

# Public Document Pack

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Pennaeth Gwasanaethau Cyfreithiol a Democraataidd



To: Cllr Matt Wright (Chairman)

CS/NG

Councillors: Haydn Bateman, Derek Butler,  
Peter Curtis, Chris Dolphin, David Evans,  
Veronica Gay, Cindy Hinds, Dennis Hutchinson,  
Joe Johnson, Colin Legg, Nancy Matthews,  
Ann Minshull, Paul Shotton and Carolyn Thomas

28 February 2013

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Dear Sir / Madam

A meeting of the **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **WEDNESDAY, 6TH MARCH, 2013** at **10.00 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

## **AGENDA**

1 **APOLOGIES**

2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

3 **MINUTES** (Pages 1 - 10)

To confirm as a correct record the minutes of the meeting held on 6 February 2013.

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The Council welcomes correspondence in Welsh or English  
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 4 **ENVIRONMENT QUARTER 3 SERVICE PERFORMANCE REPORTS**  
(Pages 11 - 68)  
Report of Member Engagement Manager enclosed.
- 5 **ENERGY SWITCHING SCHEME** (Pages 69 - 74)  
Report of Director of Environment enclosed.
- 6 **ENVIRONMENT FORWARD WORK PROGRAMME** (Pages 75 - 82)  
Report of Member Engagement Manager enclosed.

## **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** **6 FEBRUARY 2013**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council, held at County Hall, Mold on 6 February 2013.

### **PRESENT: Councillor M.G. Wright (Chairman)**

Councillors: G.H. Bateman, D. Butler, C.J. Dolphin, D. Evans, V. Gay, J. Johnson, C. Legg, N.M. Matthews, P. Shotton and C.A. Thomas

**SUBSTITUTE:** Councillor M.J. Peers for Councillor H.D. Hutchinson, Councillor M. Reece for Councillor A. Minshull, Councillor R. Hampson for Councillor C. Hinds, Councillor M. Lowe for Councillor P. Curtis.

**ALSO PRESENT:** Councillor P.G. Heesom

**APOLOGY:** Councillor P. Curtis

**CONTRIBUTORS:** Deputy Leader and Cabinet Member for Environment, Cabinet Member for Public Protection, Waste and Recycling, Director of Environment, Head of Streetscene, Head of Assets and Transportation, Transportation Manager

**IN ATTENDANCE:** Lifelong Learning and Health and Social Care Overview and Scrutiny Facilitator and Committee Officer

### 28. **DECLARATIONS OF INTEREST (including Whipping Declarations)**

Councillor V. Gay declared an interest in bus transport – minute item 5.

### 29. **MINUTES**

The minutes of the meeting held on 9 January 2013 had been circulated with the agenda.

#### **Accuracy**

Councillor D. I. Mackie had emailed two amendments to the minutes. On page 3, he had asked the Director to convey to the North East Wales Area Based Transport Study team the importance of strengthening connections to the Flintshire Bridge from the north of the county and the west of North Wales to ensure the advantages of the Deeside Enterprise Zone were experienced by people in those areas. On page 5, Councillor Mackie had asked that in view of the proximity of a national boundary to the proposed site had sufficient early consultations been conducted with our neighbours to comply with international treaty requirements.

Councillor P. J. Curtis had emailed an amendment to his comments on Civil Parking Enforcement. He wanted to add to his comments on Civil Parking Enforcement as follows: Councillor Curtis said that Holywell town had

suffered with car parking charges for the last 20 years and that Holywell Town Council had never been in favour of car parking charges.

Councillor M.Peers asked that on page 10, paragraph 3, that the following be change be implemented:

Councillor M.J. Peers explained that the decision had been called in due to concerns about the inconsistency of car parking charges “under consideration for implementation at this stage “rather than car parking charges to be implemented”.

Councillor P. Shotton said that the comments attributed to him on page 13, paragraph 8 were incorrect and referred to Veronica Gay.

Councillor C. A. Thomas suggested that the minutes of the Environment Overview & Scrutiny Committee held on the 9th of January be put forward as a good practice example of Overview & Scrutiny minutes for the review of minute taking that was being undertaken by the Head of Legal and Democratic Services. The Chair & Members of the Committee agreed that they were an excellent example and concurred with the suggestion made by Councillor Thomas.

### **30. CHANGE OF AGENDA ORDER**

The Chair proposed that the Recycling Income item be considered after the Review of Public Conveniences item in order that the Streetscene Manager could present two consecutive reports.

### **31. INTRODUCTIONS**

The Chair welcomed members of the Wales Audit Office (WAO) and the Peer Learning Exchange Team from Wrexham Borough Council to the meeting who attended as part of the WAO Scrutiny Improvement Study.

### **32. REVIEW OF PUBLIC CONVENIENCES**

The Head of Streetscene introduced the report on the revised delivery arrangements for the Council’s Public Conveniences. He explained that it was not a statutory requirement for the council to provide public conveniences and that some stand alone facilities were no longer fit for purpose. The Council wished to look at a model based on the revision of existing council facilities and the use of private facilities. Morrisons Supermarkets in Saltney received £500 per year from the Welsh Government to allow the public to use their toilets. This development had enabled the Council to close the stand alone Council owned facility in the town that was no longer fit for purpose.

The Head of Streetscene said that the council would speak to Town and Community Councils to see if they would be prepared to take over the management of public conveniences. He added that a new signage scheme for public conveniences would be implemented so that the public would be

aware of any new arrangements. Details of the revised provision were outlined in Appendix 1 to the report.

Councillor P. Shotton thanked the Head of Streetscene for a clear report. He asked about the numbers of local businesses that had already come forward regarding the £500 grant. The Head of Streetscene said that there had been a number of enquires from businesses, although no grants had been allocated as yet.

Councillor N.M. Matthews said that she had visited all of the Council owned/subsidised facilities over the previous summer and found all but two to be in good order. She voiced concerns about the proposed closure of facilities at Cilcain and Caerwys and the effect on tourism and asked what alternatives would be put in place in those areas. The Head of Streetscene said that the Council would approach the Community Councils in those areas to offer support and to see if there were any private businesses willing to participate in the grant scheme.

Councillor D. Evans asked if income from car parking could be used to provide new public conveniences. The Cabinet Member for Environment said that the report had already been to Cabinet and that it was not the Council's intention to look at building new toilets. In the case of Shotton, Wetherspoons could offer its facilities to the public. Councillor Evans asked how visitors to the area would be made aware of facilities on the main coast road. The Cabinet Member for Environment said that new signage would be implemented.

Councillor C. A. Thomas asked if all the reviewed facilities had been checked for disabled access and baby change facilities and if local members had been consulted. The Cilcain Community Council had received a letter from the Council concerning the management of the public convenience but the figures quoted in the letter differed to those in the report. She voiced her concern at the potential loss of a facility at Cilcain which was a tourist hub in an Area of Outstanding Natural Beauty. The Head of Streetscene in response said that the more modern public conveniences were DDA compliant, but all of the facilities needed to be checked. With regards to the letter sent to Cilcain Community Council, the figures quoted did not include water and energy charges. He confirmed that the Council would be speaking to community groups to see if they would be prepared to take on the management of such facilities. The local member for Cilcain had not been consulted at this stage of the review process. The Council had written to the Community Council and had now spoken to the County Councillor.

Councillor M.J. Peers said that despite the low utilisation quoted in the report, Cilcain was on the tourist route and had little or no alternative facilities. With reference to paragraph 3.04, Councillor Peers said that there was currently a lack of signage of public conveniences and asked if it could be looked at in conjunction with Area of Outstanding Natural beauty. He asked for details of the costs of a "Superloo" system that was deemed "prohibitive" in paragraph 3.09 of the report. Councillor Peers asked if current footfall from

this recent study was consistent with previous studies as there were no footfall figures in the report. The current report stated low usage in Holywell town centre although previous studies showed higher footfall there than in Flint. The Head of Streetscene said that figures could be supplied. He said that there were variances across Holywell and that footfall justified one unit. He explained that the amount of capital investment and running charges made "Superloos" an unviable option. He added that the Council would look at a local business to provide a facility in Cilcain in the longer term.

Councillor V. Gay said that it was right to remove the public convenience at Saltney as it had attracted anti-social behaviour. She asked why Mold Town Hall was not listed as a location. The Head of Streetscene said that the Council did not contribute towards its running costs. Councillor Gay asked about what would happen to the £9000 budget for the public convenience in Saltney. The Head of Streetscene said that the budget review would realign the budget to the correct area.

Councillor C. Legg said that it was important not to just look at footfall figures in the case of Cilcain, but to consider that the majority of users would be tourists and school parties and that there were no other alternative facilities. The Head of Streetscene said that footfall figures would be circulated with the minutes. These figures indicated that usage was low in Cilcain and Caerwys. The Council hoped the Community Council would take them over or a local business would seek the £500 grant.

The Cabinet Member for Environment said that the report had gone to Cabinet 2 months previously and they were aware, as were officers, of the urgent need to resolve the issue.

Councillor R. Hampson asked if a Flintshire Connects centre in Buckley could provide public conveniences. The Cabinet Member for Environment said that sites for future Flintshire Connects offices were being considered and the types of facilities to be offered would be discussed at the planning stage.

Councillor H. Bateman asked if the subsidy was withdrawn from the Daniel Owen Centre if they could then apply for the Welsh Government grant. The Cabinet Member for Environment said that this was not permissible under the grant scheme.

**RESOLVED:**

That Scrutiny note the future delivery option for each of the Public Convenience Facilities shown in Appendix 1 and that the following comments be recorded:

- That the possible impacts on tourism be taken into account, particularly in Caerwys and Cilcain.
- The need for clear signage.

- That facilities maintained by the Council are DDA compliant and have baby change facilities.
- That local members had not been consulted in the way that they would have liked during the course of this review and that proper consultation be undertaken in the future.
- That the Committee be informed of discussions between the Council and the local Members for Cilcain and Caerwys, including the Town & Community Councils.

### **33. RECYCLING INCOME**

The Head of Streetscene introduced the report to update members of the Committee on the volumes of material collected and the level of income received from the sale of recyclates collected by the Council. He explained that the cost of collecting recycled material was higher than the value of income gained from the process and that values of recyclates were subject to market forces, so much so that 3 monthly contracts were put in place to ensure the best prices possible were secured for Flintshire. The shortfall in the cost of delivering the recycling service was recovered by a grant from the Welsh Government.

The Cabinet Member for Waste, Public Protection and Recycling said that it had not yet been confirmed by the Welsh Government the levels of Sustainable Waste Management Grant (SWMG) for 2013/14.

Councillor J Johnson asked why the council were not already recycling textiles. The Head of Streetscene said that it was only recently that textiles had seen an increase in value.

Councillor G.H. Bateman asked if the contracts were fixed price contracts. He asked what would happen if all of the companies that purchased Flintshire recyclates decided that they did not want to purchase a certain commodity. Councillor Bateman asked how aluminium cans were separated from tin and asked if the Committee could view the recycling operations. The Head of Streetscene said that if contracts were long term they would offer better value, but it was difficult to secure longer term contracts at good rates. There was a pool of contractors who were engaged in an ongoing formal tendering process to bid for Flintshire recyclates. There was one long term contract in place which involved a paper recycling operation. The Head of Streetscene said that it was unlikely, at any given time, that all of the potential purchasers would refuse to purchase a certain commodity. Should this occur, the Council would have to pay to have the items removed. The selling on of recyclates was always cheaper than paying for it to go to landfill. Aluminium cans were separated by a magnet and baled separately.

The Chair agreed that it would be useful to visit the recycling facilities and asked the Overview and Scrutiny Facilitator to arrange this.

Councillor M. J. Peers said that it was good to see a £120,000 saving in land fill costs thanks to the success of the recycling operation. He said that he would have liked to have seen information around costs, so that he could compare costs since the launch.

The Chair said that good progress had been made with the recycling service and that scrutiny now needed to focus on costings.

Councillor D. Butler asked if the 1469 tonnes of recycled material referred to in paragraph 3.04 was an annual figure or a figure that represented the number of recylates since the introduction of the programme. The Head of Streetscene said that this information would be provided in subsequent quarterly reports.

**RESOLVED:**

That the Committee notes the level of income generated from sales of the material recycled by Flintshire residents and the positive progress made to date.

**34. PROPOSALS FOR A REVIEW OF SUBSIDISED BUS SERVICES WITHIN FLINTSHIRE**

The Head of Assets and Transportation introduced the report to advise members of how bus services were currently organised within Flintshire and to outline proposals for a review of the County's subsidised bus services and related services.

He explained that buses were provided by the private sector. The Council had no mandatory obligation to fund any public transport services, however it did have powers under the Transport Acts 1985, 2000 and the Local Transport Act 2008 to enter into agreements with public transport operators to provide subsidies for services that were not available commercially. Appendix 1 outlined the current provision in Flintshire of bus services.

The Head of Assets and Transportation outlined the challenges for the coming year:

- From 1 April 2013 the Welsh Government would make changes to the funding for bus services and community transport in Wales
- Across Wales there would be a reduction in grant from £33m to £25m for the next financial year.
- A new scheme called Regional Transport Services Grant (RTSG) would be in place from 1 April 2013.
- The Regional Transport Consortia would be responsible for the new grant in North Wales, this would be in the form of TAITH.



Work is currently being undertaken to understand how much of the £25m funding will be allocated to TAIH for 2013-14.

As a result of anticipated reduction in budgets of around £223,505, Flintshire County Council will be undertaking a review of its services during 2013/14 with completion scheduled in summer of 2013. The Council were now looking at criteria to build into a Policy to determine which services it should support.

Funding from Cadwyn Clwyd would secure a Rural Transport officer on a 12 month fixed term basis to understand the needs of the rural communities.

The Head of Assets and Transportation asked the Committee to look at the draft Policy in Appendix 2 and said that the review would come back to Scrutiny once Cabinet had approved the Policy and costings for routes and subsequent bandings had been determined.

The Chair said that member input into the proposed criteria and Policy in Appendix 2 was key.

Councillor P. Shotton asked if concessionary travel would be affected by the changes and asked for the widest possible public consultation on the matter. He also asked if commercial routes would be reviewed after the review of subsidised routes. The Director of Environment in response said that Concessionary Travel did not feature in the scope of the review and would not be affected by the changes. A potential reduction in commercial services would be taken into account in the review.

Councillor C.A. Thomas asked which agency would hold the funding for Concessionary Travel from 1 April 2013. The Transportation Manager said that currently Flintshire administered the scheme, but as of 1 April 2013, the funding would go through TAIH, and there were no indications that the current modifying factor of 0.70, which was applied to each company's representative concessionary fare, would change from this date. Councillor Thomas said that it was not fair that operators continued to raise fare prices when funding had not been cut. She said that it was important that rural bus routes into transport hubs were maintained to enable young people to get to work, to allow people access to hospitals and for shopping and social purposes. She asked that the Rural Transport Officer role be filled without any further delay, so that the views of rural communities were taken into account and asked if they had to be in post by April 2013. The Chair said that paragraph 4.02 of the draft Policy addressed access, connectivity and filling gaps in transport. The Director for Environment said that the Council exerted no control over commercial price increases, but did have some control over the prices charged on subsidised bus services. The Head of Assets and Transportation said that it was acknowledged that Flintshire had many rural communities and that the Policy development and the review would address their need for access to tourism, social and healthcare facilities. The Rural

Transport Officer post would be recruited within the next 2-3 months, if not sooner, particularly if the post was filled internally.

Councillor D. Butler said that it was important to get bus routes to cover routes to workplaces at a reasonable cost to the customer. He asked that the Deeside Enterprise Zone and the transport needs of the potential work force there be considered. He asked that given the reduction in funding from £33 million to £25 million, would the requirement to spend 10% on community transport remain. The Director of Environment said that the council was still required to use 10% of the grant on community transport and that the Deeside Enterprise Zone would be taken into consideration in the review. He added that currently, no commercial bus routes served the Deeside Industrial Park.

Councillor N.M. Matthews asked if there was a national information service for bus transport. She also asked for more information about the criteria to be used to determine whether a service should continue to be supported and if it was similar to ones used by other councils. The Transportation Manager said that Travelline Cymru provided impartial travel information on public transport via a web site which included a journey planner. The Director of Environment said that it was clear that this service had not been well publicised and that improved marketing and publicity of the routes needed to be considered. He said that residents' needs would be taken into account in the review and that they would liaise with neighbouring councils about working across boundaries.

The Chair said transport was a regionalisation issue and that this would raise questions as to how it would be scrutinised.

Councillor M. J. Peers asked for more information about the criteria for subsidy per passenger. He said that the needs of those in rural areas, sheltered accommodation and those travelling late at night needed to be taken into account. Councillor Peers asked for clarification in paragraph 8.01 of the draft Policy which stated that commercial fare levels would be analysed on a quarterly basis to ensure that subsidised fare levels on each service were closely aligned. He asked if it meant aligned to the costs of commercial routes. The Transportation Manager said that other authorities used a similar system, where low cost per passenger (green) would be £2 and under, amber would be £2.00-£5.00 and red would be £5.00 and above. Councillor Peers asked if this information should be in the policy. The Director of Environment agreed that it should be in the Policy. He added that if a service was reviewed as being in the red banding, it would not necessarily mean that the Council would not run it, as it could be a key service.

Councillor V. Gay said that Saltney Ferry did not have direct routes into centres of employment such as Sandycroft or the Chester Business Park. She said that the review should acknowledge where there were such gaps and to take into account the views of customers. The Transportation Manager said that a map could be produced that showed all the commercial and subsidised routes and key employment / residential areas. The Head of

Assets and Transportation agreed to produce map and distribute to members of the committee.

Councillor N.M. Matthews asked if the criteria could be looked at again before it went back to Cabinet.

Councillor D. Butler asked if any innovative travel packages could be offered by TAITH, similar to the £4.80 Chester to Southport package which included train, bus and ferry services.

The Chair said that consultation was required and that members should consider who should be consulted.

The Director of Environment said that they would go out to consultation after the policy stage had been completed. Comments from the meeting would be taken on board and a revised Policy would be taken to Cabinet in March/April and then back to Overview and Scrutiny in June. The Director of Environment said that all subsidised services would be re-tendered after the review, including the “green banded” routes.

The Chair outlined the committee’s comments on the draft Policy which were to be added to the report recommendations as follows:

- Improve the marketing of the bus services.
- Request clarity from HR as to when the new post would be appointed.
- Further information about the setting of subsidies – information needed on red, amber and green bandings.
- Details of Overview and Scrutiny arrangements for a regionalised service.
- A map of the main employment sites in the county/borders of county
- More innovative travel packages.
- Map of commercial and subsidised routes.

**RESOLVED:**

- (a) That members note the changes to bus funding anticipated from 1 April 2013.
- (b) That members note the content of this report, subject to the above comments outlined in the preceding paragraph.

**35. FORWARD WORK PROGRAMME**

The Lifelong Learning and Health and Social Care Overview and Scrutiny Facilitator introduced a report to enable the Committee to consider the Forward Work Programme.

It was proposed that at the 23 July 2013 meeting there would be an update on the North Wales Residual Waste Treatment Project, an update on the Deeside Enterprise Zone and an update on Recycling.

**RESOLVED:**

That the Committee considers the draft Forward Work Programme and approves the amendments listed above.

**36. DURATION OF MEETING**

The meeting began at 10.00 am and ended at 11.55 am.

**37. ATTENDANCE BY MEMBERS OF THE PRESS AND PUBLIC**

There were two members of the press present.

## FLINTSHIRE COUNTY COUNCIL

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

**DATE:** **6 MARCH 2013**

**REPORT BY:** **ENVIRONMENT, LEARNING & SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:** **QUARTER 3 SERVICE PERFORMANCE REPORTS**

### **1.00 PURPOSE OF REPORT**

- 1.01 To note and consider the 2012/13 Quarter 3 service performance reports produced at the Head of Service/Divisional level under the adopted business model of the Council. The reports cover the Quarter 3 period (October to December 2012).
- 1.02 To note the position of the Strategic Assessment of Risks and Challenges (SARC) contained within the performance reports.
- 1.03 To note the progress made against the Improvement Targets 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.

### **3.00 CONSIDERATIONS**

- 3.01 Copies of the detailed Quarter 3 (October to December 2012) performance reports are attached at Appendix 1.1 – Public Protection, Appendix 1.2 – Regeneration, Appendix 1.3 – Assets & Transportation, Appendix 1.4 – Streetscene and Appendix 1.5 – Planning.
- 3.02 **Strategic Assessment of Risks and Challenges**  
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.
- 3.03 A draft revised SARC summary position of the present Red (high risk), Amber (medium risk) and Green (low risk) status for all of the reported strategic risks and challenges is provided at Appendix 2.

#### **4.00 RECOMMENDATIONS**

4.01 That the Committee consider the 2012/13 Quarter 3 performance reports produced by the Heads of Service, highlight and monitor poor performance and feedback details of any challenge to Corporate Resources O & S Committee who are responsible for the overview and monitoring of improvement targets.

#### **5.00 FINANCIAL IMPLICATIONS**

5.01 None as a result of this report.

#### **6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

#### **7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

#### **8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

#### **9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

#### **10.00 CONSULTATION REQUIRED**

10.01 Not applicable

#### **11.00 CONSULTATION UNDERTAKEN**

11.01 Not applicable

#### **12.00 APPENDICES**

12.01 Appendix 1.1 – Public Protection, Appendix 1.2 – Regeneration, Appendix 1.3 – Assets & Transportation, Appendix 1.4 – Streetscene and Appendix 1.5 – Planning.

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

None.

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## Quarterly Performance Report –Public Protection

**Report Author** Ian Vaughan-Evans  
**Report Date** Quarter 3 2012-13  
**Report Period** Quarter 3 : October – December 2012

### Introduction

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

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

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

# 1. Foreword

Report highlights for this quarter are the following items: -

<p><b><u>Community Protection:</u></b></p> <p><b>Trading Standards</b></p>	<p>The indicator for Trading Standards High Risk inspections is jointly reported by the Compliance, Food Safety/Standards and Investigations sections. Performance this quarter is slightly lower than the target at 63%; however the end of year target of 100% is expected to be achieved as a Trading Standards Officer will be appointed on a fixed term contract. The other indicators for Trading Standards are annually reported and at current performance are projected to meet the 100% target by the end of the fourth quarter.</p> <p>Primary Authority</p> <p>Flintshire was asked by the Better Regulation Development Office (BRDO) to take part in a six month pilot relating to the under age sale of alcohol. This will be part of the Primary Authority scheme that the Council already operates with Iceland Foods Limited but will also involve JD Wetherspoon pubs. We have agreed to take part because currently the under age sale of alcohol is excluded from the Primary Authority scheme. The BRDO wishes to analyse whether there are any obstacles to bringing it into the scheme. One of the obvious complications is that the Police have responsibility for enforcing the under age sales provisions in on-licensed premises and are therefore outside the current local authority/company Primary Authority regime.</p> <p>Fireworks</p> <p>Another important age restricted product is fireworks. Officers carried out unannounced checks during the run up to Bonfire Night on premises that sell fireworks to ensure that no sales take place to under 18's. They also check on safety standards of storage and that only the correct categories of fireworks are sold to the general public. Thirty four premises were checked and no formal action was required.</p> <p>National Consumer Week</p> <p>This took place in mid-November and focussed upon cold calling with the slogan 'Cold Calling – Don't Buy It' The aim was to raise awareness that people have the right to refuse to entertain traders who arrive unannounced at their home and if they choose to invite such traders in then they have specific consumer rights. Officers arranged displays at Flintshire markets in conjunction with Neighbourhood Watch; issued press releases; provided talks to Police Community Support Officers and Over 50's Groups and</p>
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	<p>issued alerts via the OWL system (On-line Watch). There are now 62 No Cold Calling Zones in Flintshire which help to protect particularly vulnerable residents.</p> <p>Prosecution</p> <p>Flintshire has involved the Wales Illegal Money Lending Unit in the investigation of a small chain of pawn shops. Businesses are required to be licensed by the Office of Fair Trading if they offer consumer credit. It is alleged that this business is operating without a credit licence. The matter is due to be heard in the Crown Court in Spring 2013.</p> <p>Other action</p> <p>Two market traders were issued with warnings as to future conduct for having unsafe counterfeit cigarette lighters on sale.</p>
<b>Licensing</b>	<p>Internal Audit of Licensing</p> <p>This was concluded at the end of October and the draft report has been received. The report was generally very positive about the service and the policies and procedures in place. No major issues were identified and only a couple of minor procedural amendments required</p> <p>Disclosure and Barring Service</p> <p>The Criminal Records Bureau and the Independent Safeguarding Authority merged on 1<sup>st</sup> December 2012 to become the Disclosure and Barring Service. Though the Protection of Freedoms Act has introduced new definitions of Regulated Activity, taxi or private hire vehicle drivers will remain subject to enhanced DBS checks and also to checks against both the adults barred list and the children's barred list.</p> <p>Gambling</p> <p>Flintshire's latest statement of Gambling Policy was approved at the Licensing Committee at the end of November. This lays out the matters that the Licensing Authority will take into account when dealing with the various licences and permits that are issued under the Gambling Act. The new Policy runs for 3 years from January 2013 until the end of 2015.</p>
<b>Community Safety</b>	<p>Information on offending rates across the six North Wales authority areas was recently published by the Police. Flintshire was below the Force average in all the categories covered and was lowest in terms of violent crime and shoplifting. The overall reported crime rate in Flintshire was 51.25 per 1000 people and this was bettered only by Anglesey at 47.91.</p>

	<p>Flintshire Community Safety Team convened a Partnership meeting to formulate a multi agency action plan highlighting activities around the Halloween/ Bonfire night period. The meeting was attended by North Wales Police, North Wales Fire &amp; Rescue, Neighbourhood Wardens, Neighbourhood Policing Teams, the Arson Reduction Team and Trading Standards. Information was shared relating to activities around the purchase of fireworks, licensed sellers of fireworks, leaflet drops and patrolling of hotspot areas, and funding for and the location of specific local neighbourhood events. Each agency was forthcoming with support for other agencies' activities and partnership working arrangements were formulated and agreed.</p> <p>Anti Social Behaviour</p> <p>In early October the ASB Coordinator was invited to present at Connah's Quay Town Council. An overview of the work of the Flintshire Community Safety Partnership, how it reacts to incidents of ASB and its relationship with partner agencies was given to Members. The presentation was very well received with positive feedback given. Members brought up emerging issues in Connah's Quay which the ASB coordinator was already dealing with, thus highlighting good information sharing protocols within CSP agencies.</p> <p><b>Neighbourhood Wardens</b></p> <p>The Wardens continue to deal with domestic violence referrals by offering support and fitting target hardening measures such as door and window locks, alarms and letterbox plates (to prevent flammable liquids being poured in). In addition they continue to undertake patrols in areas identified by anti social behaviour officers, police officers, housing officers and at the ASB Forum. They have also been involved in the drug related initiatives in areas of Deeside, offering reassurance visits and patrols, providing and fitting target hardening equipment and issuing advice leaflets.</p> <p>The Wardens supported the launch of the 'Bike Safe' scheme. This is a regional campaign which is supported by the Community Safety Partnerships of North Wales. During October and November the Wardens participated in 6 events held on Friday and Saturday nights at venues across Flintshire. Their role has been to etch bikes and scooters which is a theft deterrence measure, and also to offer general community safety advice.</p>
<p><b><u>Environmental Protection:</u></b></p> <p><b>Environmental Control</b></p>	<p>During this quarter, this section has responded to 99 service requests, served 3 statutory nuisance notices for rubbish</p>

	<p>accumulations and one emergency prohibition order to prevent a hazardous property being occupied. The service receives on average 160 service requests per quarter.</p> <p>Private water supply annual sampling has been completed during this quarter along with the County's swimming pool audit sampling having been undertaken.</p>																								
<b>Pollution</b>	<p>The section has dealt with 93 service requests from residents and 194 consultations from Planning and Licensing during this quarter.</p> <table border="1"> <thead> <tr> <th></th> <th><b>Q3 2012</b></th> <th><b>Q3 2011</b></th> </tr> </thead> <tbody> <tr> <td>Nuisance Complaint</td> <td>4</td> <td>8</td> </tr> <tr> <td>Noise Complaint</td> <td>82</td> <td>69</td> </tr> <tr> <td>Smoke Complaint</td> <td>3</td> <td>9</td> </tr> <tr> <td>Contaminated Land Action</td> <td>4</td> <td>7</td> </tr> <tr> <td>Planning Consultation</td> <td>192</td> <td>156</td> </tr> <tr> <td>Licensing Consultation</td> <td>2</td> <td>3</td> </tr> </tbody> </table> <p>One abatement notice for noise nuisance has been served during Quarter 3.</p> <p>Work commenced on the preparation of an Order to declare an Air Quality Management Area (AQMA) at a property in Mold, where air quality levels have exceeded the tolerable levels.</p> <p>Work has also continued this quarter on updating the Council's Contaminated Land Strategy.</p>		<b>Q3 2012</b>	<b>Q3 2011</b>	Nuisance Complaint	4	8	Noise Complaint	82	69	Smoke Complaint	3	9	Contaminated Land Action	4	7	Planning Consultation	192	156	Licensing Consultation	2	3			
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<b>Animal and Pest Control</b>	<p>During the quarter the emphasis of the work has switched from the traditional summer type complaints regarding Wasps and Ants to Mice and Rats. The team has treated and dealt with the following number of reported public health and nuisance pest incidents during the quarter:</p> <table border="1"> <thead> <tr> <th></th> <th><b>Q3 2012</b></th> <th><b>Q3 2011</b></th> </tr> </thead> <tbody> <tr> <td>Mice</td> <td>138</td> <td>146</td> </tr> <tr> <td>Rats</td> <td>358</td> <td>256</td> </tr> <tr> <td>Unidentified insects</td> <td>1</td> <td>0</td> </tr> <tr> <td>Fleas</td> <td>4</td> <td>16</td> </tr> <tr> <td>Wasps</td> <td>76</td> <td>42</td> </tr> <tr> <td>Garden Ants</td> <td>2</td> <td>0</td> </tr> <tr> <td>Other Pests</td> <td>7</td> <td>5</td> </tr> </tbody> </table> <p>Signs at the majority of school sites where they do not permit access to the public have now been erected, with the remainder to be completed during January 2013, in order for the Council's enforcement officers and North Wales Police to undertake enforcement action for dog fouling under Section 547 of the Education Act 1996.</p>		<b>Q3 2012</b>	<b>Q3 2011</b>	Mice	138	146	Rats	358	256	Unidentified insects	1	0	Fleas	4	16	Wasps	76	42	Garden Ants	2	0	Other Pests	7	5
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	<p>Proactive patrols have again continued to be undertaken by North Wales Police and our enforcement officers for littering and dog fouling offences. In addition to the patrols Enforcement Officers have also replaced / erected new No Dog Fouling Signage throughout the county totaling approximately 70 in number. No fixed penalty notices were issued during this quarter.</p> <p>The authority's <i>Doggy Do</i> App was fully operational during the quarter with usage rates showing 58 reports made via the app during the quarter. These related to 52 reports of Dog Fouling and 6 of full or overflowing Dog Bins</p>																														
<p><b>Bereavement Service</b></p>	<p>The Council's revised Cemetery Regulations were distributed to all Funeral Directors and Stone Masons within the county.</p> <p>During the quarter the service undertook 113 interments (both full burial and cremated remains) compared to 88 for the same period in 2011 / 12</p> <p>During the quarter the service undertook 2 Public Health Burials (people who die without any funds or anyone willing or able to make funeral arrangements for them).</p> <p>Ongoing improvement works to Hawarden No2 (Garden of Remembrance), Treuddyn (Drainage to Cemetery extension area) and Kelsterton (Woodland Burial Area) continue with a planned completion by the end of the financial year.</p>																														
<p><b>Building Control</b></p>	<p>During Q3, the Building Control section have dealt with:-</p> <table border="1" data-bbox="475 1261 1385 1742"> <thead> <tr> <th></th> <th>Quarter 3 2012</th> <th>Quarter 3 2011</th> </tr> </thead> <tbody> <tr> <td>Full Plans submissions</td> <td>57</td> <td>85</td> </tr> <tr> <td>Building Notice submissions</td> <td>41</td> <td>33</td> </tr> <tr> <td>Partner Authority submissions</td> <td>22</td> <td>19</td> </tr> <tr> <td>Partner Inspector submissions</td> <td>1</td> <td>7</td> </tr> <tr> <td>Regularisation submissions</td> <td>0</td> <td>4</td> </tr> <tr> <td>Dangerous Structure cases</td> <td>4</td> <td>5</td> </tr> <tr> <td>Demolition Notices</td> <td>1</td> <td>4</td> </tr> <tr> <td>Street naming / numbering and house naming cases</td> <td>9</td> <td>24</td> </tr> <tr> <td>Consultations from Planning</td> <td>31</td> <td>48</td> </tr> </tbody> </table> <p>During the third quarter Building Control has dealt with applications for,</p> <ul style="list-style-type: none"> <li>• A new junior school in Talieson Avenue, Shotton.</li> <li>• Alterations to accommodate 1<sup>st</sup> floor office facility and a coffee shop and support facilities for Airbus in Broughton.</li> </ul>		Quarter 3 2012	Quarter 3 2011	Full Plans submissions	57	85	Building Notice submissions	41	33	Partner Authority submissions	22	19	Partner Inspector submissions	1	7	Regularisation submissions	0	4	Dangerous Structure cases	4	5	Demolition Notices	1	4	Street naming / numbering and house naming cases	9	24	Consultations from Planning	31	48
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	<ul style="list-style-type: none"> <li>• A residential development of 9 dwellings in Buckley.</li> </ul> <p>Members of Building Control were called to Pantymwyn where a hole associated with former lead workings had opened in the ground 2 metres from a dwelling. There was the potential for parts of the building to collapse into the hole. The owner was advised to vacate the premises whilst a specialist consultant reviewed the situation. The owner has moved his family from the property but has decided to stay in the property himself. The hole/shaft has been capped and further investigation work is being carried out to determine whether underpinning work is required to the dwelling.</p> <p>Staff dealt with a notice of intended demolition of the former Headland Foods factory at Castle Park, Flint.</p> <p>Staff from Building Control hosted a presentation in October with Welsh Water to Architects, Surveyors, Engineers and Building Contractors, explaining the new legislation relating to the transfer of ownership of private sewers and lateral drains to the Water Authority. Building Control staff continue to advise many builders about the new legislation relating to what are now considered Public Sewers.</p> <p>The team continues to undertake Fire Risk Assessments of Council owned buildings and have now almost completed all schools in the county.</p>
<p><b><u>Health Protection:</u></b></p> <p><b>Food Safety and Food Standards</b></p>	<p>Performance against High Risk inspections undertaken has improved this quarter with an outturn figure of 68% recorded against the target of 75%. The percentage number of Broadly Compliant premises has remained at 82% which is in excess of the target of 80%. The section is now up to full staff complement with the appointment of additional staff on fixed term contracts until 31<sup>st</sup> March 2013. It is therefore anticipated that end of year Performance targets will be met.</p>
<p><b>Health &amp; Safety Enforcement</b></p>	<p>Work is progressing well with the Estates Excellence project in conjunction with Wrexham County Borough Council to promote and mentor Health and Safety awareness on the Deeside and Wrexham Industrial parks. During this quarter 283 initial visits to encourage businesses to join the Project were made across the two estates with approximately 120 of these relating to businesses on the Deeside Industrial Park. This has yielded a 56% success rate with 159 businesses in total across the two estates agreeing to take part. This work will gain momentum during the final quarter i.e. Jan to March 2013.</p>

<b>Corporate Health &amp; Safety</b>	During this quarter there has been a further session of Member Development Health and Safety training as well as a further session of senior management Health and Safety training in the “The Principles of Safety Leadership”. Both have been well received. The Health and Safety advisors are now to commence a series of audits based on risk to monitor and assist with Health and Safety compliance across Directorates.
<b>Animal Health and Welfare</b>	<p>A significant long running prosecution case was concluded successfully in favour of the Council during this quarter relating to offences against Bovine Tuberculosis regulations. The farmer was sentenced to 10 and 1/2 months in prison and the level of sentencing in this case was regarded as being unusually high for a trading standards animal health case, reflecting the severity of the offence and ongoing offending of the trader.</p> <p>During this quarter we have been able to provide maternity cover for the Health Promotion officer role and this has enabled the Hand Washing project for schools to be progressed as well as raising the profile of the service by a number of internal and external informative articles and press releases relating to such matters as Food Safety on a Budget, minimising food waste, food safety at Christmas and the dangers of fireworks.</p>
<b>General</b>	Work has continued well with respect to the Business Support project and a meeting is scheduled for early in the New Year to progress matters in conjunction with Flintshire’s Economic Regeneration Unit.

## 2. Performance Summary

### 2.1 Improvement Plan Monitoring

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



#### KEYS

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

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

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

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

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

## 2.2 Strategic Assessment of Risks and Challenges

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

### 2.3.1 Performance Indicators and Outcome Measures

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

 2       1       4

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

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

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



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






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

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

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

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

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
BCT/004 – The percentage of building control 'full plan' applications checked within 15 working days during the year	92%	95%	92%	97%		Improved
BCT/007 – The percentage of 'full plan' applications approved first time	95%	100%	95%	100%		No change

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
PPN/001i-iv – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: -						
PPN/001i – Trading Standards	100%	50%	75%	65%		Downturn (see Para 3.2.1)
PPN/001ii – Food Hygiene	100%	40%	75%	68%		Improved (see para 3.2.2)
PPN/001iii – Animal Health	100%	38%	75%	53%		Improved (See Para 3.2.3)
PPN/001iv – Health & Safety	100%	N/A	75%	75%		Improved
PPN/009 (I.P. 5.9) – Percentage of food establishments which are 'broadly compliant' with food hygiene standards <b>(Improvement Success Measure)</b>	80%	82%	80%	82%		No change

### IMPROVEMENT SUCCESS MEASURES

Please see 3.2 for commentary on amber performance indicators.

#### 2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action & Planned Completion date	Progress
PPN/008i * -The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for Trading Standards	Monthly monitoring of new businesses and allocation of work to ensure target is met	✓
PSR/007c * – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement.	Working with landlords to ensure properties are up to the required standards and serving enforcement notices where necessary.	✓



Ref	Action & Planned Completion date	Progress
PSR/008 * - The percentage of high risk private sector dwellings improved to an acceptable level	Using the new guidance provided to identify high risk properties and working closely with private landlords and house owners to improve standards within dwellings. Enforcement notices served where necessary	✓
IA4.2L3 * - Develop targets for increasing satisfaction levels by 5% per year over baseline.	The customer survey for work carried out by the service during 2012/13 will be undertaken during the year and the results of the survey will be provided at the end of the year.	✓

## 2.4 Key Actions from Service Plan Monitoring

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

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

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

## 3. Exception Reporting

### 3.1 Implementation of the recommendations from the E. coli inquiry.

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

## **3.2 Performance Indicators**

### **3.2.1 PPN/001i – Trading Standards – High Risk Businesses**

The vacant Trading Standards Officer posts within the service meant that there was insufficient capacity with regard to Weights and Measures expertise to fully complete all the inspections within the time period. An officer on a fixed term contract will be appointed shortly which should ensure that the year end target is met.

### **3.2.2 PPN/001ii – Food Hygiene – High Risk Businesses**

The indicator is slightly below target for this quarter but considerable improvements have been made. During this quarter replacement staff have started work on six month fixed term contracts until 31<sup>st</sup> March 2013 which should ensure that the set target of 100% is achieved by the end of the year.

### **3.2.3 PPN/001iii – Animal Health – High Risk Businesses**

This indicator is below the target figure for this quarter and also below the intervention level target of 65% hence the red RAG status but this is due to the fact that many of the High risk inspections are due in Quarter 4 when welfare issues are most prevalent in the winter months. A review of the quarterly targets, particularly at Quarter 3 is to be carried out to reflect this. It is fully anticipated that the end of year target of 100% will be met.

## **Quarterly Performance Report – Regeneration**

**Report Author** Dave Heggarty  
**Report Date** January 2013  
**Report Period** Quarter 3: 1<sup>st</sup> October 2012 to 31<sup>st</sup> December 2012

### **Introduction**

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

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

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

# 1. Foreword

Report highlights for this quarter are the following items: -

**Deeside Enterprise Zone** Work is progressing well;

- Business and Marketing Plans completed and submitted to Welsh Government, responses are awaited.
- Marketing underway, via a new website and social media, a formal Q media launch in London is planned for March 2013, with a full programme of promotional activity to follow.
- The feasibility of establishing a joint FE/HE Advanced Manufacturing Centre as part of the DEZ approach is being investigated and a report is expected early in 2013.
- A good level of interest in DEZ has been generated and announcements are expected soon.
- Local recruitment is being supported where possible and more than 100 local people have been helped into full time employment since April 2012. This figure is expected to increase significantly as more EZ projects come on stream.

## North Wales Collaborative Agenda

The six North Wales authorities are now working together to develop a shared approach to economic development, initially focussing on three key themes;

1. **Destination North Wales** working together to promote North Wales as a place to visit, to live, to study in and to invest in. This work stream is led by Wrexham CBC.
2. **Energy Sector** a joint approach towards maximising the potential benefits arising from investment in nuclear and renewable energy in the region, led by Isle of Anglesey CC.

**Advanced Manufacturing Sector** the region has a significant number of jobs in the manufacturing sector, with particular strengths in advanced manufacturing. This is a growing area, with potential benefits in terms of jobs and investment. Led by FCC.

Business	<p>The sixth Flintshire Business Week (FBW12) was delivered and is widely acknowledged by the business community as the most important event of its kind in North Wales. The focus of FBW12 was 'Flintshire - Open for Business', designed to promote both the county to potential investors and existing businesses. FBW is wholly funded by sponsorship, in 2012, the event generated £95k in cash and an estimated £40k in kind and attracted 1,876 delegates to a programme of thirty-one events.</p> <p>Prime Minister David Cameron joined Airbus senior representatives and Council officials at Broughton to mark the signing of a major deal for 100 new aircraft with Air Asia, the Malaysian national carrier, the first time that such an event has been marked at Broughton. The wings for the aircraft will all be built at the Airbus plant in Broughton, supporting jobs across North Wales and the UK. Airbus in the UK employs over 10,000 people directly and 100,000 more across the extended UK supply chain. A key centre of advanced aviation</p>
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	<p>engineering, the UK aerospace sector is the second largest in the world worth some £23 billion p.a. The order book for the year now exceeds 500 aircraft with an estimated value of £30bn.</p>
Places	<p>A programme of detailed design work is underway to identify options to improve the streetscape in a number of town centres using funding from the Rural Development Plan, European Regional Development Fund, Council capital funding and private sector contributions. The design process will include public consultation in each area. Subject to securing the necessary funding and consents, this will lead to improvement projects across the County taking place during 2014 and 2015.</p>
People	<p>The FCC bid for continuing to deliver a Communities First programme via two clusters has been confirmed in full by WG, one of the first in Wales to be agreed. The programme has some new areas added and will serve a larger population than before of 18,000 people. Revised operations maintain the current staff complement, but the service is being restructured to focus on the priorities of prosperity, health and learning and is already operating from appropriate community locations. The East CF Cluster coincides largely with the Deeside Regeneration area, and includes parts of Shotton, Connah's Quay, Sealand and Queensferry. The West Cluster falls within the larger RDP area, and includes new areas of Flint, Oakenholt and Coleshill.</p> <p>CF is developing local labour market approaches to address the Jobs Growth Wales and the Youth Entrepreneurship (YES) strategies. This includes interrelated community based activities around employment and entrepreneurial skills and learning. Opportunities are sought for better links between CF and DEZ, to ensure initiatives serve both East and West Cluster communities.</p> <p>CF is working with Lifelong Learning and the LSB to developing new models to deliver work experience and apprenticeships, targeting the 16 – 24 age groups. Three pilot models have been developed.</p> <p>In addition, CF is pro-actively supporting young entrepreneurs (YES) working with Flintshire Business Entrepreneurship Network (BEN) since June 2012, to support 16-24s and encourage them into business start up. To date, twenty two people, including nine young people, all potential new business start-ups, have joined the new Flintshire Enterprise Club, and WG is looking to roll out this model approach across Wales.</p>

Other highlights by service area are as follows: -

Town centre regeneration	<p>Design work is underway in Holywell to identify options to improve the appearance of the High Street. Extensive regeneration work through the Townscape Heritage Initiative has highlighted a rich and high quality built environment, but a poorer quality streetscape. The project in Holywell will improve the appearance of the town centre and facilitate access into the centre by pedestrians.</p>
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	<p>The town centre masterplan in Buckley has helped to secure a £200,000 Section 106 contribution from a developer in the town. The Co-operative has agreed the funding towards the street environment improvements proposed in the masterplan.</p>
<p>Business</p>	<p>Enquiries from businesses have increased this quarter from 446 (Q2 2012-13) to 849. The increase in enquiries is largely due to Flintshire Business Week 2012.</p> <p>Holywell High School is the first in Wales to open an Advanced Manufacturing Centre. Local businessman, Andrew Allshorn, has donated a range of high technology prototyping machinery to Holywell High School, leading to the school being the first in Wales to open a dedicated Advanced Manufacturing Centre.</p> <p>After winning the Flintshire Business Week 2011 Award for Innovation, Andrew, who is Technical Director of At 3D-Squared, Greenfield, has seen his company go from strength to strength with one of the busiest years in the company's history. He was thrilled to receive the award which was followed by the company winning the Daily Post Achievement Wales Award for Growth through Innovation. Andrew has generously donated an Additive Manufacturing Machine to the local High School, in addition to a new Rapman rapid prototyping machine which enables 3D printing. These machines, which are used by teams at Airbus and Formula One racing companies, will be used for GCSE and A-level product design. Professor Bill O'Neill of University of Cambridge's Engineering Department officially opened the dedicated Advanced Manufacturing Centre at Holywell High School during Flintshire Business Week 2012. The facility will also be available to private sector business as a commercial research and development facility.</p> <p>Andrew said, 'Since I set up in Flintshire, I have been really impressed by the support given to local small businesses in the area and wanted to do something to help. Encouraging the next generation of engineers is very close to my heart and, as an ex-pupil of Holywell High, they were the obvious choice'.</p>
<p>Communities First Flintshire</p>	<p>The continuation of the Flintshire CF Programme will give priority to improving opportunities for learning and skills for employment. Programme delivery prioritises community based activities, including the following:</p> <ul style="list-style-type: none"> <li>• Job &amp; Careers Fairs, twice yearly, 300 - 500 attendees each time.</li> <li>• Weekly Job Clubs, all areas, CV writing and updating, job search, identifying skills and training needs, 75 attended John Summers Job Club, 40 CVs were updated and 60 job searches undertaken. In the West Cluster area, 32 gained jobs and 133 people attended training courses.</li> </ul> <p>An important part of the entrepreneurship agenda is to grow</p>

	<p>Flintshire's first Enterprise Clubs, one operating from John Summers Community Wing since January 2013, and another from Holywell Connects from June / July 2013.</p> <p>Private sector partners, Deeside College and Glyndwr University are directly supporting the Business Entrepreneurship Network (BEN) Programme.</p> <p>More and better intelligence of employer needs, especially in relation to employing under 24s, will help develop a more targeted response to employers' recruitment opportunities. This could have an impact not only on the growing levels of youth unemployment, but on associated issues. More work needs to be undertaken with the private sector, and the DEZ partnership and Deeside Industrial Park Forum would be important partners in this approach.</p>
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## 2. Performance Summary

### 2.1 Improvement Plan Monitoring









#### KEYS





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

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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Signpost
<b>6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty</b>				
6.2 Regenerate Town Centres	TBC			See para 3.1.1
6.3 Lead the Deeside Renewal Area Programme	Ongoing			
6.4 Promote the development of the Northern Gateway  (Working with landowners and developers complete the appropriate planning application)	Ongoing			See para 3.1.2
6.7 Development of skills to align with business needs	Ongoing			

6.8 Encourage and retain business investment in Flintshire  (Implementation of Town Action Plans)	Ongoing			See para 3.1.3
<b>10. To protect, plan and develop sustainable natural and built environments</b>				
10.6 Further regeneration of rural areas in Flintshire	Dec 2013			



## 2.2 Strategic Assessment of Risks and Challenges (SARC)







The table below summarises the position of SARCs at the end of the reporting period.

### KEY

<b>R</b>	<b>High Risk</b>
<b>A</b>	<b>Medium Risk</b>
<b>G</b>	<b>Low Risk</b>

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL09 Economic Regeneration Strategy			TBC
CL10 County Town Network			
CL12 Skills Needs of Employers			


## 2.3.1 Performance Indicators and Outcome Measures

### Key

<b>R</b>	<b>Target missed</b>
<b>A</b>	<b>Target missed but within an acceptable level</b>
<b>G</b>	<b>Target achieved or exceeded</b>

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

 0    
  0    
  0

Indicator	Annual Target	Previous Annual Target Outturn	Current Annual Outturn	RAG	Change (trend) e.g. Improved / Downturned
*IA4.2L1 Deliver Improvement Agreement	1,470	2,576	<b>1,675</b>		2012 target achieved, but lower outturn than 2011/12 due to more difficult economic climate.

### 2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action & Planned Completion date	Progress
IA4.2L1 Deliver Improvement Agreement	Establish FBW stakeholder Steering Group April 2012	C
	Develop draft FBW calendar of events June 2012	C
	Launch main events to raise profile June 2012	C
	Actively promote finalised FBW calendar August 2012	C
	Deliver main event October 2012	C
	Preparation of FBW11 Evaluation Report December 2012	C

### 2.4 Key Actions from Service Plan Monitoring

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

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

Improvement Area	On-track?	Commentary
Refresh Regeneration Partnership	✓	See paragraph 3.2.1
Raise profile of service	✓	See paragraph 3.2.2
Improve town centres in Flintshire	✓	See paragraph 3.2.3
Improve quality of life in rural Flintshire	✓	See paragraph 3.2.4
Promote Flintshire to visitors.	✓	See paragraph 3.2.5

### 2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the period and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
Welsh Audit Office	<b>Annual Audit of Communities First (CF).</b> No significant concerns raised about CF grant fund management. WAO recommendations for ensuring certification of CF Partnership Board private accounts are currently being implemented.	

### **3. Exception Reporting**

#### **3.1 Improvement Plan Monitoring**

##### **3.1.1 6.2 Regenerate Town Centres**

Good progress is being made through the Town Action Plan programme in developing long term plans for each centre. However, the long term future of our town centres remains challenging and, although town centres in Flintshire are generally out-performing the national average, continued effort will be needed to help them to adapt to a changing world.

##### **3.1.2 6.4 Promote the development of the Northern Gateway**

Planning permission for the northern part of Northern Gateway has been secured and the whole site now benefits from Enterprise Zone designation. A joint marketing and promotion group has been implemented to focus on investment opportunities with a dedicated private sector sales office and team. A significant level of enquiries is being received for the Deeside Enterprise Zone.

##### **3.1.3 6.8 Encourage and retain business investment in Flintshire**

An Infrastructure Plan and Marketing, Promotion and Communications Plan has been developed with private sector partners and submitted to Welsh Government to increase the level of inward investment into Flintshire with the focus on Deeside Enterprise Zone.

#### **3.2 Service Plan Monitoring**

##### **3.2.1 Refresh Regeneration Partnership**

The Partnership membership is refreshed on an ongoing basis. The priorities from the Flintshire Regeneration Strategy are also refreshed annually at a conference for stakeholders and will be developed further during the next conference on March 7<sup>th</sup> 2013.

##### **3.2.2 Raise profile of service**

A range of initiatives now underway including:

- Annual Regeneration Conference;
- Flintshire Business Week;
- Mini Business Week
- Further three year programme for delivery of Communities First secured.
- DEZ promotional programme agreed with WG
- New programme encouraging youth entrepreneurship successfully launched.
- range of business networks and fora now being delivered;
- services are increasingly better linked, both locally and regionally.

##### **3.2.3 Improve Town Centres in Flintshire**

Good progress is being made through the Town Action Plan programme in developing long term plans for each centre with local partnerships. However, the long term future of our town centres remains challenging and, although town centres in Flintshire are generally out-performing the national average, continued effort will be needed to help them to adapt to a changing world.

### **3.2.4 Improve quality of life in rural Flintshire**

The Rural Development Plan for Wales programme is funding a number of projects, to improve rural quality of life, services and facilities, as well as encouraging enterprise and tourism. Most projects are on track to spend their allocated funding with only small virements of funding between projects anticipated. It is anticipated that projects will extend their duration into mid-2014.

### **3.2.5 Promote Flintshire to visitors**

Most Flintshire promotion takes place at the sub-regional level through the North Wales Borderlands Partnership. The work of this Partnership and the promotion of the sub-region is under review currently, led by Tourism Partnership North Wales. This will ensure that future campaigns are better able to measure their impact on the visitor economy in the area and are more closely supported by the business community.

## **Quarterly Performance Report – Assets & Transportation**

**Report Author** Neal Cockerton  
**Report Date** January 2013  
**Report Period** Quarter 3: October – December 2012

### **Introduction**

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

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

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

## 1. Foreword

This section of the quarterly performance report gives a summary of highlight information such as key activity, issues arising, awards/accreditations. The purpose of this section is to give information highlights only; further details if appropriate are included in section 3 and signposted below.

Report highlights for this quarter are the following items: -

<b>Flintshire Futures</b>	<ul style="list-style-type: none"> <li>• Development of Flintshire Connects facilities continues with the ongoing exploration of facilities in Flint and Connahs Quay.</li> <li>• Options in relation to the feasibility study of Clwyd Theatr Cymru are currently being explored and linkages to any potential future development of the County Hall Campus.</li> <li>• Work in relation to the office rationalisation process continues with the review and development of strategies linked to Mold Campus and Connahs Quay Offices.</li> <li>• Third party lease terminations continue to be progressed.</li> <li>• Phase 3 of the work at Alltami Depot, involving the refurbishment of the first floor, is being planned. A programme of work for the remainder of the site has been drawn up which will see the refurbishment of the 'red shed' and two new facilities one for food waste collection and the other for grounds maintenance equipment. Tenders will be developed through the Q4 with a proposed site start of April 2013.</li> </ul>
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Other highlights by service area are as follows: -

<b>Transportation</b>	<ul style="list-style-type: none"> <li>• Work has yet to commence on developing an integrated transport solution. This will be progressed once understanding and scoping work around the review of subsidised transport has been considered fully.</li> <li>• The exploration of a regional transport solution continues to be progressed through the regional transport consortium, Taith. An Outline Business Case (OBC) which recommends a regional transport team as a preferred option will be considered by Cabinet in Q4 of the current financial year.</li> </ul>
<b>Valuation and Estates Management</b>	<ul style="list-style-type: none"> <li>• Work on the agricultural estate rationalisation programme continues to be progressed with our tenants. Marketing of Pigeon House Farm, Hope, has now been completed and officers are currently finalising the legal documentation to close the sale..</li> </ul>
<b>Property Maintenance and Design Consultancy</b>	<ul style="list-style-type: none"> <li>• Design development work and cost planning continues to be progressed in relation to the new school at Shotton.</li> <li>• The service area continues to support the Flintshire School modernisation programme, (21<sup>st</sup> Century Schools) developing cost plans, conceptual designs and strategic procurement options.</li> <li>• In relation to the service restructure staff are going through the assimilation and matching process.</li> </ul>
<b>Energy and Water Management</b>	<ul style="list-style-type: none"> <li>• We continue to explore the potential opportunities for renewable technologies with the proposed installation of Photovoltaic cell arrays on a number of schools, a biomass boiler at Bryn Garth school, a small scale wind turbine in Rhosesmor and a number of Building</li> </ul>

	Management connection works.
<b>Highway Policy and Strategy</b>	<ul style="list-style-type: none"> <li>• Work on the creation of a further two half width bus bays at Shotton is scheduled to commence on site in Q4 of the current financial year.</li> <li>• The development of a route called 'Burton Marsh', which will make a physical connection into England has been tendered and work on site is scheduled to commence in January 2013.</li> </ul>
<b>Highway Engineering Consultancy including Traffic Services</b>	<ul style="list-style-type: none"> <li>• The Speed Limit Review has now been completed and a report was submitted to scrutiny. The consultation period has been extended until the end of February 2013.</li> <li>• Detailed modelling continues to be progressed in relation to the Mold Flood Alleviation scheme and discussions are currently being undertaken with Welsh Government Officials regarding the further funding of the project.</li> </ul>

## 2. Performance Summary

### 2.1 Improvement Plan Monitoring

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





#### KEYS











##### Progress RAG

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

##### Outcome RAG

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




Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
<b>1. To be a modern, efficient and cost effective public organisation through our four resource strategies - the Medium Term Financial Strategy, the People Strategy, the Asset Management Strategy and the ICT Strategy - whilst ensuring our local taxes and fees and charges are fair and affordable</b>				
1.3 To reduce asset costs and maximise income and receipts	Dec 2016			Para 3.1
1.5 To extend agile working within the workforce	Dec 2016			Timescale extended to make coterminous with 1.3 and 6.5. Para 3.1.2

<b>5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups</b>				
5.6 Introduce Civil Parking Enforcement (CPE)	Nov 2013			Para 3.1.3
5.10 Delivering sustainable modes of travel schemes	Mar 2016			Para 3.1.4
<b>6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty</b>				
6.5 Rationalisation of property and land estate	Dec 2016			Para 3.1.1 and 3.1.5
6.6 Complete TAITH work programmes	Apr 2013			Para 3.1.6
<b>10. To protect, plan and develop sustainable natural and built environment</b>				
10.3 Manage energy consumption within Council buildings	On-going			Para 3.1.7

## 2.2 Strategic Assessment of Risks and Challenges (SARC)











The table below summarises the position of SARCs at the end of the reporting period.

### KEY

	<b>High Risk</b>
	<b>Medium Risk</b>
	<b>Low Risk</b>

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
<b>CG05a</b> Asset Management			2015/16
<b>CG05b</b> Asset Rationalisation			2015/16
<b>CD07</b> Depot Review			2013/14
<b>CD06</b> Transport Arrangements for Traffic Users			2013/14
<b>CL11</b> Integrated And Public Transport Infrastructure (External)			2015/16




### 2.3.1 Performance Indicators and Outcome Measures

#### Key

<b>R</b>	<b>Target missed</b>
<b>A</b>	<b>Target missed but within an acceptable level</b>
<b>G</b>	<b>Target achieved or exceeded</b>

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

Indicator	Previous Annual Outturn	Annual Target	Annual Outturn	RAG	Improved / Downturned
* <b>IA3.1L1</b> - Increase the Standard Assessment Procedure (SAP) Rating in Council housing stock	66.70	68.00			↔
<b>IMPROVEMENT SUCCESS MEASURES</b>					
* <b>EEF/002a</b> - Percentage change in carbon dioxide emissions in the non domestic public building stock	This indicator has now been withdrawn. Consideration being given to replacing this with an indicator linked to Display Energy Certificates as a mechanism to drive building energy performance				

### 2.3.2 Improvement Target Action Plan Monitoring

The following table summarises the progress made in relation to the actions being undertaken to achieve the targets set for the Improvement Targets.

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

Ref	Action & Planned Completion date	On-track?
*EEF/002a	1. Maintain Energy 'Be Responsible' campaign, rollout e-learning module to staff, and undertake bridge link and energy Champion events. Ongoing activity.	✓
	2. Installation of energy efficient equipment and systems. Ongoing activity.	✓
	3. Monitor and manage energy consumption through remote access Building Management Systems, Monitoring and Targeting and Automatic Meter Readings.	C
	4. Refurbishment of Energy systems at Deeside Leisure Centre	C
*IA3.1L1	1. Complete work on the 4 Community Energy savings programmes (CESP) in Higher Shotton, Greenfield, Connah's Quay Golftyn 4 and Connah's Quay central 2. Efficiency works area about to commence	✓

	<p>2. Complete Arbed* Phase 1 and submit proposals for Arbed Phase 2. We have not been successful in our phase 2 bid but are continuing to progress part 2 of the phase 1 works in Holywell Central. These works are likely to commence in the new financial year.</p> <p><b>'Arbed'</b> (meaning 'Save') is a £30 million fund sourced primarily from the Strategic Capital Investment Fund (SCIF) and the UK Department of Energy and Climate Change (the initiative is also known as the 'Strategic Energy Performance Investment Programme').</p> <p>This groundbreaking scheme is intended to tackle climate change, help eradicate fuel poverty and boost economic development and regeneration within Wales. Most importantly the improvements to the housing stock under the <b>'Arbed'</b> scheme will ensure that long term solutions are put in place to future proof Welsh homes</p>	✓
	<p>3. Solid wall insulation installation throughout Community Energy Saving Programme (CESP) areas, the renewal area, and households benefitting from the housing renovation loans. Ongoing activity.</p>	✓
THS 007	<p>Continue to promote the scheme and seek to increase take up through our Flintshire Connect facilities.</p>	✓

## 2.4 Key Actions from Service Plan Monitoring

The following table shows which areas have incurred slippage or have been subject to a revised timetable and references the page number where commentary can be found to further explain the slippage/revised timescales: -

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

Improvement Area	On-track?	Commentary
Use Asset Management to drive through the assets workstream within Flintshire Futures	✓	
Implement recommendations from Making the Connections particularly around procurement	✓	
Review and reorganisation of services	✓	
Review current Service Communication Strategy	✓	
Develop and implement positive Change Management	✓	
Develop understanding of and responses to Customer Needs	✗	Refer to 3.4.1
Depot rationalisation	✓	
Property Marketing via Web	✓	
Continue to implement the Carbon Reduction Strategy to help manage and control greenhouse gas emissions and deliver on national targets relating to carbon reduction.	✓	
Finalise the programme of surveys of the Council's major offices and buildings to establish the baseline use of	C	

energy and water consumption		
Continue to raise the profile of energy within the Council and the cost of this resource	✓	
Continue to support and advise Directorates on energy and water conservation measures	✓	
Continue to install BEMs within County buildings to increase remote access and monitoring of building heating controls	✓	
Develop data collection systems that allow prompt and accurate data collection and analysis	C	
Develop and implement action plans to ensure current DEC ratings are improved and hence energy efficiency performance increased	✓	
Implement a Quality Assured system ISO 9001	<b>On hold</b>	Refer to 3.4.3

## 2.5 Internal & External Regulatory Reports





The following internal or external audit/regulatory work has now been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

Undertaken By	Title & Date Report Received	Overall Report Status
Internal Audit	Asset Management	Issued in draft, content being discussed with Internal audit.

## 3. Exception Reporting



### 3.1 Improvement Plan Monitoring

#### 3.1.1

Council Priority	Completion due	Progress	Outcome
1.3 To reduce asset costs and maximise income and receipts	Dec 2016		
6.5 Rationalisation of property and land estate	Dec 2016		



**Progress** - This is a long term piece of work linked to a number of work stream within the Flintshire Futures programme. We continue to rationalise our third party leases when opportunities arise through break clauses or lease termination dates. Consolidation of staff into Mold, Flint or other Council accommodation continues where logical opportunities present themselves. Activity to move more staff to agile and mobile working will increase over the coming years as we seek to rationalise further our office accommodation and consolidate into core buildings.

### 3.1.2

1.5 To extend agile working within the workforce	Dec 2016		
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**Progress** - This is a complex work stream connected with Flintshire Connects and seeks to increase the authority's ability to work in a mobile and agile way, through the use of IT and mobile technologies and is linked to workstream 1.3 and 6.5 above.

### 3.1.3

5.6 Introduce Civil Parking Enforcement (CPE)	Nov 2013		
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**Progress** – Report submitted to Cabinet in December 2012.. Anticipated go live date for CPE Autumn 2013.

### 3.1.4

5.10 Delivering sustainable modes of travel schemes	Mar 2016		
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**Progress** - Linked to activity connected to Taith. Work in progress to deliver the Taith programme for 2012/13. Overall an ongoing and long term piece of work linked to delivering the outcomes detailed within the Regional Transport Plan. Suggest that this is now linked to 3.1.6.

### 3.1.5

6.5 Rationalisation of property and land estate	Dec 2016		
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**Progress** – This is a long term piece of work linked to a number of work streams within the Flintshire Futures programme. We are continuing to rationalise of third party leases when opportunities arise through break clauses or lease termination dates, and consolidate staff into Mold, Flint or other Council accommodation. Activity to move more staff to agile and mobile working will increase over the coming year as we seek to rationalise of office accommodation and consolidate into core buildings.

### 3.1.6

6.6 Complete TAITH work programmes	Apr 2013		
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**Progress** - Work programme for 2012/13 in progress. Overall an ongoing and long term piece of work. Schemes for 2012/13 are being currently being delivered and include Burton Marsh and bus bays in Shotton.

### 3.1.7

10.3 Manage energy consumption within Council buildings	Ongoing		
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**Progress** – This is a long term programme around delivering our Carbon Reduction Strategy and the main themes within it such as good housekeeping, Invest to Save, Design and Asset Management and Renewable Technologies.

## **3.2 SARC Monitoring**

3.2.1 No further detail to report.

## **3.3 Performance Indicators and Outcome Measure Monitoring**

3.3.1 Workshop to be undertaken in Q4 to review targets.

## **3.4 Key Actions from Service Plan Monitoring**

### **3.4.1 Develop understanding of and responses to Customer Needs**

Feedback from customers can be monitored in a number of ways and is captured through regular feedback into the Quality System.

### **3.4.2 Property Marketing via Web**

County Council Assets are placed on the national database ePims. In addition we are promoting our assets through the Flintshire connects facility and via our web site.

### **3.4.3 Implementation of Quality Assurance system ISO 9001**

Other services will be considered once service restructures have been concluded

## **3.5 Internal & External Regulatory Reports**

3.5.1 Audit work programme to be discussed with Audit Manager in January 2013.

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## **Quarterly Performance Report – Streetscene**

**Report Author** Steve Jones  
**Report Date** 6<sup>TH</sup> February 2013  
**Report Period** Quarter 3: 1<sup>st</sup> October – 31<sup>st</sup> December 2012

### **Introduction**

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

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

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

# 1. Foreword

Report highlights for this quarter are the following items: -

<b>General Comments</b>	<ul style="list-style-type: none"><li>• The third phase of the remodelling work at the Alltami depot office which include the new reception area has been completed and staff have now moved to their new offices. The final phase of the work has commenced on the first floor of the building, which will eventually house the Contact Centre staff on completion of the work in April 2013. All of the office remodelling work will then have been completed and all staff from the Streetscene service will be based in a single office within the Alltami depot complex.</li><li>• The Council received Planning consent for the external improvement work at Alltami depot at the Councils December Planning Committee. The contract for the work is currently being prepared and work is expected to commence on 1<sup>st</sup> April 2013 and be completed by December 2013 in readiness for the 2013/14 winter maintenance season. The work at the depot, once completed, will provide the Council with a modern and purpose built operational facility which will be the base for all of the Waste collection staff and all of the Streetscene staff operating in the South of the County.</li><li>• A full review of the progress made by the Streetscene service in the first six months since its launch was presented to Cabinet during the period. Comments received from Members, staff and residents were largely positive however a series of Action Plans have been developed in order that the level of improvement already made by the service since the launch can be maintained.</li><li>• There was further heavy rainfall during November and December, resulting in the service again receiving numerous calls for assistance as a result of flooding. Once again the service responded well to the requests and a large number of staff volunteered to work overtime, most notably over the weekend immediately before Christmas when many roads were closed as a result of the flooding. Many staff once again worked through the night to ensure road closures were removed quickly once the water levels subsided and to assist residents who had experienced flooding.</li><li>• Monitoring of performance against the new Streetscene Standards has continued and is presented as part of this report. In total there are 45 Standards across the Streetscene service and automated monitoring arrangements will be put in place during the year to provide accurate feedback on the performance against Standard. In order that performance can be reported in the interim period, a management assessment of performance against standard has been made for this report.(Para 3.3.4.)</li><li>• Telephone enquiries to the Contact Centre have reduced over the period, however there has been a sustained increase during the year in the number of web enquiries received by the service. The response times and number of lost calls during period have both shown significant improvement as the staff gain experience and confidence in their new roles. The new Customer Relationship</li></ul>
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	<p>Manager system (CRM) has been introduced for the majority of waste enquiries and is proving effective. The new arrangement will improve call handling arrangements and reporting in respect of the calls received.</p>

Other highlights by service area are as follows: -

<p><b>Highways &amp; Cleansing</b></p>	<ul style="list-style-type: none"> <li>• The Welsh Government Prudential Borrowing Initiative (PBI) schemes for 2012-13 are progressing. The bridge strengthening schemes are nearing completion and the contract for the replacement of 800 street lighting columns is commencing in January 2013.</li> <li>• The bid for the second and third year PBI funding has been submitted and the content approved by the Councils Cabinet. The bid is based on the HAMP which was approved by Members in 2012.</li> <li>• The condition surveys on the Councils road network have been completed by the Streetscene Area Supervisors. This has allowed the development of the 2013 – 14 resurfacing programme, which is now being tendered. The programme will utilise the balance of this years PBI funding, together with next years allocation and will commence in February 2013. Information on the roads chosen to be resurfaced will be available on the Councils website in February.</li> <li>• Whilst there has been no snowfall during the reporting period, the number of gritting actions required to deal with icy conditions has been in line with average years. Rocksalt is being replenished as it is used by the supplier and levels are still at the full pre-winter opening balance of 10,000 tonnes. All Salt Bins and Heaps are full.</li> <li>• All of the new snow plough agricultural contractors have been visited to ensure they are prepared, in the event of snow conditions. Approximately 30 contractors are available and contracted to assist in periods of heavy snow.</li> <li>• New operational cleansing arrangements are being trialled in two of the town centres in the run up to the Christmas period. The new arrangements provide a dedicated Streetscene operative in the town during normal working hours. The results from the pilot will be considered before the service is extended to other locations.</li> <li>• Work to gather information Town and Community lighting inventories maintained by Flintshire County Council continues. This will improve the mechanisms to report faults for Town and Community Council lighting and will be completed by the end of Period 4</li> <li>• A report on the future delivery of the Public Convenience service was presented and approved by Cabinet in December detailing the future proposals for each of the Council operated facilities</li> </ul>
<p><b>Waste Collections</b></p>	<ul style="list-style-type: none"> <li>• The overall recycling rates fell slightly during the third quarter because of the wet weather and the reduced amount of garden waste collected. The outturn still indicates that the Council will</li> </ul>

	<p>comfortably meet the 52% statutory target for recycling set by Welsh Government for 2012 – 13. This improvement has been achieved as a result of the changes made to the collection service during 2011 – 12.</p> <ul style="list-style-type: none"> <li>• The new round for properties with difficult access problems continues to be extended as properties are identified and added to the round. This will ensure residents in these properties receive the full waste collection and recycling service, which is provided by a smaller vehicle</li> <li>• A full review of the service was presented to Cabinet during the period. The review included feedback from Members, residents and staff and indicated that the Action Plans developed following the County Council Motion in January 2012 continue to drive positive improvement in the service</li> <li>• The new pilot Saturday collection rounds have become established and continue to be generally well received by the workforce and residents, however a further period of monitoring will be carried out before any decision to extend the Saturday rounds is taken.</li> <li>• The trial of the new electronic notification system for Assisted Collections has been completed and the minor changes suggested by the operatives have been made to the system. The units will be fitted into all waste vehicles in January 2013.</li> <li>• The new Christmas collection arrangements were in operation over the festive period with normal collections taking place on each day except the Statutory Bank Holidays. The notification to residents through the Christmas card sent to every property seemed to be successful and the majority of residents were aware of their revised collection days</li> </ul>
<p><b>Waste Disposal</b></p>	<ul style="list-style-type: none"> <li>• Markets for recycling and composted material have remained relatively constant during the reporting period however the amount received for the material, particularly glass, has fallen</li> <li>• Food waste, now collected as part of the new waste collection service, is being processed at an anaerobic digestion plant in Shropshire. The contract will continue until the regional food treatment plant comes into operation</li> <li>• The new contract for the collection and reuse of textiles has been offered for tender and will come into operation in April 2013.</li> <li>• The electricity generating equipment at the two landfill sites in Buckley have experience problems which resulted in their temporary shut down and the loss of income from the electricity generated. The equipment has now been repaired, however generation levels are below that previously generated creating a budget pressure for future years</li> </ul>

<b>Fleet Maintenance</b>	<ul style="list-style-type: none"> <li>The Consultant engaged to assist with the County wide fleet review has commenced their work; he staff are based at Alltami Depot. The contract is a joint commission with Wrexham County Council and will establish recommendations aimed at delivering an integrated fleet service for all County users. The first phase of the commission is to establish the current baseline cost of the service before any proposals for saving can be considered.</li> </ul>
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## 2. Performance Summary

### 2.1 Improvement Plan Monitoring

#### KEYS

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

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

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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
<b>5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups</b>				
5.8 Promote the Streetscene Customer Contact Centre and the Streetscene Service changes	On Going	<b>G</b>	<b>G</b>	No Change
5.11 Review public conveniences provision	April 2014	<b>G</b>	<b>A</b>	See paragraph 3.1.1
<b>10. To protect, plan and develop sustainable natural and built environment</b>				
10.1 Develop a single integrated operational depot	Dec 2013	<b>G</b>	<b>G</b>	See Paragraph 3.2.2
10.2 Promote the new waste collection system for residual, food and recyclates	On Going	<b>G</b>	<b>G</b>	No Change
10.4 North Wales Residual Waste Treatment Project	Mid 2017	<b>G</b>	<b>G</b>	No Change

10.5 Regional Food Waste Treatment Facility	April 2014	A	G	No Change
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## 2.2 Strategic Assessment of Risks and Challenges (SARC)



















The table below summarises the position of SARCs at the end of the reporting period.

### KEY

<b>R</b>	<b>High Risk</b>
<b>A</b>	<b>Medium Risk</b>
<b>G</b>	<b>Low Risk</b>

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
<b>CD02</b> Joined-up approach to 'street services' - delivering from a customer's perspective in an effective single service clustered arrangement			On going *
<b>CD05</b> Current funding arrangements for highway maintenance will not keep pace with natural deterioration over time.			On going
<b>CD07</b> Depot Review			December 2013
<b>CD27a</b> Waste Management Targets not met			2016/17
<b>CD27c</b> Not reducing the amount of domestic waste sent to landfill			2016/17
<b>CD27d</b> Waste Management – AD Waste			September 2011
<b>CD34</b> Mitigating the impact of prolonged and severe weather conditions on the Councils highway infrastructure and the ability of the Council to continue to deliver its core business			On going
<b>CD37</b> Breakdown of Regional partnership delivering the food waste project.			April 2014
<b>CL14</b> North Wales Regional Waste Treatment			2016/17

Partnership (Waste Management Procurement)			
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### 2.3.1 Performance Indicators and Outcome Measures

#### Key

<b>R</b>	Target missed
<b>A</b>	Target missed but within an acceptable level
<b>G</b>	Target achieved or exceeded

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



Commentary for the indicators which have an Amber or Red RAG status can be found in section 3.

Indicator	Annual Target	Previous Quarter Outturn	Q3 Target	Q3 Outturn	RAG	Change e.g. Improved / Downturned
<b>THS/009</b> – Time taken to repair streetlights	2.5 Days	3.0 Days	2.5 Days	3.0 Days		Maintained
<b>WMT/009</b> – The percentage of municipal waste collected and prepared for reuse, recycled, composted or treated biologically in another way	52%	60.61%	52%	57%		Downturn*
<b>New Target</b> Achieving the new Streetscene standards set by Members	45 No 4 –Annual 41 - Qtly	32 Green 9 Red 4 Annual	41 Green	32 Green 9 Red 4 Annual		Maintained

\* Please refer to Note 3.3.3

### 2.4 Key Actions from Service Plan Monitoring

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

Action Improvement Area	Measure(s) of success	On Track
Waste Management Service	Exposure to LAS infraction mitigated Landfill diversion levels achieved and exceeded Tenant participation levels increase Recycling increases Service rationalisation generates efficiencies	✓
Food Waste Regional Project	LAS targets achieved, no fines Waste diversion targets achieved Participation at the level or better than envisaged	✓
NWRWTP	LAS targets achieved, no fines Waste diversion targets achieved Participation at the level or better than envisaged	✓
Develop and implement positive Change Management	Provide support for outcomes of Restructuring Prepare for and implement outcomes of Single Status Regional partnerships to build in flexibility and responsiveness Regional procurement generating savings Delivery of Streetscene service standards	✓
Develop understanding of and responses to Customer Needs	Monitor performance and call volumes in Streetscene contact centre Increased call volumes and number of calls dealt with at first point of contact Customer first approach Attendance at T&CC meeting Environmental Visual Audits programme completed	✓
Depot rationalisation	Depots relocation Improved management processes and communication Cost savings delivered	✓
Public Conveniences	Review and develop strategy for approval by Members - due in Cabinet Dec 2012	✓
Single status	Successful implementation Business disruption minimised	x
Staff Training	Training plan delivered	✓
Fleet Review	Completion of fleet review	✓

IT development	Agile working system introduced	✓
	Vehicle tracking and monitoring system developed	
	Fleet management system introduced	

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

## 2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work have been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes should be discussed in more detail in section 3 and page numbers are referenced in the table below.

None during period

## 3. Exception Reporting

### 3.1 Improvement Plan Monitoring

#### 3.1.1 Review public conveniences provision

Progress – The progress RAG has been moved to green following approval of the recommendations at the Cabinet in December 2012

#### 3.1.2 Develop a single integrated operational depot

Progress – The progress RAG has been moved to green following approval of the planning consent in December 2012

### 3.3 Performance Indicators and Outcome Measures

#### 3.3.3 WMT/009

The overall recycling level has fallen in the third quarter due to the poor weather and reduced amounts of garden waste. The figure continues to be well above the Statutory recycling target for 2012 – 13 of 52%

#### 3.3.4 Streetscene Standards

The Service Managers considered the following standards were not met during the Period

Standard	Target	Commentary
Time taken to collect bin missed due to the fault of the Service	24 hours	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance. <b>The service achieved approx 76% compliance to this standard and performance is improving</b>
Time taken to collect bulky items (following customer request)	6 working days	Compliance with agreed the Waste Action Plan approved by Members and additional changes to the service will ensure compliance

		<b>The service achieved approx 76% compliance to this standard and performance has fallen because of service pressures over the Christmas period</b>
Delivery of - Black/Blue Bin	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance <b>The service performance has fallen because of service pressures over the Christmas period</b>
Box, Lid	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance <b>The service performance has fallen because of service pressures over the Christmas period</b>
Brown Bin	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance <b>The service performance has fallen because of service pressures over the Christmas period</b>
Blue Bag	6 working days	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance <b>The service performance has fallen because of service pressures over the Christmas period</b>
Missed Collections – Number of bins missed per 100,000 collections	80	Compliance with the Waste Action Plan approved by Members and additional changes to the service will ensure compliance <b>Current performance is approx 91/per 100,000 collections made and improving</b>
Contact Centre: Percentage of calls Answered in under 15 Seconds	75%	Changes made to staffing numbers and the continuation of the extended training programme will ensure the targets are achieved – This target will be amended to 20 seconds in 2013 14 to align with the corporate services performance report <b>Current performance is 72% and improving</b>
Contact Centre: Percentage of 'lost' calls	5%	Changes made to staffing numbers and the continuation of the extended training programme will ensure the targets are achieved <b>Current performance 7% and improving</b>

### 3.4 Improvement Target Action Plan Monitoring

No further detail to report

### 3.5 Key Actions from Service Plan Monitoring

No further detail to report



## Quarterly Performance Report – Planning

**Report Author** Andrew Farrow, Head of Planning  
**Report Date** February, 2013  
**Report Period** Quarter 3, 2012

### Introduction

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

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

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

# 1. Foreword

Report highlights for this quarter are the following items: -

<p><b>Highlights</b></p>	<p>Quarter 3 has seen the Planning Service repeat the customer satisfaction survey focussing on applicants and agents. The results were generally positive and are outlined in the Development Management section. These surveys will now continue twice per year.</p> <p>The Planning Strategy Group, an amalgamation of the Planning Protocol Working Group and Development Plans Panel met for its inaugural meeting in December. This Group will look to continually review and refine the planning application service offered by the Council and lead the production of the Local Development Plan. The Chairman's/Delegated Panel is subject to further review.</p> <p>Member and Officer Training has continued through Q3 with day long sessions on the planning appeal process being well attended and positively received by Members. Officers from the Planning Service and other areas of the Council took part in a mock Public Inquiry course for two days in November</p> <p>It has been a difficult period with respect to recent appeal decisions with more detail of these cases being provided in Section 3.1. All appeal decisions are reported to Planning and Development Control Committee and reviewed at Planning Protocol Working Group. A review of all outstanding planning applications and enforcement cases is currently being undertaken within Q3 to identify consistent themes for the non-achievement of targets and identify corrective actions.</p>
<p><b>Planning Strategy</b></p>	<p>Work has commenced on the preparation of the Local Development Plan (LDP) Delivery Agreement. This is an important first step in the LDP process and requires the Council to prepare a timetable for the preparation of the LDP, which it must first consult with stakeholders on before agreeing the timetable with the Welsh Government. Once agreed this timetable is binding on the Authority and must be adhered to. Another component of the Delivery Agreement is the Statement of Community Improvement (SCI) which the Council must produce to explain to the community and stakeholders, the opportunities they have to be involved in the LDP process. This will be consulted on along with the draft LDP timetable during Q4. Members of the Policy team are also now focussing on the many other preparatory tasks for the LDP, including an officer and Member Seminar on the LDP process, scheduled for early in Q4.</p> <p>It is anticipated that work on finalising the 2011 Joint Housing Land Availability study will be completed by Welsh Government, now that the Inspector has issued their findings on the disputed elements of the study.</p>

This study has been significantly delayed through no fault of the Planning Service and needs to be published as soon as possible, as it confirms that Flintshire has more than adequate supply of housing land to comply with requirements of Planning Policy Wales. Notwithstanding the delay by WG in publishing the 2011 study, the statement of common ground for the 2012 study has been prepared and sent out to study group members for comment. The 2012 study is particularly significant as it reflects sites in the adopted UDP.

Other relevant work streams which the section is heavily involved in include:

- Assistance to Leisure Services colleagues in completing the County Play Sufficiency Assessment for submission to Welsh Government by March 2013;
- Continued involvement in many development proposals in the County including Northern Gateway, cinema applications at Broughton, Sainsbury's proposals for Mold, Housing renewal as part of the Flint master plan and discussions with Aldi regarding development options for the County;
- The team are also involved in trying to assist the owner and other interested parties in proposals relating to the Duke of Lancaster or 'Funship'. This is both difficult and sensitive as there are no clear proposals as yet to advise on, and despite many offers to meet the interested parties it has proved very difficult to get them to engage in meaningful discussions with the Council;
- An important opportunity sites study for Mold has been commissioned to inform development of a future master plan for the town, as well as forming the evidence base for the LDP;
- Policy officers continue to assist the Minors Development Management team who are short staffed, with pre-application discussions and the consideration of minor applications;
- In preparation for the production of its Built Conservation Strategy, the Conservation Team have arranged to meet with Cadw to discuss opportunities for closer working relationships, assistance with strategy production, and possibly future funding to tackle issues such as Listed Buildings at risk;
- As the Holywell THI scheme comes to a close with final projects due to be completed in February/March 2013, the Flint THI scheme continues to attract investment and grant applications for new projects. The first Flint scheme at Trelawny Square is due for completion in Q4 and will represent the first of a succession of townscape improvements, alongside other THI and Flint master plan projects in the pipeline. Specific projects underway with each scheme include:

<b>Holywell THI</b>	<b>Flint THI</b>
Full application received for 46D High Street	3 new elegant shop fronts installed at 52-56 Church Street, opposite St Mary's Church

	<table border="1"> <tr> <td data-bbox="480 152 975 338">Projects currently on site are 31 High Street, 30-34 High Street, St Ebenezer's Church, 9 Cross Street, 8 High Street, 44 Well Street</td> <td data-bbox="975 152 1442 338">Scaffolding being removed on completed scheme at 3-6 Trelawny Square revealing restored elevation</td> </tr> <tr> <td data-bbox="480 338 975 488">Joint project working with Regeneration utilising Streetscape Improvement Grant scheme</td> <td data-bbox="975 338 1442 488">Full application received for 3 and 4 Market Square</td> </tr> </table>	Projects currently on site are 31 High Street, 30-34 High Street, St Ebenezer's Church, 9 Cross Street, 8 High Street, 44 Well Street	Scaffolding being removed on completed scheme at 3-6 Trelawny Square revealing restored elevation	Joint project working with Regeneration utilising Streetscape Improvement Grant scheme	Full application received for 3 and 4 Market Square
Projects currently on site are 31 High Street, 30-34 High Street, St Ebenezer's Church, 9 Cross Street, 8 High Street, 44 Well Street	Scaffolding being removed on completed scheme at 3-6 Trelawny Square revealing restored elevation				
Joint project working with Regeneration utilising Streetscape Improvement Grant scheme	Full application received for 3 and 4 Market Square				
<b>Development Management</b>	<p>The number of planning applications received within Quarter 3 (<b>194</b>) is significantly down on Q2 (<b>229</b>) but up slightly in relation to the corresponding Q3 in 2011/12 (<b>181</b>). This in turn compares favourably with the number of planning applications determined (including those withdrawn) during the quarter (<b>237</b>). Both the applications received and those determined include some significant residential development proposals, some of which are resubmissions amending approved layouts or keeping older permissions alive, but others reflect a genuine desire on the part of the developer to commence building in the new calendar year. There are also some significant non-residential developments, all of which provide some indication that the building industry is showing signs of recovery.</p> <p>If nothing else, the proportion of major applications received also boosts the planning application fee income, which remains significantly down on corresponding months in the pre-recession period. In the context of economic recovery, Welsh Government issued within the Q3 a consultation document on increasing the Permitted Development rights for non-domestic properties and although the secondary legislation to facilitate this change will not take place for some time, this will hopefully coincide with the drafting of a Local Development Order to boost the attractiveness of our Enterprise Zone for potential developers.</p> <p>In Quarter 2 we reported the feedback on the service through a Customer Satisfaction questionnaire which was sent out with each planning decision notice in June, advising that a further survey was to be undertaken in November 2012. Questionnaires were only sent out to those applicants and agents who had not responded in June, accounting for the low returns, but again the feedback was positive with 100% of respondents being satisfied or very satisfied with the service. (The results of both surveys were reported to Planning Strategy Group in January, 2013)</p> <p>The electronic recording system for planning applications and enforcement continues to be developed, with Version 8 of 'FLARE' having been introduced, with a few teething problems but additional facilities which allow for clearer processing and monitoring of applications and better reporting to assist performance management.</p>				
<b>Countryside and Natural</b>	Green-space strategy – formal consultation on a draft strategy was carried out in October, Cabinet will receive the report 19 <sup>th</sup> March.				

<p><b>Environment</b></p>	<p>Following a successful planning improvement grant of £10K towards surveying of wildlife sites, Cofnod have exceeded their outputs and carried out boundary analysis to over 200 sites.</p> <p>The Biodiversity Network for North East Wales - Bionet - met in Flintshire in October and received good feedback. It was attended by 20 organisations with presentations from Pete Frost CCW (Natural Green Spaces) and Edgehill University (Padeswood Biodiversity Project).</p> <p>The biodiversity officer gave a paper to WBP in November on NE Wales project updates, particularly the Himalayan Balsam project. The first meeting to progress The Big Dee Day - The Invasion event in June (28th/29th) to focus on INNS in the Dee Catchment involving all local authorities, wildlife groups, fishing groups, CCW, EA and Chester Zoo.</p> <p>A Great Crested Newt mitigation meeting was held with Wrexham CBC's Ecologist to establish standard costs for habitat re-creation and management. A further meeting is proposed for February.</p> <p>The Q3 claim for the final 'Year 6' of All Wales Coastal Improvement Programme was made. WG have confirmed that there is £1.15m for a continuation 2 year programme of works. CCW are working with coastal Local Authorities to target this limited resource to most need. Eirgrid £30K spent improving circular link on Flint Castle Park.</p> <p>The Wepre Park HLF submission received a positive decision in December, securing £600K of funding towards improving Flintshire's most popular park. Work will begin with recruiting the project manager in January.</p> <p>Halkyn - The Limekiln Consolidation Project is ongoing and the main contractor has been appointed and will start work in late February.</p> <p>The 2013 Countryside Events programme has been completed and is with the printers for dissemination early in Q4.</p> <p>Key figures:  £52,705 externally invoiced, £67,869 -Coastal claim.  461 volunteer hours managed</p>
<p><b>Minerals and Waste Shared Service for North Wales</b></p>	<p>The Minerals and Waste Planning Service for North Wales commenced with Flintshire as the lead authority on 1st April 2011 and has now been operational for 21 months. The Service has been active in every partner authority area, including Powys and Snowdonia National Park. Operational activity within the minerals aggregates sector remains depressed. However, reviews, changes in legislation, the introduction of legislation derived from the Mining Waste Directive, quarry closures and reactivation of quarries to replace closed units, and site restoration continues to generate planning work. Interest in specialist rock types is bucking the trend, and planning applications have been submitted for extensions to</p>

slate quarries in Gwynedd, and a Scoping Opinion has been issued for a gritstone quarry in Powys.

Periodic and stalled mineral reviews continue to be progressed, and Environmental Impact Assessments for those quarries which are likely to continue working are being prepared or are under consideration. A programme for Prohibition and Suspension Orders will be rolled out this financial year to eliminate those sites where the resumption of working is considered unlikely. A number of such sites which have ceased to be operational have, or are, seeking alternative development proposals, such as housing, or landfill.

There has been an increase in planning activity as a result of national legislative changes in the Environmental Permitting regime administered by the Environment Agency Wales. A number of waste management operations which previously benefited from “exemptions” to permitting now have to apply for a formal permit, and in many instances these lack planning permission. In some cases, applications are being submitted to retrospectively apply for planning permission or obtain Certificates of Lawful use to “regularise” the activity, and in other instances Environment Agency Wales prosecutions and planning enforcement proceedings are being commenced. This is likely to continue during the transitional period as unauthorised activity comes to light. Of particular note, an unauthorised waste recycling operation in Snowdonia National Park has been refused planning permission, leading the way for enforcement proceedings.

The removal of “exemptions” described above will reduce the availability of sites for the disposal of waste in golf courses, landscaping, land reclamation and agricultural improvement schemes, and closes the landfill tax exemption “loophole”. This has resulted in renewed interest in backfilling old quarries, including three sites in Flintshire, Wrexham and Denbighshire.

Interest in skip hire and materials recycling remains strong and there are also signs that major investment in larger waste processing and treatment will take place this financial year, including sites within Tata Steel’s landholding. Emphasis is being placed on the restoration and aftercare of former quarry and landfill sites, and biodiversity, geodiversity and recreational objectives are promoted where possible. Issues are arising due to recycling sites continuing to accept materials, but materials are accumulating at these sites due to poor demand from the onward markets, and this is a particular problem for construction and demolition recycling sites.

The Service has secured a 4 year contract for the North Wales Regional Aggregates Working Party from the Welsh Government, and is finalising the 2011 annual monitoring report on aggregate sales. A review of the Regional Technical Statement which provides guidance for the preparation of Local Development Plans will take place during 2013, and is a direct requirement of National planning policy via Technical Advice Note: Aggregates (MTAN 1). The Service has worked closely with the Welsh Government in relation to issues arising from the recently published

Capacity, Infrastructure and Markets Sector Plan, and consequential Planning Policy changes that may arise, particularly in relation to the Regional Waste Plan, which is part of the Welsh Government's Zero Waste Strategy, and continues to have direct dialogue to achieve the best policy outcome. The service sits on a steering group currently assessing proposed revisions to Technical Guidance Note 21: Waste.

The Service is carrying out chargeable monitoring and reporting visits across North Wales and Flintshire, and is also carrying out other non-chargeable activities such as blast monitoring. These exercises will help raise compliance standards at operational quarry and landfill sites, and provide constructive dialogue to remedy any breaches of planning control that may be evident. A performance standard to be developed is to ensure that each site is monitored at least once in a given financial year.

The Service has also continued to provide support to Conwy, Denbighshire, Gwynedd and Anglesey Planning Policy in preparation for their respective Local Development Plans, including reviews as a result of the publication of a National Minerals Safeguarding Map for Wales.

The service also assists with queries and advice relating to the Aggregates Sustainability Levy Fund (which is derived from a tax on aggregate production), and a number of community-led projects across North Wales, and in particular, Flintshire, have been successful in securing funding as a result of sound advice provided by the Shared Service Team. Projects have included a BMX track and Community Hall at Treuddyn, to funding for rangers and the future preservation of Limekilns on Halkyn and Brynford Commons.

## 2. Performance Summary

### 2.1 Improvement Plan Monitoring





#### KEYS

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

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

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

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







Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
<b>6. To protect and grow the local and regional economy, to be a prosperous County and to provide help and support for those vulnerable to poverty</b>				
6.1 Adoption of UDP	9.11			Section 3.1
<b>8. To meet housing need in the County and to work with partners to ensure a sufficient supply of quality and affordable homes and housing services in the social , mixed tenure and private sector housing markets</b>				
8.6 Implement Section 106 funding policy	On-going			Section 3.1

## 2.2 Strategic Assessment of Risks and Challenges (SARC)

The table below summarises the position of SARCs at the end of the reporting period.

Commentary is included in section 3 for those SARCS: -

- that are showing a Red RAG status
- where the RAG status has changed since the last reporting period
- where the Green Predictive Date has changed since the last reporting period
- where there has been considerable change or additions of secondary risks and activity

SARC	Previous RAG Status	Current RAG Status	Green Predictive
CL08 Climate Change and Flood Risk Management			TBC
CD03 Transition from UDP to LDP Please see 3 for further detail regarding the change in RAG status			Sept 2017
CD04 Planning Protocol			March 2012



### 2.3.1 Performance Indicators and Outcome Measures

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

 4    1    1

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



Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturn ed
PLA003 – No. of Planning Appeals determined during Quarter	66%	20%	66%	<b>54.55%</b>		Improved
* PLA004a – %age Major applications determined within 13 weeks during Quarter	39%	33.33%	39%	<b>43.48%</b>		Improved
* PLA004b – %age Minor applications determined within 8 weeks during Quarter	65%	48.08%	65%	<b>40.45%</b>		Downturn
PLA004c – %age Householder applications determined within 8 weeks during Quarter	90%	65.17%	90%	<b>72.22%</b>		Improved
PLA004d – %age Other applications determined within 8 weeks during Quarter	80%	63.64%	80%	<b>54.55%</b>		Downturn
* PLA005 - %age Enforcement cases resolved within 12 weeks	75%	63.93%	75%	<b>58.20%</b>		Downturn

\* *Improvement Target*

### 2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action	Progress
PLA/004a	Review of S106 procedures – partly completed	✓
	Outstanding S106 requests subject of review with Legal	✓
PLA/004b	Performance monitoring on a 'case by case' basis	✓
	Review delegated scheme/ S106 procedures – partly completed	✓

PLA/005	LEAN review of Enforcement procedures completed	<b>C</b>
	Implement recommendations of LEAN review – partly completed	✓

## 2.4 Key Actions from Service Plan Monitoring

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

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

Improvement Area	Progress	Commentary
Implementation of Development Management Manual	✓	The Manual is a 'live' document which will be continually adapted to accommodate changes in procedure (e.g. those allied to Flare V.8 mentioned above)
Review of Enforcement Policies and Procedures	✓	Draft Policy progressed - ongoing
Review of Compliance with adopted procedures	✓	Ongoing monitoring
Make decisions in the public interest	✓	All appeal decisions reported and review at Planning Strategy Group

The following internal or external audit/regulatory work have been completed during the quarter and the outcome of the work can be summarised as follows. Negative outcomes are discussed in more detail in section 3 and page numbers are referenced in the table below.

## 2.5 Internal & External Regulatory Reports

Undertaken By	Title & Date Report Received	Overall Report Status
Internal Audit	CD0200P1 – Performance Indicators	✓
Internal Audit	Compliance with LEAN Enforcement recommendations – report awaited	✓

### 3. Exception Reporting

#### 3.1 Improvement Plan Monitoring

6.1 – Adoption of UDP – Adopted at Council in September 2011. Commencement Order on Local Development Plan granted by Council in March 2012 and formal Order received from Welsh Government in June 2012.

8.6 – Implement Section 106 funding policy – Work in association with other North Wales authorities on S106 work and Community Infrastructure Levy (CIL) has resulted in finalised reports which identified best practice for both methods of securing community benefits. Local Planning Guidance Note on educational contributions now adopted by Flintshire County Council. Work has begun to secure a jointly funded shared CIL officer for the North Wales Planning Authorities

#### 3.2 SARC Monitoring

##### CD03 – Transition from UDP to LDP

The Green Predictive date was changed in Q2 from the previously reported December 2011 to September 2017 as we are now clearer (following adoption of the UDP) when work on the LDP can be completed by. The September 2017 date will be referred to in our LDP Delivery Agreement with Welsh Government which is due to be in place by the end of 2012. It is proposed to delete this SARC and for consideration to be given as to a new SARC for the LDP process.

#### 3.3 Improvement Targets

The Planning Service has three **Improvement Targets** identified for 2012/13 – **PL004a** – Major applications determined within 13 weeks, **PL004b** – Minor applications determined within 8 weeks and **PL005** – Enforcement cases resolved within 12 weeks.

In relation to **PL004a** it will be noted that the target has been exceeded, although there is a need for some caution as the numbers involved (23 applications determined, with 10 issued within 13 weeks) is a low percentage (less than 10%) of the total applications determined. The fact that the target is set at below 50% recognises that most of the major applications are tied to the committee timetable and are often subject to Section 106 Obligations.

In relation to **PL004b** the outturn for Q3 (**40.45%**) is down slightly in relation to Q2 (**48.08%**), which in turn falls well short of the target (**65%**). Apart from the increased emphasis on negotiating quality which is presently difficult to quantify (but is being addressed), there are a number of reasons why decisions on the minor applications go beyond the 8 weeks. These include the number of applications needing to be reported to the Committee meetings for reasons which include the need for Section 106 Agreements to cover affordability of housing (under Policies HSG 3 and HSG 5). Nevertheless, we are now providing the Cabinet Member with regular reports on the reasons why applications go beyond their decision time. Some of these reasons (e.g. long term sickness absence requiring re-allocation of work) are difficult to address, but some of the reasons identified are capable of being addressed, e.g. we have established a regular liaison meeting with Legal Officers to establish the position on each Section 106 Obligation where instructions

have been sent. We are also seeking to streamline the procedures involved with legal agreements, again to reduce any delays currently involved with these.

This Improvement target becomes more critical with the poor performance measured against speed of decision and performance will continue to be monitored, on a case by case basis where necessary, to ensure that negotiations on development proposals are carried out in accordance with procedures set out in the Procedure Manual, and to challenge with local members the need for committee determination of applications, where appropriate.

The performance in relation to **PLA005** has slipped to **58.20%** in Q3, from the **63.93%** in Q2, both of which, however, fall short of the target (**73%**). There are, however, significantly more cases closed within Q3 (189 compared to 122 in Q2) which reflects the fact that older, more complex cases continue to be cleared. Again, in the context of those cases subject to formal enforcement action, a liaison group has been established with Legal Officers and a shared database of these cases is regularly updated to ensure that cases are progressed as expeditiously as possible.

### **3.4 Key Actions from Service Plan Monitoring**

The robustness of the Enforcement procedures have been tested through the LEAN report (referred to in section 2.3.2) and compliance with them through the Audit report (referred to in section 2.5). It will be noted, however, that performance against the Improvement Target (PLA/005 – cases closed within 12 weeks) has slipped within the last two quarters and the Enforcement Policy/Procedure is currently being reviewed with an initial draft of an amended version having been produced.

The Development Management Manual is subject to continual review to reflect evolving procedure and changes emanating from Government policy and/or new legislation.

## Strategic Assessment of Risks & Challenges' RAG Summary (Refresh)

Risk Title	2012-2013					Predictive Green/Amber
	Q3	Q4	Q1	Q2	Q3	
<b>Community Leadership</b>	<b>Dec 11</b>	<b>Mar 12</b>	<b>June 12</b>	<b>Sept 12</b>	<b>Dec 12</b>	
Affordable Housing	A	A	A			
Social Care For Older People	A	A	A	A ↔	A	TBC
Relationship with Local Health Board & Public & Primary Health	A	A	R	R ↑	R	TBC
Climate Change & Flood Risk Management	A	A	A	A ↔	A	SEPT 2017
Economic Regeneration	A	A	A	A ↔	A	TBC
County Town Network Regeneration & Protection	G	G	G	G ↓	G	FEB 2011
Integrated and Public Transport Infrastructure (External)	A	A	A	A ↔	A	2015/16
Skills Needs of Employers	G	G	G	G ↔	G	OCT 2011
North Wales Regional Waste Treatment Partnership	A	A	A	A ↔	A	2016/17
Clwyd Theatr Cymru (CTC)	A	A	A	G ↓	G	SEPT 2012
<b>Council Delivery</b>	<b>Dec 11</b>	<b>Mar 12</b>	<b>June 12</b>	<b>Sept 12</b>	<b>Dec 12</b>	<b>Predictive Green/Amber</b>
Streetscene	A	A	A	A ↑	A	TBC
Transistion from UDP to LDP	G	G	G	A ↑	A	SEPT 2017
Planning Protocol	G	G	G	G ↓	G	MAR 2012
Highways Infrastructure	A	A	A	A ↔	A	TBC
Transport Arrangments For Service Users	A	A	A	A ↔	A	DEC 2013
Depot Provision	A	A	A	A ↔	A	DEC 2013
Connah's Quay, Shotton & Deeside Housing Renewal Area	A	A	A	R ↑	R	MAR 2020
Leisure - Revenue Funding	R	R	R	R ↔	R	TBC
Leisure - Capital Projects	A	A	A	A ↔	A	TBC
Leisure - Play Strategy	A	A	A	R ↔	R	TBC
Housing Strategy	A	A	A			
Housing Management	A	A	A	A ↔	A	TBC
Housing Repairs and Maintenance Services	A	A	A	A ↔	A	APR 2013
Homelessness	A	A	A			
Sheltered Housing	A	A	A	A ↔	A	NOV 2013
Gypsies and Travellers	A	A	A	A ↔	A	TBC
School Buildings/School modernisation	R	R	R	R ↔	R	2018
School Improvement - Regional Project	A	A	A	A ↔	A	APR 2013
Procurement of Independent Sector placements for looked after children	A	A	A	A ↓	A	TBC
Disabled Facilities Grants	A	A	A	A ↔	A	MAR 2013
Waste Management Targets/Food Waste Treatment Project	A	A	A	A ↔	A	2016/17
Waste Management Operations	A	A	A	A ↔	A	2016/17
Severe Winter Weather	A	A	A	A ↔	A	TBC
Food Waste Treatment Project	A	A		A ↔	G	SEPT 2012
Welfare Reform		R	R	R ↓	R	2016/17
<b>Council Governance</b>	<b>Dec 11</b>	<b>Mar 12</b>	<b>June 12</b>	<b>Sept 12</b>	<b>Dec 12</b>	<b>Predictive Green/Amber</b>
Asset Management - Strategic	A	A	A	A ↔	A	2015/16
Asset Rationalisation	A	A	A	A ↔	A	2015/16
Medium Term Financial Strategy	A	A	A	A ↔	A	TBC
Financial Management and Control	A	A	A	A ↔	A	TBC
ICT Strategy	G	G	G	G ↔	G	DEC 2011
Information Governance	A	A	A	A ↔	A	TBC
Human Resources and Management	A	A	A	A ↔	A	MAR 2013
Single Status and Terms and Conditions of Employment	A	A	A	A ↔	A	JUN 2013
Customer Focus	G	G	G	G ↔	G	JUN 2011
Workforce and Succession Planning	A	A	A	A ↔	A	MAR 2013
Procurement	A	A	A	A ↔	A	MAR 2013
Business Continuity (including Winter Disruption)	A	A	A	G ↔	G	SEPT 2012
Flintshire Futures	A	A	A	A ↔	A	MAR 2013
Data Protection		R	R	R ↔	R	TBC

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## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** ENVIRONMENT OVERVIEW & SCRUTINY  
COMMITTEE  
**DATE:** WEDNESDAY, 6 MARCH 2013  
**REPORT BY:** DIRECTOR OF ENVIRONMENT  
**SUBJECT:** ENERGY SWITCHING SCHEME

### **1.00 PURPOSE OF REPORT**

1.01 To advise Environment Overview & Scrutiny Committee on opportunities relating to energy switching and energy advice.

### **2.00 BACKGROUND**

2.01 In January 2013, the Council passed a resolution for the Director of Environment to bring a report on Energy Switching schemes to the Environment Overview and Scrutiny Committee.

2.02 400,000 people in Wales are estimated to be in fuel poverty. With average energy bills now over £1300 a year, the average household energy bill has increased by around £730 since 2004, and by around £90 in the last 12 months alone. Ofgem have indicated that energy prices could rise by up to 60% in the next 5 to 6 years.

2.03 Welfare Reform will reduce the income of many Flintshire residents, and many who already struggle to keep their homes warm will be pushed into fuel poverty, put at risk of homelessness, and choosing whether to “heat or eat”. Fewer people on income related benefits means that fewer will qualify for external energy efficiency grant schemes.

2.04 Together with our partners, the North Wales Energy Advice Centre (NWEAC), we have been providing free impartial energy saving advice to the public for over a decade. In recent years, advice on comparing energy tariffs and getting the best deal for energy based on a resident’s particular circumstance, has formed a large part of this service.

2.05 In their latest issue, First Magazine, the Local Government Association’s membership magazine, includes an article describing a number of different collective energy switching models. Some of these schemes use web-based auction systems which allow people to register their interest and a specialist company bids to energy suppliers. In other models, local authorities lead in the negotiation process with energy suppliers, in some cases including local

businesses and developing a community fund using the referral fees from new suppliers.

- 2.06 Officers have recently held discussions with South Lakeland District Council (SLDC), to ascertain whether Flintshire Council should get involved in a bulk switching scheme run by a Belgium-based company called iChoosr (<http://ichoosr.com/en/>). This web-based service, which allows for custom local authority branding, is used by over 25 UK councils.

### **3.00 CONSIDERATIONS**

- 3.01 In the first phase of the SLDC scheme, 1669 (5% of the total population) expressed an interest, and 517 (1.6% of the total population) signed up.
- 3.02 The reported household savings of the iChoosr schemes are between £50 and £700 a year per customer with an average overall saving of £102 a year. The winning tariff in the first phase of the scheme at SLDC was estimated to be about 9% lower than local suppliers were offering at the time. However, it must be noted that those who don't save or who save little don't register. That level of savings is typical for anyone who has contacted our service for tariff advice.
- 3.03 Most people have never switched tariffs, due to a range of factors including perceived complexity, lack of access to internet comparison sites, and a sense of comfort with the company with links to the former local electricity network. Many people are therefore on historical tariffs which may no longer be suitable or cost-effective for their needs.
- 3.04 Whilst energy companies' reported profits are substantial, they are often based on small margins made over a large customer base. The low on-line tariffs that offer the best rate are only possible because very few people take them up.
- 3.05 Tying in to a deal like this is not the best advice for every resident. In many cases, we have found that residents eligible for the Warm Homes Discount have not yet taken advantage of this substantial discount, and the iChoosr service does not offer advice on eligibility for this discount. There is a need to provide guidance during the process of changing suppliers to ensure all related grants and funding streams are made known to the resident.
- 3.06 The iChoosr service is predominantly web-based, and support for residents without access to the internet requires continuing assistance through telephone and community-based advice.
- 3.07 It should be noted that the current iChoosr SLDC scheme does not include those tenants on prepayment meters or oil/LPG. There are an estimated 15,000 households without access to mains gas in Flintshire,



and these households are most likely to be in fuel poverty. Accordingly, should the Council embrace this type of energy switching scheme, it will be important to include properties on pre-payment meters.

- 3.08 SLDC have elected not to develop a single bulk oil purchase scheme as they do not want to limit competition amongst local suppliers, but instead encourage tenant-led buying consortia. Flintshire County Council already provides tenants with information on services that help find the best price for oil ([www.boilerjuice.com](http://www.boilerjuice.com)) and advise bulk purchasing schemes with neighbours where possible, but this can be developed further.
- 3.09 It is important that this kind of scheme is not viewed as something that can be done "instead of" energy efficiency improvements. The trajectory of fossil fuel-based energy prices is to increase, and fuel brokerage can help to mitigate this situation, but people in "hard to heat/hard to treat" properties will still be paying disproportionate sums for their enquiry. Hence the Council needs to continue its work in partnership with other local authorities, Registered Social Landlords (RSLs) and other organisations to tackle fuel poverty in Wales.
- 3.10 There do not appear to be any procurement issues with signing onto an iChoosr programme as they offer a unique service in the UK.
- 3.11 In conclusion, it is considered beneficial for the Council to use this type of energy switching scheme in partnership with colleagues from North Wales Authorities and RSLs, as part of its efforts to provide energy advice together with NWEAC, to maximise the buying power of the scheme. Also, the scheme must be linked to the Affordable Warmth Action Plan and developing Housing Sustainability Strategy to develop additional support for off-gas areas and other groups at greater risk of fuel poverty.
- 3.12 Provided Members support this conclusion, a link to the main iChoosr site could be provided on the Flintshire website immediately as anyone in the UK can register their details on the site. It will take 3-6 months to arrange for a Flintshire-branded website/campaign.

#### **4.00 RECOMMENDATIONS**

- 4.01 That Members comment on the contents of the report and support the conclusions set out in para 3.11 and 3.12.

#### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 Initially, signing up to the iChoosr standard model is cost-neutral, however there will be staffing/resource implications.

Developing a more involved model including direct negotiation with energy suppliers could bring additional money into the county, but would take additional resources as well, so a cost-benefit analysis should be done.

## **6.00 ANTI POVERTY IMPACT**

6.01 Beneficial in maximising the income of local residents and mitigating the impact of welfare reform on fuel poverty. Also beneficial in improving local economic outcomes. Energy bills make up a growing percentage of our residents and small businesses' outgoings, and represent a huge loss of money which could be spent locally. Anything we can do to reduce energy bills in our area will increase the amount of "disposable" income available to be spent locally.

## **7.00 ENVIRONMENTAL IMPACT**

7.01 Neutral in isolation, or beneficial when linked with advice on energy efficiency and support with energy conservation measures. Although households who have been under-heating their homes previously are expected to be warmer, there is still an overall reduction in domestic emissions levels which mitigates the impacts of climate change.

## **8.00 EQUALITIES IMPACT**

8.01 An aim of this scheme should be to reduce inequality specifically relating to access and fuel poverty due to rural location and tenure.

## **9.00 PERSONNEL IMPLICATIONS**

9.01 This programme is likely to cause an increase to telephone enquiries, and will require staff resource to promote and deliver linked advice.

## **10.00 CONSULTATION REQUIRED**

10.01 Research and discussion needed regarding different models of energy switching programmes with experts and colleagues with experience elsewhere in the UK.

## **11.00 CONSULTATION UNDERTAKEN**

11.01 Discussions ongoing with EcoCentre Wales, North Wales Energy Advice Centre, Welsh Local Government Association, South Lakeland District Council, other North Wales Local Authorities and Registered Social Landlords which fed into this report.

## **12.00 APPENDICES**

12.01 None

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

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## FLINTSHIRE COUNTY COUNCIL

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

**DATE:**                 **6<sup>TH</sup> MARCH 2013**

**REPORT BY:**         **OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:**             **FORWARD WORK PROGRAMME**

### **1.00**    **PURPOSE OF REPORT**

**1.01**    To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee.

### **2.00**    **BACKGROUND**

**2.01**    Items feed into a Committee's Forward Work Programme from a number of sources. Members can suggest topics for review by Overview & Scrutiny Committees, members of the public can suggest topics, items can be referred by the Cabinet for consultation purposes, or by County Council, or Directors. Other possible items are identified from the Cabinet Work Programme and the Strategic Assessment of Risks & Challenges.

**2.02**    In identifying topics for future consideration, it is useful or a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows:

1. Will the review contribute to the Council's priorities and/or objectives?
2. Are there issues of weak or poor performance?
3. How, where and why were the issues identified?
4. Do local communities think the issues are important and is there any evidence of this? Is there evidence of public dissatisfaction?
5. Is there new Government guidance or legislation?
6. Have inspections been carried out?
7. Is this area already the subject of an ongoing review?

### **3.00**    **CONSIDERATIONS**

**3.01**    Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work Programme of the Committees of which they are members. By reviewing and prioritising the forward work programme Members are able to ensure it is member-led and includes the right issues. A copy of the Forward Work Programme is attached at Appendix 1 for Members' consideration which has been updated following the last meeting.

**4.00 RECOMMENDATIONS**

**4.01** That the Committee considers the draft Forward Work Programme attached as Appendix 1 and approve/amend as necessary.

**5.00 FINANCIAL IMPLICATIONS**

None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

None as a result of this report.

**8.00 EQUALITIES IMPACT**

None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

None as a result of this report.

**10.00 CONSULTATION REQUIRED**

N/A

**11.00 CONSULTATION UNDERTAKEN**

Publication of this report constitutes consultation.

**12.00 APPENDICES**

Appendix 1 – Forward Work Programme

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

None.

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ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

**Draft Forward Work Programme**

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
<p><b>10 April 2013</b></p>	<p><b>Communities First</b></p>	<p>To receive an update on the effectiveness of the new programme.</p>	<p>Service Delivery</p>	<p>Head of Regeneration</p>	<p><b>1 April 2013</b></p>
	<p><b>Rural Development Plan</b></p>	<p>To receive regular updates on the progress of Business Plan 2 with particular consideration to any downturns in progress.</p>	<p>Monitoring Report</p>	<p>Head of Regeneration</p>	
	<p><b>Cadwyn Clwyd and linking Flintshire Communities</b></p>	<p>To receive a presentation on current developments</p>	<p>Awareness raising</p>	<p>Sharron Barlow</p>	
	<p><b>Deeside Enterprise Zone</b></p>	<p>To receive a progress report</p>	<p>Monitoring Report</p>	<p>Head of Regeneration</p>	
	<p><b>North Wales Residual Waste Treatment Partnership</b></p>	<p>To receive and consider further details on the progress of the project.</p>	<p>Progress Report</p>	<p>Director of Environment</p>	

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
22 May 2013	<b>Extended Area of Outstanding Natural Beauty</b>	To receive a report on the extended area of outstanding natural beauty and the importance of the AONB to FCC and neighbouring authorities.	Awareness raising	Head of Planning	13 May 2013
	<b>Tourism Partnership North Wales</b>	Update on tourism strategies and projects in Flintshire	Strategic	Facilitator	
	<b>Missed Collections Technology</b>	Demonstration of technology	Awareness Raising	Head of Streetscene	
26 June 2013	<b>Quarterly Performance Reporting</b>	To consider Quarter 4 and year end outturns for improvement targets against directorate indicators.	Performance Monitoring	Director of Environment	17 June 2013
	<b>Draft Flood Management Strategy &amp; Flooding issues</b>	To consider the draft Flood Management Strategy prior to approval by Cabinet and flooding issues - invitation to be extended to Environment Agency.	Pre-decision scrutiny	Director of Environment	



## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
	<b>Planning</b>	<ul style="list-style-type: none"> <li>To receive a report on planning to include enforcement</li> <li>Role of Conservation Officer</li> <li>Turn around times of applications</li> <li>Inter-departmental (internal) consultation</li> </ul>	Service Delivery	Head of Planning	
<b>23 July 2013</b>	<b>North Wales Residual Waste Treatment Partnership</b>	To receive and consider further details on the progress of the project.	Strategic (Collaboration)	Director of Environment	<b>19 July 2013</b>
	<b>Deeside Enterprise Zone</b>	Progress report	Monitoring	Head of Regeneration	

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### ITEMS TO BE SCHEDULED as agreed by Committee

Item	Purpose of Report	Responsible / Contact Officer
<b>Dog fouling</b>	To receive a report on the review of enforcement options re dog fouling	Director of Environment

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Item	Purpose of Report	Responsible / Contact Officer
<b>Carbon Reduction Strategy</b>	To receive a report on the outcome of the independent assessment undertaken by the Carbon Trust	Neal Cockerton
<b>North East Wales Area Based Transport Study</b>	To consider the potential solutions to transport in the region highlighted within the report.	Director of Environment
<b>Rights of Way</b>	Invite Natural Resources Wales, once established to discuss new arrangements.	Director of Environment

### REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
<b>Quarterly/ Annual</b>	<b>Performance Reporting</b>	To consider performance outturns for improvement targets against directorate indicators.	Director of Environment
<b>Quarterly</b>	<b>North Wales Residual Waste Treatment Project</b>	To receive and consider further details on the progress of the project.	Director of Environment
<b>Quarterly</b>	<b>Deeside Enterprise Zone</b>	To receive quarterly progress reports	Head of Regeneration
<b>6 monthly</b>	<b>Rural Development Plan</b>	To receive regular updates on the progress of Business Plan 2 with particular consideration to any downturns in progress.	Head of Regeneration

**APPENDIX B**

**STRATEGIC ASSESSMENT OF RISKS AND CHALLENGES**  
**TOPICS ALLOCATED TO OVERVIEW & SCRUTINY COMMITTEES**

**SECTION 1 - COMMUNITY LEADERSHIP**

Category	Risk Reference	Title	Committee
Strategic Partnerships	CL08	Climate Change and Flood Risk Management	Enviro
	CL09	Economic Regeneration	Enviro
	CL10	Decline of Town Centres	Enviro
	CL11	Integrated and Public Transport Infrastructure	Enviro
	CL12	Skills Needs of Employers	Enviro / LL
	CL14	North Wales Regional Waste Treatment Partnership	Enviro

**SECTION 2 - COUNCIL DELIVERY**

Category	Number	Title	Committee
Environment	CD02	Streetscene	Enviro
	CD03	Transition from UDP to LDP	Enviro
	CD04	Planning Protocol	Enviro

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Category	Number	Title	Committee
	CD05	Highways Infrastructure	Enviro
	CD06	Transport arrangements for service users	Enviro (links to S&H and LL)
	CD07	Depot provision	Enviro
Waste	CD27	Waste Management Targets (Food Waste Treatment Project)	Enviro
	CD27c	Waste Management (Operations)	Enviro
	CD34	Impact of Severe Winter Weather	Enviro

### SECTION 3 - COUNCIL GOVERNANCE

Category	Number	Title	Committee
Environment	CG05	Asset Management	Enviro
Environment	CG05a	Asset – Strategy	Enviro
Environment	CG05b	Asset Rationalisation	Enviro