

Public Document Pack

Gareth Owens LL.B Barrister/Bargyfreithiwr
Head of Legal and Democratic Services
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

15 June 2012

Ceri Owen 01352 702350
ceri.owen@flintshire.gov.uk

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 **THURSDAY, 21ST JUNE, 2012** 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 - 6)

To confirm as a correct record the minutes of the meeting held on 23 May, 2012.

County Hall, Mold. CH7 6NA
Tel. 01352 702400 DX 708591 Mold 4
www.flintshire.gov.uk
Neuadd y Sir, Yr Wyddgrug. CH7 6NR
Ffôn 01352 702400 DX 708591 Mold 4
www.siryfflint.gov.uk

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

4 **QUARTER 4 AND YEAR END SERVICE PERFORMANCE REPORTS**

(Pages 7 - 68)

Report of the Environment & Housing Overview and Scrutiny Facilitator enclosed.

5 **FORWARD WORK PROGRAMME** (Pages 69 - 78)

Report of the Environment & Housing Overview and Scrutiny Facilitator enclosed.

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE **23 MAY, 2012**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council, held at County Hall, Mold on Wednesday, 23 May, 2012

PRESENT: Councillor M.G. Wright (Chairman)

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

SUBSTITUTE: Councillor I. Dunbar for P.J. Curtis

ALSO PRESENT: Councillors: P.G. Heesom, C.M. Jones and B. Lloyd

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

IN ATTENDANCE: Environment and Housing Overview and Scrutiny Facilitator and Committee Officer

1. DECLARATIONS OF INTEREST (including Whipping Declarations)

No declarations of interest were made.

2. APPOINTMENT OF VICE-CHAIR

The Chairman sought nominations for a Vice-Chair for the Committee.

Councillor P. Shotton proposed that Councillor D. Butler be appointed Vice-Chair of the Committee. He spoke in support of his proposal and said that Councillor Butler had a wealth of experience across a range of Council services. Councillor Butler thanked Councillor Shotton for the nomination and said that as a new Member he would be able to provide a new perspective on the work of the Committee.

Councillor C.J. Dolphin proposed that Councillor N.M. Matthews be appointed Vice-Chair of the Committee. He spoke in support of his proposal and said that as the former Executive Member for Waste Management, Councillor Matthews had built up a good working relationship with the officers and had gained a great deal of experience in a range of Environment Directorate services. Councillor Matthews said that she had worked well with the officers and would like to see that continue.

RESOLVED:

That Councillor N.M. Matthews be appointed Vice-Chair of the Committee.

4. MINUTES

The minutes of the meetings held on 7 and 21 March, 2012 had been circulated with the agenda.

7 March, 2012

Matters arising

Councillor G.H. Bateman commented on minute number 79 and asked if the Council was continuing to collect side waste. The Director of Environment advised that the Council continued to collect side waste and this was a consistent approach across the County. When a decision was to be made to revert back to the Policy and stop collecting side waste, all Members, Town and Community Councils and residents would be informed. If Members had any concerns within their own wards he asked that they contact the Head of Streetscene following the meeting.

Councillor P. Shotton asked whether residents in Flintshire would be penalised if they did not adhere to the Waste Collection Policy. The Director of Environment said that a decision on enforcement action would need to be considered by the Cabinet and the Committee in due course. The Chairman reported that an update report on the Waste Collection Service would be presented to the Committee in September, 2012.

RESOLVED:

That the minutes of the meetings held on 7 and 21 March, 2012 be approved as a correct record and signed by the Chairman.

5. OVERVIEW & SCRUTINY COMMITTEES' TERMS OF REFERENCE

The Environment and Housing Overview and Scrutiny Facilitator introduced a report to inform the Committee of its Terms of Reference, set in the context of Terms of Reference of all of the Overview and Scrutiny Committees.

Following the Annual Council meeting held on 15 May, 2012, the Council now had a Constitution Committee and six functional Overview and Scrutiny Committees as detailed in the report. The Terms of Reference of all six Overview and Scrutiny Committees were attached at Appendix 1 of the report and Members were asked to note its contents to assist them in understanding the remit of all Overview and Scrutiny Committees.

Specific Overview and Scrutiny training sessions would be held on 6 and 7 June, 2012, to which all Members of the Council had been invited. The Environment and Housing Overview and Scrutiny Facilitator encouraged Members of the Committee to attend the training sessions as there would be the opportunity to ask questions.

The Chairman invited the Director of Environment and Heads of Service to give a brief presentation on the work within each of the service areas. The Director

of Environment circulated a fact sheet on the Environment Directorate and the Head of Assets and Transportation, Head of Streetscene and Interim Public Protection Manager gave a brief overview of their areas of responsibility and the services provided by the Environment Directorate.

Councillor D. Evans asked if the Council had been using a smart phone application and the 'Fix My Street' website to access requests from members of the public as he was aware of requests that were outstanding. The Head of Streetscene reported that the 'Fix My Street' website was still in use and any requests made by members of the public should generate an e-mail to the Streetscene Service. He said that he would look into the outstanding issues following the meeting. He commented that the use of a smart phone application was an excellent idea that could be progressed.

The Director of Environment gave a brief overview of the areas of responsibility on behalf of the Head of Planning and Head of Regeneration. He also provided a detailed update on the following key areas for priority in the year ahead:-

- Civil Parking Enforcement
- North Wales Residual Waste Treatment Project
- Food Waste Project
- Enterprise Zone
- Town Centre Regeneration
- Highway Transport Infrastructure
- Local Development Plan (LDP)

The Committee thanked the Director of Environment and Heads of Service for the information they had provided to Members.

RESOLVED:

That the report be noted.

6. FORWARD WORK PROGRAMME

The Environment and Housing Overview and Scrutiny Facilitator introduced a report which detailed work which had been left outstanding at the end of the municipal year. The report also outlined how topics could be brought to Overview and Scrutiny and suggested items to be included on the forward work programme for the successor Committee to consider.

The Facilitator suggested that a Workshop be arranged to allow Members the opportunity to discuss the Committee's forward work programme for the coming year which could be informed by the Cabinet's Priorities. The Cabinet Member for Environment welcomed the opportunity to feed key priorities into the Committee's forward work programme.

The Facilitator also suggested that the next Committee meeting scheduled to be held on 13 June, 2012 be re-arranged to 21 June, 2012. where the Committee

would receive the end of year performance outturns for improvement targets against Directorate indicators. The Committee supported this suggestion.

Following a question from Councillor C.A. Thomas, the Facilitator confirmed that any current outstanding issues could be raised with the Cabinet Member or during consideration of the performance outturns at the next meeting.

RESOLVED:

- (a) That the Facilitator arrange a Workshop to enable the Committee to discuss the forward work programme for the coming year; and
- (b) That the next Committee meeting scheduled to be held on 13 June, 2012 be re-arranged to 21 June, 2012.

7. DURATION OF MEETING

The meeting began at 10.00 a.m. and ended at 11.15 a.m.

8. ATTENDANCE BY MEMBERS OF THE PRESS AND PUBLIC

There were no members of the press or public in attendance.

.....
Chairman

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

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE	DATE: 23 MAY, 2012
--	---------------------------

MEMBER	ITEM	MIN. NO. REFERS
NO DECLARATIONS OF INTEREST WERE MADE		

This page is intentionally left blank

FLINTSHIRE COUNTY COUNCIL

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

DATE: **THURSDAY, 21 JUNE 2012**

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

SUBJECT: **QUARTER 4 AND YEAR END SERVICE PERFORMANCE REPORTS**

1.00 PURPOSE OF REPORT

1.01 To note and consider the 2011/12 Quarter 4/Year End service performance reports produced at the Head of Service / Divisional level under the adopted business model of the Council. The reports cover the Quarter 4 period (January to March 2012).

1.02 To note the draft year end 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/year end 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 4/Year End (January to March 2012) performance reports are attached at Appendix 1 - Streetscene, Appendix 2 - Planning, Appendix 3 – Public Protection, Appendix 4 – Regeneration, Appendix 5 – Assets and Transportation.

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 6.

4.00 RECOMMENDATIONS

4.01 That Members consider the 2011/12 Quarter 4 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

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

Not applicable.

11.00 CONSULTATION UNDERTAKEN

Not applicable

12.00 APPENDICES

Appendix 1 – Streetscene
Appendix 2 – Planning
Appendix 3 – Public Protection
Appendix 4 – Regeneration
Appendix 5 – Assets and Transportation
Appendix 6 - Q4 SARC Summary

LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985
BACKGROUND DOCUMENTS

None

Contact Officer: Samantha Roberts
Telephone: 01352 702305
Email: samantha.roberts@flintshire.gov.uk

This page is intentionally left blank

Quarterly Performance Report – Streetscene

Report Author Steve Jones
Report Date 1st May 2012
Report Period Quarter 4: 1st January – 31st March 2012

Introduction

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: -

Streetscene –	<ul style="list-style-type: none">• A second ballot on the 1st February 2012 of Trades Union members within the operational staff resulted in acceptance of the generic Streetscene operational role and the new working patterns• The assimilation process was subsequently agreed with the Trades Unions and almost all of the operational staff have now been transferred to their new positions during the reporting period.• The process to assimilate the non-operational staff has also been completed and the new structure was delivered without any compulsory redundancies. This position has been achieved through early voluntary retirement, voluntary redundancy and redeployment within the Directorate.• The successful assimilation of both the operational and non-operational staff allowed the new service to be formally launched on March 5th 2012. The launch events included Press briefings, briefings for Members with their new local supervisor and workshops to enable key stakeholders to understand their own links to the new Streetscene service.• The new Streetscene contact centre came into operation on the 5th March 2012. The new number (01352 701234) will in future be the single point of contact to report issues on the full range of Streetscene services.• In an attempt to raise awareness of the new service, senior managers are currently attending Town and Community Council meetings to provide briefings to the committees.• The traffic assessment required by the Trunk Road Agency to support the planning application for Alltami depot has been progressed. The planning application will now be submitted in June 2012.• Work has commenced on site to undertake the remodelling of Alltami office complex, the works are on programme to complete later this year.
----------------------	---

Other highlights by service area are as follows: -

Highways & Cleansing	<ul style="list-style-type: none">• The Welsh Government announced details of its Prudential Borrowing Initiative (PBI) in February 2012. The initiative provides a 20 year funding package which will allow Councils to enter prudential borrowing arrangements to fund highway maintenance work. The initiative required a formal bid to be produced by March 1st 2012. Despite the extremely challenging timetable, the bid was achieved by staff within the Streetscene service.• The bid required that the Council Highways Asset Management Plan was approved by the Council's Executive and used to justify the bid. The document was completed and approved in by the Executive in March.• Resurfacing schemes funded by the 2011 – 12 Welsh Government grant of approximately £250k which was provided to improve the condition of the highway network have been identified and a
---------------------------------	---

	<p>contract to carry out the work has been completed. The schemes were identified following condition surveys carried out on the entire network</p> <ul style="list-style-type: none"> • This additional funding, together with the balance of the Councils own capital fund has been combined with the funding for 2012 – 13 and a single resurfacing contract has been tendered which is currently approximately 50% complete. This method of procurement has delivered significantly better value than the resurfacing framework contract option previously operated by the Council. • The overall resurfacing contract will be completed in June 2012 and will complete the resurfacing schemes funded from the Welsh Government PBI initiative first year funding • All of the 2011 -12 Councils revenue and capital funded planned maintenance schemes have been completed • The winter weather experienced in the final quarter and indeed over the full winter period has been closer to ‘average winter’ conditions than has been the case in the last three years. Although there was only one snow event during the year (in December), the number of turn outs for gritting due to ice ended the year at 10 year average levels • A review of the street lighting service has continued. The review will consider the introduction of new technologies and part night/dimming options for the service in order to reduce the energy consumption and the carbon footprint of the Council. The review will result in the approval by Executive of a Street Lighting policy for the Council
<p>Waste Collections</p>	<ul style="list-style-type: none"> • Following the rollout of the new waste collection service to remaining 40,000 properties in November 2011 the number of call received by the service returned to pre-change levels during January 2012 • The recycling rate achieved in the first reporting period following the launch of the new service has been maintained. Year end performance of 49.02% has narrowly missed the 52 target The changes made to the collection service during 2011 – 12 however will ensure that the Council achieves the 52% statutory target for recycling set by Welsh Government for 2012 – 13. • A full review of the new service has been completed during the period. This followed a motion in full Council. The review included <ul style="list-style-type: none"> - A Members workshop - Receipt of Customer feedback through survey work - Reports to Scrutiny, Executive and Full Council The outcome included the development of a Service Improvement Action Plan which will implemented over the coming 12 months. • The progress made against the Service Improvement Action Plan will be reported to Environment and Overview Scrutiny in September 2012
<p>Waste Disposal</p>	<ul style="list-style-type: none"> • ‘Due Diligence’ enquiries and environmental permit compliance

	<p>has been completed with the successful contractor for the Councils waste disposal contract. The new contract has been awarded to Cory Waste Disposal, Hafod Landfill in Wrexham and will commence on 7th May 2012. The contract will operate until the regional residual waste treatment plant becomes operational</p> <ul style="list-style-type: none"> • Markets for recycling and composted material have remained strong during the reporting period. • 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 • Mattress collection and recycling has commenced at the larger HRC's • Residual waste bag opening has commenced at HRC sites in an attempt to educate users on maximising recycling opportunities
<p>Fleet Maintenance</p>	<ul style="list-style-type: none"> • The service manager role within the service is currently being advertised. It is anticipated that the new manager will be in place by July 2012 • Repair and maintenance operations have now been established at the single site in Alltami depot and the workshop staff are now operating a daily shift pattern. This requires the workshop to remain open until 10pm each weekday and allows urgent repairs to be carried out after the working day, making them available for use the following day. • Investments in new technologies for the fleet service are now confirmed. These include the provision of vehicle tracking units on all vehicles, electronic diagnostics and introducing a paperless service for scheduling and record keeping • The review of Fleet services will commence once the service manager has been appointed. The outcome of the review will be a fleet logistics approach to service delivery for all of the Council fleet

2. Performance Summary

2.1 Improvement Plan Monitoring

KEYS

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

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

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

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

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
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups				
5.8 Introduce the Streetscene Customer Contact Centre and the Streetscene Service changes	Feb 2012	G	G	
5.11 Review public conveniences provision	April 2013	A	A	See paragraph 3.1.1
10. To protect, plan and develop sustainable natural and built environment				
10.1 Develop a single integrated operational depot	January 2013	A	G	See paragraph 3.1.2
10.2 Introduce the new waste collection system for residual, food and recyclates	October 2011	G	G	
10.4 North Wales Residual Waste Treatment Project	October 2016	A	A	See paragraph 3.1.3
10.5 Regional Food Waste Treatment Facility	April 2014	A	G	See paragraph 3.1.4

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

R	High Risk
A	Medium Risk
G	Low Risk

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
CD02 Joined-up approach to 'street services' - delivering from a customer's perspective in an effective single service clustered arrangement			June 2012

CD05 Current funding arrangements for highway maintenance will not keep pace with natural deterioration over time.			TBC
CD07 Depot Review			December 2013
CD27a Waste Management Targets not met			2016/17
CD27c Not reducing the amount of domestic waste sent to landfill			2016/17
CD27d Waste Management – AD Waste			September 2011
CD34 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			TBC
CD37 Breakdown of Regional partnership delivering the food waste project.			April 2016/17
CL14 North Wales Regional Waste Treatment Partnership (Waste Management Procurement)			2016/17

2.3.1 Performance Indicators and Outcome Measures


Key

	Target missed
	Target missed but within an acceptable level
	Target achieved or exceeded

The status of the indicators are summarised for the year end below:

 0  2  0

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

Indicator	Q4 Target	Q4 Outturn	2010/11 Outturn	2011/12 Target	2011/12 Outturn	RAG	Change e.g. Improved / Downturned
THS/009 – Time taken to repair streetlights	2.5 Days	4.05 Days	2.35 Days	2.5 Days	2.61 Days		Downturned
WMT/009 – The percentage	52%	52%	42.38%	52%	49.02%		Improved

of municipal waste collected and prepared for reuse, recycled, composted or treated biologically in another way							
---	--	--	--	--	--	--	--

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: -

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

Improvement Area	On-track?	Commentary
Failure to deliver waste targets	✓	
Service reconfiguration	✓	
Failure to deliver Waste Strategy	✓	
Develop flexibility and greater efficiency to be more responsive to resource needs for service pressures	✓	
Develop and implement positive Change Management	✓	
Develop understanding of and responses to Customer Needs	✓	
Depot rationalisation	✓	
Temporary split site arrangement not conducive to good team working or consistency	✘	See paragraph 3.4.2
Single status staff become disaffected and leave the organisation	✓	
Maintain Quality Assured system ISO 9001	✘	See paragraph 3.4.3
Streetscene Launch	✓	
Waste Management Service	✓	
Food Waste Regional Project	✓	
NWRWTP	✓	

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has 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	Cleanliness of the Public Realm Taking account of the issues identified, in our opinion management can take adequate assurance that the controls upon which the organisation relies to manage this risk, as currently laid down and operated, are effective	Adequate Assurance

3. Exception Reporting

3.1 Improvement Plan Monitoring

3.1.1 Review public conveniences provision

Progress - The Review established to consider options for future provision and has been considered initially by Scrutiny and full Equalities Impact Assessment completed. The Committee requested that the options are reconsidered by the Task and Finish Group.

3.1.2 Develop a single integrated operational depot

Progress - Planning application to be submitted in June 2012. The target completion date has moved from October 2012 to January 2013 to allow the planning applications and impact assessments to be completed.

3.1.3 North Wales Residual Waste Treatment Project

Progress continues to be Amber due to the complexity of the project. The target completion date remains 2016/17.

3.1.4 Regional Food Waste Treatment Facility

Progress continues to be Amber due to the complexity of the project. Target completion date has moved to April 2014 due to issues with the preferred bidder regarding the financial closure and contract completion of the Project.

3.2 Strategic Assessment of Risks and Challenges (SARC)

No further detail to report.

3.3.1 Performance Indicators and Outcome Measures

3.3.1.1 THS/009

The target of 2.5 days has been narrowly missed however the new area based service concentrating only on the Council lighting infrastructure will ensure the target is met in future years..

3.3.1.2 WMT/009

Year end performance of 49.02% has narrowly missed the 52 target The changes made to the collection service during 2011 – 12 however will ensure that the Council achieves the 52% statutory target for recycling set by Welsh Government for 2012 – 13. The figure of 49.02% placed the Council 9th in the table of recycling performance in Wales.

3.3.2 Improvement Target Action Plan Monitoring

No further detail to report.

3.4 Key Actions from Service Plan Monitoring

3.4.2 Temporary split site arrangement not conducive to good team working or consistency

The current split location for Streetscene staff is being managed to minimise the impact on service delivery. Staff in specific operational areas i.e. Administration arrangements have been brought together in Alltami depot

3.4.3 Implementation of Quality Assured system ISO 9001

The service operates three accreditation systems, all of which are essential elements of the service delivery. The intention to combine the accreditations into a single service wide system. The delay in the appointment of staff has delayed the process, however it is still expected to be in place during 2012

This page is intentionally left blank

Quarterly Performance Report – Planning

Report Author Andrew Farrow, Head of Planning
Report Date May 2012
Report Period Quarter 4 (Jan – March, 2012)




Introduction

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 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)

RAG Status

RED equates to a position of under-performance, downward trend, non-achievement of target, non-achievement of action milestones.	
AMBER equates to a mid position where improvement may have been made (i.e. improved trend) but the target for the year is unlikely to be reached, or where action milestones have been deferred or narrowly missed.	
GREEN equates to a position of positive trend on performance, meeting target and achieving action milestones.	

1. Foreword

Report highlights for this quarter are the following items: -

Planning Strategy and Built Conservation	<p>The Unitary Development Plan was adopted in September 2011 and its use as the sole policy basis for recommendations made at planning committee has now been established. This should now provide the Committee with a sound and up to date basis on which to make decisions on planning.</p> <p>The Council has also approved Supplementary Planning Guidance (SPG) to support UDP policy S11 Retention of Local Facilities, and a development brief to guide development of the housing allocation in Broughton, referred to as the 'Compound Site'.</p> <p>A further development brief for the housing allocation in Sychdyn has been prepared and consulted on, and will be presented to the Council for approval as SPG in the near future.</p> <p>A new piece of SPG which updates the current approach to seeking developer contributions to address school capacity has also been through several stages of consultation and revision, and has now been recommended by the Planning Protocol Working Group in March 2012 to go to Council for approval.</p> <p>The Council resolved at its meeting on 27th March 2012 to write to the Welsh Government to request that the necessary secondary legislation be created to allow the Council to commence with its Local Development Plan (LDP).</p> <p>A significant amount of good work and positive outcomes have been achieved both by the conservation and design officer, and the team in general. For example, a temporary consent has been issued to allow the proposed development at Pen y Bont Farm to go ahead which will ensure the long term preservation of this listed building. Similarly, the new owner of Bryn Awel in Pentre Halkyn is working closely with the C&D officer to ensure that this significantly damaged and neglected grade II Georgian Welsh farmhouse will be repaired and restored to a beneficial residential use. There are a number of other historic buildings which are classified as being 'at risk' where the Conservation and Design officer is negotiating with the owners or their agents to secure appropriate and pragmatic solutions to preserve these important buildings.</p> <p>A new procedure for the designation of Buildings of Local Interest has been drawn up for agreement by the Executive in the near future. Whilst not up to listing standards, there are nevertheless a significant number of locally important buildings which this new procedure aims to protect to prevent their loss to the local scene.</p> <p>In relation to the excellent work being done on the Townscape Heritage Schemes in Holywell and Flint, the longer running of the two schemes in</p>
---	--

	<p>Holywell is due to be completed by the end of September 2012. This represents a significant milestone as it will have completed work on all targeted properties by the end date and will have utilised all of the common fund available. On completion, the project will have enabled the repair, restoration and re-use of a significant number of character buildings in the historic core of the town. Working in partnership with Regeneration colleagues, the THI officer has also been able to promote a further four schemes which will be funded from Rural Development Fund (RDF) money.</p> <p>In Flint, the scheme began slowly as its approval coincided with the economic recession. Despite this, a new four year programme of work has been agreed with the Heritage Lottery Fund, running from September 2011 until September 2015. This will target a common fund of £1.6m on the repair and restoration of 28 target properties in the town. Work is already underway on a block of four properties in Trelawny Square and an application has been received for the Old Sessions house in Church Street, as well as applications for schemes at 24, 52, 54, 56 Church Street, and 9 and 11 Feather Street. A further scheme is expected for work on the Town Hall in the near future.</p> <p>The THI officer is also assisting Regeneration colleagues with advice on the design of RDF funded schemes in Mold High Street.</p>
Development Management	<p>The number of planning applications received within Quarter 4(253) is up significantly on Q3 (181) though is down slightly in relation to the corresponding Q4 in 2010/11 (261). The number of planning permissions determined during the quarter (193) does, however, include some significant residential development proposals, some of which merely kept older permissions alive, but others reflect a genuine desire on the part of the development industry to commence or continue building in the new year and the quarter has seen an indication that the house building industry is showing signs of recovery.</p> <p>On an annual basis the returns for Yr. 2011/2012 show that the number of applications received (976) is down on the Yr. 2010/2011 total (992) although the number of applications determined is significantly higher, as is the percentage of applications approved (90.15%).</p> <p>Following Welsh Government's consultation on 'A Strategic Monitoring Framework for the Planning System' during Quarter 4, a new schedule of additional performance indicators is being trialled through the Ffynnon system. These include recording the number of permissions granted subject to s.106 Obligations, those within Flood Risk Areas, number of retrospective applications, etc. Flintshire, along with four other Authorities, has agreed to pilot this new system.</p>
Countryside	<p>Greenspace strategy - A wider steering group has been formed recognising the cross-Directorate implications of this piece of work. A visioning exercise is being planned for June 2012 for all internal and external stakeholders.</p>

Obtained £40 000 from WAG Ecosystem Resilience, Diversity and Compliance Fund in November 2011 for NE Wales Orchard Project in partnership with North Wales Wildlife Trust despite heavy competition with over £22million worth of bids received. The project had to be and was completed by end of March 2012.

Work on SSSI is ongoing and work on the Sect. 15 and 9 grant aid programmes is complete with over £40K drawn in grant aid from CCW.

Pond biodiversity audits completed including 10 ponds at Brookhill GCN mitigation site. The survey confirmed GCN breeding in all 10 ponds plus an exceptional invertebrate assemblage eg 13 species of Dragonflies/Damselflies, 8 species of Molluscs and 22 species of beetle in one pond alone. It confirms the mitigation continues to be successful.

Wildlife Corridor enhancement:- worked with FWAG/BASC to fund 1180m woodland green corridor fencing to support their much larger WFD funded project. Also restored/planted 460m hedgerow and supported the Flintshire Farmers Ploughing Society Hedge laying competition.

All FCC Better Woodlands Wales Contracts are now submitted and ratified by Forestry Commission in December.

Green Infrastructure action plan for the Lower River Dee is complete and will go forward with the Flintshire Coast action plan to Executive for approval.

The final claim for 'Year 5' of All Wales Coastal Improvement Programme was made on budget. The formal opening of the path is on 5th May 2012 and Flint was chosen to be the North Wales destination for the national celebration. To coincide with the launch, Flintshire has developed a leaflet and audio trail highlighting what Flintshire has to offer communities and visitors.

The Wepre Park Development Officer has concluded the first stage consultation and a landscape architect has drawn up plans for the old hall garden restoration. The application is on target to be submitted by the end of August 2012.

Halkyn - The Aggregate Levy Sustainability Fund application was successful with £175K of funding granted towards limekiln consolidation and interpretation such as virtual tours and a heritage trail. The CADW application is still awaiting a decision, but CCW and the Grosvenor Estate have confirmed their funding for the next two years and there have been positive discussions with Cadwyn Clwyd for RDP funding.

Key figures:

£582K income generated from a £330K core budget

3854 volunteer hours managed

15 School groups and 718 children on our countryside education programme

Minerals and Waste Shared Service for North Wales	<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 12 months.</p> <p>The Service has been active in every partner authority area with the exception of Snowdonia National Park. Activity within the minerals aggregates sector remains depressed, however, reviews, changes in legislation, the introduction of legislation derived from the mining waste directive and quarry closures continue to generate planning work.</p> <p>A number of stalled mineral review sites are now being progressed, due in part to legislative changes that were triggered by circumstances in Flintshire. Programmes for prohibition and suspension orders will be drawn up in the next financial year.</p> <p>The Service has secured a 4 year contract for the North Wales Regional Aggregates Working Party from the Welsh Government, and there is the possibility of reviewing the Regional Waste Plan. The Service has provided a detailed consultation response to the Welsh Government's Capacity, Infrastructure and Markets Sector Plan, which is part of the Welsh Government's Zero Waste Strategy, and continues to have direct dialogue to achieve the best policy outcome.</p> <p>The Service has commenced chargeable monitoring and reporting visits across North Wales and Flintshire, with over 30 such visits made during the year, 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.</p> <p>The Service has also provided support to Denbighshire and Wrexham Planning Policy in preparation for their Examination in Public sessions for their respective Local Development Plans.</p>
--	--

2. Performance Summary

2.1 Improvement Plan Monitoring





KEYS

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

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







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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
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				
6.1 Adoption of UDP	09.11			Section 3.1
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				
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.

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. 2 for further detail regarding the change in RAG status			Dec 2011
CD04 Planning Protocol			Sep 2011

2.3.1 Performance Indicators and Outcome Measures

The status of the indicators are summarised for the year end below:

 1  5  0

Indicator	Current Quarter Target (Q4)	Current Quarter Outturn (Q4)	Previous Annual Outturn	Annual Target	Annual Outturn (2011/ 12)	RAG	Change e.g. Improved / Downturned
* PLA/003 No. of Planning Appeals determined	75%	60%	58.33%	75%	67.64%		Improved
PLA/004a % Major applications determined within 13 weeks	38%	15.38%	32.76%	38%	29.31%		Downturned

* PLA/004b % Minor applications determined within 8 weeks	65%	42.31 %	57.46%	65%	53.15%		Downturned
PLA/004c % Householder applications determined within 8 weeks	89%	89.47%	86.76%	89%	85.85%		Downturned
PLA/004d % Other applications determined within 8 weeks	81%	42.86%	72.73%	80%	77.27%		Improved
* PLA/005 % Enforcement cases resolved within 12 weeks	75%	77.61%	52.41%	75%	73.12%		Improved

2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action	Progress
PLA/003	LEAN review of Appeal procedures completed	C
	Implement recommendations of LEAN review See paragraph 3.3.2	✓
	Internal Audit of Appeal Process (Brief agreed)	✓
PLA/004b	Performance monitoring on a 'case by case' basis	✓
	Review delegated scheme/ S106 procedures – partly completed	C
PLA/005	LEAN review of Enforcement procedures completed	C
	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 identified 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	✓	Ongoing. The manual is a 'live' document, continually adapted to meet legislative and other changes
Review of Enforcement Policy and Procedures	✘	See section 3.3
Review of compliance with adopted procedures	✓	See section 3.3
Adoption of UDP	C	Adopted September 2011

Implement recommendations from Making the Connections	C	Now lead authority for N. Wales shared service from April 2011
Produce and Implement Staff Resource and Development Plan	✓	
Monitor Divisional/Directorate Communications Plan	✓	
Develop and implement positive Change Management	✓	
Maintain financial support to Countryside Services	✓	Addressed in Service Review
Develop understanding of and responses to Customer Needs	✓	On-going use of Planning User Groups
Enhancing the role of IT	✓	Enforcement team acting as a pilot for Flexible and Mobile Working initiative
Officer/Member relationships	✓	Greater use of Planning Protocol Working Group and Member/Officer development sessions
Define management roles and staff responsibilities	✓	Identified in Service Review
Make decisions in the Public Interest	✓	All appeals decisions received at Planning Protocol Working Group

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has 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.

Undertaken By	Title & Date Report Received	Overall Report Status
Internal Audit	CD0200P1 – Performance Indicators	✓

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 sought from Council in March 2012.

8.6 – Implement Section 106 funding policy – Work in association with other North Wales authorities on S106 work and Community infrastructure Levy has resulted in finalised reports which identified best practice for both methods of securing community benefits. Local Planning Guidance Note on educational contributions accepted by Planning Protocol Working Group in March 2012.

3.2 SARC Monitoring

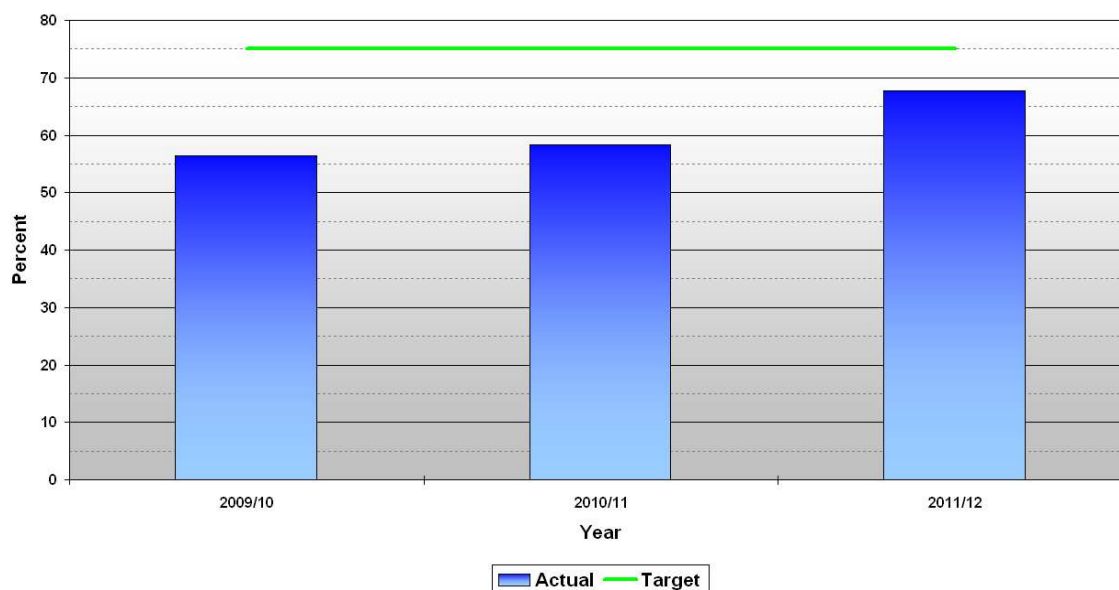
CD03 - Transition from UDP to LDP is moved from amber to green given the formal adoption of the UDP in October 2011. A Commencement Order for the LDP was sought from Council in March 2012.

3.3.1 Improvement Targets

The Planning Service has three **Improvement Targets** for 2011/12: PLA/003 (Planning Appeals upholding the Authority’s decision); PLA/004b (Minor Applications determined within 8 weeks) and PLA/005 (Enforcement cases resolved within 12 weeks). Each of these are addressed below:

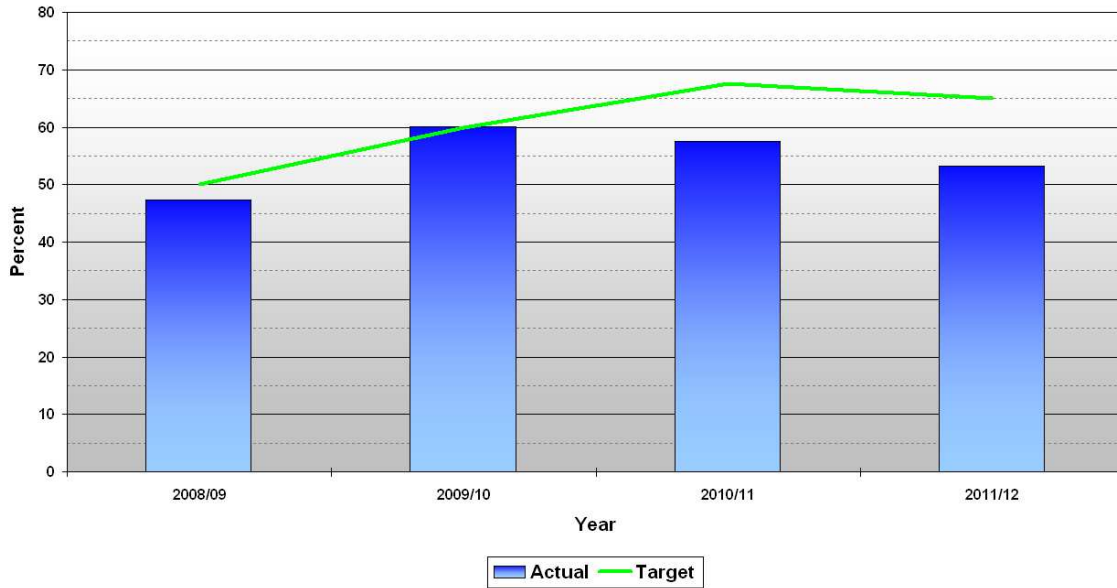
PLA/003 – The Q4 outturn (60%) falls below the target but, following the 100% in Q3, contributes to an annual outturn of **67.64**. (Outturn for 2010/11 was 58.14%) This indicator is sensitive in view of the relatively low numerator/denominator (5 appeal decisions in Q4, 34 throughout the year) and reporting to Planning Protocol Working Group on appeal performance, with analysis of certain appeal decisions, particularly those which follow a contrary officer recommendation, will continue into the new year. The brief for an Audit of the Appeal process has been finalised and this will be completed within Q1 (2012/13). When compared with 2010/11 performance of 58%, this year represents a significant improvement. The current performance take the Authority above the Welsh average for this indicator.

PLA 003 - The percentage of appeals determined that upheld the authority's decision in relation to planning application decisions and enforcement notices



PLA/004b – The Q4 outturn (42.31%) is down on Q3 (57%) and Q2 (58.77%), contributing to an annual outturn of **53.27**%. (Outturn for 2010/11 was 57.21%). This falls well short of the revised target of 65%. Apart from the increased emphasis on negotiating quality which is difficult to quantify, 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). In the longer term, the introduction of a more robust system of pre-application advice (with charges) will allow any planning issues to be dealt with prior to the submission of applications in some cases. We will also be seeking to streamline the procedures involved with legal agreements, again to reduce delays currently involved with these.

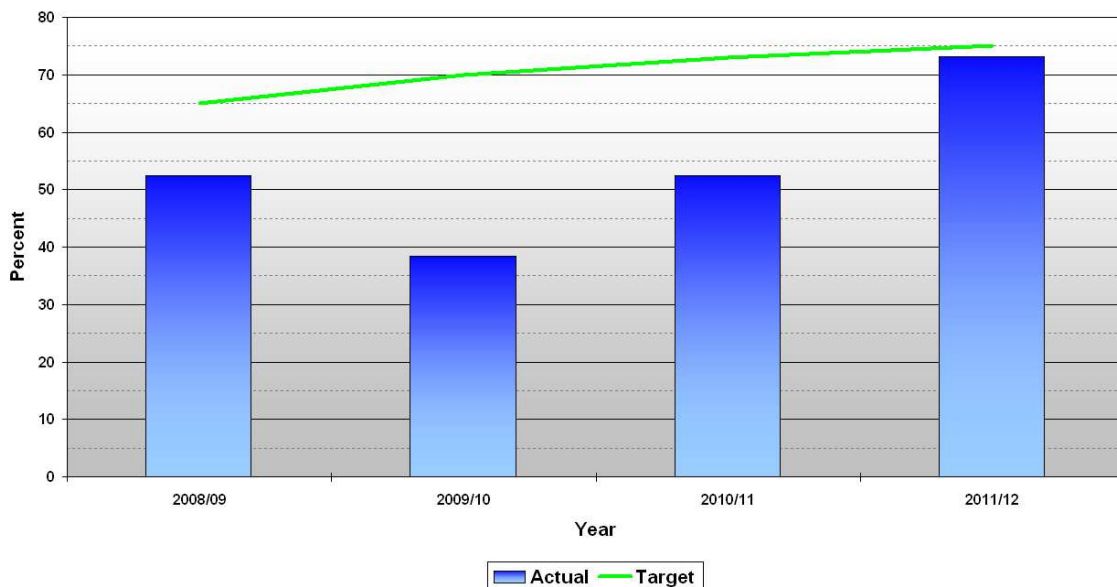
PLA A - PLA 004b - The percentage of minor planning applications determined during the year within 8 weeks



This clearly remains an Improvement target 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. However, we must not lose sight of the role of negotiation in improving the quality of development, even if this means that certain decisions go beyond the 8 weeks.

PLA/005 – Target exceeded for Q4 (Green RAG status) and the annual outturn (**74.23%**) is again above target. (Outturn for 2010/11 was 52.41%). This represents a significant improvement on previous years and is a reflection of the greater staffing resource available to this team. The enforcement has been actively involved in implementing the recommendations of the Section 106 audit and has completed their work on the Buckley area. A programme for further areas was agreed at Planning Protocol Working Group in March 2012.

A - PLA 005 - The percentage of enforcement cases resolved during the year within 12 weeks of receipt



Of the remaining indicators (other than Improvement Targets):

PLA/004a – The poor Q4 outturn (15.38%, comprised of 13 applications, 2 determined within the 13 week period) drags down the annual return (**29.31%**), which falls below target. This category includes the most significant development proposals and it is important to achieve the right development, through negotiation and amendment, and a positive decision, rather than a timely one, is far more important to most developers.

PLA/004c –The annual outturn (**85.85%**) falls below the target, comparing with 86.49% for year 2010/11. However, the Q4 outturn at 89.47% shows a marked improvement and this trend needs to be continued into the next quarter and beyond.

PLA/004d – The Q4 outturn (42.86%) drags down the annual return (**76.12%**). This compares with a 2010/11 outturn of 68.52% and although the target is missed this category includes a range of application types and the return within any particular period can be unduly influenced by this factor.

3.3.2 Improvement Target Action Plan Monitoring

Implement recommendations of LEAN review in line with the Service Review implementation.

3.3 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) continues to improve and now exceeds the target.

With regard to Enforcement policy, aspects of this are being reviewed through reporting to Planning Protocol Working Group and Environment Overview & Scrutiny Committee on 'Advertisements on the Highway', which involves a working group comprised of Planning, Highways and Regeneration officers. A similar review of the enforcement role in relation to Listed Buildings and Conservation Areas is also being undertaken within the Planning Service.

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

This page is intentionally left blank

Quarterly Performance Report –Public Protection

Report Author Ian Vaughan-Evans
Report Date 1st May 2012
Report Period Quarter 4: 1st January 2012 to 31st March 2012

Introduction

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 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 the last year are the following items: -

<p>Performance</p>	<p>The service has delivered a high level of performance throughout the year despite carrying a number of vacant posts for most of the year. Staff have worked very hard to deliver the performance indicator targets and excellent results have been returned in some areas e.g. Food Safety, Building Control and Environmental Control with the performance targets being exceeded in all areas. Carrying a number of vacant posts has however had an impact in the Trading Standards and Environmental Health service areas where performance indicator targets have not been met despite the efforts of staff. The results in three areas were affected – Health and Safety, Animal Health and Trading Standards.</p> <p>The service has performed very well in delivering services to Flintshire residents and a number of these are highlighted below.</p>
<p>Environmental Protection – Yearly Overview</p>	<p>BSI Audit visits have taken place within Building Control and Bereavement Services. Both services are running effectively. There were no outstanding non-conformities from previous assessments and no new non-conformities during this assessment.</p> <p>Sea Water Sampling - Keep Wales Tidy have announced the beaches at Talacre have been awarded both the Green Coast Award and Seaside Award as water quality was better last season.</p> <p>The Dog Watch scheme was expanded within the County to include areas of Mold, Connah’s Quay and Broughton. This Community led enforcement initiative has been identified as an example of good practise by the Municipal Journal and BBC Wales. The project has also won a Flintshire Excellence Award.</p> <p>Dog Fouling on School Premises – There is little good practise to draw upon in this area of enforcement from across the UK and the identification of the importance to begin to enforce against those failing to clean up after their dogs when on school sites was raised by Members and residents as a key objective to be looked at during 2011/12.</p> <p>In-depth work took place to present options to Members to close the gap within our current legislation in order to effectively enforce in this area. During a Full Council meeting in January, Members opted for the introduction of Section 547 of the Education Act 1996 (nuisance and trespass) and gave powers of enforcement to Police Community Support Officers as well as Education staff and our enforcement team.</p> <p>Site surveys have also taken place to identify locations to erect signs that are required in order to implement this section of the legislation.</p> <p>The implementation of this legislation will now take place during 2012/13</p>

	<p><i>Doggy Do</i> vehicle campaign was launched on Council fleet vehicles to highlight the message to owners that they need to pick up after their dogs or face the consequences of receiving a fine.</p> <p>Two successful prosecutions have been achieved this year for littering offences within the County and one Fixed Penalty Notice has been issued for a dog fouling offence within the County</p> <p>713 complaints have been investigated by our Environmental Control Section and 436 alleged noise nuisance complaints have been recorded and investigated with 13 Noise Abatement Notices have been served within the County.</p> <p>In total 7589 memorials were tested of which 255 (3.5%) were identified as High Risk, with 59 now being repaired to NAMM standard by the Registered Grave Owner and the remainder being made safe by staking.</p> <p>Public Health Burials – the service has dealt with 4 cases during the year recovering approx 65% of costs incurred compared to approx 50% of costs recovered for the previous 12 months</p>
<p>Community Protection – Yearly overview.</p>	<p>Trading Standards (Compliance)</p> <p>The programme of under age sales test purchasing continued in 2011/12. Areas included the sale of alcohol in off-licensed premises, the sale of tobacco products from vending machines in pubs and the sale of fireworks in retail premises during the run up to Bonfire Night. A series of test purchase operations in pubs was also co-ordinated by the team. This was an exercise in conjunction with the Police designed to highlight the need for appropriate management measures to identify those under the age of 18 and thereby avoid selling alcohol to them.</p> <p>An innovative project was begun on the sale of part worn tyres. Due to the differences in tread depth regulations across Europe there are significant numbers of part worn tyres imported into the UK. These can be legally used provided they have been properly examined and assessed. Out of six premises checked three were applying high standards whereas the others were less good. Advice and guidance was provided and a more formal test purchasing programme is being planned for 2012/13.</p> <p>The requirement for businesses to charge a minimum of 5p for single use carrier bags came into force on 1st October 2011. Trading Standards will enforce the new requirements. A number of enquiries have been received from small businesses confused by the new legislation but compliance is generally high at this time.</p> <p>Licensing</p> <p>A successful prosecution was achieved in respect of a Private Hire Operator/Driver who transported children in an unlicensed vehicle. The Operator had failed to renew the vehicle licence despite</p>

Licensing providing him with a schedule of expiry dates for each of his 10 vehicles following earlier concerns about him not managing the licence requirements effectively.

He was fined £100 for the no licence offence, £200 for having no insurance (because private hire insurance cover is dependent upon having a private hire licence in place), £100 costs and a £15 victim surcharge. He also received 6 penalty points on his DVLA licence for the no insurance offence.

Simple cautions were issued to 5 private hire drivers found not to have their photocard identity badges with them when stopped for during routine checks.

An appeal took place in the Magistrates' Court by a pub in Ewloe against a Licensing Sub-committee decision. The issues related to noise nuisance affecting residents of sheltered accommodation located to the rear of the pub. Large numbers of patrons use the beer garden area and the noise from them talking, shouting, laughing and screaming late into the night was confirmed by officers as a public nuisance. An application was made by Pollution Control to review the pub's licence and the Licensing Sub-committee had imposed a restriction preventing alcohol being taken out into the beer garden after 10:00pm in order to reduce the impact on residents. The magistrates approved a Consent Order which imposes a restriction on alcohol being taken outside after 10:30 until works to construct an effective noise barrier have been completed to the satisfaction of the local authority in conjunction with an independent acoustics expert.

Community Safety

The Community Safety Partnership planned and delivered training on the new arrangements for reporting incidents of racially motivated crime. This was part of a Safer Wales initiative in conjunction with all the Welsh Police Forces. There was a good attendance of 89 staff from Flintshire County Council and partner agencies.

A Community Safety training event for Members took place in December. An update was provided on developments in the Community Safety area together with a presentation on Community Tension Monitoring. Ward Members have a significant role to play in this because of their close links to their communities. The intention is to identify and deal early with potential areas of conflict to avoid them escalating into full scale anti social or criminal behaviour.

Street Rugby League is about to be launched in Flintshire in three pilot areas, Holywell, Mold and Higher Shotton. This is a new initiative via the Community Safety Partnership to engage young people in constructive activity. They will be encouraged to join in with supervised games which involve physical activity, making new friends, being part of a team and generally having fun.

Staff were closely involved in setting up 'House Watch'. This is a scheme whereby target hardening can be put in place to protect temporarily vacant property, for example, when an elderly person living on their own has to go into hospital or short term care. The aim is to guard against metal theft, fuel theft, burglary and criminal damage.

Staff were also involved in supporting White Ribbon Day which is designed to raise awareness of and reduce violence towards women. Information, advice and guidance were provided at various busy retail locations across the County.

Trading Standards (Investigations)

A successful prosecution was secured in November. Complaints had been received from persons acting on behalf of trade mark owners who were concerned that products that they believed not to be genuine had been sold by the defendant. Investigation showed that the defendant formed a company, rented business premises, and sought out suppliers of goods that he knew were not genuine. They bore marks identical or similar to registered trade marks but the trade mark owners' stated that they are not the products of their company, nor was the defendant authorised to retail their products. The defendant had in his possession items such as microphones and associated equipment, a USB memory stick and a Micro SD memory card. He sold some items via a popular on-line auction site. Items were priced at a level that roused suspicion among discerning potential purchasers as to whether they were genuine. The defendant pleaded guilty and was fined £255 on one charge with no separate penalty on 5 other charges, £915 costs and a £15 victim surcharge. The counterfeit goods were also confiscated.

Officers worked with the Police over a person cold calling on the vulnerable offering to do gardening work. He quoted £120 but actually charged £800. The perpetrator was arrested by the Police and interviewed under caution by Trading Standards staff.

An investigation was carried out into a company that sells funeral packages. Company representatives had cold called an elderly person living in sheltered accommodation (a no cold calling zone) and got her to sign up to a costly financial package that would have needed payments over 10 years. Intervention by the Housing Warden led to Trading Standards assisting the resident to get her money back. Action under the Enterprise Act was taken in order to ensure that the practice was stopped.

Dangerous counterfeit air fresheners were found on sale at Mold Market. Warnings were placed in the media and further items were discovered on sale in Denbighshire and Gwynedd. The matter was investigated and the trader has been charged with various offences.

Health Protection

Food Safety and Food Standards

Very pleased to report that targets have been achieved and in some cases exceeded in relation to all Performance Indicators relating to Food Safety and Food Standards.

Evidence throughout the year has indicated that approximately 85% of Flintshire's food businesses that are within the enforcement remit of the service are "broadly compliant" which is a good measure of how well a food business is run in terms of food hygiene. The broadly compliant measure links in with the National Food Hygiene Rating Scheme which continues to operate well in Flintshire since its introduction in December 2010. This scheme allows consumers to view the food hygiene rating given to a food business by way of the Food Standards Agency's website, namely food.gov.uk/ratings. The scheme has received publicity on several occasions throughout the year and it is hoped that this become an effective driver for improving food hygiene standards in food businesses.

During this year the Executive have approved the adoption of the Communicable Disease Outbreak Plan for Wales and the annual Food Service Plan.

There have been two significant emerging pressures identified through the year relating to; firstly, the introduction of new E coli guidance by the Food Standards Agency which has impacted on resources as inspections are taking longer and secondly, as a result of the Dee Cockle fishery which had another successful season in 2011 but which impacted on resources by way of greater monitoring and regulatory activity required.

Health & Safety Enforcement

New Sunbeds legislation has been introduced with effect from 31st October 2011 which has been actively promoted in Flintshire by way of inspection of all known relevant businesses and a comprehensive training programme for relevant business proprietors. Revisit work relating to monitoring compliance has also been undertaken and further work in this area will continue into 2012/13.

This section has during this year undertaken some significant serious and complex investigation work, which will continue into 2012/13.

Corporate Health and Safety

During this year this service has progressed very well with regard to trying to improve the resilience of the Council with respect to Health and Safety. The FCC Safety Management system has been fully developed ; the Corporate Health and Safety Strategy and Improvement Plan has been developed ; H&S training has been provided for Elected Members and the Corporate Health and Safety Steering group has met regularly and effectively to promote sensible Health and Safety risk management across all Directorates. Health and Safety Action Plans have also been

	<p>developed within services across the Authority with the support and guidance of the Corporate Health and Safety team.</p> <p>The Authority has been subject to a Validation Challenge visit by the Health and Safety Executive which took place in February this year and the Corporate Health and Safety team were active in providing both advice and liaison for this visit.</p> <p>Animal Health and Health Promotion</p> <p>In April 2011 there was a change to the Animal Health and Welfare Framework that has been a part of Animal Health service delivery across Wales since the 2001 Foot and Mouth Disease outbreak. Animal Health (AHVLA) originally controlled the funding for the framework. However, in 2011 this was transferred to the Welsh Government and as part of this process the priorities for the work done under the framework were reassessed with a number of changes being made. The priority areas set by WG included inspection and monitoring of all critical control points (markets, collection centres, ports, and high risk farm premises), disease control (including Bovine Tuberculosis), and data inputting and recording of all animal movements. All agreed targets under the framework agreement for 2011/12 have been met by the team. However, an emerging pressure is that the funding given to Flintshire for this work is decreasing year on year.</p> <p>During the year the team achieved a successful prosecution of a Flintshire based farming business after a long and complex investigation. The prosecution related to animal welfare offences. The Animal Health Team has worked closely with AHVLA and the partners in the business and as a result has seen a marked improvement in the standards at the farm.</p> <p>General</p> <p>Flintshire has continued to run the Primary Authority scheme with Iceland Foods Ltd and has had close liaison and collaboration with the Local Better Regulation Office (now called the Better Regulation Delivery Office) to promote business support for businesses in Flintshire for which we undertake regulatory activity.</p>
<p>Collaborative Working</p>	<p>Flintshire and Wrexham discussed and agreed to start working together on a number of collaborative working projects during the year and in August 2011 agreed to carry out work on projects relating to Corporate Health and Safety, Flexible warranting of officers and Stray Dog Kennelling and Canine welfare. The projects have been very successful although the proposed joint contract for dog kennelling had to be suspended due to legal reasons. Additional benefits have been forthcoming from the projects with regard to learning and development, vacancy management, information sharing and intelligence, sharing of expertise and a joint approach to supporting local businesses. Further collaborative work is expected to be undertaken during 2012/13.</p>

2. Performance Summary

KEYS

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



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

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

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

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.

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups.				
5.9 Implement recommendations of E-coli inquiry	Ongoing			See paragraph 3.1.

2.2 Strategic Assessment of Risks and Challenges (SARC)

Public Protection do not take lead responsibility for any SARCs.

2.3.1 Performance Indicators and Outcome Measures










Key






R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The status of the indicators are summarised for the year end below:

 3  4  7

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	Q4 Target	Q4 Outturn	Annual Outturn 2010/11	Annual Target 2011/12	Annual Outturn 2011/12	RAG	Change (Trend) e.g.: Improved / Downturned
BCT/004 – The percentage of building control 'full plan' applications checked within 15 working days during the year	90%	88%	96%	90%	95%		Downturned
BCT/007 – The percentage of 'full plan' applications approved first time	94%	99%	98%	94%	99%		Improved
PPN/001i-iv – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: -							
PPN/001i – Trading Standards <i>See para. 3.2.1</i>	100%	93%	100%	100%	93%		Downturned
PPN/001ii – Food Hygiene	100%	100%	100%	100%	100%		No change
PPN/001iii – Animal Health	100%	100%	100%	100%	100%		No change
PPN/001iv – Health & Safety <i>See para. 3.2.2</i>	100%	74%	100%	100%	74%		Downturned
PPN/007i-ii – The percentage of significant breaches that were rectified by intervention during the year for: -							
PPN/007i – Trading Standards <i>See para. 3.2.3</i>	97%	79%	95%	97%	79%		Downturned
PPN/007ii – Animal Health <i>See para. 3.2.4</i>	90%	90%	97%	90%	89%		Downturned
PPN/008i-iv - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for: -							
PPN/008i – Trading Standards	82%	85%	69%	82%	85%		Improved

Indicator	Q4 Target	Q4 Outturn	Annual Outturn 2010/11	Annual Target 2011/12	Annual Outturn 2011/12	RAG	Change (Trend) e.g.: Improved / Downturned
PPN/008ii – Food Hygiene	87%	91%	81%	87%	91%		Improved
PPN/008iii – Animal Health See Para 3.2.5	100%	93%	100%	100%	93%		Downturned
PPN/008iv – Health and Safety See Para 3.2.6	60%	49%	73%	60%	49%		Downturned
PPN/009 - Percentage of food establishments which are 'broadly compliant' with food hygiene standards	80%	85%	84%	80%	85%		Improved
PSR/007a – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage that have a full licence See Para 3.2.7	9%	8.79%	9.3%	9%	8.79%		Downturned
*IA4.2L3 – Develop targets for increasing satisfaction levels by 5% per year over baseline. See Para 3.2.8	N/A Annual target	N/A Annual target	Not Reported	88%	Missing data	N/A	N/A

Please Note: In the table above, in the case of all PIs relating to new Businesses, the Q4 target is the same as the whole year target. This is because at the start of each quarter it is not known how many new businesses will be notified to us or identified by us in the period. Similarly for Significant Breaches.

2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action & Planned Completion date	Progress
1A4.2L3	<p>This target on customer satisfaction is reported on an annual basis with the survey being undertaken in February/March. The survey has been delayed this year due to staff shortages and the need to focus on year end performance indicators. The survey is being carried out in April/May and the results will be reported in the first quarter of 2012/13.</p> <p>A programme of service improvement projects is being undertaken to improve satisfaction levels. This work is focusing on process improvement work, training of staff, improved access to services, reducing the timeline from reporting to resolution and the development of the most efficient and cost effective way of resolving people's problems and responding to their requests for advice, information and assistance.</p>	✘

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	✘	See paragraph 3.2
Deliver FSA and DEFRA Framework agreements	✓	
Support Neighbourhood Renewal Programme	✓	
Review, Improve and Integrate new services and functions.	✓	See paragraph 3.3
Effective Implementation of Corporate Health and Safety Management System (SMS)	✓	
Tackling dog fouling, littering and other environmental crime.	✓	

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has 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	Cleanliness of the Public Realm Taking account of the issues identified, in our opinion management can take adequate assurance that the controls upon which the organisation relies to manage this risk, as currently laid down and operated, are effective	Adequate Assurance

3. Exception Reporting

3.1 Implementation of the recommendations from the E coli inquiry.

New E coli guidance issued recently by the Food Standards Agency and which was referred to in the Quarter 3 report is actively being promoted in relevant food businesses in the County during food hygiene inspections. As a consequence of this new guidance the Progress RAG continues to be reported as Amber rather than Green at this time.

3.2 Performance Indicators

3.2.1 PPN/001i – Trading Standards – High Risk Businesses.

The team have made considerable effort to meet this target however the vacant Trading Standards post within the service means there was insufficient capacity with regard to Weights and Measures expertise to fully complete all the inspections within the time period.

3.2.2 PPN/001iv – Health and Safety – High Risk Businesses.

Considerable efforts have been made by the Health and Safety enforcement team to meet performance targets. However, reactive work, preparation for court cases, vacancies within the team and the introduction of new Sunbeds legislation have impacted on overall performance for this service against WG Performance indicators and as such targets for this year have not been fully met.

3.2.3 PPN/007i – Trading Standards – Significant Breaches

At the start of the year and at the start of each quarter it is not known how many significant breaches will be identified. Once identified, formal investigation commences and in some cases the matter may be resolved fairly rapidly. In others it may take months (or even more than a year) if complex legal action involving prosecution is warranted and undertaken. This year, a number of cases have had to be carried forward to 2012/13 as they have not yet been rectified.

3.2.4 PPN/007ii - Animal Health – Significant Breaches

At the start of the year and at the start of each quarter it is not known how many significant breaches will be identified. Once identified, formal investigation commences and in some cases the matter may be resolved fairly rapidly. In others it may take months (or even

more than a year) if complex legal action involving prosecution is warranted and undertaken. This year, a few cases have had to be carried forward to 2012/13 as they have not yet been rectified.

3.2.5 PPN/008iii – Animal Health – New Businesses

At the start of the year and at the start of each quarter it is not known how many new businesses will be identified in any given period. In this instance the drop in performance relates to two premises that were not inspected and these will be inspected during the first quarter of 2012/13.

3.2.6 PPN/008iv – Health and Safety – New businesses

Considerable efforts have been made by the Health and Safety enforcement team to meet performance targets. However, reactive work, preparation for court cases, vacancies within the team and the introduction of new Sunbeds legislation have impacted on overall performance for this service against WG Performance indicators so that targets for this year have not been fully met.

3.2.7 PSR/007a – HMOs

Proactive work has taken place by the Environmental Control section in order to identify more HMO's within the County. If the team locate a HMO which does not require licensing as it meets the necessary standard, this will affect the performance target, as more HMO's have been identified but they do not require a license. This explains the marginal downturn in performance for this indicator. In real terms, the overall performance has increased as more HMO's have been identified however the quality/standards of the HMO has been higher and therefore no license conditions required.

3.2.8 IA4.2L3 – Satisfaction Levels

This improvement target on customer satisfaction is reported on an annual basis with the survey being undertaken in February/March. The survey has been delayed this year due to staff shortages and the need to focus on year end performance indicators. The survey is being carried out in April/May and the results will be reported in the first quarter of 2012/13. A program of service improvement projects is being undertaken to improve satisfaction levels. This work is focusing on process improvement work, training of staff, improved access to services, reducing the timeline from reporting to resolution and the development of the most efficient and cost effective way of resolving people's problems and responding to their requests for advice, information and assistance.

3.3 Review, improve and integrate new services and functions.

There has been a slight delay in implementing the new service and filling vacant posts which have affected performance as noted above in some areas. It is expected that the full implementation of the service review will be completed over the next few months.

This page is intentionally left blank

Quarterly Performance Report – Regeneration

Report Author Dave Heggarty
Report Date April 2012
Report Period Quarter 4: 1st January 2012 to 30th April 2012

Introduction

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 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 year are the following items: -

<p>Business</p>	<p>WG announced the new Deeside Enterprise Zone (DEZ) as a key strategic location for Wales Advanced Manufacturing sector. DEZ will be a catalyst for the Northern Gateway development attracting new investment opportunities, creating an estimated 7,000 new jobs and deliver sustainable regeneration helping to transform communities both in Deeside and across North Wales.</p> <p>Flintshire Business Week October 2011 attracted 2,576 business delegates against WG Improvement Agreement target of 1,400. Key events included; Flintshire Goes to Westminster, a two day Trade Fair hosted by Convatec, Deeside, AM/MP Question Time and the Flintshire Business Awards and Gala Dinner.</p>
<p>Places</p>	<p>The Welsh Government has given approval to the North East Wales Town Centre Regeneration project, lead by FCC, and covering Flintshire and Wrexham. This will support the physical regeneration of town centres across the area and has a project value of £3,959,497. The project will run from now until the end of 2015.</p> <p>The Welsh Government also gave approval to the Rural Development Plan (RDP) programme for Flintshire; a package of 4 projects worth in total £4,980,562 to improve the quality of life and economic vitality of rural communities.</p> <p>The previous round of RDP funding came to a successful conclusion during the last months of the year with £2,745,994 of funding drawn down from WG, approximately 94.4% of the allocated funds.</p>
<p>People</p>	<p>Communities First has been focusing on prosperity, learning and health priorities in anticipation of the CF Future programme. CF has worked closely with Flintshire Regeneration Partnership and the Local Service Board (LSB) to progress in particular the Employment, Education and Training (EETs) agendas. Significant progress has been made linking with Flintshire’s manufacturing and hospitality industries, establishing new good practice aimed at reducing the numbers of NEETs and improving opportunities for Flintshire’s most disadvantaged communities.</p> <p>CF community based weekly job club activities and periodic Jobs fairs and skills NEETs events attracted 446 residents with job opportunities additional careers advice sessions, training and work experience opportunities, and encouragement to access further education, resulting in people finding work, becoming self-employed, and accessing accredited learning opportunities. A new emphasis has been placed on community based accredited learning, and new courses including Customer Service, Business Administration and Welsh Heritage have attracted 50 participants at the outset.</p>

Other highlights by service area are as follows: -

<p>Town centre regeneration</p>	<p>The Town Action Plan process won a Wales award from the Action for Market Towns in the Partnership and Strategic Working category. Long term masterplans are now in place in Buckley, Connah's Quay, Shotton, and Queensferry and almost complete in Flint following extensive consultation. Implementation of the plans is now underway with each town partnership.</p> <p>The Towns and Villages Streetscape Enhancement project was approved by the Welsh Government through the RDP to improve the built environment in Holywell, Mold and Talacre / Gronant and to offer grants to businesses to improve the appearance of high street premises. The total project value is £865,929 and the project will run until December 2013.</p> <p>The weekly street market in Flint was relaunched and has run from May 2011 with up to 30 traders. When street markets nationally are declining this is a particular success.</p>
<p>Tourism</p>	<p>The RDP project Realising the Potential of Tourism came to an end in December 2011, having supported 97 tourism-related businesses to improve their quality with a total public/ private sector investment of £715,751. The project created 19 full time equivalent jobs and safeguarded another 180.</p> <p>The Destination Flintshire partnership met for the first time in December 2011 to lead future approaches to tourism and, in particular, how the key destinations in the County will be managed to improve their appeal.</p>
<p>Rural development</p>	<p>Internal audit undertook a review of the administration of the RDP programme and found that, despite the considerable bureaucracy concerned, the programme was being run effectively and that there were no significant areas of concern.</p>
<p>Business</p>	<p>Supporting new and existing business is key to our economic success. A total of 68 new businesses have been established in Flintshire this year via Welsh Government New Business Starts Programme.</p> <p>The level of general support and investment enquiries from businesses continue to increase with 2,583 individual enquiries handled this year. In addition, 67 business and community development initiatives and forums have been designed and delivered, engaging with more than 3,900 delegates to encourage networking and training to all business sectors and sizes.</p> <p>This year 102 jobs have been notified as lost and 369 new jobs have been publically announced.</p>
<p>Communities First Flintshire</p>	<p>The extension of the current Flintshire CF Programme arrangements to September 2012 are subject to the outcome of a funding bid. The new and more demanding emphasis on Prosperity, Learning and Health indicators has led proposals for a programme with more measurable impact. Significant priority will be given to improving opportunities for learning and skills, linked to the development of the Deeside Enterprise Zone.</p>

2. Performance Summary

2.1 Improvement Plan Monitoring

KEYS

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

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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
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				
6.2 Regenerate Town Centres	TBC			See para 3.1.1
6.3 Lead the Deeside Renewal Area Programme	Sept 2012			
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			See para 3.1.3
6.8 Encourage and retain business investment in Flintshire (Implementation of Town Action Plans)	Ongoing			
10. To protect, plan and develop sustainable natural and built environments				
10.6 Further regeneration of rural areas in Flintshire (Manage with Cadwyn Clwyd the £5m programme to meet requirements of the Rural Development Plan grant (ongoing for the next 3 years))	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

R	High Risk
A	Medium Risk
G	Low Risk

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			February 2011
CL12 Skills Needs of Employers			Oct 2011


2.3.1 Performance Indicators and Outcome Measures

Key

R	Target missed
A	Target missed but within an acceptable level
G	Target achieved or exceeded

The status of the indicators are summarised for the year end below:

 0
  0
  1

Indicator	Annual Target	Previous Annual Target Outturn	Current Annual Outturn	RAG	Change (trend) e.g. Improved / Downturned
*IA4.2L1	1,400	1601	2,576		Improved. Over target by 1,176

2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action & Planned Completion date	Progress
A4.2L1	Establish FBW stakeholder Steering Group April 2011	✓
	Develop draft FBW calendar of events June 2011	✓
	Launch main events to raise profile June 2011	✓
	Actively promote finalised FBW calendar August 2011	✓
	Deliver main event October 2011	✓
	Preparation of FBW11 Evaluation Report December 2011	✓

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	✓	
Raise profile of service	✓	
Improve town centres in Flintshire	✓	
Improve quality of life in rural Flintshire	✓	
Promote Flintshire to visitors.	✓	

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
Internal Audit	EN0120R1 Rural Development Plan - Rural Flintshire Tourism Grants (October 2011). Some significant recommendations outlined in section 3.2 below.	Not Applicable
Internal Audit	EN0125R1 Rural Development Plan (December 2011). No significant concerns found.	Significant Assurance
Welsh Audit Office	Annual Audit of Communities First (CF). No significant concerns raised about CF grant fund management. WAO	Limited Assurance

	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 Regenerate Town Centres

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 town centres remain 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 Promote the development of Northern Gateway

Northern Gateway is within the Deeside Enterprise Zone boundary. Planning application approved April 2012

3.1.3 Development of skills to align with business needs

Work is underway to develop a Local Labour Market Centre in partnership with Careers Wales, Job Centre Plus, Communities First, Deeside College and Glyndwr University. To be encompassed within the proposed Advanced Manufacturing Centre

3.2 Internal and external regulatory reports

EN0120R1 report on the Rural Flintshire Tourism Grants found that, overall, the expenditure of the scheme was in line with Welsh Government requirements (p.4). Five Significant recommendations were identified to improve the record keeping of the project and these are being actioned (pp.9-10).

WAO audit of CF Partnership Boards found 4 Communities First areas had live bank accounts, 2 of which had staff as signatories, and which had not been audited or certificated. WAO made recommendations which have been referred to PBs and to FCC Internal Audit to action.

This page is intentionally left blank

Quarterly Performance Report – Assets & Transportation

Report Author Neal Cockerton
Report Date April 2012
Report Period Quarter 4/Year End: 1st January 2012 to 30th April 2012

Introduction

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 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: -

Flintshire Futures	<ul style="list-style-type: none"> • Holywell Flintshire Connects is progressing well with tenders received and evaluated and a contractor is to be appointed. A start on site is scheduled for May. . • The feasibility study of Clwyd Theatr Cymru has now commenced with the first design review meeting being undertaken on the 26th April 2012. The initial feasibility work is anticipated to be completed in August. • Work in relation to the office rationalisation process and the ongoing development of the Flintshire Connects facilities continues. Space planning and decant options are being developed with the support and assistance of staff. As noted in previous reports there is a strong desire to ensure that there are key linkages with any town centre regeneration planning outcomes in terms of future cleared site use. • Third party lease terminations continue to be progressed. • Work is almost complete refurbishing redundant accommodation within Deeside Leisure Centre which will see the collocation of a number of leisure services into one area. This will create greater flexibility and improved customer services. • Work relating to the development of Alltami depot continues and work has commenced on site to refurbish the existing office block and create flexible space which supports agile and mobile working. Work is currently underway to prepare a planning application which addresses the wider site issues and need to consolidate facilities.
---------------------------	---

Other highlights by service area are as follows: -

Transportation	<ul style="list-style-type: none"> • Work is about to start in relation to developing an integrated transport solution which will see, as its main objective, the integration of a number of existing transport services into one unit to create service efficiency and improved customer service delivery.
Valuation and Estates Management	<ul style="list-style-type: none"> • Work on the first phase of the agricultural estate rationalisation has now been concluded and discussions are in progress with a number of our tenants around options relating to purchase.
Property Maintenance and Design Consultancy	<ul style="list-style-type: none"> • Work on the new Connahs Quay Primary School continues to be progressed with the scheme running to plan. • Work in developing the new Shotton Primary School is at an advanced and the Constructor has now been appointed as an early part of the contractual arrangements. This approach ensures that the Constructors skills in buildability and value engineering are brought to the process so that their knowledge and skill sets can be applied in this design phase. • Job Evaluation Questionnaires have now been submitted for evaluation and panelling in relation to the team restructure.

<p>Energy and Water Management</p>	<ul style="list-style-type: none"> • Refinement of work associated with the new energy management system to improve energy monitoring and reporting, and support improved analysis and diagnosis of issues earlier than currently, continues to be progressed. • The first biomass boiler at Whitford Primary School has now been successfully installed and is working well. Monitoring of its effectiveness will be closely undertaken as this will inform future strategies and determine whether these installations should be installed elsewhere. • Members workshop held in relation to energy conservation and sustainability issues.
<p>Highway Policy and Strategy</p>	<ul style="list-style-type: none"> • Work on the creation of the new half width bus bays at Shotton is currently in progress Work on the remaining two bays will commence in the first quarter of the current financial year.. • The survey of 'lines and signs' has now been completed and costed This has identified relining work with an estimated cost of £60,000 and new signs or the relocation of existing signs at an estimated cost of £30,000. A work programme will be drawn up which will see the redefining of a number of faded lines and the relocation of signs to more accurately reflect the Traffic Regulation Order to which they relate, this work is in connection with Civil Parking Enforcement (CPE). Implementation of CPE anticipated autumn 2013. • TAIH programme item, Mold to Sychdyn cycle route works to be complete with the exception of lining and signing work and a central refuge at the end of Raikes Lane and Mold Road. Schemes relating to Burton Marsh and the 'Toyota' link have been surveyed. The Toyota project has been held pending discussions with Welsh Government over legal issues relating to land ownership. • Consideration of further schemes relating to the Shotton Corridor are currently being developed, linked to the wider synchronisation of lights and development of new cycle routes. • A consultation process on a proposed service restructure of the Public Rights of Way Team has now concluded and job evaluation questionnaires now need to be completed and evaluated. The three maintenance officers have been moved across from Streetscene into the Rights of Way team located within County Hall.
<p>Highway Engineering Consultancy including Traffic Services</p>	<ul style="list-style-type: none"> • Speed Limit Review work tenders returned and appointment made. Work has commenced with initial data analysis being undertaken. • Work continues to be progressed regarding the development of designs for a further phase (phase 2) of the Mold flood alleviation scheme this phase of the work will involve ground investigation work which will require access onto land not in the ownership of the County Council. Initial early meetings with landowners along the line of the proposed route have been undertaken but formal access arrangements now need to progress so that the investigations can proceed. • Work to infill dunes at Talacre beach has now been completed. • The proposed restructure of Engineering Design Consultancy continues, Job Evaluation Questionnaires have been completed and are awaiting evaluation.

2. Performance Summary

2.1 Improvement Plan Monitoring















KEYS



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

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

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

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




Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
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				
1.3 To reduce asset costs and maximise income and receipts	Dec 2016			See paragraph 3.1.1
1.5 To extend agile working within the workforce	March 2015			See paragraph 3.1.2
5. To make our communities safe and to safeguard the vulnerable, with children and older people being priority groups				
5.6 Introduce Civil Parking Enforcement (CPE)	Sept 2013			See paragraph 3.1.3
5.10 Delivering sustainable modes of travel schemes	March 2016			See paragraph 3.1.4
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				
6.3 Support the Deeside Renewal Area Programme	Sept 2012			
6.5 Rationalisation of property and land estate	Dec 2016			See paragraph 3.1.1
6.6 Complete TAITH work programmes	Ongoing			See paragraph 3.1.5
10. To protect, plan and develop sustainable natural and built environment				

10.3 Manage energy consumption within Council buildings	On-going			See paragraph 3.1.6
---	----------	--	---	---------------------

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

	High Risk
	Medium Risk
	Low Risk




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
CG05a Asset Management			2015/16
CG05b Asset Rationalisation			2015/16
CD07 Depot Review			December 2013
CD06 Transport Arrangements for Traffic Users			2013
CL11 Integrated And Public Transport Infrastructure (External)			September 2013

2.3.1 Performance Indicators and Outcome Measures



Key

	Target missed
	Target missed but within an acceptable level
	Target achieved or exceeded

The status of the indicators are summarised for the year end below:

 0  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	2010/11 Outturn	2011/12 Target	2011/12 Outturn	RAG	Changes (Trend) e.g.: Improved / Downturned
* EEF/002a - Percentage reduction in carbon dioxide emissions in the non domestic public building stock For further detail see 3.3.1	2.89%	4%	3.88% **		Improved
* IA3.1L1 - Increase the Standard Assessment Procedure (SAP) Rating in Council housing stock	64.10 Average SAP Rating	65.73 Average SAP Rating	66.74 Average SAP Rating		Improved

** Please note EEF/002a is reported a year in arrears, so this figure relates to 2010/2011.

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. Ongoing activity.	✓
	4. Refurbishment of Energy systems at Deeside Leisure Centre	C
IA3.1L	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 on site.	✓
	2. Complete Arbed Phase 1 and submit proposals for Arbed Phase 2. Decision is pending from Welsh Government on phase 2 proposals.	✓
	3. Solid wall insulation installation throughout CESP areas, the renewal area, and households benefitting from the housing renovation loans. Ongoing activity.	✓

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	✘	See paragraph 3.4.1
Depot rationalisation	✓	See paragraph 3.4.2
Property Marketing via Web	✘	See paragraph 3.4.3
The Community Services Feed in Tariff and Renewable Heat Incentive report.	✘	See paragraph 3.4.4
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 energy and water consumption	C	
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	✘	See paragraph 3.4.5
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	✘	See paragraph 3.4.6

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 Further detail can be found at 3.5.1.	Traffic Management Act – March 2012	Limited Assurance
Internal Audit	Flood Risk Management – February 2012	Substantial Assurance
Internal Audit	Transportation Review – February 2012	Review and modernise transport service

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	On-going		
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 are continuing to rationalise our third party leases when opportunities arise through break clauses or lease termination dates; the most recent release being Ty Messyn in Flint. Consolidation of staff into Mold, Flint or other Council accommodation continues where logical opportunities arise to reduce our overall footprint present themselves. Activity to move more staff to agile and mobile working will increase over the coming years as we seek to rationalise our office accommodation and consolidate into core buildings.

3.1.2

1.5 To extend agile working within the workforce	2015		
--	------	---	---



Progress completion date changed to 2015 (previously 2012) – This is a complex workstream 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. We are currently working on a number of areas and supporting teams in potential relocations on the basis that the move needs to make available additional space and also ensure that the service area moves from fixed desk to agile or mobile.

3.1.3



5.6 Introduce Civil Parking Enforcement (CPE)	Autumn 2013		
---	-------------	---	---

Outcome Amber (previously Green) – There is a potential requirement to explore a wider approach to CPE linked to a review of all car parks and the creation of a more consistent position across the whole of Flintshire rather than in two towns. Anticipated go live date for CPE Autumn 2013.

3.1.4



5.10 Delivering sustainable modes of travel schemes	March 2016		
---	------------	---	---

Progress Green previously Amber - Linked to activity connected to Taith. Work programme for 2011/12 complete and work now in progress to deliver the programme for 2012/13. Overall a ongoing and long term piece of work.

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 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.

3.1.5

6.6 Complete TAITH work programmes	April 2012		
------------------------------------	------------	---	---

Progress previously Amber and now Green – Work programme for 2011/12 complete and work now in progress to deliver the programme for 2012/13. Overall an ongoing and long term piece of work.

3.1.6

10.3 Manage energy consumption within Council buildings	On-going		
---	----------	---	---

Progress previously Amber and now Green – 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

No observations this quarter.

3.3 Performance Indicators and Outcome Measure Monitoring

3.3.1 * EEF/002a - Percentage reduction in carbon dioxide emissions in the non domestic public building stock

The return of a reduction of 3.88% is only marginally below our own internal Carbon Reduction target of 4% and ahead of the Welsh Governments 3% year on year target. Once again the severity of winter weather will have influenced the outcome.

3.4 Key Actions from Service Plan Monitoring

3.4.1 Develop understanding of and responses to Customer Needs

Work is in progress and meeting held to consider how this may inform the Quality Management System in terms of opportunities for improvement.

3.4.2 Depot Rationalisation

The internal office refurbishment programme at Alltami is in progress. This will reflect modern ways of working such as agile and mobile working. Design work relating to the remaining areas of the depot is being concluded in order that a planning application may be submitted.

3.4.3 Property Marketing via Web

Currently exploring this with colleagues in Regeneration.

3.4.4 Feed in Tariff and Renewable Heat Incentive

Currently deferred due to the impact upon income generation, or capital required to install the renewable energy systems.

3.4.5 Development of a data collection system

System being developed with I Prophets, final version completion anticipated by the end of February 2012, went 'go live' on 1st April 2012.

3.4.6 Implementation of Quality Assurance system ISO 9001

Whilst there is already a QAS in two service area the proposal is to widen this further into other areas of the Assets and Transportation Service, such as Highway Engineering Consultancy, Valuation and Estates Services and Transportation. Valuation and Estates Service has progressed its activity regarding QA registration and is waiting for an initial assessment from the British Standards Institution (BSI). Elsewhere within the Assets and Transportation there are a number of services in the process of service reviews, as such it would not be appropriate to proceed until this work is concluded.

3.5 Internal & External Regulatory Reports

3.5.1 Traffic Management Act – Limited Assurance

Recommendations raised within the report are set out below:

- Works for road purposes notices must be submitted to the Highways Regulatory Services Team for all highways works undertaken by the authority in order to comply with current legislation in place.
- A procedural document for key staff detailing the exact requirements needed for the Highways Regulatory Services Team should be introduced.
- Agreement will need to be obtained with key officers to establish a method to ensure that all notices required for each particular works undertaken are submitted to the Highways Services Regulatory Team. This may involve changing the way individual jobs are recorded.

- Liaison should be undertaken with other local authorities to determine best practice and the findings should be shared with management to determine a best way forward.
- Following agreement with key officers for adhering to the regulations, the regulatory team should consider undertaking this exercise on a regular basis in order that relevant officers can be notified of applications requiring notices to be submitted.

The above are currently being worked on with a latest end date for completion of April 2013 on the basis that in some instances development of the Mayrise System will provide an automated process for notification.

This page is intentionally left blank

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

Risk Reference	Risk Title	2011-2012					Predictive Green/Amber
		Q4	Q1	Q2	Q3	Q4	
	Community Leadership	Mar 11	June 11	Sept 11	Dec 11	Mar 12	
CL04	Affordable Housing	A	A	A	A	A	SEP 2012
CL05	Social Care For Older People	A	A	A	A	A	TBC
CL07	Relationship with Local Health Board & Public & Primary Health	A	A	A	A	A	APR 2013
CL08	Climate Change & Flood Risk Management	A	A		A	A	TBC
CL09	Economic Regeneration	A	A	A	A	A	TBC
CL10	County Town Network Regeneration & Protection	G	G	G	G	G	FEB 2011
CL11	Integrated and Public Transport Infrastructure (External)	G	A	A	A	A	FEB 2011
CL12	Skills Needs of Employers	A	A	A	G	G	OCT 2011
CL14	North Wales Regional Waste Treatment Partnership	A	A		A	A	2016/17
CL15	Clwyd Theatr Cymru (CTC)	A	A	A	A	A	TBC
	Council Delivery	Mar 11	June 11	Sept 11	Dec 11	Mar 12	Predictive Green/Amber
CD02	Streetscene	A	A	A	A	A	JUN 2012
CD03	Transition from UDP to LDP	A	A	A	G	G	DEC 2011
CD04	Planning Protocol	A	G	G	G	A	SEP 2011
CD05	Highways Infrastructure	A	A	A	A	A	TBC
CD06	Transport Arrangments For Service Users	A	A	A	A	A	DEC 2013
CD07	Depot Provision	A	A	A	A	A	DEC 2013
CD08	Connah's Quay, Shotton & Deeside Housing Renewal Area	A	A	A	A	A	MAR 2020
CD10a	Leisure - Revenue Funding			R	R	R	TBC
CD10b	Leisure - Capital Projects			A	A	A	SEP 2012
CD10c	Leisure - Play Strategy			A	A	A	DEC 2012
CD12a	Housing Strategy	A	A	A	A	A	APR 2012
CD12b	Housing Management	A	A	A	A	A	TBC
CD12c	Housing Repairs and Maintenance Services	A	A	A	A	A	APR 2012
CD12d	Homelessness	A	A	A	A	A	TBC
CD12e	Sheltered Housing	A	A	A	A	A	NOV 2013
CD14	Housing Ballot	A	A	A	A	G	TBC
CD19	Gypsies and Travellers	A	A	A	A	A	TBC
CD20	School Buildings/School modernisation	R	R		R		2018
CD22	School Improvement - Regional Project			A	A	A	TBC
CD23	Procurement of Independent Sector placements for looked after children	R	A	A	A	A	TBC
CD26	Disabled Facilities Grants	A	A	A	A	A	TBC
CD27a	Waste Management Targets/Food Waste Treatment Project	A	A	A	A	A	2016/17
CD27c	Waste Management Operations	A	A	A	A	A	2016/17
CD27d	Waste Management (AD Waste)	G	G	G		G	SEP 2010
CD34	Severe Winter Weather	A	A	A	A	A	TBC
CD37	Food Waste Treatment Project					A	2016/2017
CD38	Welfare Reform					R	TBC
	Council Governance	Mar 11	June 11	Sept 11	Dec 11	Mar 12	Predictive Green/Amber
CG05a	Asset Management - Strategic	A	A	A	A	A	2015/16
CG05b	Asset Rationalisation			A	A	A	2015/16
CG06	Medium Term Financial Strategy	A	A	A	A	A	TBC
CG07	Financial Management and Control	A	A	A	A	A	TBC
CG08	ICT Strategy	A	A	A	G	G	DEC 2011
CG09	Information Governance	A	A	A	A	A	TBC
CG10	Human Resources and Management	A	A	A	A	A	NOV 2012
CG11	Single Status and Terms and Conditions of Employment	A	A	A	A	A	NOV 2012
CG13	Customer Focus	A	G	G	G	A	JUN 2011
CG16	Workforce and Succession Planning	A	A	A	A	A	NOV 2012
CG18	Procurement	A	A		A	A	TBC
CG19	Business Continuity (including Winter Disruption)	A	A	A	A	A	APR 2012
CG22	Flintshire Futures			A	A	A	TBC
CG23	Data Protection					R	

This page is intentionally left blank

FLINTSHIRE COUNTY COUNCIL

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

DATE: **THURSDAY, 21 JUNE 2012**

REPORT BY: **ENVIRONMENT & HOUSING 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 Executive for consultation purposes, or by County Council, or Directors. Other possible items are identified from the Executive 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.

3.02 At the last meeting of the committee on 23 May 2012 it was agreed that a workshop would be arranged to allow members to consider and develop their forward work programme for the coming year. In consultation with the Chair and Director of Environment this has been arranged for Tuesday 3 July 2012 from 10.00am in the Clwyd Room, County Hall, Mold.

4.00 RECOMMENDATIONS

4.01 That the Committee considers its 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

Minutes from meeting held on 23 May 2012.

Contact Officer: Samantha Roberts
Telephone: 01352 702305
Email: samantha.roberts@flintshire.gov.uk

This page is intentionally left blank

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
-----------------	---------	-------------------	----------------	-----------------------------	---------------------

CURRENT FWP

21 June 2012	Quarterly Performance Reporting	To consider end of year performance outturns for improvement targets against directorate indicators.	Performance Monitoring	Director of Environment	4 June 2012
11 July 2012	North Wales Residual Waste Treatment Project	To receive and consider further details on the progress of the project.	Strategic (Collaboration)	Director of Environment	2 July 2012
	Winter Maintenance	To consider the success of the new Winter Maintenance Policy following the winter period of 2011/12	Service Review	Head of Streetscene	
12 Sept 2012	Quarterly Performance Reporting	To consider Quarter 1 outturns for improvement targets against directorate indicators			
17 Oct 2012	To be determined				
21 Nov 2012	To be determined				
9 Jan 2013	Quarterly Performance Reporting	To consider Quarter 2 outturns for improvement targets against directorate indicators			
6 Feb 2013	To be determined				

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
6 March 2013	Quarterly Performance Reporting	To consider Quarter 3 outturns for improvement targets against directorate indicators			
10 April 2013	To be determined				
22 May 2013	To be determined				
26 June 2013	Quarterly Performance Reporting	To consider Quarter 4 and year end outturns for improvement targets against directorate indicators.			
23 July 2013	To be determined				

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
-----------------	---------	-------------------	----------------	-----------------------------	---------------------

ITEMS TO BE SCHEDULED as agreed by Committee

Item	Purpose of Report	Responsible / Contact Officer
North East Wales Transport Study (end of 2011)	To receive details on the outcome of the study	
European Competitiveness Programme	To consider a report on European Structural Funds Programme for the period of 2007-13, following a member request	Head of Regeneration
Streetworks	To consider how Streetworks operate particular with developers and utility companies, and also the current operation processes for road closures. To include road surface repair standards.	
Speed Limit Review (Sept/Oct '12)	To consider the outcome of the review together with draft proposals.	Head of Assets & Transportation
Streetscene	To receive a up-date following the launch of the new service in March 2012.	Head of Streetscene
Streetlighting	To receive and consider proposals from the Task & Finish Group	Head of Streetscene

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
-----------------	---------	-------------------	----------------	-----------------------------	---------------------

REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
Quarterly/ Annual	Performance Reporting	To consider performance outturns for improvement targets against directorate indicators.	Director of Environment
Quarterly	North Wales Residual Waste Treatment Project	To receive and consider further details on the progress of the project.	Director of Environment
6 monthly	Rural Development Plan	To receive regular quarterly updates on the progress of each of the projects within Axis 3 and 4, with particular consideration to any downturns in progress. (To include information relating to convergence/competitive funding streams as requested by Cllr Heesom)	Head of Regeneration

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
-----------------	---------	-------------------	----------------	-----------------------------	---------------------

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
	CD05	Highways Infrastructure	Enviro

ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
-----------------	---------	-------------------	----------------	-----------------------------	---------------------

Category	Number	Title	Committee
	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