

**Mid-Year Chief Officer Report**

**Report Author:** Chief Officer – Organisational Change (Neal Cockerton)  
**Report Date:** November 2014  
**Report Period:** April to September 2014

**Introduction**

The Chief Officer report is produced on a half yearly basis and provided to Cabinet Members for review and assurance focusing on the 'business as usual'. The reports are provided for Overview and Scrutiny Committees as part of their Forward Work Programmes. Chief Officer reports compliment the Improvement Plan monitoring reports.

Chief Officer reports are exception reports which summarise the key information Members should be aware of, including both good and poor performance. Emerging issues / operational risks are also detailed. The reports are split into three distinct sections: -

**1. Performance Overview** - this section is used to give an overview of the progress being made towards delivery of key plans for the services which include those Improvement Priorities which do not have an in year focus i.e. these are not reported within the quarterly Improvement Plan monitoring. It is also used to highlight good news and key issues (including operational risks) arising. In addition, summary progress is given for key projects and collaborative areas of work.

**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

Plus supporting appendices: -

**Appendix 1- Performance Indicators** - summary table of the key performance indicators used to manage the services. In addition, any NSI and PAM (statutory PIs) reported by the services are included.

**Appendix 2 - High level (red) operational risk detail** - completed full risk templates for those risks currently assessed as high (red).

## **Section 1 - Performance Overview**

This report covers the following functional areas:

- Highways Engineering Consultancy
- Facilities Services
- Catering and Cleaning Services
- Property Maintenance and Design Services
- Valuation and Estate Services
- CCTV

### **Areas of Positive Performance**

All services have performed positively during the period.

The new Holywell school design work is progressing well with detailed design and scheme development at an advanced stage.

The 'cook bus' at Mold Food Festival was a great success with much positive feedback from visitors. This approach which sought to engage children in healthy eating and cooking generally ended in a 'cook off' competition with the successful cooks coming from Ysgol Glanrafon, Mold and the Secondary School winner was from Ysgol Castell Alyn.

Farm disposals continue to be progressed and there has been some movement in sales on the basis that there is considerable advance work to be undertaken in each sale to bring forward to disposal.

In addition to the above and on a more general point work has been progressing in developing the approach to Community Asset Transfers, a new approach which will see closer working and engagement with Flintshire Local Voluntary Council (FLVC) as well as a more streamlined approach to how the council deals with such transfers.

We have commenced a review and refresh of the Community Asset Transfer documentation and re-launched this on the 3<sup>rd</sup> November 2014. In addition, and linked to this we have also undertaken a number of Town and Community Council presentations promoting Community Asset Transfers within their communities and will be issuing out lists of potential assets which may be transferred to the community in October.

### **Areas of Concern**

Areas of specific concern relate to these fee income generating services which in the main are likely to see significant reductions in future funding made available for schemes and as a direct result a reciprocal reduction in fee generation. This has required some careful thought about the future direction and continued form these consultancy services will need to take going forward into the future, such work is being undertaken through the current business planning process.

In addition whilst seen to be positive in terms of farm disposals there is a note of caution in that the rate of disposal is influenced by aspects of the current economic climate and the ability or desire of banks or other funding institutions to provide funding loans to prospective purchasers.

### Improvement Plan (none in year priorities)

Not Applicable

### Key Projects

As noted above the design work in connection with the school modernisation programme continues to be progressed and does the work, which is concluding around the tender documents for the Mold Flood Alleviation scheme.

In relation to the Holywell school project, regular design team meetings are being held to refine the detail and cost model for the school.

The flood alleviation scheme design tender aspects of the work have almost been finalised and the scheme will be placed out to tender in the new year.

### Collaboration / Partnership Working

The Design Service has been working collaboratively across North Wales in the development of a framework contract for the delivery and development of the school modernisation programme. This will enable organisations to be 'called off' this contract in the future based upon the size of the specific scheme and will avoid the need to tender for this work each time thereby reducing any delays through extensive procurement processes, the contracts already having been processed through this procedure already.

The Mold Flood Alleviation scheme is being delivered through a partnership arrangement with Gwynedd County Councils engineering services department. This arrangement delivers specific engineering capability to the service during the design phase.

### Summary of Operational Risks (from the above sections)

Risk Type	Risk Ref. and Description	Net Risk Score	Risk Trend	Target Risk Score & Date
Operational	Future workloads reducing with resultant need to review service team structure and resource levels	R	↑	A 2015/16 onwards

## **Section 2 - Internal and External Regulatory Reports**

None undertaken during this reporting period

## **Section 3 - Corporate Reporting**

### **Equality and Welsh Language**

**List the Equalities and Welsh Language Impact Assessments: -**

**(1) Started/Work in Progress**

**(2) Completed**

**during the period (April – September 2014)**

Equality Impact Assessment scoping work undertaken linked to business planning.

**List the work areas / functions where diversity of customers are monitored**

None during the period of this report.

## Appendix 1 - Performance Indicators

No statutory performance indicators.

## Appendix 2 – High Level (Red) Net Risks

### Risk to be managed

Gross Score (as if there are no measures in place to control the risk)			Current Actions / Arrangements in place to control the risk	Net Score (as it is now)			Future Actions and / or Arrangement to control the risk	Manager Responsible	Risk Trend	Target Score & Date (when all actions are completed / satisfactory arrangements in place)			
Likelihood	Impact	Gross Score		Likelihood	Impact	Gross Score				Likelihood	Impact	Gross Score	Date
(L)	(I)	(LxI)		(L)	(I)	(LxI)			(L)	(I)	(LxI)		
H	H	R	Reviewing services and developing business plans around future models of delivery for those fee generating services	H	H	R	Consideration of new future service models to reduce risk to council	Chief Officer (Organisational Change)	↑	L	M	A	2015/16 onwards