End of Year Report 2020/21

Gyda'n gilydd gallwn ni i gyd helpu i gadw **Sir y Fflint** yn ddiogel

Together we can all help to keep **Flintshire** safe
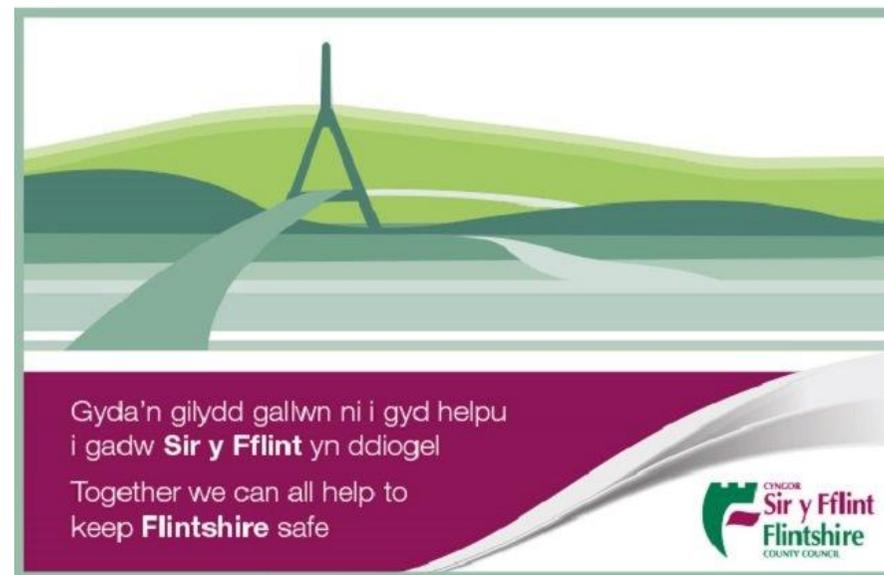
Revised 28/05/2021

Key for Report Performance

Performance	Shown as	Trend	Shown as
Off Track (Red)	🔴	Downturned (Red)	⬇
Monitor (Amber)	🔺	Maintained (Amber)	➡
On Track (Green)	🟢	Improved (Green)	⬆

**What we mean by Performance RAG**

The Performance RAG is generated by assessing current performance against the target. This outcome is then illustrated in the report using the images above.

What we mean by Trend

The Trend is generated by assessing current performance against last years performance. This outcome is then illustrated in the report using the images above.

Streetscene and Transportation - Recovery Measures

Percentage of waste reused, recycled or composted
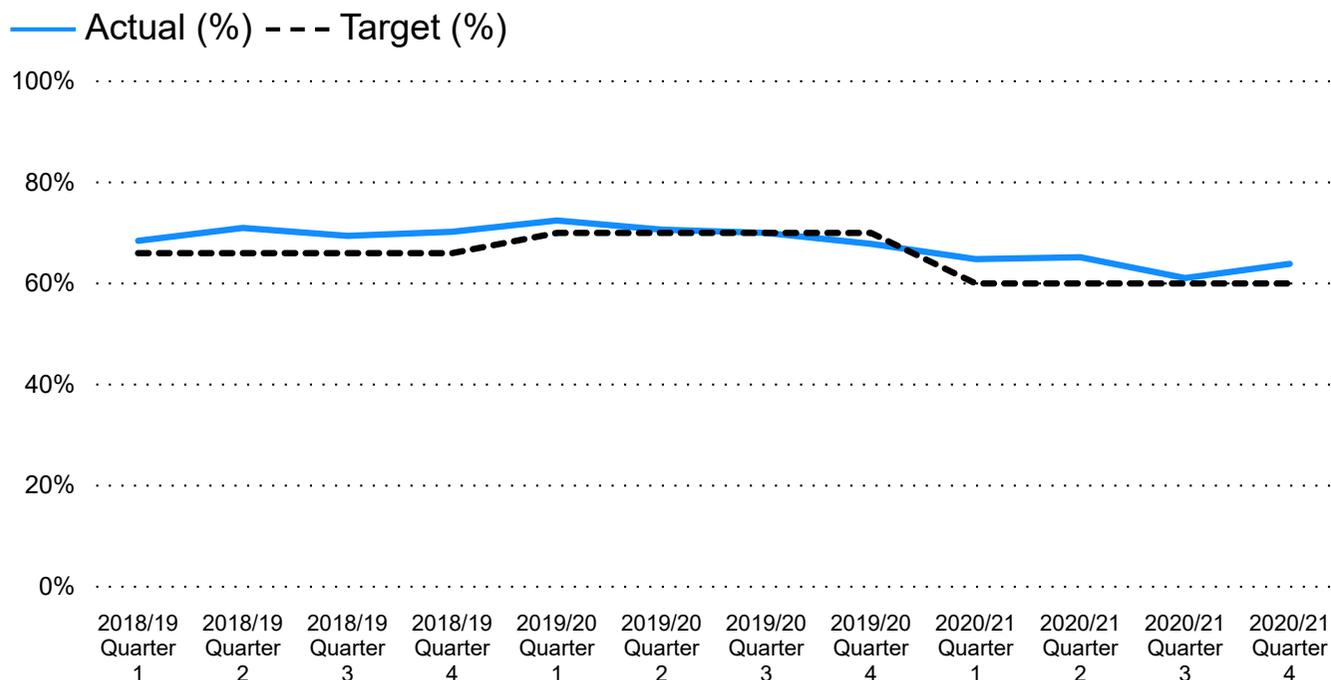
—— Actual (%)   - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
63.74%	60.00%	↓	🟢

Comment
Welsh Government statutory target has been achieved. Due to COVID restrictions, and the increase in working from home, including home refurbishments, waste and recycling tonnages have increased overall. However the increase in residual waste has offset any benefit from increases in recycling. Also, the impact of the Household Recycling Centres being closed during lockdowns has adversely impacted performance.

## Average recycling rate across all HRC sites
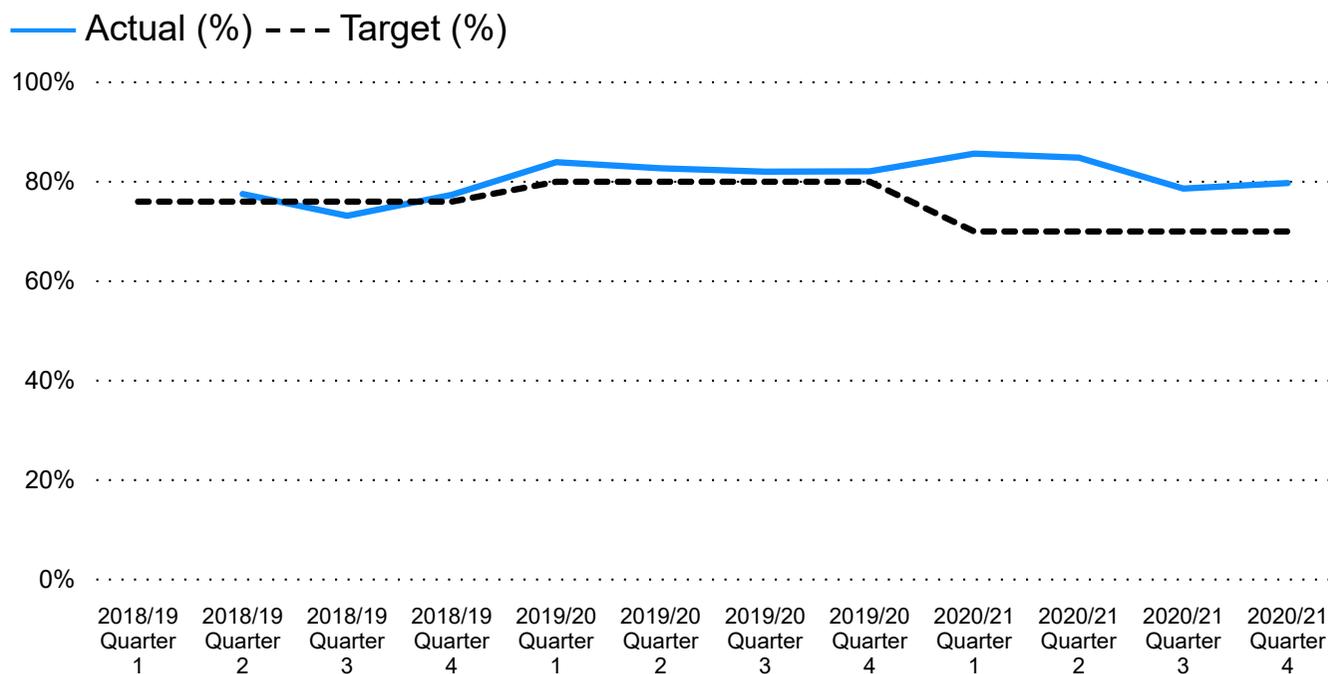
—— Actual (%)   - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
82.22%	70.00%	↓	🟢

Comment
National lockdown measures meant non-essential journeys were discouraged. Household Recycling Centres remained open when possible with appropriate measures. A decrease in footfall in January and February meant less waste brought to site.

Streetscene and Transportation - Recovery Measures

## Developing the number of bus quality partnerships on the core network
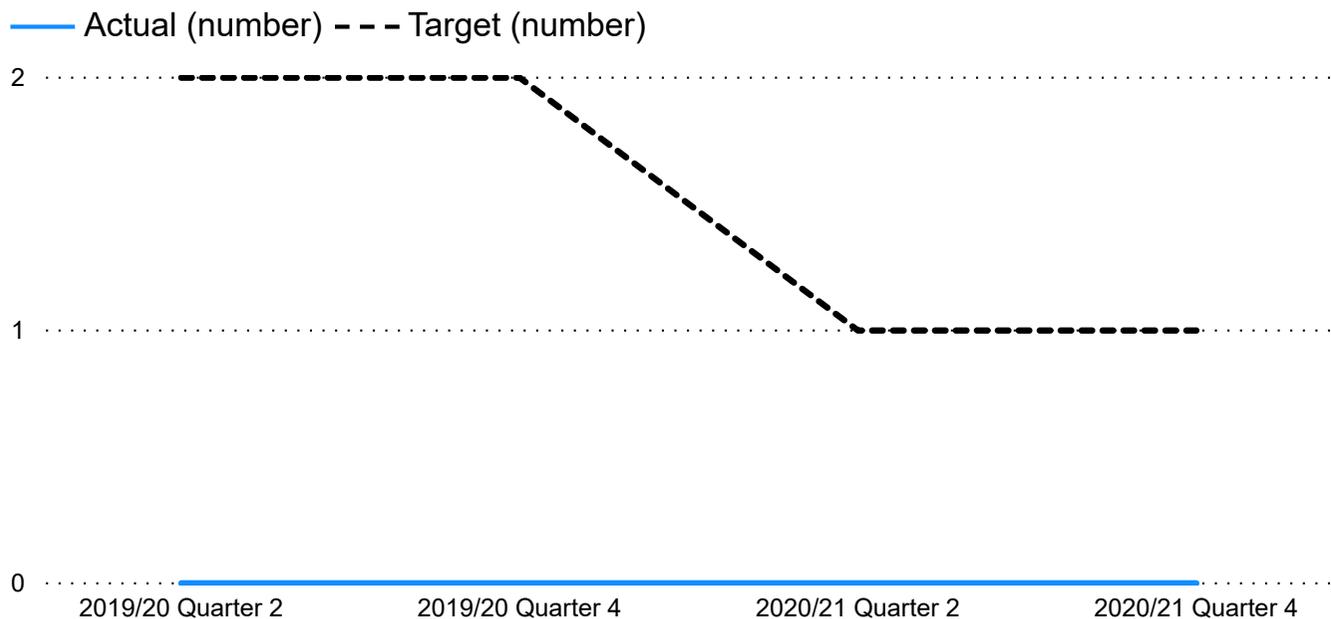
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
0	1.00	→	◆

Comment
The ongoing development of the Quality Bus Partnership has been put on hold. Transport For Wales are undertaking a Network review across North Wales with a report due in May 2021.

Provide Local Travel Arrangements (LTAs) in geographical areas of the County
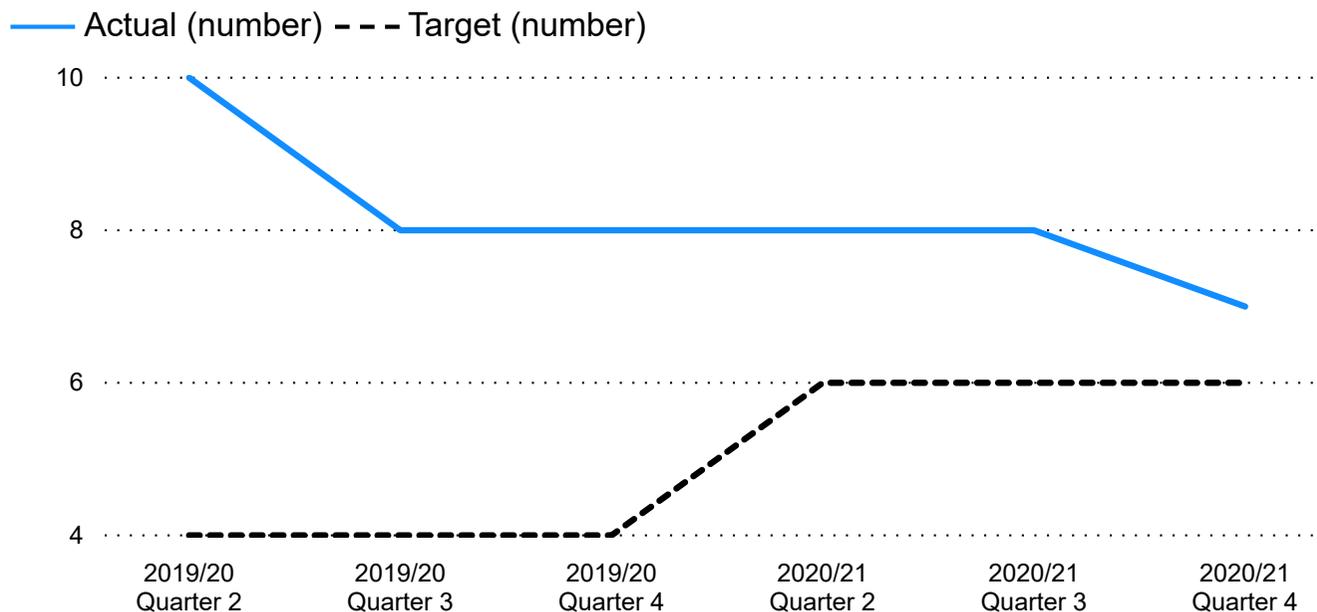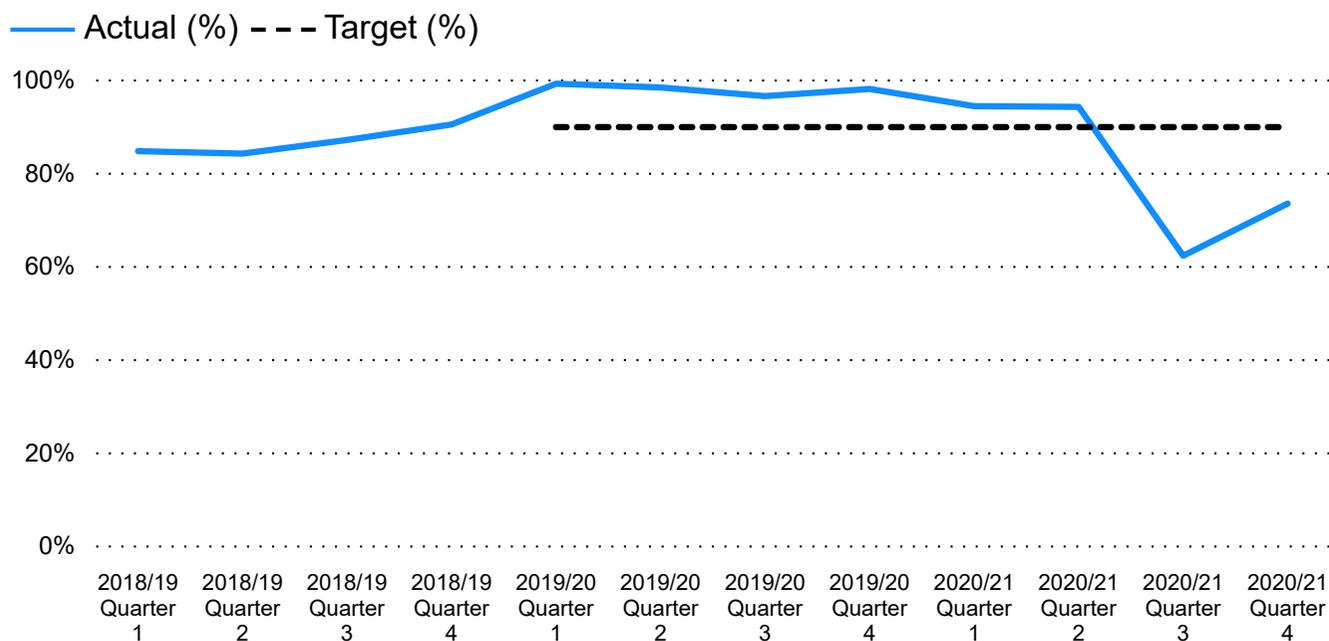

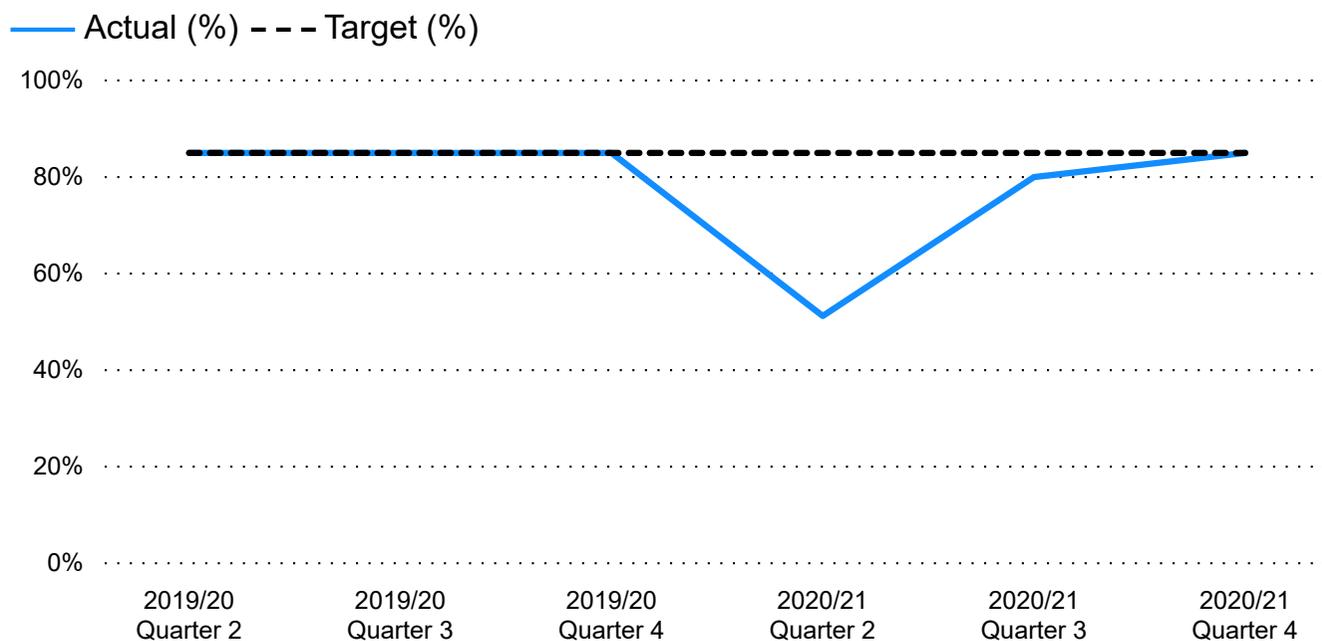| End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
7	6.00	↓	●

Comment
The Councils progress on the revision of LTA's has unfortunately been hindered by the recent COVID-19 pandemic and therefore, it has not been possible to obtain representative patronage data. That said, following the easing of the initial travel restrictions work has recommenced to review the current LTA's in place. The current LTA arrangement in Holywell will be replaced with a Fflecsi service in May 2021.

Streetscene and Transportation - Recovery Measures

Undertake post completion inspections of utility works

— Actual (%) – – – Target (%)

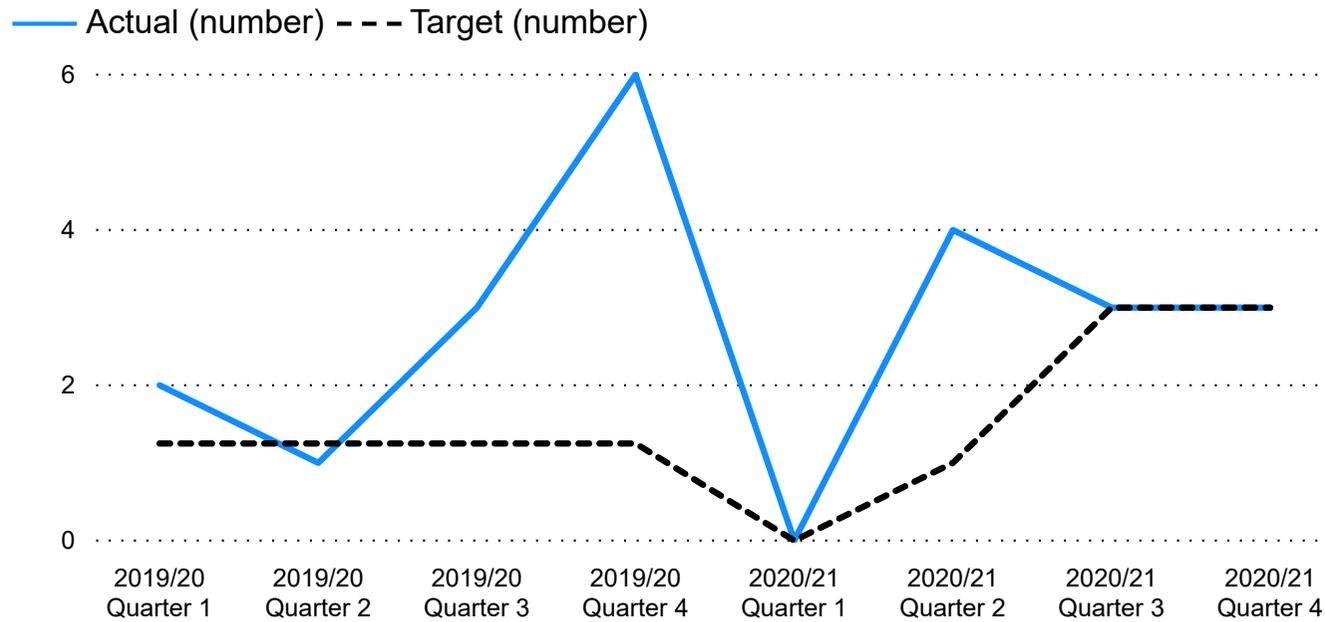| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
81.21%	90.00%	↓	◆

Comment

Every Highway Authority is required to inspect 10% of all repairs before the end of this guarantee period, but the Council inspect more than required to promote best practice and avoid future costs. If any defects are identified during the inspection the Utility are required to carry out the required remedial works, preventing the Authority from being burdened with the future repair costs. During the pandemic Streetscene Officers have continued to deliver services throughout. The percentage of inspections has reduced during this period, however the number undertaken is still significantly higher than the statuary requirement and these inspections have been complemented with an appointed contactor carrying out additional technical inspections. Inspections are allocated on a weekly basis, and therefore in order to provide a meaningful and reflective report, the data provided for quarter four are inspections generated in quarter three.

Achieve minimum level of agreed Streetscene standards

— Actual (%) – – – Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
85.00%	85.00%	→	●

Comment

Essential frontline services continued to be delivered throughout the pandemic, some services such as grass cutting, garden waste collections and household recycling centres were suspended in the early period of response. All services were resumed in early summer 2020 and have continued to operate throughout the rest of the year.

Streetscene and Transportation - Recovery Measures

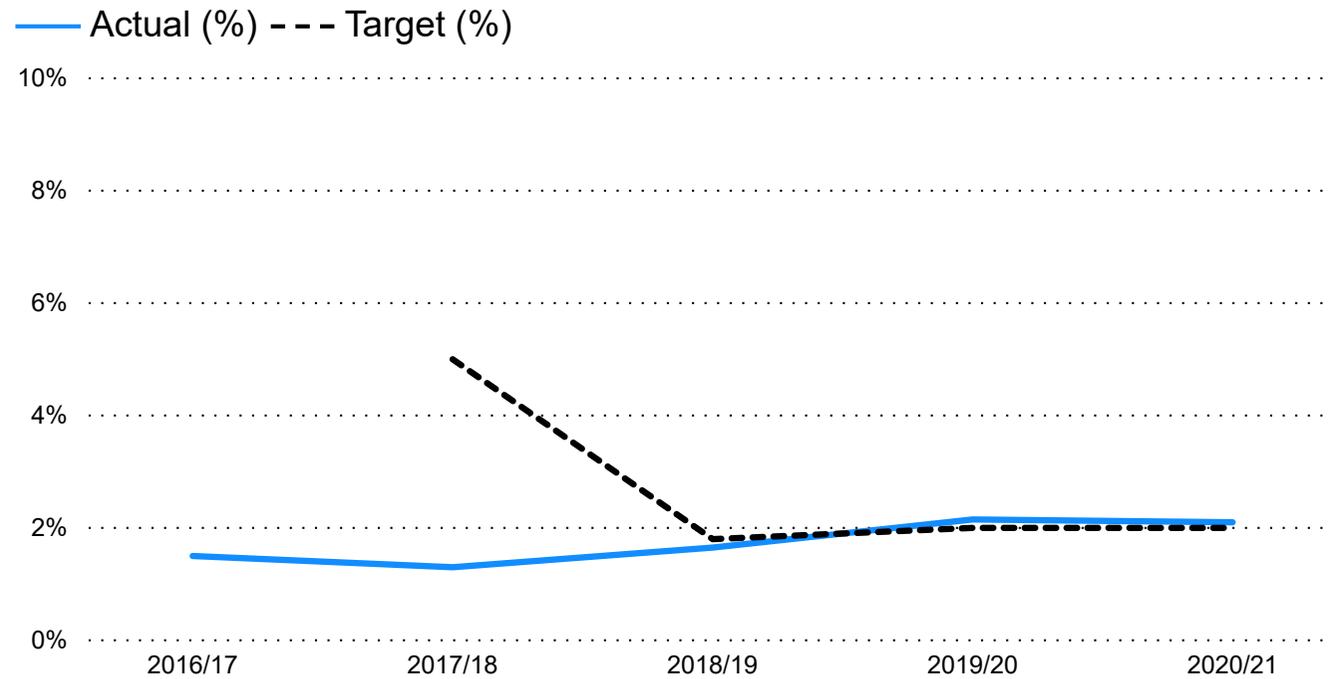## Number of targeted environmental educational campaigns

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
10	3.00	↓	🟢

Comment
Due to the increase in dog fouling a press release was issued in February to raise awareness of the issues and a reminder about the issuing of Fixed Penalty Notices. Campaigns were carried out in the following areas, Muirfield, Linderick Sunningdale and Aberllanch (Buckley), these were completed in January 2021. Since January 2021 foot patrols in all areas across Flintshire have been increased and officers are speaking with owners/residents on a daily basis and are carrying stickers and dog bags for distribution. Data is being collated and shared regarding hot spot areas, number of weekly visits and details of how many interactions with owners.

Streetscene and Transportation - Portfolio Measures
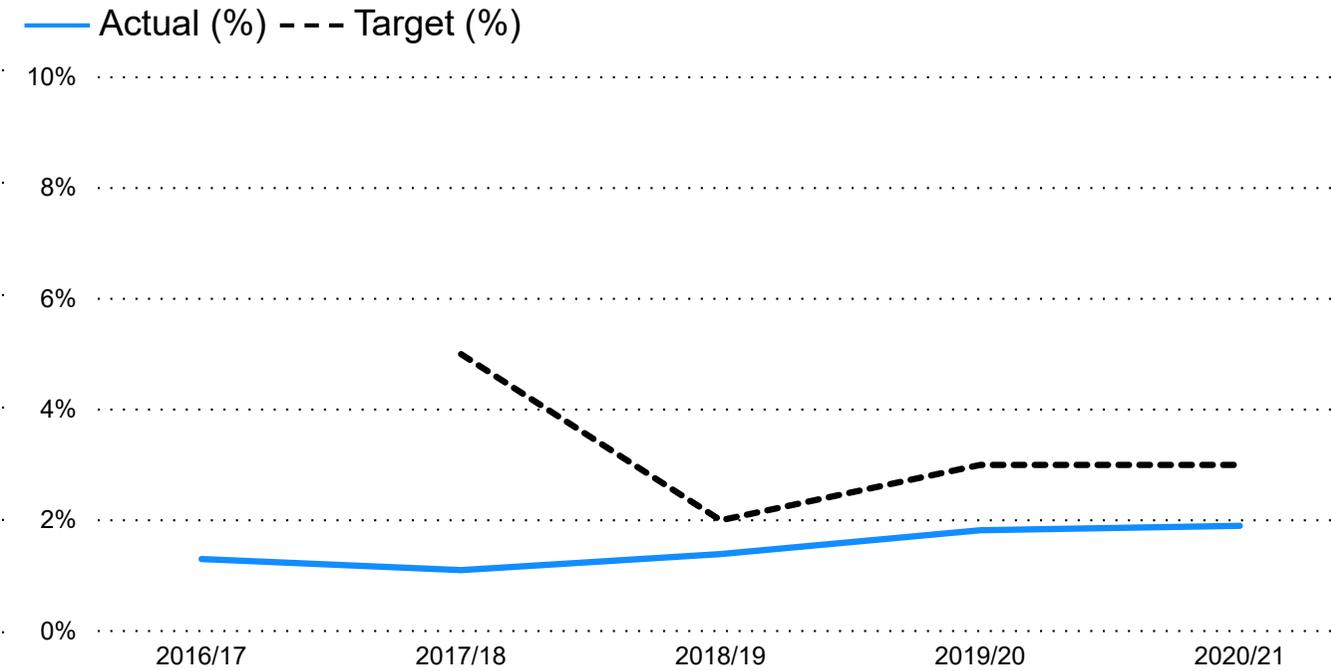
Percentage of A roads in overall poor condition

Legend: Actual (%) (solid line) --- Target (%) (dashed line)

Chart showing values over years 2016/17 to 2020/21, Y-axis 0% to 10%.

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
2.10%	2.00%	↓	▲

Comment
Welsh Government Scanner Data received in September 2020 shows a similar level of the length of 'A' roads deemed to be in a poor conditions to the previous year. This may be as a result of reduce usage during the initial period of the pandemic, and the annual level of investment in the highway network being below the level required to maintain a steady state. However, national data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition.

## Percentage of B roads in overall poor condition

Legend: Actual (%) (solid line) --- Target (%) (dashed line)

Chart showing values over years 2016/17 to 2020/21, Y-axis 0% to 10%.

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
1.90%	3.00%	↓	●

Comment
Welsh Government Scanner Data received in September 2020 shows a similar level of the length of 'B' roads deemed to be in a poor conditions to the previous year. This may be as a result of reduce usage during the initial period of the pandemic, and the annual level of investment in the highway network being below the level required to maintain a steady state. However, national data continues to show that the roads within Flintshire have one of the lowest proportion in poor condition.

Streetscene and Transportation - Portfolio Measures

Percentage of C roads in overall poor condition
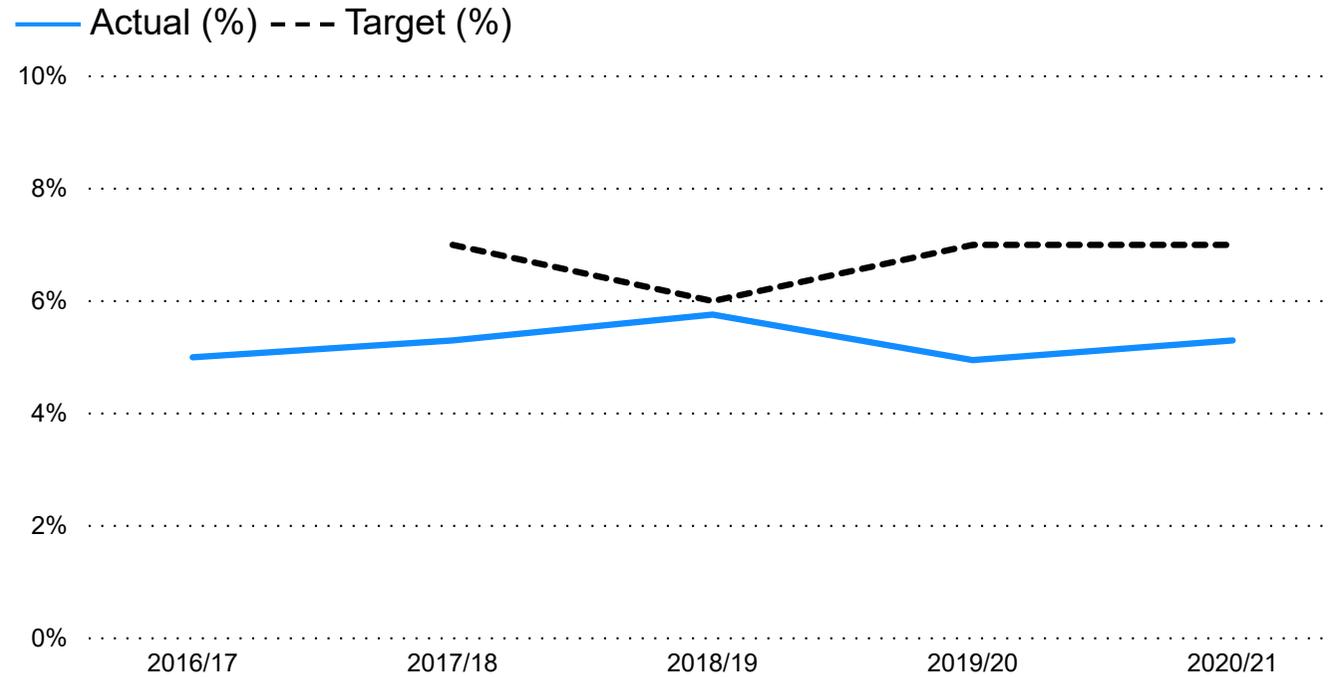
—— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
5.30%	7.00%	⬇	🟢

Comment

Welsh Government Scanner Data received in September 2020 shows an increase in the length of 'C' roads deemed to be in a poor conditions. This is a result of the annual level of investment in the highway network being below the level required to maintain a steady state, despite any reduction in the usage during the initial stages of the pandemic. However, national data continues to show the roads within Flintshire have the lowest proportion in poor condition.

Planning, Environment and Economy - Recovery Measures

## Percentage of food establishments that meet food hygiene standards

Legend: Actual (%) —— Target (%) - - -
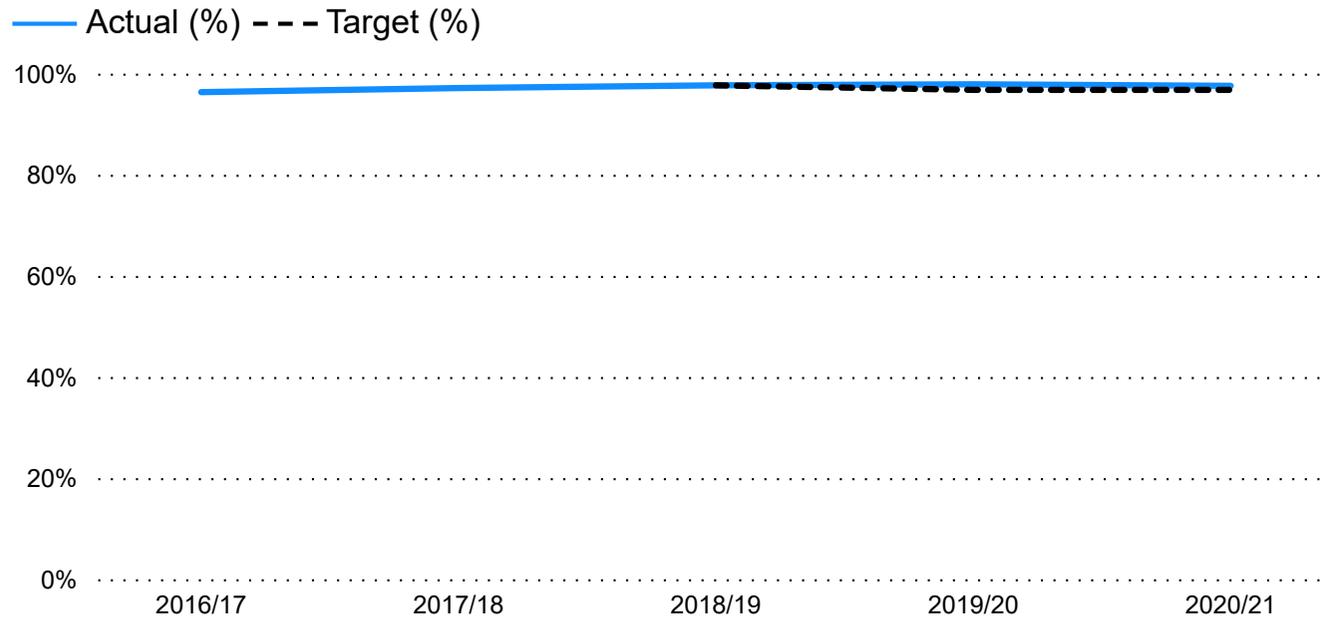
End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
97.80%	97.00%	↓	🟢

Comment
Due to the requirements on the service to respond to the COVID-19 pandemic, a lower level of food hygiene inspections have been undertaken. While the level of Broadly Compliant premises has remained above the target of 97%, this is in part due to businesses not having been inspected and so there was no change to their food hygiene rating. The service is concerned as to the effect of the pandemic on compliance levels within food businesses and on the number of new businesses that require inspection which will impact on next year's figures.

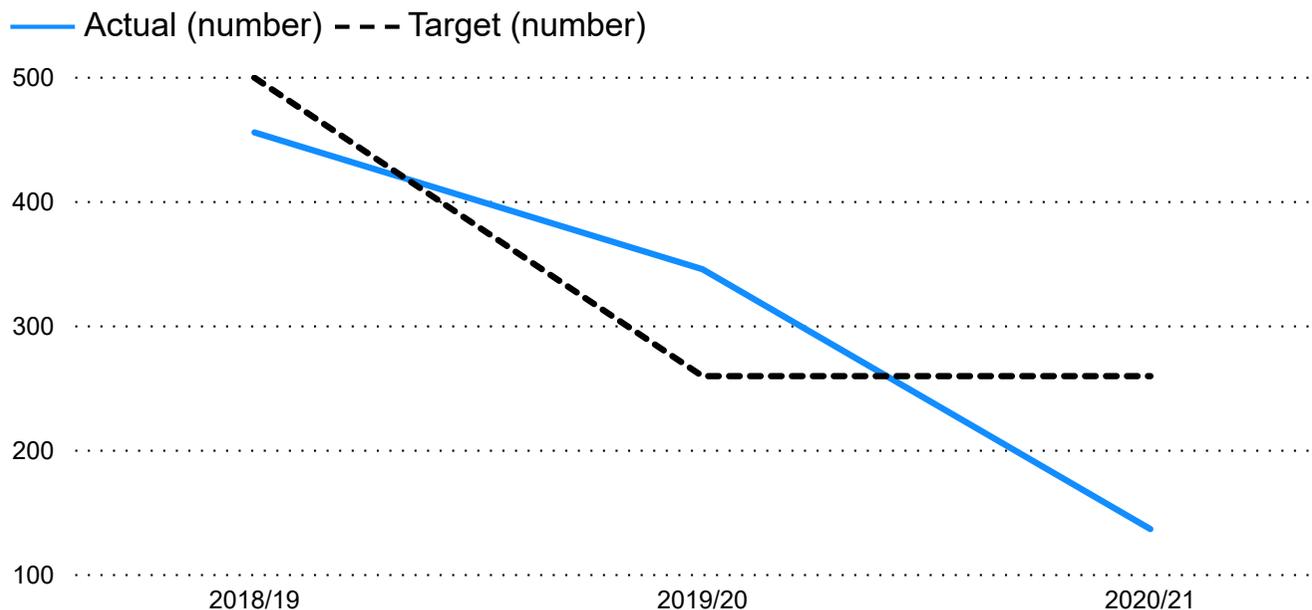## Total number of energy efficiency measures delivered to reduce fuel poverty

Legend: Actual (number) —— Target (number) - - -
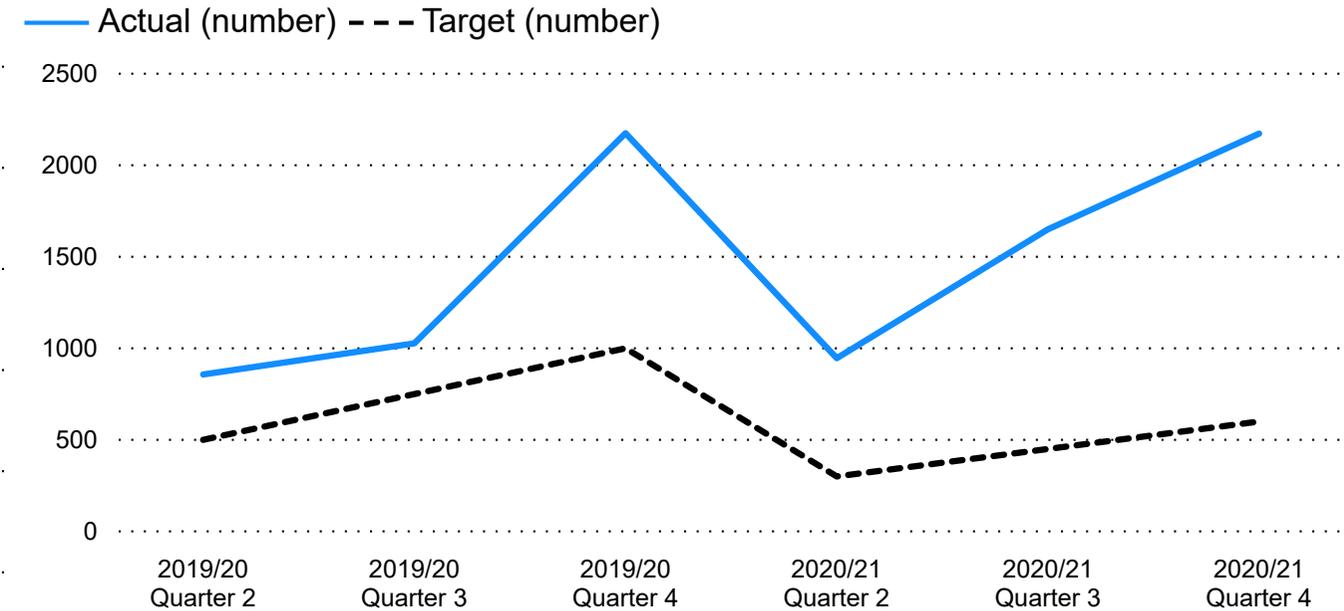
End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
2173.00	600	↓	🟢

Comment
These measures are actual installs funded from various sources available to the team to reflect the maximum benefit to the resident both financially and emotionally who find themselves in fuel poverty. The numbers are less than our target for this quarter due to over achieving last quarter and throughout the year. However the target for the year has been exceeded.

Planning, Environment and Economy - Recovery Measures

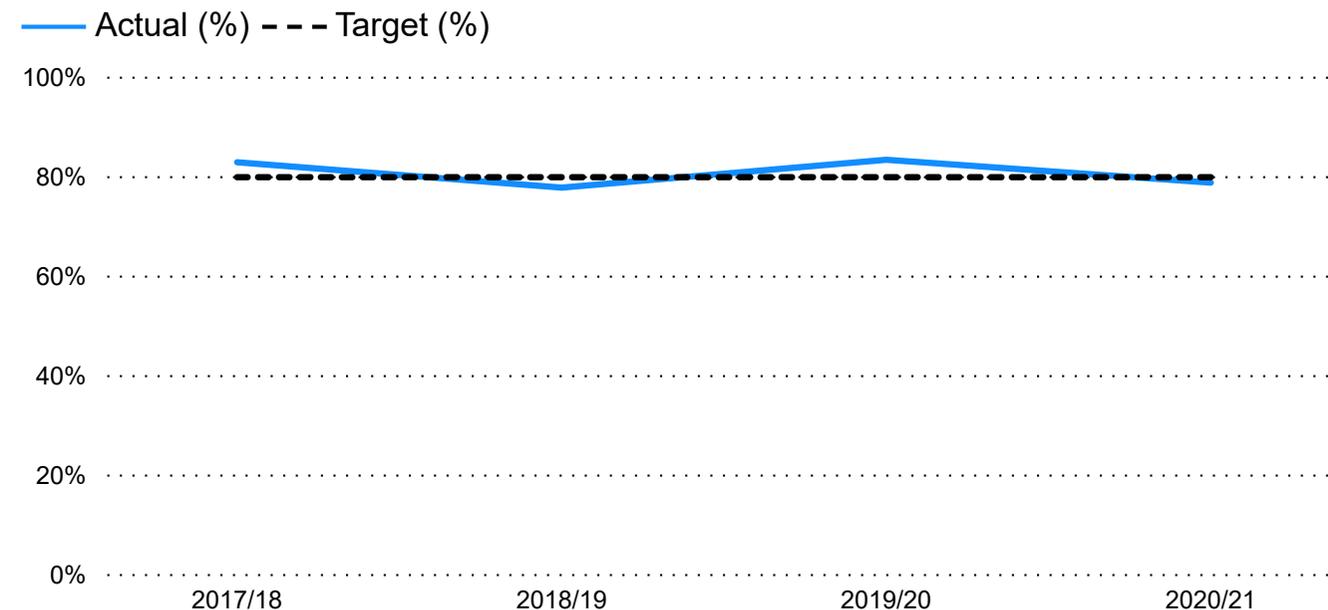## Total number of individuals supported to access learning and work opportunities

Legend: Actual (number) — — — Target (number)

Y-axis: 100, 200, 300, 400, 500
X-axis: 2018/19, 2019/20, 2020/21

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
137.00	260	↓	◆

Comment

This has been a challenging year for the Communities for Work (CFW) programme, which saw Pathway programmes put on hold limiting the options available to participants to access the relevant training opportunities. Teams have delivered the programme virtually by working from home and have supported mentoring scheme participants to gain E-Learning, Customer services and construction skills qualifications. The teams have also supported participants into employment opportunities within the care, retail and construction sectors.

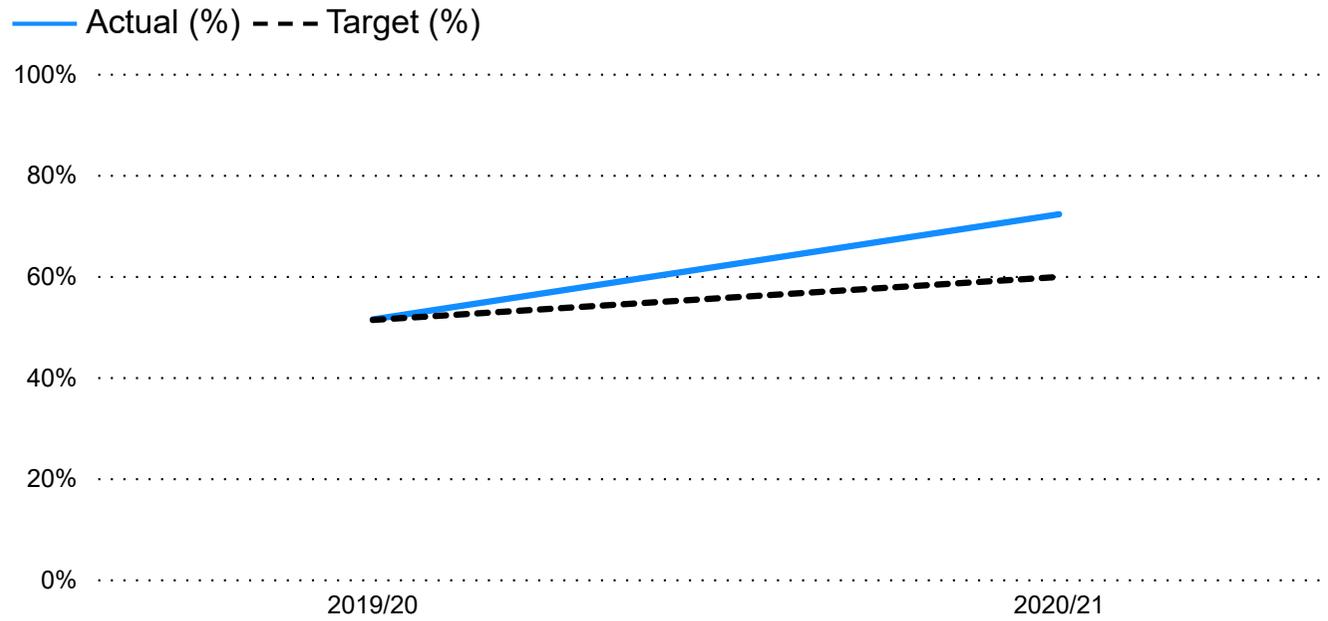## Percentage of all planning applications determined in time

Legend: Actual (%) — — — Target (%)

Y-axis: 0%, 20%, 40%, 60%, 80%, 100%
X-axis: 2017/18, 2018/19, 2019/20, 2020/21

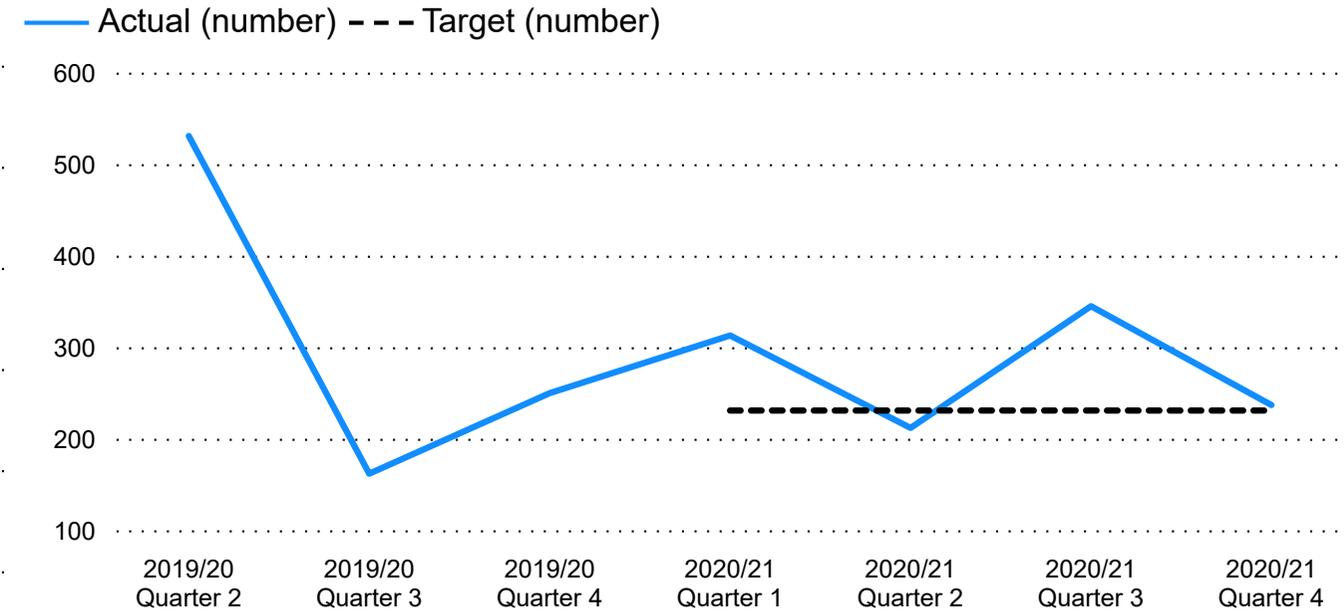| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
78.90%	80.00%	↓	▲

Comment

Acknowledgement that the target is unmet. However due to significant capacity issues in the first six months of 20/21 and ongoing impact of pandemic preventing full site visits from December until mid-April the level of performance achieved so close to the target in normal operational times is excellent.

Planning, Environment and Economy - Recovery Measures

Percentage of "major" applications determined within time periods required

—— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
62.00%	60.00%	⬆	🟢

Comment
The target for this measure has been exceeded in each quarter.

Average time taken to determine "major" applications in days

—— Actual (number) - - - Target (number)

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
277.75	232	⬇	🔶

Comment
Quarter one and quarter three are significantly higher than the target. Action needs to be taken to ensure the overall length of such application is reduced by effective case management.

Planning, Environment and Economy - Recovery Measures

Average time taken to determine planning applications

—— Actual (number)   - - - Target (number)
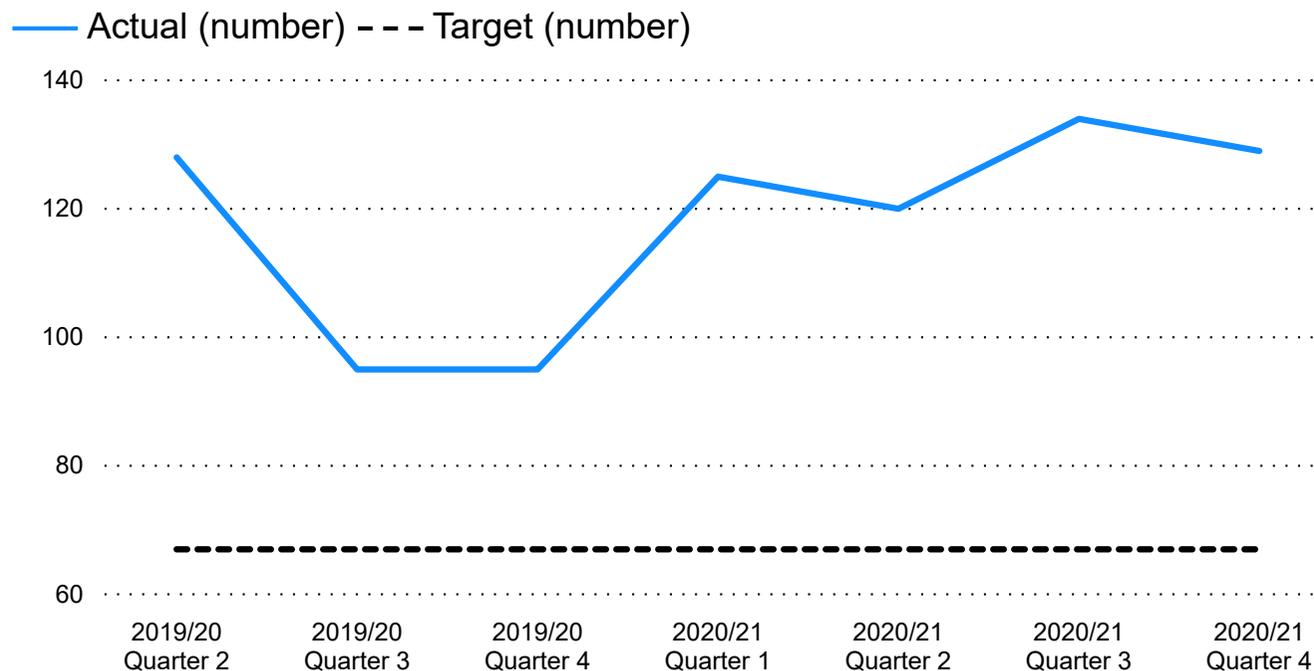
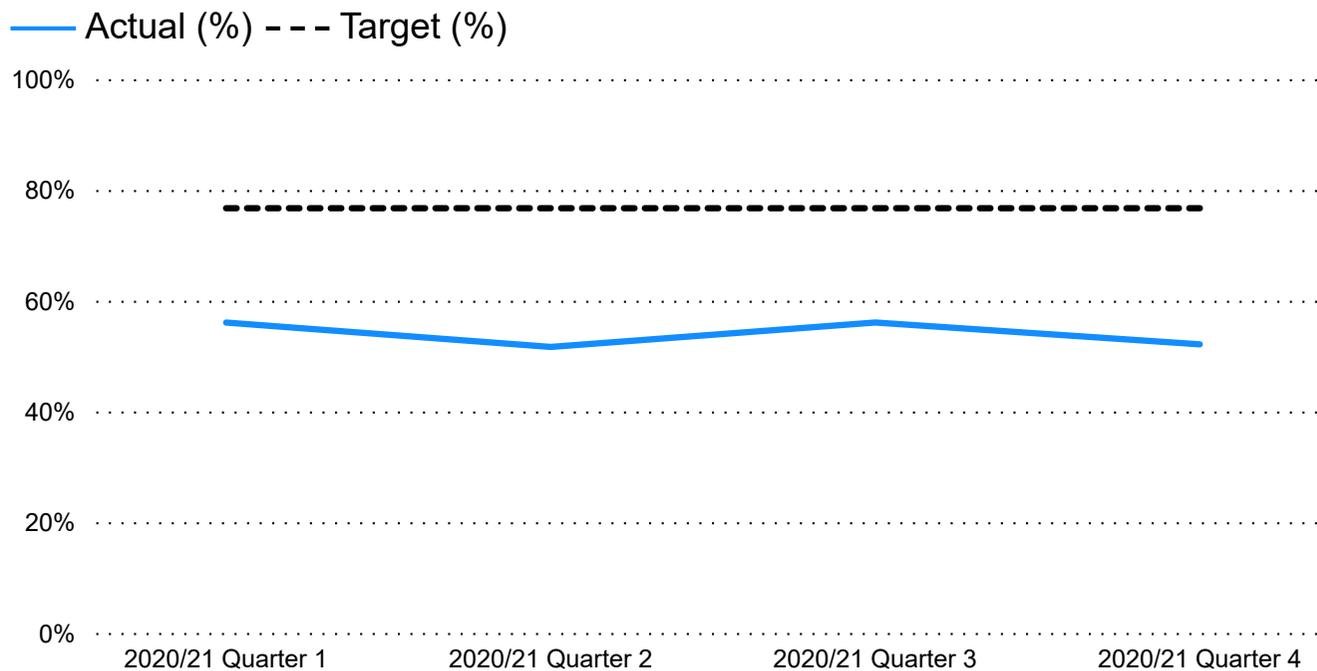|	End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
	127.00	67	⬇	🔶

Comment

Target not met and double the time taken or more. This reflects the impact of the pandemic throughout 20/21 and the reduced capacity within the service to 30% at times. The majority of applicants agreed to extension of times with understanding of delay of the whole process such as inability to display statutory notices (in accordance with Welsh Government advice) and the back log of cases which developed whilst service transferred to electronic working from home .

Enforcement cases investigated within 84 days

—— Actual (%)   - - - Target (%)

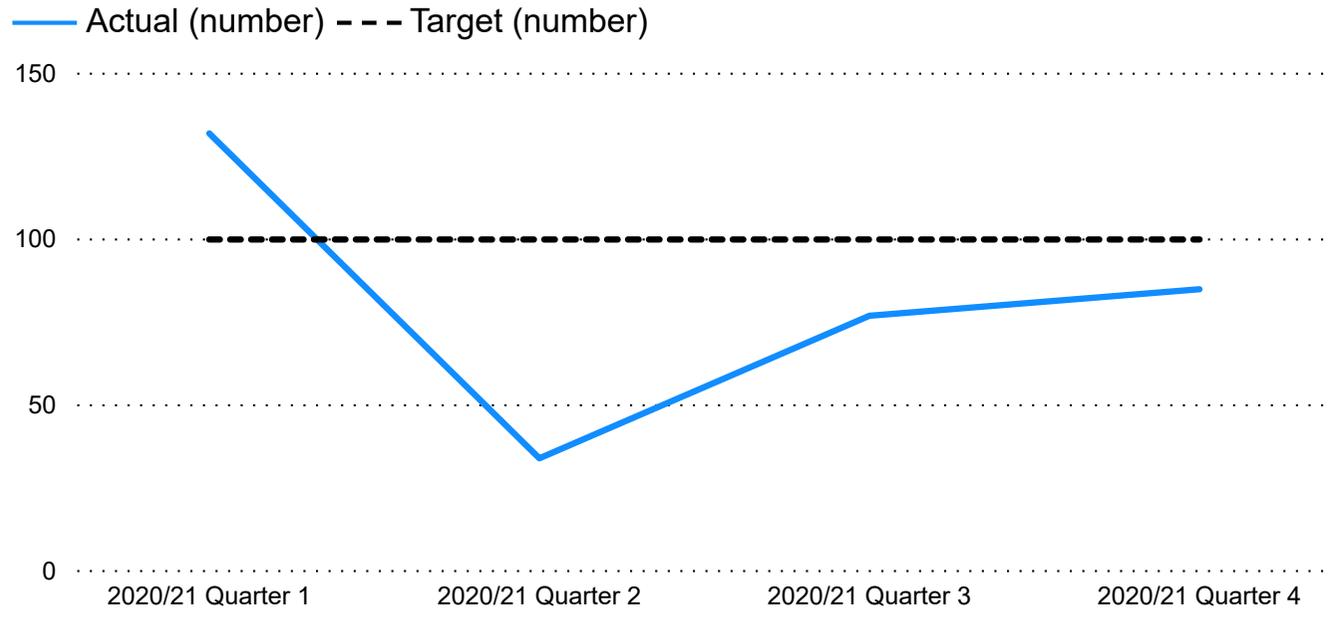|	End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
	54.17%	76.90%		🟢

Comment

Data to be verified - Significant impact on speed of investigations as service capacity was reduced and actively redirected to manage significant and major planning applications.

Planning, Environment and Economy - Recovery Measures

Average time taken to pursue positive enforcement action where a breach had been identified
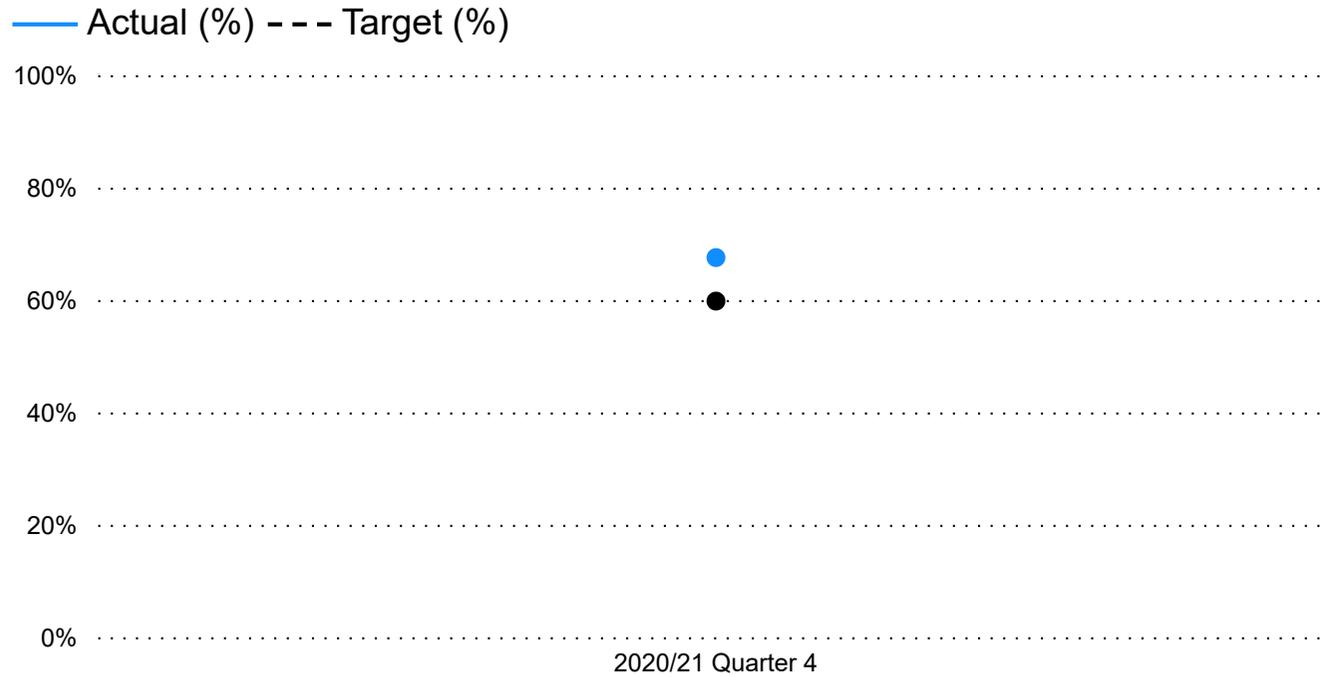

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
82.00	100		🟢

Comment

Reflects the pro-active work that the enforcement team were able to take during lockdowns once a breach had been identified.

Planning, Environment and Economy - Portfolio Measures
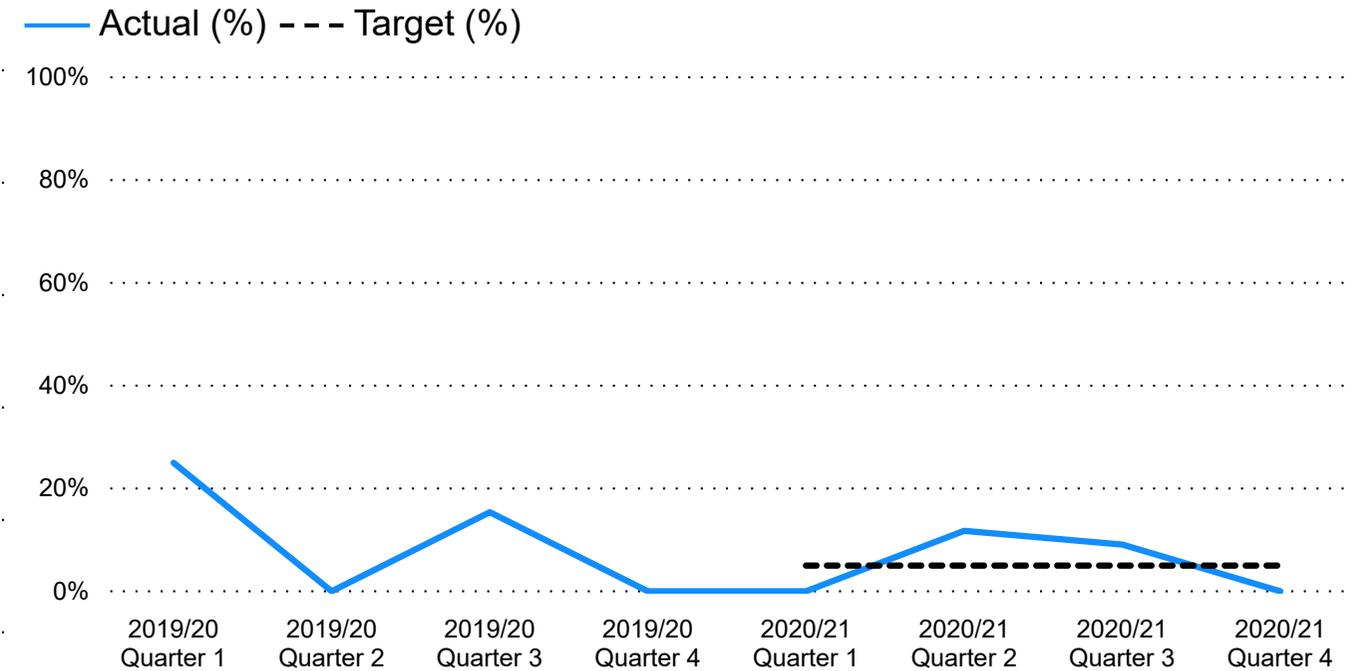
Percentage of all planning appeals dismissed

— Actual (%) - - - Target (%)

End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
67.74%	60.00%		🟢

Comment

31 appeals in total of which 21 were dismissed.

Decisions made contrary to officer recommendation

— Actual (%) - - - Target (%)

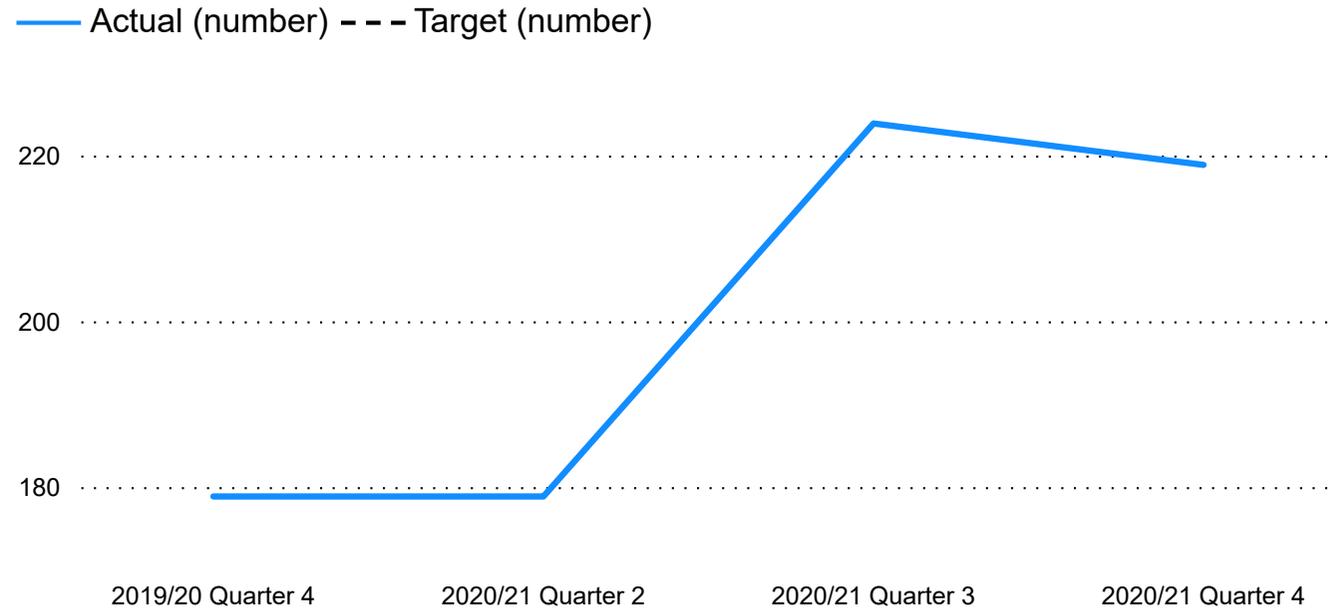| End of Year Actual (%)	End of Year Target (%)	Trend	Current RAG Rating
7.31%	20.00%	⬆	🟢

Comment

Performance at planning committee has been maintained throughout the pandemic.

Planning, Environment and Economy - Portfolio Measures

Number of applications received and determined during the quarter

— Actual (number) - - - Target (number)

| | 2020/21 Quarter 1 | 2020/21 Quarter 2 | 2020/21 Quarter 3 | 2020/21 Quarter 4 |

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
801.00			

Comment
No Target Set - Received 308, determined - 219. Data is collected to enable Welsh Government to ratify the Quarterly performance returns.
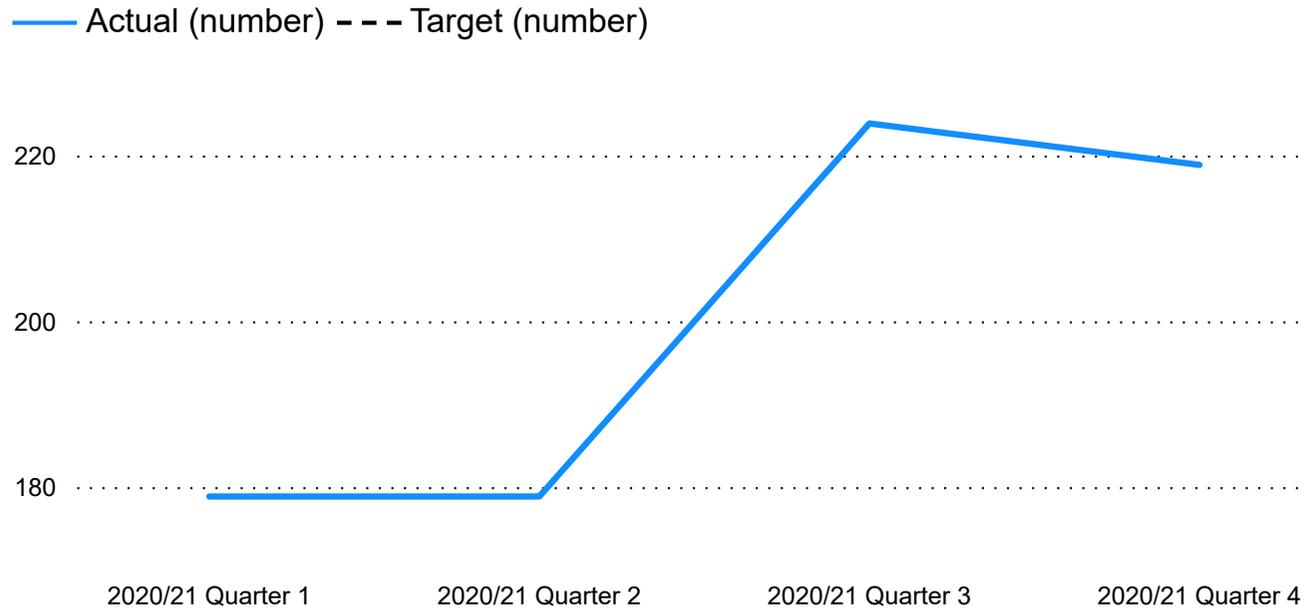
Number of applications received, carried forward, transferred and determined during the quarter

— Actual (number) - - - Target (number)

| | 2019/20 Quarter 4 | 2020/21 Quarter 2 | 2020/21 Quarter 3 | 2020/21 Quarter 4 |

End of Year Actual (No.)	End of Year Target (No.)	Trend	Current RAG Rating
801.00			

Comment
No target set. Received - 308, Carried forward - 495, Determined - 219, withdrawn - 46. Data is collected to enable Welsh Government to ratify the Quarterly performance returns.