

Year End Head of Service Performance Report Regeneration Service (Environment Directorate)

REPORT AUTHOR: HEAD OF REGENERATION SERVICES

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REPORT PERIOD: YEAR END 2013/14

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 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 year end 2013-14 are as follows: -

Improvement Priority – Economy and Enterprise – Vibrant Local Communities – Festivals, Community Arts, Events

Corporate Events Strategy has been approved.

'How to plan an event?' pack and web information nearly completed and once translated will be on the website and in printed form by end of May 2014

Website 'What's On' has been evaluated and findings will be implemented by end of May, this includes a form for event organisers to fill in so that information can go on the 'What's On'

First training seminar for Event Organisers has taken place looking at sponsorship. It was very well attended and the feedback was positive.

Tourism grants

Once again there has been a good take up of this grant which supports events and is particularly appreciated by event organisers throughout the County. The grant ensures that events, which attract both local people and visitors, can be enhanced and grow with the ultimate aim of being self-sufficient and sustainable.

The maximum grant available for an event is £500 and in 2013 a total of £9,200 was awarded which supported 20 events. The type of events varied from traditional country shows such as the ones held in Caerwys and Cilcain to town events like the Mold Carnival and Connah's Quay festival. All 20 events help to sustain the community and attract visitors who bring a financial boost the local economy.

The two day Mold Food and Drink Festival was a considerable success and attracted 15,000 people.

Improvement Priority – Meeting the skills and employment needs of local employers – skills to align with business needs

The Council has been successful in attracting £6.024m of Welsh Government investment into Deeside through the Vibrant and Viable Places (VVP) programme. This will be used over the period 2014-17 to:

- Improve public and private sector housing stock.
- Create new homes above shops and on regeneration sites.
- Improve shop fronts and purchase and re-let empty units for new enterprises.
- Make small scale environmental improvements.

A new Deeside Partnership has been established which will oversee the progress of the regeneration programme in Deeside, including the VVP programme as well as wider programmes of work. The Partnership will ensure that the benefits of the Deeside Enterprise Zone are maximised as far as possible for the area and that the different streams of funding are co-ordinated effectively.

Service Plan Monitoring :

Business Development

- Achieved 37 new DEZ enquiries against a target of 55. The number of enquiries steadily increased throughout the year
- Achieved a 54% conversion rate from new enquiries to investment (expansion by local businesses and new businesses locating within the EZ) against a target of 60%. This conversion rate is an improvement on 40% reported 2012-13
- Supported DEZ businesses to apply for WG Business Rate Scheme and Economic Growth Fund which in turn supports sustainability and growth potential
- Safeguarded 396 jobs within the EZ operating a Rapid Redundancy unit with public and private sector partners when job losses were announced
- Achieved 838 new jobs within DEZ, a significant increase from 410 reported 2012-13
- Worked with commercial land and property agents to identify suitable, fit for purpose premises, thereby enabling rapid investment
- Phase 1 North Wales Advanced Manufacturing Skills & Technology Centre feasibility study has been completed to develop a focus for the key advanced manufacturing sector in Flintshire and North Wales in partnership with WG, HE, FE and private industry. Phase 2 NWAMSTP feasibility study to be completed, dependent on release of funds from WG.

- The Northern Gateway site is in two ownerships, Praxis and Pochin Rosemound Development Limited (PRDL). Both landowners are pursuing development on their own holdings via separate planning applications. To this end the Council has developed a Framework Masterplan document in order to provide consistent guidance to both parties in relation to key strategic requirements that the Council has for how this site should be brought forward and developed. This was approved by Planning Committee on 4th September 2013. Flood mitigation work has been agreed and work will commence in Summer 2014. Special Planning Committee agreed the mixed use outline application for the remainder of the site.

Regeneration

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

What we did in 2013/14 – The highlights for the year include:

- Submitted bid to WG to Vibrant and Viable Places support for Deeside.
- Cabinet approval received October 2013 for towns capital programme.
- Project design processes underway in most towns.
- Delivered ERDF and RDP funding projects for town centre regeneration.
- Supported Holywell events programme.
- Continued support to town partnerships.
- Launched Building Enhancement Scheme to bring vacant High Street properties back into use. 23 enquiries received to date. 2 projects almost complete.

What went well – The highlights for the year include:

- Vibrant and Viable Places funding secured for Deeside - £6.024m for town centre regeneration and housing.
- Phased demolition of maisonettes in Flint underway through year.
- Flintshire Connects in Flint opened.
- Design process complete for Mold Daniel Owen Square refurbishment. Tendering completed early April 2014.

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

What we did in 2013/14 – The programme management of the four Axis 3 projects has continued involving regular monitoring of the project delivery organisations and the administration of financial claims.

What went well –

- Flintshire Enterprise Project – the project total of 60 bursaries awarded was achieved this year. Businesses established this year with assistance from the project include: bespoke party cakes, childcare for autistic children, vintage clothes retailer, jewellery designer and equestrian products provider.
- Linking Flintshire Communities – the Gronant Pegasus crossing and safety scheme was completed and has been well received particularly by the equestrian community. Footpath 64 enhancements in Mostyn were also completed this year. The Talacre to Ffynngroyw cycleway is in development and is scheduled for completion by the end of 2014.
- Community Key Fund – this has been extremely successful in supporting the refurbishment of rural community facilities and the capital key fund grant was fully committed in this financial year. Projects completed this year include the development of a community space within St Michael’s Church in Brynford, the creation of a community room at Pontblyddyn Cricket Club, the renovation of Pantymwyn Village Hall and facility improvements at Gwespyr Village Hall.
- Town and Village Streetscape Enhancements – three Streetscape Improvement Grant schemes were completed this year – 53 High Street in Mold and 30-34 High Street and 46D High Street in Holywell. Art work at Talacre Roundabout and Gronant Shore Road was also installed.

Communities First

Communities First Flintshire East Cluster – End of Year Reporting

The report is based on the headings of the CF Action Delivery Plan as follows;

Increased community involvement in running of community facilities and assets, Social Enterprise Development, Jobs and Skills.

A Retail Academy has been developed with the partnership of CF and West Flintshire Community Enterprise. The Business Enterprise Network (BEN) will have a link into supporting people to develop their business in business environment.

The above project is also working in partnership with Coleg Cambria, WEA Cymru, Job Centre Plus, Careers Wales and Groundwork to provide fully supported training which will allow young people to learn in an environment that will overcome fears and build confidence without having the real pressure of the workplace. In addition to this it will give a “Hands on” approach to learning within the retail – hospitality and customer care sector.

All 4 job clubs are successful, with a new job club due to be established in Sealand, we also have the support of a parent advisor from JCP. All job clubs in partnership with Job Centre Plus and Careers Wales have had job outcomes/successes from supplying CVs and advice to clients within the period. Careers Wales commissioned post working in partnership with CF on an Employability Programme aimed at under 25yr olds, this has proved successful.

WEA Commissioned Development Worker is continuing to develop the Academies at Holywell in order to increase opportunities for young people. 4 opportunities have been offered to young people. One young person has taken up the office space at the Academy. Another 4 members of the Enterprise Club are looking at developing their business with the support of the Academy.

Numerous educational courses have run at all CF venues. Including STEM related course’s run with schools. Inspiration visits have also taken place in relation to STEM, in partnership with Local schools and Employers within Deeside.

Communities First, are continuing to work in partnership with Business Supporting Communities and Groundwork is now taking forward the Jobs Growth Wales & Young Recruits Programme. Employers have been identified to support young people on work placement and the necessary paperwork and procedures have been explained. CF are taking advantage of the opportunities to link the Jobs Growth Wales & Young Recruits Programme in partnership with Coleg Cambria and businesses on the Deeside Industrial Park were 7 jobs have been secured under JGW.

Many case studies have been developed from the work and received accolades from a number of sources such as Welsh Government and Job Centre Plus.

A Dragons Den and Jobs Fair was held in September 2013 and a Dragons Den and Enterprise event is due to take place May 2014. to date we have over 50 people enrolled in the Flintshire Enterprise Club, managed by the East Cluster.

Communities First Flintshire West Cluster – End of Year Reporting

The report is based on the headings of the CF Action Delivery Plan as follows;

Increased community involvement in running of community facilities and assets, Social Enterprise Development, Jobs and Skills.

Throughout the period there has been continuous support to the Directors of WFCEs by Social Economy Development Officer. The funding for the project has now been secured within the development of WFCEs. Lease signed and 1 position created within the shop on the High Street Holywell. This is in order to complement the work of CFs project of a Retail Academy with also the Business Enterprise Network (BEN) running alongside. Funding applications have been submitted to support the future promotion of the local Arts and Crafts in the area and have been successful. This is now being implemented. Directors from Mold and Flint Cluster area have now joined the Board. Funding is being sought to employ a Chief Officer to continue the work by WFCEs.

The project is also working in partnership with Coleg Cambria, WEA Cymru, Job Centre Plus, Careers Wales and Groundwork to provide fully supported training which will allow young people to learn in an environment that will overcome fears and build confidence without having the real pressure of the workplace. In addition to this it will give a “Hands on” approach to learning within the retail – hospitality and customer care sector.

New Job Club at Flint Connects working with parent advisor from JCP. Mold and Holywell in partnership with Job Centre Plus and Careers Wales have had job outcomes/successes from supplying CVs and advice to clients within the period. Careers Wales commissioned post working in partnership.

WEA Commissioned Development Worker is continuing to develop the Academies at Holywell in order to increase opportunities for young people. 4 opportunities have been offered to young people. One young person has taken up the office space at the Academy.

Numerous educational courses have run at all CF venues. Mold, Flint, Greenfield and Holywell. STEM related course’s run with schools and now science clubs are being held.

Communities First, are continuing to work in partnership with Business Supporting Communities and Groundwork is now taking forward the Jobs Growth Wales & Young Recruits Programme. Employers have been identified to support young people on work placement and the necessary paperwork and procedures have been explained. CF are taking advantage of the opportunities to link the Jobs Growth Wales & Young Recruits Programme in partnership with Coleg Cambria and businesses on the Deeside Industrial Park were 7 jobs have been secured under JGW.

Many case studies have been developed from the work and received accolades from a number of sources such as Welsh Government and Job Centre Plus.

Job Fair held at Flint in February. 200 attendees with 12 employment and training opportunities on offer. the event was deemed a great success.

2. Internal and External Regulatory Reports

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

Internal Audit EN0300S1 – town centre partnerships.

11 risks – 1 high priority, 9 medium, 1 low.

CONCLUSION - Taking account of the issues identified, whilst Management can take some assurance that the controls upon which the organisation relies to manage this risk are suitably designed, consistently applied and effective, action needs to be taken to ensure this risk is managed.

3. Corporate Reporting

Complaints / Compliments

The service received 3 compliments and no complaints

Sickness Absence

Days Lost Q3	Days Lost Q4	Days Lost per FTE Q3	Days Lost per FTE Q4	Total days Lost per FTE Q1 to Q4	Directorate Average (Days)
25	105	0.8	3.49	8.54	13.88

Employee Turnover

Headcount	No. of staff leaving	Total turnover Q1 to Q4
38	2	5.26%

Data Protection Training

Completed by all officers identified as requiring mandatory training. 16 officers trained.

Freedom of Information and Environmental Information 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.

WELSH LANGUAGE

<p>Welsh Language Skills Audit: Percentage complete</p>	<p>37.65%</p>
<p>Please give narrative updates on the following questions:</p>	
<p>What is your capacity to deliver the following bilingual services?</p> <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 has 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 requirements of contract procedure rules.</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>	<ul style="list-style-type: none"> • Diversity and equality training needs are identified as part of the appraisal process. The Customer Service training programme also includes a module on equalities. • Pages on the website have been updated to capture and refresh all service information thereby increasing accessibility to the service. • Complaints are monitored to inform service improvement. • Extended service delivery through Flintshire Connects to allow more locally accessible services. • L4H courses continue to be held across the Communities First areas. • There have also been educational visits, outreach service for Mold Food Bank. • Nordic walking Group meets weekly. • Healthy Eating and basic nutrition courses taking place in libraries. • Greenfield Healthy Hearts group meets weekly. • Greenfield lunch club fortnightly event to combat isolation for older people and improve health and well being. • Reducing child poverty and improving family nutrition courses held in libraries. • Flying Start Family Fun Day. • Employability Programme aimed at under 25 years old
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	<ul style="list-style-type: none"> • Development of Academies at Holywell to offer opportunities to young people • STEM courses run with schools and science clubs being held • Work placement opportunities through Jobs Growth Wales and Young Recruits Programme. Links with Coleg Cambria and businesses on Deeside Industrial Park. • Job Fair held in Flint.
<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 – no EIA required</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>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>	

<p>Please give an example of how the Translation and Interpretation facilities for different languages and formats have been promoted to customers within you area of responsibility.</p>	<p>All front facing officers are aware of the language line facility and translation services available</p>
<p>Do you have any examples of initiative to promote equality, eliminate discrimination and promote good community relations?</p>	