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To:

Councillors: Mike Allport, Sean Bibby, Chris Dolphin, Andy Dunbobbin, David Evans, Veronica Gay, George Hardcastle, Patrick Heesom, Cindy Hinds, Ray Hughes, Dennis Hutchinson, Joe Johnson, Vicky Perfect, Paul Shotton and Owen Thomas

3 July 2019

Dear Councillor

You are invited to attend a meeting of the Environment Overview & Scrutiny Committee which will be held at 10.00 am on Tuesday, 9th July, 2019 in the Delyn Committee Room, County Hall, Mold CH7 6NA to consider the following items

A G E N D A

1 APPOINTMENT OF CHAIR

Purpose: At the Annual Meeting, Council determined that the New Independent Group will chair this Committee. The Committee is advised that Councillor Patrick Heesom is the Chair of the Committee for the municipal year.

2 APOLOGIES

Purpose: To receive any apologies.

3 DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)

Purpose: To receive any Declarations and advise Members accordingly.

4 MINUTES (Pages 3 - 10)

Purpose: To confirm as a correct record the minutes of the meeting on 21 May 2019.

5 **FORWARD WORK PROGRAMME AND ACTION TRACKING** (Pages 11 - 18)

Report of Environment Overview & Scrutiny Facilitator -

Purpose: To consider the Forward Work Programme of the Environment Overview & Scrutiny Committee and to inform the Committee of progress against actions from previous meetings.

6 **REVIEW OF STREETSCENE STANDARDS** (Pages 19 - 26)

Report of Chief Officer (Streetscene and Transportation) - Deputy Leader of the Council and Cabinet Member for Streetscene and Countryside

Purpose: To seek recommendation from the Committee for the Streetscene and Transportation operational standards which will be reported as part of the quarterly plan for performance.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Robins', with a horizontal line extending to the right.

Robert Robins
Democratic Services Manager

ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE **21 MAY 2019**

Minutes of the meeting of the Environment Overview & Scrutiny Committee of Flintshire County Council held at Wepre Park Visitor Centre on Tuesday, 21 May 2019

PRESENT:

Councillors: Mike Allport, Haydn Bateman, Sean Bibby, Chris Dolphin, Andy Dunbobbin, David Evans, Patrick Heesom, Ray Hughes, Joe Johnson, Vicky Perfect, Paul Shotton and Owen Thomas

SUBSTITUTES: Councillors: Bob Connah (for Veronica Gay) and Ian Dunbar (for Cindy Hinds)

CONTRIBUTORS: Councillor Carolyn Thomas, Deputy Leader and Cabinet Member for Streetscene & Countryside; Councillor Chris Bithell, Cabinet Member for Planning and Public Protection; Councillor Derek Butler, Cabinet Member for Economic Development; Chief Officer (Streetscene & Transportation); and Chief Officer (Planning, Environment & Economy)

For minute number 5

Tom Woodall, Access & Natural Environment Manager; Steve Lewis, Ranger; and Helen Mrowiec, Team Leader - Sites

For minute numbers 6 and 7

Anthony Stanford, Transport Manager; and Sue Price, Highways Policy Officer

IN ATTENDANCE: Environment Overview & Scrutiny Facilitator and Democratic Services Officer

1. APPOINTMENT OF CHAIR

It had been confirmed at the County Council's Annual General Meeting that the Chair of the Committee should come from the New Independent group.

Councillor Paul Shotton's nomination for Councillor Ray Hughes was seconded by Councillor David Evans.

Councillor Haydn Bateman's nomination for Councillor Patrick Heesom was not seconded.

No further nominations were received.

On being put to the vote, it was agreed that Councillor Ray Hughes be appointed as Chair. There followed a brief adjournment.

On returning to the meeting, the Facilitator explained that the Democratic Services Manager had advised that Councillor Heesom was the New Independent group's sole nomination for Chair of the Committee. If his nomination was not

seconded, Councillor Hughes would be appointed as Chair for this meeting only and the item re-visited at the next meeting.

As Councillor Heesom's nomination was not seconded, it was agreed by the Committee that Councillor Hughes should be appointed as Chair for the meeting.

Councillor Hughes advised that a change in political balance since the Annual Meeting would result in the number of New Independent seats on the Committee being reduced to one following the next County Council meeting.

RESOLVED:

That Councillor Ray Hughes be appointed Chair of the Committee for this meeting only and item to be re-visited at the next meeting.

(From this point, Councillor Hughes chaired the remainder of the meeting)

2. APPOINTMENT OF VICE-CHAIR

Councillor Sean Bibby's nomination for Councillor David Evans as Vice-Chair of the Committee was seconded by Councillor Ian Dunbar. There were no further nominations.

RESOLVED:

That Councillor David Evans be appointed Vice-Chair of the Committee for the municipal year.

3. DECLARATIONS OF INTEREST

None were received.

4. MINUTES

The minutes of the meeting held on 9 April 2019 were submitted.

Matters Arising

Minute number 58: Greenfield Valley - The Chief Officer (Planning, Environment & Economy) advised that the Management Agreement had been accepted by the Board and was due to be signed.

Minute number 59: Environmental Enforcement - Councillor Haydn Bateman reported complaints by two dog walkers who had been issued with fixed penalty notices for allowing their dogs off the lead on playing fields at The Rec in Mold. Whilst he agreed with the policy to exclude dogs from marked sports pitches, there were no signs to indicate this on the site and the markings on the field were worn. He suggested that in this instance, the enforcement officers could have provided advice instead of issuing a penalty notice.

The Chief Officer (Streetscene & Transportation) said that the Committee's recommendation to exclude dogs from playing fields/sports pitches - subsequently endorsed by Cabinet - had recognised the need to balance encouraging dog responsible walkers whilst considering the safety of children. Over a period of nine months, the Council had taken time to educate members of the public, rather than issue tickets, to raise awareness of the policy and install signage at sites. Following replacement of a number of damaged signs, a photographic record was now kept as evidence that signs had been erected. The Chief Officer agreed to look into the matter and provide Councillor Bateman with copies of the photographs for this site. He advised that if the Committee wished to reconsider the policy, an item could be included on the Forward Work Programme.

Councillor Owen Thomas commented that playing fields in rural villages were often un-marked and asked that the policy be re-visited. The Facilitator advised that the item was scheduled for the November meeting.

The Chief Officer and Councillor Carolyn Thomas said that Town and Community Councils were consulted on the policy before implementation. If they decided to exclude dogs from pitches under their ownership at a later stage, they were able to make a written request to the County Council.

RESOLVED:

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

5. WEPRE PARK

The Access & Natural Environment Manager gave a joint presentation with Steve Lewis (Ranger) and Helen Mrowiec (Team Leader - Sites) on past activities and future developments to encourage best community use of Wepre Park. The video and presentation covered the following:

- Wepre Park 2015-19
- Wepre Boardwalk 2016-17 improvements
- Wepre Park Run
- Plas Derw parent and toddler group
- Wepre educational orchard
- Herb garden
- Volunteers
- Events with Friends of Wepre Park
- Stakeholders
- Habitat works

During the presentation, officers highlighted the importance of partnership working to help maintain and develop Wepre Park to manage the increased number of visitors. Amongst future plans were improvements to access, car parking and play areas. It was noted that the success of Wepre Park would not have been possible without the contributions of volunteers and community groups.

In praising the progress made at Wepre Park as a popular natural outdoor environment, Councillor Carolyn Thomas welcomed the plans for further improvements. She also recognised the valued work undertaken by Rangers on all sites across Flintshire.

Councillor Chris Dolphin congratulated the team for their achievements and drew comparison with Greenfield Valley which was also a natural environment. However, he said that the two sites were run differently and that some sections of Greenfield Valley were not free to enter.

Councillor Carolyn Thomas said it was important to note that the range of parks across Flintshire provided natural free outdoor space for families to enjoy. Access to Greenfield Valley was free except for the enclosed area.

During discussion, a number of Members commended the efforts made to transform Wepre Park; the work of officers in securing grant funding, the contributions of volunteers and the Friends of Wepre Park. This was echoed by Councillor Sean Bibby who pointed out that the park spanned Shotton as well as Connah's Quay. Councillor Andy Dunbobbin referred to the positive impact on mental health and wellbeing.

Also speaking in support was Councillor Derek Butler who said that the creation of the skate park was a welcomed initiative.

The Chairman thanked officers for the presentation.

RESOLVED:

That the Committee congratulates all involved in the excellent achievements at Wepre Country Park.

6. MOLD TO BROUGHTON CYCLEWAY

The Chief Officer (Streetscene & Transportation) introduced a report to seek a recommendation to Cabinet for the submission of the Mold to Broughton cycle link scheme for Welsh Government (WG) Active Travel funding. During statutory consultation, the link had been identified as a key strategic corridor on the Council's Integrated Network Map which was subsequently approved by WG. Funding received in 2018/19 had enabled the Council to commission work on a route option appraisal which was now complete, and detailed design of the scheme was nearing completion.

The scheme was part of the Council's Integrated Transport Strategy - which sought to facilitate the integration of all modes of transport (walking, cycling, bus and rail) to enhance access to employment, education and essential services. An update on the Strategy was due to be shared with the Committee in July. Recent announcements on WG local transport grant funding included £5.4m for Flintshire (one of the highest settlements in Wales) to be invested in the local transport network as well as providing long-term benefits and employment opportunities.

The Transport Manager explained that the aim of the cycleway scheme was to link the communities of Mold, Buckley, Penyffordd, Broughton, Saltney and Sandycroft whilst providing links to existing railway stations at Buckley and Penyffordd to provide sustainable access to major employment sites.

The Highways Policy Officer gave an overview of the proposed cycleway route including available options and traffic management solutions where appropriate. The route also provided good connectivity with the Deeside Industrial Park and the Wrexham-Bidston railway line.

The Chief Officer said that good progress had been made in completing the Saltney cycleway which was one of the links on the route. Sharing details of the route would help to raise awareness of this innovative scheme to link communities and provide a sustainable transport solution for future generations.

On the Council's success in securing funding for schemes under Active Travel and Safer Routes in Communities, Councillor Carolyn Thomas praised the officers and said that the cycleway route could be a flagship scheme for the Council and WG.

Councillor Paul Shotton spoke in support of the scheme which would benefit the increasing number of cyclists. He welcomed links with the Wrexham-Bidston line and was informed that the Chief Officer was a member of that steering group. On finance, Councillor Carolyn Thomas advised that funding for the feasibility study had been received and that some funding in this year could be used for sections of the route. Further bids would be submitted on completion of the detailed design.

Councillor Chris Dolphin congratulated both Chief Officers on the progress to date. He highlighted the importance of connectivity with rural villages, for example Gorsedd to Pantasaph. Councillor Carolyn Thomas explained that the grant funding was subject to criteria. In acknowledging the needs of rural communities, she advised that different funding streams were being explored to provide bus links to rural areas.

Councillors Joe Johnson and Bob Connah both welcomed options to address safety concerns in Sandycroft. Councillor Connah said that the stretch between the Bridge Inn and the roundabout by the A380 factory was a particular issue requiring careful consideration. The Highways Policy Officer said that options for an off-road facility would be discussed and that this was one of the areas where land ownership negotiations were unavoidable.

On behalf of the Flintshire and Wrexham Joint Local Access Forum, Councillor David Evans asked that opportunities for bridleways be explored where possible. He also cited the roundabout over the A55 between Penyffordd and Broughton as a problem area and asked about the possibility of a pedestrianised footbridge. On the absence of a link between Saltney Ferry and Sandycroft, the Highways Policy Officer advised that whilst this did not form part of the cycleway scheme, it was included on the Integrated Network Map as part of the Council's 15 year plan covering a wider area. There would be opportunities in the future to bid for funding to bring those routes into use. Officers agreed to look into the potential for a footpath/cycleway on River Lane. On the subject of bridleways, the officer spoke about restrictions such as land ownership and surfacing.

Councillor Haydn Bateman spoke in support of recommending the scheme, particularly the A5118 route. In response to requests for further information on specific areas, the Highways Policy Officer said that the detailed design would be in accordance with the Active Travel design guidance and would be shared with the Committee once it had been completed.

In thanking officers for the report, Councillor Andy Dunbobbin spoke about links to the Wellbeing Future Generations (Wales) Act 2015 as well as environment and climate change.

Councillor Chris Bithell acknowledged the increasing demand for cycleways across the County through a phased approach. He welcomed the efforts of officers to overcome issues to achieve a creative plan.

Councillor Owen Thomas raised concerns about the B5129 Sandycroft to Airbus road and commented that the footpath along the river could be introduced more into the route.

Councillor Derek Butler welcomed the initiatives which helped to break down barriers to employment and increase commuter opportunities with links to rail. He referred to issues arising from multi-use routes and the need for education and persuasion.

Councillor Mike Allport said that there was no safe link between Higher Kinnerton and the Airbus factory which was the nearest major employer.

In response to comments from Councillor Evans, the officer agreed to check the link to the Active Travel website which contained links to documents and design guidance. The timescales on the Integrated Network Map were aspirational as they required submission every three years to consider further links. The scheme would be submitted in January 2020 with WG funding available from April possibly provided in phases.

The recommendations were moved by Councillor Evans and seconded by Councillor Bibby.

RESOLVED:

- (a) That the Committee supports the proposals contained in the study and notes the opportunity to deliver an exciting and innovative scheme; and
- (b) That the Committee recommends the submission of the Mold to Broughton Cycle Scheme as the Council's strategic application under the Welsh Government Active Travel fund for the 2020/21 financial year.

7. BRIEFING PAPER ON 20MPH MANDATORY SPEED LIMITS WITHIN FLINTSHIRE

The Chief Officer (Streetscene & Transportation) introduced a briefing paper on 20mph mandatory speed limits in Flintshire. A report prepared in response to a request

by the Committee had been superseded by the recent Ministerial announcement indicating support for 20mph to become the default limit in residential areas across Wales. A decision was awaited from the First Minister on whether there would be a legislative change.

The Transport Manager - representing North Wales on a working group with Welsh Government to set the policy - outlined the background and current arrangements in Flintshire. He referred to the blanket schemes operated by some Counties in response to local pressure and the trial arrangements currently being evaluated in some areas of Wales. A major consideration was the level of Police resources to enforce speed limits; therefore under the current legislation, it was essential that 20mph speed limit proposals were self-enforcing, either by means of existing driver behaviour or physical traffic calming measures should existing speed be above the required threshold. Due to the costs of introducing traffic calming measures, a change in legislation by Welsh Government was essential in achieving the most affordable way of implementing mandatory 20mph speed limits. A report would be brought back to the Committee once a decision had been made by the First Minister.

The Chairman expressed his view that advisory 20mph speed limits outside schools in Flintshire should be mandatory rather than advisory.

This view was shared by Councillor Paul Shotton who also referred to parking issues outside schools which required robust enforcement. On this point, Councillor Carolyn Thomas spoke about funding secured for a mobile enforcement camera which could be used to improve safety outside schools. On speed limits, she said that whilst some people supported mandatory 20mph limits, others were against it due to the impact on pollution levels.

In response to comments from Councillor Joe Johnson, the Transport Manager explained that speed limits were set in accordance with strict criteria and must be subject to consultation.

Councillor Sean Bibby spoke in support of mandatory 20mph speed limits outside schools, acknowledging that this was not a straight-forward issue, and raised concerns about the Police capacity to enforce.

Councillor Chris Dolphin spoke in favour of restricting speed limits on estate roads.

8. FORWARD WORK PROGRAMME

The Facilitator presented the current Forward Work Programme for consideration and advised Members of the Waste Recycling workshop on 3 June. The following changes were agreed to future meetings:

- The next meeting to be moved to 9 July with an item included on the Council's Integrated Transport Strategy.
- An update on Greenfield Valley to be scheduled for the October meeting.
- A site visit at Parc Adfer to be confirmed for the November meeting.

- An update on 20mph speed limits to be scheduled once an update was received.

The Chairman took the opportunity to congratulate Councillors Carolyn Thomas and Joe Johnson on their respective appointments at the Annual General Meeting.

RESOLVED:

- (a) That the Forward Work Programme, as amended, be noted; and
- (b) That the Facilitator, in consultation with the Chair of the Committee, be authorised to vary the Forward Work Programme between meetings, as the need arises.

9. MEMBERS OF THE PUBLIC AND PRESS IN ATTENDANCE

There was one member of the press in attendance.

(The meeting started at 10am and ended at 12.30pm)

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Chairman



ENVIRONMENT OVERVIEW & SCRUTINY COMMITTEE

Date of Meeting	Tuesday 9 th July, 2019
Report Subject	Forward Work Programme and Action Tracking
Cabinet Member	Not applicable
Report Author	Environment Overview & Scrutiny Facilitator
Type of Report	Operational

EXECUTIVE SUMMARY

Overview & Scrutiny presents a unique opportunity for Members to determine the Forward Work programme of the Committee 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.

The Committee is asked to consider, and amend where necessary, the Forward Work Programme for the Environment Overview & Scrutiny Committee.

The report also shows actions arising from previous meetings of the Environment Overview & Scrutiny Committee and the progress made in completing them. Any outstanding actions will be continued to be reported to the Committee as shown in Appendix 2.

RECOMMENDATION

1	That the Committee considers the draft Forward Work Programme and approve/amend as necessary.
2	That the Facilitator, in consultation with the Chair of the Committee be authorised to vary the Forward Work Programme between meetings, as the need arises.
3	That the Committee notes the progress made in completing the outstanding actions.

REPORT DETAILS

1.00	EXPLAINING THE FORWARD WORK PROGRAMME AND ACTION TRACKING
1.01	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 Chief Officers. Other possible items are identified from the Cabinet Work Programme and the Improvement Plan.
1.02	In identifying topics for future consideration, it is useful for a 'test of significance' to be applied. This can be achieved by asking a range of questions as follows: <ol style="list-style-type: none">1. Will the review contribute to the Council's priorities and/or objectives?2. Is it an area of major change or risk?3. Are there issues of concern in performance?4. Is there new Government guidance of legislation?5. Is it prompted by the work carried out by Regulators/Internal Audit?
1.03	In previous meetings, requests for information, reports or actions have been made. These have been summarised as action points. Following a meeting of the Corporate Resources Overview & Scrutiny Committee in July 2018, it was recognised that there was a need to formalise such reporting back to Overview & Scrutiny Committees, as 'Matters Arising' was not an item which can feature on an agenda.
1.04	It was suggested that the 'Action tracking' approach be trialled for the Corporate Resources Overview & Scrutiny Committee. Following a successful trial, it was agreed to extend the approach to all Overview & Scrutiny Committees.
1.05	The Action Tracking details including an update on progress is attached at Appendix 2.

2.00	RESOURCE IMPLICATIONS
2.01	None as a result of this report.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	In some cases, action owners have been contacted to provide an update on their actions.

4.00	RISK MANAGEMENT
4.01	None as a result of this report.

5.00	APPENDICES
5.01	Appendix 1 – Draft Forward Work Programme Appendix 2 – Action Tracking for the Environment OSC.

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Minutes of previous meetings of the Committee as identified in Appendix 2. Contact Officer: Margaret Parry-Jones Overview & Scrutiny Facilitator Telephone: 01352 702427 E-mail: Margaret.parry-jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	Improvement Plan: the document which sets out the annual priorities of the Council. It is a requirement of the Local Government (Wales) Measure 2009 to set Improvement Objectives and publish an Improvement Plan.

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ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

DRAFT

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
Tuesday 17 September 10.00 am	Year-end Reporting & Council Plan Monitoring	To enable members to fulfil their scrutiny role in relation to performance monitoring	Performance monitoring/ assurance		
Tuesday 15 th October 10.00 am	Update on Greenfield Valley	To receive an update on Greenfield Valley	Assurance	Chief Officer	
Tuesday 12 th November 10.00 am	Environmental Enforcement Policy Flint Landfill and Crumps Yard Solar PV Final Business Cases Visit to Parc Adfer	To receive an update. To consider the final business cases for solar PV developments at Flint Landfill and Crumps Yard following planning permission and tender exercise to determine capital costs. Members to review the business cases to ensure they are robust prior to final review by Cabinet.	Assurance		
Tuesday 10 th December 10.00 am					
Tuesday 14 th January 10.00 am					

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ENVIRONMENT OVERVIEW & SCRUTINY FORWARD WORK PROGRAMME

Date of Meeting	Subject	Purpose of Report/Presentation	Scrutiny Focus	Responsible/Contact Officer	Submission Deadline
Tuesday 10th March 10.00 am					
Tuesday 7th April 10.00 am					
Tuesday 5th May 10.00 am					
Tuesday 7th July 10.00 am					

Environment Overview & Scrutiny

Action Sheet

Date: 21 May 2019

Item	Discussion	Comments/Action required and by whom
Minutes - Environmental Enforcement	In response to comments from Cllr Haydn Bateman regarding signage the Chief Officer agreed to look into the matter and provide Cllr Bateman with copies of the photographs for the site in Mold.	Steve Jones has provided the requested information to Cllr H Bateman.
Mold to Broughton Cycleway	In response to requests for further information on specific areas, the Highways Policy Officer said that detailed designs would be in accordance with the active travel design guidance and would be shared with the Committee once it had been completed.	Sue Price to share detailed designs with Committees once it has been completed. (These are not available yet).
	In response to comments from Cllr Evans, the officer agreed to check the link to the Active Travel website	Sue Price has checked the links and confirmed that they are working.

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ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

Date of Meeting	Tuesday, 9 July 2019
Report Subject	Review of Streetscene Standards
Cabinet Member	Deputy Leader of the Council and Cabinet Member for Streetscene and Countryside
Report Author	Chief Officer (Streetscene and Transportation)
Type of Report	Operational

EXECUTIVE SUMMARY

Cabinet approved a set of Streetscene performance standards at the commencement of the new service in 2012. The standards formed the basis of the portfolio's quarterly performance report, which was then heavily scrutinised by both the Environment Overview and Scrutiny Committee and Cabinet.

The updated 2019 Council Plan includes a new performance measure of Streetscene standards, under the Safe and Clean Council theme and as a result, the direct output of the portfolio will, once again, be reported through the Scrutiny process.

The standards have not changed over the past 7 years, despite significant changes to the scope of the portfolio. Some of the standards are no longer relevant and some areas of the new Streetscene and Transportation service are not represented at all within the standards.

A review of the standards has therefore been undertaken and the Environment Overview and Scrutiny Committee are asked to consider the performance targets which have been set for the service and make recommendation on any revisions they may feel appropriate, ahead of the new performance monitoring process being introduced for 2019/20.

RECOMMENDATIONS

1	That Scrutiny recommends adoption of the Streetscene service standards detailed in Appendix 1 of this report, including the proposed additions to the revised list as a result of the portfolio changes.
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REPORT DETAILS

1.00	REASONS FOR A REVIEW OF STANDARDS
1.01	In 2012, following the introduction of the Streetscene service, a raft of service standards were produced, which were subsequently approved by Cabinet. The standards provided a key reporting and monitoring function during the early years of the new service and the information was closely scrutinised during the quarterly reporting periods, both by the Environment Overview and Scrutiny Committee and Cabinet.
1.02	The performance reporting arrangements changed in 2014 to more closely reflect the measures contained within the Council's Improvement Plan and as a consequence the regular reports on Streetscene standards were discontinued.
1.03	The updated 2019 Council Plan however, includes a new performance measure which reflects performance against the Streetscene standards, under the Safe and Clean Council theme and once again the service output will be reported and challenged through the scrutiny process.
1.04	The standards have not changed over the past 7 years, despite significant changes to the scope of the portfolio. Some of the standards are no longer relevant and some areas of the new Streetscene and Transportation service are not represented at all within the standards.
1.05	Appendix 1 provides a full list of all the original standards, together with the proposed additions/deletions as a result of the portfolio changes. Environment Overview and Scrutiny are requested to consider the measures and targets and make recommendations on any changes or additions they require to adequately monitor the performance of the portfolio.
1.06	The new standards will form a key element of the reporting measure in respect the Safe and Clean Council theme of the Council Plan

2.00	RESOURCE IMPLICATIONS
2.01	The resources required to deliver the current service standards are based on existing staffing levels and budgets within the service and any changes to the standards will have an impact on expenditure levels.

3.00	CONSULTATIONS REQUIRED / CARRIED OUT
3.01	With Cabinet Member
3.02	With Overview and Scrutiny Committee – July 2019

4.00	RISK MANAGEMENT
4.01	Failure to achieve the standards may result in reputational issues for the Council.

5.00	APPENDICES
5.01	Appendix 1 – Proposed Streetscene Standards

6.00	LIST OF ACCESSIBLE BACKGROUND DOCUMENTS
6.01	Contact Officer: Stephen Jones – Chief Officer Streetscene and Transportation Telephone: 01352 704700 E-mail: Stephen.o.jones@flintshire.gov.uk

7.00	GLOSSARY OF TERMS
7.01	None

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Appendix 1

REVISED STREETSCENE AND TRANSPORTATION STANDARDS 2019

Shaded Grey indicates measure no longer appropriate, Shaded Blue are new measures

Measure Type		Description	Target
1	Abandoned Cars	Time taken to inspect and respond to abandoned vehicles from the highway	2 working days
2	Household Recycling Centres and Bring Sites	Length of time taken to respond to requests about Recycling Parks (neighbourhood or household recycling centres) or let the customer know what has happened	24 hours
3	Waste Missed Bins (Excluding Recycling Collections)	Time taken to collect bin missed due to the fault of the Service - weather permitting	1 working day
4	Waste Bulky Items	Time taken to collect bulky items (following customer request)	6 working days
5	Waste Assisted Collection	Time taken to process applications for assisted bin collections (from receipt of application).	10 working days
	Waste Requests for new receptacles	Time taken to deliver new bins, recycling sacks/boxes, caddies etc.	
6		Black/Blue Bin	6 working days
7		Food waste bins / caddies	6 working days
8		Brown Bin	6 working days
9		Recycling Bag	6 working days
10	Missed Collections	Number of bins missed per 100,000 collections	80
11	Children's Play areas	Time taken to respond (i.e. complete job or contact customer) to service requests about enclosed play areas or fixed play provision	same working day
12	Dead Animals	Time taken to remove reported dead animals from highway or other Council land (excluding trunk roads)	24 hours
13	Dog Fouling Children's play areas	Time taken to remove dog fouling at enclosed play areas, or areas of fixed play provision.	6 working hours
14	Dog bins	Frequency of inspection/emptying of dog bins	Minimum 2 working days
15	Litter Bins	Respond to requests for new litter bins	10 working days
16	Fly posting / Graffiti	Time taken to remove graffiti from council owned property (including Housing)	2 working days
17	Offensive /Hate Graffiti	Time taken to remove hate graffiti from time of reporting - 24/7 service	6 hours
18	Fly tipping	Time taken to remove fly tipping from council owned land (including Housing land)	24 hours
19	Grass Cutting & Hedges	Compliance with standards for grass cutting	100% As Policy
20	Gully Emptying	Frequency of gully cleaning	Minimum one per annum
21	Gully Emptying	Frequency of gully and soakaway cleaning in known flooding areas	Site dependant - Minimum 2 per annum
22	Public Conveniences	Time taken to attend and clean a reported dirty/damaged toilet in Council operated facility	24 hours
23	Reactive Highway	Time taken to inspect non- emergency highways requests	1 working day

24	Sharps	Time taken to remove sharp objects/needles from Council land (including Housing and school land)	2 hours
25	Street Cleansing	Footways - Frequency of sweeping Town and shopping areas	Daily or as local cleansing strategy
26	Street Cleansing	Footways - Frequency of sweeping All other locations	1 per annum
27	Street Cleansing	Mechanical Sweeping A Roads and Urban B class Roads	4 per annum
28	Street Cleansing	Mechanical Sweeping other B class Roads	1 per annum
29	Street Cleansing	Mechanical Sweeping All other Roads	1 per annum
30	Street Cleansing	Mechanical Sweeping of Council maintained Car Parks	1 per annum
31	Street Cleansing	Inspect and empty liter bins (as required)	Minimum: Rural = 2 working days / Urban = 1 working day
32	Street Furniture	Response time to make safe a reported dangerous item of street furniture	2 hours
33	Street Furniture	Inspection reponse time to customers regarding repairs to Street Furniture	6 working days
34	Street lighting	Time taken to repair street lighting (non mains supply fault) - where it is the Council's responsibility	5 working days
35	Street Name Signs	Time taken to replace a missing street name plate (if replacement is required within policy)	8 weeks
36	Beach Cleansing	Frequency of beach cleansing (Talacre)	Summer = daily inspection & visit / Winter = inspection & visit 3 times per week
37	Contact Centre	Percentage of calls Answered in under 15 Seconds	75%
38	Contact Centre	Percentage of Calls dealt with at first point of contact	80%
39	Contact Centre	Percentage of 'lost' calls	5%
40	Bus Shelters	Time taken to respond following a requests/complaints about bus shelters	5 working days
41	Bus Shelters	Compliance with standards for cleaning bus shelters - 3 times/year urban 2 times/year rural	100%
42	Environmental Visual Audits (EVA)	EVA's protocol in place in Council Wards	100%
43	Environmental Visual Audits (EVA)	Ward Priority Agreed	70%
44	Member Satisfaction	Percentage of Members rating performance of Streetcene Coordinators Service in ward as acceptable or better	90%
45	Cleanliness	Maintaining the Cleanliness index above the average figure for Wales	100%

43	P&D Machines	Respond to non working Pay & Display machines	1 working day
44	Parking Contraventions	Respond to parking complaint	Corporate standard
45	Environmental Crime - Dog control	Respond by undertaking site inspection to dog control complaint	2 working days
46	Environmental Crime - Side waste	Monitor side waste presentation	Daily by crews
47	Noise Nuisance - Domestic PP	Time taken to despatch an acknowledgement letter and noise logging form	5 working days
48	Smoke Nuisance - Domestic PP	Time taken to visit a report of domestic smoke nuisance	5 working days
49	Pest Control PP	Time taken to attend Nuisance Pests, e.g. Wasps	3 working days
	Pest Control PP	Time taken to attend Public Health pests. e.g. rats	same working day
50			

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