

Any accreditations held by the builder or other member of the design team.

The nature of the design of the building work and whether innovative or high-risk construction is to be used.

The estimated cost of the building work. If this is used as one of the factors in establishing a charge the 'estimate' is required to be such reasonable amount as would be charged by a person in business to carry out such building work (excluding the amount of any value added tax chargeable).

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

Establishing the Charge

The authority has established standard charges using the principles contained within The Building (Local Authority Charges) Regulation 2010. Standard charges are detailed in the following tables. In the tables below any reference to number of storeys includes each basement level as one-storey and floor areas are cumulative.

If the building work being undertaken is not listed as a standard charge it will be individually determined in accordance with the principles and relevant factors contained within The Building (Local Authority Charges) Regulation 2010. If the authority considers it necessary to engage and incur the costs of a consultant to provide specialist advice or services in relation to a particular aspect of building work, those costs shall also be included in setting the charge.

When the charge is individually determined the authority shall calculate the charge in the same way a standard charge was set by using the average hourly rate of officers' time, multiplied by the estimated time taken to carry out their building regulation functions in relation to that particular piece of building work and taking into account the applicable factors listed in regulation 7(5) of the charges regulations.

Individually determined charges will be confirmed in writing specifying the amount of the charge and the factors that have been taken into account in determining the charge.
The building regulation charges for the following types of building work will be individually determined and the authority will state which factors in regulation 7(5) of the charges regulations it has taken into account in establishing a standard or individually determined charge:-

A reversion charge,
The building work is in relation to more than one building,
Building work consisting of alterations to any use of building where the estimated cost exceeds £100,000 or
The work consists of a non-domestic extension or new build and the floor area exceeds 80m2 or
The work consists of a domestic garage with a floor area over 60m2 or
The work consists of the erection or conversion of 20 or more dwellings or
The work consists of the erection or conversion of a dwelling where the floor area of the dwelling exceeds 300m2 or
Any other work when the estimated cost of work exceeds £100,000 or

Where more than one standard charge applies to the building work and, with the agreement of the relevant person, the authority will establish the charge by individually determining the charge.

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

Other matters relating to calculation and payment of charges.

In calculating these charges, refunds or supplementary charges, an officer hourly rate of £54.44 has been used.

Any charge payable to the authority shall be paid with an amount equal to any value added tax payable in respect of that charge.

Charges are not payable for the first hour when calculating an advice charge

The authority accepts payment by instalment in respect of all building work, the authority on request will specify the amounts payable and dates on which instalments are to be paid.

Invoicing for Plan fees for Building Regulation applications and Partner Authority applications.

The plan fee for Building Regulation applications will generally be submitted with the application.

Where it has been agreed by one of the Building Control Team Leaders and the applicant/agent, an invoice can be raised for the Building Regulation plan fee either when the application is received or no later than when a decision or decision advice notice is issued for the application.

Reductions

The authority will make a reduction in a standard or individually determined charge when chargeable advice has been given before receipt of an application or notice for proposed building work, which is likely to result in less time being taken by the authority to perform the chargeable function for that work.

When it is intended to carry out additional building work on a dwelling at the same time that any of the work to which Table C relates then the charge for this additional work shall be reduced by 50%.

Where in accordance with Regulation 7(5)(i) of the charges regulations one application or building notice is in respect of two or more buildings or building works all of which are substantially the same as each other a 50% reduction in the standard plan charge will be made.

Where in accordance with Regulation 7(5)(j) of the charges regulations an application or building notice is in respect of building work which is substantially the same as building work in respect of which plans have previously been deposited or building works inspected by the same local authority, a 50% reduction in the plan charge will be made.

Refunds and supplementary charges

If the basis on which the charge has been set or determined changes, the authority will refund or request a supplementary charge and provide a written statement setting out the basis of the refund/supplementary charge and also state how this has been calculated. In the calculation of refunds/supplementary charges no account shall be taken of the first hour of an officer's time

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

Non-Payment of a Charge

Your attention is drawn to Regulation 8(2) of the Building (Local Authority Charges) Regulations 2010, which explains that plans are not treated as being deposited for the purposes of Section 16 of the Building Act or building notices given unless the Council has received the correct charge. In other words, relevant timescales do not start until the agreed payment has been made. The debt recovery team of the authority will also pursue any non-payment of a charge

Complaints about Charges

If you have a complaint about the level of charges you should initially raise your concern with the relevant officer. The council has a comprehensive complaint handling process. If your complaint is not satisfactorily responded to by the officer concerned, details of how to resolve your complaint is available on request and can be viewed on the council's web site www.flintshire.gov.uk.

Transitional Provisions

The Council's scheme for the recovery of charges dated 1st April 2010 continues to apply in relation to building work for which plans were first deposited, a building notice given, a reversion charge becoming payable, or a regularisation application is made, between 1st April 2010 and 30th September 2010.

SCHEME FOR THE RECOVERY OF BUILDING REGULATION CHARGES

STANDARD CHARGES

Standard charges includes works of drainage in connection with the erection or extension of a building or buildings, even where those works are commenced in advance of the plans for the building(s) being deposited.

The standard charges have been based on the basis that all electrical work will be carried out using a qualified Part P registered electrician. The charges for electrical work shown in table B will have to be paid in cases where the electrical work is not carried out by a qualified Part P registered electrician.

A Part P registered electrician is a qualified electrician who also has the necessary building regulations knowledge to enable his accreditation body to certify his work.

These standard charges have been set by the authority on the basis that the building work does not consist of, or include, innovative or high risk construction techniques (details available from the authority) and/or the duration of the building work from commencement to completion does not exceed 12 months.

The charges have also been set on the basis that the design and building work is undertaken by a person or company that is competent to carry out the design and building work referred to in the standard charges tables that they are undertaking. If not, the work may incur supplementary charges.

If chargeable advice has been given in respect of any of the work detailed in these tables and this is likely to result in less time being taken by the authority then a reduction to the standard charge will be made.

Plan and Inspection Charges

The plan charge and inspection charge are listed in the following tables.

Building Notice Charge

The Building Notice charge is the same as the total plan and inspection charge.

Reversion Charge

These charges will be individually determined

Regularisation Charge

The Regularisation charge will be 150% of the total plan and inspection charge as set out in the following tables. Where the work is outside the scope of the tables the charge will be individually determined.

STANDARD CHARGES FOR THE CREATION OR CONVERSION TO NEW HOUSING

Number of Dwellings	Plan Assessment Charge £	Inspection charge £	Building Notice Charge £
(1)	(2)	(3)	(4)
1	194.04	360.36	554.40
2	281.36	522.52	803.88
3	349.27	648.65	997.92
4	417.19	774.77	1,191.96
5	485.10	900.90	1,386.00
6	543.31	1,009.01	1,552.32
7	601.52	1,117.12	1,718.64
8	659.74	1,225.22	1,884.96
9	717.95	1,333.33	2,051.28
10	776.16	1,441.44	2,217.60
11	834.37	1,549.55	2,383.92
12	892.58	1,657.66	2,550.24
13	950.80	1,765.76	2,716.56
14	1,009.01	1,873.87	2,882.88
15	1,067.22	1,981.98	3,049.20
16	1,125.43	2,090.09	3,215.52
17	1,183.64	2,198.20	3,381.84
18	1,241.86	2,306.30	3,548.16
19	1,300.07	2,414.41	3,714.48
20	1,358.28	2,522.52	3,880.80

Note: For 20 or more dwellings or if the floor area of a dwelling exceeds 300m the charge is individually determined.

CHARGES FOR CERTAIN SMALL BUILDINGS, EXTENSIONS CONVERSIONS AND ALTERATIONS (TABLE B)

TABLE B - CHARGES FOR CERTAIN SMALL BUILDINGS, EXTENSIONS CONVERSIONS & ALTERATIONS TO DWELLINGS									
Description of Works	Plan Charge			Inspection Charge			Building Notice Charge		
	Net £	VAT £	Gross £s	Net £	VAT £	Gross £s	Net £	VAT £	Gross £s
New Garages and carports									
1. The erection of a detached or attached Garage with a floor area not exceeding 40m^2,	87.32	15.28	102.60	162.16	28.38	190.54	249.48	43.66	293.14
Extensions / Loft Conversions / Alterations & Other building works to Dwellings									
2 Conversion of existing garage to form addition accommodation with a floor area not exceeding 40m^2,	87.32	15.28	102.60	162.16	28.38	190.54	249.48	43.66	293.14
3 Any extension of a dwelling the total floor area of which does not exceed 10m^2, including means of access and work in connection with that extension.	97.02	16.98	114.00	180.18	31.53	211.71	277.20	48.51	325.71
4 Any extension of a dwelling the total floor area of which exceeds 10m^2, but does not exceed 40m^2, including means of access and work in connection with that extension.	135.83	23.77	159.60	252.25	44.14	296.40	388.08	67.91	456.00
5 Any extension of a dwelling the total floor area of which exceeds 40m^2 but does not exceed 60m^2, including means of access and work in connection with that extension.	169.79	29.71	199.50	315.32	55.18	370.50	485.10	84.89	569.99
6 Any extension of a dwelling the total floor area of which exceeds 60m^2 but does not exceed 80m^2, including means of access and work in connection with that extension.	203.74	35.65	239.40	378.38	66.22	444.59	582.12	101.87	683.99
7 Conversion of loft space to form additional residential accommodation with a floor area not exceeding 50m^2,	169.79	29.71	199.50	315.32	55.18	370.50	485.10	84.89	569.99
8 Conversion of loft space to form additional residential accommodation with a floor area exceeding 50m^2,	203.74	35.65	239.40	378.38	66.22	444.59	582.12	101.87	683.99

9	Replacement Windows	33.96	5.94	39.90	63.06	11.04	74.10	97.02	16.98	114.00
10	Renovation of a single Thermal Element e.g. Replacement Roof	29.10	5.09	34.19	54.06	9.46	63.52	83.16	14.55	97.71

Please Note: Where other minor building work is carried out at the same time as an extension referred to in 3 to 8 above, the additional charge will be shown as follows:-

11	Cost of Works less than £1,000	55.44	9.70	65.14	Included in Plan Charge			55.44	9.70	65.14
12	Cost of Work between £1001 - £5000	83.16	14.55	97.71	Included in Plan Charge			83.16	14.55	97.71

Electrical Installations / Work							
6 Electrical wiring in connection with a new extension to a dwelling still under construction with a floor area not exceeding 60m^2.	221.76	38.81	260.57	Included in Plan Charge	221.76	38.81	260.57
7 New electrical installations to a dwelling under construction or a re-wire of an existing dwelling. (Up to max of 5 bedrooms).	221.76	38.81	260.57	Included in Plan Charge	221.76	38.81	260.57

Note: The electrical charges shown above will have to be paid in addition to the standard charge where the electrical work is not carried out by a qualified Part P registered electrician.

TABLE C - WORK OTHER THAN WORK TO WHICH TABLES A AND B APPLY

Table C - Based on estimated cost of building work

Estimated cost of building works	Plan Charge			Inspection Charge			Building Notice & Reversion Charge		
	Net £	VAT £	Gross £	Net £	VAT £	Gross £	Net £	VAT £	Gross £
< £1000	38.81	6.79	45.60	72.07	12.61	84.68	110.88	19.40	130.28
£1001 - £ 5,000	58.21	10.19	68.40	108.11	18.92	127.03	166.32	29.11	195.43
5,001 - 10,000	77.62	13.58	91.20	144.14	25.23	169.37	221.76	38.81	260.57
10,001 - 15,000	92.17	16.13	108.30	171.17	29.95	201.13	263.34	46.08	309.42
15,001 - 20,000	106.72	18.68	125.40	198.20	34.68	232.88	304.92	53.36	358.28
20,001 - 25,000	121.28	21.22	142.50	225.23	39.41	264.64	346.50	60.64	407.14
25,001 - 30,000	135.83	23.77	159.60	252.25	44.14	296.40	388.08	67.91	455.99
30,001 - 35,000	150.38	26.32	176.70	279.28	48.87	328.15	429.66	75.19	504.85
35,001 - 40,000	164.93	28.86	193.80	306.31	53.60	359.91	471.24	82.47	553.71
40,001 - 45,000	179.49	31.41	210.90	333.33	58.33	391.67	512.82	89.74	602.56
45,001 - 50,000	194.04	33.96	228.00	360.36	63.06	423.42	554.40	97.02	651.42
50,001 - 55,000	208.59	36.50	245.10	387.39	67.79	455.18	595.98	104.30	700.28
55,001 - 60,000	223.15	39.05	262.20	414.41	72.52	486.94	637.56	111.57	749.13
60,001 - 65,000	237.70	41.60	279.30	441.44	77.25	518.69	679.14	118.85	797.99
65,001 - 70,000	252.25	44.14	296.40	468.47	81.98	550.45	720.72	126.13	846.85
70,001 - 75,000	266.81	46.69	313.50	495.50	86.71	582.21	762.30	133.40	895.70
75,001 - 80,000	281.36	49.24	330.60	522.52	91.44	613.96	803.88	140.68	944.56
80,001 - 85,000	295.91	51.78	347.70	549.55	96.17	645.72	845.46	147.96	993.42
85,001- 90,000	310.46	54.33	364.80	576.58	100.90	677.48	887.04	155.23	1,042.27
90,001 - 95,000	320.17	56.03	376.20	594.59	104.05	698.65	914.76	160.08	1,074.84
95,001 - 100,000	329.87	57.73	387.59	612.61	107.21	719.82	942.48	164.93	1,107.41

For contracts over £100,000 please contact the Building Control Service on 01352 703631 who will discuss the project and agree the services and charge

TABLE C2 DIFFERENTIAL MATRIX FOR ALL OTHER WORK

Cost of Work	Residential Dwellings [1A, B, C]	Residential Other [2A, B]	Building work carried out on a dwelling at the same time that any of the work to which categories 3,4 and 5 in Table B relates	Office/Shop Commercial [3] [4]	Assembly Recreation [5]	Industrial [6]	Storage [7A]	Other Non Residential [7b]	All Other Work
Where the estimated cost exceeds £1 but does not exceed £5,000	1	1	0.5	1	1	1	1	1	1
Where the estimated cost exceeds £5,000 but does not exceed £20,000	1	1	0.5	1	1	1	1	1	1
Where the estimated cost exceeds £20,000 but does not exceed £100,000	1	1	0.5	1	1	1	1	1	1

Note: 1. Bracketed numbers at the head of each column are the building uses as defined in the Purpose Group classification in Appendix D of Approved Document B which Provides practical guidance on meeting requirement B (Fire Safety) of the Building Regulations.

2. "All Other Work" (final column) should be used for the installation of a service or fitting and for work involving the underpinning of a building.

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FLINTSHIRE COUNTY COUNCIL

AGENDA ITEM NUMBER: 20

REPORT TO: **EXECUTIVE**

DATE : **21 SEPTEMBER 2010**

REPORT BY: **DIRECTOR OF LIFELONG LEARNING**

SUBJECT : **GREENFIELD VALLEY TRUST LTD - ACCOUNTS FOR 2009**

1.00 PURPOSE OF REPORT

1.01 To submit to the County Council the accounts of the Greenfield Valley Trust Ltd. for the period 1 January - 31 December, 2009.

2.00 BACKGROUND

2.01 The Greenfield Valley Trust Ltd. is a company limited by guarantee with charitable status. It is established to promote, for the benefit of the public, the restoration, improvement and preservation of land and buildings of historic, industrial, environmental and agricultural interest in the Greenfield Valley Heritage Park.

2.02 The County Council is the owner of the land and buildings at the Heritage Park, and the Trust manages the premises under a management agreement.

3.00 CONSIDERATIONS

3.01 Under the terms of the Management Agreement, the Trust must submit to the Council an audited year end set of accounts.

3.02 The audited accounts for the financial year 1 January - 31 December, 2009 are available for inspection in the Members' Library.

4.00 RECOMMENDATIONS

4.01 That Members receive the report.

5.00 FINANCIAL IMPLICATIONS

5.01 None arising directly from this report

6.00 ANTI POVERTY IMPACT

6.01 None

7.00 ENVIRONMENTAL IMPACT

7.01 None

8.00 EQUALITIES IMPACT

8.01 None

9.00 PERSONNEL IMPLICATIONS

9.01 None

10.00 CONSULTATION REQUIRED

10.01 None

11.00 CONSULTATION UNDERTAKEN

11.01 None

12.00 APPENDICES

12.01 None

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 BACKGROUND DOCUMENTS

None

Contact Officer: Lawrence Rawsthorne
Telephone: 01352 704400
E-Mail: lawrence_rawsthorne@flintshire.gov.uk

Date: 15/09/2010

FLINTSHIRE COUNTY COUNCIL

REPORT TO:	**EXECUTIVE**
DATE:	**21 SEPTEMBER, 2010**
REPORT BY:	**CHIEF EXECUTIVE**
SUBJECT:	**EXERCISE OF DELEGATED POWERS**

1.00 PURPOSE OF REPORT

1.01 To inform Members of action taken under delegated powers.

2.00 BACKGROUND

2.01 At the Executive Meeting held on 31st October, 2000 it was agreed that one of the standard agenda items at each Executive should be a report on the "Exercise of Delegated Powers".

3.00 RECOMMENDATION

3.01 Members note the details of actions taken under the "Exercise of Delegated Powers".

4.00 FINANCIAL IMPLICATIONS   **5.00 ANTI-POVERTY IMPACT**

4.01 As detailed in each report.   5.01 As detailed in each report.

6.00 ENVIRONMENTAL IMPACT   **7.00 EQUALITIES IMPACT**

6.01 As detailed in each report.   7.01 As detailed in each report.

8.00 PERSONNEL IMPLICATIONS

8.01 As detailed in each report

9.00 CONSULTATION REQUIRED

9.01 Not applicable

10.00 CONSULTATION UNDERTAKEN

10.01 Not applicable

11.00 <u>APPENDICES</u>

11.01 Summary of Decisions taken under Delegated Powers.

<u>LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985</u>

Background documents: See individual report.
Contact Officer: Detailed on the individual reports.

EXERCISE OF DELEGATED POWERS – DECISIONS TAKEN

Directorate	**Subject**
Finance	Write off of Council Tax and Business Rates in accordance with Financial Procedure Rules
	Housing Benefit Overpayment
	Application for Hardship Rate Relief
Environment	Release of Restrictive Covenant at 28 Kynaston Drive, Saltney Ferry
Lifelong Learning	Disposal of Bailey Hill Lodge, Mold

Copies of the Delegated Powers reports are on deposit in the Team Manager's Room, Committee Services

EXECUTIVE FORWARD WORK PROGRAMME
MONTHS 05/10 to 10/10

The following reports are included in the Forward Work Programme for submission to this meeting of the Executive. However, the reports are not included on the agenda for the reasons stated:-

Chief Executive Update

- Green Dragon Audit
  (Deferred until 14 December due to an audit not being undertaken by Groundwork until October)

- Final Outcome Agreement with Welsh Assembly Government
  (Deferred until 14 December as agreed by Executive on 10 August)

- Regional Partnership Board/Local Service Board Update
  (To be re-scheduled)

- Organisational Strategy Phase III
  (To be re-scheduled)

- Flintshire Futures Model
  (This has been superseded by a presentation to County Council on 7 September)

Human Resources and Organisational Development Update

- HRMIS Phase II
  (Deferred as the implementation plan is being scoped to identify benefits and efficiencies)

Community Services Update

- Progress Report on Housing Renewal Area
  (Deferred until 19 October as progress is ongoing)

Environment Update

- Review of Supplementary Planning Guidance Associated with the UDP and Timetable for Delivery of the Local Development Plan
  (Deferred pending outstanding issues to still be considered by the Development Plans Panel)

- Progress Update – NWRWTP
  (Deferred until 19 October when a more detailed update will be available as the project is moving into a procurement phase)

- Food Waste Update
  (Deferred until 19 October as a report was submitted to Executive in July which was subsequently called in)

- Car Parking Enforcement/Traffic Management Act Update
  (Deferred to a future meeting as the Authority is currently assessing Consultants with a view to appointment)

EXECUTIVE MEETING DATES

FORWARD WORK PROGRAMME ITEMS – MAY 2010 - OCTOBER 2010

MEETING DATE	DIRECTORATE/DIVISION	TOPIC	REPORT TYPE (Strategic / Operational)	PORTFOLIO
12 May 2010	Chief Executive	▪ Council (Governance Plan)	Strategic	Corporate Governance & Strategy
		▪ Outcome Agreement with Welsh Assembly Government	Strategic	Corporate Governance & Strategy
		▪ County Vision	Strategic	Corporate Governance & Strategy
		▪ Directorate Plans	Operational	Corporate Governance & Strategy
		▪ Public Services Reform	Operational	Corporate Governance & Strategy
	Human Resources and Organisational Development	▪ MASS – Quarter 4 – 2009/10	Operational	Corporate Management and Strategy
	ICT and Customer Services	▪ Customer Services Strategy	Strategic	Corporate Management and Strategy

	Finance	▪ Revenue Budget Monitoring 2009/10 (Month 11)	Operational	Finance and Asset Management
	Community Services	▪ Impact Southwark Judgement	Strategic	Social Services + Housing Management and Function
		▪ Housing Stock Options	Strategic	Housing Management and Function
		▪ Amendments to the Housing Allocation Policy	Operational	Housing Management and Function
	Environment	▪ Highways Asset Management Plan	Strategic	Environment, Regeneration and Tourism
		▪ Traffic Calming	Strategic	Environment, Regeneration and Tourism
		▪ Municipal Waste Strategy – Adoption	Strategic	Waste Management and Strategy
		▪ Highways Inspection Policy	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd
1 June 2010	Chief Executive	▪ Clwyd Theatr Cymru – modernisation proposals	Strategic	Corporate Governance & Strategy

		▪ Regulatory Plan	Strategic	Corporate Governance & Strategy
		▪ Housing Ballot Reports	Strategic	Corporate Governance & Strategy
		▪ Housing Renewal Area	Strategic	Corporate Governance & Strategy
		▪ National Performance Indicator Review	Operational	Corporate Governance & Strategy
		▪ Voluntary Sector Grant Management	Operational	Corporate Governance & Strategy
		▪ Organisational Strategy Phase II	Operational	Corporate Governance & Strategy
	Human Resources and Organisational Development	▪ Workforce Information – Quarter 4 – 2009/10	Operational	Corporate Management and Strategy
	ICT and Customer Services	▪ North Wales Procurement Partnership – Update	Operational	Corporate Management and Strategy
	Finance	▪ Revenue Budget Monitoring 2009/10 (Month 12)	Operational	Finance and Asset Management
	Community Services	▪ Fleet Review	Operational	Housing Management and Function

	Environment	▪ Food Waste Update	Strategic	Waste Management and Strategy
	Lifelong Learning	▪ Deeside Leisure Centre – Phase 1 Work Package	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd
22 June 2010	Chief Executive	▪ Risk Management Strategy	Strategic	Corporate Governance & Strategy
		▪ Strategic Assessment of Risks and Challenges; end of year review	Strategic	Corporate Governance & Strategy
		▪ 2009/10 Performance Report Overview	Operational	Corporate Governance & Strategy
		▪ 2009/10 Service Performance reports	Operational	Corporate Governance & Strategy
		▪ Welsh Language Scheme Annual Report	Operational	Corporate Governance & Strategy
		▪ Equality Annual reports: Race and Gender	Operational	Corporate Governance & Strategy
		▪ Changing Climate, Changing Places – Review	Operational	Corporate Governance & Strategy

	ICT and Customer Services	▪ Organisational Redesign Programme – Corporate Services Administration and Support Services	Operational	Corporate Management and Strategy
		▪ Organisational Redesign Programme – Design and Print Progress Report	Operational	Corporate Management and Strategy
	Community Services	▪ Annual Council Reporting Framework (ACRF)	Operational	Social Services
	Environment	▪ Speed Limit Review	Strategic	Environment, Regeneration and Tourism
		▪ Progress Update – NWRWTP	Strategic	Waste Management and Strategy
		▪ Food Service Plan	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd
		▪ TAITH Update	Operational	Environment, Regeneration and Tourism
	Lifelong Learning	▪ Leisure Organisation Re-design: Management Arrangements	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd

		▪ Results of Consultation regarding the Amalgamation of Broughton Infants and Juniors	Operational	Education and Youth Services
		▪ Results of Consultation regarding the Amalgamation of Wats Dyke Infants and Mynydd Isa Juniors	Operational	Education and Youth Services
13 July 2010	Chief Executive	▪ Strategic Partnership Performance Mid Year Review	Operational	Corporate Governance & Strategy
	Human Resources and Organisational Development	▪ HR Policy Update	Operational	Corporate Management and Strategy
	ICT and Customer Services	▪ ICT Strategy – Progress Report	Strategic	Corporate Management and Strategy
		▪ Change Programme – Agile Working Project	Operational	Corporate Management and Strategy
	Finance	▪ Procurement Strategy Update	Operational	Finance and Asset Management
	Community Services	▪ Mobile Working	Operational	Social Services
	Environment	▪ Delivery of Shared Service for Minerals & Waste Planning in North Wales	Strategic	Environment, Regeneration and Tourism

		▪ Energy Policy Update	Strategic	Finance and Asset Management
	Lifelong Learning	▪ Dual User Centres: Management Arrangements	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd and Education and Youth
10 August 2010	Chief Executive	▪ Draft Single Equality Scheme	Strategic	Corporate Governance & Strategy
		▪ Outcome Agreement with Welsh Assembly Government	Strategic	Corporate Governance & Strategy
		▪ Welsh Language Scheme Annual Report	Operational	Corporate Governance & Strategy
	Human Resources and Organisational Development	▪ People Strategy – Quarter 1 – 2010/11	Strategic	Corporate Management and Strategy
		▪ MASS – Quarter 1 – 2010/11	Operational	Corporate Management and Strategy
	Finance	▪ Capital Programme 2009/10 (Outturn)	Operational	Finance and Asset Management
		▪ Prudential Indicators – Actuals 2009/10	Operational	Finance and Asset Management

		▪ Revenue Budget Monitoring 2009/10 (Final Outturn)	Operational	Finance and Asset Management
		▪ Interim Revenue Budget Monitoring 2010/11	Operational	Finance and Asset Management
	Community Services	▪ Affordable Homes Strategy	Strategic	Housing Management and Function
		▪ Community Housing Agreement	Strategic	Housing Management and Function
		▪ Mold Extra Care Scheme Update	Operational	Housing Management and Function
	Lifelong Learning	▪ Results of Statutory Consultation on Amalgamation of Broughton Infants and Juniors	Operational	Education and Youth Services
		▪ Results of Statutory Consultation on Amalgamation of Wats Dyke and Mynydd Isa Juniors	Operational	Education and Youth Services
21 September 2010	Chief Executive	▪ Q1 Performance report	Operational	Corporate Governance & Strategy
		▪ Green Dragon Audit	Operational	Corporate Governance & Strategy

		▪ Final Outcome Agreement with Welsh Assembly Government	Strategic	Corporate Governance & Strategy
		▪ Regional Partnership Board/Local Service Boards update	Strategic	Corporate Governance & Strategy
		▪ Organisational Strategy Phase III	Operational	Corporate Governance & Strategy
		▪ Flintshire Futures Model	Operational	Corporate Governance & Strategy
	Human Resources and Organisational Development	▪ Workforce Information – Quarter 1 – 2010/11	Operational	Corporate Management and Strategy
		▪ HRMIS Phase II	Operational	Corporate Management and Strategy
	Finance	▪ Annual Treasury Management Report	Operational	Finance and Asset Management
		▪ Revenue Budget Monitoring 2010/11 (Month 3)	Operational	Finance and Asset Management
		▪ Making the Connections – Making the Most of our Resources	Operational	Finance and Asset Management
	Community Services	▪ Progress Report on Housing Renewal Area	Operational	Housing Management and Function

	Environment	▪ Review of Supplementary Planning Guidance Associated with the UDP	Strategic	Environment, Regeneration and Tourism
		▪ Timetable for Delivery of the Local Development Plan	Strategic	Environment, Regeneration and Tourism
		▪ Air Quality Strategy	Strategic	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd
		▪ Progress Update – NWRWTP	Strategic	Waste Management and Strategy
		▪ Food Waste Update	Strategic	Waste Management and Strategy
		▪ Car Parking Enforcement/Traffic Management Act Update	Operational	Environment, Regeneration and Tourism
	Lifelong Learning	▪ Deeside Leisure Centre: Phase 2 Work Package	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd
		▪ Greenfield Valley Trust Accounts	Operational	Education and Youth
19 October 2010	Chief Executive	▪ Annual Performance Report 2009/10	Operational	Corporate Governance & Strategy

		▪ Final Outcome Agreement with Welsh Assembly Government	Strategic	Corporate Governance & Strategy
	ICT and Customer Services	▪ Customer Services Strategy – Update	Strategic	Corporate Management and Strategy
	Finance	▪ Capital Programme 2010/11 (Month 4)	Operational	Finance and Asset Management
		▪ Treasury Management Mid-Year Report	Operational	Finance and Asset Management
		▪ Revenue Budget Monitoring 2010/11 (Month 4)	Operational	Finance and Asset Management
	Community Services	▪ Gypsy Traveller Strategy	Strategic	Housing Management and Function
	Lifelong Learning	▪ Leisure Organisational Re-design: Progress	Operational	Leisure, Public Protection & Clean Team Activity and Theatre Clwyd
	Environment	▪ Agricultural Estate Review	Strategic	Finance and Asset Management
		▪ Carbon Reduction Strategy – Review of Progress	Strategic	Finance and Asset Management

FLINTSHIRE COUNTY COUNCIL - EXEMPT INFORMATION SHEET

COMMITTEE: Executive

DATE: 21 September 2010

AGENDA ITEM NO: 23

REPORT OF: (Director of originating Department)

Director of Community Services

SUBJECT:

Introducing a Neighbourhood Options Appraisal System

The report on this item is NOT FOR PUBLICATION because it is considered to be exempt information in accordance with the following paragraph(s) of Schedule 12A to the Local Government Act 1972.

	Para	
Information relating to a particular individual *	12	
Information likely to reveal the identity of an individual *	13	
Information relating to financial/business affairs of a particular person * See Note 1	14	✅
Information relating to consultations/negotiations on labour relations matter *	15	
Legal professional privilege	16	
Information revealing the authority proposes to:	17	
(a) give a statutory notice or		
(b) make a statutory order/direction *		
Information on prevention/investigation/prosecution of crime *	18	

For Standards Committee meetings only:

	Sec.
Information subject to obligations of confidentiality	18a
Information relating to national security	18b
The deliberations of a Standards Committee in reaching a finding	18c

	Sec.
Confidential matters which the County Council is not permitted to disclose	100A(3)

PLEASE TICK APPROPRIATE BOX

* Means exempt only if the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Note 1: Information is not exempt under paragraph 14 if such information is required to be registered under Companies Act 1985, the Friendly Societies Acts of 1974 and 1992, the Industrial and Provident Societies Act 1965 to 1978, the Building Societies Act 1986 or the Charities Act 1993.

SCHEDULE 12A LOCAL GOVERNMENT ACT 1972
EXEMPTION FROM DISCLOSURE OF DOCUMENTS

REPORT: Introducing a Neighbourhood Options
Appraisal System

AUTHOR: Gavin Griffith

MEETING AND DATE   Executive on 21 September 2010
OF MEETING:

I have considered grounds for exemption of information contained in the report referred to above and make the following recommendation to the Proper Officer:-

Exemptions applying to the report:
Paragraph 14.

Factors in favour of disclosure:
Transparency.

Prejudice which would result if the information were disclosed:
The financial or business affairs of individuals are likely to become common knowledge in circumstances which require confidential and sensitive consultations to be undertaken.

My view on the public interest test is as follows:
That the test in in favour of keeping the information exempt.

Recommended decision on exemption from disclosure:
That the report be exempt from disclosure.

Date: 31/08/2010

Signed:

Post: Head of Legal and Democratic Services

I **accept** the recommendation made above.

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Proper Officer
Date: ___**31/08/2010**_____

FLINTSHIRE COUNTY COUNCIL - EXEMPT INFORMATION SHEET

COMMITTEE: Executive

DATE: 21 September 2010

AGENDA ITEM NO: 24

REPORT OF: (Director of originating Department)

Director of Lifelong Learning

SUBJECT:

School Modernisation Strategy - review of Ysgol Rhes y Cae

The report on this item is NOT FOR PUBLICATION because it is considered to be exempt information in accordance with the following paragraph(s) of Schedule 12A to the Local Government Act 1972.

	Para	
Information relating to a particular individual *	12	
Information likely to reveal the identity of an individual *	13	
Information relating to financial/business affairs of a particular person * See Note 1	14	✅
Information relating to consultations/negotiations on labour relations matter *	15	✅
Legal professional privilege	16	
Information revealing the authority proposes to:	17	
(a) give a statutory notice or		
(b) make a statutory order/direction *		
Information on prevention/investigation/prosecution of crime *	18	

For Standards Committee meetings only:

	Sec.
Information subject to obligations of confidentiality	18a
Information relating to national security	18b
The deliberations of a Standards Committee in reaching a finding	18c

	Sec.
Confidential matters which the County Council is not permitted to disclose	100A(3)

PLEASE TICK APPROPRIATE BOX

* Means exempt only if the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Note 1: Information is not exempt under paragraph 14 if such information is required to be registered under Companies Act 1985, the Friendly Societies Acts of 1974 and 1992, the Industrial and Provident Societies Act 1965 to 1978, the Building Societies Act 1986 or the Charities Act 1993.

SCHEDULE 12A LOCAL GOVERNMENT ACT 1972
EXEMPTION FROM DISCLOSURE OF DOCUMENTS

REPORT: School Modernisation Strategy - review of
                               Ysgol Rhes y Cae

AUTHOR: Tom Davies

MEETING AND DATE   Executive on 21 September 2010
OF MEETING:

I have considered grounds for exemption of information contained in the report
referred to above and make the following recommendation to the Proper Officer:-

Exemptions applying to the report:
Paragraphs 14 and 15.

Factors in favour of disclosure:
Transparency.

Prejudice which would result if the information were disclosed:
It would undermine relations with trade unions, best employment practices and staff morale if
there were to be public disclosure at this stage.

My view on the public interest test is as follows:
That the balance is in favour of non-disclosure.

Recommended decision on exemption from disclosure:
That the report be exempt.

Date: 15/09/2010

Signed:

Post: Head of Legal and Democratic Services

I **accept** the recommendation made above.

_____
Proper Officer
Date: ___**15/09/2010**_____

FLINTSHIRE COUNTY COUNCIL - EXEMPT INFORMATION SHEET

COMMITTEE: Executive

DATE: 21 September 2010

AGENDA ITEM NO: 25

REPORT OF: (Director of originating Department)

Director of Environment

SUBJECT:

Delivery of Shared Service for Minerals and Waste Planning in North Wales.

The report on this item is NOT FOR PUBLICATION because it is considered to be exempt information in accordance with the following paragraph(s) of Schedule 12A to the Local Government Act 1972.

	Para	
Information relating to a particular individual *	12	✅
Information likely to reveal the identity of an individual *	13	✅
Information relating to financial/business affairs of a particular person * See Note 1	14	
Information relating to consultations/negotiations on labour relations matter *	15	✅
Legal professional privilege	16	
Information revealing the authority proposes to:	17	
(a) give a statutory notice or		
(b) make a statutory order/direction *		
Information on prevention/investigation/prosecution of crime *	18	

For Standards Committee meetings only:

	Sec.
Information subject to obligations of confidentiality	18a
Information relating to national security	18b
The deliberations of a Standards Committee in reaching a finding	18c

	Sec.
Confidential matters which the County Council is not permitted to disclose	100A(3)

PLEASE TICK APPROPRIATE BOX

* Means exempt only if the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Note 1: Information is not exempt under paragraph 14 if such information is required to be registered under Companies Act 1985, the Friendly Societies Acts of 1974 and 1992, the Industrial and Provident Societies Act 1965 to 1978, the Building Societies Act 1986 or the Charities Act 1993.

SCHEDULE 12A LOCAL GOVERNMENT ACT 1972
EXEMPTION FROM DISCLOSURE OF DOCUMENTS

REPORT: Delivery of Shared Service for Minerals and Waste Planning in North Wales.

AUTHOR: Gary Nancarrow

MEETING AND DATE OF MEETING: Executive on 21 September 2010

I have considered grounds for exemption of information contained in the report referred to above and make the following recommendation to the Proper Officer:-

Exemptions applying to the report:
Paragraphs 12, 13 and 15.

Factors in favour of disclosure:
To demonstrate that the Council is actively pursuing collaborative initiatives.

Prejudice which would result if the information were disclosed:
Disclosure would be likely to undermine trust and confidence in the Council as an employer in potentially sensitive negotiations with other North Wales Authorities, staff and trade unions.

My view on the public interest test is as follows:
That the balance is in favour on non-disclosure.

Recommended decision on exemption from disclosure:
That the information be exempt from disclosure.

Date: 25/08/2010

Signed:

Post: Head of Legal and Democratic Services

I the recommendation made above.

_____
Proper Officer
Date: _____

FLINTSHIRE COUNTY COUNCIL - EXEMPT INFORMATION SHEET

COMMITTEE: Executive

DATE: 21 September 2010

AGENDA ITEM NO: 26

REPORT OF: (Director of originating Department)

Director of Lifelong Learning

SUBJECT:

Organisational Redesign - Culture and Leisure

The report on this item is NOT FOR PUBLICATION because it is considered to be exempt information in accordance with the following paragraph(s) of Schedule 12A to the Local Government Act 1972.

	Para	
Information relating to a particular individual *	12	
Information likely to reveal the identity of an individual *	13	✅
Information relating to financial/business affairs of a particular person * See Note 1	14	
Information relating to consultations/negotiations on labour relations matter *	15	✅
Legal professional privilege	16	
Information revealing the authority proposes to:	17	
(a) give a statutory notice or		
(b) make a statutory order/direction *		
Information on prevention/investigation/prosecution of crime *	18	

For Standards Committee meetings only:

	Sec.
Information subject to obligations of confidentiality	18a
Information relating to national security	18b
The deliberations of a Standards Committee in reaching a finding	18c

	Sec.
Confidential matters which the County Council is not permitted to disclose	100A(3)

PLEASE TICK APPROPRIATE BOX

* Means exempt only if the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

Note 1: Information is not exempt under paragraph 14 if such information is required to be registered under Companies Act 1985, the Friendly Societies Acts of 1974 and 1992, the Industrial and Provident Societies Act 1965 to 1978, the Building Societies Act 1986 or the Charities Act 1993.

**SCHEDULE 12A LOCAL GOVERNMENT ACT 1972
EXEMPTION FROM DISCLOSURE OF DOCUMENTS**

REPORT: Organisational Redesign - Culture and Leisure

AUTHOR: Mike Hornby

MEETING AND DATE OF MEETING: Executive on 21 September 2010

I have considered grounds for exemption of information contained in the report referred to above and make the following recommendation to the Proper Officer:-

Exemptions applying to the report:
Paragraphs 13 and 15.

Factors in favour of disclosure:
Transparency.

Prejudice which would result if the information were disclosed:
Disclosure would create an adverse effect on trade union relations as it would be contrary to best employment practice to make public sensitive negotiations and discussions regarding individual posts. It would also have an adverse effect on staff morale and undermine working relationships.

My view on the public interest test is as follows:
That the balance is in favour of the item being exempt from disclosure.

Recommended decision on exemption from disclosure:
That the report be exempt.

Date: 15/09/2010

Signed:

Post: Head of Legal and Democratic Services

I **accept** the recommendation made above.

_____
Proper Officer

Date: ___**15/09/2010**_____