

Quarterly Performance Report –Public Protection

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Introduction

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

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

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

1. Foreword

Report highlights for this quarter and annual review are the following items: -

<p><u>Community Protection:</u></p> <p>Trading Standards</p>	<p>Trading Standards – Investigations</p> <p>The Investigations Team successfully prosecuted a Mold Market trader for selling counterfeit goods in the form of air freshener aerosol canisters. The trader elected trial in the Crown Court but later changed his pleas to guilty. In sentencing the judge mentioned that this type of offence jeopardises the business prospects and employment of genuine traders. The defendant was sentenced to 24 weeks imprisonment for each of 4 offences – to run concurrently and be suspended for 12 months. He also received a 200 hours unpaid work order plus costs of £860 and a destruction order for his stock of 200 canisters.</p> <p>There was a spate of cold calling incidents in Flintshire over the summer period. Examples included funeral services; tarmac providers; memory foam mattress sellers; telephone preference services; computer repairs; frozen fish and unregistered charity collectors. Trading standards responded to these incidents by giving advice to both the consumer and trader. Target hardening materials and equipment were given to consumers and County wide alerts were sent out on the OWL system run by Neighbourhood Watch to remind people of the type of scams that are prevalent.</p> <p>After a detailed investigation a local double glazing supplier signed an undertaking under the Enterprise Act. The undertaking ensures that customers receive the necessary cancellation notices, that requirements in relation to business names will be complied with and that the business refrains from engaging in misleading advertising in future.</p> <p>A survey of estate agents was undertaken as part of a North Wales initiative looking at whether agents were registered as required with an approved Estate Agents Redress Scheme. All agents checked in Flintshire as part of the survey were found to be registered with such an approved scheme.</p> <p>National Consumer Week took place in mid-November and was focussed upon cold calling with the slogan ‘Cold Calling – Don’t Buy It’ The aim was to raise awareness that people have the right to refuse to entertain traders who arrive unannounced at their home and if they choose to invite such traders in then they have specific consumer rights. Officers attended Flintshire markets in conjunction with Neighbourhood Watch; issued press releases; provided talks to Police Community Support Officers and Over 50’s Groups and issued alerts via the OWL system (On-line Watch).</p> <p>There are now 62 No Cold Calling Zones in Flintshire which help</p>
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to protect particularly vulnerable residents.

Flintshire has involved the Wales Illegal Money Lending Unit in the investigation of a small chain of pawn broking shops that has units in the County. Businesses are required to be licensed by the Office of Fair Trading if they offer consumer credit. It is alleged that this business is operating without a credit licence. The matter is due to be heard in the Crown Court in Spring 2013.

A Facebook page has been set up for Trading Standards and currently has 120 'likes'. It is proving a popular site for information and advice about avoiding scams and other consumer matters.

Trading Standards - Compliance

The North Wales Tobacco Alliance was launched on 26th June 2012. This brings together those that can have an impact on reducing the prevalence of smoking and preventing young people from starting smoking. We contribute via our work on under age sales; the prohibition on sale of tobacco from vending machines; reducing the sale of counterfeit products; the ban on tobacco products being on display in large shops and enforcement of the smoke-free premises requirements.

Flintshire was asked by the Better Regulation Development Office to take part in a six month pilot relating to the under age sale of alcohol. This is part of the Primary Authority scheme which the Council already operates with Iceland Foods Limited but will also involve JD Wetherspoon pubs. We agreed to take part because currently the under age sale of alcohol is excluded from the Primary Authority scheme. The BRDO wishes to analyse whether there are any obstacles to bringing it into the scheme. One of the obvious complications is that the Police have responsibility for enforcing the under age sales provisions in on-licensed premises and are therefore outside the current local authority/company Primary Authority regime.

Another important age restricted product is fireworks. Officers carried out unannounced checks in the run up to Bonfire Night on premises that sell fireworks to ensure that no sales take place to under 18's. They also check on safety standards of storage and that only the correct categories of fireworks are sold to the general public.

In July the Council underwent a detailed audit of its covert surveillance activities by the Office of the Surveillance Commissioner. The report was very favourable.

Covert surveillance has been a useful part of the enforcement armoury right across Public Protection. In Flintshire it has always been carried out in full compliance with RIPA (The Regulation of Investigatory Powers Act). Its use, however, was curtailed from October because from then it will only be possible to carry out

	<p>surveillance if the offences being committed under the legislation in question attract a sentence of six months imprisonment or more. Accordingly covert surveillance for offences such as dog fouling and littering will no longer be permitted. There is a dispensation for under age sales of alcohol so Trading Standards – Compliance will still be able to use under age volunteers in planned exercises to go in to off-licences and attempt to buy alcohol.</p>
<p>Licensing</p>	<p>A meeting of the Private Hire Operators Forum took place in August. This is a Council led initiative which provides the taxi trade with an opportunity to raise and discuss any issues relating to Flintshire’s role as licensing authority. The meetings are valuable because we can learn of the problems encountered by the industry during difficult trading conditions and they can better understand the legislative constraints that we have to operate under.</p> <p>Licensing introduced a Knowledge Test as part of the application process to become a taxi driver. As well as examining geographical familiarity with the County it also covers other important areas such as knowledge of taxi licence terms and conditions, fare tariffs, the needs of disabled passengers, road traffic laws, etc.</p> <p>Licensing Committees and Sub-committees were held throughout the year. The full Licensing Committee receives reports on a variety of licensing matters and decides upon strategy and policy. The sub-committees deal with operational matters relating to any contentious licence applications, for example, whether applicants with relevant convictions are ‘fit and proper persons’ to be licensed as taxi drivers.</p> <p>Flintshire’s latest statement of Gambling Policy was approved at the Licensing Committee. This lays out the matters that the Licensing Authority will take into account when dealing with the various licences and permits that are issued under the Gambling Act. The new policy will run for 3 years from January 2013 until the end of 2015.</p> <p>An Internal Audit of Licensing was undertaken in the autumn. There were no major issues identified as needing attention.</p> <p>An initiative involving the six North Wales authorities and the Police was undertaken with regard to scrap metal. This resulted in a number of itinerant scrap metal dealers coming forward for registration. New rules prohibiting cash transactions came into force and a wholesale review of the legislation covering the licensing of scrap metal dealers and motor salvage operators will come in to force in late 2013.</p>

Community Safety

Information on offending rates across the six North Wales authority areas was recently published by the Police.

Flintshire was below the Force average in all the categories covered and was lowest in terms of violent crime and shoplifting. The overall reported crime rate in Flintshire was 51.25 per 1000 people and this was bettered only by Anglesey at 47.91.

Anti Social Behaviour (ASB)

The Street Rugby League Project ran through the summer in Higher Shotton and Fron Park in Holywell. It offered young people between 11 and 17yrs an opportunity to get involved in a new sport offering health benefits as well as teaching respect, discipline and team work all wrapped up in fun sessions run by trained Street Rugby League coaches.

The ASB Coordinator led on a multi-agency approach to tackling street drinking in Flint which was impacting upon the quality of life of local residents. In response to the problem a number of actions were identified which included:

- Additional signs about the Drinking in Public Places Order
- Multilingual advice leaflets - informing individuals of the legislation and the penalties that could be enforced
- Identifying the main persistent offenders - leading to enhanced action being taken where appropriate
- Engaging with local businesses who employ the identified individuals
- Preventing offenders entering hotspot areas when consuming alcohol and causing a nuisance
- Engagement with the Barnardos 'One Community' Project
- Support from a Polish speaking North Wales Police Officer to engage directly with individuals
- Work with the Community Drug and Alcohol Team to refer individuals
- Hotspot patrolling by the Neighbourhood Wardens

Flintshire Community Safety Team convened a partnership meeting to formulate a multi agency action plan highlighting activities around the Halloween/ Bonfire night period. The action plan was attended by North Wales Police, North Wales Fire & Rescue, Neighbourhood Wardens, Neighbourhood Policing Teams, the Arson Reduction Team and Trading Standards.

Information was shared relating to activities around the purchase of fireworks, licensed sellers of fireworks, leaflet drops and patrolling of hotspot areas, and both funding for and the location of specific local neighbourhood events. Each agency was forthcoming with support for other agencies' activities and partnership working arrangements were formulated and agreed.

Domestic Violence

Very positive feedback was received from Flintshire schools following delivery by a specialist theatre company of advice to young people on sexual violence. This formed part of the personal and social education curriculum in schools and staff from the North Wales SARC (sexual assault referral centre) also contributed. The young people welcomed the input of those who actually see and help people deal with the effects of domestic and sexual violence.

The team ran very successful events in Deeside College and Northop College in support of the White Ribbon campaign in relation to domestic violence. Partner agencies were involved and Information was provided for students and college staff. Some young people felt able to raise issues about their own personal circumstances and were given specific guidance and details of access to professional support.

Flintshire Community Safety Partnership supported the Home Office Teenage Rape Prevention Campaign. The campaign aim was to:-

- Raise awareness of the issue of rape and sexual violence
- Improve understanding of what constitutes rape, sexual assault and consent; and
- Empower young people to avoid, challenge and report sexually violent behaviour

- The campaign's main target age was girls and boys between 13 and 18 years of age.

Substance Misuse

- Worked with FCC Licensing and North Wales Police to coordinate on-licence test purchasing operations to target premises that are selling alcohol to those who are underage.

- 'Parent packs' were produced in partnership with the National Public Health Service aimed at parents and carers of those going into secondary school. The main focus of the packs is to raise awareness on alcohol and included an academic calendar with important community safety messages and information on local services.

- Worked with the Harm Reduction Team to look at potential hot spot areas in relation to discarded needles in order that provision of needle exchange schemes can be made.

As part of the Public Protection contribution to Flintshire's stand at the Flint & Denbigh Show the theme for one of the Community Safety stalls was 'Know Your Units' which aimed to get people thinking about their alcohol intake. Unit measure cups and information cards were given to older people who were advised to

	<p>keep them at home and if they take a drink they could use the measure cup to monitor the units of alcohol being consumed.</p> <p>In addition around 120 Drug and Alcohol Packs were distributed to teenagers. These packs were developed by Community Safety to provide age appropriate factually correct information.</p> <p>Neighbourhood Warden Service The service continued to offer the following services:</p> <p>Target Hardening: The Wardens provide and fit target hardening equipment to residents living in Flintshire who have been the victims of crime or are deemed vulnerable. They also visit members of the community to provide safety advice and reassurance.</p> <p>Home Safe: In addition to the mainstream target hardening service the Wardens also provide a service to victims of domestic violence who wish to remain in their own properties (regardless of tenure). Security equipment is fitted and a 'Skyguard' phone installed (if appropriate) to enable victims and their families feel more secure.</p> <p>Graffiti and Fly Tipping: The graffiti removal service has now been incorporated by Streetscene, however the Wardens are able to make referrals for the removal of graffiti, fly tipping and littering, if necessary.</p> <p>Anti Vandal Paint: The Wardens can provide and arrange for the application of anti vandal paint which can be an effective deterrent in some instances of anti social behaviour.</p> <p>Cycle Marking: The Wardens are able to attend community functions to mark resident's cycles. The information is recorded centrally by the Wardens and is shared with North Wales Police.</p> <p>Patrols: The Wardens undertake vehicle and foot patrols as part of their daily duties. They are able to target specific areas upon request and their presence provides reassurance and a direct means by which communities can engage with other Council Departments, the Police, Fire Service and other service providers.</p>
<p><u>Environmental Protection:</u></p> <p>Environmental Control</p>	<p>During this quarter, the team has dealt with 239 Service Requests (of which, 78 related to Housing issues, 50 rubbish accumulations, and 41 fly-tipping incidences). They have also served 4 housing notices, 5 statutory nuisance notices (for rubbish), 1 drainage and 1 filthy and verminous premises notice.</p> <p>The section has worked hard during the last 12 months having</p>

	<p>been involved with the following important policy/strategy development work to improve public health and well-being:</p> <ul style="list-style-type: none"> • Private sector Housing Improvement Strategy • Houses of Multiple Occupation and the Welfare Reform • Development of waste enforcement and progression of fly tipping enforcement 																																																										
<p>Pollution</p>	<p>Pollution Control have dealt with the following during Quarter 4 12/13:</p> <ul style="list-style-type: none"> • 307 service request. 75 related to alleged noise nuisance and the team has successfully acknowledged and actioned 100% of these as per the service and Streetscene Standard within 5 working days. <p>2012/13 has been a busy year for this section having processed, and investigated 1,407 customer requests relating to alleged noise, odour, and smoke nuisance, as well as investigations into contaminated land.</p> <p>The team are Statutory Consultees as part of the Planning process and as such, have responded to 923 applications during 12/13.</p> <p>The Council's Contaminated Land Investigation Strategy has been updated following an update of Welsh Government Guidelines for this area of work and will proceed to Cabinet for approval in May 2013.</p> <p>The team have also secured approx. £80,000 towards the Greenfield Coastal Path project which has meant that not only has land contamination been addressed, but also that stretch of the Deeside Coastal Path has been completed to a high specification.</p> <p>Oil tank/domestic heating oil spill guidance has been written and published on the Authority's website.</p>																																																										
<p>Animal and Pest Control</p>	<p>The annual total of public health and nuisance pests identified, treated and eradicated for 2012/13 was 2,788 which is broken down as follows:</p> <table border="1" data-bbox="464 1711 1412 2056"> <thead> <tr> <th rowspan="2">Pest</th> <th colspan="4">Number of reports treated</th> <th rowspan="2">Total</th> </tr> <tr> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>Rats</td> <td>364</td> <td>289</td> <td>358</td> <td>367</td> <td>1378</td> </tr> <tr> <td>Mice</td> <td>91</td> <td>67</td> <td>138</td> <td>76</td> <td>372</td> </tr> <tr> <td>Cockroaches</td> <td>1</td> <td>0</td> <td>0</td> <td>0</td> <td>1</td> </tr> <tr> <td>Wasps</td> <td>207</td> <td>283</td> <td>76</td> <td>6</td> <td>572</td> </tr> <tr> <td>Fleas</td> <td>4</td> <td>49</td> <td>4</td> <td>5</td> <td>62</td> </tr> <tr> <td>Ants</td> <td>179</td> <td>134</td> <td>2</td> <td>42</td> <td>357</td> </tr> <tr> <td>Unidentified Insects</td> <td>10</td> <td>9</td> <td>1</td> <td>2</td> <td>22</td> </tr> <tr> <td>Other Pests</td> <td>6</td> <td>11</td> <td>7</td> <td>1</td> <td>25</td> </tr> </tbody> </table>	Pest	Number of reports treated				Total	Q1	Q2	Q3	Q4	Rats	364	289	358	367	1378	Mice	91	67	138	76	372	Cockroaches	1	0	0	0	1	Wasps	207	283	76	6	572	Fleas	4	49	4	5	62	Ants	179	134	2	42	357	Unidentified Insects	10	9	1	2	22	Other Pests	6	11	7	1	25
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The Animal and Pest Control officers have also collected and processed 490 stray dogs from across the County during 2012/13, compared to 505 during 2011/12. This service has been available 7 days a week throughout the year and covers the out of hours period as well.

The Authority currently have 2 enforcement officers in post to deal with Environmental Crime. Their main focus for this quarter has been fly tipping enforcement to support the Streetscene teams and fortnightly collections, as well as dog fouling in partnership with North Wales Police. The following stats relates to Q4:

Dog Fouling Complaints / Requests for Clean Ups Received – 2012/13

	2012/13				
	Q1	Q2	Q3	Q4	Total
Complaints / Requests Received via Call Centre	45	56	112	228	441
Received Via Doggy Do App	18	42	54	52	166
Total	63	98	166	280	607

The Doggy Do App which was launched during 12/13 and now gives customers the opportunity to use App technology, reduces calls into the Call Centre, and we receive more intelligence to inform our patrols.

Enforcement Patrols Undertaken – Q4

	PCSO	FCC	TOTAL
Number of Patrols	52	36	88
People Approached	150	25	175
People Not Carrying Bags	11	0	11

We have also conducted 23 school workshops around responsible dog ownership across our Primary schools.

Dog Fouling and our approach as a Local Authority has been of much debate with Members and with ourselves as officers.

2013/14 will see the recruitment of more enforcement officers, to reduce incidences of this type of offence across the County. We will be tough in our approach, and we also intend to use North Wales Police Officers in plain clothes to ensure our residents change their behaviour longer term, rather than when an officer in uniform is patrolling their area.

Bereavement Service

This service has dealt with the following during Q4 and 2012/13:

**Bereavement Services
Interments Undertaken**

			2012/13				
	2010/11	2011/12	Q1	Q2	Q3	Q4	Total
Cremated Remains	126	122	42	38	24	24	145
Full Body	278	251	84	57	82	82	295
Total	404	373	126	95	106	106	440

Key achievements for the service during 12/13 have been;

- The development of a Garden of Remembrance at Hawarden No2 Cemetery which will give residents the opportunity to scatter the ashes of loved ones locally once open.
- Opening of the Woodland Burial area at Kelsterton Cemetery which again responds to the current modern bereavement services demand as well as generating further income for the Authority.
- Update of the Cemetery Regulations to ensure that we improve our compliance and management of Cemeteries.
- Installation of a Cemetery Management System (Clear Skies) which further enhances our organisation of our regulatory function.

Building Control

The Building Control department continues to operate a high standard of service, achieving or exceeding its key performance indicators. During 2012/13 the team have worked on a number of high profile builds some of which were formally recognised at the Regional North Wales Local Authority Building Control (LABC) Awards during April 2012.

The work which this section undertook in partnership with Airbus UK ensured that their development of the North Factory at Broughton won the All Wales Award for the Best Sustainable Development. This was formally recognised by a presentation from Carl Sargeant AM.

The team has continued its partnership working with national companies such as Iceland.

Building Control has been the first team within the Authority to pilot mobile/agile working. This has recently led to a reduction of approximately 63% of office space. This pilot was not only viewed in action by the Finance Minister from Welsh Government, but it was also featured in the Guardian "Working Lives" section during November 2012.

The service has also conducted Fire Risk Assessments on all Flintshire Primary and Secondary schools as well as the Council's

office complexes, ensuring that public safety is at the forefront of our work.

Area of Work	Q4 2012	Q4 2013	Year 2011/2012	Year 2012/2013
Full Plan submissions.	87	95	362	360
Building Notice submissions.	64	32	183	162
Partner Inspector submissions.	2	3	23	13
Partner Authority submissions.	23	18	74	100
Regularisation submissions.	1	2	10	6
Initial Notices received.	21	17	101	85
Dangerous structure cases.	7	6	28	29
Demolition Counter Notices.	31	1	14	9
Street naming / numbering and house naming cases.	22	17	80	66
Consultations from Planning concerning possible Building Regulation work.	45	56	227	184

Health Protection:

Food Safety and Food Standards

All of the Food Safety/Food Hygiene Performance Indicators have been met in full. However there has been a slight dip in performance in relation to the Food Standards PI which is incorporated into the Trading Standards PIs for both High Risk and New Business inspections. This has been a direct result of the horsemeat scandal which broke early in 2013 and by necessity diverted attention away from routine inspections to detailed investigative work and additional food sampling where required.

Some of this work is continuing into 2013/14 and we await the report from the Food Standards Agency into this incident and the implications this may have on the direction and nature of work to be undertaken in this forthcoming financial year.

Performance against the “Broadly Compliant” measure continues to be good in Flintshire at 83% and as there is a direct link between this measure and the Food Hygiene Rating scheme, this is a pleasing statistic for Flintshire.

During this last quarter Royal Assent was given to the bill requiring the mandatory display of Food Hygiene ratings in food premises and this legislation takes effect from November 2013. This introduction will be an emerging pressure for this forthcoming year 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.

<p>Health & Safety Enforcement</p>	<p>During this year under review there has been a 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. As a consequence the PI relating to New Business inspection became no longer applicable as it would be contrary to this new direction. However, the High Risk inspections target remains relevant and it is pleasing to report that this has been met in full. The team have focussed their efforts on increasing educational awareness on Health and Safety in line with Central government thinking and have been involved in a HSE approved project entitled Estates Excellence aimed at identifying gaps in knowledge and practice and effectively addressing them in conjunction with partner agencies including Wrexham County Borough Council. This work has been undertaken at the Wrexham and Deeside Industrial Estates with a pleasing uptake of 56% of targeted businesses. Flintshire were also represented at a recent HSE National Board on this subject and gave an update on this project which was a prestigious request for the team and a recognition of Flintshire's work in this regard.</p> <p>The section has also been heavily involved in a variety of other health and safety projects relating to such matters as gas safety on mobile food vehicles and prevention of E coli 0157 in nurseries and they have also responded to intelligence led information including the first successful application to a court in North Wales for a Part 2a Order under Public Health legislation to enter a house and seize illegal tattooing equipment.</p> <p>A major success has been the agreement reached at a recent Crown Court hearing relating to the case between Flintshire County Council and Plas Coch Holiday Homes Ltd, (the previous owners of Talacre Beach Caravan Park), in relation to the causation of death of the young girl Seojin Kim, who drowned in the swimming pool at Talacre Beach Caravan Park in October 2010. This follows on from the extensive and detailed investigation undertaken by the Health and Safety Enforcement team into this tragic death and the earlier decision taken by the Council to prosecute for Health and Safety failings. At court it was agreed that the Health and Safety breaches together significantly increased the risk of a serious accident which could have caused death to pool users including Seojin Kim. The current position is that this case will now proceed in the Crown Court for sentencing for these Health and Safety breaches. However, the date for this is not yet known. The Defence is agreeable to payment of our reasonable costs relating to this case.</p>
<p>Corporate Health & Safety</p>	<p>One of the major successes for this year has been the introduction and completion of Senior Management Health and Safety training across senior managers from both Flintshire and Wrexham. This training entitled "The Principles of Safety Leadership" has been very well received and is to be rolled out to other managers as</p>

	<p>required during this forthcoming year.</p> <p>Member Development Health and Safety training has also been undertaken during this year which was also well received.</p> <p>A further success was the introduction of the “new look” Corporate Health and Safety Infonet site which went live ahead of schedule. The site has been visually improved and has been designed to be more user-friendly. It allows easier navigation to the important documentation and tools required by all staff to assist them in managing health and safety across the Authority.</p> <p>This year has also seen the introduction of a revised Agenda for the quarterly Corporate Health and Safety Steering group which is a high level group chaired by the Chief Executive and which has elected Member membership as well as key officers from the different Directorates of the Council. The revisions are designed to further inbed a professional and effective Health and Safety culture throughout the organisation to ensure ownership is taken of the key issues and the Council fulfils its statutory obligations with respect to Health and Safety.</p>
<p>Animal Health and Welfare</p>	<p>The team has met all the minimum standard targets contained in the Animal Health and Welfare Framework that has been a part of Animal Health service delivery across Wales since the 2001 Foot and Mouth Disease outbreak. The PI relating to High Risk inspections has also been met in full. However there has been a slight dip with respect to the PI relating to New business inspections. This has been due to a decrease in grant funding from WG for this function which has meant that we were without an additional Enforcement Officer during this year. This has now been addressed by way of a temporary joint appointment of an Animal Health enforcement officer to work on a 50:50 basis between Flintshire and Wrexham. This arrangement has been agreed because the grant monies given to both authorities was insufficient for either to appoint to a full time post. However, this remains an ongoing pressure for the future as there is uncertainty regarding funding beyond 2015.</p> <p>During this last quarter in particular, the team have worked with the Farming Industry and Welsh Government in response to the recent heavy snow experienced across Wales in implementing the derogation on the disposal of animal by products. This quarter has also seen the publication of the first joint North Wales Animal Health and Welfare Newsletter in a collaborative effort on behalf of the six North Wales LA's.</p> <p>Numerous activities and projects have been undertaken and achieved throughout the year by our part time Health Promotion Officer. One of the key activities has been the continued delivery of the School hand washing project in Flintshire schools. More than 2000 pupils have now participated in our ongoing education</p>

	<p>programme on the importance of correct hand washing since the appointment of our HPO in September 2012. In excess of a further thousand are planned before the end of this school year. This activity is key because it helps the Authority to meet it's commitment to full compliance with the recommendations from Professor Pennington's report into the E coli outbreak in S. Wales in 2005 which is an ongoing Improvement target for the Authority.</p>
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2. Performance Summary

2.1 Improvement Plan Monitoring

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



KEYS

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

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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5.9 Implement recommendations of E-coli inquiry	Ongoing			<p>1. All new inspections are undertaken in line with the new E coli guidance issued by the Food Standards Agency.</p> <p>2. Communication strategy has been fully implemented.</p> <p>3. All officers have received formal training on new guidance provided by the Food Standards Agency Wales.</p>

2.2 Strategic Assessment of Risks and Challenges

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










2.3.1 Performance Indicators and Outcome Measures







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

 1
  3
  11

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

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

Indicator	Annual Target (2012/13)	Previous Year End Outturn (2011/12)	Current Quarter Outturn – Q4 2012/13	Current Year End Outturn (2012/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
BCT/004 – The percentage of building control ‘full plan’ applications checked within 15 working days during the year	92%	95%	94%	96%		Improved
BCT/007 – The percentage of ‘full plan’ applications approved first time	95%	99%	100%	100%		Improved
PPN/001i-iv – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: -						
PPN/001i – Trading Standards	100%	93%	100%	96%		Improved See narrative at 3.1.1
PPN/001ii – Food Hygiene	100%	100%	100%	100%		Maintained
PPN/001iii – Animal Health	100%	100%	100%	100%		Maintained
PPN/001iv – Health & Safety	100%	74%	100%	100%		Improved
PPN/007 – The percentage of significant breaches that were rectified by intervention during the year for: -						
PPN/007i – Trading Standards	97%	79%	N/A	91%		Improved See narrative at 3.1.2
PPN/007ii – Animal Health	97%	88.89%	N/A	100%		Improved
PPN/008 - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for: -						
* PPN/008i – Trading Standards	70%	85%	N/A	72%		Downturned

Indicator	Annual Target (2012/13)	Previous Year End Outturn (2011/12)	Current Quarter Outturn – Q4 2012/13	Current Year End Outturn (2012/13)	RAG (Year End)	Change e.g. Improved / Downturned (since previous year end)
PPN/008ii – Food Hygiene	87%	90.97%	N/A	89%		Downturned
PPN/008iii – Animal Health	100%	93%	N/A	82%		Downturned See Narrative at 3.1.3
PPN/008iv – Health & Safety	62%	49%	N/A	Not Reported	N/A	N/A See Narrative at 3.1.4
PPN/009 (I.P. 5.9) – Percentage of food establishments which are ‘broadly compliant’ with food hygiene standards (Improvement Success Measure)	80%	85%	80%	83%		Downturned
PSR/007a – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage that have a full licence	9.0%	8.79%	N/A	6.38%		Downturned See narrative at 3.1.5
* PSR/007c – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement activity	2%	No HMOs subject to enforcement activity for 2011/12	N/A	2.13%		Downturned
* PSR/008 - The percentage of high risk private sector dwellings improved to an acceptable level	75%	N/A	N/A	78%		N/A
*1A4.2L3 – Develop targets for increasing satisfaction levels by 5% per year over baseline	93%	94%	N/A	Not Available.	N/A	See narrative at 2.3.2

2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action & Planned Completion date	Progress
PPN/008i * -The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for Trading Standards	Monthly monitoring of new businesses and allocation of work to ensure target is met	✓
PSR/007c * – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement.	Working with landlords to ensure properties are up to the required standards and serving enforcement notices where necessary.	✓
PSR/008 * - The percentage of high risk private sector dwellings improved to an acceptable level	Using the new guidance provided to identify high risk properties and working closely with private landlords and house owners to improve standards within dwellings. Enforcement notices served where necessary	✓
IA4.2L3 * - Develop targets for increasing satisfaction levels by 5% per year over baseline.	The customer survey for work carried out by the service during 2012/13 will be undertaken during the year and the results of the survey will be provided in the Q1 report for 2013/14.	✓

2.4 Key Actions from Service Plan Monitoring

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

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

Improvement Area	On-track?	Commentary
Implementing the recommendations of the e-coli Public Enquiry report	✓	
Improve Business Compliance in high risk premises	✓	
Deliver FSA and DEFRA Framework agreements	✓	
Support Neighbourhood Renewal Programme	✓	

Improvement Area	On-track?	Commentary
Review, Improve and Integrate new services and functions.	✘	Delayed due to additional job evaluation questionnaires having to be written and evaluated.
Effective Implementation of Corporate Health and Safety Strategy and Strategic Health and safety Improvement Plan.	✓	
Tackling dog fouling, littering and other environmental crime.	✘	Four additional Enforcement Officers will be appointed shortly.

2.5 Internal & External Regulatory Reports

The following internal or external audit/regulatory work has been completed during the quarter and the outcome of the work can be summarised as follows.

Undertaken By	Title & Date Report Received	Overall Report Status
Internal Audit	Licensing Audit Report – March 2013	Reasonable Assurance provided.
BSI	Bereavement Service – July 2012	Accreditation retained – no non conformities identified.
BSI	Animal and Pest Control Service – July 2012	Accreditation retained - no non conformities identified.

3. Exception Reporting

3.1 Performance Indicators

3.1.1 PPN/001i – Trading Standards – High Risk Businesses

As a result of the horse meat scandal at the beginning of Quarter 4 resources needed to be redirected to deal with this incident and undertake the necessary investigative work and food sampling. As a consequence the percentage return on High Risk premises has fallen slightly below the target of 100% at 96% for this year.

3.1.2 PPN/007i – Trading Standards – Significant Breaches

At the start of the year and at the start of each quarter it is not known how many significant breaches will be identified. Once identified, formal investigation commences and in some cases the matter may be resolved fairly rapidly. In others it may take months (and in some cases, more than a year) if complex legal action involving prosecution is warranted and undertaken. The reported figure is an improvement on the previous year.

3.1.3 PPN/008iii – Animal Health – New businesses

The figure is below target due to the vacant Enforcement Officer post within the Animal Health and Welfare team which could not be filled on a full time basis due to a reduction of grant funding from WG. A joint appointment between Flintshire and Wrexham Councils has now been made in an effort to redress this issue.

3.1.4 PPN/008iv – Health and Safety – New Businesses.

During 2012/13 a significant change occurred in the direction given by the UK Government in relation to Health and Safety Enforcement. The emphasis is now on reducing the burden on businesses from regulation. The PI is no longer applicable for new businesses as it is contrary to the direction given by the UK Government. For this reason the PI outturn has not been reported.

3.1.5 PSR/007a – Environmental Control – Houses in Multiple Occupation.

The number of houses in multiple occupation which required a license reduced from eight to six during the year and as such the target of 9% could not be achieved. The maximum that could be achieved was 6.38%; 100% of the properties which require a license in Flintshire have been licensed.