

Year End Head of Service Performance Report Public Protection Service (Environment Directorate)

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Introduction

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

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

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

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

3. Corporate Reporting – this section summarises the performance in relation to corporate issues e.g. sickness absence, appraisals, complaints, data protection training

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

1. Improvement Priorities & Service Plan Monitoring

Report highlights for the year end 2013/14 are as follows: -

Improvement Priority - Safe Communities - Keeping people and communities safe - Public Protection

The service has delivered a high level of performance throughout the year and staff have worked very hard to deliver the performance indicator targets with all targets apart from one relating to new businesses in Trading Standards being achieved.

During the year we have reduced our accommodation and storage needs considerably by moving to an agile/mobile working environment. Mobile /agile solutions have been and are being developed in a number of areas to enable staff to operate in a more agile manner and deliver services more efficiently.

Work has continued on developing collaborative working for Trading Standards across North Wales and a joint business plan has been agreed for 2014/15. The plan is based on activity being intelligence led across North Wales to ensure we address common areas of concern at the same time and also target rogue traders who move from area to area

In accordance with Members wishes we have increased the number of enforcement patrols undertaken by the Environmental Crime team and this has resulted in a large increase in the number of fixed penalty notices issued with regard to litter and dog fouling. Only one fine was issued in 2012/13 compared to 73 in 2013/14.

The service has performed very well in delivering services to Flintshire residents and a number of these are highlighted below.

Service Plan Monitoring :

Community Protection

Community Safety

Member Training

The Community Safety Partnership was invited to deliver two separate Member Training workshops in February and March 2014. A total of 20 Members attended. The delivery team comprised North Wales Police, Neighbourhood Watch, Trading Standards and the Community Safety Team.

Local Service Board: 'People are Safe' priority

In July 2013 the Community Safety Partnership was formally subsumed within the LSB. The statutory duties of the Community Safety Partnership will now be discharged through the work of the LSB, however the 'People are Safe ' delivery board, which sits under the LSB, has been delegated to oversee the work of the Partnership. The Community Safety Team Leader is the vice chair of the People are Safe Board and the chair is Supt. Sacha Hatchett.

Safer Communities Board

The Community Safety Team Leader was again asked to support the North Wales Safer Communities Board. The Board seeks to promote greater consistency of approach in community safety related matters. It is chaired by Councillor Hugh Jones (Wrexham). Key achievements for 2013/14 were:

- Developing the N.Wales Community Safety Plan/ Strategic Assessment
- Regional approach to conducting Domestic Abuse Homicide Reviews
- Regional approach to commissioning substance misuse services through the Area Planning Board

Domestic Violence

10,000 Safer Lives Initiative

The Domestic Abuse Co-ordinator has been supporting the Chief Executive in his capacity as the North Wales 'Domestic Abuse Champion'. An important aspect of this role has been the implementation of the Welsh Government '10,000 Safer Lives' Initiative, whose aim is to improve access to domestic abuse related services. Recent emphasis has been on public sector organisations developing workplace policies, and improved service user engagement.

In 2013/14 Flintshire CC approved a workplace policy for domestic abuse. The Co-ordinator played a lead role in its development, has produced guidance notes for employees and co-delivers training for managers.

On 27th March 2014 the Co-ordinator led on the organisation of a regional event for service users. Around 85 individuals attended from all parts of North Wales. The purpose of the event was to gain a better understanding of the issues the service users face. The recommendations will be cascaded to the North Wales Domestic Abuse and Sexual Violence Forum in due course.

Cat's Paw Theatre

As part of the Council's Improvement Plan commitment to promote 'safer communities' all secondary schools have welcomed the 'Cat's Paw' Theatre Company, to deliver interactive performances around the subject areas of domestic abuse and sexual violence. It was delivered in an age appropriate manner, and very positive feedback has been received from all schools.

White Ribbon Campaign

For the second consecutive year the team ran very successful events in Coleg Cambria venues 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.

Anti Social Behaviour (ASB)

Yellow Card Visits

The ASB co-ordinator and the ASB Police Officer now conduct joint visits to the homes of young people who have received two 'Yellow Cards' in relation to Anti-Social Behaviour incidents. The purpose of these meetings is to discuss the implications and possible consequences of their actions, from the perspective of FCC and the Police. In this capacity the ASB co-ordinator may onward refer to a variety of different services within the Council.

In 2013/14 visits were conducted in Holywell, Greenfield, Broughton, Leeswood, Connah's Quay, Shotton, Mold, Flint and Buckley.

ASB Tasking Group

The Community Safety Partnership continually reviews the efficiency and progress made by its multi-agency group. In response to new approaches adopted by North Wales Police it was agreed that the Joint Action Group should in future focus separately on crime and ASB. As a result the ASB co-ordinator now chairs the ASB Tasking Group which meets on a monthly basis, and the Chief Inspector chairs a fortnightly Crime Tasking Group.

Some actions the ASB coordinator has led on as a result of these groups are:

- Co-ordinated cross border responses with Cheshire mental health team with regard to a vulnerable Flintshire resident based in Saltney.
- Member of a multi agency group of officers who conducted an Environmental Visual Audit on the Holway estate.
- Co-ordination of deployable CCTV cameras owned by the Partnership
- Co-ordinated multi agency responses with Mental Health Services, Drug & alcohol teams, North Wales Police & FCC Housing with relation to problem tenants.
- Led on locational task and finish groups in Flint, Buckley and C'Quay

The ASB co-ordinator has been invited by North Wales Police to provide a training input on anti-social behaviour related services to the new intake of Police Community Support Officers in the county.

The co-ordinator has also led four sessions with year 7 pupils from Hawarden High School which focussed on ASB. The children watched a short DVD and then took part in a 'role play' exercise of the characters, and in groups ranked the seriousness of the actions they had seen. This day was well received by pupils and staff.

Substance Misuse

Treatment Services

Flintshire's newly developed 'Enhanced Aftercare' service (within the adults substance misuse service) has been identified as an area of good practice by the North Wales Area Planning Board.

The Substance Misuse Co-ordinator has been working with the Harm Reduction Team to look at potential hot spot areas in relation to discarded needles in order that provision for needle exchange schemes can be made.

Welsh Government

The Co-ordinator has been working with Welsh Government colleagues to ensure there is consistency in the delivery of treatment and support services across the county, and that they are in line with the standards of service delivery set for Wales. These are known as the 'core standards' and cover a range of areas, from governance to records management. There are 26 standards in total.

Commissioning Strategy

The North Wales Area Planning Board have undertaken a comprehensive needs assessment across the region. This work will inform the Commissioning Strategy, which will be finalised in 2014/5.

Area Planning Board

Funding for substance misuse services in North Wales is now channelled through the Area Planning Board, which reports directly to the Safer Communities Board. A new regional manager has recently been appointed to lead the work for the Board.

Neighbourhood Warden Service

Jobs Completed

During 2013/14 the following number of 'completed jobs' were undertaken:

- 1163 Safety and reassurance visits, whereby security equipment was issued and installed to vulnerable residents.
- 215 Home Safe visits to enable victims of domestic abuse to remain in their own homes following provision of security equipment.
- In excess of 1300 routine ward based patrols and targeted anti-social behaviour patrols.
- During the summer and Easter school holidays the Wardens also supported Operation Gingerbread - patrolling the secondary schools and vulnerable primary schools. In addition they were also involved in the caretaker training leading up to Operation Gingerbread.
- Presence at numerous community events to raise the profile of the service

Bicycle Marking

The Wardens have been trained to use etching tools to mark property in case of theft. This service is annually offered to all primary schools in Flintshire. During 2013/14 the Wardens visited 14 schools and marked 410 bikes.

Training and Presentations

Over the year the Wardens have been invited to deliver numerous awareness raising sessions to a number of different agencies, including North Wales Police, and also directly to service users, such as the Disability Forum.

Licensing

Scrap Metal

Last year saw the introduction of the Scrap Metal Dealers Act 2013. The Licensing Section had to approach all known Scrap Metal Sites, Dealers and Motor Salvage Operators to become licensed under the new regime. Previously, Licensing were only required to keep a register; the transition from a free registration to a fee paying licensing regime was a difficult one. To date 25 Scrap Metal Dealer (Mobile Collector) Licenses have been issued and 18 Scrap Metal Sites licensed. The implementation of this legislation placed a huge demand on the resources of the team.

Greenacres Animal Park

There has been a lot of work ongoing with Greenacres Animal Park this year with the new owners making improvements all the time. Officers have had to research suitable enclosures for a Spectacled Caiman (reptile) and have worked closely with the management in ensuring safety criteria across the park were met.

Committee

Over the past year, there have been eight Licensing Sub Committees and two full Licensing Committee hearings. The main items put before the Sub Committee remain applications for

a Private Hire Driver license, but there have also been items focussing on unusual vehicles and conduct of currently licensed drivers. The Sub-Committee also deal with hearings in relation to Licensed Premises, One of these is currently subject to an Appeal in the Magistrates Court.

EDM

The Licensing Section are the first within Public Protection to use the Electronic Document Management System (EDM). The majority of live paper based files have been scanned and electronically stored on to the Civica EDM System. We have now been able to archive a significant number of our paper files thus reducing the need for office space, and are continuing to work using as little paper as possible.

Enforcement Activity

Checks of licensed Private Hire and Hackney Carriage vehicles were undertaken by officers of the Licensing Team working jointly with North Wales Police. These checks have resulted in simple cautions being issued for failure to provide the Private Hire Drivers Badge. Evening checks of Licensed Premises have also been regularly conducted both by Licensing Officers and Officers from North Wales Police. Breaches of Licence Conditions at various premises have resulted in certain premises being dealt with using the Review Procedure.

Trading Standards Compliance

Under age sales.

Changes to the law relating to the conduct of surveillance by local authorities in 2012 coupled with a reduction in reports of underage sales of restricted products to minors resulted in a change of enforcement approach in Flintshire. Officers have engaged with specific retailers to improve their compliance and promoted community and retailer engagement in preventative schemes such as bottle marking initiatives in Buckley and Broughton in preference to test purchasing using young volunteers. The new approach has involved Trading Standards, Streetscene, Youth Services and Police employees and all retailers of alcohol in the affected areas as well as community representatives.

Test purchases are still valued in helping to reduce under age sales and Officers were successful in obtaining authorisation from a Mold Magistrate to conduct test purchase exercise on one premise after attempts to improve compliance had failed. The premise accepted a simple caution after selling alcohol to a sixteen year old test purchase volunteer on one occasion but refusing when attempts to buy were made on two further occasions.. The premises have since decided not to sell any alcohol.

Product Safety

Flintshire officers led a North Wales survey into the electrical safety of electronic cigarettes following complaints about overheating of a number of these devices. Expert analysis resulted in a 100% failure rate for the 13 items which were submitted. All Trading Standards services in North Wales participated and are taking further action in relation to the survey results. In Flintshire three investigations are ongoing.

Consumer Detriment : Weights and Measures

The appointment of a Trading Standards Officer in September allowed sustained weights and measures enforcement to be undertaken for the first time in three years. The officer has identified several significant areas of concern which include illegal use of uncalibrated equipment by scrap gold traders and jewellers and fraudulent trading by market traders. Investigations into all of these areas are ongoing.

Trading Standards: Investigations

Cold Calling and Scams

Officers of the Investigations Team received a Flintshire Excellence Award for their successful Trading Standards Facebook page which has achieved a high number of followers and is a novel and effective way of informing Flintshire residents and businesses about scams and other alerts in a speedy manner. The team have recently launched a twitter account which is also rapidly expanding and ensuring that previously "hard to reach" groups are made aware of threats and scams which are typically targeted at vulnerable people. The team also make use of internal communication systems to reach service users through dissemination through employees as well as informing FCC employees.

The team has led and supported a number of initiatives such as National Cold Calling Week in relation to improved awareness and consumer empowerment to combat illegal cold calling and rogue trading, which is also particularly targeted at vulnerable older people.

Investigations.

Two businesses engaged in illegal activity which led to significant consumer detriment have been prosecuted. One was selling counterfeit designer clothing via ebay and received an 18 week prison sentence suspended together with a substantial community service order at Mold Magistrates court. He also received a proceeds of crime confiscation order for £30480. The other was convicted of altering the mileages of second hand cars which were sold on ebay.

Members of the team also supported a prosecution brought in Mold Crown court by the Welsh Illegal Money Lending team against a Flintshire Trader who offered unlicensed credit with exorbitant interest rates (66231%) to consumers for low value, second hand consumer goods. He received a 10 month jail sentence which was suspended, 250 hour unpaid work order and had to pay £5000 costs. He also had to pay a £8161 confiscation order.

North Wales Trading Standards Collaboration.

The collaboration between all six North Wales Trading Standards Services progressed well in 2013/14. Redesigned elements of collaborative service delivery are being implemented from this year onwards and are based on strategic assessment of all relevant intelligence sources. Task and finish project groups focussed on defining priorities to allow efficient and consistent approaches to common problems and will involve a wider cohort of operational staff than the panel structure which they have replaced. The collaboration was launched at a staff conference in February which was attended by all Trading Standards staff in North Wales and championed by Colin Everett, Directors and Heads of Service from all participating authorities.

Forthcoming Pressures

New legislation in the form of the Anti-social Behaviour, Crime and Policing Act 2014 will be enacted in the autumn of 2014. This brings in a completely new suite of powers that the Council will have to decide how to implement. It will involve different departments across the Council as well as the traditional partner agencies, particularly North Wales Police. It will impact upon every ward in the county.

The Act will introduce simpler, more effective powers to tackle anti-social behaviour that provides better protection for victims and communities. The new Community Trigger and Community Remedy will empower victims and communities, giving them a greater say in

how agencies respond to complaints of anti-social behaviour and in out-of-court sanctions for offenders. There will be:

- Injunctions
- Criminal Behaviour Orders
- Community Protection Notices
- Public Spaces Protection Orders
- Closure of premises associated with nuisance or disorder
- Recovery of possession of dwelling houses on ASB grounds
- New controls on dangerous dogs

There is a commitment within the Council's Improvement Priorities to consider the development of a Flintshire wide Anti social Behaviour Strategy. This is regarded as essential with the advent of the new legislation mentioned above.

Environmental Protection

Environmental Control:

During the 4th quarter, the team has dealt with 89 Service Requests – see table 1 for breakdown of actions taken. They have also served 3 drainage and 2 pest notices.

Table 1. Environmental Control Service Requests 4th quarter 1 Jan 2014 to 31 Mar 2014:

Environmental Control Service Requests	Clients
Broken/Defective Drain	1
Disrepair	10
Housing General Action	58
Insecure	1
Investigation of Nuisance Comp	1
Overgrown - Private Land	1
Rubbish - Private Land	16
Unfit	1
Total	89

The Section has undergone a major staffing change at the end of 2013 when the Team Leader left the Authority and the remaining two team members returned to their substantive posts in another section. In order to maintain service provision two newly qualified officers were appointed and an experienced officer was seconded from another section to cover the work. Whilst, still in transition, the new staff have continued to provide an excellent service.

The team has worked hard during the last 12 months having been involved with the following important policy/strategy development work to improve public health and well-being:

- Private sector Housing Improvement Strategy
- Houses of Multiple Occupation and the Welfare Reform
- Development of waste enforcement policy

They have investigated 456 individual Service Requests See Table 2 for the complete breakdown of areas of investigation. As in previous years the main areas of complaint investigation work is predominantly around Private and Public Housing issues and rubbish and waste accumulations.

A total of 18 Notices were served in the year to 31 March 2014. 10 of these were for accumulations of rubbish.

Table 2. Environmental Control Service Requests 1 April 2013 to 31 March 2014:

Environmental Control Service Requests	Clients
General Advice	3
Blocked Drain	6
Broken/Defective Drain	14
Cross Connection	2
Defective Sewage System	1
Disrepair	21
Dog Fouling	8
Filthy and Verminous	4
Environmental Control Service Requests	Clients
Flooding-Drainage	1
H&S General Action	1
Housing General Action	206
Immigration Inspection	2
Insecure	5
Inv. - Pest Complaint	9
Investigation of Nuisance Comp	9
Itinerants - Private Land	2
Odour Nuisance	4
Overgrown - Council Land	1
Overgrown - Private Land	14
Rubbish - Council Land	26
Rubbish - Private Land	101
Seepage/Percolation	3
Site Licence Enquiry	1
Smell from Drainage	3
Unfit	1
Total	448

The Section is also responsible for the Licensing and monitoring of private water supplies, some public swimming pools, Houses in Multiple Occupation (HMOs) and caravan site licensing. The Section undertook 100 visits in relation to this work during the year for sampling and inspections purposes.

Forthcoming Pressures

The following have been identified as forthcoming pressures in this service that will need to be addressed in 2014/15

- Housing Act - new requirement for all private landlords to be registered on the Landlord Accreditation Scheme and apply for a licence. Inspections will be needed to ensure that they comply with the licence conditions and enforcement required where they do not. At present, the Accreditation scheme is voluntary however the Act now makes it a Statutory function.
- Mobile homes and Caravans Bill - more inspection and enforcement required.
- HMOs need re inspecting and pro active searches to find ones we are not aware of
- Dog Warden - enforcement of microchipping of dogs comes into force in Autumn 2015.

Animal and Pest Control:

The annual total of public health and nuisance pests identified, treated and eradicated for 2013/14 was 2,536 compared to 2,788 for 2012/13. The breakdown for 2013/14 is as follows:

Pest	Number of reports treated				
	Q1	Q2	Q3	Q4	Total
Rats	371	272	208	303	1154
Mice	62	68	95	103	328
Cockroaches	3	3	1	0	7
Wasps	155	674	60	8	897
Fleas	5	32	14	5	56
Ants	0	52	4	20	76
Unidentified Insects	10	2	1	0	13
Other Pests	2	1	1	1	5

The Animal and Pest Control officers have also collected and processed 406 stray dogs from across the County during 2013/14, compared to 490 during 2012/13. This service has been available 7 days a week throughout the year and covers the out of hours period as well.

Environmental Enforcement:

The Authority currently has 2 Enforcement Officers in post to deal with Environmental Crime. Their main focus for this Quarter has been Dog Fouling & Littering in addition to Fly Tipping and Abandoned Vehicles.

Dog Fouling Complaints / Requests for Clean Ups Received – 2013/14

	2013/14				
	Q1	Q2	Q3	Q4	Total
Complaints / Requests Received via Call Centre	128	116	146	386	776
Received Via Doggy Do App	24	16	22	28	90
Total	152	132	168	414	866

The above Table shows that during 2013/14, the Council reviewed 866 complaints/requests compared to 607 in total for 2012/13

A further 10 school workshops have been conducted 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. We established our Environmental Enforcement Team in September 2013 and re launched Operation Clean Up which now takes a zero tolerance approach to Environmental Crime with Fixed Penalty Notices issued to those failing to comply. It is believed that the recorded increase in complaints regarding Dog Fouling is partly due to the positive publicity received around our Zero Tolerance approach

to Environmental crime and also to the number of Fixed Penalty Notices issued.

Environmental Crime FPN's	2013/14			
	Q2	Q3	Q4	Total
FPN's Issued	25	27	21	73
FPN's Paid	18	25	16	59
FPN's Not Paid	0	0	1	1
False Information Provided – No Action Taken	0	0	3	3
Prosecutions Undertaken	7	2	1	10
Prosecutions Pending	0	1	0	1
Prosecutions Won	7	1	1	9

The breakdown of offences that the FPN's were issued for is as follows.

Littering (Dropping Cigarette Butt)	51
Failure to Clear Dog Fouling	10
Littering (Dropping Chewing Gum)	1
Littering (General Litter)	11

2014/15 will see the recruitment of two more Enforcement Officers, to reduce incidences of this type of offence across the County. We will be robust in our approach to ensure our residents change their behaviour longer term for the benefit of the county.

Bereavement Services:

This service has dealt with the following during 2013/14:

Interments Undertaken

	2011/12	2012/13	2013/14				Total
			Q1	Q2	Q3	Q4	
Cremated Remains	122	145	66	47	60	61	234
Full Body	251	295	43	22	45	27	137
Total	373	440	107	69	105	88	371

Key achievements for the service during 2013/14 have been;

- The establishment of a Garden of Remembrance at Hawarden No2 Cemetery which will give residents the opportunity to scatter Ashes and Purchase Memorial Plaques in remembrance of their loved ones. The first plaque has now been purchased and erected.
- Opening of the Woodland Burial area at Kelsterton Cemetery which responds to the current modern bereavement services demand with three burials of this type already undertaken.
- Establishment of Cemetery Extension at Treuddyn Cemetery which will safeguard Cemetery provision for approximately the next 80 to 100 years at the current rate of usage within Treuddyn and the surrounding area

Pollution Control:

2013/14 has been a busy year for this service and 1,726 individual Customer Service and Miscellaneous Activity Requests have been processed, and investigated relating to alleged noise, odour, and smoke nuisance, as well as investigations into contaminated land, permitting (EPR/IPPC) and planning consultations. In 2012/13 1,407 complaints were investigated.

Contaminated Land Action	32
Investigation of Noise Complaint	461
Investigation of Other Nuisance Complaint (odour etc)	65
Response to Planning Application.	1040
Investigation of Smoke Comp.	47
EPR/IPPC Compliance visits	81
Total	1726

Statutory Nuisances

613 individual nuisance service requests. 461 related to alleged noise nuisance and the team has successfully acknowledged and actioned 97% of these as per the service and Streetscene Standard within 5 working days.

The Team has served 16 Statutory Nuisance Notices during the same period

Planning

The Team is a Statutory Consultee as part of the Planning process and as such, has responded to 1040 applications during 13/14. They have provided key advice and carried out detailed assessments on some major developments including Northern Gateway, Airfields View, Broughton Park Cinema complex, Deeside Converter Station and the associated Dee Crossing Cable project, Large Wind Turbines in Ffrith and Caerwys A55 Junction and various large housing developments

Permitting

Over sixty commercial and industrial premises have been regulated under the Integrated Pollution Prevention and Control (IPPC) legislation. The IPPC regime has undergone major changes in light of new EU legislation and guidance.

The team carried out 81 compliance visits which also included 66 separate risk assessments of industrial permitted premises to ensure that risk to public health and the environment is controlled in accordance with the conditions of the EPR permit. The permits are issued to control the emissions to air from the smaller industrial and commercial premises within the county.

A non compliant premise had its permit revoked thereby reducing ongoing enforcement costs to the authority.

Contaminated Land

The Council's Contaminated Land Inspection Strategy has been re-written to reflect significant changes to Statutory Guidance. The Strategy is available via the Pollution Control web pages.

The first in a series of guidance notes have been written and published to provide advice assistance to service users in dealing with situations which commonly require contact with the Pollution Control Team. The guidance notes complement the Contaminated Land Inspection Strategy.

Building Control:

The Building Control performance indicator targets were exceeded with 96% of all new full plans applications being checked within 15 working days and 100% of all applications being approved or conditionally approved. During 2013/14 the team have worked on a number of high profile builds some of which were formally recognised at both the Regional North Wales Local Authority Building Control (LABC) Awards during April 2013 and the LABC All Wales Awards in November.

The work which this section undertook in partnership with Redrow Homes ensured that their development in Northop won the All Wales Award for the Best Volume Housebuilder Development. This was formally recognised at a presentation from Carl Sargeant AM at the Senedd in Cardiff in November.

The team has continued its partnership working with national companies such as Iceland, and has entered into another partnership agreement with P&A, Mold, to check applications for them to build timber framed classrooms throughout England and Wales.

The service has completed the initial Fire Risk Assessments on all Flintshire Primary and Secondary schools as well as the Council's office buildings, ensuring that public safety is at the forefront of our work. The section is currently involved with the ERDF Business Enhancement Scheme, offering various technical services to the team.

Area of Work	Q3 2012	Q3 2013	Q4 2013	Q4 2014	Year 2012/2013	Year 2013/2014
Full Plan submissions.	57	76	95	82	360	367
Building Notice submissions.	41	36	32	45	162	153
Partner Inspector submissions.	22	20	3	11	13	29
Partner Authority submissions.	1	5	18	30	100	109
Regularisation submissions.	0	4	2	5	6	16
Dangerous structure cases.	4	7	6	6	29	39
Demolition Counter Notices.	1	4	1	5	9	17
Street naming / numbering and house naming cases.	9	18	17	13	66	65

Health Protection

Food Safety and Food Standards

The Food Safety Performance indicator targets were met in full. 100% of high risk food businesses for Food Hygiene were inspected and 88% of new business inspections were undertaken, slightly in excess of the target of 87%. This is a key achievement; it equates to 403 high risk inspections and 170 new business inspections. In any one year several hundred premises in the County require inspecting on a risk based approach and typically there are around 200 new business start-ups.

The Broadly Compliant figure has also improved this year at 85.7% which is positive as there is a direct link between this figure and the Food Hygiene Rating scheme. The Food Hygiene Rating (Wales) Act 2013 was introduced during the year under review, namely in November 2013 and as a result Wales has become the first part of the UK to require food outlets to prominently display food hygiene ratings. This act has made the former voluntary scheme often referred to as "Scores on the Doors" become mandatory in Wales. This is good for consumers, and the Food team take both an advisory and regulatory approach to inspections and particularly new business inspections to try to improve business compliance and thereby help promote economic prosperity in the County.

100% of high risk Food Standards inspections were achieved this year which is also a key achievement particularly since officers from this service were still dealing with the aftermath of the horsemeat scandal well into the year. Proactive sampling was also undertaken into specification of meats used in takeaway meals and into the substitution of nuts used in restaurant and takeaway meals as part of the Allergy Awareness campaign with businesses. This sampling was funded by the Food Standards Agency as part of a successful grant application submitted by the Authority and full details of this work and other initiatives undertaken by the Food team are included in the annual Food Service Plan that is submitted for Member approval usually in July each year.

The major event this year for both the Food Safety, Food Standards and Animal Feed service (which is part of the Animal Health section) was the full external audit of these services by the Food Standards Agency. This took place in October 2013 and the final report has not yet been received.

Health and Safety Enforcement

The key achievement for this service for this year is the successful outcome of the long running prosecution case for health and safety failings at Talacre Beach Caravan Park following the investigation into the death of the young girl Seojin Kim who drowned in the swimming pool at the caravan park in October 2010. The case was heard in Mold Crown Court in November 2013 and resulted in £20,000 fine and £32,000 court costs of which £20,000 were returned to the Health and Safety budget.

The other key achievement for this section is its involvement and successful contribution to collaboration projects, most notably the Flintshire/Wrexham Care Homes collaboration project whereby Flintshire H&S officers inspect Wrexham care homes on behalf of Wrexham Contract Services and vice versa to prevent there being a conflict of enforcement interest. This project has in particular, gone very well and is therefore scheduled to continue into 2014/15. It has been so successful that it has been nominated for a Commendation on Flintshire's Excellence Award scheme.

The section has seen an increase in the number of service requests received this year by approximately 10% and also a notable increase in the number of accidents reported several of which have been serious and have required detailed thorough investigation. This trend will be kept under review.

In line with Flintshire's drive to promote the County for the location of public events, the Health and Safety section has taken an active role in providing advice and guidance for such events including the North Wales GB Rally which took place on Deeside Industrial Park in November 2013. This involvement will continue and is likely to increase into 2014/15.

Corporate Health and Safety

This service continued to perform well throughout the year providing timely advice on a range of different Health and Safety issues that presented throughout the year. A particularly challenging incident was the death by drowning of a member of the public at Greenfield Valley Heritage Park (GVHP) in June 2013. The Corporate H&S team carried out a full and complex investigation into the incident and provided a detailed report to the Coroner. They worked closely with the Health and Safety Executive (HSE), who were the enforcing authority. The HSE found no material breaches and praised the health and safety management arrangements at GVHP. The Coroner's verdict concluded that this was an accidental death. Following this a North Wales Local Authority open water discussion group was set up by the HSE where the arrangements at GVHP were discussed and shared and other potential risks highlighted and discussed.

In addition to this incident the team reviewed a further 4,518 accident/incident reports for 2013/2014, reporting under Reporting of Accidents, Incidents and Dangerous Occurrences Regulation 2013 where required, and carrying out further investigations where intelligence, reoccurrence and severity dictated a need to do so. The team regularly provided detailed statistical information for analysing trends to both the Corporate Health and Safety Steering Group and individual Directorate Health and Safety Committees throughout the year.

The Corporate Health and Safety Steering Group continued to meet on a quarterly basis and other agenda items discussed included the HSE "Fee for Intervention", legislative updates, Corporate Health and Safety Training, Jackson and Ministry of Justice Reforms and key issues/developments with regard to health and safety across the services.

Following the successful "Principles of Safety Leadership" training which was attended by Directors and Heads of Service, a series of 1-day training sessions were developed and rolled-out to all Service Managers across the Authority in collaboration with Wrexham CBC. These were very well received. Many other in-house health and safety training courses were developed and delivered by the team including regular corporate training courses such as: Risk Assessment, Fire Awareness, School Governors Health and Safety Training, Member Development Training, Accident Investigation, Sensible Risk Management, Lone Working, Corporate Induction, Modern Apprentice Training etc.

In addition to this and to complement the new Agile Working Standard, e-learning training packages were developed by the team including: "Setting up and risk assessing your DSE workstation" and "Your responsibilities and Duties in Fire Safety".

A very important area of work for the team during this year was the introduction of the

Jackson and Ministry of Justice Reforms. These new reforms required the team to collate and provide written reports within the new set timescales for all Employer liability and public liability claims investigated through the new insurer's electronic claims portal.

The Safety Management System (SMS) has now been enhanced on the Infonet page to provide an improved user experience. All Standards are now set out alphabetically and associated information eg forms, examples risk assessments and e-learning training attached. Updates to reflect legislative and organisational changes have also been carried out to Standards and the Policy.

"Agile Working Safely" went live on the Corporate Infonet providing a suite of tools to assist agile staff to work safely. It included a new Agile Working Standard supporting agile working within the organisation. It provided health and safety guidance to employees regarding the potential risks associated with agile working and guidance to managers enabling them to protect their staff and improve efficiency by managing the risks sensibly. This was a major piece of work and a key achievement in assisting the Council to meet its Asset Management targets.

Animal Health and Health Promotion

The Animal Health Performance indicators were met in full with 100% of both High risk and new business inspections undertaken. This is a key achievement. Significant work was also undertaken to prepare for the FSA audit of the animal feed element of this service and this involved ensuring our Feed database was up to date and employing a part time resource for a short period of time to ensure that our high risk feed establishments were inspected by the end of March 2014. However it is recognized both within Flintshire and more generally on a regional basis that more work is required to achieve the standards expected by the FSA for this aspect of the work. Potential regional solutions are being actively considered, but this is a pressure area for this service in terms of current resources.

The Authority was once again successful in its application for the Animal Health Framework grant funding from Welsh Government. However the amount of funding has been steadily reducing over the past 3 years with currently no guarantee of further funding from beyond April 2015. We received approximately £24K for 2013/14 which reduces to approximately £15K for 2014/15. This is insufficient to fund a full time post for Flintshire and therefore Flintshire and Wrexham have been innovative in their approach to this and have both part funded a shared full -time post between the two authorities. This started in April 2013 and has worked very well and has continued into 2014/15. The work of the shared officer is managed by way of a mutually agreed Service Level Agreement. This approach and its success is also a key achievement for this service.

The Health Promotion aspect of this service area has been very active throughout the year and has participated in many campaigns and has provided numerous articles for the internal Environment news bulletin and local press on such matters as Carbon Monoxide safety awareness, Cryptosporidium in swimming pools, barbeque safety, fireworks safety, Noise Action Week and many others. Work has also progressed on the joint New Business Advisory Pack and the Hand Washing project in schools which continues to be very popular with teachers and pupils alike.

2. Internal and External Regulatory Reports

Audit Report Title, Date and Report Author e.g. Internal Audit, WAO, Estyn, CSSIW

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
BSI	Animal and Pest Control Service – Feb 2014	Accreditation retained – Non conformity identified in relation to out of date Work Instructions. Situation has now been rectified
BSI	Building Control – March 2014	Accreditation retained – no non conformities identified.
FSA	Food Service - comprising of Food Hygiene and Safety, Food Standards and Animal Feed – October 2013	Draft report received - final report awaited.

3. Corporate Reporting

Complaints / Compliments

The service received 6 complaints in the period 5 of which were replied to within the target time. 8 compliments were also received

Sickness Absence

Sickness absence rates were 3.87% in Q3 and 5.35% in Q4 which equated to 5.25 days lost per FTE. For the year 8.31 days lost per FTE.

Employee Turnover

3 officers left the service in the period.

Employee Appraisals

51% of appraisals have been recorded on Itrent.

Data Protection Training

79 officers were identified as requiring mandatory data protection training and 63 officers have now completed training equating to 80%. Due to the nature of the work of the service the majority of officers have been required to complete some level of training therefore to keep service disruption to a minimum a phased completion of the training was agreed with the remaining officers due to complete training in 2014/15.

Freedom of Information and Environmental Information Regulation Requests

The Directorate dealt with 422 Environmental Information requests with a response rate within time of 98.5% and 134 Freedom of Information requests with a response rate within time of 87%. The Information Commissioner response target is 86%. This represented 64% of all requests dealt with by the Authority.

Appendix 1 - NSI & Improvement Target Performance Indicators

Key

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

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



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

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

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

Indicator	NSI / Imp T (Note 1)	Previous Year Annual Outturn 2012/13	Annual Target 2013/14	Current Year Annual Outturn 2013/14	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
BCT/004 – The percentage of building control 'full plan' applications checked within 15 working days during the year	N/A	95.80%	92%	96%		Improved	Target exceeded
BCT/007 – The percentage of 'full plan' applications approved first time	N/A	100%	95%	100%		Maintained	Target exceeded
PPN/001i – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards	N/A	95.92%	100%	100%		Improved	Target met in full

Indicator	NSI / Imp T (Note 1)	Previous Year Annual Outturn 2012/13	Annual Target 2013/14	Current Year Annual Outturn 2013/14	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
PPN/001ii – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene	N/A	100%	100%	100%		Maintained	Target met in full
PPN/001iii – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Animal Health	N/A	100%	100%	100%		Maintained	Target met in full
PPN/009 - Percentage of food establishments which are 'broadly compliant' with food hygiene standards	NSI	83.64%	80%	85.7%		Improved	Target exceeded
PPN/007 – The percentage of significant breaches that were rectified by intervention during the year for: -							
PPN/007i – Trading Standards	N/A	84.47%	85%	90.8%		Improved	Target exceeded
PPN/007ii – Animal Health	N/A	100%	97%	96.3%		Downturned	Target nearly met – one breach outstanding.
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: -							

Indicator	NSI / Imp T (Note 1)	Previous Year Annual Outturn 2012/13	Annual Target 2013/14	Current Year Annual Outturn 2013/14	RAG	Change e.g. Improved / Downturned (Note 2)	Commentary
* PPN/008i – Trading Standards	N/A	71.93%	75%	75%		Improved	The focus of the team has been on developing the North Wales Trading Standards collaboration project and using intelligence led information and risk assessment to prioritise work.
PPN/008ii – Food Hygiene	N/A	89.14%	87%	88%		Downturned	Target exceeded
PPN/008iii – Animal Health	100%	82.14%	100%	100%		Improved	Target met

EXCEPTION REPORTING

WELSH LANGUAGE

Welsh Language Skills Audit: Percentage complete	37.65% for the Directorate
Please give narrative updates on the following questions:	
What is your capacity to deliver the following bilingual services? <ul style="list-style-type: none">• Electronic Signatures bilingual?• Out of Office Messages bilingual?• Letters bilingual or in preferred language (preferred language recorded)	<ul style="list-style-type: none">• Electronic Signatures bilingual – Guidance has been issued to officers via Notes message that explains the importance of the use of bilingual signatures. A link was provided to the bilingual tool on Infonet to translate electronic signatures.• Out of Office Messages bilingual - Guidance has been issued to officers on out of office messages via Notes Message that also included a standard translated message that also allowed for emergency contact details to be translated and added• Letters bilingual or in preferred language (preferred language recorded) – All letters are logged onto the Corporate Mail Logging system which allows for language preference to be captured. Any letters received in Welsh are sent for translation immediately if required and monitored to ensure replies are in preferred language. Audit of all standard letters to ensure all available bilingually. Control point established within the Directorate to ensure all publications are produced bilingually and all displays are bilingual. Website monitored to ensure both Welsh and English pages are updated.

<p>Update on progress with ensuring that guidance e.g. email, bilingual answering of telephone calls, auto-signatures, disclaimers and out of office replies.</p>	<p>As well as the above guidance has been issued on bilingual answering of telephone calls with a suggested standard bilingual greeting that is used for live as well as voicemail/answering systems. Officers have also been provided with a list of fluent Welsh speakers who are willing to help with pronunciation queries or general advice. Customer facing staff have also received specific training and have access to specific officers to provide advice in Welsh. The guidance also forms part of our useful information to Managers and employee on the Directorate Infopoint pages.</p>
<p>What has been done to identify opportunities to encourage and support others to adopt practices which promote equality between the Welsh and English languages and develop action plans?</p>	<p>Adherence to advice in Contract Procedure Rules in terms of contractual obligations to promote equality between languages eg bilingual signage on construction sites. Vetting of Approved contractors Specific Policy requirements eg Street Naming Policy</p>
<p>How is the Welsh Language Scheme integrated into your service planning?</p>	<p>Welsh Language Scheme requirements are set out in the Directorate Plan that are then cascaded into the Service Plans. Monitoring of requirements is undertaken by the Directorate Link Officer who regularly reports into DMT on compliance. The officer also monitors complaints and makes recommendations to service areas to rectify issues with non-compliance. The officer has also ensured compliance with the Scheme timetable and also provided resource to carry out the Welsh language skills audit and analyse the results of the language skills of officers</p>

EQUALITY – please give narrative update – short paragraph only

<p>What has been undertaken to meet the Strategic Equalities plan?</p>	<p>Diversity and equality training needs are identified as part of the appraisal process. The Customer Service training programme also includes a module on equalities.</p> <p>Pages on the website have been updated to capture and refresh all service information thereby increasing accessibility to the service.</p> <p>Complaints are monitored to inform service improvement</p> <p>Extended service delivery through Flintshire Connects to allow more locally accessible services</p> <p>Reduce inequalities in personal safety hate crime– the Community Safety team continue to work in this area participating in strategic planning and operational activity to improve community cohesion and support victims of hate crime</p> <p>Reduce inequalities in personal safety – reporting of domestic abuse by protected characteristics – work continues on the multi agency domestic abuse and sexual violence action plan with increased monitoring of protected characteristics in this area.</p>
<p>Please list E impact assessments' undertaken and dates completed.</p> <p>Were any actions undertaken to reduce impact as a result of the EIA?</p>	<p>Initial scoping of vfm proposals of service review have identified full assessment required by HR</p>
<p>Please list the systems in place in your area to monitor the diversity of customers.</p> <p>Please give an example of how monitoring data has been used to improve services or identify and reduce barriers to accessing services within your area of responsibility.</p>	<p>Customers visiting reception are encouraged to complete equality monitoring forms</p>

Have you put in place any initiatives to capture equal monitoring data so that you are able to better understand the profile of your customers?

<p>Please give an example of how the Translation and Interpretation facilities for different languages and formats have been promoted to customers within your area of responsibility.</p>	<p>All front facing officers are aware of language line and how to access translation facilities.</p>
<p>Do you have any examples of initiative to promote equality, eliminate discrimination and promote good community relations?</p>	<p>Crime and disorder data for the County reviewed on a monthly basis plus community cohesion discussions on ASB tasking agenda capture community tensions Support and promote the new system developed by Victim Support for increased opportunity and accessibility for victims to report hate crime Provision of training courses in first language (Food Safety)</p>