

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

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### **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 <b>(Environment)</b>
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 <b>(Environment)</b>
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>						
ENVIRONMENT	43	41	95%	172	168	98%
ALL	170	142	84%	0	0	98%