

Quarterly Performance Report –Public Protection

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Introduction

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

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

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

1. Foreword

Report highlights for this quarter are the following items: -

Performance	<p>The results of the customer survey for 2011-12 were excellent and exceeded the set targets. This highlights the emphasis the service has placed on delivering excellent customer care whilst ensuring we deliver the necessary level of enforcement. Performance in Health and Safety, Animal Health and Food Safety has been affected by the number of vacant posts within Public protection. Vacant posts have been advertised in Food Safety, Health and Safety, Environmental Control and Trading Standards on six month contracts. It is expected that the performance targets will be achieved by the end of the year.</p>
Community Protection Trading Standards - Investigations	<p>A Mold Market trader has elected for a Crown Court trial on charges of selling counterfeit goods. The next Court hearing is in August 2012.</p> <p>After a detailed investigation a local double glazing supplier has signed an undertaking under the Enterprise Act. The undertaking is to ensure that customers are given the necessary cancellation notices, that requirements in relation to business names are complied with and that the business refrains from engaging in misleading advertising.</p> <p>A second hand car dealer was recently prosecuted for selling a car that had been 'clocked'. The dealer himself had not turned back the odometer reading but had led the purchaser to believe that it was a genuine mileage when it was not. He pleaded guilty and was fined £600 plus £370 in costs.</p> <p>A scam has been identified in Flintshire whereby individuals are cold calling on householders offering to sell/install loft insulation and claiming that they are associated with the Council.</p>
Trading Standards - Compliance	<p>The North Wales Tobacco Alliance was launched in June 2012. This brings together those that can have an impact on reducing the prevalence of smoking and preventing young people from starting smoking. We contribute via our work on under age sales; the prohibition on sale of tobacco from vending machines; reducing the sale of counterfeit products; and enforcement of the smoke-free premises requirements.</p> <p>A survey was recently carried out as part of a joint North Wales approach to check whether petrol filling stations would allow an obviously under age person to dispense petrol for themselves into an unsuitable unauthorised container. Some poor practice was evident and formal advice and guidance was provided to the operators in question.</p>

<p>Licensing</p>	<p>CRB Checks The Criminal Records Bureau has tightened up the identity verification process to reduce abuse of the system caused by people concealing previous criminal activity by changing their identity. Only certain specified original documents will be acceptable from now on when taxi licence applicants come in to submit their Enhanced CRB check forms.</p> <p>Knowledge Test The Section introduced a Knowledge Test as part of the application process to become a taxi driver. As well as examining geographical familiarity with the County it also covers other important areas such as knowledge of taxi licence terms and conditions, fare tariffs, the needs of disabled passengers and road traffic laws.</p>
<p>Community Safety</p>	<p>Substance Misuse The Substance Misuse Action Team (SMAT) Co-ordinator has been working with the Health, Social Care and Well Being Partnership (HSCWB) to raise awareness of excessive alcohol consumption amongst older people. An action plan has been formulated, and the SMAT have developed a measuring cup that will be given to older people to measure out their drink. The resources (which HSCWB are part funding) will be available in the next few months, alongside a launch.</p> <p>Holywell Task Group A multi-agency task group has been established in Holywell to review some of the community safety problems in that area. Partners include: Youth Service, High School, Police, Communities First, Community Safety Team, Youth Justice Service and local businesses. The mobile stadium has been utilised in the Tesco car park, and will soon be located at the old bowling green. The Anti Social Behaviour Co-ordinator is facilitating the group.</p>
<p>Environmental Protection.</p> <p>Environmental Control</p>	<p>The section dealt with 157 service requests during this quarter which have ranged from investigations relating to rubbish accumulations, alleged poor property maintenance, inspections of Houses of Multiple Occupation (HMOs) as well as routine inspections of water quality across the county.</p>
<p>Pollution</p>	<p>This section has responsibility for the investigation of alleged noise and odour complaints, providing advice on contaminated land issues as well as monitoring the County's air quality. Some 116 service requests have been received and investigated by this team during Q1, responses provided to 281 planning consultations and 3 noise abatement notices served.</p>

Animal and Pest Control

This service area is responsible for the treatment of public health pests as well as promoting canine welfare including a statutory duty for the collection and care of stray dogs. Key statistics in relation to this area of work during Q1 are shown below:

Treatment by officers for:	1st Quarter 2012	1st Quarter 2011
Mice	91	80
Rats	357	345
Wasps	207	512
Fleas	4	8
Garden Ants	177	119

Calls in total this Quarter for pest control/dog warden = 989

A marked reduction in the treatment of wasps has been noticed this quarter in comparison to the same quarter last year. This is due to the climatic difference between the years as this year's hot, cold and then wet spell has meant that wasp nests have not been built to the same quantity as in previous years.

Bereavement Service

Consultation was undertaken during this quarter via Your Community Your Council to seek opinions from our residents about the introduction of a garden of remembrance within the County for the scattering of ashes. Feedback was positive and a scheme of work is in progress for the installation of this first facility within Flintshire at Hawarden No2 Cemetery.

The Council's memorial testing scheme was commenced on 11th June 2012. The testing was undertaken in the following cemeteries:

- Hawarden No 1
- Hawarden No 2
- Greenfield No 2
- Treuddyn
- Northop Road, Flint

The inspections were completed as part of the Authority's three year rolling programme across all fifteen cemeteries managed by the Council. During the inspections a total of 174 memorials out of 4975 tested were categorised as high risk.

As a result of these findings the Authority will be temporarily securing lawn type memorials until such time as grave owners can arrange for them to be repaired. The owners of these memorials will be contacted where possible and notices placed on the memorial.

Building Control

During Q1, the Building Control section have dealt with:

	1st Quarter 2012	1st Quarter 2011
Full Plans submissions	102	105
Building Notice submissions	43	42
Partner Authority submissions	33	15
Partner Inspector submissions	5	6
Regularisation submissions	4	3
Dangerous Structure cases	11	10
Demolition Notices	1	2
Street naming / numbering and house naming cases	25	16
Consultations from Planning concerning possible Building Regulation work	64	45

In April, Flintshire Building Control supported the North Wales Building Control Excellence Awards which were held at St David's Park Hotel, Ewloe. Once again, a tremendous, well supported, well organised evening took place, with tickets at a premium. Flintshire winners were,

Tom Anwyl – new house at Llanasa,
 Anwyl Construction – educational building at Northop College,
 Morgan Sindall – North Factory, Airbus, Airbus UK – best sustainable building ,
 North Factory, Broughton,
 Redrow Homes – volume housebuilder, development at Church Road, Buckley
 Roft Developments, best social housing park lane, Penyffordd.

The sustainable building at Airbus won the Welsh National Award and will be entered in the LABC National Awards in London in November 2012.

Health Protection**Food Safety and Food Standards**

During this quarter the Food Service Plan for 2012 - 2013 has been prepared. The Service Plan includes full information relating to Performance Targets for this year together with a review of the previous year. It was submitted and heard at the Cabinet of 10th July at which time the plan was approved.

During this quarter the annual submission to the Food Standards Agency on all aspects of the Food Service has also been formally submitted.

In June the Food Team joined forces with Recycling to combine their promotional activities for Food Safety Week and Recycling Week in Mold. The theme for Food Safety Week this year was

	<p>Food Safety on a Budget. This aligned well with the Love Food Hate Waste initiative being promoted during Recycling Week.</p> <p>The Cockle season is due to start on the 2nd July with the beds due to be open until the end of December. During this quarter there has been considerable joint-Agency collaborative working with Wirral Council and Environment Agency Wales which will continue throughout the season.</p>
<p>Health & Safety Enforcement</p>	<p>There has been a significant change in direction in Health and Safety Enforcement whereby the emphasis is now very much on reducing the burden for business from regulation. As a consequence the team have focussed their efforts on increasing educational awareness on Health and Safety and have become involved in a HSE approved project entitled Estates Excellence aimed at identifying gaps in knowledge and practice and effectively addressing them in conjunction with partner agencies including Wrexham County Borough Council. This work will continue into the forthcoming quarters.</p> <p>There was a significant increase in high risk reactive work dealt with by the section for this quarter. One case has resulted in the first successful application to a court in North Wales for a Part 2a Order under Public Health legislation to enter a house and seize illegal tattooing equipment.</p>
<p>Corporate Health & Safety</p>	<p>During this quarter proactive work has continued by the Corporate Health and Safety team to advise and support the relevant services across the Authority in meeting compliance with their statutory obligations and responsibilities. Advisors are currently putting together a programme of audits across the services in line with the targets set within their operational service plan - these will be carried out based on risk and intelligence over the following 12 months. Proactive and reactive inspections continue to be carried out by the team.</p> <p>A new programme of presentations by Directorates (supported by Advisors) to the Corporate Health and Safety Steering Group have been implemented - this will include the updates of health and safety action plans, detailed analysis of accident/incident reporting and claims investigation information.</p> <p>Health and Safety training continues to be developed and carried out by the team e.g. safety awareness, fire, induction, risk assessment, accident investigation, senior executive, member development training.</p>
<p>Animal Health and Welfare</p>	<p>April 2012 saw a further reduction to the funding provided to us by Welsh Government under the Animal Health and Welfare Framework that has been a part of Animal Health service delivery</p>

	in Flintshire and across the whole of Wales since the 2001 Foot and Mouth Disease outbreak (the funding for the framework was originally controlled by Animal Health (AHVLA) until 2011). The priority areas set by WG for this year include inspection and monitoring of all critical control points (markets, collection centres, ports, and high risk farm premises), disease control (including Bovine Tuberculosis), and data inputting and recording of all animal movements. The team has developed their operational plan for 2012 – 2013 to address these priorities.
General	Partnership work has continued with the Better Regulation Delivery Office (BRDO), formerly the Local Better Regulation Office (LBRO) and Wrexham County Council to host a business support workshop to identify ways in which Public Protection regulatory services can assist businesses during these hard economic times. An exploratory meeting with key business leaders is planned for the 6 th August.

2. Performance Summary

2.1 Improvement Plan Monitoring

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



KEYS

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

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

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

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

Council Priority	Target Date	Progress RAG	Outcome RAG	Commentary
5.9 Implement recommendations of E-coli inquiry	Ongoing			See paragraph 3.1.

2.2 Strategic Assessment of Risks and Challenges

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


2.3.1 Performance Indicators and Outcome Measures

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



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

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
BCT/004 – The percentage of building control ‘full plan’ applications checked within 15 working days during the year	92%	88%	92%	97%		Improved
BCT/007 – The percentage of ‘full plan’ applications approved first time	95%	99%	95%	100%		Improved
PPN/001i-iv – The percentage of high risk businesses that were liable to a programmed inspection that were inspected for: -						
PPN/001i – Trading Standards See paragraph 3.2.1	100%	Annual figures reported in last quarter	25%	17%		Not Applicable
PPN/001ii – Food Hygiene See paragraph 3.2.2	100%	Annual figures reported in last quarter	25%	15%		Not Applicable
PPN/001iii – Animal Health See paragraph 3.2.3	100%	Annual figures reported in last quarter	25%	16%		Not Applicable
PPN/001iv – Health & Safety See paragraph 3.2.4 Note - This performance indicator is under review due to the changes in National Policy	100%	N/A	N/A	N/A	N/A	Not Applicable
PPN/007i-ii – The percentage of significant breaches that were rectified by intervention during the year for: -						

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
PPN/007i – Trading Standards See paragraph 3.2.5	97%	N/A Annual PI	N/A	N/A	N/A	Reported annually
PPN/007ii – Animal Health	97%	N/A Annual PI	N/A	N/A	N/A	Reported annually
PPN/008i–iv - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for: -						
* PPN/008i – Trading Standards	70%	N/A Annual PI	N/A Annual PI	N/A	N/A	Reported annually
PPN/008ii – Food Hygiene	87%	N/A Annual PI	N/A Annual PI	N/A	N/A	Reported annually
PPN/008iii – Animal Health See paragraph 3.2.8	100%	N/A Annual PI	N/A Annual PI	N/A	N/A	Reported annually
PPN/008iv – Health and Safety See paragraph 3.2.9	62%	N/A Annual PI	N/A Annual PI	N/A	N/A	Reported annually
PPN/009 - Percentage of food establishments which are 'broadly compliant' with food hygiene standards	80%	85%	80%	82%		Downturned
PSR/007a – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage that have a full licence	9.0%	N/A Annual PI	N/A Annual PI	N/A	N/A	Reported annually
* PSR/007c – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement.	2%	N/A Annual PI	N/A Annual PI	N/A	N/A	Reported annually
* PSR/008 - The percentage of high risk private sector dwellings	75%	N/A Annual PI	N/A Annual PI	N/A Annual	N/A	Reported annually


Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Current Quarter Outturn	RAG	Change e.g. Improved / Downturned
improved to an acceptable level				PI		
* 1A4.2L3 – Develop targets for increasing satisfaction levels by 5% per year over baseline.	93%	N/A Annual PI	N/A Annual PI	N/A Annual PI	N/A	Reported annually.

Please see 3.2 for commentary on amber performance indicators.

2.3.2 Improvement Target Action Plan Monitoring

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

Ref	Action & Planned Completion date	Progress
PPN/008i - The percentage of new businesses identified which were subject to a risk assessment visit or returned a self assessment questionnaire during the year for Trading Standards	Monthly monitoring of new businesses and allocation of work to ensure target is met	✓
PSR/007c – Of the Houses in Multiple Occupation (HMO) known to the local authority, the percentage subject to enforcement.	Working with landlords to ensure properties are up to the required standards and serving enforcement notices where necessary.	✓
PSR/008 - The percentage of high risk private sector dwellings improved to an acceptable level	Using the new guidance provided to identify high risk properties and working closely with private landlords and house owners to improve standards within dwellings. Enforcement notices served where necessary	✓
IA4.2L3 - Develop targets for increasing satisfaction levels by 5% per year over baseline.	The customer survey for work carried out by the service during 2011/12 was undertaken during April and early May and the results of the survey are shown in the table below. The improvement targets set for customer satisfaction have been exceeded.	✓

Indicator	Annual Target	Previous Quarter Outturn	Current Quarter Target	Annual Outturn	RAG	Change e.g. Improved / Downturned
* 1A4.2L3 – Develop targets for increasing satisfaction levels by 5% per year over baseline.	88%	N/A	N/A	94%		Upward

2.4 Key Actions from Service Plan Monitoring

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

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

Improvement Area	On-track?	Commentary
Implementing the recommendations of the e-coli Public Enquiry report	✓	See paragraph 3.1
Improve Business Compliance in high risk premises	✓	See paragraph 3.2
Deliver FSA and DEFRA Framework agreements	✓	
Support Neighbourhood Renewal Programme	✓	
Review, Improve and Integrate new services and functions.	✓	See paragraph 3.3
Effective Implementation of Corporate Health and Safety Strategy and Strategic Health and safety Improvement Plan.	✓	
Tackling dog fouling, littering and other environmental crime.	✓	

3. Exception Reporting

3.1 Implementation of the recommendations from the E coli inquiry.

Progress had been very good regarding implementation of the recommendations from the E coli inquiry. However, the Food Standards Agency (FSA) introduced new E coli guidance that businesses are required to adhere to and Local Authorities are required to enforce. This has therefore influenced the Progress RAG status hence it being reported as Amber rather than Green.

3.2 Performance Indicators

3.2.1 PPN/001i – Trading Standards – High Risk Businesses.

The indicator is slightly down in quarter 1 but is expected to achieve the set target by the end of the year.

3.2.2 PPN/001ii – Food Hygiene – High Risk Businesses

The indicator is currently below target for Quarter 1 but is expected to achieve the set target by the end of the year. This is due in part to the completion of the LAEMS return to the Food Standards Agency which is a considerable piece of work that needs to be undertaken during Quarter 1. Historically this quarter has always shown a lower performance due to the administrative work that has to be carried out in this regard. The Section has also been running with vacant posts which it is hoped to have filled during Quarter 2 / Quarter 3.

3.2.3 PPN/001iii – Animal Health – High Risk Businesses

The indicator is as expected for the time of year as most high risk inspections are due in the winter months when welfare issues are more prevalent on farms. A considerable amount of time has had to be allocated during the first quarter preparing for an imminent court case. It is expected the set target will be achieved by the end of the year.

3.2.4 PPN/001iv – Health and Safety – High Risk Businesses

Current Government policy introduced from 1st April this year is to move away from Health and Safety inspections of any premises other than those deemed truly High Risk. Previous policy allowed for Project work including national projects under the direction of the Health and Safety Executive (HSE) and regional projects to be included here. Consequently with the removal of the project work the number of High Risk premises in Flintshire has reduced in line with this change of direction and none of these were due inspection during this quarter, hence a Non Applicable indicator has been placed for this quarter's return. We are currently pursuing a change to this indicator in conjunction with colleagues from the Regional Service Improvement Group so that it better reflects current Government policy.

3.3 Review, improve and integrate new services and functions.

There has been a slight delay in implementing the new service and filling vacant posts which have affected performance as noted above in some areas. It is expected that the full implementation of the service review will be completed over the next few months.