

# Public Document Pack

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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, Ray Hughes,  
Joe Johnson, Colin Legg, Nancy Matthews,  
Ann Minshull, Paul Shotton and Carolyn Thomas

7 November 2013

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Dear Sir / Madam

A meeting of the **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** will be held in the **DELYN COMMITTEE ROOM, COUNTY HALL, MOLD CH7 6NA** on **WEDNESDAY, 13TH NOVEMBER, 2013** at **10.00 AM** to consider the following items.

Yours faithfully

Democracy & Governance Manager

## **A G E N D A**

- 1 **APOLOGIES**
- 2 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 3 **MINUTES** (Pages 1 - 12)

To confirm as a correct record the minutes of the meetings held on 18 September and 9 October 2013.

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

- 4 **RURAL DEVELOPMENT PLAN & PRESENTATION ON MOLD FOOD FESTIVAL** (Pages 13 - 40)  
Report of Director of Environment enclosed
- 5 **REGIONAL BUS STRATEGY**  
To receive a presentation on the Regional Bus Strategy.
- 6 **REVIEW OF SUBSIDISED BUS SERVICES, UPDATE** (Pages 41 - 82)  
Report of Director of Environment enclosed
- 7 **IMPROVEMENT PLAN MONITORING REPORT** (Pages 83 - 150)  
Report of Environment & Social Care Overview & Scrutiny Facilitator enclosed
- 8 **ENVIRONMENT MID YEAR SERVICE PERFORMANCE REPORT** (Pages 151 - 206)  
Report of Environment & Social Care Overview & Scrutiny Facilitator enclosed
- 9 **FORWARD WORK PROGRAMME** (Pages 207 - 212)  
Report of Environment & Social Care Overview & Scrutiny Facilitator enclosed

# Agenda Item 3

## **ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE** **18 SEPTEMBER 2013**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council held at Delyn Committee Room, County Hall, Mold CH7 6NA on Wednesday, 18 September 2013

### **PRESENT: Councillor Matt Wright (Chairman)**

Councillors: Haydn Bateman, Chris Dolphin, David Evans, Veronica Gay, Ray Hughes, Colin Legg, Nancy Matthews, Ann Minshull and Paul Shotton

### **SUBSTITUTES:**

Councillors Ian Dunbar (for Cindy Hinds) and Mike Reece (for Peter Curtis)

### **APOLOGIES:**

Councillors: Bernie Attridge (Deputy Leader and Cabinet Member for Environment) and Carolyn Thomas

### **CONTRIBUTORS:**

Cabinet Member for Public Protection, Waste & Recycling and Director of Environment

Head of Assets and Transportation and Energy Manager (for minute number 27)  
Interim Environmental Protection Manager and Neighbourhood Policy & Strategy Manager (for minute number 28)  
Performance Team Leader (for minute number 29)

### **IN ATTENDANCE:**

Environment & Social Care Overview & Scrutiny Facilitator and Committee Officer

## **25. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

No declarations of interest were made.

## **26. MINUTES**

The minutes of the meeting held on 23 July 2013 had been circulated with the agenda.

### **RESOLVED:**

That the minutes be approved as a correct record and signed by the Chairman.

## **27. ENERGY SWITCHING SCHEME - UPDATE AND REVISED RECOMMENDATIONS**

The Head of Assets and Transportation introduced a report which outlined knowledge and recommendations from the National Energy Action, Consumer Focus and Welsh Government (WG) event which focussed on various models of collective energy switching.

There were many barriers to switching tariff, which included perceived hassle, trust or mistrust of the companies involved and lack of access to internet comparison sites. A Council-run scheme would give the residents trust in switching and a number of Local Authorities had been contacted during the development of the report that ran collective energy switching schemes.

The WG and Welsh Local Government Association (WLGA) are currently working on a pilot with Cardiff and Vale of Glamorgan Councils which was intended to form the basis for a Wales-wide collective energy switching programme. Further details on this were attached at Appendix 2 of the report.

In conclusion, the Head of Assets and Transportation said that officers would monitor the progress of the pilot very closely, including analysing the first auction, scheduled for November, 2013. In the event that this was deemed successful, the Council could consider a marketing campaign to prioritise the next auction run by Cardiff and the Vale of Glamorgan Councils.

Councillor Paul Shotton said that he did not feel that it was appropriate at this time to pursue the setting up of a Council-run energy switching scheme which he said would not benefit residents who currently found themselves in fuel poverty. He asked if residents undertaking wall or loft insulation improvements to their home could see similar savings. Councillor Ian Dunbar asked whether information on how residents could reduce their energy bills could be made available at the Flintshire Connects Centres.

The Energy Manager agreed that setting up a Council-run scheme at this time would not benefit those residents in greatest need of support and there was a need to encourage those residents to switch energy suppliers in order to get the best tariff available to them. He said that encouraging residents to insulate their homes was a priority for the Council as this would provide a great saving to residents.

Councillor Chris Dolphin voiced his disappointment at the lack of progress to date and raised concerns over the costs outlined within the report which were much higher than other Local Authorities had spent on setting up an energy switching scheme. He asked whether an update on the Cardiff and Vale of Glamorgan Councils pilot could be provided and said that he hoped the pilot would be successful to enable the Council to implement a similar scheme.

The Energy Manager provided an update on the pilot and reported that the Councils had appointed Energy Trust Wales to procure an energy switching agent. If the pilot was successful this would enable the Council to sign up to the scheme early in 2014. The Cabinet Member for Public Protection, Waste & Recycling assured the Committee that a full overview of the scheme would be undertaken following the outcome of the pilot.

Councillor Nancy Matthews asked whether the Council had considered submitting a bid to the WG for grant funding to enable an energy switching scheme pilot to be carried out in North Wales, which she said could benefit all residents across Flintshire.

The Director of Environment explained that Cardiff and Vale of Glamorgan Councils had been successful in receiving the grant as part of the Regional Collaboration Fund. The intention was that, if successful, this could be rolled out across Wales. The grant awarded to North Wales had been fully allocated, including undertaking a review of Public Protection services across the region.

Councillor Haydn Bateman asked if the introduction of smart meters could reduce energy costs. The Energy Manager explained that the introduction of smart meters was due to commence soon. He said that they may have a positive impact as the meters could provide information to suppliers on how residents use their energy.

In summing up, the Chairman said that the Committee were keen to introduce a scheme which would benefit all residents of Flintshire and there was a need for early analysis of the outcomes of the pilot in South Wales. He said that progress had been made but it was felt that this had been slow and that there was a need for officers to ensure that if a scheme was adopted that it was targeted first to those residents most in need of assistance to reduce their energy bills.

**RESOLVED:**

- (a) That the report be noted;
- (b) That in light of the Medium Term Financial Plan and the acute need for the Council to reduce costs now and into the future, it is not considered appropriate at this time to run such a project; and
- (c) That early analysis of the outcomes of the Pilot in South Wales be reported to the Committee as soon as possible.

**28. ENVIRONMENTAL ENFORCEMENT POLICY**

The Interim Environmental Protection Manager introduced a report to seek approval of the Environmental Enforcement Policy and statutory powers to deal with abandoned shopping trolleys, under Section 90 and Schedule 4 of the Environmental Protection Act 1990 as amended by the Clean Neighbourhood and Environment Act 2005.

During 2012 the Council's Internal Audit team carried out a review into cleanliness in the public realm and a key recommendation of this audit had been to set out a clear policy direction on enforcement within this area. The Environmental Enforcement Policy explains the Council's approach towards key environmental /Council enforcement issues faced by residents and staff on a daily basis. The Policy is intended to be a reference point to residents, Members and officers instead of having to make contact with several department or areas of the website to find out information.

Councillor David Evans thanked the Interim Environmental Protection Manager for the report but raised concerns regarding residents who continued to dispose of their waste in alleyways even though they had been contacted by officers on numerous occasions. He also raised concern on the length of time

taken to remove the waste and that no action was being taken against any individual. He commented on unsightly properties and asked how this could be tackled if it was not an environmental health issue, and asked what measures were in place to assist elderly residents or families on low income to remove bulky waste from their properties. He also felt that charges set out in the report for collecting, storing and disposing of abandoned trolleys should be increased.

The Interim Environmental Protection Manager acknowledged that taking action against individuals for fly-tipping was difficult to progress due to the need to evidence that the Council had done all it could to educate residents on when their bins are collected and ensuring that they had the most appropriate bin as well as giving them the opportunity to change their behaviour. Only when those steps had been taken could action be taken against an individual. One option currently being considered to tackle fly-tipping was the installation of CCTV, which would provide evidence of fly-tipping, funded through a Welsh Government (WG) grant. The Neighbourhood Policy & Strategy Manager reported that through the bulky waste collection system elderly residents or individuals in receipt of job seekers allowance could get their bulky items collected free of charge. The Director of Environment said that he would review the charges currently set for dealing with abandoned trolleys. If it was felt that this should be increased, the amended charge would be reflected in the Cabinet report.

The Chairman asked how many notices had been served under S215 of the Town and Country Planning Act 1990. The Interim Environmental Protection Manager reported that there had been 8 successful notices issued across Flintshire. The Chairman asked that further information on the criteria needed to issue such a notice be provided to the Committee by the Planning Department. Councillor Paul Shotton suggested that derelict/unsightly properties be added to the Committee's forward work programme for consideration at a future meeting.

Councillor Ian Dunbar commented on the age group of individuals who would be approached through the work and corrective action of the Policy and suggested that corrective action should be considered for individuals younger than the age of 16. He asked that information be made available to clarify what was meant by the term 'Alcohol Free Zone' and congratulated the Council on the recent fine issued by the Court for dog fouling.

The Cabinet Member for Public Protection, Waste & Recycling agreed that there was some confusion around the term 'Alcohol Free Zone' and suggested that making information available could be carried out in conjunction with Town and Community Councils. The Interim Environmental Protection Manager explained that where offences were carried out by individuals under the age of 16 the Council would work closely with the Youth Justice Service to signpost the individuals to a range of other services available.

Councillor Mike Reece asked if consideration could be given to allowing the Coastal Rangers to issue tickets to individuals who breached the Policy and also whether Housing Officers could be asked to contact the Enforcement Team if they were aware of properties where refuse bags were being left in gardens of Council properties. The Interim Environmental Protection Manager explained that consideration was being given to providing appropriate training to Council staff who were out and about across Flintshire on a daily basis to issue tickets to

individuals breaching the Policy. He also said that he would liaise with the Head of Housing to ensure that there was an appropriate connection between Housing Officers and the Enforcement Team.

Councillor Ann Minshull raised concern over the number of residents who had not been issued with food waste bags following their request for them. She asked if litter pickers could be provided to the walking group in Shotton and whether the staff collecting litter in Shotton could be re-issued with the handcarts they had previously been using. The Director of Environment agreed to provide the walking group in Shotton with litter pickers and said that he would look into the matter on food waste bags. He reported that the use of handcarts had been piloted for a short time across Flintshire. He said that he would liaise with the Head of Streetscene and provide a response on the outcome of the pilot to the Committee at a future meeting.

Councillor Ray Hughes asked that Local Members be informed when Enforcement Officers would be visiting an area within their Ward. Councillor Colin Legg asked that penalties incurred for leaving mud on the roads could be dealt with sensitively. The Cabinet Member for Public Protection, Waste & Recycling said that where mud had been left on the road the individuals would be approached and advised to clear it up, following this approach, penalties would be incurred if the mud was not cleared.

Councillor Veronica Gay raised concerns on the resources available to implement the Policy and suggested that the Dog-Watch scheme be re-launched following its earlier success. She also raised concern around commercial properties which were in need of repairs and asked how many businesses had accessed the European Regional Development Fund (ERDF) scheme. She also asked if an officer from Streetscene could be invited to take part in future Environmental Visual Audits (EVA's) to encourage stronger links between Council departments.

The Interim Environmental Protection Manager commented on the success of the Dog-Watch scheme and consideration was currently being given to resource, deliver and develop the scheme in the future. He noted the suggestion for an officer to take part in future EVA's. The Director of Environment said that he would ask the Economic Development Manager to provide a response to the Committee on the number of businesses that had accessed the ERDF.

In summing up, the Chairman said that the Committee was pleased with the report but that further consultation needed to be carried out with the community to ensure that the Policy was being implemented effectively.

The Cabinet Member for Public Protection, Waste & Recycling thanked Members for their positive comments and said that the Policy would enable the Enforcement Team to be more efficient.

**RESOLVED:**

- (a) That the Committee support the Environmental Enforcement Policy in Flintshire;

- (b) That the Committee support the statutory powers to deal with abandoned trolleys under Section 99 of Schedule 4 of the Environmental Protection Act 1990; and
- (c) That the Director of Environment reviews the proposed charges for the collection, storage and disposal of abandoned trolleys prior to submission of the report to Cabinet.

## **29. PERFORMANCE REPORTING**

The Performance Team Leader introduced a report which provided an update on the streamlined and corporate approach to performance reporting.

The Council adopted the Improvement Plan which focuses on the priorities which are going to have the most impact during 2013/14 on 25 June, 2013. The introduction of a new style Improvement Plan had presented the opportunity to review and streamline current reporting arrangements.

The Improvement Priorities were to be monitored by appropriate Overview & Scrutiny Committees according to the Priority area of interest. Appendix 1 of the report provided the Committee with a mapping document which showed accountability and reporting lines. In addition to the Improvement Priorities report, twice annually (at quarters 2 and 4) performance highlights reports would be presented from the Heads of Service.

Councillor Nancy Matthews asked if performance targets set by the Welsh Government (WG) and Europe would be included in the future performance reports. The Performance Team Leader reported that all statutory performance targets would continue to be included in performance reports.

In response to concerns raised on the format of future performance reports, the Director of Environment advised that the Committee would continue to receive quarterly performance reports with quarters 2 and 4 providing details of performance from each of the Heads of Service. He said that the new way of reporting performance would enable the Committee to challenge the way in which the Directorate were delivering on their Improvement Priorities.

The Chairman suggested that during consideration of the Quarter 1 performance report at the next meeting of the Committee, Members may want to comment on how the information was presented.

### **RESOLVED:**

That the new approach to performance reporting be supported, subject to assessment of how the new style reports are presented at the next meeting of the Committee.



### 30. ENVIRONMENT FORWARD WORK PROGRAMME

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

Following the Forward Work Programme Planning Workshop held on the 18 July, 2013, the Forward Work Programme had been populated with the items suggested by the Committee. The regular updates on the Deeside Enterprise Zone and Rural Development Plan would now be reported as part of the performance monitoring reports. If the Committee did not feel that this provided enough information then they could be placed back on the Forward Work Programme as separate update reports.

Following consultation with the Chairman and Vice-Chair, the Facilitator suggested that a special meeting be held on the 9 October, 2013 to enable the Committee to consider the following reports prior to submission to Cabinet:-

- Improvement Plan Monitoring Report
- Policy for Unadopted Roads
- Policy for the Placement of Highway Street Furniture and other Temporary Obstructions on the Adopted Highway

The Facilitator reported that Mr. John Les Thomas would be attending the 13 November, 2013 to give a presentation on the Mold Food Festival. She suggested that the meeting scheduled for 10 December, 2013 be moved to follow the meeting of the Committee arranged for the morning of 16 December, 2013 to consider the budget proposals. She also advised that representatives of Natural Resources Wales felt that it would be more beneficial to attend a meeting of the Committee in mid 2014 to allow for the new arrangements to bed in.

In conclusion, the Facilitator referred to the 'Mini Scrutiny' session outlined in Appendix 1 of the report and said that in light of the discussions on the Environmental Enforcement Policy earlier in the meeting it appeared inappropriate to hold a session at this time.

Councillor Veronica Gay commented on proposals for an Airport relief road which would run from Queensferry through Sealand and Saltney and asked whether the Council has been consulted on these proposals. The Director of Environment said that he would provide further information on the proposal to the Committee.

Councillor Chris Dolphin commented on earlier discussions and asked when the Committee would receive an update on the pilot energy switching scheme. The Director of Environment hoped to bring an update report to the Committee in early 2014.

Councillor Haydn Bateman asked if a site visit had been arranged for Members of the Committee to visit the new bailer at Alltami. The Cabinet Member for Public Protection, Waste & Recycling suggested, that due to the large size of the bailer, it would be appropriate for Members to contact the Head of Streetscene to arrange a site visit individually.

**RESOLVED:**

That the Committee approve the Forward Work Programme including the amendments listed.

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

There was one member of the press in attendance.

(The meeting started at 10.00 am and ended at 12.03 pm)

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**Chairman**

**ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE**  
**9 OCTOBER 2013**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council held at Delyn Committee Room, County Hall, Mold CH7 6NA on Wednesday, 9 October 2013

**PRESENT:**

Councillors Haydn Bateman, Peter Curtis, Chris Dolphin, David Evans, Cindy Hinds, Ray Hughes, Joe Johnson and Nancy Matthews

**SUBSTITUTES:** Councillors Andy Dunbobbin (for Derek Butler) and Mike Reece (for Paul Shotton)

**APOLOGIES:** Councillors Colin Legg.

**CONTRIBUTORS:**

Cabinet Member for Environment, Cabinet Member for Public Protection, Waste & Recycling and Leisure, Director of Environment, Head of Streetscene Services, and Head of Neighbourhood Policy and Strategy

**IN ATTENDANCE:**

Environment and Social Care Overview & Scrutiny Facilitator and Committee Officer

**32. APPOINTMENT OF CHAIRMAN FOR THE MEETING**

In the absence of the Chairman and Vice-Chairman, the Environment and Social Care Overview & Scrutiny Facilitator sought nominations for a chairman for the meeting.

**RESOLVED:**

That Councillor D. Evans be appointed Chairman for the meeting.

**33. DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**

There were no declarations of interest.

**34. POLICY FOR UNADOPTED ROADS**

The Head of Streetscene Services introduced a report to seek approval of a policy for un-adopted roads across the County. He provided background information and explained that private streets, unlike the majority of highways, were not maintained by the County Council as local highway authority. Consequently a number of private streets in the County are in a poor condition.

The Head of Streetscene Services advised that the liability to maintain a private street lay with the owners of the street who would usually be the owners

of the properties fronting the street. If a Private Street was brought up to a defined standard the County Council could adopt the road which would cease to be a Private Street and become maintainable at public expense. He referred to the usual process under the Private Street Works Code as set out in the Highways Act 1980 and commented this was lengthy and complex. He advised that the Council did not hold a budget to contribute towards the cost of upgrading Private Streets and any contribution would need to come from existing maintenance budgets.

In response to the questions and concerns raised by Members the Head of Streetscene Services advised that without clear guidance the mechanism for the adoption of a Private Street was not clear to residents. A procedure was in place for Highways on new Residential Developments to become adopted by the County Council under a legal agreement set out in Section 38 of the Highways Act 1980.

During discussion Members raised a number of concerns around residential developers in relation to enforcement, responsibility, and bankruptcy.

Councillor C.J. Dolphin referred to issue of maintaining bridleways and asked if the proposed policy would address this problem. The Head of Streetscene advised that bridleways would be covered by the policy and provided further clarification on the matter.

The Chairman commented on the difficulties which could be experienced in establishing land ownership. In response to the further questions raised by Members concerning maintenance and repair of private roads, the Head of Streetscene Services advised that if they were available, the Council would provide free of charge, on request, surplus road planning material to residents which could be used to temporarily repair any defects in the road surface.

### **RESOLVED**

That the Committee recommends that Cabinet approve the Policy for Private Street adoptions and the interim maintenance arrangements on these un-adopted roads, as set out in paragraphs 3.06 to 3.10 of the report.

### **35. POLICY FOR THE PLACEMENT OF HIGHWAY STREET FURNITURE AND OTHER TEMPORARY OBSTRUCTIONS ON THE ADOPTED HIGHWAY**

The Head of Streetscene Services introduced a report to seek Member approval to adopt a policy defining the type of street furniture which can be approved for use on the Adopted Highway to ensure a co-ordinated and consistent approach throughout the County.

The Head of Streetscene Services provided background information and gave an overview of the key considerations detailed in the report in relation to street furniture and obstructions on the public highway. He referred to the information provided in Appendix 1 which defined the approval process which should be followed before any item of street furniture could be installed on the

Adopted Highway. It also defined the designated service area that would approve the addition to the Network.

The charging arrangements for all applications to place obstructions or advertisements on the Adopted Highway Network were set out in Appendix 2.

During discussion a number of questions and comments were raised by Members concerning objects deemed to be causing an obstruction on the Highway. The Head of Streetscene Services explained that authority to remove such objects on the Highway was provided by the Highways Act 1980 and the Council's approach to removing the items was detailed in the Council's Environment Enforcement Policy as outlined in Appendix 3 of the report.

Councillor N.M. Matthews asked if the Council was able to specify boundaries in relation to the placement of street furniture. The Head of Streetscene Services advised that the aim of the policy was to give reasonable guidelines without being too prescriptive. Cllr Matthews also asked if the policy included notices on street furniture. The Head of Streetscene Services advised that the policy did not include notices on street furniture. In response to a further question raised by Councillor Matthews the Cabinet Member for Public Protection, Waste & Recycling and Leisure confirmed that the policy would be implemented if agreed by Cabinet at the meeting to be held 15 October 2013.

**RESOLVED:**

- (a) That the Committee recommends that Cabinet approve the Policy for the placement of street furniture on the Adopted Highway Network, as set out in the report; and
- (b) That authority be delegated to the Head of Assets and Transportation to determine all requests and actions under the attached policies

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

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

(The meeting started at 10.00 am and ended at 11.05 am)

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**Chairman**

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## FLINTSHIRE COUNTY COUNCIL

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

**DATE:** **WEDNESDAY, 13 NOVEMBER 2013**

**REPORT BY:** **DIRECTOR OF ENVIRONMENT**

**SUBJECT:** **RURAL DEVELOPMENT PLAN**

### **1.00 PURPOSE OF REPORT**

1.01 To update Members on the progress made in implementing the Rural Development Plan for Wales (RDP) in Flintshire and on the current position with the European Structural Fund programmes and the future development of European programmes.

### **2.00 BACKGROUND**

2.01 The RDP is part of the Common Agricultural Policy and is supported by both European Commission and Welsh Government funding. It has four major objectives, called Axes, aligned to the Commission's priorities for rural development. The purpose of each Axis is as follows:

Axis 1 – to improve the competitiveness of the agricultural and forestry sectors.

Axis 2 – to improve the environment and the countryside.

Axis 3 – to improve the quality of life in rural areas and to diversify the rural economy.

Axis 4 – to pilot innovative projects that address Axes 1, 2 and 3.

2.02 The County Council acts as the Lead Body and has responsibility for overseeing the implementation and reporting of Axis 3 projects. Cadwyn Clwyd is responsible for the delivery and reporting of all Axis 4 projects.

2.03 The Axis 3 and Axis 4 projects have been granted approval by the Welsh Government to extend the delivery timescale and will now need to be concluded by December 2014.

### **3.00 CONSIDERATIONS**

#### Rural Development Plan

3.01 All four Axis 3 projects commenced at the beginning of March 2011. Two of the projects (Flintshire Enterprise Project and Flintshire Community Key Fund) are delivered by Cadwyn Clwyd. The County

Council has the responsibility for delivering the other two projects (Linking Flintshire's Communities and Town & Village Streetscape Enhancements).

- 3.02 The Flintshire Enterprise Project has approved 58 bursaries to date with a total value of £161,711. During the last 6 months there has been a very high level of enquiries. The project has exceeded its original target of 45 bursaries awarded and is expected to reach its revised target of 60 within the next quarter. New business ventures that have been supported recently include: childcare for autistic children, bespoke party cakes, theatrical and media make-up artist and vintage clothing.
- 3.03 The Linking Flintshire's Communities project is progressing with the three coastal schemes in the north of the county. The Gronant Pegasus crossing/highway safety scheme is near completion. There have however been some disputes with the contractor during the works which should be resolved shortly. The Footpath 64 scheme in Mostyn has commenced and the improvements will be completed by the end of this year. Options for the Talacre-Ffynnongroyw scheme have been drawn up for consideration with the preferred option likely to be implemented next Spring.
- 3.04 To date the Flintshire Community Key Fund has approved 27 rural village and community building enhancement schemes. The total value of these renewal schemes is £472,226 with a RDP contribution of £349,674. The majority of the schemes have either finished or are near completion. Schemes that have been completed over the past 6 months include the renovation of the roof at Pantymwyn Village Hall, kitchen improvements and energy efficiency measures at Cymau Community Centre, improvements to the community room at Pontblyddyn Cricket Club and the creation of a multi-user community space at St Michaels Church in Brynford.
- 3.05 A package of parking options for overspill car parking solutions in Talacre was approved by Cabinet in September. Comprehensive negotiations have been conducted with landowners and stakeholders and legal terms and conditions are currently being drafted. Planning consent has been obtained for a couple of the pieces of artwork and the fabrication of the structures has commenced. A consultation exercise was undertaken at the end of August for the Holywell streetscape works. The feedback will help inform the decisions on which proposals are implemented. The Daniel Owen Square designs are almost complete and a planning application for the works is due to be submitted by the date of this meeting. Work has completed on two building schemes (as part of the Streetscape Improvement Grant) in Holywell, with renewal developments taking place on two properties in Mold.
- 3.06 The Axis 3 quarterly progress updates (Appendix 1) and the financial



spreadsheets (Appendix 2) relate to the period **1<sup>st</sup> June 2013 to 31<sup>st</sup> August 2013** for the Business Plan 2 projects. The appendices provide more detail in the activity and the financial situation of each project.

- 3.07 The 2014-2020 RDP programme is still under development at the EU, UK and Wales levels. At present the allocation of RDP (Pillar 2) funds for Wales is not known. The anticipated timetable of activity over the coming months is as follows:
- Local Action Groups invited to submit Expressions of Interest to deliver the new programme – October 2013.
  - Main Rural Development Plan Regulation to be presented to European Parliament – November 2013.
  - Results of the RDP Vision and Outcomes work presented to Common Agricultural Policy Programme Board – December 2013.
  - Proposals put to the Minister for Natural Resources and Food – January 2014.
  - Formal written consultation exercise on the RDP – March 2014
  - Formal submission of the RDP to the European Commission – June 2014
  - Approval by European Commission – December 2014
  - Implementation of the RDP 2014-2020 – not before January 2015

#### European Structural Funds

- 3.08 The Regulations for the new programmes have not yet been agreed at the Commission level but development work is underway in parallel to maintain progress towards a start date in the first half of 2014. The programme level budgets are not yet finalised but early indications are that the programme in East Wales will be significantly larger than anticipated, with an estimated value of £330m compared to £110m for 2007-2013.

The draft Operational Programmes are due to be made public by Welsh Government in late October 2013 which will include the detailed priorities for the programmes and the funding allocations. In addition, the Welsh European Funding Office will release the draft Economic Prioritisation Framework for Wales, a document which will steer Structural Fund investment in the future. This will include regional priorities and WEFO have been in liaison with the North Wales Economic Ambition Board in identifying these.

#### **4.00 RECOMMENDATIONS**

- 4.01 That Members note the progress in implementing the Rural Development Plan in Flintshire and the briefing material on European programmes.

## **5.00 FINANCIAL IMPLICATIONS**

5.01 There are no changes to the financial implications since the previous report (10<sup>th</sup> April 2013). The County Council's commitment to provide funding to Cadwyn Clwyd's core costs (£17,000 p.a.) and to match fund rural projects (£18,000 p.a.) is up to the end of 2013.

## **6.00 ANTI POVERTY IMPACT**

6.01 The measures included within the RDP have been identified to assist rural areas, address deprivation and weaknesses such as low productivity, employment, low economic activity rates, the existence of pockets of social exclusion and poor access to services. The programme and the Business Plan projects will therefore make an important contribution towards sustaining communities in rural Flintshire.

## **7.00 ENVIRONMENTAL IMPACT**

7.01 Support will be given to those projects that help to conserve and make the best use of the area's natural and built environment. Environmental sustainability is one of the cross-cutting themes for the programme and all projects will need to integrate this into their design and delivery and their impact is monitored.

## **8.00 EQUALITIES IMPACT**

8.01 Axes 3 and 4 have measures which aim to increase participation in community life, assist in establishing and expanding community-led initiatives and maximise the contribution to the economic, social, environmental and cultural regeneration of rural areas. Equal opportunities and social inclusion are cross-cutting themes for the RDP and all projects and contracts will need to integrate these into their design and delivery and their impact is monitored.

## **9.00 PERSONNEL IMPLICATIONS**

9.01 The administration and management role of the Lead Body requires considerable staff time to ensure robust programme and project management. Funding is available from the RDP to provide staff resources to manage the programme.

## **10.00 CONSULTATION REQUIRED**

10.01 Rural ward Members, rural town and community councils, public sector agencies and voluntary and community groups will play a key role in implementing the programme and have an opportunity to be involved in many of the projects to be undertaken.

## **11.00 CONSULTATION UNDERTAKEN**

11.01 Consultation has been very wide in developing the themes and projects for the programme. Individual project delivery organisations have been undertaking their own consultation to develop specific projects. The County Council has utilised a wide range of publicity methods including a launch event, a project publication, articles in local newsletters, development of a website and attending various events to promote the programme.

## **12.00 APPENDICES**

12.01 Appendix 1 – Axis 3 Quarterly Progress Report  
Appendix 2a – Axis 3 Financial Report  
Appendix 2b – Axis 3 Financial Narrative

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

Rural Development Plan for Wales 2007-2013 (WG)  
Rural Development Strategy for Flintshire  
Flintshire Business Plan 1 2008-2010  
Flintshire Business Plan 2 2011-2013

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Cronfa Amaethyddol Ewrop ar gyfer Datblygu  
Gwledig: Ewrop yn Buddsoddi  
mewn Ardaloedd Gwledig  
The European Agricultural Fund for  
Rural Development: Europe Investing in  
Rural Areas

## Appendix 1



Llywodraeth Cymru  
Welsh Government

### AXIS 3 & AXIS 4 OF THE RURAL DEVELOPMENT PLAN FOR WALES 2007 - 2013

#### QUARTERLY PROJECT PROGRESS REPORT

The purpose of the Quarterly Report is to provide a project level progress update and qualitative assessment of how Axis 3 and Axis 4 activities delivered by the Local Partnership and Local Action Group during previous quarter are contributing to the aims and objectives of the Local Partnership's Local Development Strategy.

A Quarterly Report must be completed for each project electronically and a signed hard copy sent together with the claim form within **20 working days** of the quarter ending.

The Welsh Government will consider the latest Quarterly Report submitted by the Local Partnership in order to make a payment. Failure to submit the Quarterly Report within 20 working days of the quarter ending may result in the Welsh Government withholding payments.

The Quarterly Report may be distributed to other Local Partnerships, departments within the Welsh Government and the Programme Monitoring Committee.

**LOCAL PARTNERSHIP:** Flintshire Rural Partnership

**PROJECT NAME:** Lead Body/Partnership Costs

**PROJECT REFERENCE NUMBER:** FLI.17

**PROJECT PAYMENT REFERENCE:** R6003165

**PERIOD UNDER REVIEW:** 1<sup>st</sup> June 2013 to 31<sup>st</sup> August 2013

• **Give an overview of progress made in implementing this project over the last quarter**

The main task undertaken this quarter has involved catching up with the back-log of claims that required processing. As a result of the absence of a Finance and Monitoring Officer during the early part of the year, nil claims were submitted to the Welsh Government. This has resulted in up to 9 months worth of claims for some projects to be submitted for payment at the end of this quarter.

The RDP Evaluation Steering Group met in June to consider the first draft of the report produced by OldBell3. A number of comments and suggestions were made which has been fed back to OldBell3. The revised version will be discussed with the Rural Development Officer and Cadwyn Clwyd Manager early next month. It is hoped that the final version will be available for circulation during the next quarter.

The Flintshire Rural Partnership met on 25<sup>th</sup> June. There was a presentation from the Axis 3 Flintshire Rural Key Fund project and also a presentation on the natural and cultural heritage element of the Axis 4 Innovation Flintshire project.

• **Describe how the activities delivered have contributed to achieving the aims and objectives listed in the Local Partnership's approved Local Development Strategy**

The aim of the Flintshire Rural Partnership is to improve the quality of life and economic prosperity in rural Flintshire by developing and implementing appropriate regeneration initiatives. The Partnership will strive to create a prosperous local economy and an improved quality of life for the people living, working and visiting the area.

The strategic objectives of the Rural Development Strategy for Flintshire (2007 - 2013) are as follows:

- To encourage local enterprise and initiative,
- To enhance the skills of the local workforce, including better opportunities for the young people in the rural area,
- To modernise and diversify the area's economic base,
- To support the development of sustainable rural communities,
- To benefit areas of need and alleviate social problems, especially associated with marginalised communities in the rural area,
- To improve access to, and the provision of, basic services to the rural communities,
- To enhance the local environmental image of the area and to appreciate the rural heritage,
- To promote and strengthen tourism, culture and crafts in the rural hinterland, and
- To improve community awareness and participation in the area's future.

All activity undertaken this quarter still contributes to the aims and objectives of the Rural Development Strategy. The Business Plan 2 projects aim to tackle a wide range of issues including: encouraging local enterprise and initiative, improving linkages to enhance the access to basic services and facilities and improving the built environment of rural towns and villages.

This report is an accurate reflection of the implementation progress made under this project during the past quarter and has been/will be submitted to the Local Partnership. For and Behalf of Flintshire County Council

Signature.....Date...5<sup>th</sup> September 2013

Print name....Sharon Barlow

**LOCAL PARTNERSHIP:** Flintshire Rural Partnership

**PROJECT NAME:** Flintshire Enterprise Bursary

**PROJECT REFERENCE NUMBER:** FLI.52

**PROJECT PAYMENT REFERENCE:** R6003513

**PERIOD UNDER REVIEW:** 1<sup>st</sup> June 2013 to 31<sup>st</sup> August 2013

• **Give an overview of progress made in implementing this project over the last quarter**

The demand for the bursaries within the last quarter has very high. A substantial amount of the Enterprise Officer's time was spent advising and assisting with applications.

The Bursary panel met on the 15<sup>th</sup> August, and appraised 19 applications. This was the highest number to be submitted to the panel in the history of the Enterprise Bursary. Of the 19 applications, 13 were approved. The following businesses will therefore receive funding to enable them to start trading:

Super Dog Centre  
Bespoke Cakes  
Fresh Fish Sales  
Childcare for Autistic Children  
Children's Nursery  
Bookkeeping and Business Administration  
Plastering Contractor  
Trailer Maintenance & Cleaning  
Oven Cleaning  
Table top Games  
Vintage Clothing  
Dee-Licious Delights  
Theatrical & Media Makeup Artist

This takes the number of bursaries awarded in Business Plan 2 to 58. The original target was 45, and this was increased to 60 through an enhancement to the scheme in March of this year.

The Enterprise Bursary was promoted at the Eisteddfod between the 3<sup>rd</sup> and the 11<sup>th</sup> of August. A picture of the stand can be seen below:



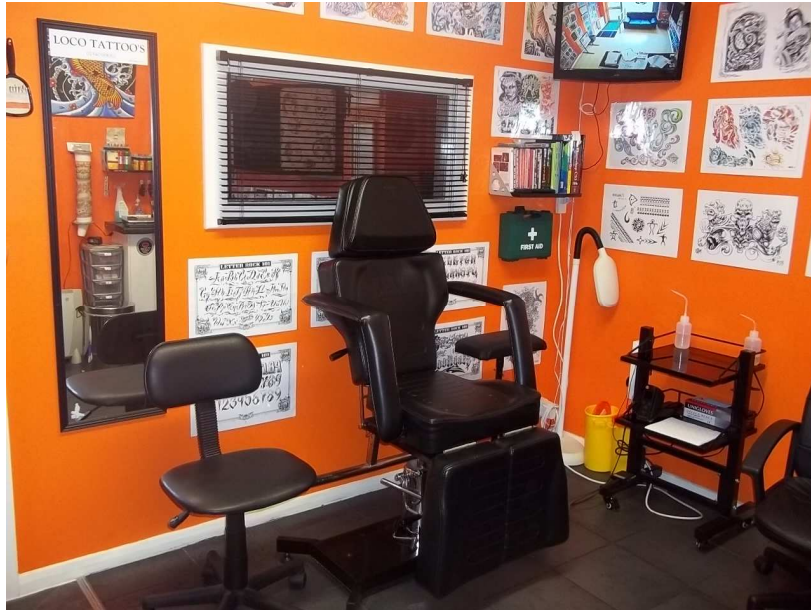


Capital asset visits were undertaken at the end of August. All assets inspected were in place, and it was a good opportunity to have a chat with the bursary recipients to see how their business was progressing. The following are three examples of businesses doing well:

Matthew Croxford, K9 Dog Training is extremely busy, with contracts to train army and police dogs in the UK and abroad.



Sean Jones who runs Loco Tattoo Studio in Holywell is fully booked until the end of October.



Victoria Edmund Powell, a child-minder from Caerwys is also fully booked.

- Describe how the activities delivered have contributed to achieving the aims and objectives listed in the Local Partnership's approved Local Development Strategy

Local enterprise is encouraged, through providing the means for individuals and groups to start their own businesses.

Better opportunities are provided to young people in the rural area, both by enabling them to start their own business, and as employees of businesses previously enabled to start their business through the provision of a bursary.

For example, Little Soldiers Day Care Nursery aims to employ 11 individuals on a permanent basis.

The area's economic base is diversified through the scheme as it allows businesses not currently found in the county, to start up. For example in the previous quarter, a bursary has been awarded to a Child-minder specialising in the care of autistic children. There isn't a specialist childcare provided of this type in Wales. Bursaries were also awarded to a dog care centre, a fresh fish supplier and to a business manufacturing table-top games. There were no existing businesses of this type within rural Flintshire.

As the bursary is available to unemployed individuals, it helps to alleviate social problems in the areas in which these individuals live.

This report is an accurate reflection of the implementation progress made under this project during the past quarter and has been/will be submitted to the Local Partnership.  
For and Behalf of Flintshire County Council

Signature..... Date...9<sup>th</sup> September 2013

Print name.....Sharon Barlow

**LOCAL PARTNERSHIP:** Flintshire Rural Partnership

**PROJECT NAME:** Linking Flintshire's Communities

**PROJECT REFERENCE NUMBER:** FLI.54

**PROJECT PAYMENT REFERENCE:** R6003530

**PERIOD UNDER REVIEW:** 1<sup>st</sup> June 2013 to 31<sup>st</sup> August 2013

- Give an overview of progress made in implementing this project over the last quarter

Mold/ Sychdyn - Northop/Flint Cycleway

Currently arranging for the promotional plaque, this has now been received from WG, to be erected on site. The scheme cost has been declared in the June claim quarter with the exception of one invoice which has recently been paid. This will be claimed in the September quarter.

Gronant Pegasus Scheme

The majority of works are now complete on site. Just awaiting an amended signal design from Siemens for the Pegasus Crossing. Some minor kerbing adjustment is required to allow the fitting of the signal box.

There are some disputes with the contractor regarding interim certificates; however a meeting will be taking place in September to try to resolve the issues. The interim certificates received to date will be included in the next claim.

Talacre

The scheme has now been designed and 3 costing options have been produced:

**Option A** – One section to be constructed using a limestone crush and run. The second section which traverses the perimeter of the Point of Ayr Colliery then onto the third section from Custom Lane along the old sea defence wall to the A548 to be constructed using tarmac. Initial estimation £332K

**Option B** – Two sections to be constructed using a limestone crush and run, the section traversing the perimeter of Point of Ayr Colliery to be constructed using Tarmac. Initial estimation £291K

**Option C** – The total route to be constructed using tarmac. Initial estimation £ 400K

Planning permission will need to be sought in September/October. To keep within the RDP budget Option B will be put forward in the application. However, if any further funding becomes available through the Regional Transport Fund (which would be increased levered funding) an amendment to the planning application will be made to either go for Option A or C, depending on how much extra funding may become available.

The Project Officer and the Design Engineer will be meeting with FCC Pollution Control to discuss the results of the Coal Report Search and discuss what sampling needs to be carried out on site before construction work starts. This will require the services of a

specialist company.

The Design Engineer is currently liaising with Delyn Metals regarding their planning application for a revised access to their site which may mean a minor change to the design of the route of the cycle path.

The FCC Ecologist is satisfied with the mitigation work and other works to be proposed. A specialist firm will be commissioned to carry out the planting scheme in the conservation areas, which will be paid by the project.

#### Footpath 64 & 69, Mostyn

Due to project costs no surfacing works will now take place on Public Footpath no. 69 but it will be signed and an information board will be erected at this location. The design work for Footpath 64 has been completed and the tender process took place in September. The tender has been awarded to GH Lewis at the tender cost of £47k. As the cost of works is less than £50K there will not be any need to have a legal contract drawn up and the work can be issued fairly quickly and the sums will be paid on invoice receipt before the end of the year. The Footpath Closure Order has been prepared which comes into effect on the 26<sup>th</sup> September, works are expected to start on the 6<sup>th</sup> October.

#### Project Costings

Discussions have taken place with the Lead Body, which has liaised with WG, on the possibility of submitting to WG later in the year NOCs and PAFs due to increased expenditure on the Mold/Flint Cycle Scheme and Gronant Scheme and possibly Talacre/Ffynnongroew if further funding becomes available through the Regional Transport Fund to implement a higher standard specification surface.

#### Progress with PIs

A questionnaire survey was distributed to County Councillors, Town and Community Councillors, MPs and AMs and business forums in June. Mold Town Council then advertised this in the Cittaslow newsletter which resulted in more people wishing to complete the questionnaire. 30 completed survey responses have been received which have now been analysed and charts produced to show results. Feedback will be provided back to the original consultees before the end of September.

The project officer is currently arranging the awareness raising event at the Clocktower, Mostyn on the 14<sup>th</sup> October 2013:

There will be a number of presentations and photographs and illustrations of the schemes will be made available on exhibition boards for people to view.

Invitations are being drafted to community councillors, county councillors, MPs, AMs, school governors, key organisations, stakeholders, land owners, WG representative and members of the Flintshire Rural Partnership.

Exhibition boards have been booked. Visual artist appointment on Friday 13<sup>th</sup> September to discuss materials for exhibition boards

Banners for inside/outside hall being looked into, refreshments have been costed, registration documents being designed, leaflets/posters have been designed to notify residents of event, other invitation letters have been drafted

A press release was issued for the Mold/Sychdyn – Northop/Flint cycleway

- Describe how the activities delivered have contributed to achieving the aims and objectives listed in the Local Partnership's approved Local Development Strategy

The Axis 3 projects continue to address the aims and objectives of the Strategy through the following activities undertaken this quarter:

The three schemes being developed in the last quarter will provide sustainable access to the coast and to tourism sites from rural villages in areas of social deprivation.

Scheme 1 - Implementation of a safe crossing and link to Gronant coast from the Sea Horse Ride offers enormous tourism potential. It also offers the potential to boost the economy in the area by attracting riders/ cyclists and walkers from as far as South Wales who may choose to stay in the caravan parks, B & B's and hotels. There is also the potential to boost the local economy due to the potential requirement for livery's, farrier's, saddlery and tack shops. The links onto the National Cycle Network also provide opportunities to access services and employment at Prestatyn.

Scheme 2 – Enhancing the public footpath which links the Maes Pennant Estate, Mostyn to the Dee coast aims to encourage the local residents to visit the Dee Estuary which is steeped in natural heritage and is an internationally important coastline. It also provides access onto the “All Wales Coastal Path”. The Dee Coast is managed by a park ranger who promotes the diversification and the rich heritage of the coast in this area.

Scheme 3 – Provision of this link will join up the coastal cycling network providing a sustainable transport corridor and access to tourism, employment and basic services in the rural coastal areas.

This report is an accurate reflection of the implementation progress made under this project during the past quarter and has been/will be submitted to the Local Partnership.  
For and Behalf of Flintshire County Council

Signature.....Date... 11<sup>th</sup> September 2013

Print name.....Sharon Barlow

**LOCAL PARTNERSHIP:** Flintshire Rural Partnership

**PROJECT NAME:** Flintshire Village Enhancements

**PROJECT REFERENCE NUMBER:** FLI.55

**PROJECT PAYMENT REFERENCE:** R6003541

**PERIOD UNDER REVIEW:** 1<sup>st</sup> June 2013 to 31<sup>st</sup> August 2013

- Give an overview of progress made in implementing this project over the last quarter

#### **FLI.55(a) – Flintshire Community Key Fund**

##### Projects Developed & Approved

During this period no projects have received funding through the Flintshire Rural Key Fund as the project is now fully committed.

##### Projects Completed

###### Pantymwyn Village Hall – Renovation

In the last quarter the Pantymwyn Village Hall – Renovation Project was completed. The project provided funding for the development and enhancement of community facilities for the benefit of residents and visitors alike. This included replacing the Hall's existing external felt roof with a long lasting roofing material with improved insulation properties. The total cost of the project was £18,566.02, this includes the RDP contribution and the group's cash match funding element.



Before



After

##### Future Projects

There continues to be keen interest in the Flintshire Rural Key Fund from a range of organisations. However, the capital budget associated with the Flintshire Rural Key Fund has now been fully allocated. The Project Officer will continue to support and assist groups to progress projects already approved under the Flintshire Rural Key Fund to ensure successful completion of the project. Also, support will be given by the Key Fund Officer to assist groups in rural Flintshire to develop projects with similar aims to the Rural Key Fund and to help seek alternative sources of funding to enable such projects to be developed and realised.

## **FLI.55 (b) – Town & Village Streetscape Enhancements**

### Talacre and Gronant Streetscape & Access Improvements

#### **Work Stream 1 - Overspill Car Parking Sites**

- The draft legal terms and conditions for the Crofts Club and Bridlewood parking schemes have been completed. A planning application is currently being considered by the Flintshire Planning Authority for the Bridlewood parking scheme.
- Following a period of consultation on the remaining parking options available within Talacre (The Warren, Gamfa Wen versus the ditch along Station Road), the Council has decided to progress with a parking facility on the Warren (right hand side), at the end of Gamfa Wen, Talacre. This is the preferred option at this moment in time but is still subject to extensive permission and consents as it is located on SSSI land.
- Therefore, a package of three parking schemes is being presented to Flintshire's Cabinet in September to seek approval to implement these schemes.
- In the meantime all schemes are being progressed so that they would be ready to implement once approval is secured, i.e. ecology survey and further ground investigation are being undertaken as well as detailed designs and a draft licence are being compiled.

#### **Work Stream 2 – Sense of Arrival/ Place**

- CAMM Design has completed a programme of community workshops and awareness raising sessions within Talacre and Lower Gronant and the response has been very positive.
- Detailed designs have been completed on all four pieces of artwork following approval of the final designs.
- Planning approval and on-going arrangements for both the arrival features for Talacre and Lower Gronant have been finalised and the artists will commence fabrication in September for these pieces initially.
- Sites 3 and 4 located within Talacre centre have been subjected to further actions, i.e. removal of signage and ground investigation. These matters are being dealt with and a planning application will be submitted imminently along with Flood Defence Consent to Natural Resource Wales.

#### **Work Stream 3 – Streetscape Improvements**

- A review of the public toilets in Talacre continues to take place.
- A risk assessment has been completed on the lamp posts within Talacre with a view to erecting banners. The artist has been appointed to work with the community to produce suitable designs for these banners. A planning application will be submitted imminently.

#### **Work Stream 4 – Signage**

- Following initial assessment of three sign applications (Lower Gronant, Bridlewood and Talacre) approval in principle has been given by FCC Highways for the proposed content and locations. Detailed designs will be completed once the parking schemes have been approved and the terms and conditions agreed with the landowners.

### Holywell Streetscape & Access Improvements

- Initial designs have been completed by FCC Engineers for improvements to the High Street.
- These proposals have been subject to consultation with the Town Partnership, Town Council and general public. This feedback will now help shape the



- proposals going forward.
- A steering group will be established for the next stages to include external representation, i.e. from the Town Partnership, Town Council or a business rep.
  - A report will be presented to Flintshire's Cabinet in September to seek approval to implement this scheme.

#### Mold Streetscape & Access Improvements

- Following consultation on the initial proposals for improvements to Daniel Owen Square various amendments have been made to the designs to ensure they meet the needs of key stakeholders as well as the general public.
- Issues with Welsh Water and the arrangements for the outdoor market have delayed finalising the designs but this is due to be completed imminently with the steering group.
- A planning application will be submitted in September for the improvements to Daniel Owen Square.
- A report will be presented to Flintshire's Cabinet in September to seek approval to implement this scheme.

#### Streetscape Improvement Grant Scheme

- One full application and one expression of interest have been considered this quarter, and both received approval.
- To date 14 EOIs and 4 full applications have been approved and the scheme is now fully committed. The grant scheme will now be closed.
- Works have been completed on two schemes in Holywell and works have commenced on two schemes in Mold.

- Describe how the activities delivered have contributed to achieving the aims and objectives listed in the Local Partnership's approved Local Development Strategy

#### **FLI.55(a) – Flintshire Community Key Fund**

Within the last quarter the activities listed above have taken place with advice and assistance from the Axis 3 Flintshire Rural Key Fund Project Officer. The activities have broadly met the strategic objectives of the partnership, as they supported the development of sustainable rural communities, benefitted areas of need and alleviated social problems, especially associated with marginalised communities in the rural area and improved access to, and the provision of, basic services within the rural communities of Flintshire.

#### **FLI.55 (b) – Town & Village Streetscape Enhancements**

The Axis 3 projects continue to address the aims and objectives of the Strategy through the following activities undertaken this quarter:

To promote and strengthen tourism, culture and crafts in the rural hinterland:

- Improvements being planned in main tourism hubs – Talacre / Gronant, Mold and Holywell.

To enhance the local environmental image of the area and to appreciate the rural heritage:

- Streetscape improvements being planned in Mold, Holywell and Talacre / Gronant.
- Exhibition facilities being considered alongside rather than as part of the project in

Holywell.

To benefit areas of need and alleviate social problems, especially associated with marginalised communities in the rural area:

- The improvements planned for Talacre / Gronant will benefit the residents in this Communities First area.

This report is an accurate reflection of the implementation progress made under this project during the past quarter and has been/will be submitted to the Local Partnership.  
For and Behalf of Flintshire County Council

Signature.....Date...5<sup>th</sup> September 2013

Print name.....Sharon Barlow

**Commitment/Spend and Match Analysis**

**As at 31st August 2013**

Due to the drawn out and bureaucratic process of claiming from the Rural Development Programme it has become apparent that the activity of the projects is not always shown in the best light. All projects have submitted the expenditure that they have committed to activities alongside the actual amount that has come through the claiming process.

**Target** - This is the amount that the project has said it will spend on each budget heading over the life of the project

**Committed Spend** - This is money that has been awarded to an activity however has not necessarily been spent. Committed money is then promised to an activity and can not be spent elsewhere. Please note that this amount does include the actual expenditure.

**Actual Expenditure** - This is the amount of money which has been claimed from the lead body and processed

**Contributed** - This is funding that has been brought in as match however has not yet been spent and so can not be included in the claim process

**Actual Match Spent** - This is the match which has been received and spent by the project. The match is supported by all of the necessary evidence of expenditure

An Analysis of the match brought in by Axis 4 projects which has been underwritten by Flintshire County Council has also been included.



Cronfa Amaethyddol Ewrop ar gyfer Datblygu  
Gwledig: Ewrop yn Buddsoddi  
mewn Ardaloedd Gwledig  
The European Agricultural Fund for  
Rural Development: Europe Investing in  
Rural Areas



Llywodraeth Cymru  
Welsh Government

**Flintshire Rural Development Plan (Business Plan 2)**

**Actual & Committed spend analysis as at 31st August 2013**

**LEAD BODY SPEND**

<b>FLI.17 - Partnership Running Costs (2007-2014)</b>			
<b>Cost Heading</b>	<b>Total Project Approved Spend</b>	<b>Amount claimed to August 2013</b>	<b>Total Committed Spend</b>
Salaries (3 positions)	£636,064.51	497872.27	609352.74
Recruitment	£4,516.52	4516.52	4516.52
Travelling	£8,468.68	7150.45	7150.45
Training	£4,346.89	2787.12	2787.12
Lead Body Overheads	£36,204.56	29986.28	31846.21
Partnership Costs	£11,634.76	6729.88	6729.88
<b>LATEST APPROVED SPEND</b>	<b>£701,235.92</b>	<b>£549,042.52</b>	<b>£662,382.92</b>
		<b>78.30%</b>	<b>94.46%</b>

**Flintshire Rural Development Plan (Business Plan 2)**

**Actual & Committed spend analysis as at 31st August 2013**

**BP2 - SPEND**

<b>FLI.52 - Flintshire Enterprise Project (Cadwyn Clwyd)</b>			
<b>Cost Heading</b>	<b>Total Project Approved Spend</b>	<b>Amount claimed to 31st August 2013</b>	<b>Total Committed Spend to 31st August 2013</b>
Capital Bursaries	£51,250.00	£29,905.20	£21,735.00
Revenue Bursaries	£111,250.00	£62,596.01	£112,645.00
Marketing	£12,375.00	£694.00	£7,000.00
Project Management	£68,079.00	£44,832.58	£68,079.00
Overhead costs	£10,546.00	£8,008.54	£10,546.00
Facilitation	£8,000.00	£0.00	£0.00
<b>LATEST APPROVED SPEND</b>	<b>£261,500.00</b>	<b>£146,036.33</b>	<b>£220,005.00</b>
		<b>55.85%</b>	<b>84.13%</b>

<b>FLI.54 - Linking Flintshire's Communities (FCC)</b>			
<b>Cost Heading</b>	<b>Total Project Approved Spend</b>	<b>Amount claimed to 31st August 2013</b>	<b>Total Committed Spend to 31st August 2013</b>
Coastal Community Links Project - signage, interpretation, development, infrastructure works and construction.	£545,075.98	£6,005.00	£191,783.67
Inter village connections - signage, interpretation, development, infrastructure works and consultation	£266,962.24	£265,197.51	£266,962.24
Promotion of routes/Web development	£40,000.00	£62.22	£1,849.30
Project Management	£130,230.12	£61,405.80	£130,230.12
<b>LATEST APPROVED SPEND</b>	<b>£982,268.34</b>	<b>£332,670.53</b>	<b>£590,825.33</b>
		<b>33.87%</b>	<b>60.15%</b>

<b>FLI.55 - Flintshire Village Enhancements (Flintshire Community Key Fund - Cadwyn Clwyd)</b>			
<b>Cost Heading</b>	<b>Total Project Approved Spend</b>	<b>Amount claimed to 31st August 2013</b>	<b>Total Committed Spend to 31st August 2013</b>
Capital Grant	£488,000.00	£342,945.53	£471,425.00
Revenue Key Fund	£5,000.00	£1,680.40	£4,946.84
Marketing	£2,000.00	£1,374.26	£1,374.26
Project Management	£99,218.00	£76,767.90	£99,218.00
Overheads	£19,782.00	£13,136.74	£19,782.00
<b>LATEST APPROVED SPEND</b>	<b>£614,000.00</b>	<b>£435,904.83</b>	<b>£596,746.10</b>
		<b>70.99%</b>	<b>97.19%</b>

<b>FLI.55 - Flintshire Village Enhancements (Town &amp; Village Streetscape Enhancements - FCC)</b>			
<b>Cost Heading</b>	<b>Total Project Approved Spend</b>	<b>Amount claimed to 31st August 2013</b>	<b>Total Committed Spend to 31st August 2013</b>
Talacre/Gronant Streetscape and Access Improvements	£380,000.00	£13,946.86	£94,679.36
Mold Streetscape and Access Improvements	£100,000.00	£0.00	£0.00
Holywell Streetscape and Access Improvements	£100,000.00	£0.00	£25,000.00
Streetscape Improvement Grant	£150,000.00	£11,200.42	£53,644.20
Project Management	£97,929.25	£50,900.31	£93,928.56
Promotion	£2,000.00	£1,069.23	£1,110.73
Technical Support	£36,000.00	£23,361.57	£36,000.00
<b>LATEST APPROVED SPEND</b>	<b>£865,929.25</b>	<b>£100,478.39</b>	<b>£304,362.85</b>
		<b>11.60%</b>	<b>35.15%</b>

<b>ALL PROJECTS (COMPARISON AGAINST ORIGINAL APPROVED SPEND)</b>			
<b>Cost Heading</b>	<b>Total Project Approved Spend</b>	<b>Amount claimed to 31st August 2013</b>	<b>Total Committed Spend to 31st August 2013</b>
FLI.52 - Flintshire Enterprise Project (Cadwyn Clwyd)	£261,500.00	£146,036.33	£220,005.00
FLI.54 - Linking Flintshire's Communities (FCC)	£982,268.34	£332,670.53	£590,825.33
FLI.55 - Flintshire Village Enhancements (Cadwyn Clwyd)	£614,000.00	£435,904.83	£596,746.10
FLI.55 - Flintshire Village Enhancements (FCC)	£865,929.25	£100,478.39	£304,362.85
<b>TOTAL</b>	<b>£2,723,697.59</b>	<b>£1,015,090.08</b>	<b>£1,711,939.28</b>
		<b>37.27%</b>	<b>62.85%</b>

**Flintshire Rural Development Plan (Business Plan 2)**

**Axis 3 Project Match analysis as at 31st August 2013**

**BP2 - MATCH**

<b>FLI.52 - Flintshire Enterprise Project (Cadwyn Clwyd)</b>					
Match Funder	Target	Actual Match Spent to 31st August 2013		Total Contributed as at 31st August 2013	
Bursary Applicants	£37,000.00	£14,405.54		£22,120.00	
Flintshire County Council	£15,300.00	£6,587.44		£15,300.00	
	<b>£52,300.00</b>	<b>£20,992.98</b>	<b>40.14%</b>	<b>£37,420.00</b>	<b>71.55%</b>

<b>FLI.54 - Linking Flintshire's Communities (FCC)</b>					
Match Funder	Target	Actual Match Spent to 31st August 2013		Total Contributed as at 31st August 2013	
Regional Transport Fund (WAG)	£266,962.24	£265,197.51		£266,962.24	
	<b>£266,962.24</b>	<b>£265,197.51</b>	<b>99.34%</b>	<b>£266,962.24</b>	<b>100.00%</b>

<b>FLI.55a - Flintshire Village Enhancements (Flintshire Community Key Fund - Cadwyn Clwyd)</b>					
Match Funder	Target	Actual Match Spent to 31st August 2013		Total Contributed as at 31st August 2013	
Community Groups	£118,750.00	£86,295.47		£122,552.00	
Flintshire County Council	£4,050.00	£0.00		£0.00	
	<b>£122,800.00</b>	<b>£86,295.47</b>	<b>70.27%</b>	<b>£122,552.00</b>	<b>99.80%</b>

<b>FLI.55b - Flintshire Village Enhancements (Flintshire Town &amp; Village Streetscape - FCC)</b>					
Match Funder	Target	Actual Match Spent to 31st August 2013		Total Contributed as at 31st August 2013	
Grant Recipients	£81,320.00	£5,600.21		£22,536.26	
Regeneration Funding (FCC)	£91,865.85	£14,495.47		£91,865.85	
	<b>£173,185.85</b>	<b>£20,095.68</b>	<b>11.60%</b>	<b>£114,402.11</b>	<b>66.06%</b>

Project	Target	Actual Match Spent to 31st August 2013		Total Contributed as at 31st August 2013	
FLI.52 - Flintshire Enterprise Project	£52,300.00	£20,992.98		£37,420.00	
FLI.54 - Linking Flintshire's Communities	£266,962.24	£265,197.51		£266,962.24	
FLI.55a - Flintshire Village Enhancements (Cadwyn)	£122,800.00	£86,295.47		£122,552.00	
FLI.55b - Flintshire Village Enhancements (FCC)	£173,185.85	£20,095.68		£114,402.11	
	<b>£615,248.09</b>	<b>£392,581.64</b>	<b>63.81%</b>	<b>£541,336.35</b>	<b>87.99%</b>

**Flintshire Rural Development Plan (Business Plan 2)**  
**Axis 4 Project Match analysis as at 31st August 2013**

**BP2 - AXIS 4 MATCH**

*Match underwritten by FCC*

<b>FLI.57 - Innovation Flintshire</b>					
<b>Match Funder</b>	<b>Target</b>	<b>Actual Match Spent to 31st August 2013</b>		<b>Total Contributed as at 31st August 2013</b>	
Public	£266,950.00	£188,697.00		£323,995.00	
Private	£227,883.20				
in-kind					
	<b>£494,833.20</b>	<b>£188,697.00</b>	<b>38.13%</b>	<b>£323,995.00</b>	<b>65.48%</b>

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## **Appendix 2b**

### **Flintshire Rural Partnership** **24<sup>th</sup> September 2013**

#### **FLI.52 – Flintshire Enterprise Project**

This project is administered by Cadwyn Clwyd and activity on the project commenced in March 2011.

There are just over 12 months of activity remaining and a further 5 claims to be processed before this project comes to an end in December 2014. Overall 84.13% of the budget has been committed and 71.55% of the match has been contributed as at the end of August 2013.

So far none of the £8,000 facilitation and £5,000 of the marketing budget are still to be committed. The project may need to consider whether it needs to veer some of these funds into other budget headings if they are unlikely to be utilised at this late stage to the project activity. The majority of the bursaries have now been awarded which needs to be taken into consideration.

Of the bursary budget heading £134,380 has been committed of the £162,500 available to applicants. This is a great position to be in at this stage of the project and indicates that the Project may be able to overachieve in their PI's for the number of bursaries awarded.

The project must finalise all of spend in the next 14 months and have submitted the final claim to Flintshire County Council by 7<sup>th</sup> November 2014.

#### **FLI.54 – Linking Flintshire's Communities**

This project is administered by Flintshire County Council and activity on this project commenced in March 2012.

The project now has until the end of October 2014 to submit their final claim to the Lead Body. As at the end of August 60.15% of the overall budget has been committed.

The project has now evidenced and claimed for 99.34% of their match which is for the activity that has taken place on Raikes Lane in Mold. It is brilliant that the project has sourced the majority of their match already and the outstanding amount has already been identified.

#### **FLI.55 – Flintshire Village Enhancements**

##### **Flintshire Community Key Fund**

This element of the project is administered by Cadwyn Clwyd and project activity commenced in March 2011.

The project budget of £614,000 is now 97.19% committed which means that the Officer can now concentrate on working with the remaining community groups to get their awarded funding spent and claimed for.

The match funding is now 99.80% committed and is being contributed by Community Groups.

### **Town & Village Streetscape Enhancements**

This element of the project is administered by Flintshire County Council and activity on this project commenced in March 2011.

The project has so far committed 35.15% of the overall budget. Just over a third of the Streetscape Improvement Grant has been awarded.

Actual spend and committed spend levels on this project are still low. This project is subject to lengthy and protracted negotiations and agreements and consents need to be secured before any implementation activity can proceed. However the 12 month extension that this project has secured should ensure that the project concludes successfully on time and on budget.

Actual match is on target compared to the actual spend amount and 66.06% of the match has already been secured.

### **FLI.17 – Lead Body Running Costs**

The Lead Body budget is paid 100% from the RDP and no match funding is required. Following the enhancement process the Lead Body budget now runs up until the end of March 2015.

The majority of the budget comprises of staff costs. Staff costs are incurred because the Lead Body accounts for, and administers, the Rural Development Plan Programme. The Lead Body does not implement project activity, but is responsible for processing and accounting for the claims from the projects. It then makes the appropriate financial claims to the Welsh Government to draw down the funding.

A notification of change will be submitted with the next set of financial claims to address the fact that the position of Finance and Monitoring Officer is only filled part time and is no longer a full time post.

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **ENVIRONMENT OVERVIEW AND SCRUTINY**  
**DATE:** **13<sup>TH</sup> NOVEMBER 2013**  
**REPORT BY:** **DIRECTOR OF ENVIRONMENT**  
**SUBJECT:** **REVIEW OF SUBSIDISED BUS SERVICES, UPDATE**

### **1.00 PURPOSE OF REPORT**

1.01 To provide an update on the review of subsidised bus services following the consultation exercise, and confirm proposed action to be taken in relation to specific bus services.

### **2.00 BACKGROUND**

2.01 Following Committee reports to Cabinet in April 2013 and Environment Overview and Scrutiny Committee in July 2013 a consultation and subsequent review of subsidised bus services within the County has been undertaken. The policy has been included at Appendix 1 of this report.

2.02 As part of the process the County Council has consulted widely on its bus service provision with:

- Promotional material being placed in its public buildings
- Website and questionnaires
- Promotion of the consultation event at the Housing Tenants conference and feedback
- Town and Community Council meetings, where requested
- Engagement with Environment Scrutiny Committee
- Various bus surgeries throughout the County

An evaluation of the responses has been included at Appendix 2.

2.03 Feedback has been received from the following sources:

- Petitions – containing 965 names for Buckley
- Questionnaires – 221 respondents (online & in paper versions)
- Letters 21 (members of the public)
- Town and Community Council communication – Holywell, Flint, Cilcain/Rhydymwyn, Caerwys, Buckley, Northop Hall
- Other – Response from Denbighshire County Council, the Campaign for the Protection of Rural Wales and Flintshire's

Children and Young People's Partnership

- Bus surgeries held in Connah's Quay, Mold, Buckley, Holywell and Broughton
- Member responses – Flint, Hawarden, Treuddyn/Cymau.

2.04 There has been a wide level of interest in the consultation exercise, including a clear level of engagement from concessionary pass holders, who are generally high users of the County's bus services.

2.05 Feedback from the consultation process has generally noted:

- No one supportive of service withdrawal;
- A level of support for service rescheduling so long as it means no complete loss of service;
- A general view that concessionary pass holders would be prepared to pay a small contribution to the fare of between 50p to £1 per journey as long as it meant they were able to retain their concessionary pass;
- In some cases significantly more comments received than users of the bus service;
- General support for a multi modal ticketing approach i.e. a ticket which could be used along any operator's route, without the need to purchase another ticket to continue the journey.

2.06 The review has used the criteria of the Policy approved by Cabinet in April 2013 to develop the future bus service delivery models within the County.

### **3.00 CONSIDERATIONS**

3.01 During the course of the review a number of commercial services have been reduced or terminated by existing operators. This has led to the County Council providing interim support. The Council has filled and will continue to fill the gaps whilst it considers how to ensure the provision of more long term, affordable and sustainable services.

On this particular point it is important to remember that:

3.01.1 The County Council has no mandatory obligation to fund any public transport services. However, it does have powers under the Transport Acts 1985 and 2000 and Local Transport Act 2008 to enter into agreements with public transport operators to provide subsidies for services which are not available commercially. These are usually rural, early morning, evening Sunday and Bank Holiday and some school services. It does this to support national and regional transport objectives, and also support our own corporate objectives around the environment, employment, education, health and supporting the Economy.

3.01.2 Under the Transport Act (1985), bus companies are free to operate

services which they consider to be commercially viable. This means that the bus company's costs of running the service are covered by the fares they collect from passengers on the route or by free concessionary travel reimbursement in lieu of fares (people over 60 or with certain disabilities). A number of services within Flintshire operate commercially during the day time; the County Council provides no direct financial support and has no direct control over this type of service. An example is Arriva's service 11 between Rhyl-Holywell-Chester which runs during the daytime.

3.01.3 Within the County services are generally run on the following basis:

***Commercial bus services***

Receive no subsidy and are run by bus operators on a purely commercial basis charging commercial fares (see Appendix 3)

***Tendered Subsidised bus services***

Bus operators receive a subsidy to run their tendered service along non-commercial routes to provide a service to the community on the basis of employment, social or community based need.

***De-Minimis***

Payments made to bus operators to extend a commercial bus service into a specific area or at a certain time of day (where viable)

***Demand Led***

A demand responsive service run on the basis of pre-booking or reserving a service, in the main used to transport people to work or where demand for the service is sporadic or irregular due to shift patterns. An example of such a service would be the Deeside Shuttle service.

***Education Related***

Bus services run to transport school children/students to Primary, Secondary School or Colleges throughout Flintshire.

A summary of bus services within Flintshire is included at Appendix 3.

**3.02 Community Transport**

3.02.1 Community Transport provides a valuable addition to other forms of public transport and is seen as an essential component of any transport network. The service can take many forms, and in many cases the level of provision exists due to specific local circumstances.

3.02.2 Services currently tend to be concentrated in the more populated coastal strip from Bangor to Wrexham, yet some of the more inland rural areas present greater issues in relation to social exclusion and isolation.

3.02.3 Virtually all Community Transport schemes rely significantly upon public money. This is due to their not for profit status and nature of the socially necessary journeys, which can include specialist client travel requirements. During the current financial year (2013/14), Taith has ensured that existing Community Transport support arrangements have continued, despite some major schemes seeing a significant reduction in funding reductions when the Community Transport Concessionary Fares Initiative ceased. There remain a number of significant issues that must be overcome:

- Operations are either localised in nature or their provision is patchy
- Service standards are not consistent
- There is a general reluctance to work outside of local communities
- Whilst a generic service there is inconsistency in the categories of passengers who can benefit
- Management and governance can be under resourced primarily due to capacity issues
- Performance information is not consistent, or simply not available
- Limited sharing of information, collaboration and cooperation
- Volunteers are generally static in that they only want to work in a specific area
- There are different service standards

3.02.4 There is nevertheless a significant role for Community Transport to play in a future modernised bus service. The County Council, in conjunction with Taith, needs to work with operators to develop their existing service provision and provide a wider and more comprehensive level of service.

### 3.03 **Concessionary Travel**

3.03.1 The concessionary pass scheme for older residents in Wales has been very successful with approximately 40% of passenger journeys now undertaken under Welsh Government's Cerdyn Cymru free travel scheme. The undoubted success of the scheme has removed fares as an obstacle to travel for a significant proportion of users (although it is now only available on scheduled or flexible bus services and not Community transport).

3.03.2 On some services the number of fare paying passengers has declined, a result in the main due to passengers perceiving that the fares are too high (even though the true cost of owning a car for example is rarely taken into account when making such comparisons), and as a consequence there are parts of the network where people travelling with concessions account for a high proportion of the overall ridership figures.

3.03.3 The cost to Welsh Government of funding such a scheme across Wales is considerable, amounting to £73 million. The scheme is

designed to leave bus operators no better and no worse off and they recover approximately 73% of the cost of the journey back through the concessionary fee per passenger. In Flintshire's case alone the level of funding was £2 million (2012-2013). Welsh Government has been reviewing its Concessionary Travel Scheme and is likely to seek changes to the level of funding support given to bus operators in the future. Whilst this work is still embryonic and current details are unclear it is quite feasible that any amendments to the financial level of support given to operators will have further consequences for bus services within the County with the potential for commercial and subsidised services to be affected. We will continue to monitor the situation with a view to amending our proposals should it be deemed necessary to do so.

### **3.04 Rural Transport Project Officer**

3.04.1 In support of the above the Council appointed a Rural Transport Project Officer on a 12 months fixed term contract as part of a Rural Development Plan bid and in conjunction with Cadwyn Clwyd. During this period the officer has been undertaking a large amount of work within the rural communities including:

- Identifying the travel needs of people in rural Flintshire
- Devising and distributing household surveys
- Establishing baseline evidence of data in order to identify the potential gaps or transport problems in rural areas
- Arranging and attending meetings with Town/Community Councils and other user groups
- Identifying best practice elsewhere in the U.K.

### **3.05 The Review**

3.05.1 In undertaking the review of subsidised bus services Officers considered the services and feedback received in accordance with the Policy. It is important to note that whatever the outcome of the review, services other than the de-minimis and commercial ones will need to be retendered; this is on the basis that they have not been for a number of years. The de-minimis services cannot be retendered because they are marginal alterations to an otherwise commercial bus service. It is also important to note that, in retendering these services, the need for a modern, energy efficient, and accessible bus service will be important. All tendered services will be refunded in accordance with Contract Procedure Rules in the future.

3.05.2 The matrix at Appendix 4 details the following information under the respective headings:

- Service – relates to the specific bus service number identified on timetables and buses;
- Route – this sets out the route covered by the service

- identifying the main towns and villages along the route;
- Cost per passenger and RAG status are linked back to the Policy document and the thresholds within it;
- Options presented to Scrutiny Committee on 23 July 2013;
- Summary of Consultation Response - sets out any comments or feedback received;
- The proposal for each service having considered each service in respect of feedback, and the application of the Policy by Officers.

### **3.06 Next Steps**

- 3.06.1 Meetings will need to be arranged with bus operators in the coming weeks to talk through the proposals and advise of any necessary notice periods on contracts, where recommended. Subject to Cabinet approval in December 2013 it is proposed that any contracts that require tendering will be issued for tender on 6<sup>th</sup> January 2014 with new contracts commencing on 14<sup>th</sup> April 2014 on a 3/4 year basis. Any services or journeys that will be withdrawn will cease on 31<sup>st</sup> March 2014.
- 3.06.2 By engaging with other Local Authorities, communities, the third sector, school & social services commissioners and providers, the Rural Transport Project Officer will continue work during this period to identify the transport needs of people living in rural communities in order to develop strategies and sustainable initiatives to assist them to access work, training and social opportunities.

### **4.00 RECOMMENDATIONS**

- 4.01 That Members support the implementation of the changes as set out within the report and supporting appendices.

### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 As noted in previous reports the changes to bus funding have resulted in an overall year on year reduction of £224k, including the £36k p/a efficiency saving approved as part of the 2013/14 budget strategy.

### **6.00 ANTI POVERTY IMPACT**

- 6.01 Subsidised bus services facilitate access to services for those in our communities who do not have a car or other mode of transport. Where practicable, the proposals in relation to each service seek to minimise the impact on key groups such as the elderly and those on low income.

### **7.00 ENVIRONMENTAL IMPACT**



7.01 The use of more sustainable public transport services will have a positive impact on the environment and the use of a modern and more 'green' public transport fleet will reduce carbon emissions and environmental pollution.

## **8.00 EQUALITIES IMPACT**

8.01 Positive in that it creates access opportunities for some of our most vulnerable and isolated people within our communities. Where practicable, the proposals in relation to each service seek to minimise the impact on key groups such as the elderly and those on low incomes.

## **9.00 PERSONNEL IMPLICATIONS**

9.01 None as a direct result of this report.

## **10.00 CONSULTATION REQUIRED**

10.01 Extensive consultation with the communities of Flintshire and its stakeholders is required.

## **11.00 CONSULTATION UNDERTAKEN**

11.01 Has been extensive, refer to item 2.03.

## **12.00 APPENDICES**

12.01 Appendix 1 – Policy for Reviewing Subsidised Bus Services

12.02 Appendix 2 – Evaluation of Consultation responses

12.03 Appendix 3 – Flintshire Bus Services (Summary of Current Services)

12.04 Appendix 4 – Matrix of proposals for Subsidised Bus Services

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

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**Appendix 1**

**A POLICY FOR SUBSIDISED BUS SERVICES IN FLINTSHIRE**

**APRIL 2013**

## **CONTENTS**

- 1. Introduction**
- 2. Legislative Background**
- 3. National and Regional Context**
- 4. Support for Bus Services**
- 5. What type of services do we support?**
- 6. Framework for Reviewing Bus Services**
- 7. Aims and Objectives**
- 8. Red-Amber-Green Analysis**
- 9. Managing the subsidised network**
- 10. Fares on subsidised services**
- 11. Marketing Strategy for Contracted Bus Services**

## **1.00 Introduction**

- 1.01 This area of Policy covers public transport that the Council directly funds i.e. its subsidised bus network; Community Transport is currently not in scope. The Policy sets out the Council's criteria for supporting public transport; and does not cover the provision of concessionary bus fares.
- 1.02 The Policy recognises the ongoing need for our residents to access important services, supports the local economy, and also contributes to carbon reduction. Crucially, it recognises the very challenging economic climate. The Policy therefore seeks to ensure that the Council prioritise its financial support where it is most needed.

## **2.00 Legislative Background**

- 2.01 Some of the bus services in Flintshire are operated commercially, by a variety of bus operators. This means that services are "registered" by the operator with the Traffic Commissioner, and the company receives no subsidy at all. In essence, commercial services have to be self funding i.e. income from fares exceeds the cost of operating them. These will tend to be daytime services on busy traffic corridors.
- 2.02 The remainder of services are known as "socially necessary" services. These can be in two forms – either providing a bus service in an area where no commercial service exists, or alternatively, operating over daytime commercial routes at times when they would generally not be viable (such as early morning, evening and Sundays), or where there is insufficient capacity on existing services.
- 2.03 There is no statutory duty upon the Council to provide local bus services or any other form of public transport but the authority does have a statutory duty under the 1985 Transport Act to keep the bus network under review, and intervene where it feels appropriate. This basically means that all subsidised services are provided on a discretionary basis.

## **3.00 National and Regional Context**

### **3.01 Welsh Transport Policy Context**

- 3.01.1 The Welsh Government published the Wales Transport Strategy in 2008. The strategic priorities are as follows;
- Reducing greenhouse gas emissions and other environmental impacts
  - Integrating local transport
  - Improving access between key settlements and sites
  - Enhancing international connectivity; and
  - Increasing safety and security

3.02 In practical terms, the council's subsidised bus network contributes to all of the Welsh Government strategic priorities. There is no specific guidance as to the level of support an authority should give to its bus network.

### **3.03 Regional Transport Policy**

3.03.1 The North Wales Regional Transport Plan was published by Taith in September 2009, as a requirement of the Wales Transport Act 2006. Taith is the joint board of the six North Wales Local Authorities working together to deliver improvements in transport provision across the region. Taith policies and objectives generally follow those of Welsh Government, with the addition of a number of relevant objectives such as:

- 3.03.2 - Seeking "Network Stability" agreements with bus operators to define levels and relative pricing of commercial and subsidised bus services to be provided through the Plan period
- Developing innovative services such as community transport and Demand Responsive Transport
  - Promoting integration through consistent standards and ticketing

3.03.3 The Council will work collaboratively with transport operators to achieve stability wherever possible, and move to longer term contracts so services can be aligned more to commercial routes and quality further enhanced.

3.03.4 The Council will closely monitor the performance of subsidised services to ensure reliability of services and connections to other bus and rail routes, taking remedial action where necessary. As multi-operator go anywhere type tickets develop, the Council will ensure that these tickets are valid on our subsidised services, subject to appropriate reimbursement mechanisms and controls.

### **4.00 Support for Bus Services**

4.01 Continuation of subsidised local bus services is crucial to ensure access to services, a healthier environment, and to support economic growth. The framework for provision of bus services, as set out in the 1985 Transport Act, is that the Council has no control over a large proportion of the bus network. Public transport is a business, and operators will only provide services where they can make a return on investment. Flintshire has a relatively good commercial day time service, but without support from the Council, there would be very little service beyond that core daytime service. With this in mind, the following are our main drivers for intervention:-

- 4.02 - Supporting bus services to improve accessibility to key services, sustainability and promote economic growth
- Supporting bus services to contribute to the viability of the core commercial transport network

- Supporting bus services to fill significant gaps in the network, within the agreed criteria, and within agreed budget.

## **5.00 What type of services do we support?**

5.01 The following are the types of bus services the council will support, where value for money can be achieved, funding is available, and there are no viable alternatives:-

- 5.02
- Early morning services, usually provided before the normal morning rush hour, for those working early shifts.
  - Evening services, usually provided after the afternoon rush hour, through to late at night.
  - Sunday and Bank Holiday, traditionally on the same routes as weekday services
  - Services linking rural communities with each other and local town centre.(s)
  - Daytime services, in and around our local town centres, where no commercial bus services exist
  - Experimental bus services to support economic growth, promote tourism, or meet other identified unmet demand.

## **6.00 Framework for Reviewing Bus Services**

6.01 It is suggested that the framework below is used to determine which services should continue to be supported: -

6.02 Use Red/Amber/Green analysis of cost per passenger to identify low performing services in first instance as shown in **8.00** below.

6.03 Generally, the best barometer of effectiveness is subsidy per passenger. This is calculated by dividing the annual cost to the public purse by the total number of passengers. Most authorities do monitor subsidy per passenger, and many have withdrawn services over a certain level of subsidy. The key principle of intervention would be that for services where the subsidy per trip exceeds a specific level a detailed review would be undertaken and remedial action taken. It should be recognised that in exceptional cases, cost per passenger will not necessarily determine whether a service should be subsidised (see 6.07)

6.04 Analyse those services against the passenger travel needs outlined below: -

- Accessibility** – Bus service provides access to key essential services e.g. healthcare, education, shopping and reduces social exclusion
- Economic Regeneration** – Bus Service provides access to main employment areas and supports economic regeneration by providing a

way for business to access the workforce they need

- c. **Integration** - Integration with other modes of transport and connections with other main bus services
  - d. **Sustainability** – Consider whether bus service is providing an attractive alternative to the private car and whether it has contributed towards reducing the numbers of cars on the road and reducing carbon dioxide emissions
  - e. **Safety and Security** – Bus service provides a safer mode of transport than the private car, both for passengers and for other road users and pedestrians e.g. some school journeys
- 6.05 Where the cost per passenger is low / passenger numbers are high and the passenger travel needs are justified, re tender the service periodically.
- 6.06 Where the cost per passenger is low / passenger numbers are high, but the passenger travel needs are not justified, work with bus operators to deliver efficiencies and/or seek to commercialise
- 6.07 Where the cost per passenger is high / passenger numbers are low, but the passenger travel needs are justified, seek alternative transport solutions and/or re-tender to ascertain whether cost per passenger can be reduced
- 6.08 Where the cost per passenger is high / passenger numbers are low, but the passenger travel needs are not justified, withdraw services

7.00 **Aims and Objectives:**

As budgets come under increasing pressure it is essential that such a decision making framework is used consistently in order to:

- To monitor the effectiveness of existing services
- To decide which services should be withdrawn/reviewed, where there is a risk of budget overspend
- To determine what to do in the case of:-
  - Local bus contracts which are terminated early (perhaps due to rising costs)
  - Important commercial services are de-registered by operators (this is an ever increasing scenario as bus operators strive to control costs whilst faced with reduced passenger numbers)
- To test identified unmet demand



## 8.00 Red-Amber-Green Analysis

8.01 The following are examples where the Red-Amber-Green analysis would be used to determine the level of council intervention:

Subsidy per passenger	Action	
<b>Green</b>	Services are ranked green where subsidy per passenger trip is £2.00 or less	Service is considered good value for money and continues, performance is monitored, contract is proactively managed to continue to identify opportunities for improvement
<b>Amber</b>	Services are ranked amber where subsidy per passenger is between £2.01 and £5.00.	Service is placed under review, and remains under review whilst in amber category. This involves proactive work with operator to improve patronage or reduce costs, alternatives are examined, journey purpose is understood, services are integrated with other bus services, affected community and users are made aware of status in order to raise awareness and enlist support.
<b>Red</b>	Services are ranked red where subsidy per passenger trip exceeds £5.00.	Action required. Services will not be allowed to continue long term at this level of subsidy. Actions may include one or combination of; withdrawal of the service, curtailment of the route, reduction in frequency or number of journeys, or integrating it with another route. This is after on vehicle checks to confirm passenger numbers, appropriate notice is given to affected users, and alternatives (such as Community Transport) communicated

## 9.00 Managing the subsidised network

9.01 Financial pressures and increasing demand, means that it is more important than ever to manage the subsidised bus network, to ensure the Policy is followed and value for money is achieved. Management of the network will include:-

- Collation of up to date electronic passenger information data

-Regular 'on bus' surveys to validate reported passenger levels, and also monitor quality of service and contract compliance.

-Producing subsidy per passenger league tables.

-Constantly Reviewing subsidised services to determine where better alternatives may exist on commercial services

-Encouraging operators to register to operate subsidised services on a commercial basis, where subsidy per passenger is very low.

-Working with local communities and operators to promote services to encourage greater patronage.

9.02 Specifically, where services are in the red category, the following actions will be taken:-

- All affected journeys will be surveyed in detail to validate patronage levels, evaluate options for passengers and understand journey purpose.

- Officers will examine options to reduce costs through curtailment of the service, reductions in frequency and reductions in total number of journeys, exploring alternative transport solutions.

- Consultation on options will be undertaken with affected Members and Town and Community Councils.

- Giving notice on final course of action to passengers and stakeholders

9.03 In order to allow thorough scrutiny of performance of the network, and actions taken, the following actions will be followed.

- Environment Overview and Scrutiny Committee will review service performance tables annually, including the actions taken by officers to improve the performance of services.

## **10.00 Fares on subsidised services**

10.01 The Council has no control over fares on commercial services. However it has the power to set fares on subsidised services. Council officers will analyse commercial fare levels on a quarterly basis, and ensure subsidised fare levels on each service are closely aligned. This applies for Adult and Child fares. Holders of Welsh Concessionary Travel Passes (over 60's and those who qualify as a result of a disability) are afforded free travel within the current All Wales Concessionary Travel Scheme.

10.02 The Council supports the development of multi modal, go anywhere type ticketing, and will ensure that as these are introduced, they are available for use on Council subsidised services.

## **11.00 Marketing Strategy for Contracted Bus Services**

11.01 Aims and objectives: -

- To increase patronage
- To raise awareness of travel choices
- To promote public transport as a viable alternative to the private car
- To change common misconceptions

11.02 The SWOT analysis below considers internal (strengths and weaknesses) and external (opportunities and threats), which will need to be taken into account when marketing / promoting bus services

<p><b><u>Strengths</u></b></p> <ul style="list-style-type: none"> <li>• Biggest change to public transport in Flintshire for many years</li> <li>• Strong commercial network with improved service frequencies and reliability/punctuality</li> <li>• Vehicle quality and design - newer, modern accessible low-floor vehicles on most routes</li> <li>• Concessionary travel has increased patronage (over-60s and disabled passengers)</li> <li>• Infrastructure improvements – bus stops, shelters, bus stations etc.</li> <li>• Partnership working e.g. externally with neighbouring Local Authorities, bus companies, Health Board and internally with planning, regeneration, education, tourism</li> </ul>	<p><b><u>Weaknesses</u></b></p> <ul style="list-style-type: none"> <li>• Lack of awareness of where to access information about bus services</li> <li>• Historically, public transport has a poor image e.g. fear of crime, security, anti-social behaviour</li> <li>• Continuous monitoring and review of services</li> <li>• Changes to timetables by commercial bus companies do not always coincide with Council’s production of publicity for services</li> <li>• Real Time Information system reliability</li> <li>• Integrated public transport information and ticketing (between modes of transport)</li> </ul>
<p><b><u>Opportunities</u></b></p> <ul style="list-style-type: none"> <li>• New technology e.g. internet, social networking sites (Twitter, Facebook), radio/TV/newspaper</li> <li>• Current review will raise the profile of bus services generally</li> <li>• Commercial operators have strong branding and marketing e.g. Arriva</li> <li>• Change of perception – positive experience and socially more responsible in terms of effects on environment</li> <li>• New ticketing initiatives e.g. GoCymru</li> <li>• Advertise on bus backs, radio drive time (e.g. sponsor traffic bulletins)</li> <li>• Integration of modes of transport</li> </ul>	<p><b><u>Threats</u></b></p> <ul style="list-style-type: none"> <li>• No control over commercial bus fares</li> <li>• Funding cuts</li> <li>• Hospital closures could affect some services</li> <li>• Car use – most people aspire to owning and driving a car and see it as more convenient and quicker</li> <li>• Social exclusion in more remote, rural areas</li> </ul>

11.03 Target Audience to include the following: -

- Existing passengers
- Concessionary travel pass holders (over-60 & some categories of disabled)
- Businesses and large employers located along bus routes
- Colleges/Schools & Young people – aim to encourage bus use at an early age so that they continue
- Shopping Centres/Business Parks/large supermarkets
- Car users e.g. commuters/students who have access to a car on a daily

basis

- Leisure Users i.e. occasional users for shopping/leisure trips
- Tourists and Visitors

11.04 The above market to be targeted by way of: -

- Research & Consultation – questionnaires, bus users' surgeries, map of where large employers, schools, colleges and hospitals are located, on-bus surveys, data gathering from ticket machine reports
- Promotional material that includes timetable booklets, leaflets for large employers, posters, flyers to residents along certain corridors, newsletters to user groups etc.
- Internet – FCC website, Traveline Cymru, social networking sites (E.g. Twitter, Facebook)
- Other technology – radio/TV marketing campaigns
- Branding – vehicle livery, single design for promotional material
- Ticketing – place, price, promotion

**Consultation on Subsidised Bus Services**  
**12<sup>th</sup> August – 18<sup>th</sup> October 2013**  
**Evaluation of Responses**

The consultation ran from 12<sup>th</sup> August until 18<sup>th</sup> October 2013 and was predominantly carried out by way of a questionnaire, which was available electronically via the Flintshire website and in paper hard copy.

We also held Bus Users' Surgeries on 24<sup>th</sup> and 25<sup>th</sup> September 2013 in Connah's Quay, Mold, Buckley, Holywell and Broughton. These were drop-in sessions for members of the public to come and speak directly to Council officers and representatives from the bus companies and Bus Users' UK. The events were very well attended and were extremely useful for gaining valuable feedback and information from passengers.



***Connah's Quay Bus Users' Surgery 24.09.13***

***Mold Bus Users' Surgery 24.09.13***





**Holywell Bus Users' Surgery  
25.09.13**

**Buckley Bus Users'  
Surgery 24.09.13**



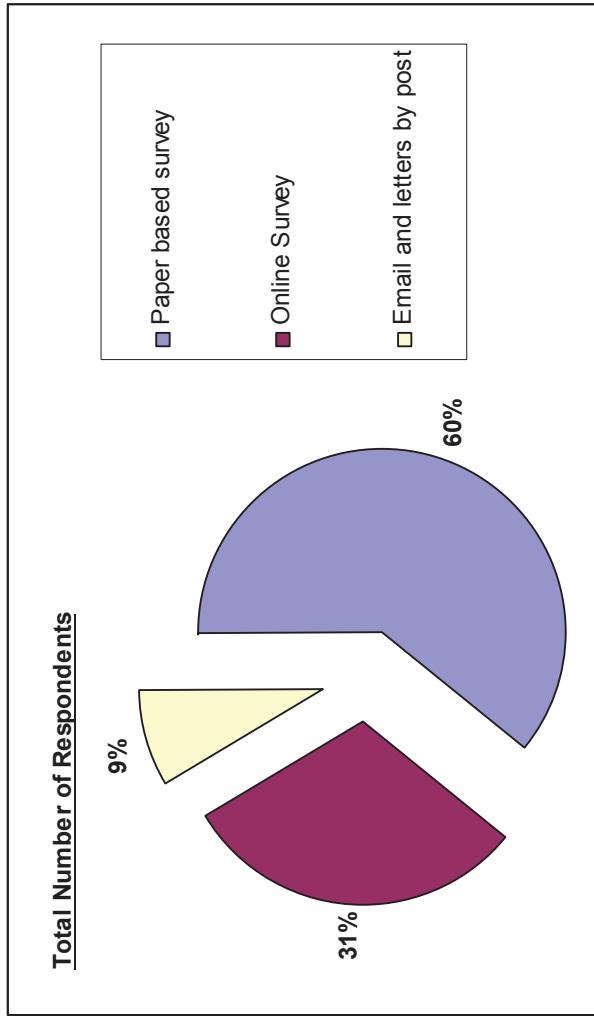
Neal Cockerton attended the Connah's Quay Tenant's Conference in September 2013 and briefed tenants on the options for subsidised services, inviting feedback via the questionnaires either online or by post. One tenant also phoned in with comments on behalf of herself and the other residents.

Ceri Lloyd and Katie Wilby attended Flint Town Council on 23<sup>rd</sup> September 2013 and Cilcain Community Council on 21<sup>st</sup> October 2013 to brief the Town and Community Council Members on the review.

In addition to this, individual letters, emails and comments were received from Holywell Town Council, Flint Town Council, Cilcain/Rhydymwyn Community Council, Caerwys Town Council, Buckley Town Council, Northop Hall Community Council and Members for Hawarden, Flint, Treuddyn/Cymau.

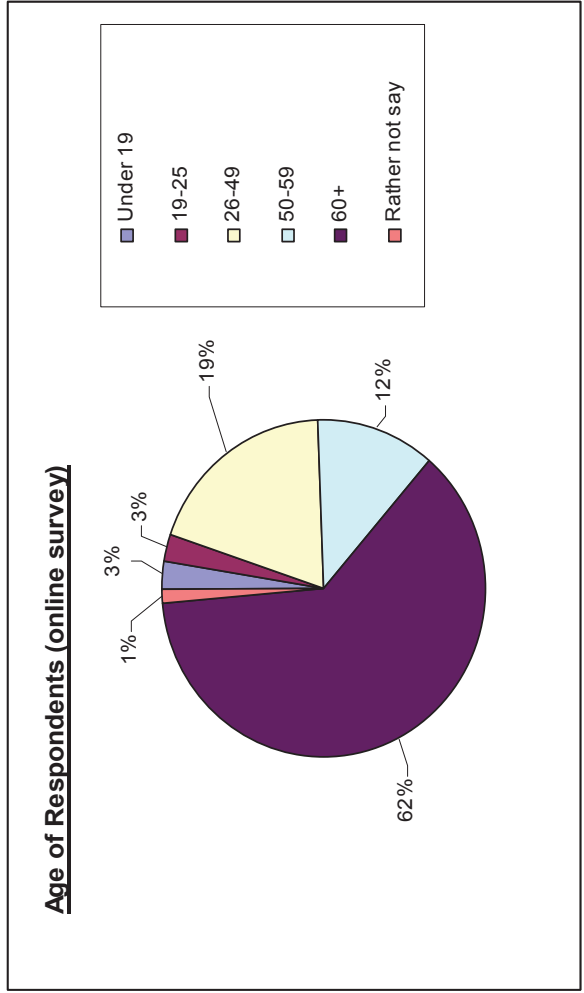
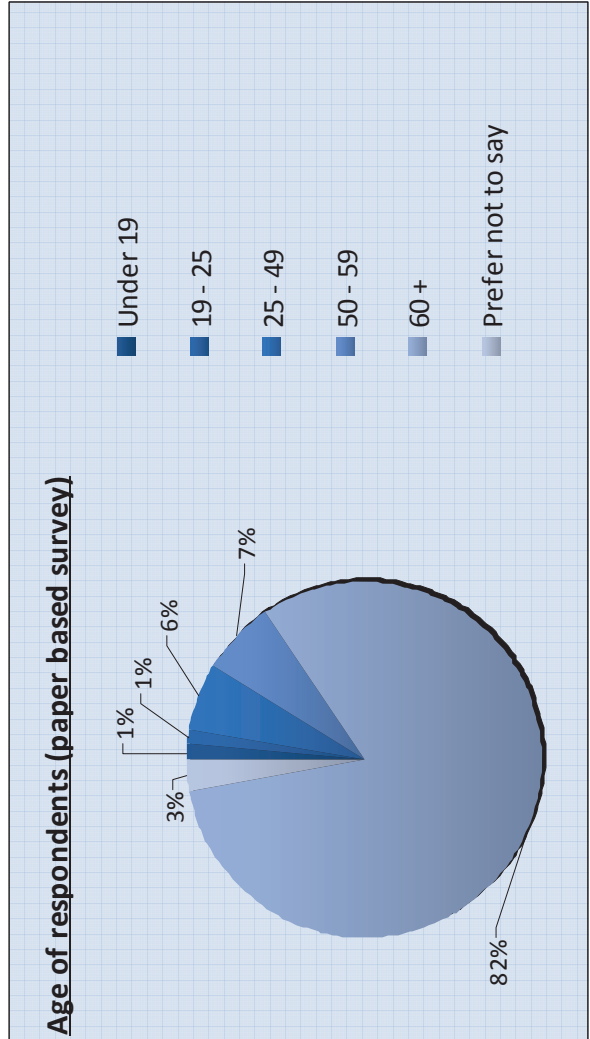
We also received a petition containing 965 names and addresses for the Buckley Town Service A and individual responses were received from Denbighshire County Council, the Campaign for the Protection of Rural Wales and Flintshire's Children and Young People's Partnership.

Below is an evaluation of all the responses received to the Consultation: -

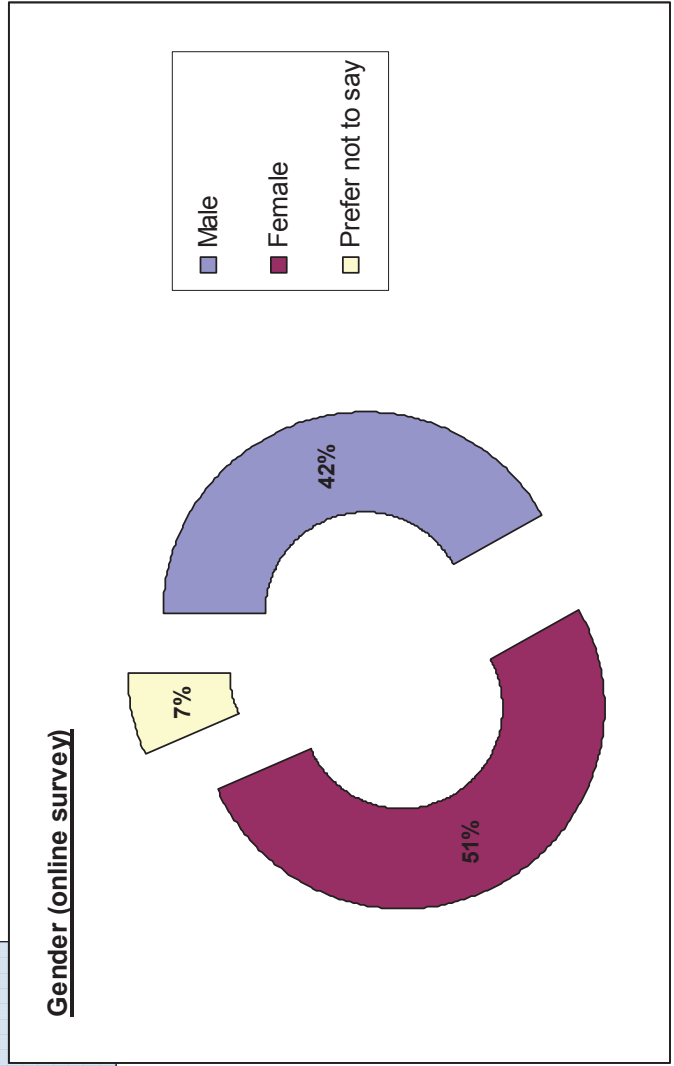
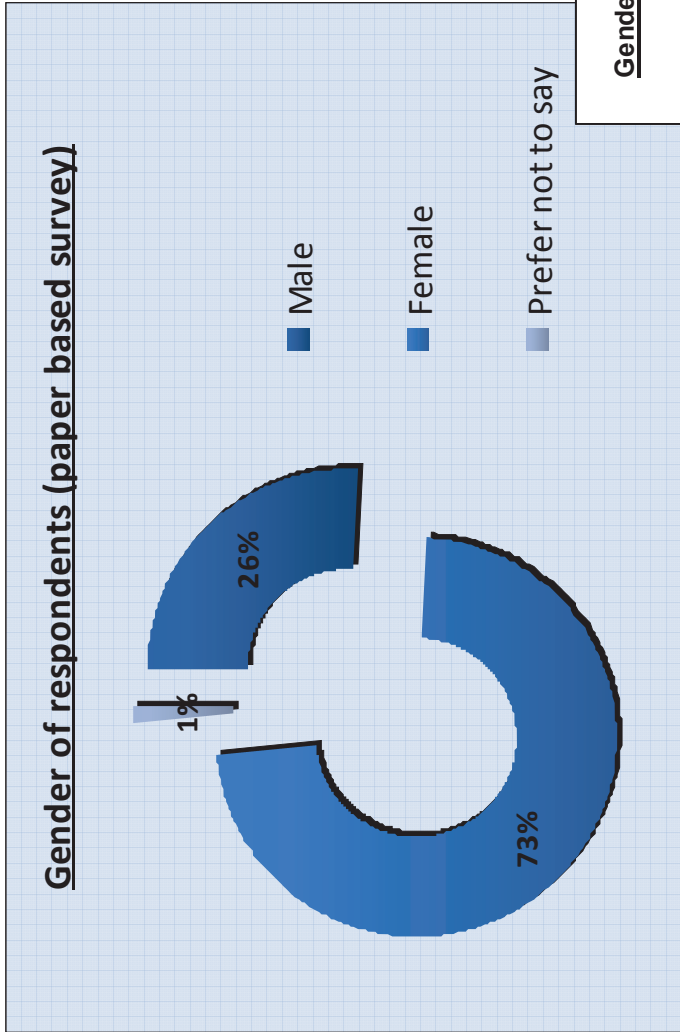


Total Number of Respondents = 242  
 Paper based survey = 147  
 Online survey = 74  
 Individual letters and emails = 21

**Age of Respondents**



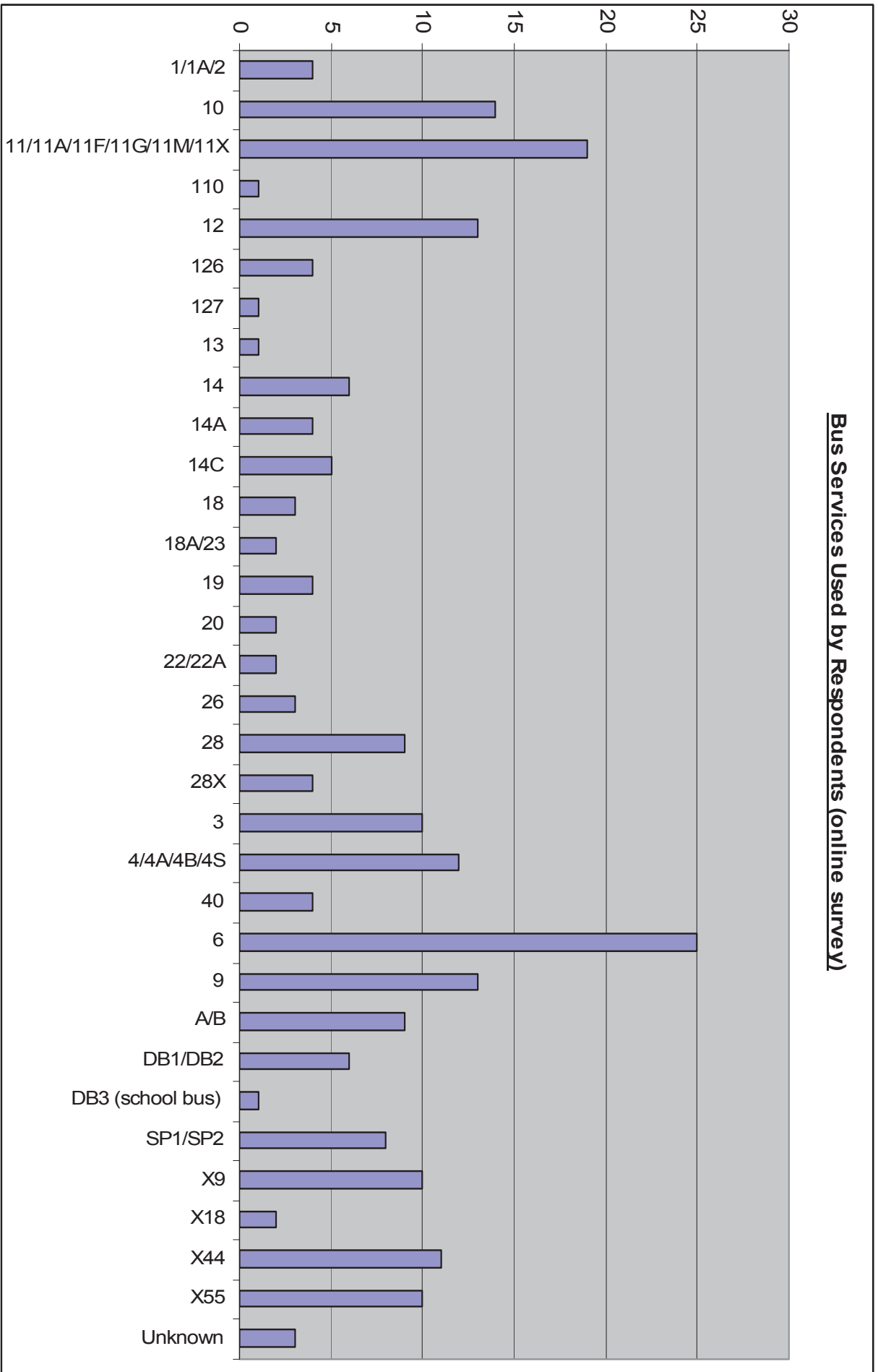
Gender of Respondents



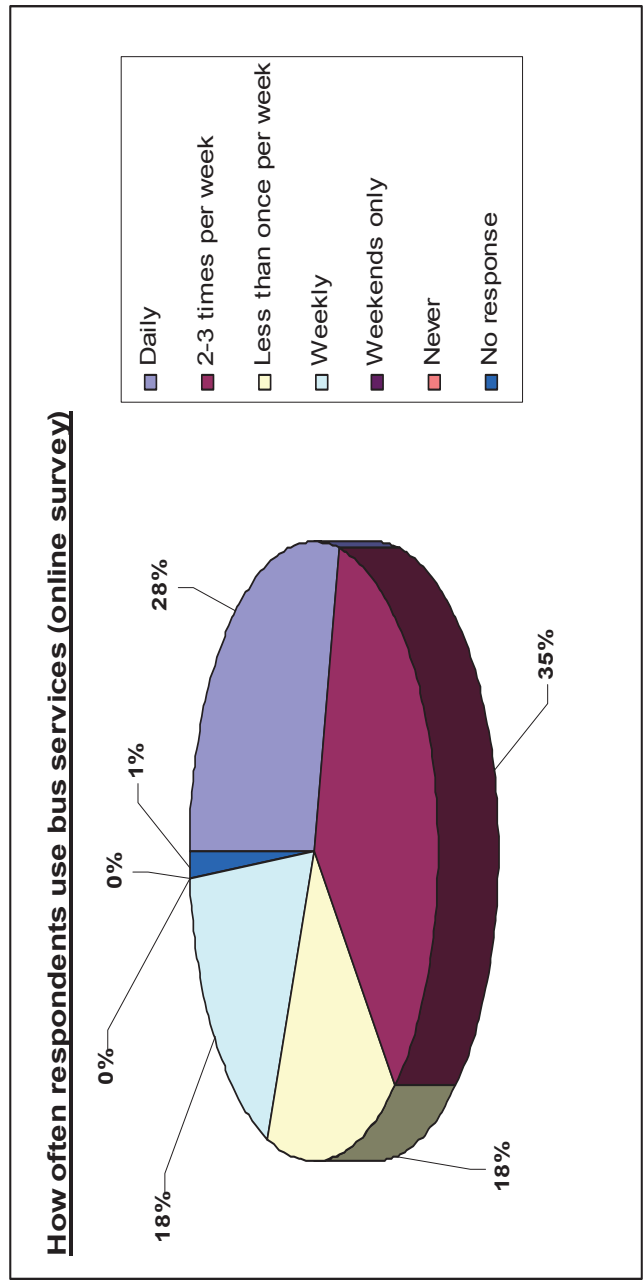
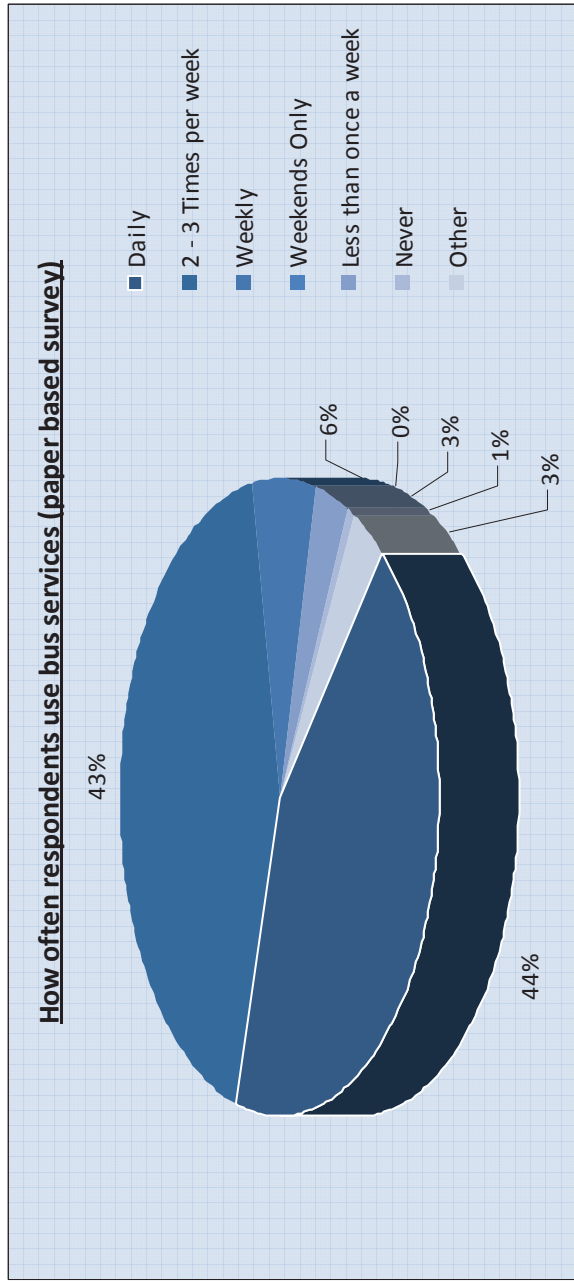




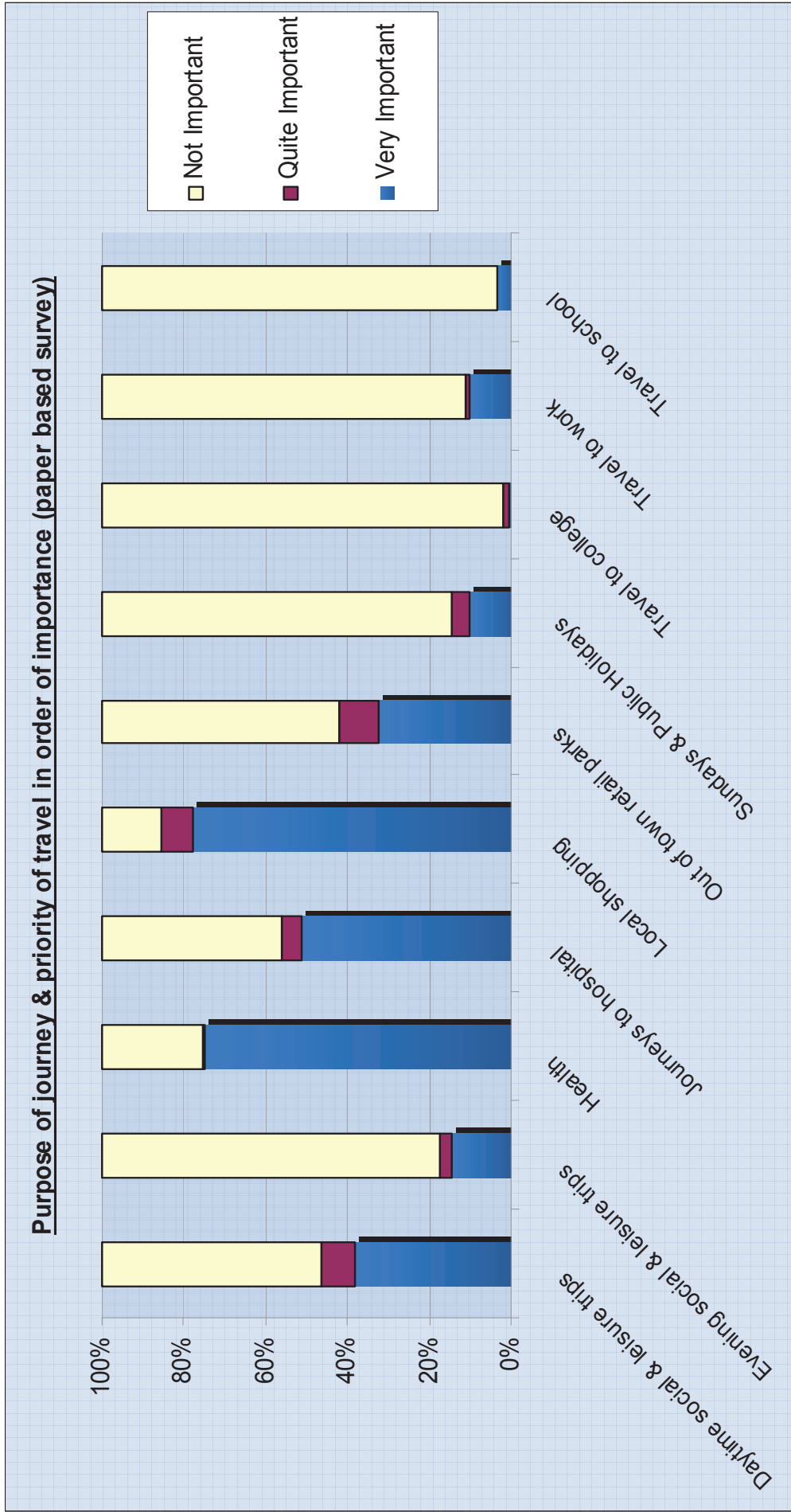
Bus Services used by Respondents (online survey)



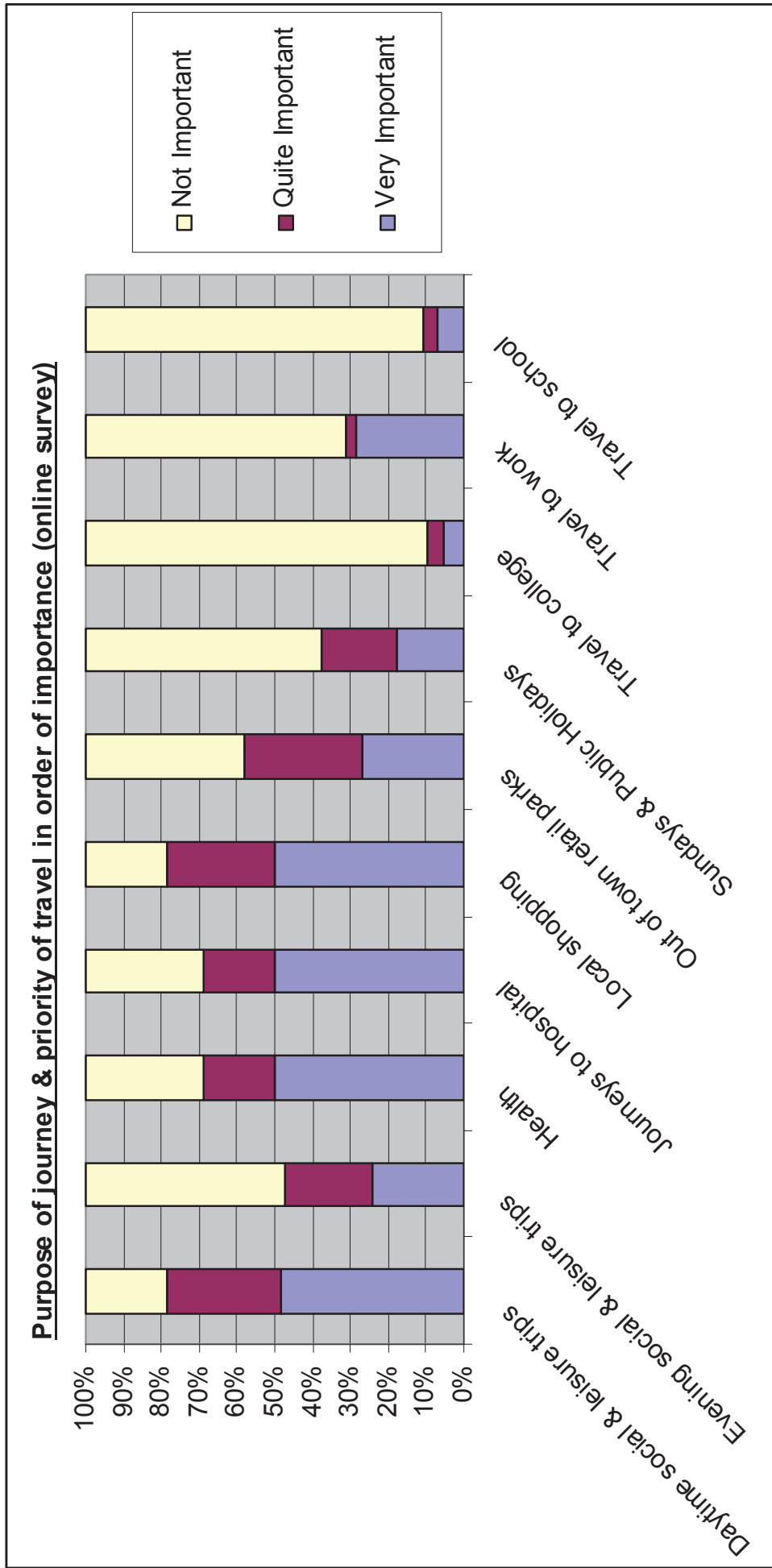
How often respondents use the bus services



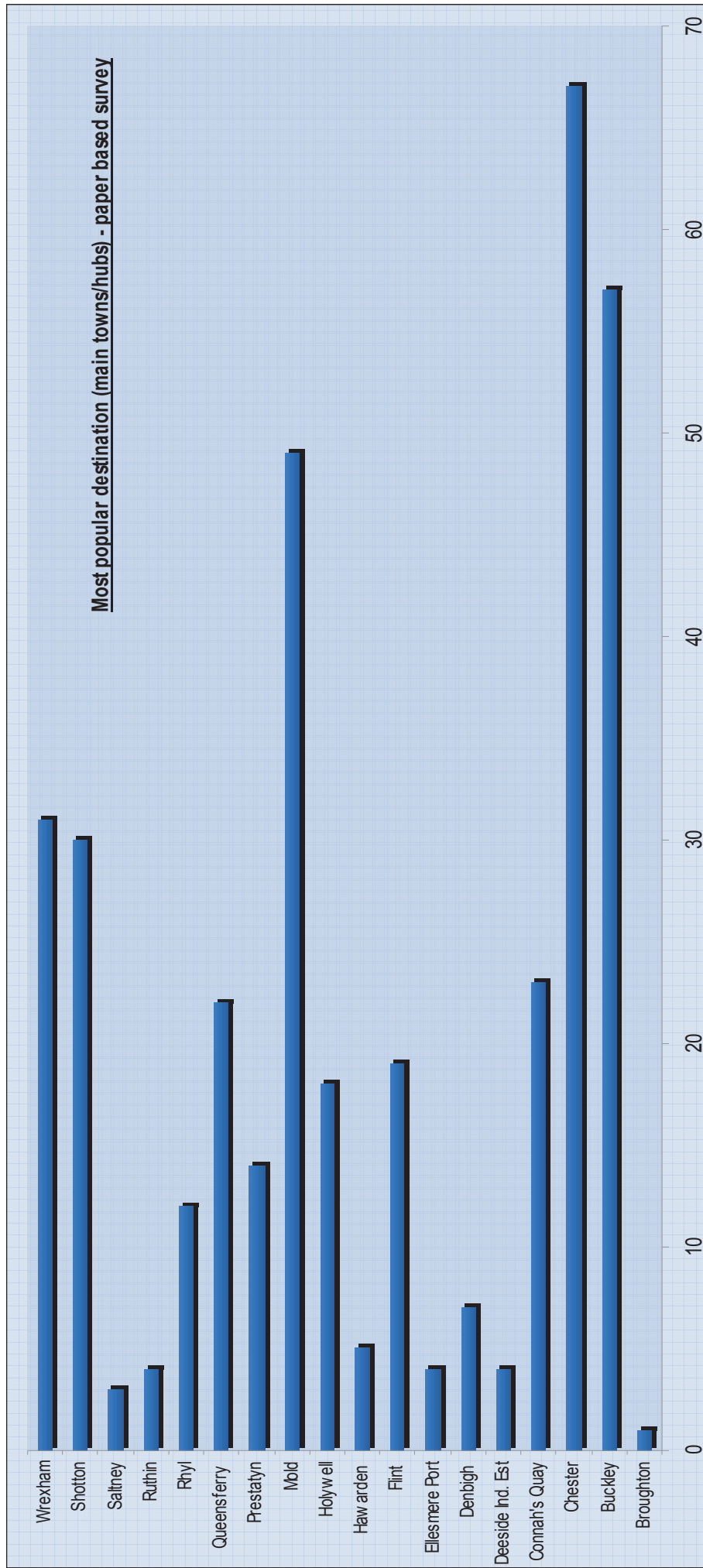
Priority of Travel (in order of importance)  
Paper-based survey



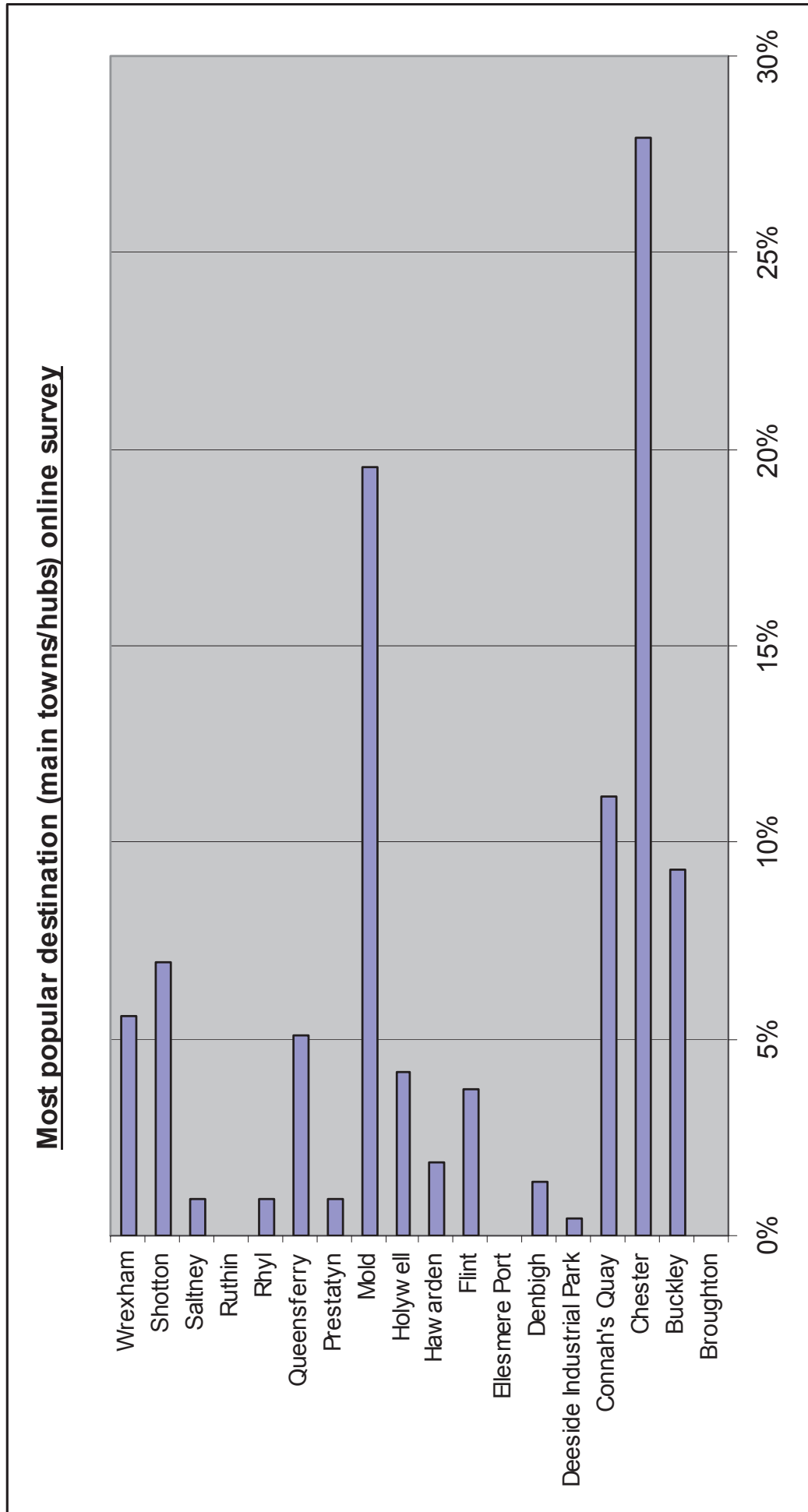
Purpose of Journeys & Priority of Travel (in order of importance)  
Online survey



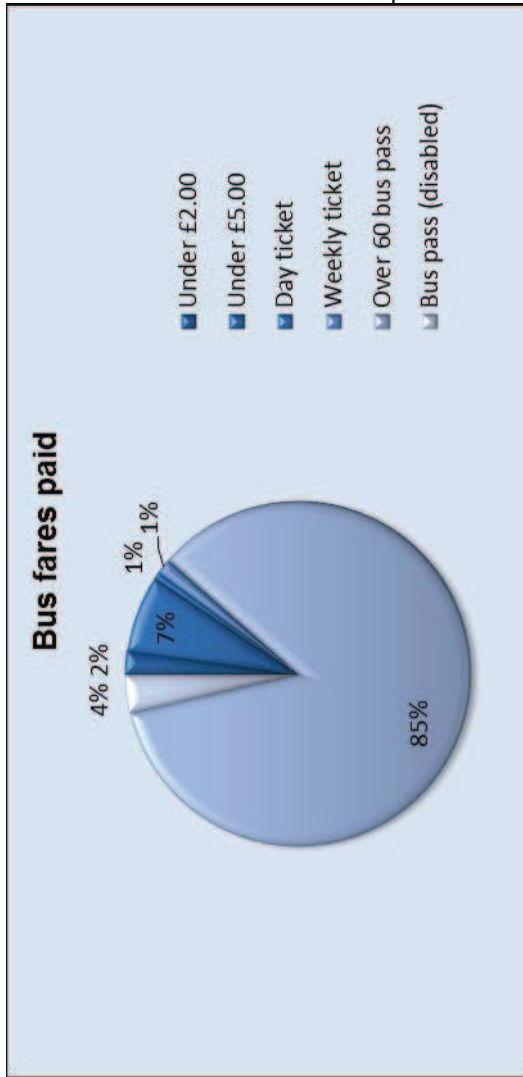
Most Popular Destination (main towns/hubs) – paper based survey



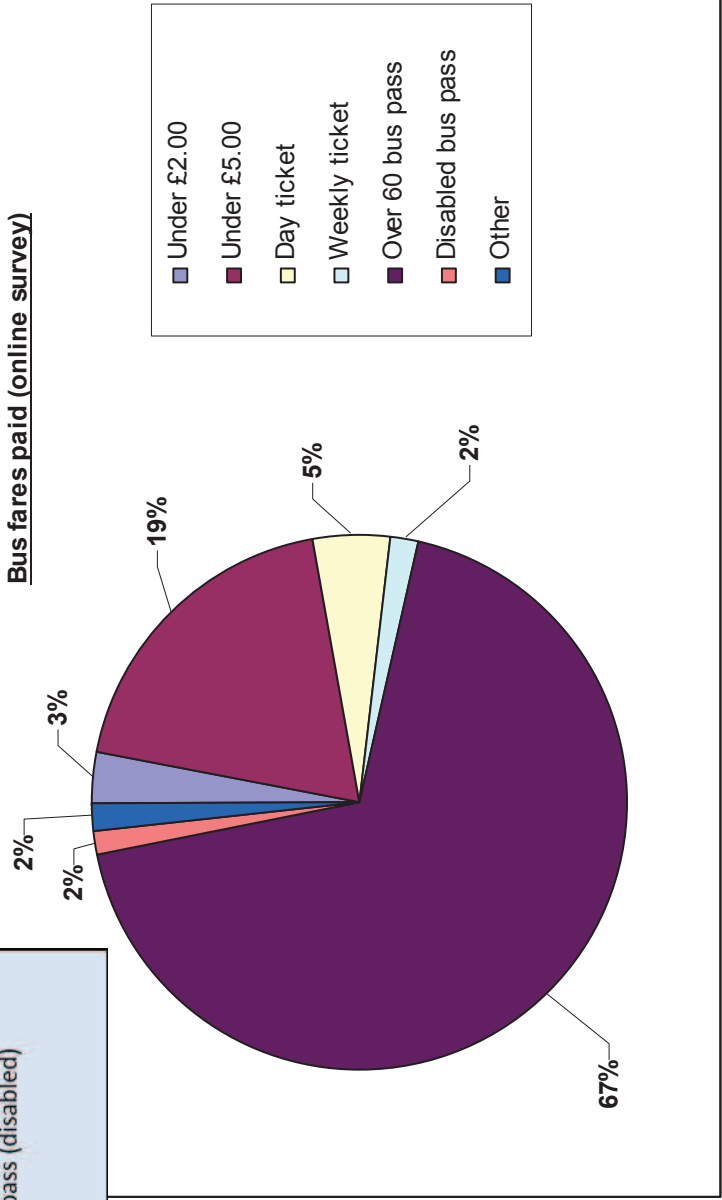
Most Popular Destination (main towns/hubs) – online survey



Typical Bus Fares Paid by Respondents (paper based survey)



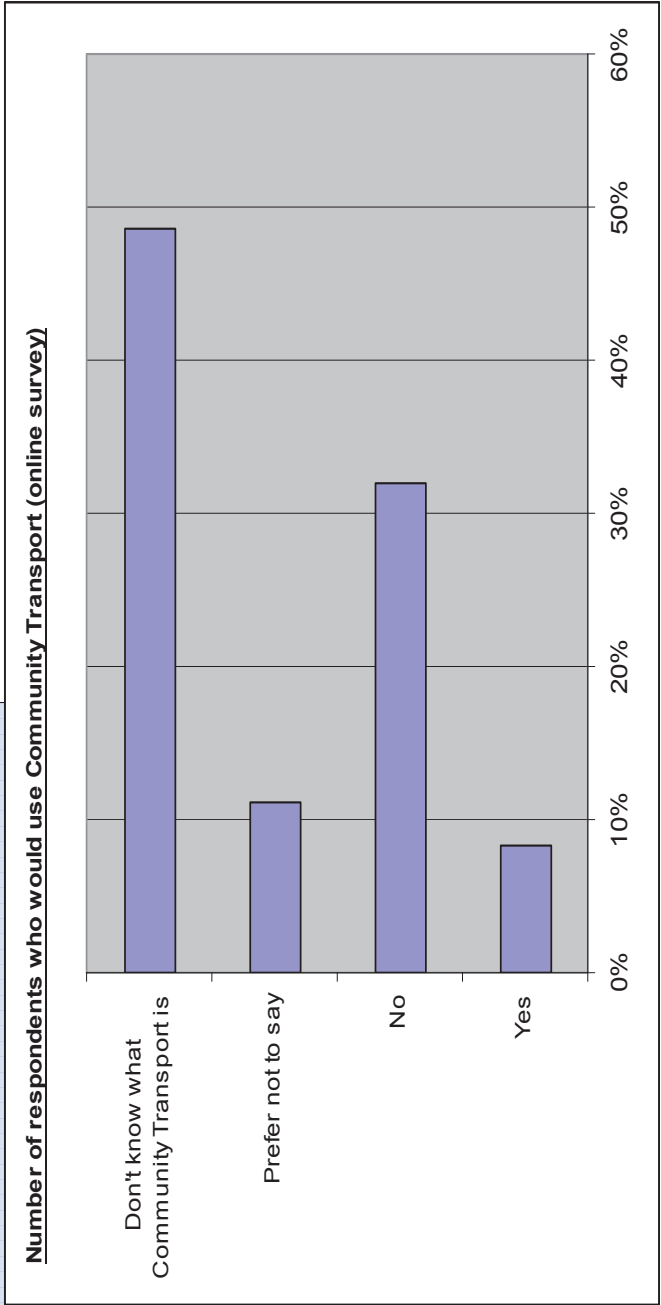
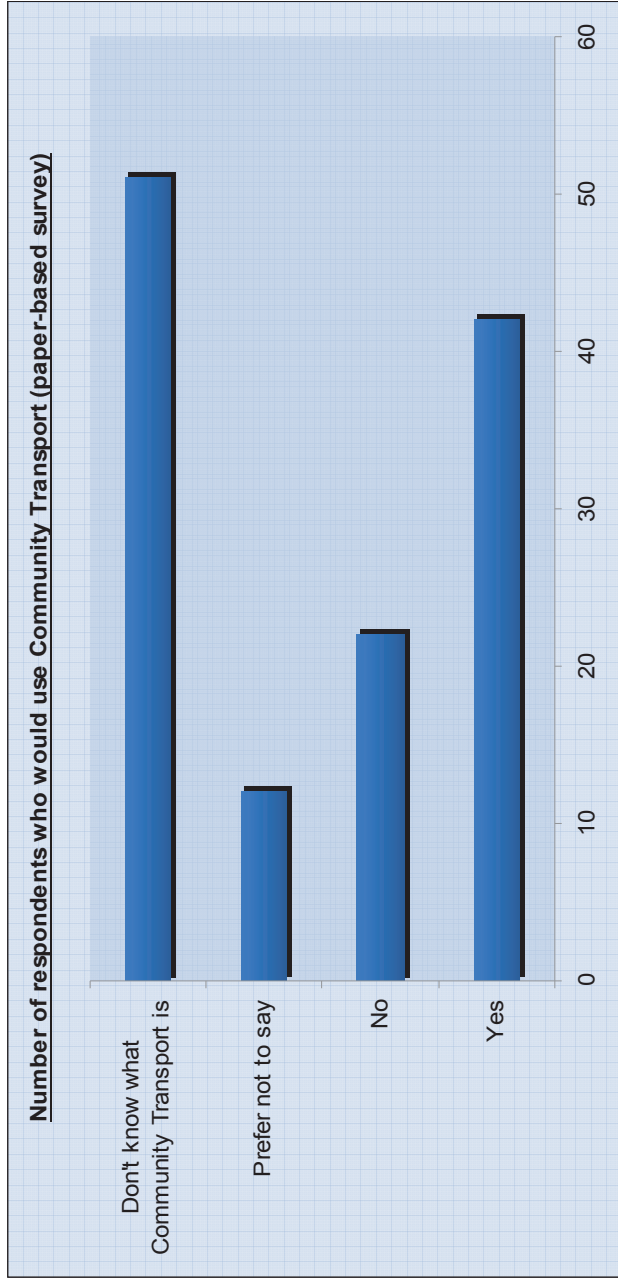
Bus fares paid (online survey)



Note:  
Other tickets bought by respondents were Arriva's monthly ticket for £59.95 per month



**Number of respondents who stated that they would use Community Transport as an alternative to local bus services**



**Here is a snapshot of just some of the Individual comments and feedback received from the Consultation: -**

- If the number 6 Bus stopped running or was stopped at 9am and returning at half past 2 I would have to stop working and become unemployed...
- We would like to give up our car but cannot [because of] the "Hole" between 2.30pm and 4.30pm
- Lack of integration between buses and rail, especially in Shotton
- The 11A evening bus services should be scrapped altogether and a system similar to the Train Taxi which is common on the Continent should be introduced
- The number 14 route should be regarded as a Core Matrix Bus Link for the purposes of the Integrated Transport Vision for North East Wales, so as to provide access from Denbigh and intermediate communities to the key centres and network hubs of Mold and Chester
- The service between Mold and Denbigh should continue to operate on an hourly basis, so as to provide a high quality, efficient and reliable service accessible to all members of the community, including in particular those without a car.
- The buses are quite punctual, but the schedule seems a bit erratic after about 2p.m. due to the school runs
- Although the 14 bus route may not be used to it's maximum capacity it does provide a valuable service in connecting several large villages to bus route 'hubs' in Denbigh and Mold and thus to wider transport networks
- Need better multi operator bus / train travel cards
- The existing bus service from Rhydymwyn to Mold (14/14C) does not meet current needs which is why we rarely use the service. Residents in rural villages have to have their own transport because public transport is inadequate
- Young people living in rural villages have to travel to main towns/retail parks for social activity activity/entertainment. The local transport network does not facilitate this, leaving young people socially isolated
- Bus services good in general but concerned about future of service 6 to Mold
- Getting people around the county is vital for economic stability as it keeps people in jobs and transport viability is often a barrier when looking for work.
- Rural areas need buses to have contact with the outside world and allow residents to access work
- Work is no longer Monday to Friday 9-5, so services have to include both early starts and late finishes, weekends including Sundays and bank Holidays
- Any changes to the present bus services would be a real blow to those of us who don't drive and who rely on buses for getting out of our houses
- You may be able to justify a reduction in the frequency of services to Caerwys, but a complete loss would be totally unacceptable
- Instead of trying to cut bus services, you could be aiming to see how to make them more attractive to users
- As I live in a semi rural area, the bus service we do receive is only hourly but is important to myself and others in the area
- Consideration should be given to those off the beaten track, that don't have easy access to transport
- Bus services from Flint are poor especially to Chester as they terminate in the bus exchange and do not go through Foregate Street
- In the main I think the local bus service is pretty good and should be retained at the same level as at present
- The lack of consistency and ridiculous pricing schemes make using the bus with the family restrictive and not being able to transfer tickets between companies
- Transport in Flintshire really needs to be redressed for those that don't have access to transport, unemployed, disabled, low income families etc. and live in isolated areas
- Any reduction in bus services in this area will virtually cut off communication between Penyffordd and other parts of the area for a disproportionately large number of people, particularly those in higher age groups and young mothers.

- Better on demand services for low demand areas which are easier to access than the typical phone to book at least X days before you know you even need to travel; perhaps using taxi services in place of buses
- Not enough buses weekends & evenings - biggest problem is not having enough bus services - might as well live up mountains - Communication a big problem, unemployed - fares are too expensive! Congestion & traffic - cars vs non car owners
- The present bus service is only just working for communities and the OAP passengers. Any withdrawal would drastically effect basic daily needs
- Workers buses must be protected.
- I rely on the local bus services for me to access trips into Buckley shopping, visiting Doctors and travel to the surrounding areas
- Certain routes must be protected, in particular any service that connects hospitals to the community and also rural services
- With regard to the No 4 & 4S service (Mold to Chester (Railway Station) I welcome the comments made in the recommendation
- We do not have a bus service now to Sealand Manor
- Cut route 13, only provides a service to 'out of County' visitors
- As I do not drive, I rely on the bus service for work & shopping
- As the County takes over responsibility for Civil Parking Enforcement in the autumn, I believe that the effects of this also may also encourage some motorists to start to use the bus
- Need more effective use & promotion of community transport
- Without the No.9 service, I would be completely house bound.
- Bus routes are essential to young people facing hard time seeking work and who often have to work outside of the 9-5 cliché working hours and often in the service sector
- Being unable to travel will have a negative impact on the community and its residents for their independence and well being
- Without the local A service I would be house bound and I could not connect with the main bus services 3s and 4s
- The public service is a cost effective service for the residents of the community, having to use community transport such as taxis is unrealistic and too expensive
- The Bus pass for the over 60's is very important as it lets people travel from one district to another
- Bus service is vital as you get older, or, your finance restricts vehicle ownership, it's a lifeline to everything. In towns it will save on parking space, but, the service must be good, regular, safe and on time
- I don't think there are enough buses to Carmel as it is - without any cuts!
- We need the community bus for all elderly residents of Buckley, especially those who live on the housing estates and cannot walk to the bus stop as it can be some distance
- Consider using smaller buses to save on fuel
- As I am disabled I would not be able to get to the most important destinations necessary in my life
- Northop Hall has a lot of older people who rely on a public transport system. Without an adequate system they would be unable to leave the village
- The over-riding objective of the bus network should be to encourage modal shift from private to public transport by ensuring that a network of high quality, efficient and reliable services is accessible to all members of the community, including in particular those without a car
- Running costs could be reduced by running smaller (e.g. 15 seater) minibuses for journeys from outlying rural communities to nearest towns, which could then link up with main bus services to larger commercial centres
- The bus service in our area is excellent for people of my age-group and I would not like to see the services which I use, changed
- The number 12 bus is a lifeline to people living in the higher Shotton area and the issue of bus passes enables the elderly and people with disabilities to get to shops
- Rely on buses to have contact with people, pay bills etc and small bits of shopping. Even a minibus is better than nothing so long as it shows up! A reliable bus service is essential to Treuddyn.
- Good bus service, held up by traffic congestion.

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**Appendix 3 Flintshire Bus Services (Summary of Services)**

Service	Route Description	Type of Service	Weekdays (Monday to Friday)				Sundays (& Public Holidays)	
			Early morning (before 0800)	Peak (1500-1700) / 1500-1800	Off-peak (0900-1500 / 1700-1800)	Evening (after 1830)		
1	Mold - Loggerheads - Llanarmon-yn-Ial - Ruthin	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service
2	Mold - Eryrys - Llanarmon-yn-Ial - Ruthin	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service
X1	Ruthin - Mold - Chester	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service
3, 3A	Mold - Buckley - Penyffordd - Broughton - Chester	Commercial	Commercial	Commercial	Commercial	Agreement	Commercial	Commercial No Service
4, 4S	Mold - Buckley - Drury - Hawarden - Broughton - Chester	Commercial	Commercial	Commercial	Commercial	Agreement	Commercial	Commercial Commercial
4B	Mold - New Brighton - Buckley - Hawarden - Chester EARLY BIRD	Commercial	Commercial	No Service	No Service	No Service	Commercial	Commercial No Service
6	Chester - ASDA - Shotton - Connah's Quay - Mold - Pantymwyn	De-minimis Agreement	Agreement	Agreement	Commercial	No Service	Agreement	Agreement No Service
7, 7X	Mold - Buckley - Ewloe - Queensferry - Shotton - Deeside College	Subsidised	Contract	Contract	No Service	No Service	No Service	No Service
9, X9	Mold - Connah's Quay - Queensferry - Chester	Commercial	Commercial	Commercial	Commercial	No Service	Commercial	Commercial No Service
10	Chester - Shotton - Connah's Quay	De-minimis Agreement	Commercial	Commercial	Commercial	Agreement	Commercial	Commercial Agreement
11	Holywell - Flint - Connah's Quay - Hawarden - Broughton - Chester	Subsidised	Commercial	Commercial	Commercial	Contract	Commercial	Commercial No Service
11F, 11G, 11M, 11X	Rhyl - Holywell	Subsidised	Commercial	Commercial	Commercial	Contract	Commercial	Commercial No Service
12	Chester - Broughton - Mancot - Deeside Hospital - Connah's Quay	De-minimis Agreement	Agreement	Agreement	Agreement	Agreement	Agreement	No Service
13	Loggerheads - Mold - Penyffordd - Chester	Subsidised	No Service	No Service	No Service	No Service	No Service	Contract
14	Mold - Caerwys - Bodfari - Denbigh	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service
14A	Holywell - Carmel - Gorsedd - Babel - Caerwys - Afonwen - Denbigh	Commercial	No Service	Contract	Commercial	No Service	No Service	No Service
14C	Holywell - Lixwm - Cilcain - Mold - RURALrider	Commercial	No Service	Contract	Commercial	No Service	Commercial	No Service
16	Chester - Lache - Salthey	Commercial	Commercial	Commercial	Commercial	Commercial	Commercial	Commercial Commercial
18	Flint Cornist - Holywell - Penyffordd - Prestatyn - Rhyl	De-minimis Agreement	Agreement	Agreement	Agreement	No Service	Agreement	No Service
X18	Mold - Flint - Greenfield - (Rhewl)	Commercial	No Service	Commercial	Commercial	No Service	Commercial	No Service
19	Flint Cornist - Holywell - Berthengam - Prestatyn - Rhyl	De-minimis Agreement	No Service	Agreement	Commercial	No Service	Agreement	No Service
20	Holywell - Greenfield - Flint - Shotton - Deeside Ind. Park	De-minimis Agreement	Agreement	Agreement	Agreement	No Service	Agreement	No Service
22, 22A	Holway - Pen-y-Maes / Brynford - Holway	De-minimis Agreement	Agreement	Commercial	Commercial	No Service	Commercial	No Service
23	Greenfield - Holywell Hospital	De-minimis Agreement	No Service	No Service	Contract	No Service	No Service	No Service
23, 24, 25	Penyffordd - Castell Alun High School, Hope & Connah's Quay - Flint - Buckley to Yale Colleç	Subsidised	No Service	Contract	No Service	No Service	No Service	No Service
26, 27	Mold - Leeswood - Caerwrie - Maelor Hospital - Wrexham	Commercial	Agreement	Commercial	Commercial	Commercial	Commercial	No Service
28	Wrexham - Penyffordd - Buckley - Mold - Northop - Flint	De-minimis Agreement	Agreement	Commercial	Commercial	Commercial	Commercial	No Service
28X	Holywell - Flint - Northop - Mold	Subsidised	Contract	Commercial	Commercial	Commercial	Commercial	No Service
40	Mold - Nercwys - Treuddyn - Llanfynydd - Ffrith - Cymau - Wrexham	De-minimis Agreement	Agreement	Commercial	Commercial	Commercial	Commercial	No Service
99	Sandycroft - Connah's Quay - Mold	Subsidised	Contract	Commercial	Commercial	Commercial	Commercial	No Service
110	Aston - Ewloe - Northop Hall - Northop - Sychdyn - Mold	De-minimis Agreement	No Service	Agreement	Commercial	No Service	No Service	No Service
124	Holywell - Rhosesmor - Lixwm - Brynford - Holywell (Circular)	Subsidised	No Service	Contract	Commercial	No Service	No Service	No Service
126	Holywell - Pentre Halkyn - Rhosesmor - Mold	De-minimis Agreement	No Service	Agreement	Commercial	No Service	Agreement	No Service
127	Mold - Rhosesmor - Lixwm - Brynford - Pantasaph - Holway	De-minimis Agreement	No Service	Agreement	Commercial	No Service	No Service	No Service
389	Sandycroft - Mancot - Garden City - Queensferry - Venerable Edward Morgan School, Shotto	Subsidised	No Service	Contract	Commercial	No Service	No Service	No Service
811	Leasowe / Arrowe Park - Deeside Ind. Park - Broughton	Subsidised	Contract	Contract	Contract	Contract	Contract	No Service
A	Buckley Station - Precinct Way - Southdown	Subsidised	No Service	Contract	Contract	No Service	No Service	No Service
DB1	Mold - Treuddyn / Leeswood - Higher Kinnerton - Chester - Blacon	Subsidised	Contract	Contract	Contract	No Service	Contract	No Service
DB2	Chester - Curzon Park - Saltney Ferry	Subsidised	No Service	Contract	Contract	No Service	Contract	No Service
D42	Mold - Caerwrie - Wrexham RURALrider	Subsidised	No Service	Contract	Contract	No Service	Contract	Contract
SP1/SP2	Mold - Buckley - Queensferry - Deeside Industrial Park - Ellesmere Port	De-minimis Agreement	Agreement	Agreement	Agreement	No Service	Agreement	No Service
X44	Mold - Buckley - Hawarden - Chester Business Park - Chester	De-minimis Agreement	Agreement	Agreement	Commercial	No Service	Agreement	No Service
X55	Mold - Buckley - Hawarden - Chester Business Park - Chester	De-minimis Agreement	Agreement	Agreement	Commercial	No Service	Agreement	No Service



Service	Route	Type of Service	Cost per Passenger	RAG Status	Options presented to Scrutiny Committee on 23rd July 2013	Summary of Consultation Responses & Supplementary Notes	Proposals
4/4A/4B/4S	Mold-Buckley-Hawarden-Broughton-Saltney-Chester (Evenings & Sundays)	De-minimis (commercial)	£0.39	LOW	Low cost per passenger, high passenger numbers & satisfies criteria well. Represents good value for money. Continue with de-minimis arrangement and/or negotiate with operator to see if any journeys can be commercialised	No negative comments received relating to the review - two comments received supporting review; other comments received related to punctuality/reliability on the route. Service is largely commercial, but FCC pays for evening journeys after 1800 Mon-Sat and for diversion via Broughton Retail Park / St David's Park on Sundays	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.
3/3A	Mold-Buckley-Penyffordd-Broughton-Saltney-Chester (Evenings)	De-minimis (commercial)	£0.59	LOW	Low cost per passenger, high passenger numbers & satisfies criteria well. Represents good value for money. Continue with de-minimis arrangement and/or negotiate with operator to see if any journeys can be commercialised	No comments received relating to the review, but several comments received regarding recent reliability issues on the route, which should have now been resolved. Additionally, several suggestions made regarding the route followed, which will be passed on to the bus company, since the service is mainly commercial with FCC only subsidising journeys after 1800 Mon-Sat and diversion of service via Penyffordd and Broughton Village in the evenings	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.
X44 / X55	Mold-Buckley-Dobshill-Penymynydd-Broughton-Chester	De-minimis (commercial)	£0.38	LOW	Very low cost per passenger and high passenger numbers. Satisfies criteria and represents very good value for money. Continue with de-minimis arrangement and/or negotiate with operator to see if any journeys can be commercialised	No negative comments received relating to the review, but a couple of suggestions received, which will be passed on to the bus company. Mainly commercial, but FCC pay for all journeys to be diverted via County Hall Mold / Law Courts / Theatr Clwyd, as well as diversion of journeys via St David's Park & Chester Business Park	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.
10	Connah's Quay-Shotton-Queensferry-Chester (Sunday Evenings)	De-minimis (commercial)	£2.15	MEDIUM	Cost per passenger is medium and passenger numbers average, but given that less than 5% of the service is subsidised, it represents good value for money. Continue with de-minimis arrangement and review in 12 months' time	A couple of comments received in relation to the Consultation, but mainly to do with the cost of fares and requesting a service to Northop Hall. The comments received will be passed on to the bus company, as they do not relate to the subsidised elements. Largely commercial operation, but FCC pay for additional Sunday evening journeys between Connah's Quay, Queensferry & Chester (after 1800)	Subsidy provided contributes to the viability of the core commercial service and fills the gap in service that would otherwise exist after 1800 hours. Passenger travel needs are justified in line with policy. Consequently, no changes proposed. Continue with de-minimis payment and review in 12 months' time
13	Chester-Saltney-Broughton-Buckley-Mold-Loggerheads (Sundays)	Tendered subsidised	£16.01	HIGH	High cost per passenger and poor performance in terms of passenger growth. Withdraw service. Serve notice on contract to end 31/10/2013	Only one comment received relating to the Service 13, which was in support of withdrawing the service. Wholly subsidised. Other journeys already provided on services 4A/4S on Sundays between Chester-Saltney-Broughton-Buckley-Mold.	High cost per passenger, very low passenger numbers and passenger travel needs do not meet criteria of policy. Consequently, withdraw service and serve notice on contract to end 31/03/2013.
26 / 27	Mold-Leeswood-Caergwrle-Wrexham (early morning)	De-minimis (commercial)	£3.34	MEDIUM	Medium cost per passenger & low passenger numbers, but mitigated by fact that Wrexham CBC jointly subsidise service. Consider withdrawing subsidised journey unless it serves a specific purpose.	No comments received relating to this service. Subsidy provided is for one journey only at 0615 from Mold to Wrexham. Wrexham CBC contribute towards cost of running this journey. Rest of service is operated commercially with no subsidy from Flintshire. Consultation required with Wrexham CBC	Medium cost per passenger and low passenger numbers, no justification for supporting 0615 journey. Consequently, withdraw subsidy and give notice to end de-minimis arrangements for the journey at 0615 with effect from 31/03/2013.
11	Rhyl-Holywell-Chester (Evenings Sundays)	De-minimis (commercial)	£0.61	LOW	Low cost per passenger, high passenger numbers. Service performs well for an inter-urban service & provides good value for money. Consider voluntary quality partnership with Arriva and/or commercialising some journeys	Several responses received in relation to the Consultation. A couple of respondents suggested withdrawal of the evening service. Others have requested a more frequent service between Flint and Chester and serving Foregate Street in Chester instead of or as well as the Bus Exchange. Another comment related to the length of journey time and that it is quicker to go by train or car to Chester. Officers also met with Flint Town Council on 23/09/13. FCC currently subsidises all Sunday evening journeys between Rhyl, Holywell, Connah's Quay, Queensferry & Chester (after 1800); some evening journeys Rhyl-Holywell-Flint (Mon-Sat) and one early morning journey 0620 Holywell-Chester. Daytime journeys are commercial.	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.

Service	Route	Type of Service	Cost per Passenger	RAG Status	Options presented to Scrutiny Committee on 23rd July 2013	Summary of Consultation Responses & Supplementary Notes	Proposals
12	Connah's Quay-Shotton-Deeside Hospital-Broughton-Saltney-Chester	De-minimis (commercial)	Unknown - No figures provided by Arriva to date		Unable to assess against matrix of cost per passenger. Diversion of services via Mancot, Sandycroft & Manor Lane are still required. Arriva have recently approached the Council with regard to future opportunities e.g. serving Deeside College. Continue dialogue with Arriva regarding commercial opportunities	Only one comment received relating to the Service 12, stating that the service is a lifeline to people living in the Higher Shotton area. Service 12 has benefited from investment by FCC/Taith since 2008 towards 50% of the cost of purchasing 5 brand new low floor easy access vehicles. Payment for the vehicles finished on 31/03/13. FCC continues to provide a small subsidy for the service to divert via Mancot, Sandycroft & Manor Lane	Unable to assess against matrix of cost per passenger, as no figures provided by Arriva to date. However, passenger travel needs are justified in terms of policy and specified criteria. No immediate changes proposed, but continue dialogue with the bus company regarding commercial opportunities and review in 12 months' time
9	Mold-Northop-Connah's Quay-Chester	Tendered subsidised	£0.53	LOW	Low cost per passenger, high passenger numbers and satisfies criteria reasonably well. Continue with payment for serving Countess Hospital. Payment for vehicles due to finish on 31/08/2013. Seek possible contribution from Cheshire	A number of responses received regarding the number 9 service. Provides a lifeline to people living on Wepre Drive, who are unable to walk or afford a car. Numerous people stated that they would be house bound without the service and need it for access to local shopping (e.g. Queensferry Asda, Lidl and Connah's Quay Morrisons). Several people stated that they used the service for travel to/from Chester Countess Hospital and said that it was vital that this link be maintained.	During the course of the review and consultation period, the bus company withdrew this commercial service, despite the low cost per passenger and high passenger numbers. FCC has subsequently replaced the service with a temporary tendered service, but to a reduced frequency due to budgetary constraints. New contract to be tendered January 2014 to commence April 2014 for a 3/4 year contract. Potential to combine with Service 6 in future
X9	Connah's Quay-Queensferry-Broughton Park-Wrexham	Tendered subsidised	£0.93	LOW	Low cost per passenger, average passenger numbers, but satisfies criteria well. Continue with payment for serving Higher Kinnerton & Wrexham Maelor. Payment for vehicles due to finish on 31/08/2013. Seek possible contribution from Wrexham	Several comments received from people who rely on the X9 to get to Wrexham Maelor Hospital and service is used for access to doctors and local shopping in Connah's Quay.	During the course of the review and consultation period, the bus company withdrew this commercial service, despite the low cost per passenger. FCC has subsequently replaced the service with a temporary tendered service, but to a reduced frequency due to budgetary constraints. New contract to be tendered January 2014 to commence April 2014 on a 3/4 year contract. Requires involvement from Wrexham County Borough Council
11	Rhyl-Holywell-Chester (Evenings Mon-Sat)	Tendered subsidised	£2.84	MEDIUM	Medium cost per passenger, average passenger numbers & only partially satisfies criteria. Consider withdrawal of some journeys. Serve notice on existing operator and either re-tender or consider voluntary quality partnership with Arriva to cover evening service as well as daytime.	(See comments above for 11 Evenings Sundays for Consultation responses). Wholly subsidised with contract due to expire 31/10/2014. Jointly funded with Denbighshire County Council. Medium cost per passenger and average passenger numbers	Medium cost per passenger, average passenger numbers, but meets passenger travel needs specified in policy. Re-tender January 2014 to market test value for money. Requires involvement from Denbighshire
14	Mold-Caerwys-Bodfari-Denbigh	De-minimis (commercial)	£14.14	HIGH	High cost per passenger, very low passenger numbers & unsustainable. Withdraw & serve notice on existing de-minimis agreement. Re-tender along with Townlynx element (see below) with several options including reduced frequency during daytime i.e. 2 hourly and demand responsive service to rural villages. Consultation required with Denbighshire	(See comments below for 14 tender subsidised service). This element of the service is commercially operated and FCC pays a de-minimis to GHA Coaches to divert service via Rhes-y-Cae. Proportion of cost shared with Denbighshire for cross-boundary mileage. GHA provide 2-hourly service in between Townlynx journeys thereby creating hourly service during daytime. Denbighshire has confirmed support for a 2-hourly service during daytime, but requested that peak journeys are retained for workers and students. Letter also received from Caerwys Community Council objecting to the withdrawal of the service and stressing the importance of maintaining access to key facilities in Holywell, Mold and Denbigh, such as education, healthcare and shopping.	High cost per passenger and low passenger numbers. Withdraw & serve notice on existing de-minimis agreement. Combine with subsidised tendered service 14 and tender as one contract in January 2014 to commence April 2014 for a 3/4 year contract. Peak journeys for pupils, students and workers to be retained, but tender to include options for reducing frequency to 2 hourly off-peak during daytime (Monday-Friday) and option for demand responsive service to Lixwm, Rhes-y-Cae, Moel-y-Crio
40	Mold-Nercwys-Treuddyn-Llanfynydd-Ffrith-Cymau-Wrexham	De-minimis (commercial)	£0.58	LOW	Low cost per passenger, high passenger numbers. Reasonable value for money, especially for peak school journeys. Continue with current de-minimis agreements and review in 12 months' time	Several comments received regarding the number 40 bus service stating that people in rural areas rely heavily on the service and would like a more frequent service. One respondent advised withdrawing the Wednesday shopping bus to Mold. Another related to reliability/punctuality of the service, which will be passed on to the bus company. FCC pay for supply of 53-seater on peak journeys that serve Mold Campus on school days only, as well as diversion of service via Nercwys & Tan-yr-Alit during daytime, 0700 Wrexham to Mold journey (M-F) via Nercwys, Treuddyn, Llanfynydd, Ffrith, Cymau & provision of low floor vehicle non-school journeys. Contribution also provided by Wrexham.	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs in line with policy. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.



Service	Route	Type of Service	Cost per Passenger	RAG Status	Options presented to Scrutiny Committee on 23rd July 2013	Summary of Consultation Responses & Supplementary Notes	Proposals
99	Sandycroft-Queensferry-Connah's Quay-Northop-Mold	Statutory School	£2.75	MEDIUM	Medium cost per passenger, but high passenger numbers (average 44 passengers per day). Statutory peak school journey. Continue with service, but re-tender in 2014	No comments received in relation to this review or service. Although cost per passenger is medium, cost of providing peak school bus is relatively low and service has to be provided in order to provide statutory home to school transport service. Current contract with GHA Coaches due to expire 2014	Statutory school contract and therefore unable to withdraw support. Re-tender contract January 2014 for new contract to commence April 2014
SP1/SP2	Mold-Buckley-Queensferry-Deeside Industrial Park-Ellesmere Port	De-minimis (commercial)	£0.67	LOW	Low cost per passenger, very high passenger numbers & satisfies criteria very well in terms of access to employment/encouraging economic growth. Continue dialogue with Cheshire and seek enhancements for further opportunities in terms of access to employment. Discuss options of providing service without FCC owned vehicles	No comments received relating to the Consultation with regard to the SP1/SP2 service. FCC/Taith own the vehicles and FCC/Cheshire jointly pay for service to divert via Cheshire Oaks & Deeside Industrial Park (weekdays) and divert via Nant Mawr Crescent, Buckley. Currently in discussion with Cheshire regarding joint enhancements and possible re-branding of the service (subject to procurement regs.)	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs in line with policy. Unable to tender as service is commercial. Consequently, no changes proposed. Continue to support and continue partnership working with Cheshire West & Chester regarding joint enhancements and developing the service. Review in 12 months' time
A	Buckley Town Service (Buckley-Precinct Way-Southdown)	Tendered subsidised	£1.70	LOW	Cost per passenger is medium / passenger numbers are low-medium, but passenger travel needs may be justified e.g. rail connections. Withdraw / Seek alternative transport solutions (e.g. demand responsive service) and/or re-tender with revised timetables	A markedly large number of responses received regarding the A service in Buckley, including a petition of 965 names in support of the service and a letter from Buckley Town Council. Respondents state that service provides a lifeline to people with mobility problems or without a car, in order to access doctors, local shopping and connecting to mainline bus and rail services. Wholly subsidised service, originally introduced to provide connections to/from Buckley Railway Station. A high number of respondents to the Consultation said they use the service for access to key services such as health appointments, local shopping and onward travel.	Cost per passenger reassessed due to previous inaccuracy. Cost per passenger is low, passenger numbers medium-high. Continue to support the service, but requires re-tendering. Contract to be tendered January 2014 to commence April 2014 on a 3/4 year contract. Re-tender with 2 options: Monday to Saturday service and Monday to Friday service
14C	Holywell-Lixwm-Mold (School)	Statutory School	£5.23	HIGH	Cost per passenger is high and passenger numbers low. However, peak journeys are necessary in order to provide statutory home to school transport service. Due to high cost per passenger, service to be re-tendered as soon as possible with option of de-registering as a service bus and providing closed school contract instead	Several comments received regarding the number 14C service. The review only relates to the wholly subsidised school journeys to Mold Campus (53-seater Cilcain-Rhydymwyn-Ysgol Maes Garmon/Mold Alun)	High cost per passenger and low passenger numbers. Statutory school journey so unable to withdraw completely. De-register as a service and re-tender in January 2014 as a closed school contract to commence April 2014.
22/22A	Holway-Holywell-Pen-y-Maes / Brynford	De-minimis (commercial)	£0.54	LOW	Low cost per passenger, high passenger number particularly in terms of concessionaires. Tender in order to market test in terms of value for money & consider whether early morning/late afternoon journeys are still required.	A couple of comments received relating to the 22/22A service: one requesting that the service remains unchanged and the other stating that an hourly service is not needed and that focus should be on the young and elderly. FCC pays for diversion of service via Holywell Community Hospital (22A journeys). Additional journeys at 0745 and late afternoon are also subsidised.	Low cost per passenger and high passenger numbers. Continue to support the service and work with the operator to develop the service and determine whether early morning/late afternoon journeys are still required. Unable to tender as service is commercial.
110	Aston-Northop Hall-Northop-Sychdyn-Mold (School)	Statutory School	£4.24	MEDIUM	Medium cost per passenger, average passenger numbers (mainly school children 80-90% of total passengers). Provides connection to Mold from Northop Hall (M-F). Unable to withdraw, as statutory home to school transport. Re-tender	No comments received regarding the 110 service. Operation of service 110 Aston to Mold Campus on School Days and School Holidays - largely funded by Education	Statutory school contract and therefore unable to withdraw support. Re-tender contract January 2014 for new contract to commence April 2014
124	Holywell-Rhosesmor-Lixwm Brynford-Holywell High School	Statutory School	£7.73	HIGH	High cost per passenger, low passenger usage (only school children - no evidence of non-school use). Currently only 17 eligible pupils using service & this number likely to drop further in September 2013. Consider withdrawing & replacing with dedicated school minibus (12-seats)	Only a couple of comments received regarding the 124 service, which emphasised the importance of transport for people living in isolated rural areas. The service 124 is for two peak journeys for Holywell High School from Pentre Halkyn, Rhosesmor, Rhes-y-Cae, Lixwm, Ysceifiog, Brynford, Pantasaph.	High cost per passenger and low passenger numbers. Statutory school journey so unable to withdraw altogether. De-register as a service & replace with closed school contract minibus (16 seats). Contract to be tendered in January 2014 to commence April 2014 for a 3/4 year contract.

Service	Route	Type of Service	Cost per Passenger	RAG Status	Options presented to Scrutiny Committee on 23rd July 2013	Summary of Consultation Responses & Supplementary Notes	Proposals
126	Holywell-Pentre Halkyn-Halkyn-Rhosomor-Mold	De-minimis (commercial)	£1.07	LOW	Low cost per passenger & reasonable passenger numbers given semi-rural communities served. Continue with de-minimis payment and review in 12 months' time	Only a couple of comments received relating to the 126 service, which requested an increased frequency and stressed the importance of this service for people who don't have access to transport, unemployed, disabled, low income families and live in isolated areas. FCC currently pays for the diversion of journeys via Allt-y-Plas & Windmill, as well as additional journeys at 1710 Holywell to Mold & 1745 Mold to Holywell (M-S)	Low cost per passenger, high passenger numbers and justified passenger travel needs. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.
127	Mold-Rhes-y-Cae-Lixwm-Brynford-Pantasaph-Carmel-Holway	Statutory School	£2.28	MEDIUM	Medium cost per passenger & high passenger numbers (70+ eligible pupils). Statutory home to school transport provision. Re-tender	No comments received in relation to the 127 service. Contract is for the operation of two peak journeys from Holway, Carmel, Gorsedd, Pantasaph, Brynford, Lixwm, Rhes-y-Cae to Mold Campus.	Statutory school contract and therefore unable to withdraw support. Re-tender contract January 2014 for new contract to commence April 2014
14A	Afonwen-Caerwys-Gorsedd-Carmel-Holywell-Holywell High School	Statutory School	£8.50	HIGH	High cost per passenger, low passenger numbers which are largely concessionaires or school children. Currently only 11 eligible pupils using service & this number likely to drop further in September 2013. Consider withdrawing & replacing with dedicated school taxi / minibus (8-seats)	Several comments received with regard to the daytime service and letter received from Caerwys Community Council. Most requests were for additional journeys on the service, particularly late afternoon for Carmel and Gorsedd. Contract is for the operation of two peak school journeys only Afonwen-Caerwys-Gorsedd-Carmel-Holywell-Holywell High School, which is the subject of this review.	High cost per passenger and low passenger numbers. Statutory school journey so unable to withdraw altogether. De-register as a service & replace with closed school contract minibus (8 seats). Contract to be tendered in January 2014 to commence April 2014 for a 3/4 year contract.
18	Flint-Holywell-Prestatyn-Rhyl	De-minimis (commercial)	£1.38	LOW	Low cost per passenger, high passenger numbers. Represents good value for money. Review current de-minimis arrangements with the operator in collaboration with Denbighshire and/or consider withdrawing de-minimis payments and tendering service as a contract	No comments received relating to this service. FCC subsidises certain elements of the service such as extension of journeys to Penyffordd, but some of the de-minimis agreements are historical and need to be reviewed. Denbighshire also contribute towards cross-boundary mileage	Low cost per passenger, high passenger numbers. Continue to support service, but review current de-minimis arrangements with the bus company and in collaboration with Denbighshire. Review in 12 months' time
19	Flint-Holywell-Prestatyn-Rhyl	De-minimis (commercial)	£2.12	MEDIUM	Medium cost per passenger, with average passenger numbers. Journeys to more remote villages only run on demand and require pre-booking. Further work required to determine future viability of these journeys. Review current de-minimis arrangements with the operator in collaboration with Denbighshire and/or consider withdrawing de-minimis payments and tendering service as a contract	A couple of comments received from respondents living in Carmel and Gorsedd, requesting journeys in the afternoons instead of demand responsive journeys, which have to be pre-booked. One comment received from a Trelawnyd resident who was content with the current service. FCC subsidises certain elements of the service such as diversion of service via Tre-Mostyn, Trelogan, Llanasa and Gwaenysgor, but some of the de-minimis agreements are historical and need to be reviewed. Denbighshire also contribute towards cross-boundary mileage	Medium cost per passenger with average passenger numbers, but passenger travel needs justified in line with policy. Review current de-minimis arrangements with the bus company in order to improve service performance and increase passenger usage. Review in 12 months' time
20	Holywell-Bagillt-Flint-Connah's Quay-Shotton-Deeside Industrial Park	Demand Responsive Contract (as part of Deeside Shuttle Service)	£5.38	HIGH	High cost per passenger and low passenger numbers. Further work required to assess who the passengers are and where they're travelling in order to determine whether these journeys are still required or whether they could be operated as part of Deeside Shuttle on a more demand responsive basis	No comments received regarding this service. Wholly subsidised. Provision of 2 peak journeys for workers accessing Deeside Industrial Park (arrive 0750 / depart 1701)	High cost per passenger and low passenger numbers, but provides essential access to employment on Deeside Industrial Park for workers. Tender as two options: Stand-alone contract and as part of Deeside Shuttle service on a more demand responsive basis. Tender in January 2014 for contract to commence April 2014 for a 3/4 year contract
23	Maes Pennant-Greenfield-Holywell-Holywell Community Hospital	Demand Responsive Contract (as part of Deeside Shuttle Service)	£2.31	MEDIUM	Medium cost per passenger, average passenger numbers & only partially satisfies criteria. Nevertheless, service provides connections to the Community Hospital in Holywell. Consider whether Community Hospital can be covered by other routes and/or re-tender as part of Deeside Shuttle contract	No comments received regarding the number 23 service. Serves Holywell Community Hospital	Medium cost per passenger, average passenger numbers and passenger travel needs are justified. Explore potential for covering service by another service and/or re-tender contract in January 2014 to commence April 2014

Service	Route	Type of Service	Cost per Passenger	RAG Status	Options presented to Scrutiny Committee on 23rd July 2013	Summary of Consultation Responses & Supplementary Notes	Proposals
7, 7X	Mold-Buckley-Ewloe-Queensferry-Shotton-Deeside College	Statutory School/College	£5.00	HIGH	No action proposed regarding service provision, but consider whether the service needs to be registered as a bus service or whether it would be better used as a closed college contract. Also, consider single-decker instead of double-decker. Contract due to be re-tendered in 2014. Subsidised by Education and Deeside College. Discretionary post-16 transport for Deeside College & Deeside Consortium students	No comments received regarding the number 7/7X bus service. Registered college bus service providing four journeys at peak times. Contract also includes journeys for Deeside Consortium during the daytime, which are not registered and do not take fare payers.	High cost per passenger, low passenger numbers, but carries eligible and non-eligible students to/from Deeside College. Unable to de-register as a service bus due to numbers of fare paying passengers using the service. Contract to be tendered January 2014 to commence April 2014 for a 3/4 year contract.
D42	Mold-Caerwyrle-Wrexham	Demand Responsive Contract (as part of Deeside Shuttle Service)	Unable to calculate, as operated as part of Deeside Shuttle Service (see overall cost per passenger for Deeside Shuttle contract)		Further work required to identify passenger numbers & cost per passenger. If cost per passenger is high, consider where and why people are using the service and potential for a demand-responsive taxi service instead	A couple of comments received from residents in Cymau and Treuddyn and access to services/facilities from isolated rural areas. Service operated as part of Deeside Shuttle bus service in the evenings	Further research required to identify where, when and why people are using the service - to be undertaken by the Rural Transport Project Officer. Tender as two options: Stand alone contract and as part of the Deeside Shuttle Service in January 2014 with new contracts commencing April 2014
14	Mold-Caerwys-Bodfari-Denbigh	Tendered subsidised	£10.46	HIGH	High cost per passenger, very low passenger numbers & unsustainable. Contract due to expire 31/08/2013. Extend until April 2014 and re-tender in meantime along with GHA element (see above) with several options including reduced frequency during daytime i.e. 2 hourly and demand responsive service to rural villages. Consultation required with Denbighshire	A number of responses received in relation to the Consultation and most comments related to access to/from rural villages in between Denbigh and Mold, access to health and local shopping for older population who may not drive and encouraging travel by young people for jobs, education and social/extra-curricular activities. One comment related to integration with trains and being able to get to Mold for connecting services to Flint Station. Proportion of cost shared with Denbighshire for cross-boundary mileage. GHA provide 2-hourly service in between Townlynx journeys thereby creating hourly service during daytime (see commercial service 14 above). Denbighshire has confirmed support for a 2-hourly service during daytime, but requested that peak journeys are retained for workers and students. Letter also received from Caerwys Community Council objecting to the withdrawal of the service and stressing the importance of maintaining access to key facilities in Holywell, Mold and Denbigh, such as education, healthcare and shopping.	During the course of this review, the bus company handed back the contract for the number 14 bus service from 6th November 2013. FCC has replaced the service with a temporary tendered service from 7th November 2013 on the same basis as the previous service. However, the contract will be re-tendered in January 2014 to commence April 2014 for a reduced frequency 2 hourly during the daytime, retaining peak journeys in both directions for school pupils, students and workers, but with an option not to serve some rural villages. Involvement required from Denbighshire County Council
28	Wrexham-Hope-Penyffordd-Buckley-Mold-Flint	De-minimis (commercial)	£0.51	LOW	Low cost per passenger, high passenger numbers. Good value for money, especially for peak school journeys. Continue with current de-minimis agreements and review in 12 months' time.	Only one comment received regarding the number 28 service, which was positive and supported current service level. This is a commercial service with de-minimis agreements for diverting journeys via Caer Estyn and operation of certain peak journeys to serve Mold Campus/Castell Alun Hope. Wrexham CBC contribute towards cost of running this journey.	Service performs well with low cost per passenger, high passenger numbers and justified passenger travel needs. Unable to tender as service is commercial. Consequently, no changes proposed. Continue with current de-minimis arrangements and review in 12 months' time.
28X	Greenfield-Holywell-Bagillt-Flint-Northop-Mold	De-minimis (commercial)	£0.00	NO SUBSIDY	No action proposed - commercial service - no subsidy given at present	No comments received relating to this service. Commercial service. Wholly commercial bus service provided by Townlynx without subsidy	No action proposed - commercial service - no subsidy given at present
6	Queensferry-Connah's Quay-Mold-Pantymwyn	De-minimis (Commercial) up to 06/11/13, but tendered subsidised from 07/11/13	£1.17	LOW	Low cost per passenger, reasonable passenger numbers (mainly concessions 70%). However, recent withdrawal of the section between Queensferry & Chester by the bus company has left people from Sealand Manor with no service and for people from Northop Hall with no direct buses to Chester and no buses from Mold to Northop Hall on a Saturday afternoon. Continue dialogue with the commercial operator to see if connections to/from Northop Hall/Sealand Manor can be improved or re-tendered	A large number of comments and some individual letters and emails received regarding the number 6 service, mainly from residents in Northop Hall and Sealand Manor E.g. 38 from Northop Hall, 4 from Sealand Manor. Most respondents requested a direct bus from Northop Hall to Chester to avoid having to change buses in Connah's Quay/Shotton. Most respondents stated that they relied on the service for access to other facilities such as doctors, local shopping and many stated they didn't have access to a car. A couple of respondents said they also relied on the service for travel to work in Mold and Chester.	During the course of this review, the bus company has withdrawn this commercial service further by curtailing the section of the route between Mold and Queensferry, despite the low cost per passenger. FCC will be replacing the service with a temporary tendered service (re-numbered to Service 8), but to a reduced frequency due to budgetary constraints. Contract to be re-tendered January 2014 to commence April 2014 for a 3/4 year contract. Potential to combine with Service 9 in future

Service	Route	Type of Service	Cost per Passenger	RAG Status	Options presented to Scrutiny Committee on 23rd July 2013	Summary of Consultation Responses & Supplementary Notes	Proposals
1, 2, X1	Mold-Ruthin	Tendered subsidised (under contract to Denbighshire)	Unknown - Operated under contract to Denbighshire & no passenger figures provided by GHA Coaches to date		Cost per passenger is unknown yet, as service is operated under contract to Denbighshire. However, Denbighshire report that cost per passenger is good and that the service performs well	1, 2, X1 is not part of the Flintshire review. Service operated under contract to Denbighshire and proportion of cost for Flintshire mileage is recharged.	Service operated under contract to Denbighshire County Council. No known changes proposed at present.
DB1/DB2, DB3	Mold-Treuddyn / Leeswood - Higher Kinnerton - Chester - Blacon	Tendered subsidised (under contract to Cheshire West & Chester)	Unknown - Operated under contract to Cheshire West and Chester & no passenger figures provided by GHA Coaches to date		Unknown - Operated under contract to Cheshire West and Chester & no passenger figures provided by GHA Coaches to date	DB1/DB2, DB3 is not part of the Flintshire review, but several comments received in response to the Consultation from people who say that they rely on the service for transport to/from Higher Kinnerton and Treuddyn, as well as comments relating to punctuality/reliability of the service.	Service operated under contract to Cheshire West and Chester Council. No known changes proposed at present.
14C	Holywell-Lixwm-Mold	Demand Responsive Contract (as part of Deeside Shuttle Service)	Operated as part of Deeside Shuttle Service (see overall cost per passenger for Deeside Shuttle contract)		Further work required to identify passenger numbers & cost per passenger, as figures are contained within the Deeside Shuttle costs and are difficult to separate out	A number of comments received in response to the Consultation, as well as feedback from Cilcain, Rhydymwyn and Hendre Community Council. Comments relate to people being isolated in rural communities and need access to health and local shopping for older population who may not drive, as well as encouraging travel by young people for jobs, education and social/extra-curricular activities	Further research required to identify where, when and why people are using the service - to be undertaken by the Rural Transport Project Officer. Tender as two options: Stand alone contract and as part of the Deeside Shuttle Service in January 2014 with new contracts commencing April 2014. No proposals to reduce service levels
16	Chester-Lache-Saltney	Commercial	£0.00	NO SUBSIDY	No action proposed, as this is a wholly commercial operation with no subsidy from FCC	Commercial bus service. No comments received and not part of the Flintshire review on subsidised service.	No action proposed - commercial service - no subsidy given at present
Deeside Shuttle	Deeside Shuttle	Demand Responsive Contract (as part of Deeside Shuttle Service)	£4.77	MEDIUM	Cost per passenger is medium, passenger numbers are good. However, current contract is due to be re-tendered 2013-2014	No comments received regarding the Consultation on the Demand responsive Deeside Shuttle Transport Service	Medium cost per passenger, but passenger travel needs are justified in line with policy. Contract to be re-tendered January 2014 to commence April 2014 for a 3/4 year contract.

## FLINTSHIRE COUNTY COUNCIL

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

**DATE:** **WEDNESDAY 13<sup>TH</sup> NOVEMBER 2013**

**REPORT BY:** **ENVIRONMENT AND SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:** **IMPROVEMENT PLAN MONITORING REPORT**

### **1.00 PURPOSE OF REPORT**

1.01 To note and consider elements of the 2013/14 Mid Year Improvement Plan Monitoring Report relevant to the Environment Overview and Scrutiny Committee. The report covers the period April – September 2013.

1.02 To note the following:-

- The levels of progress and confidence in meeting the Council's Improvement Priorities and their impacts including the milestones achieved.
- The measures which evidence achievement and the baseline data, and targets.
- The baseline risk assessment for the strategic risks identified in the Improvement Plan and the arrangements to control them.

1.03 To enable Members to comment on the new approach to performance reporting.

### **2.00 BACKGROUND**

2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2013/14.

2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Heads of Service. These will be similar to those previously produced for quarterly reporting.

### **3.00 CONSIDERATIONS**

3.01 The Improvement Plan Monitoring Report gives an explanation of the progress being made towards delivery of the impacts set out in the Improvement Plan. The narrative is supported by measures and/or milestones which evidence achievement. In addition, there is an assessment of the strategic risks and the level to which they are being controlled.

3.02 For Environment Overview and Scrutiny Committee the following Improvement Plan sub-priority reports are attached at Appendices 1 - 7:-

- Business Sector Growth in Deeside
- Town and Rural Regeneration
- Social Enterprise
- Apprenticeships and Training
- Traffic and Road Management
- Transport Infrastructure and Services
- Carbon Control and Reduction

#### **4.00 RECOMMENDATIONS**

4.01 That the Committee consider the 2013/14 Mid Year Improvement Plan Monitoring Report, highlight concerns and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

4.02 That the Committee comment on the newly introduced improvement plan performance monitoring approach.

#### **5.00 FINANCIAL IMPLICATIONS**

5.01 There are no specific financial implications for this report; however the Council's Medium Term Financial Plan is aligned to resource the priorities of the Improvement Plan.

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

6.01 There are no specific anti poverty implications for this report, however poverty is a priority within the Improvement Plan 2013/14.

#### **7.00 ENVIRONMENTAL IMPACT**

7.01 There are no specific environmental implications for this report; however the environment is a priority within the Improvement Plan 2013/14.

#### **8.00 EQUALITIES IMPACT**

8.01 There are no equalities implications for this report.

#### **9.00 PERSONNEL IMPLICATIONS**

9.01 There are no personnel implications for this report.

#### **10.00 CONSULTATION REQUIRED**

10.01 Publication of this report constitutes consultation.

## **11.00 CONSULTATION UNDERTAKEN**

11.01 Corporate Management Team and the Performance Leads from across the Authority have contributed to help shape the new approach to reporting.

## **12.00 APPENDICES**

12.01 Appendix 1 – Business Sector Growth in Deeside  
Appendix 2 – Town and Rural Regeneration  
Appendix 3 – Social Enterprise  
Appendix 4 – Apprenticeships and Training  
Appendix 5 – Traffic and Road Management  
Appendix 6 – Transport Infrastructure and Services  
Appendix 7 – Carbon Control and Reduction

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

None.

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**APPENDIX 1**

**Priority:** Economy and Enterprise  
**Sub-Priority:** Business Sector Growth in Deeside  
**Impact:** Creating jobs and growing the local economy

**What we said we would do in 2013/14: -**

**1. Promote Deeside as a recognised centre for energy and advanced manufacturing through joint marketing and promotion of Deeside Industrial Park (DIP) and Deeside Enterprise Zone (DEZ).**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>A</b>
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Enquiries - during Q1 309 new enquiries have been handled of which 6 have specifically related to investment in Deeside Enterprise Zone  
This has led to 341 new jobs in total of which 25 are within the Enterprise Zone.

During 2012-13 15 companies invested in DEZ out of 36 enquiries, a conversion rate of 42%

During Q1 2013-14 3 companies invested in DEZ out of 6 enquiries, a conversion rate for Q1 of 50%

**Achievement will be measured through:**

- Scale and take-up of enquiries leading to inward investment in DIP and DEZ

Achievement Measure	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of enquiries received	Head of Regeneration	36	55	45	6	A	G
Percentage of enquiries that have led to investment	Head of Regeneration	42%	60%	50%	50%	A	G

**2 Support the growth of the existing business on Deeside, to maximise opportunities for business development**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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2012-13 431 jobs were created and 1300 safeguarded within DEZ  
Q1 2013-14, 25 new jobs have been created within DEZ. We will continue to work with current enquiries to secure new jobs and safeguard jobs within the county in addition to encouraging new inward investment enquiries within the Enterprise Zone.

**Achievement will be measured through:**

- Number of jobs sustained and created

Achievement Measure	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of jobs sustained	Head of Regeneration	1300	1400	1000	N/A Annual Target	N/A	G
Number of jobs created	Head of Regeneration	431	600	500	25	A	G

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Risk to be managed – Work with local employers and learning providers to meet their needs in recruiting skilled people ready for work.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood (L)	Impact (I)	Gross Score (LxI)		Likelihood (L)	Impact (I)	Gross Score (LxI)				Likelihood (L)	Impact (I)	Gross Score (LxI)
H	H	R	Phase 1 North Wales Advanced Manufacturing Skills & Technology Centre feasibility study has been completed to develop a focus for the key advanced manufacturing sector in Flintshire and North Wales in partnership with WG, HE, FE and private industry.	M	M	A	Phase 2 NW AMS&TC feasibility study to be completed. Dependent on release of funds from WG.	Head of Regeneration		L	L	G

**3. Produce, agree and implement the “masterplan” for the Northern Gateway site to facilitate development of a key part of the Enterprise Zone.**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>A</b>
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Planning permission has been granted for the eastern part of Northern Gateway (known as ‘The Airfields’), whilst an application for the western area (alongside the River Dee) was received in 2012 and is likely to go to Planning Committee in November 2013. Additionally, the Flood Alleviation Scheme has now been approved and subject to satisfactory discharge of conditions, work on site is expected to commence in Autumn 2013, with site infrastructure development to be underway by early 2014.

**Achievement is measured through: -**

- Approval of the Northern Gateway site “masterplan”
- Scale of development within the site

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Regeneration)  
Approval of the Northern Gateway site “masterplan” – March 2014

**Next steps:**  
Review scale of development within the site

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**4. Explore with Welsh Government the opportunities to improve the infrastructure (transport and housing etc).**

Progress status	Progress RAG	A	Outcome RAG	A
<p>Progress will be pending until the masterplan is approved. Planning permission will be via the masterplan process. Northern Gateway land is in private ownership therefore investment options will be decided by the private land owners, progress will also depend in part on the wider state of the economy, as well as the release of finance from Welsh Government. Management of expectation is out of FCC control.</p>				
<p><b>Achievement is measured through:-</b></p> <ul style="list-style-type: none"> <li>The approval by Welsh Government and implementation of the Infrastructure Business Plan for the DEZ</li> </ul> <p><b>Achievement Milestones for strategy and action plans:</b> (Lead Officer – Head of Regeneration) WG approval of the DEZ Infrastructure Business Plan – March 2014</p> <p>Progress milestones for implementation:</p> <ul style="list-style-type: none"> <li>A) Flood mitigation – January 2014</li> <li>B) Spine road development – January 2014</li> <li>C) Energy and utilities – January 2014</li> </ul>				

Risk to be managed – How we can work with WG to ensure the infrastructure arrangements support the development of the DIP and DEZ.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood (L)	Impact (I)	Gross Score (LxI)		Likelihood (L)	Impact (I)	Gross Score (LxI)				Likelihood (L)	Impact (I)	Gross Score (LxI)
H	H	R	Developing NG Masterplan Identifying priorities with WG and TAITH	M	M	A	Completion of NG Masterplan Agreement of priorities and release of funds via WG	Head of Regeneration		L	L	G

**APPENDIX 2**

**Priority:** Economy and Enterprise  
**Sub-Priority:** Town and Rural Regeneration  
**Impact:** Making local communities viable

**What we said we would do in 2013/14: -**

**1. Progress and invest in the eight Town centre “masterplans” to meet local priorities and need.**

Progress status	Progress RAG	A	Outcome RAG	A
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Buckley – negotiations underway on Precinct site with aim to assemble site for development.  
 Deeside – new Partnership to meet for the first time in August 2013. Bid submitted to Wales Vibrant and Viable Places programme to secure regeneration funding. Outline designs being prepared for streetscape improvements.  
 Flint – detailed design work underway for improvements to St. Mary’s Church Square. Townscape Heritage Initiative underway. Heritage Trail for the town under development.  
 Holywell – detailed design work underway for streetscape improvements. Programme of events underway over the summer to attract visitors into the town centre. Development of new statue of St. Winifred for the town centre underway. Townscape Heritage Initiative completed.  
 Mold – detailed designs for improvements to Daniel Owen Square almost complete. Renovation of Bailey Hill Lodge completed.  
 Saltney – event planned for July to consult on the Town Council business plan for the town.

The Business Enhancement Scheme has so far received 11 applications.  
 The Shopfront grant scheme has received 11 applications in Mold, Holywell and Talacre.

There was a measure in the Improvement Plan for the “delivery and completion of actions set out in the Masterplans”. There is no numerical basis for this so it has been removed from the table below, a written commentary on progress is given above.

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**Achievement is measured through:-**

- Scale and take-up of the Business Grant Scheme in Town Centres
- Delivery and completion of actions set out in the “masterplans”

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Regeneration)

Completion of the ERDF Town Centre Regeneration Project – June 2015

Measure / Milestone	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Scale and take up of the Business Grant Scheme in Town Centres.	Head of Regeneration	n/a	25	25	22	A	G

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**2. Complete the rural development schemes in Mold, Holywell and village areas**

<b>Progress status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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Flintshire Enterprise Bursary – original target of 45 bursaries awarded has been achieved. New target of 60 bursaries remains achievable.

Linking Flintshire’s Communities – the Mold-Sychdyn/Northop-Flint scheme which has been funded through TAITH will be declared as the match funding contribution (£260,000) for the whole of the project. The Gronant Pegasus crossing and A548 safety scheme will be combined into one scheme to be funded through a combination of sources, including the RDP. The two Mostyn footpath schemes have been designed and are due to be tendered shortly.

Town and Village Streetscape Enhancements – options for the Talacre car parking scheme will be considered by Cabinet in September. Some of the sense of place art sculptures have been submitted for planning consent. The first property enhancement, funded through the Streetscape Improvement Grant, was completed this Quarter.

Flintshire Community Key Fund – the capital investment budget is fully committed. A number of village hall and community building enhancements were completed this quarter. This has proved to be a very popular and successful project.



**Achievement is measured through:-**

- Delivering and completing in-year rural development schemes

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
<b>Flintshire Enterprise Project</b> Number of micro enterprises created Gross number of jobs created	Head of Regeneration	N/A	10 10	10 10	0 0	<b>G</b>	<b>G</b>
<b>Linking Flintshire's Communities</b> Number of new services/facilities available to the rural population Number of marketing and promotional activities	Head of Regeneration	N/A	2 3	2 3	0 0	<b>G</b>	<b>G</b>
<b>Community Key Fund</b> Number of projects financially supported Number of villages benefiting from renewal and development	Head of Regeneration	N/A	12 3	12 3	5 6	<b>G</b>	<b>G</b>
<b>Town &amp; Village Streetscape Enhancements</b> Number of projects financially supported Number of enterprises advised or assisted to develop projects relating to village renewal and development	Head of Regeneration	N/A	12 12	12 12	0 0	<b>G</b>	<b>G</b>

**3. Agree the new business model for the County's Community Events Programme including marketing and promotion.**

<b>Progress status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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Develop a new Events section on the FCC website (completion September 2013)  
 Create a Flintshire specific Event Organisers Pack (completion September 2013)  
 Negotiate a funding strategy for major events for FCC (completion October 2013)  
 Create a 'Who to Contact' list for use by FCC officers who receive enquiries from the public regarding events (completion September 2013)  
 Tourism event grant launched and 17 applications approved.  
 Programme of 12 events supported in Holywell town centre.  
 Support underway for Mold Food and Drink Festival.

**Achievement will be measured through:-**

- Developing a new business model to support community events

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Culture and Leisure)

Developing a new business model to support community events – October 2013

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**Risks to be managed:** Maximising funding opportunities through external programmes to invest in our urban and rural areas.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	ERDF project currently being delivered – June 2015 end date. RDP project currently being delivered – September 2014 end date.	L	M	G	Submit bid to V&VP programme for Deeside. Seek to influence future RDP and Structural Fund programmes.	Head of Regeneration		L	M	G

Risks to be managed: Ensuring sufficient project management capacity to successfully complete the programmes.

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangement s in place)		
Likelihood (L)	Impact (I)	Gross Score (LxI)		Likelihood (L)	Impact (I)	Gross Score (LxI)				Likelihood (L)	Impact (I)	Gross Score (LxI)
H	H	R	Service review underway to create new structure better able to meet demands on the service. Externally-funded RDP officer in place to manage project.	L	M	G	Complete service review. New EDM system to streamline project management. Extend capacity for ERDF project delivery.	Head of Regeneration		L	L	G

**APPENDIX 3**

**Priority:** Economy and Enterprise  
**Sub-Priority:** Social Enterprise  
**Impact:** Supporting and creating new forms of local business

**What we said we would do in 2013/14: -**

**1. Agree an investment plan for growing and supporting Social Enterprise.**

<b>Progress status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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A Social Enterprise Board has been established with 4 workstreams:

- External advice to Social Enterprises
- Support to existing Social Enterprises
- New Projects
- Tendering and legal issues.

A work programme has been developed for each of the 4 workstreams and these are currently being implemented.

Commitment to provide £50,000 seed corn funding to assist new and emerging local social enterprise to grow and development.

Agreement for funding for a part time project manager post is in place.

**Achievement will be measured through:-**

- agreeing an investment plan and capital seed corn funding

**Achievement Milestones for strategy and action plans:** (Lead Officer – Director of Community Services)

Agreement of an investment plan – June 2013

Commitment to the provision of £50,000 capital seed corn funding – July 2013

**Risk to be managed – How we maintain the necessary capacity and investment to support the development of Social Enterprises (links to activity 2).**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangements to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<ul style="list-style-type: none"> <li>Commitment from all FCC Directorates to support this leadership priority.</li> <li>Social Enterprise Board established with 4 workstreams for which plans have been agreed and are being implemented.</li> <li>£50,000 annual seed corn funding agreed for 2013/14 and beyond.</li> </ul>	L	L	G	<ul style="list-style-type: none"> <li>Appointment of a part time project manager.</li> <li>Safeguarding the future seed corn funding.</li> </ul>	Director of Community Services		L	L	G

## 2. Develop effective support for Social Enterprises.

### Progress status

Progress RAG

A

Outcome RAG

G

A Social Enterprise Board has been established and 3 of the workstreams which are currently being implemented contribute to developing effective support for Social Enterprises:

- External advice to Social Enterprises
- Support to existing Social Enterprises
- Tendering and legal issues.

Commitment to provide £50,000 seed corn funding to assist new and emerging local social enterprise to grow and development. A draft criteria has also been developed for the completion of applications for funding.

A new webpage is being developed to signpost Social Enterprises to support and funding, this expected to 'go live' autumn 2013.

A Social Enterprise workshop is being held during Flintshire Business Week October 2013

A Social Enterprise conference is currently being planned to take place in early 2014. This will provide potential and existing Social Enterprises with information and sources of support. The conference will showcase examples of Social Enterprises.

The scope for a Flintshire Social Enterprise network is currently being developed. This work is supported by Wales Co-operative Centre and Social Firms Wales. It is anticipated that the network will be in place from October 2013 but initially this may only have a small number of Social Enterprises represented.

A Community Asset Transfer Policy has been developed and agreed by Cabinet. This enables Council owned buildings which are under-utilised to be transferred to Social Enterprises if certain criteria are met. Some transfers are taking place.

Some community benefit clauses are being used in contracts, for example, Assisted Garden Maintenance services

The risk relating to the need to build skills in the community to support Social Enterprise is assessed as amber due to the actions within the supporting 3 workstreams not having been undertaken yet. These are programmed to take place during the next 12 months

**Achievement will be measured through:-**

- establishing a range of community benefit clauses to be used when procuring services
- feedback from social enterprises
- establishing a Social Enterprises network

**Achievement Milestones for strategy and action plans:** (Lead Officer – Neil Director of Community Services)

Establish Social Enterprises network – October 2013

**Next steps:**

Feedback from Social Enterprises (once the network has been established)

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Relevant contracts that community benefit clauses that have been applied to.	Head of ICT and Customer Services	N/A	100%	100%	To be reported at year end	N/A	G



Risk to be managed – Building the skills in the community to develop a social enterprise

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<ul style="list-style-type: none"> <li>Flintshire Business Week includes specific Social Enterprise workshops to identify support required by Social Enterprises</li> <li>Actions to support the building of skills in the community are programmed under 3 of the workstreams.</li> </ul>	M	M	A	Development of the Social Enterprise webpage to signpost to business support and Social Enterprise support.	Director of Community Services		M	M	A

### 3. Develop new social enterprise projects to meet the Council's priorities

<b>Progress status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>A</b>
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One service "Double Click" is developing a business plan to become a Social Enterprise and research has been undertaken on the most suitable organisational form for the service if it becomes a Social Enterprise. A number of Externalisation meetings have been held and a paper has been presented to Scrutiny committee. Double Click is a Social Services run work-scheme, providing a printing business printing specific publicity material, printing individualised invites and other personalised printing runs.

A presentation by Double Click to Scrutiny will be held later in the year to increase elected member awareness and understanding  
Research is being undertaken to review the experiences of other local authorities:

- Knowsley Council will be delivering a presentation to the Social Enterprise Project Board in September 2013 to share their experiences of "spinning out" services into Social Enterprises.
- Officers will be visiting another local authority who have successfully transformed services to become Social Enterprises
- A case study is being developed to illustrate how a Council service can become a Social Enterprise

A draft "feasibility test" has been developed to support services who are thinking of becoming a Social Enterprise.

**Achievement will be measured through:-**

- Establishing a Social Enterprise from within the Council

Achievement Measure	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Establishing a social enterprise from within the Council	Head of Adult Social Services	N/A	1 within the Council	2 further schemes supported by the Council	Initial plans in place	A	A

Risk to be managed – Local Social Enterprises need to compete effectively in the market (Links to activities 1, 2 and 3).

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<ul style="list-style-type: none"> <li>Workshop with elected members planned</li> <li>Dedicated resource to project manage agreed</li> <li>Business plan being developed for one service, Double Click”</li> </ul>	M	M	A	Actions to support services to become Social Enterprises are programmed under all of the workstreams.	Head of Adult Social Services		M	M	A

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**APPENDIX 4**

<b>Priority:</b>	<b>Skills and Learning</b>
<b>Sub-Priority:</b>	<b>Apprenticeships and Training</b>
<b>Impact:</b>	<b>Meeting the skills and employment needs of local employers</b>

What we said we would do in 2013/14: -

**1. Work with the public, private and voluntary sectors to increase the number of apprenticeships, traineeships and work experience opportunities**

<b>Progress status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
------------------------	---------------------	----------	--------------------	----------

Work in relation to this area is on-going. The Apprenticeships, Entrepreneurships and Work Experience (AEWE ) Project Board has started to gather data to help inform and develop a baseline of information for 2011, 2012 and 2013 around the number of apprenticeships, traineeships and work experience placements within each partner organisation.

This baseline data will then help inform the numbers and type of future opportunities in going forward.

**Awaiting information from Careers Wales**

Communities First, working in partnership with Business Supporting Communities and Groundwork are looking to take forward the Jobs Growth Wales & Young Recruits Programme. Employers who have been identified to support young people on work placement and the necessary paperwork and procedures have been explained Opportunities to link the Jobs Growth Wales & Young Recruits Programme with potential businesses on Deeside Industrial Park is currently being explored.

**2. Launch the Employer’s Promise in the public sector to promote and enhance our roles as employers**

<b>Progress status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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An Employer’s Promise has been developed by the AEWE Project Board and has now been signed off by the LSB. A formal launch of the Employer’s Promise will take place later this year – November 2013.

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### 3. Set a marketing strategy to communicate the range of apprenticeship and training programmes available

Progress status

Progress RAG

A

Outcome RAG

G

#### Website

The AEWE Project Board has undertaken a piece of work to look at various marketing and communicating models available that will help to promote the work of the AEWE and communicate the range of apprenticeships and training programmes available to young people. The AEWE Project Board has agreed to develop a website based on the "Inform Swansea" Model.

Contact has been made with the E-portal Project Manager at Swansea and he is more than happy for Flintshire to use their model in going forward. Further work is currently being undertaken to determine the following:

- Who will create and develop a similar website for Flintshire – No in-house capacity.
- The associated costs and whether there are any possible funding opportunities
- Developmental capacity of site
- Site content
- Timeframe around site development.

In addition to the work undertaken around the development of a website as outlined above, Careers Wales have undertaken a four week Jobs Growth Wales Campaign which took place from 8<sup>th</sup> April 2013 and provided information on the communication and marketing being undertaken to promote the Jobs Growth Wales programme and its various strands to individuals:

- **Private sector** – where the majority of the jobs will be created;
- **Voluntary sector** – supporting community-based job opportunities for young people who require more intensive support in the workplace;
- **Support for young people to enter self employment** – a specific strand to help young people start their own business; Briefing version 1.1 2
- **Support package for graduates** – adding value to the existing GO Wales programme by extending work experience opportunities for unemployed graduates (see [www.gowales.co.uk](http://www.gowales.co.uk));
- **Support for micro businesses** – assisting micro businesses to recruit their first employee.

The purpose of this campaign was to;

- Build awareness and increase the understanding of the Jobs Growth Wales programme amongst the youth target audience.
- Engage young people in the programme to help achieve targets.

- Promote the Jobs Growth Wales Live system and encourage individuals to register on the system and apply for vacancies.
- Promote and encourage young people to sign up and follow the Facebook and Twitter channels as a means to keep up with and receive notification of new job opportunities.

Various media was used to promote the campaign e.g. online banner advertisements used across a number of channels to reach the 16-24 year old audience, Radio advertisements, press articles, leaflets, a brochure has been developed finally and promotion via Facebook and Twitter.

#### 4. Identify the skills gaps for an increased number of apprenticeship and alternative programmes and investment in training

**Progress status**

**Progress RAG**

**A**

**Outcome RAG**

**G**

Work in this area is progressing both internally and in Partnership via the work of the AEWE Project Board.

There has been a lot of progress internally within FCC around this area:

- Apprenticeship numbers are continually increasing. FCC had a record intake of apprenticeships last year and recruited 32 apprenticeships over 8 different disciplines. A target of 25 apprenticeships was set for this year however, FCC have already exceeded this target and matched last year's intake.
- FCC has increased the number of apprenticeship disciplines from 8 to 12 to help reduce the skills gap.
- FCC is one of the three finalists (The other two finalists are BT and Airbus) for a Welsh Government Award for Apprenticeships – Macro Apprenticeship Employer of the Year Award. FCC is the only public sector finalist for this award and the winner yet to be determined but its an achievement in itself to be a finalist for the award especially given that no other local authorities have made it this far.
- Communities First are working in partnership with “Reaching Higher, Reaching Wider” to look at funding for future STEM events.
- A lot of work has been undertaken with the Deeside Enterprise Zone to look at engaging businesses to work closely with Schools around the STEM subjects. This has involved a number of workshops with the business to identify their needs and the needs of young people

A Skills gap survey has been completed in May 2013 and we are in the process of collating the information.

### 5. Support the development of the Young Entrepreneur Programme with the Flintshire Business Entrepreneurship Network

<b>Progress status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
------------------------	---------------------	----------	--------------------	----------

Work in this area is on-going. The last BEN Meeting took place in July 2013 and the next is scheduled to take place on 1<sup>st</sup> October 2013.

- Following the success of the first Business Entrepreneur Network's Dragon's Den Event, another has been arranged for the North East Communities First Cluster to take place in September 2013.
- There has also been a Dragon's Den event in the Communities First West Cluster (Holywell) which took place in May 2013.
- Communities First are now working with Askar Sheibani to look at supporting a Dragon's Den event in Wrexham.
- An Enterprise Club has been established and meets every two weeks.
- Following the success of the first Enterprise Club a second Club was opened in June 2013.
- Dynamo role models from Menter a Busnes, Support from Business Supporting Communities and Hicks Randles all contribute to the Clubs.
- Welsh Government is very supportive of the BEN and often bring speakers to the meetings.

Future Workshops planned include; Mentoring, Researching the Market Place, Business Planning, Business Accounting, Self Development, Negotiating, Up & Running, Psychology of Selling, Small Claims, Presentation Skills, Entrepreneurial Skills, Social Media, Idea Generation, Problem Solving and Elevator Pitch.

### 6. Continue to develop and increase the number and range of Communities First Job Club programmes

<b>Progress status</b>	<b>Progress RAG</b>	<b>G</b>	<b>Outcome RAG</b>	<b>G</b>
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Work in this area is on-going and a lot of progress is being made:

- Communities First are currently working with three local employers who all have low level skill vacancies
- An Employability Club has started this month (August 2013) aimed at supporting young people 16-24 back into employment with a focus on retail.
- There are currently two Jobs clubs (John Summers Campus and Connah's Quay Library) in operation, running on a weekly basis and are well attended with 70 people attending during July 2013.
- A third Jobs Club located in Sealand is due to be launched in October 2013.
- An education programme has also been developed and employability workshops run alongside the Job clubs.

A Jobs and Careers Fair has also been arranged and will take place on 24<sup>th</sup> September 2013 at Deeside Leisure Centre.



7. Implement skills development programmes in partnership with local employers			
Progress status	Progress RAG	A	Outcome RAG
Phase 1 of the North Wales Advanced Manufacturing Skills and Technology Centre (NWAMSTC) feasibility study has been completed to develop a skills pipeline in partnership with Welsh Government, HE, FE and private industry.			
Phase 2 NWAMSTC feasibility study to be completed. This is dependent on release funds from Welsh Government.			

Achievement will be measured through:-

- Reducing the percentage of 16 to 24 year olds claiming job seekers allowance
- Securing high levels of 16 year olds in education, employment and training
- Increasing the number of people who successfully establish and grow businesses
- Increasing the number of apprenticeships in the public and voluntary sector
- Increasing the number of new work experience and apprenticeships

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Achievement Measures	Data Officer / Organisation	2012/13 Baseline Data	2013/14 Target	Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Reducing the percentage of 16 to 24 year olds claiming job seekers allowance	DWP	7.8% average	6.8%	7.0%	6.4%	A	G
Securing high levels of 16 year olds in education, employment and training	Careers Wales	97.7%	TBC	TBC	N/A	G	G

<p>Increasing the number of people who successfully establish and grow businesses</p>	<p>North Wales Economic Ambition Board</p>	<p>Flintshire (2011) - 420 new active businesses created  2012 – supported business to create 573 new jobs and safeguard 1,300</p>	<p>Data to be determined</p>	
<p>Increasing the number of apprenticeships in the public and voluntary sector</p>	<p>Coleg Cambria FCC Careers Wales Job Centre Plus</p>	<p>Apprenticeships: <b>825</b>  Traineeships: <b>124</b>  Work Experience Placements: <b>219</b></p>	<p>Data to be determined</p>	<p><b>G</b></p>
<p>Increasing the number of new work experience and apprenticeships</p>	<p>Careers Wales &amp; Coleg Cambria</p>	<p>Data to be determined</p>		

**Risk to be managed: Ensuring that employer places match current and future aspirations and needs**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	<ul style="list-style-type: none"> <li>Various approaches to skill gap identification and workforce planning are implemented across the external agencies</li> <li>The Regeneration Partnership has matured and plays an important role in addressing future skills gaps and 'growing the market'.</li> </ul>	M	L	G	<ul style="list-style-type: none"> <li>Launch of the Employers' Promise and follow-through of specific commitments</li> <li>Business Entrepreneur Network Dragon's Den Events</li> <li>Communities First expansion of Job Club programmes</li> </ul>	Head of Human Resources & Organisational Development  Head of Regeneration		L	L	G

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Risk to be managed: Ensuring capacity to support paid work placements and other programmes

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<ul style="list-style-type: none"> <li>Council's Modern Trainee Scheme</li> <li>Review of Council's work placements schemes</li> </ul>	M	L	G	<ul style="list-style-type: none"> <li>Renewal of Modern Trainee Scheme and launch of Graduate programme</li> <li>Fulfilment of Employers' Promise commitments</li> </ul>	Head of HR & OD		L	L	G

Risks to be managed:

- Strengthening the links between Schools, Colleges and employers
- Ensuring that education providers participate fully

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<ul style="list-style-type: none"> <li>• Education providers including schools and Further Education are represented on the Apprenticeships, Entrepreneurships and Work Experience Board (AEWE )</li> <li>• Representatives have the responsibility to communicate with colleagues</li> </ul>	L	L	G	<ul style="list-style-type: none"> <li>• Conferences to provide opportunities for more education providers and students to be directly engaged in the programme</li> </ul>	Director of Lifelong Learning		L	L	G

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**APPENDIX 5**

**Priority:** Safe Communities  
**Sub-Priority:** Traffic and Road Management  
**Impact:** Improving road safety

What we said we would do in 2013/14: -

- 1. Agree and implement a civil parking enforcement policy by:**
- Submitting a bid to Welsh Government to approve the Council's civil parking enforcement powers
  - Implementing civil parking enforcement

Progress Status	Progress RAG	A	Outcome RAG	G
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Bid submitted to welsh Government – April 2013  
 Formal approval by Welsh Government for the Council's Civil Parking Enforcement Bid received in July 2013  
 SLA agreed with Wales Penalty Processing Partnership – September 2013  
 Training programme for Civil Enforcement Officers completed – September 2013

**Achievement will be measured through:**

- A successful bid
- Reduction in unlawful parking

**Achievement Milestones for strategy and action plans:** (Lead Officer –Head of Assets and Transportation)

Approval of the Council's Civil Parking Enforcement Bid by Welsh Government – received July 2013  
 Implementation of Civil Parking Enforcement – October 2013  
 Establish a mechanism to collate and report numbers of unlawful parking incidents – November 2013

Risk to be managed – Gaining successful civil parking enforcement powers from Welsh Government

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Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	Submit bid that fully complies with WG criteria.	M	M	A	Amending bid to align with WG	Head of Assets & Transportation		L	L	G

2. Implement the first phase of our speed limit review				
<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
The Speed Limit Review was approved by Cabinet in July 2013. There are 38 sections of A and B roads within the County that are recommended for a change in Speed Limit. The target is to process Speed Limit Orders at a rate of 2 per month. However, there is a lead-in to implementing the first Order of approximately 4 months.				
<b>Achievement Milestones for strategy and action plans:</b> (Lead Officer – Head of Assets and Transportation) Implement new Speed Limit Orders – April 2014				



3. Agree, subject to funding, the first phase of our 20mph zones outside schools							
<b>Progress Status</b>				<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
Of approximately 90 schools 40 currently have 20 mph advisory zones.							
<b>Achievement will be measured through:</b> Implementation of 20 mph advisory zones							
Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Implement 20 mph advisory zones	Head of Assets and Transportation	40	25	All 90 schools by end of 2014/15	0	<b>A</b>	<b>G</b>

#### 4. Undertake a programme of installing improved street lighting

##### Progress Status

Progress RAG

G

Outcome RAG

G

The overall objective is to manage and maintain a safe, effective and efficient network that ensures the safety of all road users, pedestrians and cyclists.

Street lighting and illuminated street furniture plays a major part in helping to reduce crime, improving driver behaviour, pedestrian's visibility distances and promoting a safer community and reducing the fear of crime. (Crime and Disorder Act 1998)

Lighting makes an important contribution to highway safety for both drivers and pedestrians and enhances both the appearance and vitality of the community. The introduction of the 1998 Crime and Disorder Act placed an obligation on Flintshire County Council to develop and implement safer community strategies.

Flintshire County Council's will endeavour to improve the environment by reducing upward wasted light and reducing the carbon foot print of the service.

The Aims will be achieved by the following:

1. Ensure that a high proportion of Street Lighting and illuminated Street Furniture is functioning correctly at all times and faulty Illuminated Street Furniture is wherever possible repaired within the timescales specified.
2. Visit all Illuminated Street Furniture on a regular basis to undertake planned preventative maintenance and to verify their structural and electrical condition including the Installation and replacement of street lighting infrastructure
3. Reducing the carbon footprint of the service by :
  - a. Purchasing low energy lighting units for all replacements
  - b. Installing new energy saving equipment
  - c. Installing dimming equipment
  - d. Installing part night equipment

The provision of modern highway lighting is one of the ways in which Flintshire County Council can demonstrate its commitment to a safer and more attractive community. The installation of modern highway lighting provides secondary benefits in terms of crime reduction, reduction in the fear of crime therefore increasing night time movement and travel. We will continue to analyse of lighting

schemes to ensure that they are a cost effective solution to assisting in reducing road traffic accidents, incidents and crime.

In relation to our performance information relating to reportable road traffic collisions and fatalities we are currently dealing with a number of cluster sites which should assist in managing and reducing the numbers of reportable road traffic collisions and fatalities. In addition we are also working through the outcomes of the speed limit review which will see a reduction of a number of speed limits throughout Flintshire.

**Achievement will be measured through:**

- Reducing numbers of reportable road traffic accidents and fatalities
- Installing new street lighting units

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Reducing numbers of reportable road traffic collisions	Interim Head of Public Protection	Accidents 339	Accidents 325	Accidents 300	Accidents (Apr-Jun) 83	A	A
Reducing numbers of road traffic fatalities	Interim Head of Public Protection	Fatalities 4	Fatalities 4	Fatalities 3	Fatalities 2	A	A
Installing improved and energy efficient street lighting, signs and bollard units	Head of Streetscene	N/A	1.75 % Per Year	2.5 % Per Year	1.5 %	A	G
Installation and replacement of structurally failed street lighting columns	Head of Streetscene	1.5 % per year	5 % Per Year	6 % Per Year	4.5 %	A	G
The average number of calendar days taken to repair street lamp failures during the year (THS/009)	Head of Streetscene	3 Days	3 Days	2.5 Days	2.5 Days	G	G

5. Implement Regional Transport Plan road safety schemes								
Progress Status					Progress RAG	A	Outcome RAG	G
Schemes for 13/14								
A541 Rhydymwyn Bryn Alyn bends	Programmed for September 2013							
A541 Hendre west of star crossing	Programmed for September 2013							
A548 Deeside Industrial Park Speed Limit	With Legal for formal consultation							
A550 Tinkersdale Speed Limit	With Legal for formal consultation							
Englefield/ Linden Avenue Traffic Calming	With Legal for advertising							
<b>Achievement will be measured through:</b>								
<ul style="list-style-type: none"> <li>Completing road safety schemes</li> </ul>								
Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG	
Implement Schemes	Head of Assets and Transportation	100%	100%	100%	15%	G	G	

Risks to be managed –

- Gaining public and local support for our road safety schemes
- Making best use of our resources to meet our priorities for road safety

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<p>Consultation process in place</p> <p>Follow criteria for implementing road safety schemes around accident cluster sites, safe routes to school and known problem areas in terms of speeding</p>	M	M	A	<p>Extend public consultation process in line with best practice standards as set out by consultation policy.</p> <p>Promote the success of road safety schemes through Council publications and external media</p> <p>Manage public confidence in terms of expectation and perception of accident black spots and problem areas.</p> <p>Alignment of schemes in line with findings of speed limit</p>	Head of Assets & Transportation		L	M	G



<b>Priority:</b>	<b>Environment</b>
<b>Sub-Priority:</b>	<b>Transport Infrastructure and Services</b>
<b>Impact:</b>	<b>People being able to access employment, local services and facilities</b>

**What we said we would do in 2013/14: -**

**1. Use available funding to support Council priorities for accessing employment, health, leisure and education**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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We continue to secure a number of funding streams to develop and deliver improvements to the highways and transport infrastructure both in inter urban and rural areas to assist in meeting national, regional and local priorities.

Regional Transport Plan: Development and delivery of highways and transport schemes to promote sustainable development and accessibility to jobs and services funded through Welsh Government.

Four schemes are being developed and delivered but funding is secured for the implementation of 3 schemes only as the Northop Park and Share scheme is dependent on negotiations with independent landowners and requires legal consents and planning permission, before funding can be secured.

Rural Development Plan – Coastal Community Links and Inter Town/Village Connections: 2 schemes being progressed in Gronant and Mostyn.

New and improved highway infrastructure, signage, promotion and development;

Planning Gain – Provision of new highway infrastructure and sustainable transport schemes. New entrance at Airbus, Broughton in progress on site.

**Projects**

- Queensferry-Sandycroft Cycle Route – December 2013
- Deeside Corridor – Traffic signal upgrades and Synchronisation – March 2014
- Saltney to Broughton Cycle Route – Phase 1 – March 2014
- A548 Gronant – Coastal Area – Cycle route and Pegasus crossing – August 2013
- Footpath 64 Mostyn – Coastal Area – Improvement and upgrading of footpath – November 2013

**Achievement will be measured through:**

- Completing funded projects within the Regional Transport Plan

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Taith Programme (externally funded) – Regional Transport Plan	Head of Assets and Transportation	4	3	3	0	A	G
Rural Development Plan (externally funded)	Head of Assets and Transportation	2	2	2	0	A	G



## 2. Prioritise the Council's road infrastructure for repairs and maintenance and implement network improvement programmes

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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The development of the HAMP since March 2009 has enabled us to identify and target funding where it will provide the greatest benefit. We have set a target of 6% red condition for all road classes and 18% amber condition for all road classes. This will lead to investment being reduced on A and B roads which are already within the target and increased investment on C and U roads.

This year resurfacing works have started and in the first Quarter we have completed 12.2kms out of this years 22.6 kms resurfacing programme.

The surface dressing programme of 23.7kms started in July.

**Achievement will be measured through:**

- Condition of the highways infrastructure

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Percentage of principal (A) roads that are in overall poor condition (THS/011a)	Head of Assets and Transportation	2.20%	6%	6%	Annual Indicator	A	A
Percentage of non-principal (B) roads that are in overall poor condition (THS/011b)	Head of Assets and Transportation	2.81%	6%	6%	Annual Indicator	A	A
Percentage of non-principal (C) roads that are in overall poor condition (THS/011c)	Head of Assets and Transportation	8.02%	9%	6%	Annual Indicator	A	A
Percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition (THS/012)	Head of Assets and Transportation	5.41%	6%	6%	Annual Indicator	A	A

Aspirational targets have been set in line with the Welsh Government guidelines for the condition of principal roads and allows resources to be prioritised on non-classified roads.

### 3. Improve facilities and routes for pedestrians and cyclists

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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We have secured external capital funding and use internal funding to assist in developing a safe, convenient, efficient and attractive highways and transport infrastructure which encourages and facilitates the use of walking and cycling in the County and beyond. We continue to identify the constraints and opportunities for improvement including consultation with local communities and stakeholders. Schemes for delivery in 2013/14 include:

Regional Transport Plan – New footway/cycle route linking Queensferry to Sandycroft

- Funding to develop cycle route network through feasibility studies
- Provision of additional cycle counters on strategic cycle network
- Improved pedestrian facilities at controlled crossings in Deeside Area

Rural Development Plan - A548 Gronant Coastal Area – New Footway/Cycle route and Pegasus crossing

- Footpath 64 Mostyn – Coastal Area – Improvement and upgrading of footpath
- New signage and promotions to raise awareness of new schemes and encourage usage

National Resource Wales - Funding to assist disabled and vulnerable users of existing footpath network

Local Government Borrowing Initiative (LGBI) – Secured funding to improve the number of dropped crossings in the County

Internal funding to improve the Public Rights of Way network through the Rights of Way Improvement Plan (ROWIP)

**Achievement will be measured through:**

- Usage of the County’s cycleways

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of users on the network evidenced through counter data	Head of Assets and Transportation	N/A	50,000	70,000	24,000	<b>A</b>	<b>G</b>

#### 4. Seek approval from Welsh Government for the Deeside Infrastructure Business Plan and implement its proposals

##### Progress Status

Progress RAG

G

Outcome RAG

G

Progress will be pending until the masterplan is approved. Planning permission will be via the masterplan process.

Northern Gateway land is in private ownership therefore investment options will be decided by the private land owners, progress will also depend in part on the wider state of the economy, as well as the release of finance from Welsh Government. Management of expectation is out of FCC control.

##### Achievement will be measured through:

- Welsh Government agreeing to the Deeside Infrastructure Business Plan

##### Achievement Milestones for strategy and action plans: (Lead Officer – Head of Regeneration)

Welsh Government approval of the DEZ Infrastructure Business Plan – March 2014

**Risk to be managed –**

- Ensuring that the County’s infrastructure is adequate to support economic growth
- Securing funding to ensure our highways infrastructure is safe and capable of economic growth

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	Resurfacing programmes within the Highways Asset Management Plan. 12,2kms of resurfacing works completed	M	M	A	Complete further 10.4 kms of resurfacing	Head of Assets & Transportation		L	L	G
			Surface dressing programme began in July				Complete surface dressing programme					
			Improvements funded from various sources including prudential borrowing, RDP				Robust management and targeting of funding					

## 5. Support TAIH to produce a regional bus strategy: Improving cross County travel and access

### Progress Status

Progress RAG

A

Outcome RAG

G

The regional bus network strategy has been drafted by Taith in partnership with all North Wales Authorities and is out for consultation until the 4<sup>th</sup> October. Identification of costs and efficiencies is tied in with the subsidised bus service review currently at the stage of public consultation due to finish 11<sup>th</sup> October with a report due at Scrutiny 13<sup>th</sup> November with final report to Cabinet 17<sup>th</sup> December. The tender process to commence Jan 2014 with any new contracts or changes to contracts to commence April 2014

### Achievement will be measured through:

- Developing and agreeing the regional bus strategy

### Achievement Milestones for strategy and action plans: (Lead Officer –Head of Assets and Transportation)

Development of draft regional bus network strategy – July 2013 (Completed and currently out to consultation)

### Next Steps:

New contracts or changes to contracts to commence April 2014

## 6. Review the Council's subsidised bus services to improve access to employment, health, leisure and education

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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The subsidised bus services review is currently at public consultation stage due to finish 11<sup>th</sup> October with a report due at scrutiny 13<sup>th</sup> November with final report to Cabinet 17<sup>th</sup> December. The tender process to commence Jan 2014 with any new contracts or changes to contracts to commence April 2014. The Authority continues to promote the concessionary travel scheme. It is intended to report bus passenger numbers in total but at the present time the monitoring system is not in operation and a new process for capturing this information is being developed.

### Achievement will be measured through:

- Scale and take up of bus passenger numbers

### Achievement Milestones for strategy and action plans: (Lead Officer – Head of Assets and Transportation)

Development of a new mechanism for capturing and reporting total bus passengers numbers – April 2014)

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of passengers for Deeside Shuttle	Head of Assets and Transportation	63,500 per annum (average)	64,000+ (extra 42 pax. per month)	64,000+ (extra 42 pax. per month)	Information not currently available	N/A	A
Number of concessionary passes in circulation	Head of Assets and Transportation	81.1% (30,907)	78%	80%	83% (31,643)	G	G

**Risk to be managed: Ensuring sustainable transport options remain attractive to users**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)	
H	H	R	Currently a review is underway in relation to FCCs subsidised bus services.	M	M	A	To consider the outcome of the review and implement any measures to ensure delivery of the efficient and effective service.	Head of Assets & Transportation		L	L	G
			Wider public consultation to be undertaken in August/September over the review of subsidised services.				Consider the consultation outcome and modify proposals where necessary.					

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**APPENDIX 7**

**Priority: Environment**  
**Sub-Priority: Carbon Control and Reduction**  
**Impact: Reducing our carbon impact on the natural environment**

**What we said we would do in 2013/14: -**

**1. Market and promote carbon reduction measures within the Council, with our partners and with the public to manage and reduce emission levels.**

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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Schools play a very large part in our activity to reduce both Carbon emissions and also in the education of energy efficiency principles to pupils, who then take that knowledge home. Since Flintshire schools consume circa 64% of the Councils total energy use, it is essential that they are actively engaged, from both financial and environmental aspects.

Flintshire County Council have just commenced a pilot School energy reduction programme in collaboration with the Carbon Trust. Eleven primary schools are taking part, and an initial meeting explaining the programme has been held. Further workshops will be held with the schools to provide guidance as well as help to draw up individual school action plans, detailing what each school will do.

These action plans are based on a whole school approach with teachers, governors, caretakers as well as pupils involved. The programme has also been developed to engage with the National Curriculum thereby bringing energy, its use(s), and its waste into focus in the classroom. Previous Carbon Trust energy reduction programmes have yielded energy/cost savings of between 10% and 30% and if Flintshire's programme proves to be as successful, the intention is to open it up to any Flintshire school wishing to take part.

Flintshire are also collaborating with the Carbon Trust to develop design guidance for kitchen ventilation systems, so that full legislative compliance is achieved with the minimum impact on energy consumption. The document, once complete, will be circulated to all Welsh Authorities as a Best Practice guide.

Regular meetings continue with the Local Service Board (LSB) members and useful discussions take place covering on-going works challenges and successes, as well as quarterly monitoring of LSB partners energy use, to chart Carbon and energy reduction progress.

Through our Domestic Energy Efficiency Project, we offer free and impartial advice to the public on carbon reduction in partnership with the North Wales Energy Advice Centre and other Affordable Warmth partners. We are continuing to build a programme of advice and consultancy support that reflects the changing demands of the public and the changes to funding streams.

**2. Challenge the Council's carbon emissions, through our assets, vehicles and people behaviour: -**

- Investing in renewable energy schemes
- Investing in a more efficient fleet (vehicles)
- Improving our waste management measures

<b>Progress Status</b>	<b>Progress RAG</b>	<b>A</b>	<b>Outcome RAG</b>	<b>G</b>
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**Carbon Reduction/Renewable energy**

The spring of 2013 was exceptionally cold for a prolonged length of time, with exceptional snowfall. This has had a significant impact on the amount of energy used during this first quarter period, particularly for heating purposes which when added to the additional gas used at sites that have been converted from Oil and LPG, has resulted in an 11% increase in gas consumption. However reductions in electricity (4%), oil (14%) and LPG (68%) have mitigated the impact to a large extent, and with the arrival of warmer and more settled summer weather we anticipate a noticeable improvement in the next quarter returns.

We continue to install energy efficient projects with good paybacks (most less than 5 years) up to our budget allocation and these together with the good housekeeping element have produced most of the energy/carbon reductions to date, though there is still more available through good housekeeping.

The renewable /low carbon element is a little behind the programme schedule, because there has only been a renewable budget for the last two years. However the Carbon Trust have identified that we need to invest in commercial scale renewable technology e.g. a large scale wind turbine or Solar farm, if we are to achieve the renewable energy element of the target. This is being investigated.

To date we have installed some 30 renewable and low carbon technologies including wind turbines, solar photo voltaics, solar hot water, Bio Mass boilers (wood chip) and Combined heat and power engines that generate electricity as well as heat. All of these eligible renewable technologies are providing an income stream to the Authority through the Governments Feed in Tariffs and Renewable Heat Incentives. We are currently pulling together a large tender for up to 6 larger scale (30 to 50 kWp) Photo Voltaic schemes for some secondary schools and County Buildings.

**Investing in a more efficient Fleet (Vehicles)**

We are currently undertaking a 12 month (commenced December 2012) Fleet Review and have engaged specialist consultants to deliver fleet spend and fleet utilisation efficiencies. Business cases have been submitted regarding the ownership of spare vehicles, with analysis and consideration of the utilisation of specialist vehicles within bespoke work areas such as Refuse and Sweeping.

There is on-going work looking at larger work streams of Vehicle Ownership and Logistics, which include areas such as demand planning, vehicle size and specification to achieve a more generic fleet and utilisation and hence standardisation in parts, servicing etc. This will improve our usage and operation of vehicles, whilst delivering a younger, cleaner and more efficient fleet of vehicles

**Achievement will be measured through:**

- Carbon reduction commitment
- Renewable energy schemes
- Recycling performance

**Achievement Milestones for strategy and action plans:** (Lead Officer – Head of Assets and Transportation)

Measure or milestone to be determined for renewable energy schemes – TBC (Date)

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Reduce our carbon footprint through delivery of our Carbon Reduction Strategy (non-domestic property portfolio)	Head of Assets and Transportation	Current tonnes of carbon 14,112.5 (weather corrected)	Target 5% reduction	60% by 2021	+0.28%	A	G
The percentage of local authority municipal waste recycled (WMT/010ii)	Head of Streetscene	20.37%	22%	24%	18.92%	A	G
The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for reuse, recycled or of source segregated bio waste that is composted or treated biologically in another way (WMT/011)	Head of Streetscene	51.83%	62%	75%	57.24%	A	G
The percentage of municipal waste collected by local authorities sent to landfill (WMT/004b)	Head of Streetscene	41.37%	49%	30% by 2025	40.87%	G	G

Risks to be managed:-

- Ensuring that recycling and energy efficiency programmes are supported by the public and employees

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)	
H	H	R	R1. Promote and raise awareness of the benefits of recycling with the public.	M	M	A	Promotion through the press, websites, schools and at public venues to raise awareness and increase engagement	Head of Streetscene		L	L	G	
			R2. Increase the level, efficiency and ease of collection systems for the public				Increase future technology and frequency with more emphasis on recycle collections.						Head of Streetscene
			F1. In-house Driver Awareness training for all new operational drivers, to date 70 operatives have undertaken this training across both Streetscene and Property Services.				About to roll out an In-House training programme for all Large Goods Vehicle drivers as part of the Driver CPC (Certificate of Professional Competence) training. Modules for the training include SaFED						Head of Assets & Transportation

				(Safe and Fuel Efficient Driving) techniques, thereby reducing fuel consumption and carbon emissions.				
		F2. Currently working through a programme of fitting Tracker Systems to all Fleet vehicles across the authority.		Tracking of vehicles promote better utilisation of the vehicle and limits wasted journeys to further improve the CO2 performance.	Head of Assets & Transportation			
		F3. Drivers Handbook Extract on Economic Driving including explanation of Fuel Consumption provided to workforce		Revised Fleet Drivers Handbook is shortly to be distributed across the entire workforce.	Head of Assets & Transportation			
		F4. Transportation and Logistics operations currently being reviewed. The results will shape how vehicles across the authority will be specified, procured, and utilized. Whilst considering alternative fuel options, and pool cars availability,		Transportation and Logistics operations currently being reviewed. The results will shape how vehicles across the authority will be specified, procured, and utilized. Whilst considering alternative fuel options, and pool cars availability,	Head of Assets & Transportation			
		E1. Interaction and engagement with staff and energy champions to promote and raise awareness of energy conservation initiatives.		Continue to engage with staff on energy efficiency initiatives.	Head of Assets & Transportation			

**3. Promote and increase the number of homes receiving energy efficiency measures in the Deeside Housing Renewal Area**

**Progress Status**

**Progress RAG**

**G**

**Outcome RAG**

**G**

The contract with A&M Energy Solutions for the provision of external wall insulation is progressing well across Connah's Quay and Greenfield with expected completion in Q3. 43 jobs have been created or sustained through the programme with 29 (6 council) out of the 90 scheduled properties complete. Anticipated annual heating bill savings currently stand at £12,725.

The scheme to support local installers, until the new Energy Company Obligation (ECO) funding emerged, has delivered positive results with over 104 owner occupied or private rented homes receiving insulation or heating works through six local small or medium sized enterprises. Anticipated annual savings of over £24,000 have been created from a Council investment of £44,000.

The gas infill scheme in Sealand Manor was also completed in quarter one with 22 owner occupied or private rented homes having their oil, LPG, electric, and solid fuel heating systems replaced with gas boilers. This resulted in annual heating bill savings of £6,600 anticipated.

In total at the end of quarter one 189 properties (183 private and 6 council) have received insulation or heating improvement measures. Anticipated annual heating bill savings of £65,205 have been secured.

It is anticipated that over 450 properties will receive improvement measures in 2013/14 (anticipated annual heating bill savings of over £100k) with a total project spend of well over £1million. A regional ECO framework has been created and work with regional partners continues.

A sustainable service plan is in development. This builds on the experience, challenges and successes of previous years. There is a high demand for the service and capacity to identify and secure appropriate funding streams is the biggest constraint on meeting this demand. The measures that improve homes most and are most attractive to residents have been identified and are the focus of the delivery strategy. Ensuring a steady return of capital also features as an operational priority to ensure that support of fuel poor households can continue.

**Achievement will be measured through:**

- Number of homes receiving energy efficiency measures e.g. insulation

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Number of homes receiving energy efficiency measures	Head of Housing	588	200	600	189	<b>G</b>	<b>G</b>
Overall annual reduction in carbon emissions from housing	Head of Housing	14,312	5000 lifetime tonnes of CO2	5000 tonnes per annum	3313 lifetime tonnes of CO2	<b>G</b>	<b>G</b>
Overall annual fuel bill reduction for residents	Head of Housing	£181,080	£75,000	£75,000 per annum	£65,205	<b>G</b>	<b>G</b>

**Risks to be managed: Securing sufficient funding for renewable energy schemes**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	Promotion and encouragement of the use of the recycling fund for schools to encourage and level in additionality.	M	M	A	Promote and encourage the use of the recycling fund for schools to encourage and level in additionality	Head of Assets & Transportation		L	L	G



4. Encourage public utilisation of recycling facilities and services							
Progress Status			Progress RAG	A	Outcome RAG	G	
<p>A full recycling collection service is now provided to 98% of all residents in the County</p> <p>The service is concentrating on increasing recycling and participation in the new service by targeted visits to areas with low recycling rates.</p> <p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>Reduction in landfill and improved recycling performance</li> </ul>							
Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
The percentage of municipal waste collected by local authorities sent to landfill (WMT/004b)	Head of Streetscene	41.37%	49%	30% by 2025	40.87%	G	G
Increase the level of recycling in order to achieve the statutory Welsh Government targets	Head of Streetscene	55%	59%	63% by 2025	56%	A	A

Risks to be managed: Ensuring that recycling and energy efficiency programmes are supported by the public and employees

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score
(L)	(I)	(LxI)		(L)	(I)	(LxI)				(L)	(I)	(LxI)
H	H	R	<p>Promoting the messages around recycling and why its important to divert waste away from landfill and recycle more.</p> <p>In total at the end of quarter one 189 properties (183 private and 6 council) have received insulation or heating improvement measures. Anticipated annual heating bill savings of £65,205 have been secured.</p>	M	M	A	<p>Regular monitoring of low participation areas and site visits to encourage involvement.</p> <p>Attendance at local events to publicise service</p> <p>Continue to promote and roll out insulation or heating improvement measures for the remainder of the year.</p>	<p>Head of Streetscene</p> <p>Head of Assets &amp; Transportation</p>		L	L	G

**5. Encourage residents and employees to use more sustainable forms of transport**

Progress Status	Progress RAG	R	Outcome RAG	A
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We have secured external capital funding and use internal funding to assist in developing a safe, convenient, efficient and attractive highways and transport infrastructure which encourages and facilitates the use of walking and cycling in the County and beyond its boundaries through establishing cross border links.

We continue to identify the constraints and opportunities for improvement including consultation with local communities and stakeholders. Schemes for delivery in 2013/14 include:

- Regional Transport Plan – New footway/cycle route linking Queensferry to Sandycroft
- Funding to develop cycle route network through feasibility studies
  - Provision of additional cycle counters on strategic cycle network
  - Improved pedestrian facilities at controlled crossings in Deeside Area

- Rural Development Plan - A548 Gronant Coastal Area – New Footway/Cycle route and Pegasus crossing
- Footpath 64 Mostyn – Coastal Area – Improvement and upgrading of footpath
  - New signage and promotions to raise awareness of new schemes and encourage usage

National Resource Wales - Funding to assist disabled and vulnerable users of existing footpath network

Local Government Borrowing Initiative (LGBI) – Secured funding to improve the number of dropped crossings in the County  
Internal funding to improve the Public Rights of Way network through the Rights of Way Improvement Plan (ROWIP)

The regional bus network strategy has been drafted by Taith in partnership with all North Wales Authorities and draft consultation is due to be submitted to the Taith management board on 6<sup>th</sup> September.

The subsidised bus services review is currently at public consultation stage due to finish 11<sup>th</sup> October with a report due at scrutiny 13<sup>th</sup> November with final report to Cabinet 17<sup>th</sup> December. The tender process to commence Jan 2014 with any new contracts or changes to contracts to commence April 2014. The Authority continues to promote the concessionary travel scheme. An exercise to capture the facilities at each bus stop in the County is to be carried out to establish baseline information.

As part of our development of further measures we are proposing to report on the number of people using public transport (bus services).

At the moment we are currently investigating the most cost effective and streamlined way of doing this so that it becomes part of our normal work processes, at the moment it is very paper and staff resource intensive.

**Achievement will be measured through:**

- Bus passenger numbers and use of cycleways

**Achievement Milestones for strategy and action plans:** (Lead Officer -Head of Assets and Transportation)

Measure or milestone to be determined for bus passenger numbers – April 2014

Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Increase in the number of users on our cycleway networks <i>(data from counters)</i>	Head of Assets and Transportation	N/A	50,000	70,000	24,000	A	G

6. Complete the review and rationalise the Council's assets							
Progress Status			Progress RAG	A	Outcome RAG	A	
<p>The Assets Workstream of the Flintshire Futures is a complex project which looks at our Corporate Estate and has a large number of organisational cross cutting issues relating to Human Resources (policy and procedural, output based management), service modernisation (space usage, and New Ways of Working (NWoW), Financial (property rationalisation and capital receipt generation and revenue savings), Cultural (modernising the way we do things and deliver services to our customers).</p> <p>In addition to the work and our review of Corporate Assets we have also embarked upon a review of the remaining property assets throughout the County with again the view of critically challenging why we hold the number of assets we do, why they are in the locations they are in and why we need so many which, whilst purporting to do different things may be underutilised and surrounded by equally under-utilised assets.</p> <p><b>Achievement will be measured through:</b></p> <ul style="list-style-type: none"> <li>Reduction in Council's assets portfolio</li> </ul>							
Achievement Measures	Lead Officer	2012/13 Baseline Data	2013/14 Target	2016/17 Aspirational Target	Current Outturn	Performance RAG	Outcome Performance Predictive RAG
Reduce the number of corporate office buildings we own and occupy	Head of Assets and Transportation	3 buildings	Close 1 building	2	0	A	G

**Risk to be managed – Ensuring that buildings are used effectively to match our priorities**

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score (when all actions are completed / satisfactory arrangements in place)		
Likelihood (L)	Impact (I)	Gross Score (LxI)		Likelihood (L)	Impact (I)	Gross Score (LxI)				Likelihood (L)	Impact (I)	Gross Score (LxI)
H	H	R	Work is underway to reduce paperwork and document storage	M	M	A	Continue to scan in documents, archive or dispose to create a more effective use of space.	Head of Assets & Transportation		L	L	G
			Communicate out to staff and promote the Flintshire Futures Assets work stream and raised awareness of what is required through infonet and communication meetings.				Promote and ensure Managers are clear of requirements and that this is communicated to staff so all are aware of the requirements					
			Increasing number of services working agilely				Further roll out of agile working					

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			Review of current building usage				Consideration of future use/functions of buildings	Head of Assets & Transportation				
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## FLINTSHIRE COUNTY COUNCIL

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

**DATE:** **WEDNESDAY 13<sup>TH</sup> NOVEMBER 2013**

**REPORT BY:** **ENVIRONMENT AND SOCIAL CARE OVERVIEW & SCRUTINY FACILITATOR**

**SUBJECT:** **MID YEAR SERVICE PERFORMANCE REPORT**

### **1.00 PURPOSE OF REPORT**

- 1.01 To note and consider the 2013/14 Mid Year Service Performance Report produced at the Head of Service/Divisional level under the adopted business model of the Council. The report covers the period April – September 2013.
- 1.02 To enable Members to comments on the new approach to performance reporting.

### **2.00 BACKGROUND**

- 2.01 The new style Improvement Plan adopted by Council in June 2013 which is aligned to the new three year Outcome Agreement, focuses on the priorities which are expected to have the most impact during 2013/14.
- 2.02 In addition to the Improvement Plan Monitoring Report, bi-annually performance highlight reports will be presented from the Heads of Service. These will be similar to those previously produced for quarterly reporting.

### **3.00 CONSIDERATIONS**

- 3.01 Copies of the detailed Mid Year Service Performance Reports are attached at Appendix 1.1 – Public Protection, Appendix 1.2 – Regeneration, Appendix 1.3 – Assets & Transportation, Appendix 1.4 – Streetscene and Appendix 1.5 – Planning.
- 3.02 The contents of the half yearly Head of Service reports include:
- Improvement Priorities that do not have an in-year priority
  - Service Plan progress
  - Corporate measures e.g. absence management
  - Reporting against findings from external regulatory bodies e.g. Wales Audit Office, Care and Social Services Inspectorate Wales or Estyn
  - Improvement Targets
  - National Strategic Indicators (NSIs) – as part of the new Outcome Agreement

**4.00 RECOMMENDATIONS**

4.01 That the Committee consider the 2013/14 Mid Year Service Performance Reports produced by the Heads of Service, highlight and monitor poor performance and feedback details of any challenge to the Corporate Resources Overview & Scrutiny Committee who are responsible for the overview and monitoring of performance.

**5.00 FINANCIAL IMPLICATIONS**

5.01 None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

**8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

**10.00 CONSULTATION REQUIRED**

10.01 Publication of this report constitutes consultation.

**11.00 CONSULTATION UNDERTAKEN**

11.01 Not applicable.

**12.00 APPENDICES**

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

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

None.

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## Mid-Year Performance Report Streetscene Service (Environment Directorate)

REPORT AUTHOR: **STEPHEN JONES**  
REPORT DATE: **17<sup>TH</sup> OCTOBER 2013**  
REPORT PERIOD: **APRIL TO SEPTEMBER 2013**

### **Introduction**

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The Head of Service report is produced on a half yearly 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 approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

**1. Improvement Priorities & Service Plan Monitoring** – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

**2. Internal and External Regulatory Reports** – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

**3. Corporate Reporting** – this section summarises the performance in relation to corporate issues i.e. Sickness absence, Complaints

**Appendix 1- NSI & Improvement Target Performance Indicators** – summary table of the performance for the NSI and Improvement Targets. Graphs (where appropriate) and commentary are included in section 1 for those indicators shown with a red RAG status.

## **1. Improvement Priorities & Service Plan Monitoring**

Report highlights for the half year are as follows: -

### **Improvement Priority – Sub-regional waste projects**

The North Wales Residual Waste Treatment Project has continued to develop the procurement process towards the conclusion of the Competitive Dialogue process. It is anticipated that each partner authority will be asked to approve the Final Tenders during February and March 2014.

The Regional Food Waste Treatment facility continues to make good progress: -

- Planning consent for the new facility has been granted
- Construction works have started
- The anticipated 'go live' date is late Spring 2014
- The interim contract arrangements are working well, with the Partnerships' food waste being treated by Biogen at one of their existing facilities in England

### **Improvement Priority – Managing the Environment Well - Streetscene standards**

The service continues to improve performance against the Streetscene standards which were approved by Cabinet in 2012

The service achieved 90% or better compliance for 36 of the 45 standards which are set for the service and reported mid year. This is an improvement from the 31 standards achieved at the end of 2012 – 13.

The following standards were not achieved.

- Time taken to collect bin missed due to the fault of the Service
- Time taken to deliver new bins, recycling sacks/boxes (4 standards)
- Number of bins missed per 100,000 collections
- Time taken to remove fly tipping from council owned land (including Housing land)
- Percentage of calls Answered in under 15 Seconds (Contact Centre)
- Percentage of 'lost' calls(Contact Centre)

The service is continuing to deal with the operational issues which result in the above standards not being achieved and the monitoring process will benefit from an Internal Audit of process due to commence in Quarter 3. It is expected that the service will show an improvement in Q3 and Q4 performance in respect of the number of standards achieved.

### **Improvement Priority – Managing the Environment Well – Managing Litter and dog fouling**

The service continued to respond in a timely manner to individual complaints and to ensure footway sweeping schedules are adhered to in order to proactively deal with the littering and dog fouling issues.

The service will coordinate cleansing operations and staff local knowledge with the visits of the proposed Council Enforcement Officer, once they are appointed.

A formal Environmental Enforcement Policy clarifying enforcement protocols for each aspect of the service will be presented to Cabinet in October.

The County had positive feedback from the Keep Wales Tidy Cleanliness Audit completed in the reporting period.

### **Improvement Priority – Wasting less and recycling more**

Whilst the second quarter figures are still to be ratified, the service is confident it can maintain the annual recycling rate achieved last year and is expecting to achieve a year on year reduction in the material sent to landfill.

Black bag waste taken to the Councils HRC sites is now being opened by operatives to separate recyclable material and in order that advice can be given to the residents using the site.

Trade Waste Customers are now being offered a full Recycling Service which provides financial benefit to the customers and increases recycling levels for the Council.

School Food Waste collections commenced in September and the service is now available in every school in the County.

### **Improvement Priority – A modern and accessible range of conveniences – Public Conveniences**

The first phase of the rationalisation programme has been completed.

Discussions are at an advanced stage with two Town and Community Council regarding the service transferring to local organisations under control of the Town and Community Councils.

Notice to T&CC's affected by the second phase of the proposals within the December 2012 Cabinet report will be sent out in October.

### **Streetscene Service - Overview**

**Depot Works.** The Alltami Depot remodelling works are on programme. The remodelling work has not been a factor in the service not achieving some of the Streetscene standards and overall service delivery has not been affected, despite many of the operational teams being dispersed to other temporary depots during the work. The remodelling works are expected to be completed on 2<sup>nd</sup> December 2013 following which all Streetscene staff and operational teams will transfer to the new depot and all operations will then be managed from the single site.

**Training.** During the period April 2013 - September 2013 (inclusive) Streetscene offered operational staff a further 299 individual training places. A total of 908 training places have now been taken up since the service started in April 2012 and 83% of the total workforce have now received some training during the period. This will allow further movement of staff through the service and create efficiencies in the future.

**NVQ training for Operatives/Staff development.** The first cohort of 22 front line operational staff have now completed their formal NVQ training. This is the first time that Streetscene staff have been offered the opportunity to gain formal qualifications during their employment with the Council and the project, which is operated in partnership with Coleg Cambria, has been well received by staff. The second cohort of 40 staff commences on their studies in October.

**Fleet Review.** The Fleet review has continued throughout the period and the process has identified numerous operational efficiencies which, subject to approval, will be implemented over the next two financial years.

**Flintshire Refurbs** Streetscene continued to work with Flintshire Refurbs to provide opportunities for local unemployed people through the Welsh Government Jobs Growth Wales initiative. 6 unemployed local people commenced a period of employment with the Council on this basis during the period.

**Probationary Service** Streetscene has continued to work in partnership with the Probationary Service who currently provide the service with daily resources to carry out some defined Streetscene work within the Community. This increases the available capacity of the service and has made a significant benefit to the local environment in many areas.

**VFM** The Streetscene service has commenced a broad Value for Money Review which will follow corporate guidelines and is due to report before Christmas.

### **Highways and cleansing**

The Annual independent Audit of the cleanliness of the Councils streets concluded :

1. The current Cleanliness Index for Flintshire is 68.6. This is an improvement on last year and compares favourably to the all Wales figure of 67.6
2. 96.4% of streets scored grade B cleanliness or above. This is an improvement on last year and higher than the all Wales figure of 95%.
3. The presence of half of the litter types and the majority of litter sources has decreased in the year to 2013-14.

The resurfacing programme which is funded by the Councils Capital allocation and the Welsh Government PB initiative has progressed through the period and will be completed in November 2013.

Inspections of all of the County's footways have been completed and a footway resurfacing programme has been agreed and tendered to repair the footways most in need of treatment. The work will commence in November and will be completed by March 2013.

The particularly heavy snowfall in March 2013, with clearance operations continuing into April created huge challenges for the service. Despite the conditions the main routes remained open throughout the period and the overall response to the exceptional conditions was excellent and the service received numerous messages of appreciation for their efforts.

### **Waste services**

The service has continued to work with its private sector partner to develop the IT based solution for Assisted Collection notification. The system is now fitted to all front line vehicles and consequently the number of missed Assisted Collections has fallen as a result of its introduction.

The final roll out of Saturday collections commenced during September and will be completed by October 2013. This will allow the full benefit of increased vehicle utilisation to be realised. In order to deliver the newly aligned service, the procurement process for the remaining new waste vehicles has been completed and the vehicles started to arrive in August with the final delivery due in October. The fleet will then be optimised to deliver the new 6 day service.

The service has introduced a full Recycling Collection Service for its Trade Waste Collection Customers which has been well received by everyone involved. The service has also introduced a food waste collection service from Schools in the County.

The Recycling Team have attended a number of local events during the summer in order to promote the service and provide containers to residents if they require them.

The service invested in a new baling system in Standard Industrial Estate for the recycling material collected at the kerbside.

### **Fleet maintenance**

The OCRS (Operators Compliance Risk Score), which is the risk measure which VOSA applies to the operation of the fleet remained at 'Green' throughout the year for Road Worthiness and overall Traffic scores

The Fleet Review was ongoing throughout the period and is due to be completed in December 2013.

## **2. Internal and External Regulatory Reports**

**Audit Report Title, Date and Report Author e.g. Internal Audit, WAO, Estyn, CSSIW**  
Quality Management Standard (QMS) – Streetscene and Highway services - June 2013 – No major or minor non-conformities raised

QMS – Waste Disposal operations - July 2013 - No major or minor non-conformities raised

Keep Wales Tidy audit of cleanliness of the Councils streets (LEAMS). Reported above

## **3. Corporate Reporting**

### **Complaints / Compliments**

During the period the service received 257 complaints and 25 compliments. 68% of the complaints were dealt within the defined response period. Reducing the level of complaints is a priority for the service over the coming months. The situation will improve as the balanced waste rounds become established. A target for sickness within the service is being determined to provide some focus for sickness management going forward

### **Sickness Absence**

Sickness levels increased during the summer period however sickness management is a key priority for the management team and the actions adopted have seen the figures fall considerably over the closing months over the period.

### **Staff Turnover**

14 Staff left the service (approx 3% of total workforce) and 19 were employed during the period.

### **Staff Appraisals**

Operational staff appraisals have been substantially completed with 95% of the 350 workforce receiving an appraisal. The information gained from the appraisals has been used to formulate the training programmes for the service.

## Equality Monitoring

Employees requirements for diversity and equality training are assessed during personal development requirements as part of the annual appraisal process. The Customer Service Award which has been completed by the first cohort of operational staff also contains a module on equalities.

## Welsh Language Monitoring

The Directorate has been following the agreed timetable for the Welsh Language Scheme Implementation Plan. This has included use of bilingual greetings and messages; audit of all standard letters to ensure bilingual translation; guidance on bilingual text on e-mails; review of all forms, leaflets, publications to ensure bilingual availability; control point established to ensure all future publications are bilingual; welsh language baseline assessments; reception staff received refresher training on bilingual greetings; notices displayed to ensure customers are aware that Welsh and English service available. Audit of employee welsh language skills currently underway and results being captured in i-trent.

## Data Protection Training

	<b>MANDATORY POSTS</b>	<b>COMPLETED</b>	<b>PERCENTAGE</b>	<b>NON-MANDATORY COMPLETED</b>
<b>Streetscene</b>	<b>18</b>	<b>5</b>	<b>28%</b>	<b>3</b>

The service is reviewing the number of mandatory posts required and has taken a phased approach to the training, given the target of 2014 for completion. This will ensure service continuity whilst training is undertaken.

## FOI Requests

Environment Dept summary

FOI Requests received - 95

FOI Requests dealt with within timescales - 90



## Appendix 1 - NSI & Improvement Target Performance Indicators

### Key

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

The RAG status of the indicators for the half year position are summarised as follows:



Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator    Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
WMT/011 The percentage of local authority municipal waste received at all local authority household waste amenity sites that is prepared for reuse, recycled or of source segregated bio waste that is composed of or treated biologically in another way	IMP T	62%	New Indicator	57.24	Not Avail	62%	Not app	New Indicator	The Q2 figures are subject to confirmation from Welsh Government.  Improving recycling at HRC sites is a service priority and a number of initiatives have been introduced to improve performance.

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
WMT/004b The percentage of municipal waste collected by local authorities sent to landfill	NSI	48%	39.37%	40.87%	Not Avail	40%	Not avail	Improvement based on comparison to Q1 last year	Reducing municipal waste is a key element of the Council's waste strategy. Target to be reviewed to provide more challenge
WMT/009b The percentage of municipal waste collected by local authorities and prepared for reuse and /or recycled, including source segregated bio wastes that are composted or treated biologically in another way	NSI	59%	58.05%	55.55	Not Avail	58%		Maintained based on Q1 when compared to last year  See commentary	Statutory target for the year is 52% Lower Q1 performance followed poor weather at the end of the financial year. This had the following impact 1. No waste collections during the last week of the financial year increase quantities in the first week of the new year. 2. Unseasonable temperatures during April/May reduced green waste quantities Whilst the Q1 rate was below the 2012-13 figure the final out-turn is expected to show an improvement on the previous year
STS/006 The percentage of reported fly tipping incidents cleared within 5 working days	NSI / IMP T	95%		100	100	100	<b>G</b>	Improved	Whilst the national target of removing fly tipping within 5 working days was achieved the 1 working day target set for the Streetscene targets was missed.
Streetscene Standards	IMP T	100%	72%	80%	80%	100%	<b>A</b>	Improvement	Work is ongoing to ensure the service achieves all of the standards set by the Council

## Mid-Year Performance Report Assets and Transportation Service (Environment Directorate)

*REPORT AUTHOR: NEAL COCKERTON*

*REPORT DATE: 9<sup>TH</sup> OCTOBER 2013*

*REPORT PERIOD: APRIL TO SEPTEMBER 2013*

### **Introduction**

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

The approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

**1. Improvement Priorities & Service Plan Monitoring** – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

**2. Internal and External Regulatory Reports** – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

**3. Corporate Reporting** – this section summarises the performance in relation to corporate issues i.e. Sickness absence, Complaints

**Appendix 1- National Statutory Indicator (NSI) & Improvement Target Performance Indicators** – summary table of the performance for the NSI and Improvement Targets. Graphs (where appropriate) and commentary are included in section 1 for those indicators shown with a red RAG status.

# **1. Improvement Priorities & Service Plan Monitoring**

**Report highlights for the half year are as follows: -**

## **Property Maintenance and Design Consultancy**

Work within this service area has been focussed upon delivering the County Councils programme of maintenance, planned works and major capital programmes to its building assets. Much of the focus has been in delivery of programmes to coincide with school summer holiday; this programme has been delivered successfully.

In addition to the above the service has been heavily involved with the 21<sup>st</sup> Century school modernisation programme, in particular the development of the Holywell all through school and the Shotton, John Summers High School. This work has involved the on-going development of designs and refining the costs plans for these schemes, in addition the team has also been managing the contract regarding the new all through Primary School at Shotton (Taliesen School), this scheme is at 'shell' stage ie roof and floor slab in place, in advance of the winter weather. Finally the team is also responsible for delivering the Alltami Depot modernisation and service consolidation. Much of the car park works are complete as well as work to the 'green shed'. Work is currently underway to construct the new food waste handling building.

## **Valuation and Estates**

As well as the normal everyday work streams such as leases, licences, disposals and general landlord and tenant issues the team is heavily involved in delivering a workstream of the Councils Change Programme. The Assets workstream is reviewing a number of strategic options around property assets in connection with their utilisation, running costs and overall efficiency. This work will support delivery of the Councils Medium Term Financial Plan.

As noted above the team is also responsible for disposals, these generate capital receipts which support the Councils capital programme and assist delivery of the council's strategic programme of work and objectives. The current economic climate is having a significant negative impact of the level of capital resources that can be generated through the Councils capital receipt programme and this is set to continue for a number of years, however, there are some positive signs that the agricultural estate is starting to move with a number of discussions in progress over potential disposals.

Resource levels within the team are currently at a reduced level and the team has not been able to recruit to support what are significant strategic work streams within the Council. Such levels will reduce the team's ability to effectively deliver on these programmes. We are currently exploring a number of options through which we can add capacity and support these programmes

## **Energy and Water Management**

Work to refresh the current Display Energy Certificates is underway with sites between 500 to 1000 sqm now being surveyed (100+ sites). This work will identify energy saving measures and initiatives that need to be put into place to reduce energy and lead to an improved energy rating.

We are working with the Carbon Trust to develop an initiative which will hopefully lead to more reasonable guidance being developed along the lines of energy efficiency principles

as opposed to ventilation rates for school kitchens. Current guidance requires high ventilation rates often pre heating of air supplies and generally high levels of energy to achieve outcomes, by taking a more incremental approach it is felt that some of the requirements currently in place can be modified and in doing so lead to energy efficiencies.

A pilot carbon reduction programme has commenced with 10 Primary Schools, this will seek to embed energy conservation principles within the schools and support, where necessary, curriculum delivery in this area with the overall intent that messages on energy conservation are not only developed in school but also taken back to the home.

### **Highways Policy and Strategy**

During this period we have implemented Civil Parking Enforcement. Whilst still at a very early stage of implementation there is noticeable positive change in driver behaviour in our town centres in relation to on street parking.

Work in connection with the Regional Transport Plan continues to be progressed with the following project specific updates:

- Queensferry to Sandycroft cycleway is currently on site and includes work to upgrade the 'Macro' signals;
- Deeside synchronisation project, which deals with the synchronisation of the traffic signals along the Deeside Corridor to significantly ease traffic congestion through this area.
- Work to install signals on the slip road from the A494 to the main roundabout at Shotton is currently out to tender. The proposal is intended to deliver a part time signalised junction and in doing so will ease traffic congestion in this area. Completion of the project anticipated before Christmas.
- Broughton to Saltney cycleway scheme being designed at the moment.
- Deeside Industrial Park, Zone 3 extension of cycle route is to be undertaken this financial year.

In relation to the activities of the Rights of Way function the new strimming contract is working well, this being the first year of operation. The ROWIP annual report is currently being finalised.

### **Highway Engineering Consultancy including Traffic Services**

The service is responsible for the delivery of designs and contract management and supervision of a number of highway schemes as well as leading on road safety initiatives and promotion and traffic matters, such as speed limits, signing and signals.

Much of the work of the Engineering Consultancy has been preparing tender documentation, undertaking feasibility studies, cost planning and project management of a number of the schemes referred to above. In addition the team deals with the application of the Flood and Water Management Act, drainage issues and more significantly the delivery of the Mold Flood Alleviation scheme.

The traffic team are currently working on schemes to ensure delivery of outputs flowing from the speed limit review. This work has commenced with the preparation and on-going issue of a number of Traffic Regulation Orders, essentially the pre-consultation phase prior to the implementation of any new local speed limit changes.

The road safety team are responsible for the delivery and promotion of road safety initiatives and messages and also work closely with North Wales Police to identify accident

cluster sites, gather intelligence and develop schemes which contribute to road safety. The most visible elements of this programme of work are the traffic calming schemes, introduction of 20mph around schools and the management of school crossing patrols.

### Transportation

This team delivers public and school transport services and is currently engaged in a major consultation process relating to a review of the County’s subsidised bus services. The consultation commenced in August and will conclude in October after which analysis will be undertaken of the feedback received and the reports to Scrutiny and undertaken written.

## 2. Internal and External Regulatory Reports

### Audit Reports

#### **Internal Audit - Contract for the Build of the new Shotton Primary School**

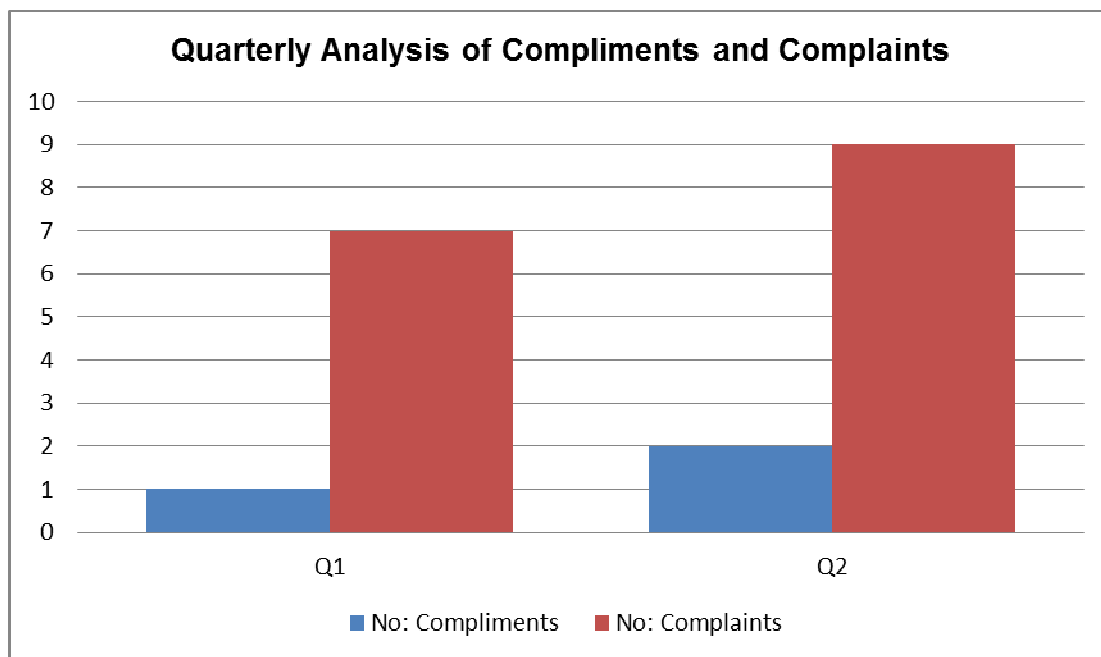
A specific piece of work is currently underway and being carried out by internal audit in reviewing the mechanisms and procedures adopted in the procurement of the new Shotton Primary School (Taliesen School). At this moment fieldwork is in progress

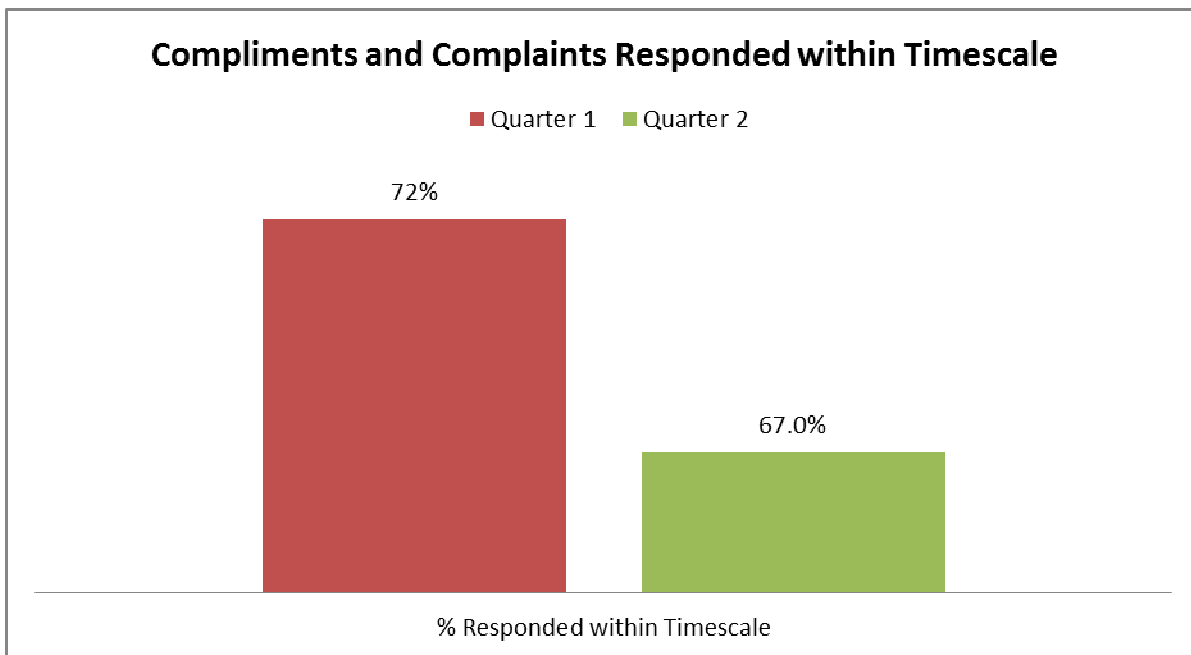
## 3. Corporate Reporting

### Complaints / Compliments

The table indicates that over the period (Q1 and Q2) there is no specific pattern and numbers are relatively small with the majority of issues being related to highway matters but not any within specific service area. The position with complaints will be monitored and corrective action taken to address any system or procedural weaknesses.

Specifically and in relation to this system, procedures in the Quality Assurance System (ISO 9001) have been substantially redrafted to ensure that there is more consistent capture of data relating to complaints and compliments within the Design Consultancy area of work.





### Sickness Absence (Corporate target 9.8 days per FTE)

Days lost Q1	Days lost Q2	Days lost per FTE Q1	Days lost per FTE Q2	Total days lost per FTE Q1 and Q2	Directorate Average (days)
412	379	2.28 per FTE	2.10 per FTE	4.38 per FTE	6.32

### Staff Turnover

Headcount	No of staff leaving Q1	Q1 staff turnover	No of staff leaving Q2	Q2 staff turnover	Total turnover Q1 and Q2	Total turnover Q1 and Q2 (Environment)
257	2	0.78%	2	0.78%	1.56%	3.03%

### Equality Monitoring

Employees requirements for diversity and equality training assessed during personal development requirements as part of the annual appraisal process. The Customer Service Award also contains a module on equalities. Transportation actively promote the concessionary travel scheme. A rolling programme of physical alterations to Council owned buildings is continuing with consultation with disabled customers on the prioritisation of improvements.

### Welsh Language Monitoring

The Directorate has been following the agreed timetable for the Welsh Language Scheme Implementation Plan. This has included use of bilingual greetings and messages, audit of all standard letters to ensure bilingual translation, guidance on bilingual text on e-mails, review of all forms, leaflets, publications to ensure bilingual availability, control point established to ensure all future publications are bilingual, welsh language baseline assessments, reception staff received refresher training on bilingual greetings, notices displayed to ensure customers are aware that Welsh and English service available. The Streetscene contact centre has the option to choose to converse in Welsh or English. Audit of employee welsh language skills currently underway and results being captured in i-Trent.

## Data Protection Training

	Mandatory Posts	Completed		None-mandatory completed
Head of Assets and Transportation	28	26	93%	61

## Freedom of Information Requests Performance

	NUMBER OF FOI REQUESTS DETERMINED IN PERIOD	NUMBER OF THESE REQUESTS DETERMINED WITHIN THE REQUIRED TIME	% DETERMINED WITHIN REQUIRED TIME	NUMBER OF EIR REQUESTS DETERMINED IN PERIOD	NUMBER OF THESE REQUESTS DETERMINED WITHIN THE REQUIRED TIME	% DETERMINED WITHIN REQUIRED TIME
<b>Q1</b>						
ENVIRONMENT	52	49	94%	185	182	98%
ALL	180	158	88%	1	1	100%
<b>Q2</b>						
ENVIRONMENT	43	41	95%	172	168	98%
ALL	170	142	84%	0	0	98%



## Appendix 1 - NSI & Improvement Target Performance Indicators

### Key

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

The RAG status of the indicators for the half year position are summarised as follows:





Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
CMT/001 The percentage of total length of Rights of Way which are easy to use by members of the public	Imp T	69%	66.19% (annual outturn)	N/A	N/A	N/A	N/A	N/A	This is an annual figure, quarterly / half yearly figures are not produced.
EEFLM1 Carbon Reduction Commitment	Imp T	5%	New Indicator	1.97% increase	1.29% reduction (over 6 months)	5%		Improved	We have turned an overall increase of nearly 2% in the first quarters consumption into a reduction of 1.3% over the entire 2 quarters which reflects on better summer weather and our continued efforts. This is clearly shown in gas consumption which was up 11% in the first quarter but down 21% in

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
									the second quarter when compared to the same quarters last year. It also shows just how difficult it is to draw conclusions from individual quarterly figures.
IA3.1L1 Increase the Standard Assessment Procedure (SAP) rating in Council Housing Stock	Imp T	69 Average SAP Rating	Not previously reports on Quarterly basis	Not previously reports on Quarterly basis	<b>72.76%</b>	Not previously reports on Quarterly basis		N/A	Previously reported annually  The totals up to mid-year: <ul style="list-style-type: none"> <li>• 411 heating,</li> <li>• 6 solid wall,</li> <li>• 1 cavity and</li> <li>• 66 loft,</li> </ul> SAP 72.76 (or round to 73).
THS 007 The percentage of adults aged 60 or over who hold a concessionary travel pass	Imp T	78%	75.4%	<b>76.7%</b>	<b>75.8%</b>	78%		Slight downturn	Figures exclude National Fraud Initiative (NFI) data matching exercise to identify 1,624 pass holders who may have passed away. The target of 78% remains challenging.

## **Mid-Year Performance Report Regeneration Service (Environment Directorate)**

*REPORT AUTHOR: DAVE HEGGARTY*

*REPORT DATE: OCTOBER 2013*

*REPORT PERIOD: APRIL TO SEPTEMBER 2013*

### **Introduction**

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The Head of Service report is produced on a half yearly 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 approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

**1. Improvement Priorities & Service Plan Monitoring** – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

**2. Internal and External Regulatory Reports** – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

**3. Corporate Reporting** – this section summarises the performance in relation to corporate issues i.e. Sickness absence, Complaints

**Appendix 1- NSI & Improvement Target Performance Indicators** – summary table of the performance for the NSI and Improvement Targets. Graphs (where appropriate) and commentary are included in section 1 for those indicators shown with a red RAG status.

## 1. Improvement Priorities & Service Plan Monitoring

Report highlights for the half year are as follows: -

### **Improvement Priority – Economy and Enterprise – Vibrant Local Communities – Festivals, Community Arts, Events**

Develop an extensive programme of events throughout the County designed to increase footfall in our town centres, improve the tourism offer of the County, raise the profile of Flintshire as a visitor destination and help communities engage with each other.

The tourism small grant scheme has supported the following events this year.

<b>Events supported 2013</b>	<b>Visitor numbers</b>
Caerwys Agricultural Show	4,500
Holywell Walking Festival	430
Ysceifog Festival	1,250
Bailey Hill Festival	Postponed on day of event due to severe weather conditions
Connah's Quay Festival	1,500
Local craft & Produce Fayre (Holywell)	1,500
Mold Carnival	5,000
Rhydymwyn Site Annual Open Day	500
Mold Arts Festival	475
Well Inn Music Festival	3,000
Blackpool comes to Buckley	5,000
Classic Cars Holywell	2,000
Pantymwyn Fun Day	500
Cilcain Show	3,000
B-Fest (Music Festival)	500
Gwyl Daniel Owen	tbc
NovemberFEST (Mold)	tbc

### **What's on – [www.discoverflintshire.com](http://www.discoverflintshire.com)**

The coverage of events through [www.discoverflintshire.com](http://www.discoverflintshire.com) has been improved by integrating with Flintshire County Council's 'What's On' database to source events automatically rather than requiring manual input thus avoiding any unnecessary duplication.

### **Visitor centre events bulletins**

Staff at the Visitor Centre in Mold send monthly events bulletins by way of email to a database of tourism and hospitality businesses in Flintshire. The purpose of the bulletin is to make businesses aware of what's happening in the area in order that they can share with guests/visitors.

The feedback to date has been positive with businesses saying they find the events bulletin very useful and it will be welcome by guests who frequently ask what there is to see and do locally.

## **Improvement Priority – Meeting the skills and employment needs of local employers – Skills to align with business needs**

To maximise the benefits of hosting Wales Rally GB (WRGB), the Welsh Government with the support of key partners (Flintshire CC, Toyota, Deeside College, University of Glyndwr and the Engineering Education Scheme Wales) is arranging an Industry Awareness event for students at the rally service park and all Welsh secondary schools have been invited to participate.

The event will support pupils (11- 18 years) to actively engage in STEM subjects and provide a taster of advanced technology, science and manufacturing in action. Students will also engage with high profile companies participating in the event, as sponsors, exhibitors or engaged in supply chain activities.

### Expected outcomes

1. To extend and enhance the type of education, employment and training (EET) opportunities available for young people within the region, through work experience, apprenticeships, entrepreneurship within the automotive, manufacturing and advanced manufacturing sectors.
2. To increase awareness of engineering manufacturing across the region, in particular the aerospace, energy and automotive sectors.
3. Develop a regional approach to skills and vocational education targeted at the manufacturing sector.

Our ambition is to:

- Increase the number of people who gain informal and formal qualifications and accreditations in manufacturing, engineering and automotive sectors.
- Increase the numbers in manufacturing, engineering and automotive sectors, from throughout the county.
- Increase the number of people who gain paid employment in manufacturing, engineering and automotive sectors.
- Raise North Wales profile for advanced manufacturing and manufacturing.
- Raise the North Wales and regional profile of the automotive sector amongst young people.
- Use opportunities presented by WRGB to engage with key people from the automotive sector together with DFES, 14-19 Employers Forum, schools, HE, FE and develop a skills pipeline.

## **Improvement Priority – Improving the local urban environment – Deeside Renewal Area Programme**

The Housing Renewal team have continued to provide physical improvements to the urban fabric of Deeside, most notably the external wall insulation scheme in Connah's Quay. This Scheme has upgraded 88 properties to date, reducing energy use and improving the environment.

A further 130 properties will be improved through 2013-15. A number of individual property improvements have also take place during this period through the Council's Property Improvement Loan arrangements.

Preparatory work is also close to completion for the relocation of the 'Giant of Hawarden Bridge' Sculpture. This involves the reconfiguration of the car park on Chester Road East, Shotton and the landscaping works to around the site of the sculpture on the corner of Rowley's Drive.

## **Regeneration**

### Destination Management

- 'App' developed for Mold Food Festival, this will provide information on the event and on the businesses participating. Flintshire Leisure Tour and Rural Walks 'app' is in development to showcase things to see along the routes, provide opportunities for businesses along the routes to promote their services and offers and enables us to track how many people use the routes, and access the businesses.
- Review of print distribution underway with partners to identify ways of increasing profile of area and rationalising costs.
- Group travel promotional campaign being developed.
- New North East Wales branding developed by Tourism Partnership North Wales.
- New content being developed for Discover Flintshire website and websites being rationalised to reduce overlaps.
- Streetscape improvement works in Talacre currently being developed for delivery in 2014.
- Public art projects underway in Holywell and Talacre.

## **Business Development**

### Jobs

During the first half of the year 1,038 jobs have been created and 946 jobs have been safeguarded within the County (of which 639 jobs have been created and 396 have been safeguarded within Deeside Enterprise Zone).

### Deeside Enterprise Zone (April 2012 to date)

Total number of DEZ Enquiries	49
Total number jobs created	1049
Total number jobs safeguarded	1696
Overall conversion rate	71%

### North Wales Advanced Manufacturing Skills and Technology Centre

The DEZ Board has developed an aspiration to establish a focus for high value manufacturing in the region. This will be a centre of excellence for advanced and sustainable manufacturing and technology for the whole of North Wales. Phase 1 of the Feasibility Study was agreed by DEZ Board on 20<sup>th</sup> September 2013. Phase 2 will now commence to determine delivery recommendations.

### Northern Gateway

The Council is likely to hold a special planning committee to determine the PRDL application and has received the first reserved matters application for the Praxis site.

## **Communities First**

### **Flintshire West Cluster**

Progress on implementation of the Communities First on Action Delivery Plan is as follows;

#### **Prosperous Communities**

#### **Increased community involvement in running of community facilities and assets and Social Enterprise Development.**

Throughout the period there has been continuous support to the Directors of West Flintshire Community Enterprise (WFCE) by the Social Economy Development Officer. A new project will deliver the Business Entrepreneurship Network (BEN) to secure a retail location on Holywell High Street. In addition:

- funding application submitted to the Arts Council for £18,500 for a Development Worker to support the future promotion of the Arts and Crafts in the area;
- three new directors from Mold and Flint Cluster areas have now joined the Board of Directors of WCFE;
- Coastal Communities Fund application ( £350,000) being developed to improve Old Courtaulds Security Lodge at Greenfield Docks as a tourist and interpretation centre;
- £4,700 funding secured to deliver Bubblegum open access play club at Mold.
- £4,900 Awards for All grant secured to create the West Flintshire Newspaper to go out in November.
- £700 Community Chest grant secured to deliver Learning For Health training course.
- 35 community members now engaged with company projects with two new volunteers recruited to work on public relations and social media, 100 hours of volunteer time averaged each month, and five young people working to support Bubble Gum Play Group.

#### **Job Clubs at Flintshire Connects – Mold and Flint**

- 206 people have engaged with the Job Clubs.
- 26 job outcomes/successes/jobs from supplying CVs and advice to clients - individuals have secured jobs over the period July to October.

#### **Learning.**

STEM courses delivered at Mold, Flint, Greenfield and Holywell, working alongside schools and now progressing these into science clubs.

Ten courses have been organised with a total of 94 attendees, they included:

- 15 attended - Community Food & Nutrition
- 20 attended - Paediatric First Aid (x 2 Courses)
- 10 attended Basic Counselling (beginners & intermediate)
- 9 attended Food Safety Level 2
- 22 attended Basic I.T. (x 2 Courses) in Holywell and Mold
- 18 attended Food Hygiene courses
- 1 STEM Family Learning Course at Ysgol Y Fron School
- 6 Parents learning Computer Hardware.
- 18 Children now working as a Science Club.

## Healthy Communities

### Improved access to health and health-related services leading to a more healthy community.

#### Learning for health (L4H)

- four courses were delivered across the CF areas, with residents attending.
- six attendees to the gym are now being followed-up to evaluate.
- two Nordic walking groups developed
- one trained volunteer walk leader delivering weekly walks
- four follow up courses of Food and Nutrition and Food safety have taken place with WEA with provision secured to March 2014 for the rest of year
- two Community Chest applications have been successful and applied to work with Parkfields, Bryn Gwalia.
- Food safety levels 2 – 12 completed with WEA.
- 1 Basic skills course run at Holywell Connects.
- 6 Week Basic Counselling Course held at Holywell Library in July.
  - 8 enrolled
  - 5 completed.
- 1 Food Safety level 2 course arranged after Food Nutrition course

#### Healthy Eating and Basic Nutrition courses. (WEA)

- ten people enrolled, the courses are accredited at entry level, with three credits attached.
- 6 on course
- 48 people completing course

#### Greenfield Healthy Hearts.

- 1 weekly meeting with the Greenfield Pharmacy undertaking health related checks.
- Eight Community food and nutrition courses – 8 enrolled
- Paediatric First Aid course – 12 enrolled

## RURAL SHADOW CLUSTER DEVELOPMENT

To support the development of the Rural Neighbourhood Partnership in order to sustain and become integrated in the near future

### Exit Strategy

Neighbourhood Partnership for Rural North set up under Exit Strategy has now applied for funding to the Lottery with support from WFCE.

Two Community Forum Meetings arranged for the areas under Community Involvement Plan.

### Communities First East Cluster

Priorities within the Communities First Delivery Plans include Health, Prosperity, Learning and Enterprise and Entrepreneurship.



## **Learning.**

Pupil Deprivation Grant for CF Match funding has been successful, this is directed to Connah's Quay High School and is for a total of £48K over 2 years. This will enable Connah's Quay to deliver a "Family Time Programme" supporting parents to become more effective and more confident in their abilities to help and encourage their children through the educational process from foundation to key stage 4. A family engagement worker will be appointed to work within Connah's Quay High and across all the four feeder schools.

We are delivering Community Learning within our Cluster and concentrating in Connah's Quay Library. Courses include Employability Skills, Health and Safety level 1.

We are linking with the Open University to support outreach sessions within John Summers' Campus.

## **Health**

Learning for Health (L4H)

- Supporting Men only Health awareness session with Libraries in the Cluster.
- Supporting Food and Nutrition courses aimed at young families, fourteen families supported.
- Food Coop accessing thirty families on a weekly basis.
- Food Bank established at John Summers campus and Connah's Quay.
- Food Hygiene course aimed at young disadvantaged families.

Supporting St. Andrew's Church with the development of a Community Hub project which will enable Communities First to have outreach in the Sealand Community. The hub will include facilities that will support CF in the development and delivery of Luncheon Clubs, weekly Job Clubs and also Food Coop and Credit union.

## **Prosperity**

From May 13 – Oct 13

- 270 community members attended Job Clubs at John Summers' Community Campus and Connah's Quay Library.
- Sealand Job Club is due to be launched 31<sup>st</sup> October 2013 at Sealand Youth and Community Centre.
- 12 Community members employed.
- Over 50% of Job Club attendees are now involved in activities and or courses organised or linked with CF East Cluster
- 130 attendees at Deeside Jobs Fair, approximately 150 jobs on offer including 80 from Morrisons Manufacturing and 20 positions through JGW.
- Through the development of the Local Labour Market initiative we have worked with 2 local companies to support the recruitment of local people. Companies include Ancon and Lancashire Fuels.

## **Enterprise and Entrepreneurship**

- Our Dragons' Den event successfully recruited 12 new Entrepreneurs.
- Flintshire Enterprise Club now covers Flintshire wide including CF West Cluster.
- Total number supported through the Enterprise Club is 50.
- five Businesses trading but still attend the Club on a regular basis.
- five 16-24 year olds have been signed up for the Menter a Busnes "Entrepreneurship Shadowing Programme" this includes 30 hours of mentoring over a 5 week period.
- Prince's Trust are delivering a 4 day Entrepreneur programme specifically for the 18-30 age group within the Enterprise Club.

- Prof. Chris Jones, Head of Business School at Glyndwr University is supporting a programme of six workshops to be delivered with the Enterprise Club, with a further programme to be delivered in 2014.
- Dragons are all still continuing to support their Entrepreneurs for around seven hours per month.

Strategic Marketing has been commissioned by WG to carry out a tracking survey on all members of the BEN, to assess the success and future development of the programme.

## 2. Internal and External Regulatory Reports

### Audit Report Title, Date and Report Author e.g. Internal Audit, WAO, Estyn, CSSIW

None in this period although an Internal Audit review of town centre partnerships is underway currently.

## 3. Corporate Reporting

### Complaints / Compliments

The service received no complaints during the period and one compliment in relation to an officer's visit to a school.

### Sickness Absence

Days lost Q1	Days lost Q2	Days lost per FTE Q1	Days lost per FTE Q2	Total days lost per FTE Q1 and Q2	Total days lost per FTE Q1 and Q2 (Environment)
121	26	3.46 per FTE	0.78 per FTE	3.92 per FTE	6.32

### Staff Turnover

Headcount	No of staff leaving Q1	Q1 staff turnover	No of staff leaving Q2	Q2 staff turnover	Total turnover Q1 and Q2	Total turnover Q1 and Q2 (Environment)
38	2	5.33	1	2.78	7.89	3.08

### Equality Monitoring

Employees requirements for diversity and equality training are assessed during personal development requirements as part of the annual appraisal process. The Customer Service Award also contains a module on equalities.

### **Welsh Language Monitoring**

The Directorate has been following the agreed timetable for the Welsh Language Scheme Implementation Plan. This has included use of bilingual greetings and messages; audit of all standard letters to ensure bilingual translation; guidance on bilingual text on e-mails; review of all forms, leaflets, publications to ensure bilingual availability; control point established to ensure all future publications are bilingual; welsh language baseline assessments; reception staff received refresher training on bilingual greetings; notices displayed to ensure customers are aware that Welsh and English service available. Audit of employee Welsh language skills currently underway and results being captured in i-trent.

### **Data Protection Training**

16 posts were assessed as requiring mandatory data protection training and the service returned a 100% success rate with 16 officers attending training. A further 4 officers completed training although it was not mandatory for their posts.

### **Information Requests**

The table below shows the Freedom of Information requests and Environmental Information Regulation requests that have been dealt with in the period April to September by virtue of those dealt with by the Directorate compared to all requests determined by the Authority.

	NUMBER OF <b>FOI</b> REQUESTS DETERMINED IN PERIOD	NUMBER OF THESE REQUESTS DETERMINED WITHIN THE REQUIRED PERIOD	% DETERMINED WITHIN REQUIRED TIME	NUMBER OF <b>EIR</b> REQUESTS DETERMINED IN PERIOD	NUMBER OF THESE REQUESTS DETERMINED WITHIN THE REQUIRED PERIOD	% DETERMINED WITHIN REQUIRED TIME
<b>Q1</b>						
ENVIROMENT	52	49	94%	185	182	98%
ALL	180	158	88%	1	1	100%
<b>Q2</b>						
ENVIROMENT	43	41	95%	172	168	98%
ALL	170	142	84%	0	0	98%

## **Mid-Year Performance Report Planning Service (Environment Directorate)**

*REPORT AUTHOR: ANDREW FARROW*

*REPORT DATE: OCTOBER 2013*

*REPORT PERIOD: APRIL TO SEPTEMBER 2013*

### **Introduction**

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The Head of Service report is produced on a half yearly 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 approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

**1. Improvement Priorities & Service Plan Monitoring** – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

**2. Internal and External Regulatory Reports** – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

**3. Corporate Reporting** – this section summaries the performance in relation to corporate issues i.e. Sickness absence, Complaints

**Appendix 1- NSI & Improvement Target Performance Indicators** – summary table of the performance for the NSI and Improvement Targets. Graphs (where appropriate) and commentary are included in section 1 for those indicators shown with a red RAG status.

## 1. Improvement Priorities & Service Plan Monitoring

Report highlights for the half year are as follows: -

### **Improvement Priority – Environment – Pursue development of the Local Development Plan (LDP)**

Commencement Order secured from Welsh Government to begin work on the LDP. Initial briefing session held with Town and Community Councils at the June County Forum meeting. Planning Improvement Grant funding secured from Welsh Government to assist with background studies. Discussions held with Wrexham CBC to identify where a collaborative approach can be followed on background studies. Consultation held on the LDP Delivery Agreement. Revised Delivery Agreement to be reported to Planning Strategy Group in Quarter 3.

### **Development Management**

The key priorities identified for Development Management for 2013–14 are summarised below:

- **Embracing the Welsh Government (WG) modernising agenda with its emphasis on sustainable development and economic growth through a proactive Development Management (DM) approach which encompasses changing culture and attitudes as well as changed priorities and procedures.** – The culture change is a continuous process which is measured by perceptions of the service as well as in its performance against recognised indicators. WG is currently seeking to establish a series of indicators which will identify a ‘Good Planning Authority’, concentrating more on quality of the overall service as opposed to speed of decision and during the first half of the year officers have contributed to this national process.
- **Develop and continually review procedures through the DM Manual to ensure that they are ‘fit for purpose’ and provide for an efficient and effective service** – This is an ongoing process triggered by the types of initiatives and changes mentioned above as well as in reaction to service pressures and related performance issues. As an example of the latter the procedures relating to the handling of appeals have been reviewed in order to ensure that deadlines are met and responsibilities are identified throughout the process.
- **Ensure that the DM officers are fully trained on and can confidently apply the fundamental changes to service delivery following recent and forthcoming legislative changes** – Within Quarter 2 there was a need to adapt the service to meet the significant changes brought about by the Permitted Development amendments (which came into effect 30.09.13). This was the subject of a series of training events with both officers and Members and discussions at team meetings where all relevant officers had the opportunity to participate.
- **Question the delivery of some aspects of the DM service and explore opportunities for introducing charges for other aspects, to counter the efficiencies which will be required as a result of budget cuts** – This is again an ongoing process with no significant action undertaken during the first half of the year.

- **Maintain efficient service delivery and improved performance through the adaptations following service review and restructuring, particularly the introduction of area based DM teams, mobile working, a restructured Enforcement team and realigned Support Services** – The move to mobile working has been frustrated by difficulties with the Authority’s external software provider and the knock on effect in relation to the council’s own ITC service. These difficulties have now been addressed with momentum having picked up during the first half of the year and a revised programme of actions having been agreed to facilitate the necessary changes.
- **Ensure that performance is monitored continually and that benchmarking with other authorities is carried out consistently to allow Flintshire to compare favourably and maintain a high profile which will encourage and facilitate appropriate new development** – Performance against the speed of decision indicators continues to be monitored on an individual officer basis with regular reports to identify issues and the short term adaptations to service delivery required to meet these. As part of its review of what makes a ‘Good Planning Service’ WG is looking at potential benchmarking exercises which, it is anticipated, will be introduced as part of the changes resulting from the forthcoming Planning Bill.
- **Ensure that the DM team is fully equipped and motivated to play a leading role in the provision of quality development in terms of good design and sustainability** – There is and there will remain an ongoing need for training in relation to design matters and whereas there have been no specific events during the first half of the year officers are encouraged to discuss proposals with their peers in order to establish a consistent approach to design and similar matters.
- **With others develop an ITC system which has the capacity to facilitate and support the changes to procedures and performance management and which provides an accessible and user friendly recording and reporting system for service users** – This allied to the move towards flexible working and progress has been slow due to difficulties with the external software provider. These have been addressed with momentum having picked up during the first half of the year and a revised programme of actions having been agreed to facilitate the necessary changes.

With regard to performance in relation to the **Statutory Indicators**, the number of planning applications received in Q2 (**314**) is up in relation to Q1 (278) and significantly so in relation to Q2 last year (229). This partly reflects a perceived increase in activity in the building industry and partly the reclassification of application types by Welsh Government (WG), particularly in relation to applications for the discharge of planning conditions. This involves the approval of details following the grant of planning permission and as such applications do not involve formal consultation or publicity they can normally be determined well within the 8 week limit. This is reflected in the return for the ‘Others’ category of planning applications (74.51%) and the overall headline return of **71.68%** for Quarter 2.

Turning to the Improvement targets reported in Appendix 1, some have fallen below target during Q2 and they are examined in greater detail below :

**PLA 004a – Percentage of Major applications determined within 13 weeks.** Performance has slipped to 29.41% against the target (33.33%) a clear reversal of the Q1 return (48%) which was well above target. The relatively low denominator within this category of applications leads to an element of volatility in the results, particularly when it is considered that many of these decisions are subject to Committee determination and legal agreements. These major developments are also often subject to detailed negotiation and amendment in order to secure good design and a positive recommendation, which is often more important to the developer than speed of decision. It is significant that WG has now dropped the 13 week period as an indicator pending further review, as it never had a statutory basis in Wales as it does in England.

**PLA 004b – Percentage of Minor Applications determined within 8 weeks -** Again, the good Q1 performance (65.48%) has slipped below target during Q2 (57.29%). It is significant that there is a clear improvement when measured against the corresponding Q2 2012/13 (48.08%) but the drop in performance is difficult to substantiate apart from the fact that the quarter coincides with the main holiday period and that there is also no Committee during August. Nevertheless performance against this category will continue to be monitored carefully as it is seen as the main factor in achieving good overall performance.

**PLA 004c – Percentage of Householder Applications determined within 8 weeks –** The excellent Q1 return (95.93%) has not been replicated in Q2 (90.76%), falling just below target.

The Enforcement service continues to maintain its performance improvement against **PLA 005 – Enforcement cases resolved within 12 weeks.** Both returns, Q1 (88.24%) and Q2 (86.36%) are well in excess of the target (73%)

The picture is the same with regard to **PLA 003 – Number of Appeals upholding the Authority’s decision** with the Q1 (100%) replicated in Q2 (100%), exceeding the (75%) target.

## **Planning Strategy and the Built Environment 2013/14 Service Plan Priorities**

**Commission key LDP background studies to inform Core Strategy.** The overall soundness of the LDP will depend on the degree to which the plan’s strategy and its policies and proposals are based on a robust and justifiable evidence base. Some of this information already exists in terms of monitoring information such as housing land availability, but other evidence will need to be commissioned from specialist consultants. These include for example the need for a county-wide Strategic Flood Consequences Assessment, Employment Land Review, Urban Capacity Study, and an Infrastructure Capacity Assessment. It will be important to demonstrate that the plan’s strategy has a direct link to the supporting evidence, and part of the examination of the plan will focus on this issue. Welsh Government funding has been secured this financial year to assist with these studies and further bids will be made in Q4.

**Adopt LDP Delivery Agreement and Community Involvement Scheme.** The draft Delivery Agreement has been consulted on during August and September. The main outcome from the feedback received was that the draft timetable for plan production was too long and not ambitious enough. Consequently the timetable has been shortened such that the plan will be submitted for examination by December 2016, with the overall timetable shortened by 11 months. It will be important to secure agreement from the



Planning Strategy Group and Cabinet during Q3 to submit the amended Delivery Agreement to the Welsh Government to secure their agreement by the end of 2013. Only when the Council's Delivery Agreement has been agreed by the Welsh Government can the Council progress with formal stages in the plan process.

**Undertake LDP Visioning exercise and establish LDP Member Training Programme.**

This process will build on earlier workshops with Members held in January 2013 and will use the evidence base to begin a process with Members to set a vision and direction for the LDP strategy, developing options that can then be tested further against the evidence as well as being discussed with key stakeholders and Town and Community Councils to seek their views. There will also be a need to plan specific workshops/training sessions with Members as specific studies are completed e.g. Housing Viability Assessment, to give Members an understanding of the outcomes of the study and the evidence it provides to support plan policy development. The outcomes from these sessions will also inform the ongoing work of the Planning Strategy Group on the plan.

**Produce Sustainable Development Guide.** This is an important piece of guidance as there have been some significant amendments to national policy relating to sustainable development which have post dated adoption of the UDP. This guide will serve to highlight the present position in terms of national policy and how it should be implemented, as well as serving as background to policy development for the LDP.

**Approve all UDP Supplementary Planning Guides.** The Planning Strategy Group has already considered a number of draft SPGs which have been updated and brought into line with the adopted UDP. These will need to be agreed by the Cabinet so that they can be publicly consulted on, prior to final adoption by the Council. The SPGs are being considered in a number of batches by the PSG, two having already been considered. This process will continue to ensure that adoption of all SPG can take place this year.

**Completion of Holywell THI phase II.** The capital programme is now very near completion with final grant bids for remaining scheme being prepared. A report for Cabinet will be prepared that reflects on the considerable achievements in Holywell as a result of the THI work. This will also document how the THI work has acted as a catalyst for other regeneration investment in the Town.

**Implement and maintain progress on Flint THI and ensure strong relationship to Flint masterplan ambitions.** The Flint THI is now fully established both as a heritage repair and regeneration scheme, and also as part of delivering improvements emanating from the Flint Master Plan work. A number of schemes have already been completed in Church Street and Trelawny Square, and other key schemes are coming forward such as the Court Sessions House.

**Built Heritage Conservation Strategy (including funding for Building Repairs Grant).**

The development of a Local Heritage Strategy is a priority for this year and will bring together work already underway in relation to buildings at risk, buildings of local interest, and conservation area appraisals and the development of management plans.

**Implement Buildings of Local Interest policy.** A draft list of candidate buildings has been drawn up for assessment under the policy and these will be prioritised for consideration.

## **Countryside and Natural Environment 2013/14 Service Plan Priorities**

**Explore further collaboration with Denbighshire County Council over tree management.** The Tree Officer has undertaken some development work for DCC and looking at the potential to formalise an agreement to undertake some case work there.

**Develop an emergency response plan to manage a widespread outbreak of Ash dieback disease. Progress phase 2 of BWW on Countryside Sites.** Officers attended a seminar for the latest developments with ash die-back and convened a meeting to develop a response plan for the county. Information on Ash die back has gone on the FCC website to inform the public.

**Undertake ground truthing of wildlife site surveys, as part of the Planning Improvement Grant following the mapping work undertaken by Cofnod.** Enfys Consultancy has been commissioned to undertake ground truthing surveys of 40 wildlife sites, under the Planning Improvement Grant and is due to complete in Q3.

**Biodiversity project work in partnership e.g. Dee Day Invasion.** The Big Dee Day-The Invasion took place on 28th and 29th June 2013 to tackle invasive non-native species across the Dee catchment through raising awareness, recording and also providing volunteering opportunities to remove some of these species. It was a successful event with a well attended breakfast launch and 17 different volunteering actions taking place over the 2 days.

**Coed Cymru project work in Partnership e.g. Forest schools, living landscape.** The Coed Cymru Officer has been involved in the establishment of Forest School at Merllyn and Mountain Lane and a new business/ trading arm to deliver Forest School Training in North and Mid Wales and NE England (Plas Derw Outdoor Education and Training). Stronger links have been forged with CAIA Park (social enterprise) and the Countryside Team. The Coed Cymru Officer has overseen the establishment of community orchards, coastal school and forest school teacher training programme.

**Further develop and promote the NE Wales biodiversity partnership for closer collaboration on LBAP Implementation projects.** Biodiversity and Countryside officers have been involved in partnership with NRW, Chester Zoo and Bourne Leisure in the release of Sand Lizards at Gronant and Talacre.

**Progress conservation status and support/advise other FCC departments on SSSI management. Work towards the Natural Environment and Conservation team taking a lead role in the Authority's owned SSSIs. Deliver outputs in NRW core and conservation grants.** The FCC Ecologist has attended DEFRA's Great Crested Newt and Planning Task and Finish group as the Welsh representative and gave a presentation to the RTP1 seminar on biodiversity.

**Develop Coastal Improvement Programme, and work to develop a management regime for the path and produce a Dee Estuary vision for Coast Park.** The Flintshire Coast Park prospectus has reached first draft stage and is expected to be complete by the end of 2013. This project will produce a vision for the park and include visitor/community hubs along the estuary, and ties in with the Green Infrastructure action plans.

**Deliver year 1 Heritage Lottery Funded (HLF) work programme for Wepre Park.** The Wepre Park HLF project is continuing with significant improvements already underway with landscape works at the front of the park. An officer has been recruited to HLF project manager to deliver the 3 year programme, funded through HLF monies.

**Progress the work of the Halkyn Ranger and deliver year 2 of Aggregate Levy Wales limekiln project. Deliver RDP programme and work with the Grosvenor Estates in the management maintenance of the mountain. Secure funding for the Halkyn Ranger 2014/15.** The limekiln consolidation project is complete. This was funded by the Aggregates Levy for Wales to £175K. Further funding for interpretation and heritage trails has been allocated through RDP and is ongoing with completion by Christmas 2013.

**Ensure active engagement with AONB and in particular work to develop a Joint Council.** Discussions are on-going with regard to a new Structure and agreement to manage the extended area of the AONB. A draft agreement is due to be presented to Cabinet in Q3.

**Deliver education and awareness programmes for schools, plus an Annual Events Programme.** All events have been held as set out in the published Countryside programme, including attendance at the Flint and Denbigh show. The Coed Cymru Officer has overseen the establishment of community orchards, coastal school and forest school teacher training programme. The annual Big Dee Day took place in September with a breakfast launch held at the Sea Scout Hut by Connah's Quay Dock. The hut is to be signed over to the Quay Watermans Association as a community marine heritage centre and volunteers from the association and the Dee Wildfowlers with the Coastal Rangers put in over 800 hrs of volunteer time to prepare the building for the launch. The Dee Day itself involved 60 organisations and for the first time went up the River Dee to source to include Snowdonia National Park.

**Progress countryside and coastal partnerships and agreements managing green space and countryside sites in Flintshire.** The future Wales Coastal Improvement Programme is still unclear. WG have yet to confirm the allocation to FCC for the remaining 18 Months following application in March 2013.

#### **Minerals and Waste Shared Service for North Wales 2013/14 Service Plan Priorities**

**Improve liaison arrangements at operational minerals and waste sites across the Region.** The Service has sought to increase its attendance at site operational, restoration and ecological management meetings, in part prompted by a need for operators to comply with conditional requirements highlighted as a consequence of chargeable site monitoring. This improves Customer relations and ultimately ensures a higher quality development and minimises adverse impacts on the amenity, restoration, water resources, agriculture and wildlife. Public liaison groups are also regularly attended and operators have been encouraged to set up new site liaison groups where these have not previously taken place or otherwise had lapsed. New groups have been established at Ballswood Quarry in Wrexham and at St George Quarry in Conwy. These have immense public relations value and give a mechanism for the community to engage with a site operator to be better informed about issues affecting the area around a given quarry.

**Renew Service Level Agreement for the Service from April 2014 onwards.**

Revised funding options are being explored based on assessments of time spent on each partner authority area to make future arrangements fair and affordable against a backdrop of efficiency savings identified in each respective partner authority. The service is seeking to retain full membership of the existing partners and to continue with its existing structure and funding model if possible. Negotiations and meetings with each partner are to take place during Quarter 3.

**Progress Regional Technical Statement for aggregates in line with Welsh**

**Government timescales.** A steering group and a Client group was established to drive the preparation of a first revision to the Regional Technical Statement for aggregate (crushed rock and sand & gravel), which will inform the LDP process on future need and provision for aggregates. Timescales and a programme has been established, and an initial draft prepared for technical appraisal by the steering group. Reports have been presented to partner authorities to ensure delegated authority is given (where possible) to nominated Members to endorse the final version of the RTS next year at a specific Member forum.

**Ensure all minerals and waste sites are monitored at least once per year.** Site visits to key operational quarries and landfill sites are pre arranged into a fixed programme, and letters issued to operators advising them of the scheduled dates to ensure that key staff are available to assist with answering technical questions and be made aware of non-compliance.

**Increase the Service's presence at relevant Town and Community Council meetings.**

The service is actively encouraging attendance at Town, Community and other public liaison groupings to explain the detail or impact arising from existing and proposed minerals and waste development and answer technical questions to assist the respective bodies in providing informed planning consultation responses, and to assist with wider public engagement. Presentations have been made to Gwernymynydd and Halkyn Joint Management Board with respect to major landfill and quarrying proposals.

**Ensure that the Service is prepared for the receipt of interest in unconventional gas**

**exploitation.** This is an unknown area of potential future activity. A number of the partner authority areas contain Petroleum Exploration Development Licences issued by the Department of Energy and Climate Change (DECC), and interest is being expressed by licence holders which may result in planning applications for unconventional oil and gas exploration, appraisal and development coming forward. This is against a backdrop of intense media and environmentalist interest in unconventional land based hydrocarbon exploitation, and it is vital that the service is prepared to manage such interest and be able to deal with informed technical issues. The service has a representative on the national Planning Officer Society group who liaise with Government and the Local Government Association, and key trade and industry bodies. An officer has also attended an industry specific day seminar to assist understanding of emerging issues with these technologies and the regulatory and public relations matters that arise.

## 2. Internal and External Regulatory Reports

### Internal Audit Reviews

Final recommendations of the internal audit into the use of Section 106 Agreements are being implemented following presentation to Audit Committee in September. Internal audit of the Minerals and Waste shared Service is about to be completed.

The Planning Service has been selected in the first tranche of Value for Money reviews and will report its findings in December 2013.

## 3. Corporate Reporting

### Complaints / Compliments

No. of compliments	Service area	No. of complaints	Service area	Percentage responded to in time
13	<ul style="list-style-type: none"> <li>• Development Management – 13</li> <li>• Conservation -1</li> </ul>	8	<ul style="list-style-type: none"> <li>• Enforcement – 5</li> <li>• Development Management – 1</li> <li>• Conservation -2</li> </ul>	75%

Given the complexity of some of the complaints received, we have been unable to provide a response within the prescribed timescale. Of the complaints received, only one has been partially upheld and that found no errors in the decision making process only that the complainant had not been kept informed of process. Inevitably, the majority of complaints related to the enforcement function where due to its nature, parties may be aggrieved by action or a perceived lack of action.

### Sickness Absence

Days lost Q1	Days lost Q2	Days lost per FTE Q1	Days lost per FTE Q2	Total days lost per FTE Q1 and Q2	Directorate Average (days)
280	173	4.23 per FTE	2.6 per FTE	6.76 per FTE	6.32

The service's average of days lost per FTE is in excess of the Directorate average for this period. Through Q1 the Service had three staff members, two in Countryside who were off on long term sickness. Both of these staff members resigned part way through Q2. For a relatively small Service such incidents of sickness have a disproportionate impact on the outturn average. It is envisaged that the average will recover significantly as the other staff member who was off on long term sickness will return to the workplace in November.

## Staff Turnover

Headcount	No of staff leaving Q1	Q1 staff turnover	No of staff leaving Q2	Q2 staff turnover	Total turnover Q1 and Q2	Total turnover Q1 and Q2 (Environment)
71	1	1.41	2	2.82	4.2	3.03

The Service's rate of turnover for this period exceeds the Directorate average due to the staff members leaving from the countryside team, referred to above. Again, with a relatively small Service, such numbers have a disproportionate impact on the outturn. Work is in progress to fill these posts on a short term basis and will be addressed by the VFM work in the long term.

## Equality Monitoring

Employees requirements for diversity and equality training assessed during personal development requirements as part of the annual appraisal process. The Customer Service Award also contains a module on equalities.

## Welsh Language Monitoring

The Directorate has been following the agreed timetable for the Welsh Language Scheme Implementation Plan. This has included use of bilingual greetings and messages, audit of all standard letters to ensure bilingual translation, guidance on bilingual text on e-mails, review of all forms, leaflets, publications to ensure bilingual availability, control point established to ensure all future publications are bilingual, welsh language baseline assessments, reception staff received refresher training on bilingual greetings, notices displayed to ensure customers are aware that Welsh and English service available. Audit of employee welsh language skills currently underway and results being captured in iTrent.

## Data Protection Training

### DATA PROTECTION TRAINING FIGURES

Mandatory posts	Completed	Percentage
48	31	65

The remaining posts will receive this training in the remainder of the year 2013/14.

## Appendix 1 - NSI & Improvement Target Performance Indicators

### Key

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

The RAG status of the indicators for Q2 are summarised as follows:

 1     2     0



The RAG status of the indicators for the cumulative position for Q1 and Q2 are summarised as follows:





 0     1     2

Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator    Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG Q2	Change e.g. Improved / Downturned (Note 2)	Cumulative RAG status Q1+Q2	Commentary
PLA/004a The percentage of major planning applications determined during the year within 13 weeks	IMP T	40%	33.33%	48%	<b>29.41%</b>	40%		Downturned		See Section 1. Cumulative performance for Q1 and Q2 is 40.5%

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG Q2	Change e.g. Improved / Downturned (Note 2)	Cumulative RAG status Q1+Q2	Commentary
PLA/004b The percentage of minor planning applications determined during the year within 8 weeks	IMP T	66%	48.08%	65.48%	<b>57.29%</b>	66%		Downturned, though significant increase on same quarter last year		See Section 1. Cumulative performance for Q1 and Q2 is 61.1%
PLA/004c The percentage of householder applications determined within 8 weeks	IMP T	91%	65.17%	95.93%	<b>90.76%</b>	91%		Downturned, though significant increase on same quarter last year		Cumulative performance for Q1 and Q2 is 93.4%
PLA/006b The number of additional affordable housing units provided during the year as a percentage of all additional housing units provided during the year	IMP T & NSI	30%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Collected and reported on an annual basis



## Mid-Year Performance Report Public Protection Service (Environment Directorate)

*REPORT AUTHOR: Ian Vaughan Evans*  
*REPORT DATE: OCTOBER 2013*  
*REPORT PERIOD: APRIL TO SEPTEMBER 2013*

### **Introduction**

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The Head of Service report is produced on a half yearly 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 approach is based on exception reporting to summarise key information that the Head of Service feels Members should be aware of, including both good and poor performance. Emerging issues / operational risks should also be highlighted. The report is split into 3 distinct sections: -

**1. Improvement Priorities & Service Plan Monitoring** – this section is used to discuss the progress being made towards the Improvement Priorities which do not have an in year focus and therefore are not included within the quarterly progress report on the Improvement Plan. It is also used to highlight good news and key issues (including operational risks and the actions necessary to control them) arising from monitoring the progress being made towards delivering the service plan.

**2. Internal and External Regulatory Reports** – this section summarises regulatory work reported in the half year and its outcomes and intended actions arising from recommendations.

**3. Corporate Reporting** – this section summarises the performance in relation to corporate issues e.g. sickness absence, appraisals, complaints, data protection training

**Appendix 1- NSI & Improvement Target Performance Indicators** – summary table of the performance for the NSI and Improvement Targets. Graphs (where appropriate) and commentary are included in section 1 for those indicators shown with a red RAG status.

# 1. Improvement Priorities & Service Plan Monitoring

Report highlights for the half year are as follows: -

## Community Protection

### Trading Standards Investigations

A Penyffordd man pleaded guilty to offences involving mis-describing vehicles that he sold to unsuspecting customers. He was sentenced to 200 hours community service over 12 months. He also had to pay £3800 in compensation and £800 costs.

A Buckley man pleaded guilty to three charges under the Trade Marks Act for selling and possessing counterfeit clothing. He was sentenced to 18 weeks imprisonment (x3) to run concurrently, suspended for 12 months plus 250 hours community service. Mold Crown Court also put a restraint order on £30,000 worth of assets pending a future Proceeds of Crime Act hearing.

Warning letters were sent to two individuals and a company in relation to unlicensed debt adjusting. They had contacted a lady in Glasgow and offered to resolve her credit card debts for a charge of £600. The charge has been refunded and the business advised of their duties under the Consumer Credit Act

An elderly gentleman received a telephone sales call and was misled into purchasing membership of a scheme that offered discounts for various products and services, none of which an elderly person would particularly take advantage of. The fee was taken directly from his bank account without authorisation. The company already had his details because he had purchased goods from their TV shopping channel. Intervention via Trading Standards has secured cancellation of his membership and a full refund of monies paid.

A Flintshire company selling goods via its website had published terms and conditions which were fundamentally unfair to consumers and in breach of the Consumer Protection (Distance Selling) Regulations 2000. Consultation by Trading Standards has secured new terms and conditions which now comply with legislation and provide fair terms and conditions for consumers. The business now understands the legislation surrounding distance sales and complies with them.

A second-hand car sales business ceased trading and vacated its premises virtually overnight without trace or forwarding address. A number of consumers contacted Trading Standards regarding outstanding matters over cars they had purchased and one consumer had paid a cash deposit, but now had nothing to show for it and no way of getting his deposit back. Trading Standards were able to trace the owners of the business to their home address and after contacting them were able to secure a refund of the deposit and a forwarding address for any further outstanding matters.

Forty on-line businesses are currently being inspected to ensure they comply with the rules regarding distance selling on-line.

The Trading Standards page on Facebook now has 160 'likes' and advice and items of interest are regularly posted on the site.

## **Trading Standards Compliance**

A Bottle Marking Scheme which involved eight off licences in Buckley was implemented following local concerns over under age drinking. It is intended to map and monitor the sale and consumption of several commonly misused brands of alcohol. The retailers agreed to covertly mark the items prior to display. Police, Trading Standards staff and Streetscene officers will monitor the products confiscated from young people found drinking in the area as well as any bottles discarded. It is planned that the findings of the initiative will be made available in late autumn. An increase in awareness of underage sales and increased co-operation between all participating individuals has already been noted.

Officers within the team continue to resolve issues for consumers and businesses within Flintshire. A local horse lover, who purchased a horse on line which turned out to be in very poor health when delivered to her and resulted in considerable veterinary charges, has received a £500 contribution towards costs from the seller after mediation.

A vulnerable man who purchased two pairs of spectacles from a local supermarket optician and found them to be unusable when delivered has finally received a £200 refund following extensive mediation.

As part of a North Wales Survey several toys bought from vending machines have been submitted for analysis. The samples are believed to contravene toy safety regulations because they are appealing to small children and a possible choking hazard.

A contractor carrying out building work at a local petrol station without appropriate permissions has recently been warned and other interested enforcement bodies have been notified. He was provided with extensive advice about safe working practices and risk assessment procedures.

Following enforcement activity and lobbying by Trading Standards services throughout the UK, the Medicines and Health Care Products Regulatory Authority (MHRA) has announced that Electronic cigarettes and their refills will be classed as medicinal products from 2016. This will mean that they can no longer be marketed to non smokers or children and will only be available as a smoking cessation product. Retailers of these products in Flintshire have already been advised of relevant safety issues and labelling requirements but will receive updated advice from officers of the Compliance team in the near future. Some defective devices have been on sale and these have been seized for further analysis.

## **Community Safety and Neighbourhood Wardens**

The Community Safety Partnership is now formally part of the Local Service Board.

A North Wales Community Safety Plan is being developed.

The Domestic Abuse Co-ordinator has worked closely with HR to produce a Domestic Abuse Policy for Flintshire County Council which will be launched in the autumn.

The Substance Misuse Co-ordinator is currently involved in writing the Draft Substance Misuse Commissioning Strategy for North Wales which is a requirement for all Area Planning Boards to have in place to help inform future collaborative commissioning plans. Their priorities include:

- increasing current IDVA (Independent Domestic Abuse Advocacy) across the region
- Improving Service User support and involvement
- Provision of adequate and consistent levels of aftercare support

- Supporting abstinence based recovery programmes
- Additional delivery of alcohol prevention and early intervention work
- Specialist training for workforce on steroids and new and emerging drugs

The Anti-Social Behaviour Officer (ASB) has been co-ordinating MP letters of complaint relating to anti social behaviour issues in various areas of the County such as Bagillt, Saltney, Buckley and Queensferry

Designated Public Place signage has been provided in Buckley Town centre in order to facilitate Police action to curb anti social behaviour caused by street drinking. The initiative involved Flintshire, the Town Council and police staff.

The ASB officer has been involved in a working group investigating Community Cohesion issues across the County, i.e. racist graffiti, far right wing extremism, public drinking, noise and disturbance. He also met with the new Shotton Town Council chair to highlight the function and work of the Community Safety Team.

### *Neighbourhood Wardens*

The Wardens continue to install target hardening equipment in properties where the owners/occupiers have suffered from antisocial behaviour, are victims of crime, vulnerable people or the victims of domestic abuse. 645 jobs have been completed this year compared to 553 during the first quarter of 2012.

The Wardens have participated in a number of community safety related events e.g. at Jubilee Court in Buckley. They were invited by Housing colleagues, who had arranged a reassurance event for tenants, as there had been a number of anti social behaviour related incidents in the locality.

Bicycle marking days in schools were organised and 15 schools participated with 436 bikes marked.

The Neighbourhood Wardens took an active role in Operation Gingerbread – patrolling the secondary schools and vulnerable primary schools during the summer holiday period. They were also involved in the caretaker training leading up to the initiative.

### **Licensing**

A significant amount of work was undertaken in preparation for the advent of the Scrap Metal Dealers Act 2013. This brings in a licensing regime to control the sector and improve standards. All scrap yards will need to have a Site License in place and mobile operators will have to obtain a Collectors License. Applicants will have to prove that they are 'suitable persons'. Cash transactions will be prohibited by the new legislation which takes effect in the autumn of 2013.

Licensing Officers have continued to carry out monitoring of the taxi trade by carrying out unannounced checks on vehicles and drivers in conjunction with the Police.

Observations of licensed premises also take place to ensure compliance with license conditions and the four licensing objectives – the prevention of crime and disorder; public safety; the prevention of public nuisance and the protection of children from harm.

Licensing Sub-committees are convened on a regular basis. This is the forum where any contentious taxi driver license applications are considered and determined.

A full Licensing Committee was held on the 9<sup>th</sup> May 2013 and the agenda included the Law Commission Review of Taxi Legislation; the introduction of guidelines about anger management courses as a sanction for drivers indulging in ‘road rage’ behaviour; the deregulation of some aspects of the Licensing Act 2003 and an update on progress on implementing the new Scrap Metal Dealers Act.

## Environmental Protection

### Environmental Control

The team have dealt with 272 service requests during this period, and have served 9 improvement notices:

	2012/2013		2013/2014	
	Requests	Notices	Requests	Notices
<b>Q1</b>	158	13	143	5
<b>Q2</b>	176	4	129	4

The officers have also undertaken proactive inspections of some of the County’s Houses of Multiple Occupation (HMOs) to check on housing standards as well as caravan parks.

This team are also responsible for the sampling of water quality in the County;

Sea water – 20 samples were taken throughout the season. 19/20 samples were of “excellent” quality and 1 sample was “good”. This will mean that Flintshire will be eligible for the Flag Awards for sea water quality and an application will be submitted.

Pool water – 3 pools tested monthly on a chargeable basis when open. All pools were audit sampled in May.

Private water supplies – all testing done as per existing risk assessments.

### Pollution Control

Pollution Control have dealt with 879 requests for service including responding to planning consultations, during the first half of the year, as well as serving 8 abatement notices for nuisance:

	2012/13	2013/14
Quarter 1 (1/4 – 30/6)	424	437
Quarter 2 (1/7 – 30/9)	391	442

#### Abatement Notices Served:

	2012/13	2013/14
Quarter 1 (1/4 – 30/6)	3	3
Quarter 2 (1/7 – 30/9)	9	5

- An abatement notice was served to prevent a reoccurrence of a nuisance following the spreading of chicken manure at an area in the Sealand Ward.

## **Building Control**

The Department continues to see small increases in the amount of building work in the County. The following are amongst the submissions dealt with by the Building Control Department in the second quarter.

- The creation of the Flintshire Connects Office at the County Offices in Flint.
- The construction of two storey offices at the site of the former Billy Jean's Cafe in Pentre Halkyn.
- The refurbishment of 6th form area with the creation of new teaching areas at Flint High School. Also the refurbishment works to ground and first floors at Westwood County Primary School, Buckley.

Due to the excellent service provided to local developers the service has been successful in securing a number of prestigious residential developments in competition with the private sector at :-

### **Q1 2013**

- Change of Use and Conversion of Existing First Floor Storage Area to Two No: Two Bedroomed Apartments at Chester Road West, Shotton
- 5 new dwellings at Groomsdale Lane, Hawarden
- Formation of 4 No Bedsits and 4 No Self Contained Flats on Ground Floor of former Raven Hotel, Flint.
- Erection of 143 Units at Lane End Brickworks, Church Road, Buckley.

### **Q2 2013**

- 11 dwellings at The Highway, Hawarden.
- 71 dwellings at Oakenholt.
- 33 flats on the former Guild Hall site in Flint.
- 9 dwellings at Llwyn Onn, Holywell.

Early discussions have taken place with another 'Developer' for the former Calcot Arms Public House site in Holywell.

Staff have dealt with numerous Partner Authority applications, particularly Iceland schemes in Beccles, Cranford Heath, Birmingham, Shipley and 2 in Sheffield. Also the change of use of a grade 2 listed building from office to residential in Liverpool.

The team continues to undertake Fire Risk Assessments on County buildings, namely County Hall, Mold, County Offices, Flint and The Jade Jones Pavilion also in Flint.

A member of the team attended the Safety Advisory Group meeting at the Exacta Stadium (Chester Football Club).

Performance for the first half of the financial year as compared with the same period last year are as follows:

	<b>1st Quarter 2012</b>	<b>2<sup>nd</sup> Quarter 2012</b>	<b>Combined Q1 &amp; Q2 2012</b>	<b>1<sup>st</sup> Quarter 2013</b>	<b>2<sup>nd</sup> Quarter 2013</b>	<b>Combined Q1 &amp; Q2 2013</b>
Full Plans submissions	102	96	198	100	104	204
Building Notice submissions	43	40	83	33	41	74
Partner Authority submissions	33	23	56	37	20	57
Partner Inspector submissions	5	4	9	5	8	13
Regularisation submissions	4	2	6	4	3	7
Dangerous Structure cases	11	9	20	10	16	26
Demolition Notices	1	6	7	4	4	8
Street naming / numbering and house naming cases	25	18	43	15	15	30
Consultations from Planning concerning possible Building Regulation work	64	33	97	46	60	106

	<b>1st Quarter 2012</b>	<b>2<sup>nd</sup> Quarter 2012</b>	<b>Combined Q1 &amp; Q2 2012</b>	<b>1<sup>st</sup> Quarter 2013</b>	<b>2<sup>nd</sup> Quarter 2013</b>	<b>Combined Q1 &amp; Q2 2013</b>
Plans Approved	64	36	100	66	37	103
Plans Approved subject to conditions	72	55	127	53	72	125
% checked with 15 working days	97	94	95.5	94	98	96
Plans rejected	0	0	0	0	0	0
Number of inspections	708	848	1556	951	923	1874

## Bereavement Services

The Bereavement Services section processed the following number of interments:

	<b>Quarter 1</b>		<b>Quarter 2</b>	
	<b>2012 / 13</b>	<b>2013 / 14</b>	<b>2012 / 13</b>	<b>2013 / 14</b>
Full Burial	78	66	57	47
Ashes	39	43	38	22
<b>Total</b>	<b>117</b>	<b>109</b>	<b>95</b>	<b>69</b>

Bereavement services are now located at Llwynegryn Hall following an office move at the end of Quarter 2. This ensures that bereaved relatives have a welcoming and sympathetic visit within pleasant surroundings where their needs can be discussed by a member of staff. This also now ensures that the Council has its birth, marriage and death services contained within one place.

## Animal and Pest Control

The team have dealt with the following public health and nuisance pests during the first half of the financial year, and a comparison table is included for the same period last year:

	Quarter 1		Quarter 2	
	2012 / 13	2013 / 14	2012 / 13	2013 / 14
Rats	364	371	289	272
Mice	91	62	67	68
Cockroaches	1	3	0	3
Wasps	207	155	283	374
Fleas	4	5	49	32
Ants	179	0	134	52
Unidentified Insects	10	10	9	2
Other Pests	6	2	11	1
<b>TOTAL</b>	<b>862</b>	<b>608</b>	<b>842</b>	<b>804</b>

The Animal and Pest Control officers have also collected and processed 125 stray dogs from across the County. This service has been available 7 days a week throughout the year and covers the out of hours period as well.

## Environmental Crime

For the first half of this year, the Authority had 2 enforcement officers in post to deal with Environmental Crime. Their main focus for this period has been fly tipping enforcement to support the Streetscene teams and fortnightly collections, as well as dog fouling. The following stats relates to service requests that the Authority received during this period for dog fouling as compared to the same period during the last financial year:

	Quarter 1		Quarter 2	
	2012 / 13	2013 / 14	2012 / 13	2013 / 14
Complaints / Requests Received via Streetscene Call Centre	45	128	56	116
Complaints / Requests Received via "Doggy Do" App	18	24	42	16
<b>TOTAL</b>	<b>63</b>	<b>152</b>	<b>98</b>	<b>132</b>

The increased reporting has been as a result of a successful campaign for residents to advise us where they are experiencing issues, in order for us to direct our resources more effectively to those locations which require either clean ups or enforcement.

- A prosecution file has been prepared for a resident failing to pay a Fixed Penalty Notice for a fly tipping offence. This will be processed via the Courts during Q3.
- The Authority successfully secured its first prosecution for a dog fouling offence in the Connah's Quay ward where the offender was fined £492.
- Patrols took place under Operation Clean Up across the County.



## **Health Protection**

### **Food Safety & Food Standards**

Performance against the “Broadly Compliant” measure continues to be good in Flintshire at 82% and as there is a direct link between this measure and the Food Hygiene Rating scheme, this is a pleasing statistic for Flintshire. This is particularly so at this time, as the majority of the regulations made under Food Hygiene Rating (Wales) Act 2013 are introduced with effect from November this year. The introduction of these regulations will require mandatory display of food hygiene ratings by food businesses in Flintshire and may impact upon resources, dependant on the number of rescore requests received, the number of appeals and enforcement action required for non-display of ratings. This will be monitored throughout the year.

Performance against High risk inspections is also on track and it is expected that the end of year target of 100% will be achieved.

In August of this year, we were formally notified by the Food Standards Agency Wales of their intention to audit the Food Service of Flintshire County Council. This will be for the service as a whole including Food Safety, Food Standards and Animal Feeding stuffs. The scope for audit will be against the Framework Agreement on Official Feed and Food Controls by Local Authorities and associated Food and Feed Law Codes of Practice. This will take place between 28<sup>th</sup> October and 1<sup>st</sup> November 2013 and has required the completion of a significant lengthy Pre-Visit Questionnaire and considerable preparatory work.

### **Health & Safety Enforcement**

Following the introduction of the National Local Authority Enforcement Code (referred to as the National Code) which was introduced in April 2013 there are no longer specific national performance indicators against which the H&S enforcement team need to comply. This is in line with the significant change in direction in Health and Safety enforcement from Central Government whereby the emphasis is now very much on reducing the burden for business from regulation. The National Code instead provides a list of activities/sectors for proactive inspection by LA's and only those activities falling within these sectors or types of organisation should be subject to proactive inspection. There is, within this list, a strong emphasis on high risk premises and activities and we have tailored our Operational Action Plan for the year to meet with the requirements of this list.

Performance has also been maintained on increasing educational awareness on Health and Safety in line with Central government thinking and the team have continued their involvement with the Estates Excellence project on the Deeside Industrial Estate which is aimed at identifying gaps in knowledge and practice and effectively addressing them in conjunction with partner agencies including Wrexham County Borough Council.

The section has also initiated and delivered on collaborative projects in line with facilitating more effective performance such as the collaborative Care Contract project with Wrexham CBC and the Cryptosporidium Awareness campaign aimed at Flintshire CC managed swimming pools which has been undertaken in conjunction with our Corporate H&S team.

### **Corporate Health and Safety**

One of the targets for this year was to roll out “The Principles of Safety Leadership” training course to service managers following the successful launch to senior managers in the organisation last year. This has been undertaken with 3 courses arranged in July 2013 and further courses arranged for November 2013. This is a joint initiative with Wrexham CBC.

Considerable training activity has also been undertaken by Flintshire's Corporate H&S team during the first six months of this year including risk assessment training, accident investigation workshop, lone worker awareness, Modern Apprentice H&S Training and Fire Training.

The "new look" revised Agenda for the quarterly Corporate Health and Safety Steering group which is a high level group chaired by the Chief Executive with elected Member membership as well as key officers from the different Directorates of the Council, has bedded in well and is starting to gain momentum in ensuring recognition, respect and accountability for health and safety matters within the Council.

### **Animal Health and Health Promotion**

In April the new temporary Animal Health enforcement officer started work with Flintshire as a shared appointment between ourselves and Wrexham CBC on a 50:50 basis. This was necessary due to the significant decreases in grant funding from WG for animal health work which meant that neither authority was able to appoint to a full time post in their own right as had been the case previously. This arrangement has worked well to date and is hoped to continue into 2014/15. However, this remains an ongoing pressure for the future as there is uncertainty regarding funding beyond 2015.

During this last six months approximately a third of high risk inspections have been undertaken. The shortfall is due to the fact that many high risk inspections are due in the final six months of the year when more welfare issues are prevalent due to the cold weather and animals being kept indoors, and that a large scale project targeting all medium/low risk premises (involving contact by phone/mail shot) was conducted during this period. It is expected that the target of 100% high risk inspections will be achieved by the end of the year. In common with Food (above) we have been formally notified by the Food Standards Agency Wales of their intention to audit Animal Feeding stuffs during the period between 28<sup>th</sup> October and 1<sup>st</sup> November 2013 and this has required the completion of a significant lengthy Pre-Visit Questionnaire and considerable preparatory work.

Numerous activities and projects have been undertaken and achieved throughout the first six months of this year by our part time Health Promotion Officer such as the continued delivery of the School hand washing project in Flintshire schools, publicity campaigns relating to Carbon Monoxide, Barbecue Food Safety, Noise Nuisance, Cryptosporidium and Meningitis; providing support to the Estates Excellence project on the Deeside Industrial Estate; the production of a revitalised Flintshire new Business pack and promotional displays for such events as Mold Food Fair. Collaborative working has also been developed with the NHS through Holywell Hospitals Ante Natal Care Team, and through work with the Flintshire Education and Healthy Schools and Healthy Pre-School Schemes. This has included membership of the steering group and development, planning and delivery of training for delivery to school and pre-school staff as part of the Welsh Government's hygiene agenda.

## 2. Internal and External Regulatory Reports

Audit Report Title, Date and Report Author e.g. Internal Audit, WAO, Estyn, CSSIW

None

## 3. Corporate Reporting

### Complaints / Compliments

Number of Compliments 1  
Number of Complaints 6  
Responded within Timescale 83%

One of the complaints took longer than ten days for a response to be sent as a meeting was arranged with the complainant and this took place after the ten days had expired.

### Sickness Absence

Days lost Q1	Days lost Q2	Days lost per FTE Q1	Days lost per FTE Q2	Total days lost per FTE Q1 and Q2	Total days lost per FTE Q1 and Q2 (Environment)
153	112	1.79 per FTE	1.3 per FTE	3.09 per FTE	6.32 FTE

### Staff Turnover

Headcount	No of staff leaving Q1	Q1 staff turnover	No of staff leaving Q2	Q2 staff turnover	Total turnover Q1 and Q2	Total turnover Q1 and Q2 (Environment)
94	1	1.06	0	0	1.06	3.08

### Equality Monitoring

Employees requirements for diversity and equality training assessed during personal development requirements as part of the annual appraisal process. The Customer Service Award also contains a module on equalities.

### Welsh Language Monitoring

The Directorate has been following the agreed timetable for the Welsh Language Scheme Implementation Plan. This has included use of bilingual greetings and messages; audit of all standard letters to ensure bilingual translation; guidance on bilingual text on e-mails; review of all forms, leaflets, publications to ensure bilingual availability; control point established to ensure all future publications are bilingual; welsh language baseline assessments; reception staff received refresher training on bilingual greetings; notices displayed to ensure customers are aware that Welsh and English service available. Audit of employee welsh language skills currently underway and results being captured in iTrent.

## Data Protection Training

<b>Mandatory Posts</b>	<b>Completed</b>	<b>%</b>	<b>Non-Mandatory Completed</b>
79	54	68%	0

The training has been provided on a phased basis and all staff training will be completed by April 2014, in line with the corporately set target.

## Freedom of Information and Environmental Information Regulation Requests

	<b>Number of FOI requests determined in period</b>	<b>Number of requests determined within required time</b>	<b>% determined within required time</b>	<b>Number of EIR requests determined in period</b>	<b>Number of requests determined within required time</b>	<b>% determined within required time</b>
Q1						
Environment	52	49	94%	185	182	98%
All FCC	180	158	88%	1	1	100%
Q2						
Environment	43	41	95%	172	168	98%
All FCC	170	142	84%	0	0	

## Appendix 1 - NSI & Improvement Target Performance Indicators

### Key

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



The RAG status of the indicators for the half year position are summarised as follows:







Graphs and commentary are included in section 1 for those indicators shown with a red RAG status.

Note 1 – NSI = National Statutory Indicator Imp T = Improvement Target

Note 2 – Change (Improved / Downturned) is based on comparison with the previous quarter. Where it is more appropriate to compare performance with the same period in the previous year this should be stated in the commentary.

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
BCT/004 – The percentage of building control ‘full plan’ applications checked within 15 working days during the year	N/A	92%	95%	94%	99%	92%		Improved	
BCT/007 – The percentage of ‘full plan’ applications approved first time	N/A	95%	100%	100%	100%	95%		Same as previous quarter.	

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
PPN/001i – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	N/A	100%	50%	17%	<b>39%</b>	50%		Downturned when compared with Q2 12/13	Refer to text in exception reporting
PPN/001ii – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	N/A	100%	40%	20%	<b>46%</b>	50%		Improved when compared with Q2 12/13	
PPN/001iii – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	N/A	100%	38%	6%	<b>33%</b>	50%		Downturned when compared with Q2 12/13	On target for this point in the year, with the majority of high risk premise work planned for the winter when farmed animals are most at risk due to increased dependency on their keepers for general care and feeding, and there is increased risk of spread of some disease types (inc Bovine TB, Foot and Mouth Disease etc).

Indicator	NSI / Imp T (Note 1)	Annual Target 2013/14	2012/13 Q2 Outturn	2013/14 Q1 Outturn	2013/14 Q2 Outturn	2013/14 Q2 Target	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
PPN/009 - Percentage of food establishments which are 'broadly compliant' with food hygiene standards	N/A	80%	82%	82%	82%	80%		No change	

## EXCEPTION REPORTING

**PPN 00i High Risk Trading Standards:** The 39% completed figure reflects the general disruption due to the summer holiday period and the fact that a qualified Trading Standards Officer was not in post for much of the time. These factors no longer apply so it is expected that the target will be fully on track by the end of Quarter 3.

**PPN/001iii –High Risk Animal Health:** The shortfall is due to the fact that many high risk inspections are due in the final six months of the year when more welfare issues are prevalent due to the cold weather and animals being kept indoors, and that a large scale project targeting all medium/low risk premises (involving contact by phone/mail shot) was conducted during this period. It is expected that the target of 100% high risk inspections will be achieved by the end of the year.

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## FLINTSHIRE COUNTY COUNCIL

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

**DATE:** **13 NOVEMBER 2013**

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

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

### **1.00 PURPOSE OF REPORT**

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

### **2.00 BACKGROUND**

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

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

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

### **3.00 CONSIDERATIONS**

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

**4.00 RECOMMENDATIONS**

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

**5.00 FINANCIAL IMPLICATIONS**

None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

None as a result of this report.

**8.00 EQUALITIES IMPACT**

None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

None as a result of this report.

**10.00 CONSULTATION REQUIRED**

N/A

**11.00 CONSULTATION UNDERTAKEN**

Publication of this report constitutes consultation.

**12.00 APPENDICES**

Appendix 1 – Forward Work Programme

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

None.

**Contact Officer: Margaret Parry-Jones**  
**Telephone: 01352 702427**  
**Email: Margaret.parry-jones@Flintshire.gov.uk**

**Draft Forward Work Programme**

<b>Date of Meeting</b>	<b>Subject</b>	<b>Purpose of Report/Presentation</b>	<b>Scrutiny Focus</b>	<b>Responsible/ Contact Officer</b>	<b>Submission Deadline</b>
<b>16 December</b>	Budget Meeting	To consider the budget proposals for 2014/15	Pre decision Scrutiny	Member Engagement Manager	<b>2 December</b>
<b>16 December 2013 (at rise of budget meeting)</b>	<b>Broadband</b>	To receive an update on the roll out of the Welsh Government/BT Superfast Cymru Broadband initiative.	Service Delivery	Facilitator	<b>2 December</b>
	<b>North Wales Residual Waste Treatment Partnership &amp; sub-regional food waste project</b>	To receive and consider further details on the progress of the project	Strategic (Collaboration)	Head of Regeneration	
<b>22 January 2014 10.00 a.m.</b>	<b>Town Centres &amp; High Streets</b>	Scrutiny method to be agreed	Strategic	Director of Environment	<b>9<sup>th</sup> January</b>

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

<b>Date of Meeting</b>	<b>Subject</b>	<b>Purpose of Report/Presentation</b>	<b>Scrutiny Focus</b>	<b>Responsible/ Contact Officer</b>	<b>Submission Deadline</b>
	<b>Review of Council's Waste Policy</b>	To seek comments on the revised Waste Collection Policy	Strategic	Director of Environment	
	<b>North Wales Residual Waste Partnership</b>	To consider the final bidder submission	Pre-Decision Scrutiny	Director of Environment	
<b>26 February 2014 10.00 a.m.</b>	<b>C Roads</b>	To receive a report on C roads generally to include speed limits and maintenance	Service Delivery	Director of Environment	
	<b>Streetscene – next steps</b>	To advise members on the way Streetscene will move forward to include cross-departmental work.			
<b>19 March 2014 10.00 a.m.</b>	<b>2013/14 Q3 Improvement Plan Monitoring Update</b>	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring	Facilitator	
<b>7 May 2014 10.00 a.m.</b>	<b>North Wales Residual Waste Treatment Project and sub regional food waste partnership</b>	To receive and consider further details on the progress of the projects		Director of Environment	

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/ Contact Officer	Submission Deadline
11 June 2014 10.00 a.m.					
9 July 2014 10.00 a.m.	<p>2013/14 Year End and Quarter 4 data</p> <p>Improvement Plan Monitoring Update</p> <p>Heads Of Service Performance Reports</p>	To enable Members to fulfil their scrutiny role in relation to performance monitoring	Performance Monitoring/Service Improvement	Facilitator	

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### ITEMS TO BE SCHEDULED as agreed by Committee

Item	Purpose of Report/Session	Responsible / Contact Officer
Natural Resources Wales Rights of Way – to include cycle paths	Deferred until 2014 – mid year	Facilitator
Carbon Reduction Strategy	To receive a report on the outcome of the independent assessment undertaken by the Carbon Trust	Neal Cockerton

## ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Item	Purpose of Report/Session	Responsible / Contact Officer
<b>Rural Development Plan and Deeside Enterprise Zone</b>	To be reported as part of Improvement Plan Monitoring Update	
<b>Derelict &amp; Unsightly properties</b>		
<b>Energy Switching Scheme update</b>	Results of Welsh Government pilot scheme to be reported	Neal Cockerton
<b>Mersey Dee Alliance</b>	Progress update	Dave Heggarty

### REGULAR ITEMS

Month	Item	Purpose of Report	Responsible / Contact Officer
<b>Quarterly/ Annual</b>	<b>Improvement Plan Monitoring and Heads of Service Performance Reports</b>	To enable Members to fulfil their scrutiny role in relation to performance monitoring.	Director of Environment
<b>Quarterly</b>	<b>North Wales Residual Waste Treatment Project &amp; sub regional food waste project</b>	To receive and consider further details on the progress of the project.	Director of Environment

**Site Visit to be arranged to Alltami when work is completed.**

**Empty Properties / Self build homes/plots – joint meeting with Housing O & S Committee :-**

- **Current position/ Best practice/ Thoughts from Members on way forward**