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# 2019 Mid-Year Performance Progress Report – Appendix 3 Safe and Clean Council

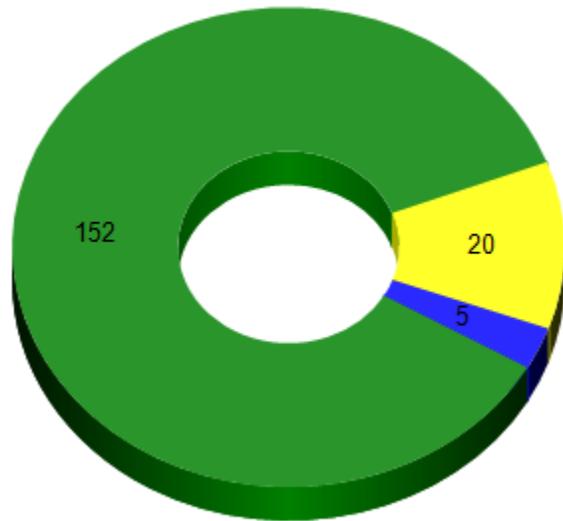
Flintshire County Council



*Print Date: 04-  
Nov-2019*

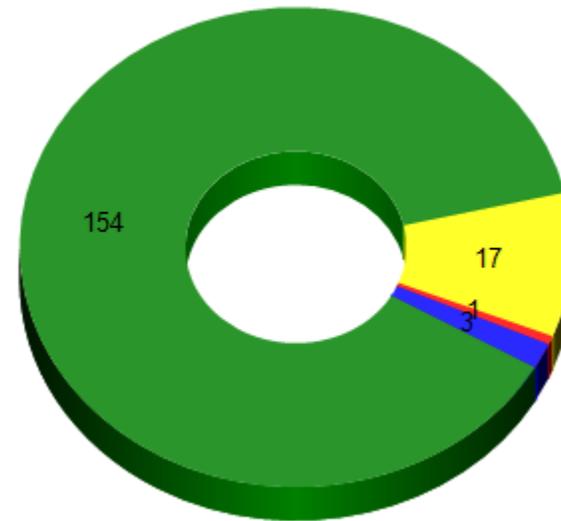


**Action Progress RAG Status**



On Track 88% (152)  
Monitor 12% (20)  
No Target (5)

**Action Outcome RAG Status**

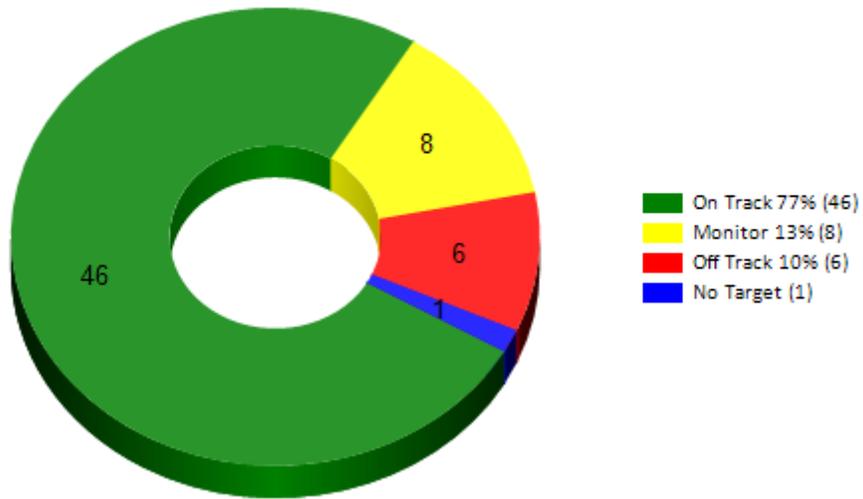


On Track 90% (154)  
Monitor 10% (17)  
Off Track 1% (1)  
No Target (3)

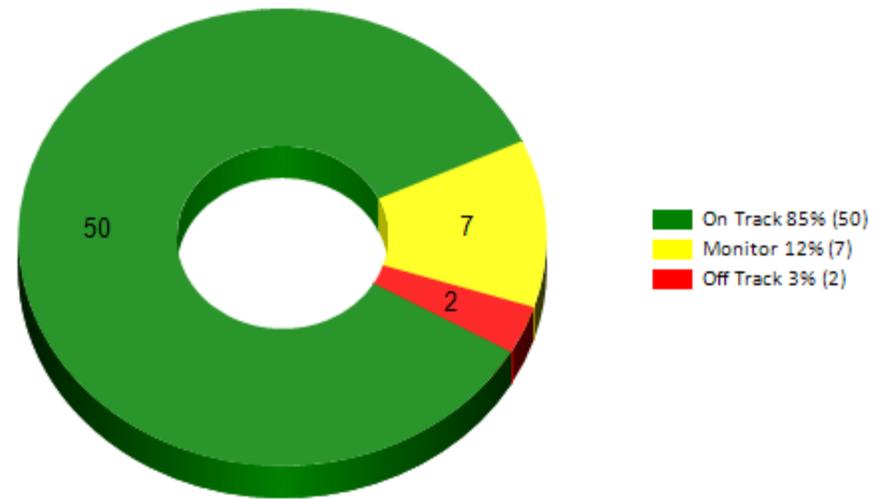
No Target for Actions means that the Action has not started.



**KPI Progress RAG Status**



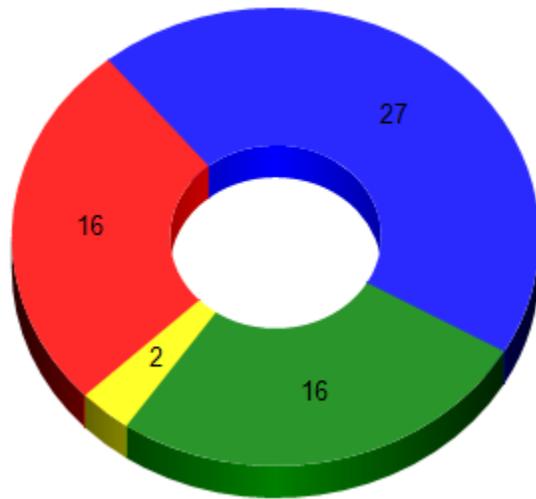
**KPI Outcome RAG Status**



No Target for a KPI means that it is a new KPI and a baseline year is being established.

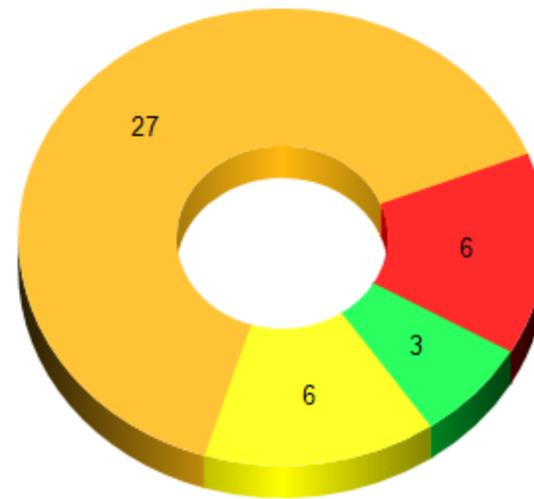


**KPI Trend Status**



- Improved 47% (16)
- Maintained 6% (2)
- Downturned 47% (16)
- Not Applicable (27)

**Current Risk Status**



- Insignificant (1) 7% (3)
- Minor (2) 14% (6)
- Moderate (3) 64% (27)
- Major (4) 14% (6)

Not Applicable means that it is a new KPI and a baseline year is being established.

# Safe and Clean Council

## Actions

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.3.1 (CP) Maintaining the percentage of broadly compliant establishments within the County for public protection	Helen O'Loughlin - Team Leader - Food Safety & Food Standards	Ongoing	01-Apr-2019	31-Mar-2020	-	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                      National Indicator that is reported annually. The team carry out a planned programme of inspections throughout the year to ensure the percentage of compliant establishments remains at a consistently high percentage.</p> <p>Last Updated: 31-Oct-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.4.1 (CP) Performance against current performance standards for front-line Streetscene and Transportation	Barry Wilkinson - Highways Network Manager	In Progress	01-Apr-2019	31-Mar-2020	85.00%	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>                      The Streetscene Standards have been agreed through a working group of elected members at the implementation of the service. These standards have been set as a minimum standard of service delivery to the county. The operations within Streetscene &amp; Transportation continue to deliver these standards to the highest degree possible whilst responding to the prevailing demands.</p> <p>Last Updated: 23-Oct-2019</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.4.2 (CP) Completion of a review and of performance standards for front-line Streetscene and Transportation Services	Katie Wilby - Transportation and Logistics Manager	Completed	01-Apr-2019	31-Mar-2020	100.00%	GREEN	GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            In July 2019, the Council's Cabinet approved the adoption of revised Streetscene service standards detailed, which included the additional service standards as a result of the portfolio changes.</p> <p>Last Updated: 18-Oct-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.5.1 (CP) Levels of enforcement against our standards for car parking, litter and dog fouling	Vicky Plant - Support Services Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	GREEN	GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            Flintshire County Council currently undertake Civil Parking Enforcement and Environmental Enforcement. Civil Parking is the issuing of Penalty Charge Notices, off street and on street. And Environmental Enforcement covers, Fly Tipping, Littering, Side Waste, Public Space Protection Order (PSPO) Dogs Control Orders including dog fouling and abandoned vehicles. The standards for enforcement are set out in the environmental enforcement policy.</p> <p>Last Updated: 04-Nov-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.5.2 (CP) Develop and implement five education programmes for environmental awareness	Vicky Plant - Support Services Manager	In Progress	01-Apr-2019	31-Mar-2020	60.00%	GREEN	GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>            To date 3 educational campaigns have taken place. Two campaigns relate to specific hot spot area of side waste and fly tipping, these areas are Shotton and Queensferry . Residents have been educated by leaflet drops and door knocking face to face talks with officers from the authority and also local members of the areas. The campaigns have included the installation of camera systems to record evidence and these have so far have proved to be a very successful deterrent and the areas are seeing an improvement in cleanliness. Another ongoing campaign is the education and engagement of residents regarding dog fouling and dog control at specific locations across Flintshire.</p> <p>Last Updated: 11-Oct-2019</p>							



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.5.3 (CP) Patrol Pay and Display Car parks and on street traffic restriction to ensure compliance, monitored via back office technology and reporting	Vicky Plant - Support Services Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Weekly rota's are produced to ensure that all of the public car parks and on street traffic restrictions are monitored on a consistent and regular basis. On street logs are produced for each officer via their hand held terminals and these can be crossed checked with rota details for further accuracy.

Last Updated: 11-Oct-2019

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.5.4 (CP) Ensure that all Pay and Display infrastructure is operational utilising back office technology and reporting	Vicky Plant - Support Services Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	 GREEN	 GREEN

**ACTION PROGRESS COMMENTS:**

Daily checks are made on back office systems to ensure that all car parking machine are up and running and reporting any faults. If a fault does occur and email is sent from the machine to all the enforcement officers to update them. An officer in the area will then attend the machine to troubleshoot the problem. Any issues that cannot be resolved are then escalated to supervisor/manager level to see if they can resolve the issue. The final step would be to call out the Supplier if any issues cannot be resolved.

Last Updated: 11-Oct-2019



ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.5.5 (CP) Respond to, and monitor, environmental crime complaints (in line with Streetscene standards)	Vicky Plant - Support Services Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>  Streetscene standards for fly tipping require a completion within 24 hours. All incidents are emailed through to the Enforcement Officers via the Customer Contact Centre CRM System. The officer will attend the fly tip and carry out an investigation. Following this the officer will send a return email to confirm that the item(s) are ready for collection.. The Customer Contact Centre will then email the relevant Area Supervisor to arrange collection. Abandoned vehicles will follow a similar process but there is no 24 hour collection standard. In this instance the monitoring will be at the Officer discretion based on the nature of the incident. Both Fly Tipping and Abandoned vehicles are recorded by the Enforcement Team in a spreadsheet to show dates reported and dates visited.</p> <p>Last Updated: 24-Oct-2019</p>							

ACTION	LEAD OFFICER	STATUS	START DATE	END DATE	COMPLETE %	PROGRESS RAG	OUTCOME RAG
5.1.5.6 (CP) Ensure all Fixed Penalty Notices / Penalty Charge Notices are progressed to ensure ongoing compliance	Vicky Plant - Support Services Manager	Ongoing	01-Apr-2019	31-Mar-2020	-	 GREEN	 GREEN
<p><b>ACTION PROGRESS COMMENTS:</b>  For Penalty Charge Notice's (PCN's) the progression includes administrative processes that are carried out via the Partnership company WPPP. To include taking payments, processing appeals, notice to owner, bailiff engagement and Traffic Penalty Tribunal. Fixed Penalty Notice's (FPN's) are logged internally by the Enforcement Team, non-payment within 14 days will instigate a reminder letter giving another 7 days to make payment. Failure to pay in this period will result in a 2nd reminder giving another 7 days to make payment. Failure to pay in this window will result in Single Justice Procedure paperwork being issued. Attendance at court if persued. The internal spreadsheet gives an up to date record of payments made and current timescales.</p> <p>Last Updated: 29-Oct-2019</p>							

## Performance Indicators

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP7.1.4M01 Achieve minimum level of agreed standards	0	85	0	 GREEN	↑	85	0	 GREEN
<p><b>Lead Officer:</b> Barry Wilkinson - Highways Network Manager  <b>Reporting Officer:</b> Katie Wilby - Transportation and Logistics Manager  <b>Progress Comment:</b> The portfolio continues to support the delivery the service at the standards agreed whilst responding the demands of the service. The service reacted to increasing service requests and pressures within the grass cutting service area through July and August in this period.</p> <p>Last Updated: 24-Oct-2019</p>								

KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP7.1.5M01 Number of targeted environmental educational campaigns	No Data	1	1.25	 AMBER	N/A	3	2.5	 GREEN
<p><b>Lead Officer:</b> Vicky Plant - Support Services Manager  <b>Reporting Officer:</b> Ruth Cartwright - Regulatory Services Manager  <b>Progress Comment:</b> Education and Information campaign for Queensferry for sidewise and fly tipping.</p> <p>Last Updated: 11-Oct-2019</p>								



KPI Title	Pre. Year Period Actual	Period Actual	Period Target	Perf. RAG	Perf. Indicator Trend	YTD Actual	YTD Target	Outcome RAG
CP7.1.5M02 Progress non-payment of all Penalty Charge Notice (PCN) / Fixed Penalty Notice (FPN).	0	91.63	100	 AMBER	↑	91.63	100	 AMBER

**Lead Officer:** Vicky Plant - Support Services Manager  
**Reporting Officer:** Ruth Cartwright - Regulatory Services Manager  
**Progress Comment:** Ongoing process involving debt recovery and court actions.

Last Updated: 24-Oct-2019

## RISKS

### Strategic Risk

Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Initial Risk Rating	Current Risk Rating	Risk Trend	Risk Status
ST218	Increased demand on enforcement services with introduction of new legislation	Strategic Risk	Ruth Cartwright - Regulatory Services Manager	Vicky Plant - Support Services Manager	 Amber	 Amber		Open

**Potential Effects:**

Lack of resilience to respond to parking contraventions or environmental crimes Increased environmental crimes resulting in deterioration of natural environment Decreased highway safety.

**Management Controls:**

Review upcoming legislative changes Improved time management of current enforcement team.

**Lead Supporting Officer Comments:**

Management Control in terms of Improving the Time Management of the Officers. The rota was changed Spring 2018 to effectively change the conflict of crossover within the job roles and allow the continuity of patrol to be more time effective. The team numbers have also increased from 4 no to 8 no, and flexible working hours have also been introduced.

Last Updated: 30-Oct-2019



Risk Ref.	Risk Title	Risk Type	Lead Officer	Supporting Officers	Initial Risk Rating	Current Risk Rating	Risk Trend	Risk Status
ST219	Lack of public support for enforcement services	Strategic Risk	Ruth Cartwright - Regulatory Services Manager	Vicky Plant - Support Services Manager				Open

**Potential Effects:**

Risk Trigger: Negative public perception of the work undertaken by the enforcement team Potential Effects: Lack of support for the enforcement services Rescinding of enforcement action leading to lack of confidence in service Abuse and aggression towards the enforcement team Increased traffic contraventions and environmental crime occurrences.

**Management Controls:**

Improved engagement with public via education and engagement events Improved understanding of what a parking or environmental crime is.

**Lead Supporting Officer Comments:**

Ongoing Educational Campaigns have been progressed and the control measures put in place are currently in the process of being supported Corporately . However further work is still required.

Last Updated: 15-Oct-2019