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For all enquiries relating to this agenda please contact Rebecca Barrett  
(Tel: 01443 864245 Email: barrerm@caerphilly.gov.uk)

**Date: 2nd February 2022**

Dear Sir/Madam,

A meeting of the **Environment and Sustainability Scrutiny Committee** will be held via Microsoft Teams on **Tuesday, 8th February, 2022 at 5.30 pm** to consider the matters contained in the following agenda. Councillors and the public wishing to speak on any item can do so by making a request to the Chair. You are also welcome to use Welsh at the meeting, both these requests require a minimum notice period of 3 working days.

This meeting will be recorded and made available to view via the Council's website, except for discussions involving confidential or exempt items. Therefore the images/audio of those individuals speaking will be publicly available to all via the recording on the Council website at [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Christina Harrhy'.

**Christina Harrhy**  
CHIEF EXECUTIVE

## AGENDA

Pages

- 1 To receive apologies for absence.
- 2 Declarations of Interest.

Councillors and Officers are reminded of their personal responsibility to declare any personal an/or prejudicial interest(s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.

A greener place Man gwyrddach



To approve and sign the following minutes: -

- 3 Environment and Sustainability Scrutiny Committee held on 7th December 2021. 1 - 6
- 4 Consideration of any matter referred to this Committee in accordance with the call-in procedure.
- 5 Environment and Sustainability Scrutiny Committee Forward Work Programme. 7 - 18
- 6 To receive and consider the following Cabinet reports\*: -
1. Grass Cutting Regimes - 8th December 2021;
  2. Active Travel Network Map – 12<sup>th</sup> January 2022;
  3. Draft Budget Proposals for 2022/23 (Joint Scrutiny Committee) – 19<sup>th</sup> January 2022;
  4. Animal Welfare (Licensing of activities involving animals) (Wales) Regulations 2021 – 26<sup>th</sup> January 2022;
  5. Blackwood Miners’ Institute Annual Report and Statement of Accounts 2020/21 (Cabinet as Trustees of Blackwood Miners’ Institute) – 26<sup>th</sup> January 2022.

*\*If a member of the Scrutiny Committee wishes for any of the above Cabinet reports to be brought forward for review at the meeting please contact Rebecca Barrett, 01443 864245, by 10.00 a.m. on Monday, 7th February 2022.*

- 7 To receive a Notice of Motion - Crossing Patrols Policy. 19 - 24

To receive and consider the following Scrutiny reports: -

- 8 Review of Experimental Pedestrian and Cycle Zones outside schools (school streets). 25 - 106
- 9 Economy and Environment 2021/22 Budget Monitoring Report (Period 7). 107 - 122
- 10 Directorate Performance Assessment for Economy and Environment Services - Six Month Update 2021/22. 123 - 178

#### **Circulation:**

**Councillors** M.A. Adams, A. Collis, D.T. Davies (Chair), C. Elsbury, M. Evans, A. Gair, Mrs J. Stone, A. Hussey (Vice Chair), S. Kent, Mrs A. Leonard, B. Owen, D.W.R. Preece, J.E. Roberts, J. Scriven, J. Simmonds and T.J. Williams

And Appropriate Officers

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## ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE

### MINUTES OF THE MEETING HELD VIA MICROSOFT TEAMS ON TUESDAY, 7TH DECEMBER 2021 AT 5.30 P.M.

#### PRESENT:

Councillor D.T. Davies (Chair)  
Councillor A. Hussey (Vice-Chair)

#### Councillors:

M.A. Adams, A. Collis, C. Elsbury, S. Kent, B. Owen, J.E. Roberts

#### Cabinet Members:

J. Pritchard (Infrastructure and Property), A. Whitcombe (Sustainability, Planning and Fleet)

#### Together with:

M.S. Williams (Corporate Director – Economy and Environment), M. Lloyd (Head of Infrastructure), C. Campbell (Transportation Engineering Manager), D. Roberts (Principal Group Accountant), C. Forbes-Thompson (Scrutiny Manager), R. Barrett (Committee Services Officer), J. Lloyd (Committee Services Officer)

## RECORDING AND VOTING ARRANGEMENTS

The Chair reminded those present that the meeting was being filmed and would be available following the meeting via the Council's website – [Click Here to View](#). Members were advised that voting on decisions would take place via Microsoft Forms.

### 1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors M. Evans, A. Gair, A. Leonard, D.W.R. Preece, J. Scriven, J. Simmonds, Mrs J. Stone and T.J. Williams, together with Cabinet Member N. George (Waste, Public Protection and Street Scene).

### 2. DECLARATIONS OF INTEREST

There were no declarations of interest received at the commencement or during the course of the meeting.

### **3. MINUTES – 26TH OCTOBER 2021**

It was moved and seconded that the minutes of the meeting held on 26th October 2021 be approved as a correct record and by way of Microsoft Forms (and in noting there were 6 for, 0 against and 1 abstention) this was agreed by the majority present.

RESOLVED that the minutes of the Environment and Sustainability Scrutiny Committee held on 26th October 2021 (minute nos. 1 – 10) be approved as a correct record.

Councillor D.T. Davies abstained from voting on the minutes as he had not been present for the whole of the meeting.

### **4. CALL-IN PROCEDURE**

There had been no matters referred to the Scrutiny Committee in accordance with the call-in procedure.

### **5. ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE FORWARD WORK PROGRAMME**

C. Forbes-Thompson (Scrutiny Manager) presented the report, which outlined details of the Environment and Sustainability Scrutiny Committee Forward Work Programme (FWP) for the period December 2021 to March 2022. Members were asked to consider the FWP alongside the Cabinet work programme and suggest any changes prior to publication on the Council's website.

The Scrutiny Committee noted the details of reports scheduled for forthcoming meetings and a Member requested that a report in relation to resident permit parking be added to the Forward Work Programme for a date to be confirmed.

A Member referred to the Pedestrian and Cycle Zones (School Streets) that had been postponed from December 2021 to the February 2022 meeting and expressed concerns as this was initially requested as an annual report to review the 18-month road closures around 4 schools in the county borough, but the Council were now coming to the end of the 18-month period. Mark S. Williams (Corporate Director for Economy and Environment) gave assurances that the report would be brought to the February 2022 meeting and confirmed that the road closure orders could be extended if it was felt necessary.

It was moved and seconded that subject to the inclusion of the aforementioned report on permit parking, the report recommendation be approved. By way of Microsoft Forms (and in noting there were 7 for, 0 against and 1 abstention) this was agreed by the majority present.

RESOLVED that subject to the inclusion of an additional report in relation to resident permit parking (date TBC), the Forward Work Programme as appended to the meeting papers be published on the Council's website

### **6. CABINET REPORTS**

It was confirmed that there had been no requests for any of the Cabinet reports listed on the agenda to be brought forward for discussion at the meeting.

## REPORTS OF OFFICERS

Consideration was given to the following reports.

### 7. ACTIVE TRAVEL NETWORK MAP

The Cabinet Member for Infrastructure and Property introduced the report, which sought Members' views on the draft Active Travel Network Map and reported responses from the public consultation, prior to its presentation to Cabinet for approval, and to enable the Active Travel Network Map to be submitted to Welsh Government by 31st December 2021 to meet the Council's statutory obligations.

Members were advised that the Active Travel (Wales) Act 2013 requires all local authorities in Wales to continuously improve their active travel routes and plan how routes will join up to form networks so that people can more easily get around by bicycle or as a pedestrian for their everyday journeys to work, school and other local destinations. Active travel is important in promoting healthier lifestyles and reducing the negative impacts of traffic upon neighbourhoods and communities. The original Integrated Network Map (INM) for Active Travel routes and proposals in Caerphilly county borough was adopted in 2018. The Act requires a periodic review of the INM to develop what is now termed the Active Travel Network Map (ATNM).

A three-stage public consultation was undertaken on the Active Travel Network Map, the final stage of which encompassed a statutory 12-week public consultation to seek residents' and stakeholders' views on the existing and proposed new routes. Members were advised that there was a disparity in the number of consultation responses by area, with the key reason being that the Act only applies to specific designated areas in Wales, which have been determined by Welsh Government and are based on the population size of settlements. Those communities and areas included within the Act were listed in Section 5.4 of the report. The initial consultation phase saw a significant response rate, with the further two phases receiving a reduced but still encouraging response rate. The final consultation took on board all the comments in the first and second consultations.

Overall, it was noted that a wide range of respondents contributed to the consultation, including schools, young people and groups with protected characteristics. Members were referred to Section 10 of the report which set out in detail the stakeholder mapping process around the Active Travel Network Map and the engagement activities around the consultation, including an email campaign, social media, paper copies of the consultation map and survey, flyers/posters, meetings with Elected Members, and engagement with people with protected characteristics.

Arising from the consultation feedback, 216 kilometres of new routes have been added compared to the approved INM. The ATNM routes were prioritised in accordance with the prioritisation matrix set out within the WG Active Travel Guidance and an outline of the process was included at Appendix 1, with the detailed list of proposed prioritised routes arising from this process included at Appendix 2.

Upon further investigation, not all routes might be compliant with the Active Travel Design Guide. Potential routes will need to be further analysed and developed before funding bids are submitted to Welsh Government for delivery. The Cabinet Member for Infrastructure and Property has asked for clarity on the new routes and how the Council can work together to expand active travel, which is of utmost importance when funding from Welsh Government becomes available. Engagement with local ward members will take place and the Cabinet Member welcomed work with local members for any schemes of consideration in the future.

Mr Clive Campbell (Transportation Engineering Manager) advised Members that the intention is to conditionally submit the Active Travel Network Map to Welsh Government by the statutory deadline of 31st December 2021 and then seek Cabinet approval for the final version of the Active Travel Network Map in January 2022. Members were advised that due to restrictions around Covid-19, the Council have been unable to undertake face to face consultations, which has been a drawback for some groups, but a positive is that the new online tool that Welsh Government has provided for all local authorities to use has generated far more comments and responses than the previous consultation around the Integrated Network Map, and so despite these challenges, there has been a very good response to the three-stage consultation around the Active Travel Network Map.

During the course of the ensuing debate, Members expressed their support for the ATNM and one Member referred to the positive engagement activity and encouraging level of response to the consultation around the ATNM, despite the challenges around Covid-19.

A Member asked if there was a way to view a breakdown of the ATNM routes within Active local ward areas. Mr Campbell confirmed that although the routes can be viewed graphically via the mapping system link contained in Section 5.9 of the report, he would arrange to circulate a spreadsheet listing the routes by area and ward to Members following the meeting. Mr Campbell also advised Members that the Integrated Network Map adopted in 2018 identified 112 routes, whereas the ATNM has identified almost 400 routes and therefore is a much more ambitious plan.

Having considered and discussed the report and provided views on the draft Active Travel Network Map and the proposed changes following the public consultation, it was moved and seconded that the following recommendation be forwarded to Cabinet for approval. By way of Microsoft Forms (and in noting there were 8 for, 0 against and 0 abstentions) this was unanimously agreed.

Having considered and discussed the report and provided views on the draft Active Travel Network Map and the proposed changes following the public consultation, it was RECOMMENDED that the Active Travel Network Map be reported to Cabinet for approval.

## **8. ECONOMY AND ENVIRONMENT 2021/22 BUDGET MONITORING REPORT (PERIOD 5)**

Mark S. Williams (Corporate Director for Economy and Environment) introduced the report, which informed Members of projected revenue expenditure for the Economy and Environment Directorate for the 2021/22 financial year. The report summarised the most recent budget monitoring projections for 2021/2022 based on the latest available financial information and more detailed budget monitoring figures for each of the Service Areas within the Economy and Environment Directorate were set out in the report appendices.

Members were requested to note the contents of the report and the detailed budget monitoring pages in respect of the Infrastructure, Public Protection and Community and Leisure Service Divisions which fall under the remit of the Environment and Sustainability Scrutiny Committee. Members were asked to note that the budget monitoring position in relation to the Regeneration and Planning Division falls under the separate remit of the Housing and Regeneration Scrutiny Committee.

The Scrutiny Committee discussed the report and in response to a Member's query on underspends across all service divisions, Mr Williams confirmed that 50% of any directorate underspends are transferred into the General Balance fund and the other 50% remains in the directorate reserve fund. The Member also queried the size of some underspends and Mr Williams explained that these are offset by one or two sizeable overspends in other

service areas, such as Waste Management, and also clarified that underspends can be transferred into another part of the directorate where needed to offset an overspend.

A Member queried the costs of spend around tackling fly-tipping clearance and asked if this information was contained in the report. Mr Williams explained that as this is a budget monitoring report that reports on budget headings, this particular information would not be included. However he confirmed that if Members wished for a detailed fly-tipping analysis around costs and trends, he could look into bringing forward a report in this regard. However, Mr Williams emphasised that the Council are hardening their stance on fly-tipping enforcement and are now publicising successful prosecutions and the names of offenders on social media, together with details of the fines imposed. However, it is acknowledged that this issue remains an ongoing battle for the Council, as the fine received is often inadequate, and so individuals are willing to risk the chance of a fine which is lower than the cost of hiring a skip.

In response to further queries around costs and whether fly-tipping is on the increase, Mr Williams confirmed that fly-tipping clearance forms part of the Cleansing budget, and that fly-tipping activity around enforcement and clearance has increased, although it is unclear whether the issue itself is increasing or whether the number of reported cases has increased.

A Member asked whether there is a mechanism to increase the minimum level of fine imposed upon fly-tipping offenders. Mr Williams explained that the level of fine imposed upon successful prosecution is at the discretion of the Magistrates Courts, and although the Environmental Protection Act 1990 allows for a maximum fine of £20,000, this is very rarely imposed. Although there has recently been a noticeable increase in costs and victim surcharges imposed by the courts, mandating the minimum level of actual fine would require a change to legislation by UK Parliament.

Following consideration of the report, the Scrutiny Committee noted the contents of the report and the detailed budget monitoring pages in respect of the Infrastructure Services Division, Public Protection Division, and Community and Leisure Services Division

The Chair thanked Members and Officers for their support over the past year and wished everyone a Merry Christmas and Happy New Year.

The meeting closed at 6.05 p.m.

Approved as a correct record and subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 8th February 2022.

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CHAIR

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## ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 8TH FEBRUARY 2022

**SUBJECT: ENVIRONMENT AND SUSTAINABILITY SCRUTINY  
COMMITTEE FORWARD WORK PROGRAMME**

**REPORT BY: CORPORATE DIRECTOR FOR EDUCATION AND  
CORPORATE SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 To report the Environment and Sustainability Scrutiny Committee Forward Work Programme.

### **2. SUMMARY**

- 2.1 Forward Work Programmes are essential to ensure that Scrutiny Committee agendas reflect the strategic issues facing the Council and other priorities raised by Members, the public or stakeholder.

### **3. RECOMMENDATIONS**

- 3.1 That Members consider any changes and agree the final forward work programme prior to publication.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 To improve the operation of scrutiny.

### **5. THE REPORT**

- 5.1 The Environment and Sustainability Scrutiny Committee forward work programme includes all reports that were identified at the scrutiny committee meeting on Tuesday 7<sup>th</sup> December 2021. The work programme outlines the reports planned for the period February 2022 to March 2022.
- 5.2 The forward Work Programme is made up of reports identified by officers and members. Members are asked to consider the work programme alongside the

cabinet work programme and suggest any changes before it is published on the council website. Scrutiny committee will review this work programme at every meeting going forward alongside any changes to the cabinet work programme or report requests.

- 5.3 The Environment and Sustainability Scrutiny Committee Forward Work Programme is attached at Appendix 1, which presents the current status as at 31st January 2022. The Cabinet Work Programme is attached at Appendix 2. A copy of the prioritisation flowchart is attached at appendix 3 to assist the scrutiny committee to determine what items should be added to the forward work programme.

#### 5.4 **Conclusion**

The work programme is for consideration and amendment by the scrutiny committee prior to publication on the council website.

### 6. **ASSUMPTIONS**

- 6.1 No assumptions are necessary.

### 7. **SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 As this report is for information only an Integrated Impact Assessment is not necessary.

### 8. **FINANCIAL IMPLICATIONS**

- 8.1 There are no specific financial implications arising as a result of this report.

### 9. **PERSONNEL IMPLICATIONS**

- 9.1 There are no specific personnel implications arising as a result of this report.

### 10. **CONSULTATIONS**

- 10.1 There are no consultation responses that have not been included in this report.

### 11. **STATUTORY POWER**

- 11.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer jacqum@carphilly.gov.uk

Consultees: Mark S. Williams, Corporate Director for Economy and Environment  
Robert Tranter, Head of Legal Services/ Monitoring Officer  
Lisa Lane, Head of Democratic Services and Deputy Monitoring Officer,  
Legal Services

Councillor Tudor Davies, Chair of Environment and Sustainability Scrutiny  
Committee  
Councillor Adrian Hussey Vice Chair of Environment and Sustainability  
Scrutiny Committee

Appendices:

- Appendix 1 Environment & Sustainability Scrutiny Committee Forward Work Programme
- Appendix 2 Cabinet Forward Work Programme
- Appendix 3 Forward Work Programme Prioritisation Flowchart

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Forward Work Programme - Environment & Sustainability				APPENDIX 1
Date	Title	Key Issues	Author	Cabinet Member
08/02/22 17:30	Budget Monitoring Report (Period 7)	To inform Members of the most recent budget monitoring position for 2021/2022 for Communities Directorate Service Divisions	Roberts, David;	Cllr. Stenner, Eluned;
08/02/22 17:30	PEDESTRIAN AND CYCLE ZONES (SCHOOL STREETS) SCRUTINY REPORT		Lloyd, Marcus;	Cllr. Pritchard, James;
08/02/22 17:30	Economy & Environment Directorate Performance Report – Six Month Update 2021		Williams, Mark S;	Cllr. Whitcombe, Andrew;
08/02/22 17:30	Notice of Motion - School Crossing Patrols		Cllr. Etheridge, Kevin;	Cllr. Whiting, Ross;
22/03/22 17:30	Tips Inspection and Maintenance Update		Lloyd, Marcus;	Cllr. Pritchard, James;
22/03/22 17:30	Information Item - Budget Monitoring Report (Period 9)	To inform Members of the most recent budget monitoring position for 2021/2022 for Communities Directorate Service Divisions	Roberts, David;	Cllr. Stenner, Eluned;
28/06/22 17:30	Registrars (Ceremony) Fees.		Hartshorn, Robert;	Cllr. Gordon, Colin J;

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09/02/2022 10:30	HRA Charges (rent increase) report	Members to agree the level of rent increase for council tenants effective from April 2022.	Allen, Lesley;	Cllr. Cook, Shayne;
09/02/2022 10:30	Report from Task and Finish Group on Non-Residential Care Charges	This report outlines the findings and recommendations of the task and finish group established to review charges for non-residential care set by Caerphilly County Borough Council.	Jacques, Mark;	Cllr. Cook, Shayne;
09/02/2022 10:30	Pedestrian and Cycle Zones (School Streets)	To update Cabinet on the effectiveness and outcomes of the experimental pedestrian and cycle zone traffic regulation orders implemented outside three primary schools within the borough.	Lloyd, Marcus; Smith, Dean;	Cllr. Pritchard, James;
09/02/2022 10:30	Wyllie bends	To review highway improvement options for the B4251 Ynysddu to Wylie.	Lloyd, Marcus;	Cllr. Pritchard, James;
23/02/2022 10:30	Oakdale Housing Development	For Cabinet to agree in principle the development of the site of the former Oakdale Comprehensive School by Caerphilly Homes.	Roberts-Waite, Jane;	Cllr. Cook, Shayne;
23/02/2022 10:30	Ty Darren site in Risca	For Cabinet to consider and agree in principle the proposed development of the former Ty Darren site in Risca, by Caerphilly Homes.	Roberts-Waite, Jane;	Cllr. Cook, Shayne;
23/02/2022 10:30	Welsh Government Lease Scheme Proposal	To discuss the WG lease scheme proposal in comparison to Caerphilly Keys and to seek a decision on which scheme we take forward for PRS option to assist in the discharge of statutory Homeless Duties.	Denman, Kerry;	Cllr. Cook, Shayne;

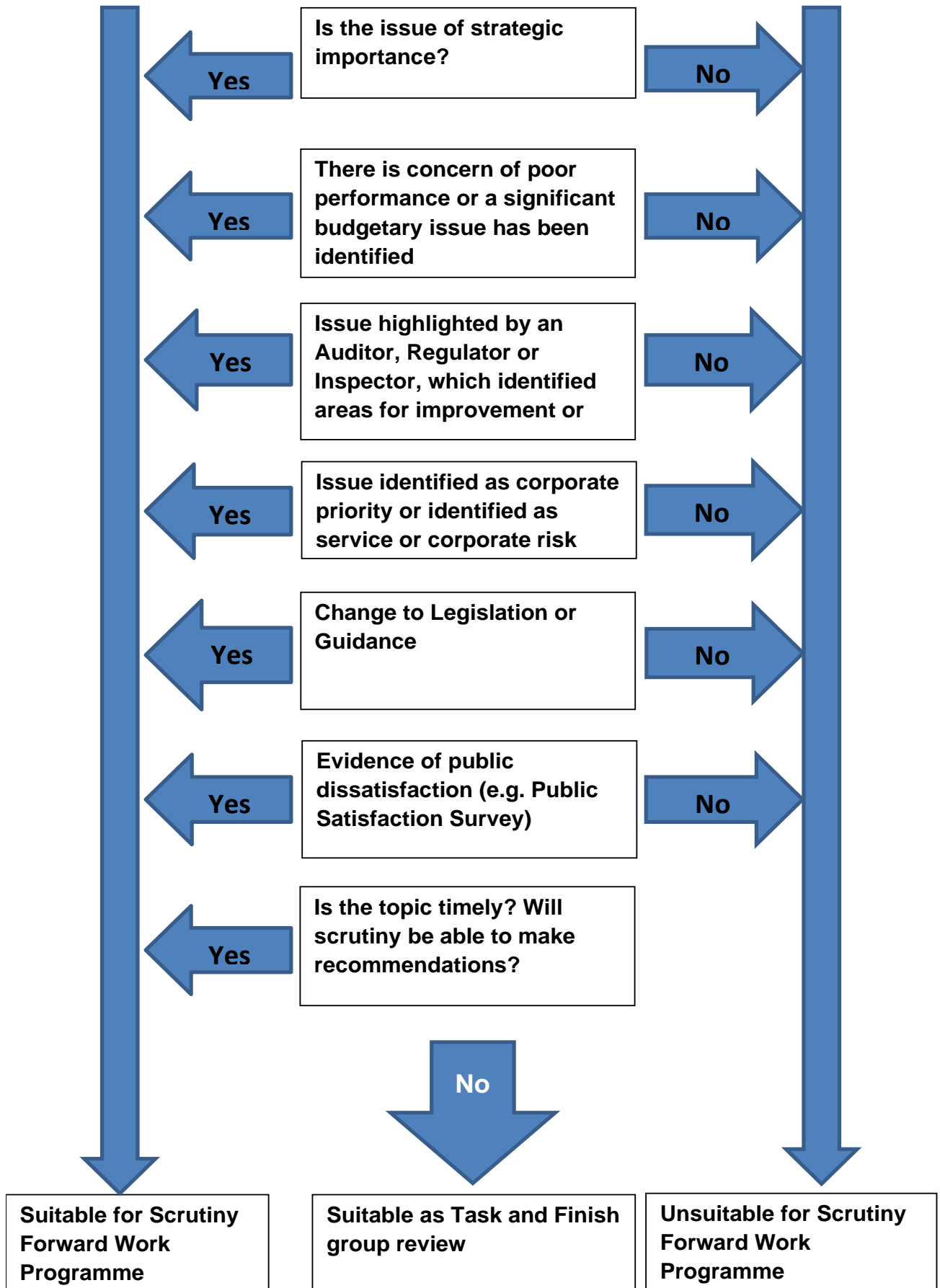
23/02/2022 10:30	Budget Proposals for 2022/23	To present Cabinet with details of draft budget proposals for the 2022/23 financial year to allow for a period of consultation prior to final decision by Council on the 24th February 2022.	Harris, Stephen R;	Cllr. Stenner, Eluned;
09/03/2022 10:30	Community Learning and Support Hub at Rhymney Library	To seek Cabinet approval for 'in principle' match funding for an application to the Welsh Government to support the creation of a community learning and support hub at Rhymney Town Library and to note the intention for the Library Service to work with Gwent Police to strengthen community engagement, through the use of informal settings at Rhymney Library, Risca Library and Caerphilly Library.	Edmunds, Richard (Ed);	Cllr. Whiting, Ross;
Page 14 09/03/2022 10:30	Corporate Performance Assessments (CPA's/DPA's))	To provide Cabinet with information and detailed analysis of performance for the period 01/04/21 to 31/12/21 and forms part of the Council's self-assessment activity.	Richards, Sue; Roberts, Ros;	Cllr. Stenner, Eluned;
09/03/2022 10:30	Annual Report Against the Strategic Equality Plan 2020-2021	For Cabinet to consider and approve the Strategic Equality Plan Annual Report 2020-2021 prior to publication on the Council's website.	Cullinane, Anwen; Peters, Kath;	Cllr. Stenner, Eluned;
09/03/2022 10:30	Welsh Language Strategy 2022-2027	For Cabinet to consider and approve the draft Five Year Promotional Strategy prior to the publication on the Council's website.	Cullinane, Anwen; Peters, Kath;	Cllr. Stenner, Eluned;



<p>09/03/2022 10:30</p>	<p>Regeneration Project Board - Project Proposals</p>	<p>To consider recommendations from the Regeneration Project Board in respect of the allocation of Development Funds to Strategic Regeneration Proposals that align with the Council's Regeneration Strategy; and the allocation of Licence to Innovate Funding to proposals that align with the Council's Commercial and Investment Strategy.</p>	<p>Kyte, Rhian;</p>	<p>Cllr. Stenner, Eluned;</p>
<p>09/03/2022 10:30</p>	<p>Regeneration Project Board – Land Acquisition Fund (Exempt item)</p>	<p>To consider a request for match-funding from Caerphilly CBC to attract Transforming Towns Funding for strategic acquisitions in Caerphilly town centre to facilitate the delivery of the Caerphilly 2035 Plan.</p>	<p>Kyte, Rhian;</p>	<p>Cllr. Stenner, Eluned;</p>
<p>23/03/2022 10:30</p> <p>Page 15</p>	<p>EAS Business Plan</p>	<p>The EAS is required to submit an annual overarching regional Business Plan on an annual basis. This report asks for members to consider the full contents of the draft EAS Business Plan as part of the regional consultation process.</p>	<p>Cole, Kerj;</p>	<p>Cllr. Whiting, Ross;</p>
<p>23/03/2022 10:30</p>	<p>Gender Pay Gap</p>	<p>For CMT and Cabinet to agree the Gender Pay Gap report which must be published by 31st March 2022.</p>	<p>Donovan, Lynne;</p>	<p>Cllr. Gordon, Colin J;</p>

23/03/2022 10:30	HRA Business Plan	To update Cabinet on the latest Housing Business Plan position in advance of submitting the plan to Welsh Government by 31/3/22, which is a requirement under the terms of the Major Repairs Allowance (MRA) grant.	Allen, Lesley;	Cllr. Cook, Shayne;
23/03/2022 10:30	Coal Tips Inspection and Maintenance Update	To provide an update on the current coal tip condition status and inspection regimes that are in place for coal tips located within Caerphilly County Borough.	Lloyd, Marcus;	Cllr. Pritchard, James;
Page 16 23/03/2022 10:30	Corporate Complaints - 6 month update	Cabinet to review the complaints dealt with under the Corporate Complaints policy for the period 1st April 21 to 30th September 2021 together with outcomes and lessons learned.	Lane, Lisa;	Cllr. Stenner, Eluned;
23/03/2022 10:30	Housing Support Strategy	The Housing Support Programme Strategy is being developed to outline the strategic direction of the local authority for housing related support services. This single strategic view demonstrates our plan and approach to homelessness prevention and housing support services.	Williams, Jo;	Cllr. Cook, Shayne;
06/04/2022 10:30	21st Century Schools – Band B - Phase 2: Objection Report	For Cabinet to consider the contents of 21st Century Schools objection report and give permission to proceed to the planning application stage, and the submission of the full business case to Welsh Government.	West, Andrea; Richards, Sue;	Cllr. Whiting, Ross;

**Scrutiny Committee Forward Work Programme Prioritisation**



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## **ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 8TH FEBRUARY 2022**

**SUBJECT: NOTICE OF MOTION – CROSSING PATROLS POLICY**

**REPORT BY: CORPORATE DIRECTOR EDUCATION AND CORPORATE SERVICES**

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### **1. PURPOSE OF REPORT**

- 1.1 The Environment and Sustainability Scrutiny Committee is asked to consider the Notice of Motion as set out in paragraph 5.1 of the report and make an appropriate recommendation to Council. In accordance with Rule 11(3) of the Constitution.

### **2. SUMMARY**

- 2.1 A Notice of Motion has been received from Councillor Kevin Etheridge and is supported by Councillors A. Farina-Childs, G Simmonds, B Owen, D. Cushing, T. Parry and N. Dix, R Gough
- 2.2 The Notice of Motion meets the criteria set out in the Council's Constitution and in accordance with the Council's Rules of Procedure is now referred to the Environment and Sustainability Scrutiny Committee for consideration, prior to its consideration by Council.

### **3. RECOMMENDATION**

- 3.1 The Environment and Sustainability Scrutiny Committee are asked to consider the notice of motion the Notice of Motion as outlined in paragraph 5.1 and make an appropriate recommendation to Council.

### **4. REASONS FOR THE RECOMMENDATION**

- 4.1 In accordance with the Council's Constitution.

### **5. THE REPORT**

- 5.1 **Notice of Motion**

Councillor Etheridge in his notice of motion requests a review of the School Crossing Patrols process undertaken by CCBC when a crossing patrol vacancy arises after the existing post holder has left or has retired. We believe the evaluation does not consider various factors including the number of entrances to the school, engagement and consultation with schools, parents and governors and concentrates on main entrances only.

5.2 Councillor Etheridge also provided the following information in relation to the motion:

The current review process has caused much distress and upset which has been keenly felt with the withdrawal of the service at Blackwood Primary School, and we ask for the school crossing role to be reinstated. At the time of its survey by Highways Officers, we understand attendance at the school was at only 87% and many more children were observed entering the school that were not added to the data, having walked around perimeter or not crossing at the survey location. We wish the Well Being of Future Generations Act regarding the safety of children to also be considered, we believe that this warrants a second look at the review/survey process for School Crossing Patrols.

## **6. ASSUMPTIONS**

6.1 As a notice of motion is a procedural matter and must be dealt with in accordance with Council's Constitution, no assumptions have been made.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report does not require an Integrated Impact Assessment as it relates to a procedural matter under the Councils Constitution.

7.2 The procedural rules regarding a Notice of Motion are contained within Council's Constitution as adopted in May 2002. The Council's Constitution sets out the framework for the decision-making roles and responsibilities.

7.3 However the outcome of the Notice of Motion and any subsequent reports arising from it may require an Integrated Impact Assessment.

## **8. FINANCIAL IMPLICATIONS**

8.1 There are no financial implications associated with this report.

## **9. PERSONNEL IMPLICATIONS**

9.1 There are no personnel implications associated with this report.

## **10. CONSULTATIONS**

10.1 There has been no consultation undertaken.

## **11. STATUTORY POWER**

11.1 Local Government Act 2000

Author: Emma Sullivan (Senior Committee Services Officer)

Appendices:

Appendix 1 Signed copy of Notice of Motion.

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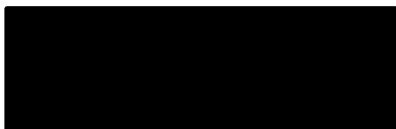
**NOTICE OF MOTION – CROSSING PATROLS POLICY**

To consider the undersigned Notice of Motion standing in the name of County Borough Councillor K. Etheridge and supported by the Members listed.

We the undersigned elected members request a review of the School Crossing Patrols process undertaken by CCBC when a crossing patrol vacancy arises after the existing post holder has left or has retired. We believe the evaluation does not consider various factors including the number of entrances to the school, engagement and consultation with schools, parents and governors and concentrates on main entrances only.

We provide the following information to be considered with the Notice of Motion: -

The current review process has caused much distress and upset which has been keenly felt with the withdrawal of the service at Blackwood Primary School, and we ask for the school crossing role to be reinstated. At the time of its survey by Highways Officers, we understand attendance at the school was at only 87% and many more children were observed entering the school that were not added to the data, having walked around perimeter or not crossing at the survey location. We wish the Well Being of Future Generations Act regarding the safety of children to also be considered, we believe that this warrants a second look at the review/survey process for School Crossing Patrols.



Signed: Councillor K. Etheridge

Supported by: Councillors A. Farina-Childs, G Simmonds, B Owen, D. Cushing, T. Parry, N. Dix, R. Gough

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## **ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 8TH FEBRUARY 2022**

**SUBJECT: REVIEW OF EXPERIMENTAL PEDESTRIAN AND CYCLE  
ZONES OUTSIDE SCHOOLS (SCHOOL STREETS)**

**REPORT BY: CORPORATE DIRECTOR FOR ECONOMY AND  
ENVIRONMENT**

### **1. PURPOSE OF REPORT**

- 1.1 To update Scrutiny Committee on the effectiveness and outcomes of the experimental pedestrian and cycle zone traffic regulation orders implemented outside three primary schools and to seek their views on whether similar schemes should be considered for other sites within the County Borough. The Scrutiny Committee are asked to offer their views ahead of the report and its recommendations being presented to Cabinet for consideration.

### **2. SUMMARY**

- 2.1 The Covid-19 pandemic has brought about unprecedented changes that has affected all aspects of transport. We have seen large reductions/changes in motorised traffic on all parts of the road network, much reduced patronage of buses and trains, and high levels of home working. For the sake of the air that we all breathe and the world's climate and public health we need to try and lock in this modal shift to active travel modes and reduction in car use.
- 2.2 In order to support these changes Welsh Government released funding in 2020 to local authorities (Local Sustainable Transport Response Fund) to implement 'pop-up' measures / low-cost solutions to reallocate road space in favour of sustainable forms of transport.
- 2.3 A proportion of the funding was allocated to the Council to support schemes at four primary schools within the borough i.e. Libanus Primary School, Risca Primary School, Twyn Primary School and Aberbargoed Primary School. The schemes prohibit vehicles driving along the roads immediately adjacent to the schools at school start and finish times.
- 2.4 The objective of the schemes is to promote active travel and encourage parents to walk or cycle to school and improve road safety for the children. In addition, the

reallocation of road space to pedestrians makes social distancing outside the schools easier to manage.

- 2.5 The schemes have been installed on an experimental basis to enable their impact to be assessed before determining whether or not the schemes should be made permanent.
- 2.6 The experimental orders came into effect on 1st September 2020 and all comments and objections received since their introduction have been considered within this report.
- 2.7 Traffic surveys have been conducted at each of the school sites and on-line web-based surveys/questionnaires have been carried out with the public to help evaluate the schemes.
- 2.8 The information contained within this report should help to assist the Scrutiny Committee in determining whether the experimental schemes should be made permanent or removed and whether any further schemes should be taken forward in the future.

### **3. RECOMMENDATIONS**

- 3.1 Ahead of the report being presented to Cabinet, Scrutiny Committee are asked to:
- 3.2 Offer their views on officers' recommendations that the experimental traffic regulation orders (pedestrian and cycle zones, and one-way traffic) should be made permanent.
- 3.3 Offer their views on officers' recommendations that no new/additional pedestrian and cycle zones should be considered for other school sites within the borough as part of a future programme of works at this point in time.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 As outlined in the report and listed below:
- 4.2 The experimental schemes appear to have been generally well received within their respective communities and most of the survey respondents felt that the schemes provide some overall benefits and that they should remain in place. In view of this, it is recommended that the three experimental schemes should be made permanent.
- 4.3 Notwithstanding the above, it is apparent that Gwent Police do not have adequate resources to provide the level of enforcement that the schemes require to be wholly effective, and consequently complaints and criticism have been directed towards the council when contraventions have been committed and no enforcement action has been taken. In view of this, it is recommended that no new/additional School Street schemes be implemented due to the additional pressure that this would put on Gwent Police's resources as well as the potential criticism that the council could endure from the lack of enforcement.

### **5. THE REPORT**

- 5.1 In June 2020 the Council received funding from Welsh Government's Local

Sustainable Transport Response Fund to implement experimental pedestrian and cycle zones (School Streets schemes) at the four primary schools listed below:

- Libanus Primary School in Blackwood
- Risca Primary School
- Twyn Primary School in Caerphilly
- Aberbargoed Primary School

- 5.2 The four schools were chosen as their locations were deemed feasible for the measures and the necessary signage and access requirements could be achieved at each of the sites. Given the operational changes due to the pandemic at Aberbargoed Primary School (introduction of staggered start/finish times), the Head Teacher and Governing Body came to a conclusion that the existing arrangements should remain in place and that the experimental scheme should not be introduced at this point in time.
- 5.3 Details of the school locations and lengths of road affected by the three schemes that were progressed are shown in the drawings in Appendix 1.
- 5.4 The pedestrian and cycle zone traffic regulation orders prohibit any motor vehicle (except School Zone Permit holders and Disabled Persons Badge Holders) from entering or proceeding along the identified streets.
- 5.5 As the School Streets traffic regulation orders were the first of their type to be employed by Caerphilly County Borough there were a number of unknowns e.g. how the schemes would be perceived by the public, what impact the measures would have on the surrounding streets, what level of enforcement they would require to be effective etc. In view of this, it was determined that the traffic regulation orders should be taken forward on an 'experimental' basis as this would enable their impact to be assessed before determining whether any permanent schemes should be implemented.
- 5.6 The experimental order process allows the schemes to remain in force for a maximum period of 18 months and any comments or objections received during the first six months must be fully considered by the Head of Infrastructure who can make amendments before deciding whether the order should be made permanent or revoked, using his delegated decision-making powers.
- 5.7 All residents and teachers were allocated permits allowing them an exemption to drive along the affected streets during the closure period. Blue badge holders were also exempt from the restrictions. Several businesses on Tredegar Street in Risca who use the car park in Wesley Place were also issued permits. Exemptions were also given to allow customers of the Vets near The Twyn School and the businesses/church hall on Libanus Road to access the pedestrian and cycle zones.
- 5.8 The lengths of road highlighted on the plans in Appendix 1 are closed to non-School Street zone permit holders during school term-time, Monday to Friday for approximately 1 hour at the start and end of the school day. The specific times of operation for each site were agreed with the Head Teachers, details of which are provided below for information.
- Libanus Road, Blackwood - 8.30 – 9.40am and 3.00 – 4.00pm
  - Graig View and Wesley Place, Risca - 8.15 – 9.15am and 2.45 – 3.30pm

- Southern Street (between its junctions with Van Road and East View), East View (between its junctions with Van Road and Lon-y-Twyn), Van Road rear lane between East View and Southern Street and Southern Street rear lane between even house numbers 2 to 14 - 8.35 – 9.10am and 2.45 – 3.30pm
- 5.9 To facilitate the pedestrian and cycle zones, it was also necessary to implement one-way traffic restrictions in Graig View/Wesley Place, Risca, and the lane to the rear of Van Rd, at The Twyn. The one-way traffic restrictions were also introduced on an experimental basis, but the restrictions apply at all times as opposed to specific times of the day.
- 5.10 The experimental orders came into effect on 1st September 2020 and all comments and objections received since their introduction have been considered within this report. The schemes also serve as a pilot study for future sites.
- 5.11 **Formal objections**
- 5.11.1 The experimental schemes have been in-situ for approximately 17 months and throughout this period the public have been given the opportunity to comment / object to the measures as part of the experimental traffic regulation order process.
- 5.11.2 Details of the objections/comments received, as well as officers' responses are provided in Appendices 2a – 2c. of this report.
- 5.11.3 It should be noted that a number of the objections were received prior to the schemes being implemented i.e. during the period between the proposals being advertised and the measures being introduced on the ground. However, in many cases no further correspondence has been received from the objectors since the schemes have been introduced.
- 5.11.4 A number of common themes appear in the objections, as listed below:
- The schemes inconvenience working parents and childminders.
  - The schemes have not received an adequate level of enforcement.
  - The one-way system in Risca would be more effective if its direction was reversed.
- 5.12 **Public surveys**
- 5.12.1 The experimental traffic Regulation orders have followed the legal consultation process as prescribed by the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996, and outlined in section 10 of this report.
- 5.12.2 In addition to the statutory consultation process outlined above, an open on-line survey was carried out with the public during the period 3<sup>rd</sup> - 19<sup>th</sup> November 2021 via questionnaires posted on the Council's website. The schools were also asked to post the surveys on their social media accounts to target parents, guardians and pupils. Letters were also sent to all residential and business properties within the affected streets to inform them about the on-line surveys and to direct them to the web page.
- 5.12.3 Details of the feedback/comments received from the surveys are provided in Appendix 3 and summarised below.
- 5.12.4 **Who responded?**

- 91 responses were received for Twyn School, of which 66% were from parents / grandparents / guardians.
- 18 responses were received for Libanus Primary School, of which 67 % were from school staff.
- 8 responses were received for Risca Primary School, of which 75% were from residents living within an affected street.

#### 5.12.5 **Perceived impact on the local environment**

- The majority of respondents consider that the schemes at Twyn School and Libanus Primary have had a positive effect on road safety, whereas the majority view for Risca Primary is that there has been no effect on road safety.
- The majority of respondents consider that the schemes at Twyn School and Libanus Primary have had a positive effect on traffic congestion, whereas the majority view for Risca Primary is that there has been no effect on traffic congestion.
- The majority of respondents consider that there has been a positive effect on air-quality at Twyn School and Libanus Primary, whereas the majority view for Risca Primary School is that there has been no change in the air quality.
- The majority of respondents consider that there has been a positive effect on the local environment at Twyn School and Libanus Primary, whereas the majority view for Risca Primary School is that there has been no change in the local environment.

#### 5.12.6 **Have the schemes succeeded in encouraging sustainable travel?**

- The majority of respondents consider that the schemes have encouraged more pupils to make their school journey by sustainable forms of transport (e.g. walk, scoot, cycle, public transport) at Twyn School and Libanus Primary, but not at Risca Primary.

#### 5.12.7 **Have people changed the way that they make the school journey?**

- Unfortunately, it is not possible to determine this from the responses received.

#### 5.12.8 **Enforcement**

- The majority of respondents consider that the schemes have not received an adequate level of enforcement for them to be effective.

#### 5.12.9 **Should the schemes be made permanent or removed?**

- The majority of respondents consider that the schemes should remain in place.

#### 5.13. **Should the one-way traffic restriction in Risca remain in place?**

- The majority of respondents consider that the one-way traffic restriction in Risca should remain in place even if the experimental pedestrian and cycle zone was removed. However in the feedback received from the formal consultation/Public Notice a number of residents requested that the direction of the one-way be changed.

#### 5.14 **Traffic Surveys**

5.14.1 As the School Street schemes were conceived during the early phase of the Covid-

19 pandemic when government-imposed restrictions were in place and traffic flows were very low, no pre-scheme traffic surveys were carried out. In view of this, it is not possible to accurately determine the level of impact that the schemes have had on traffic flows within the affected streets. However post-scheme traffic surveys were carried out during the period 26<sup>th</sup> September 2021 to 2<sup>nd</sup> October 2021, details of which are provided below.

- Libanus Road, Blackwood - 8.30 – 9.40am and 3.00 – 4.00pm
- Graig View and Wesley Place, Risca - 8.15 – 9.15am and 2.45 – 3.30pm
- Southern Street (between its junctions with Van Road and East View), East View (between its junctions with Van Road and Lon-y-Twyn), Van Road rear lane between East View and Southern Street and Southern Street rear lane between even house numbers 2 to 14 - 8.35 – 9.10am and 2.45 – 3.30pm

#### 5.14.2

##### Number of Vehicles Recorded

Libanus Primary	Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Libanus Rd	8.30-9.40am	61	76	74	100	50	12	3
	3.00-4.00pm	50	61	47	49	34	21	8

#### 5.14.3

##### Number of Vehicles Recorded

Risca Primary	Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Graig View	8.15-9.15am	25 (1)	31 (2)	28 (1)	36 (6)	43 (4)	2 (0)	2 (0)
	2.45-3.30pm	22 (3)	22 (2)	9 (0)	21 (0)	24 (1)	5 (1)	1 (0)
Wesley Place	8.15-9.15am	15 (6)	20 (3)	18 (5)	20 (9)	16 (4)	2 (2)	1 (1)
	2.45-3.30pm	11 (5)	12 (1)	10 (2)	14 (5)	20 (3)	2 (0)	0 (1)

Note: Bracketed figures - northbound (i.e against the one-way system) / unbracketed figures – southbound. Unfortunately, there appears to be some inconsistency with the Risca survey data which may be attributed to vehicles being parked on the detection equipment during the survey period.



5.14.4

**Number of Vehicles Recorded**

Twyn Primary	Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Southern Street	8.35-9.10am	21	22	21	40	31	1	2
	2.45-3.30pm	39	38	18	52	27	3	3
East View near Van Rd jct	8.35-9.10am	10	7	13	19	9	6	3
	2.45-3.30pm	20	21	17	21	17	3	3
Van Rd rear lane	8.35-9.10am	1	0	1	1	0	0	0
	2.45-3.30pm	0	1	0	0	0	0	0

5.14.5 From the available information is not possible to determine how many of the recorded vehicles were lawfully permitted to enter the zones/exempt from the restrictions (i.e. permit holders and blue badge holders). However, it is reasonable to assume that a significant number of contraventions are likely to have occurred due to the high number of vehicles recorded. The highest number of vehicles recorded within each of the zones during any closure period are provided below:

- Libanus Primary – 100 vehicles
- Risca Primary – 47 vehicles
- Twyn Primary – 73 vehicles

5.14.6 Anecdotal evidence obtained from site observations by officers confirms that a significant number of drivers are now contravening the restrictions when there are no police officers present.

**5.15 Enforcement**

5.15.1 The experimental pedestrian and cycle zone traffic regulation orders regulate the 'movement' of vehicles. It should be noted that these restrictions can only be enforced by Gwent Police as the Council does not have the legal powers to enforce moving traffic contraventions.

5.15.2 During the seventeen months that the experimental schemes have been in place the Council has received a significant number of complaints about the level of enforcement that they have received. Numerous requests have been made to the police to increase the level of enforcement; however this has been very limited to date.

5.15.3 Four joint enforcement operations have been carried out involving the Council's Civil Enforcement Officers (CEOs) and Gwent Police's Neighbourhood Policing Teams. During these operations the Council's CEOs addressed the parking contraventions

outside the schools and the police carried out enforcement of the pedestrian and cycle zones. Two operations have been held at Twyn Primary School and two operations at Libanus Primary School. Council officers have been unable to arrange any enforcement operations with the police at Risca Primary School to date.

5.15.4 Following the implementation of the schemes the following response was received from Gwent Police in relation to Twyn Primary School on 10<sup>th</sup> November 2021.

*'In theory the measures are a great idea, you would like to think with it aimed at the safety of children it would be adhered to. Unfortunately in practice it is not. Over the past year I have had a number of conversations with Councillors, teachers, parents and CCBC CEO's regarding the new signage and restrictions. It was identified early on that parents/guardians were not abiding by the new restrictions. School drop off / pick up times were monitored to establish the volume of vehicles contravening the order. After several visits during these periods it was calculated around 40-50 vehicles contravened the signs during the stated times. Due to this letters and emails were sent out to parents / guardians via The Twyn School highlighting the problem. Parents and guardians were informed that if vehicles continue to contravene the order that Police would attend and begin to issue fixed penalty notices. Feedback from Councillors and Parents confirmed that no improvements had been made off the back of the email warnings.*

*An operation was run by Bedwas Neighbourhood Policing Team during an afternoon collection period. This required x4 Police Constables (2 from Neighbourhood Team and 2 from another department) and x 4 Police Community Support Officers. These Officers were also supported by x 4 Civil Enforcement Officers. Out of the 12 Officers in attendance the only Officers with the power to stop and issue tickets for vehicles contravening the signs were the 4 PC's. The other officers on site were there to identify vehicles that had passed through the signs and travelled down Southern Street and East View.*

*In total I believe 25 fixed penalty notices were issued to vehicles contravening the signs. Due to the layout of the road and the time scale required to fill out a ticket and speak with the driver this caused a large 10-15 car traffic jam on each road. Considering the purpose of the order is to prevent vehicles being on the road this operation and enforcement had the opposite effect. This enforcement meant the road was more dangerous for children, parents and guardians leaving the school and resulted in a bigger volume of traffic being in the area.*

*The location of the school is also very difficult to promote safe parking and walking routes. All streets adjacent to the school are either permit holders only or limited waiting. The streets are small and narrow terrace rows with already limited parking. Forcing vehicles out onto these roads will only displace the problem and not resolve it. There is a CCBC car park approximately 150 yards from the school but this is not big enough to accommodate the volume of cars attending the school.*

*The signs that have been put in place can only be enforced by a Police Constable and NOT a Community Support Officer or Civil Enforcement Officer. Due to demands on our Neighbourhood PC's a sustained and regular presence at the school is not possible. I believe there are 21 schools in the Caerphilly south area that all report parking issues. It is not feasible for Officers of any type to show a regular presence constantly at this amount of schools. To run this operation to the success we did it required x2 PC 's from our response team and 2 PCSO's to change their shifts. These changes then place a demand on their respective teams and additional workloads.*

*The feedback from the operation was very positive with Councillors and parents asking when the next one would be held. Unfortunately, this is something that cannot be done on a regular basis.'*

5.15.5 The following response was received from Gwent Police in relation to Libanus Primary School on 26<sup>th</sup> November 2021.

*'We've been involved in some of the enforcement over the last few months and in my view, the scheme is very much worthwhile. I think the sustainability of enforcement needs to be considered however.'*

5.15.6 The following response was received from Gwent Police in relation to Risca Primary School on 26<sup>th</sup> November 2021.

*'I haven't had any direct involvement with this but the scheme from what I can gather has been very positive and well received.'*

## **5.16 Conclusion**

5.16.1 The experimental schemes appear to have been generally well received within their respective communities and most of the survey respondents felt that the schemes provide some overall benefits and that they should remain in place. In view of this, it is recommended that the three experimental schemes should be made permanent.

5.16.2 Notwithstanding the above, it is apparent that Gwent Police do not have adequate resources to provide the level of enforcement that the schemes require to be wholly effective, and consequently some complaints and criticism have been directed towards the council when contraventions have been committed and no enforcement action has been taken.

5.16.3 It is recommended that no new/additional School Street schemes be implemented due to the additional pressure that this would put on Gwent Police's resources as well as the potential criticism that the council could endure from the lack of enforcement.

## **6. ASSUMPTIONS**

6.1 The conclusions are based on the assumption that Gwent Police are unlikely to receive additional resources/enforcement capability for the foreseeable future.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 The schemes have been implemented using an experimental traffic regulation order, to enable their impact/effectiveness to be monitored before any permanent scheme is taken forward. The experimental order process allows the schemes to remain in force for a maximum period of 18 months and any comments or objections received during the first six months must be fully considered by the Head of Infrastructure who can make amendments before deciding whether the order should be made permanent or revoked, using his delegated decision-making powers.

7.2 Extensive consultation has taken place throughout the experimental period, from which it has been determined that the schemes have been generally well received

within their respective communities and that most of the survey respondents felt that the schemes provide some overall benefits.

7.3 As the School Street schemes were conceived during the early phase of the Covid-19 pandemic when government-imposed restrictions were in place and traffic flows were very low, no pre-scheme traffic surveys were carried out. In view of this, it is not possible to accurately determine the level of impact that the schemes have had on traffic flows within the affected streets.

7.4 On-going monitoring via traffic surveys and joint enforcement exercises with Gwent Police will help us to understand the long-term effectiveness of the schemes.

[Link to full Integrated Impact Assessment](#)

## **8. FINANCIAL IMPLICATIONS**

8.1 The Legal cost for making the experimental traffic regulation orders permanent would be approximately £1500 and would be met from the WG's Active Travel grant funding. No additional works (traffic signs and road markings) or associated costs would be required for Libanus Primary and Risca Primary, however Twyn Primary would require illumination of the one-way signage within the rear lane (as it is located within a 30mph speed limit) at an estimated cost of £5000, to be funded from the same WG grant.

8.2 The cost for removing the experimental schemes and associated traffic signs would be approximately £5000.

## **9. PERSONNEL IMPLICATIONS**

9.1 There are no personnel implications.

## **10. CONSULTATIONS**

10.1 Experimental Traffic Regulation Orders must follow the legal procedure which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. This procedure was followed during consultation on the experimental pedestrian and cycle zone as outlined below:

- 30<sup>th</sup> June 2020 - Initial consultation with local members for Blackwood, St Martins, and Risca West wards and the then Cabinet Member/Deputy Leader for Economy, Infrastructure, Sustainability & Well Being of Future Generations (Cllr Sean Morgan) and Gwent Police. No objections were received.
- 7<sup>th</sup> July 2020 - Statutory consultation with emergency services and statutory bodies, Community and Town Councils, and the affected schools. No objections were received.
- The following response was received from Cllr Stephen Kent on 15<sup>th</sup> October 2020

*I am concerned about how this experimental closure seems to have no avenue of follow up enforcement. My understanding is that Southern Street and East View*

*Terrace are closed to all vehicles at specific times (residents of Southern Street, East View Terrace and North View terrace being exempt by virtue of permits issued). I was told by our CEO patrol who were there for the first month, that Blue Badge holders were also exempt. I have suspicions that people are using Blue badges that are not registered to themselves to bypass this TRO. I was also given a letter this morning from a resident of Van Rd who received a letter with permit exempting them from the Closure notice. Why have people who would not be directly affected by this Order be issued permits? This is a mistake on the part of the Highways Dept. and should be remedied as quickly as possible by letter, rescinding the letter issued to Van Rd res. on 11th August this year. When parents and staff at the school first knew of the proposal it was met with a resounding 'Finally, somethings being done!'. After witnessing the blatant disregard by a number of parents and carers, it is evident that this Order was put in place quickly (using Covid-19 social distancing rules and using funds issued by WG for this purpose, as the reason behind implementation). It is now evident to all parents and directly affected residents that it is not fit for purpose in its current form. As an Experimental order it is subject to changes made within the timeframe (18 months) if it is seen to be ineffectual in its outcomes. This is seen on a daily basis, as on Tuesday, myself and another parent and our kiddies were walking on the road, having a Land Rover driving slowly behind us, trying to intimidate us into moving off the road onto an already busy pavement. This also happened on East View Terrace to another parent whose son was in a wheelchair after fracturing his femur. This is not acceptable behaviour. I have sent a letter (attached Doc 2) to all parents this week and it will be sent three times, then there is no way anyone can say they didn't know. I think clarification is needed on exempt vehicles accessing Southern Street especially, that they may be exempt from prohibitive measures stopping other vehicles entering the street, but once having entered and parked, that they are not allowed to move their vehicles until 3.30pm when the road is legally open to all traffic (this is my understanding of Road Traffic Act 1984 s.11, breach of experimental traffic order. I might be wrong but logically it seems correct). I have had contact with Gwent Police and informed them that many drivers are in contravention of the Road Traffic Act daily and that enforcement needs to be applied. I was told that resources are not there for an operation and something might possibly be done in several weeks at the earliest. I don't want people to think that CCBC only did this as a tick box exercise. The belief in the School yard now is that this is what has happened. I look forward to any suggestions in how we can move forward with these highly contentious issues.*

- 14<sup>th</sup> August 2020 - The affected schools were provided with full details of the scheme to be sent out on their social media platforms.
- 25<sup>th</sup> August 2020 - Public advertisement given advising that the scheme would come into force on 2nd September 2020. The proposed Order was publicly advertised in the local press, notices were posted on the street and made available online. Affected properties were also sent a letter and a plan of the proposals, and information relating to how to object or obtain further information.
- The following response was received from Risca Town Council, via Councillor Ross Whiting, on 12th November 2020.

*'The one-way system may be better in the opposite direction, as currently in the morning I am told that traffic is accumulating on the main road (Tredegar Street) as a result of the one-way system. In addition, I am told that there are signs that some additional traffic is being directed onto Gwendoline Road which was a concern raised prior to the experimental order coming into place. I wonder whether these items of*

*feedback from the Town Council could be looked into and noted for when the experimental order is assessed in the future.'*

- The following response was received from the clerk of Risca Town Council on 10<sup>th</sup> December 2020.

*'My Town Council last Monday evening had no adverse comments to make on the TRO for the streets either side of Risca Primary School. Cllrs are aware that the School Governors had nothing adverse either and added that only a couple of residents had complained to them. One query was raised. '... will CCBC be consulting the affected residents?'*

- 10<sup>th</sup> November 2021 - The views of the Chief Constable of Gwent Police, local members for Blackwood, St Martins, and Risca West wards and the Cabinet Member/Deputy Leader for Infrastructure and Property (Cllr James Pritchard), and the three affected schools were sought by email. Details of the comments received from Gwent Police are provided in paragraphs 5.15.4 - 5.15.6. Details of the comments received from the councillors are provided below: (No comments or responses were received from any other local councillors consulted)

*Councillor Kevin Etheridge – 'Have we had positive/negative feedback from the schools, police, and Community Safety please? (I have copied them in for Blackwood) Libanus School, police, Community Safety Wardens and parents.'*

*Councillor Nigel Dix – 'I believe that the scheme has been successful ensuring that local residents have seen a reduction in parking, cleaner air, safer street for school children due to less traffic, less congestion and air pollution. We need however to ensure that parents etc. have designated parking area available.'*

*Councillor James Pritchard – 'I assume that the Head Teachers have seen the email as well? I'd like to encourage a good response to this.'*

- 26<sup>th</sup> November 2021 - The views of Statutory Consultees including the, South Wales Fire and Rescue Service, Welsh Ambulance Services NHS Trust, the Road Haulage Association, Freight Transport Association and Town Councils were sought by email.
- 9<sup>th</sup> December 2021 – Summary of comments received from Public Notice and open online questionnaire sent to local members for Blackwood, St Martins, and Risca West wards and the Cabinet Member/Deputy Leader for Infrastructure and Property (Cllr James Pritchard) and view sought. Details of the comments received from the councillors are provided below

*Councillor Nigel Dix – 'I believe the scheme has been a success, the road is a lot safer, less toxic fumes and residents. Can access park and exit their street safely. Previous it took at least three quarters of an hour for all the vehicles to exit the street, resulting a substantial increase in toxic fumes, as the street exits on to busy junction. The scheme made the environment safer for all, as children were in danger of being knocked over. I would ask that free parking is provided for parents who use vehicles to take their children to school, before and after school, this could be accommodated in nearby CCBC car parks.'*

*Councillor Kevin Etheridge – 'Could we not:*

1. Ask the Headteacher/ Chair of Governors to speak at Scrutiny Committee

2. *Also the Community Safety Wardens and Police how many times they have visited the schools please*
3. *Perhaps a meeting at the respective schools with the governors or Heads*
4. *Reference to an online survey – how many were returned please for each school*
5. *Delegated powers – disagree with this Dean'*

## **11. STATUTORY POWER**

- 11.1 The Road Traffic Regulation Act 1984 affords Highway Authorities the necessary powers to implement pedestrian and cycle zones on the public highway. The powers for determining traffic regulation orders have been delegated to officers.

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Robert Tranter, Head of Legal Services and Monitoring Officer  
Stephen Harris, Head of Financial Services & S151 Officer  
Sue Richards, Head of Education Planning and Strategy  
Marcus Lloyd, Head of Infrastructure  
Clive Campbell, Transportation Engineering Manager  
Councillor Tudor Davies, Chair of Environment & Sustainability Scrutiny  
Councillor Adrian Hussey, Vice Chair of Environment & Sustainability Scrutiny  
Councillor Kevin Etheridge, ward Member for Blackwood  
Councillor Andrew Farina-Childs, ward Member for Blackwood  
Councillor Nigel Dix, ward Member for Blackwood  
Councillor James Fussell, ward Member for St. Martins  
Councillor Colin Elsbury, ward Member for St. Martins  
Councillor Stephen Kent, ward Member for St. Martins  
Councillor Ross Whiting, Cabinet Member for Learning and Leisure and ward Member for Risca West  
Councillor Bob Owen, ward Member for Risca West

Background Papers: None

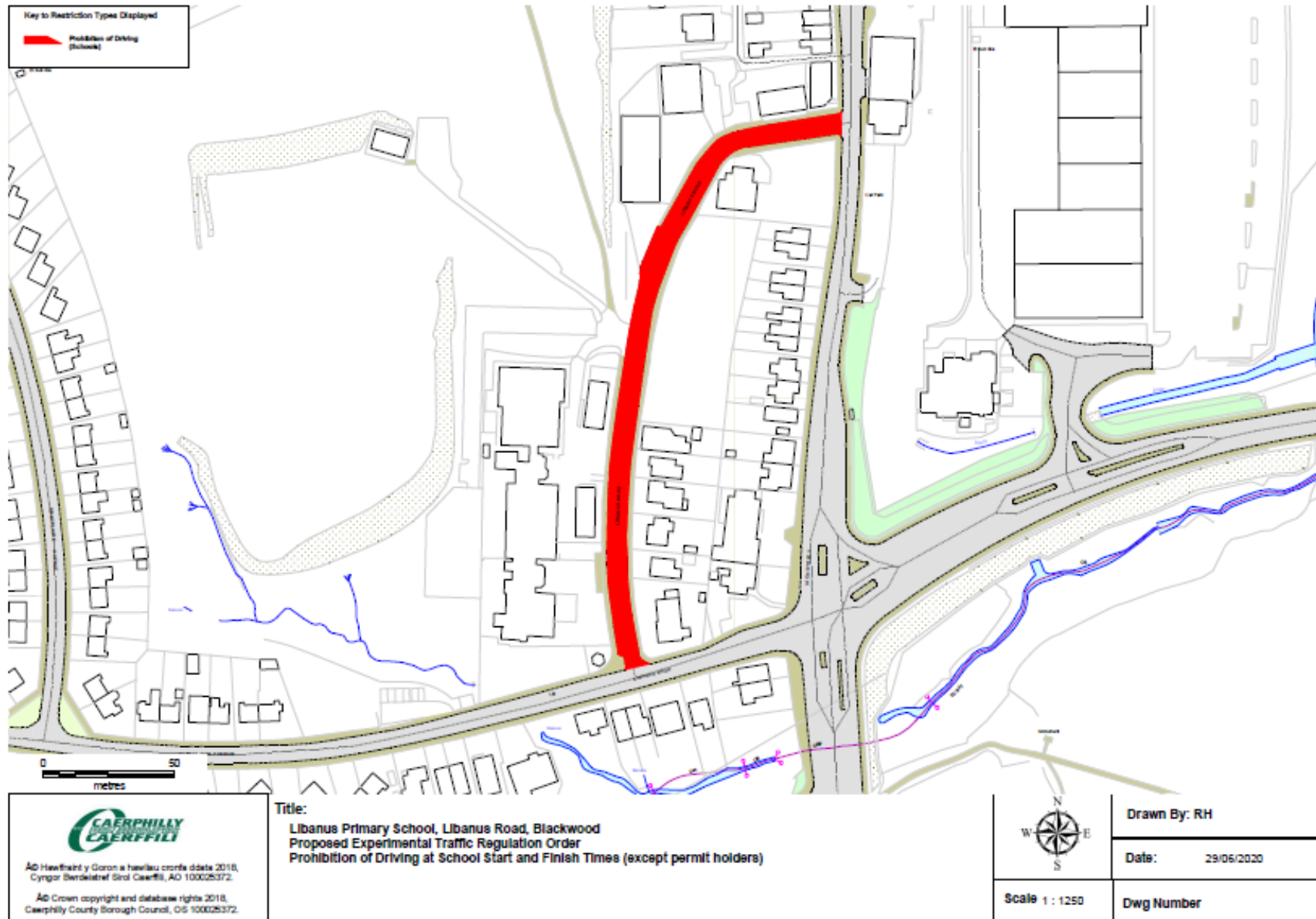
Appendices:

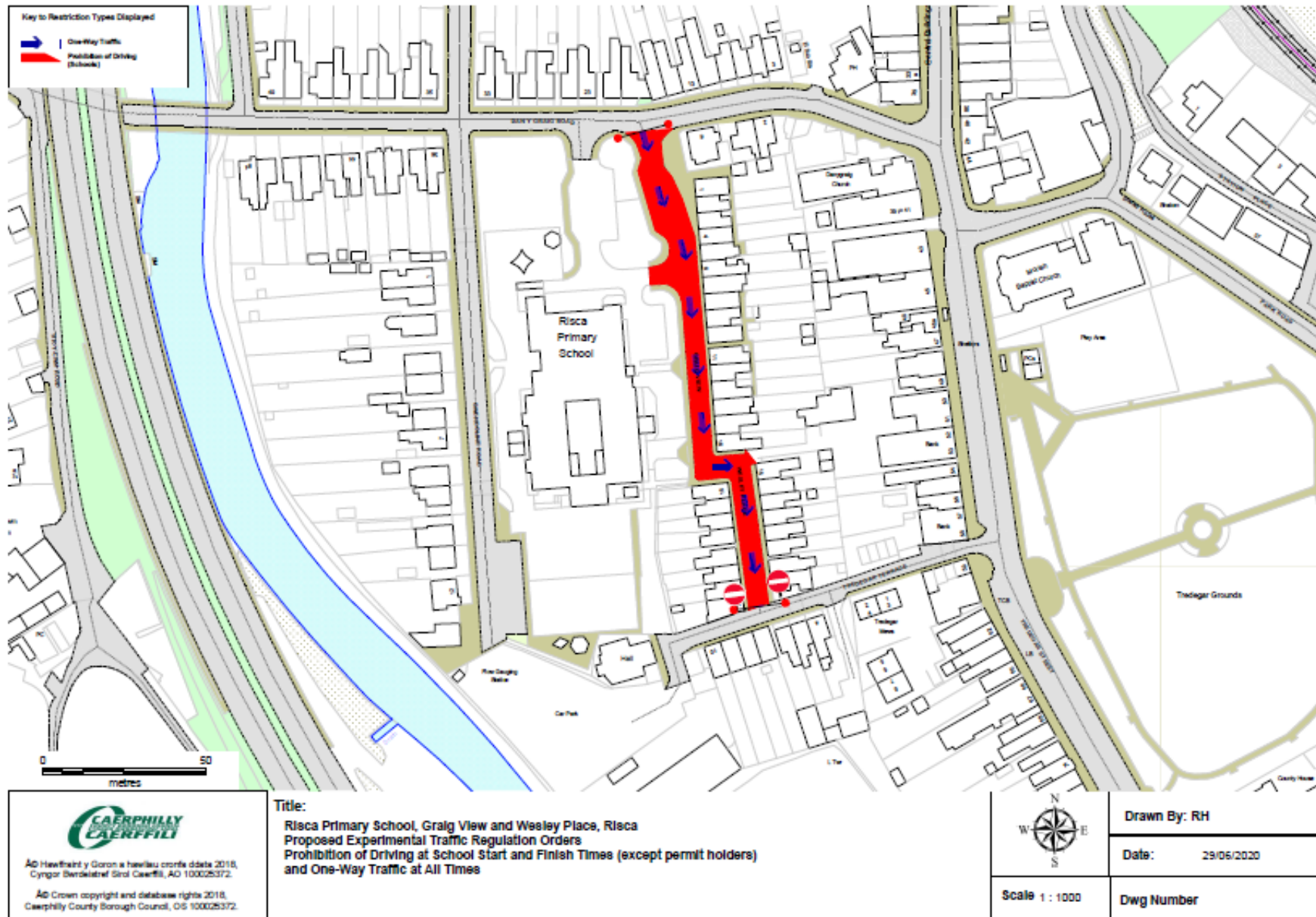
Appendix 1	Pedestrian and cycle zone scheme locations
Appendix 2a-2c	Summary of comments / objections received
Appendix 3	Summary of feedback received from public surveys

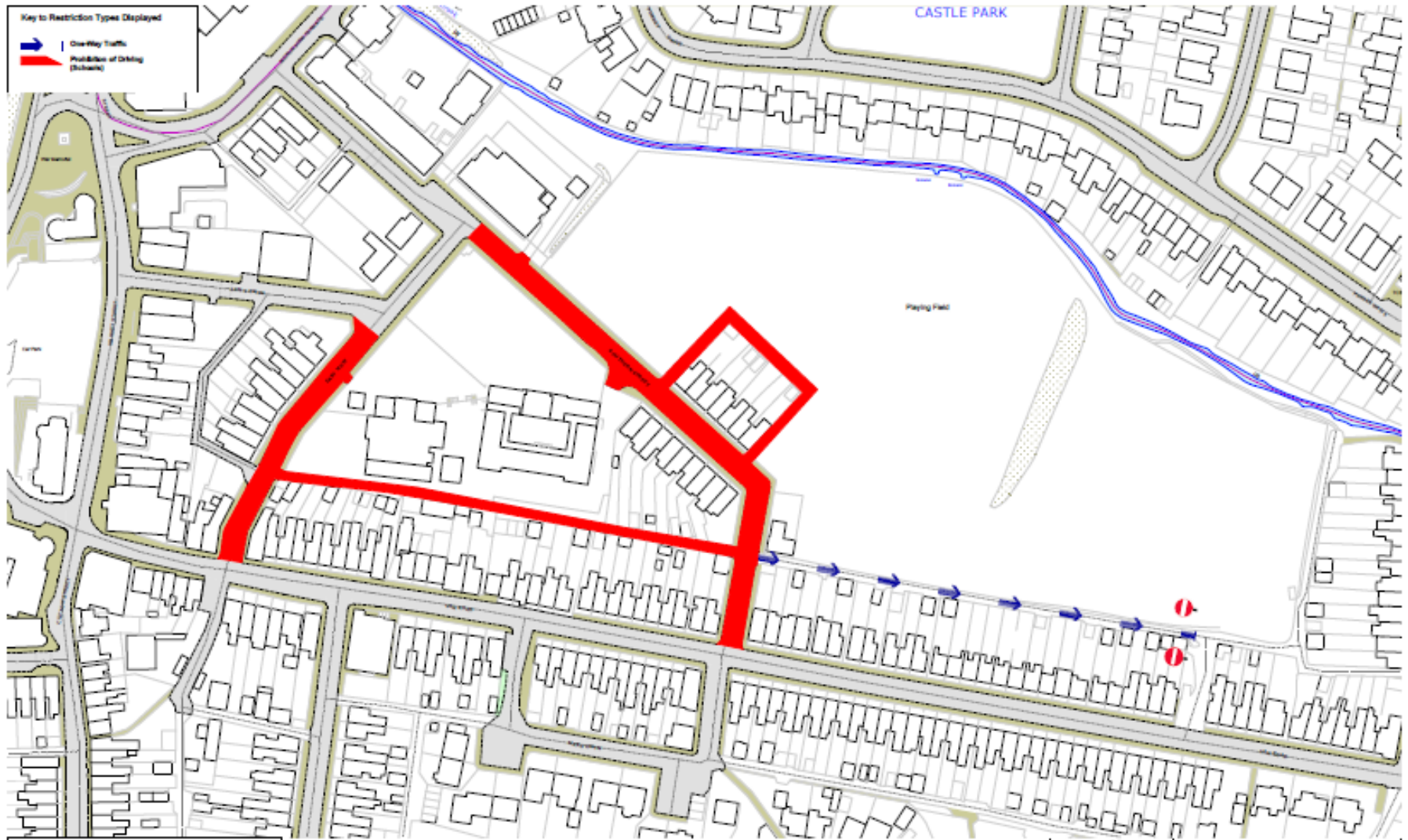
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# APPENDIX 1 – PEDESTRIAN AND CYCLE ZONE SCHEME LOCATIONS








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Cyngor Bwrdeistref Srol Caerphilly, AD 100025372.

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**Title:**  
Southern Street and East View, Caerphilly  
Proposed Experimental Traffic Regulation Orders 2020  
Prohibition of Driving at School Start and Finish Times (except permit holders) and  
One-Way Traffic at All Times



**Scale** 1 : 1250

<b>Drawn By:</b> RH
<b>Date:</b> 07/07/2020
<b>Dwg Number</b>

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**Appendix 2a: Summary and consideration of objections/comments received to the advertised proposals**

**Libanus Primary School**

Objections/Comments	Response/Recommendation
<ul style="list-style-type: none"> <li>• The restrictions that you are putting in place for Libanus primary school is excellent and I can't thank you enough. This will hopefully put an end to parents parking in dangerous positions at pick up and drop off times. As a parent of two pupils that attend the school I am fully supportive of this initiative. (Comments received before scheme implemented)</li>   <li>• As a busy, working mum with 3 children spread over 2 schools, sometimes it is possible for me to walk, but frequently have to take my car. Appreciated if I was a stay at home mother, who didn't work, walking would be easier, but the juggling of taking my kids to school and rushing directly to work is stressful enough, without having to take extra time and worry if where I am going to be able to park, with the potential of making me late for work. I am sure there are many other parents in the same position as myself. Secondly, the other reason why I drive is the fact my oldest son goes to Blackwood comprehensive school, which is 2 miles from my house, as I live by the Old Pontllanfraith comprehensive school, which you choose to close 4 years ago. I then have to juggle taking my other 2 children to Libanus school, which would be made more awkward by coming home, then walking, and actually makes no difference to the amount of fuel I would use, whether I walked or not. Again, there are many parents in this situation. Thirdly I feel this will probably make no difference to the amount of people who drive, it will just make the surrounding streets more congested with parking, as people will park there instead. (Comments received before scheme implemented)</li>   <li>• This has upset a lot of parents who work full time including myself, how is this going to work, this is going to be manic and children's lives are going to be put at risk even more. Ridiculous idea. A parent has</li> </ul>	<p>These comments are welcomed.</p> <p>The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school. It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.</p> <p>The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school. It is acknowledged that the new traffic restrictions have a varying impact on</p>

set up a petition ready. (Comments received before scheme implemented)

This has caused a lot of problems with regards to us working parents who literally drop our children off and leave the area , also where do you expect us all to park our cars when we don't live near the school. Could you please tell me where you expect parents to park when dropping their child off as the car park on top of Libanus road is always packed with valley taxis cars, the car park on main road opposite the church is for permit holders only . Home Bargains car park yesterday was horrendous due to the high volume of cars in and out trying to park.

Once again doing drop off and the amount of cars here at Libanus primary school is a joke , none of the cars have permits on show in their cars and yesterday afternoon was absolutely shocking the amount of parents sat in their cars waiting for children to come out while it was raining heavy, how are these cars getting away with parking here when it's not supposed to be in use unless you are a resident.

Once again drop off this morning was absolutely shocking the amount of cars dropping off , then as coming down from staff car park after dropping my child off to yr3/4 I witness someone in a 4x4 truck mount the kerb in which a grandfather had to drag his child from being hit by this car, police was there Monday am and nothing since so what is the point in this being put in place . If it's not going to be consistent open it back up so everyone can use it.

parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

The Council has not received a petition to date.

Blackwood Gateway car park is privately owned. However there are a number of Council owned car parks in the town centre which are currently free.

Our Civil Enforcement Officers (CEOs) visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

- |  |   |
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| <ul style="list-style-type: none"> <li>• We are a local day nursery who offer a wraparound/after school club service to children within the borough, we have many children who attend Libanus Primary, we do drops in the morning, nursery midday Drops/collections and after school collections. We very often have a full vehicle with 4 children to transport and sometimes we transport children with disabilities also, We are going to find it extremely difficult transporting children now that the road is closed to the public as well as the staggered drop/collect times due to covid, this will mean waiting with children for sometimes 30 mins or more between drop/collection times which I feel could put extra risk on the safety of the children when having to wait on the side of the road for these prolonged periods.<br/>I have spoken to the school and asked if we could come to an arrangement where all children within my group could be dropped/collected at the same time however due to the bubbles/track and trace this cannot be done, they advised me to contact yourselves and ask if we could be issued permits to use while carrying out school transport which would allow us to park close to school and potentially wait in the vehicle in between the staggered start times.</li> <li>• My child currently goes to Libanus Primary school and has a health condition which makes it increasingly painful to walk from the car park up to the school. We don't have a blue badge as I've been advised that my child probably wouldn't qualify for one so I am asking if there is any other way we could get permission to drive to the school so my child can be dropped off outside? Would a doctor's letter be any good?</li> <li>• Parent not adhering to the new parking regime. Lady is disabled with Blue badge but not able to access the school to collect her children due to other parents who are not entitled to park in this area continually parking and causing chaos during start and end of school day.</li> </ul> | <p>It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.</p> <p>The pupil would only be eligible if he is a blue badge holder.</p> <p>Our Civil Enforcement Officers (CEOs) visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of</p> |
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- Response from Libanus Primary School - We are having problems again with parents and other vehicles parking irresponsibly in our street, our waste collection vehicles (Biffa) couldn't get down the street at 2.50pm, so we had a failed collection. If we had a fire I don't know how they would get a fire engine down to the school or houses??

Is there any chance you can help put some enforcement officers here again for a while? This will only get worse when the rest of the school return from the 15<sup>th</sup> of March.

- Response from Libanus Primary School - I am after your help as we are having a lot of traffic issues here at Libanus at the moment and I'm afraid it is getting very dangerous for the pupils. It is worse at the beginning and end of the school day as you would expect. I have also received a number of complaints from residents and other parents.

Could we ask that your enforcement officers attend site again this week please, or confirm when this could take place as a matter of urgency? The parents know it should be permit holders only but they are not listening, despite us sending messages out and I think they need your presence to remind them again.

the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

Our CEOs visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

As above.



All this is made worse by the fact we have about three company vehicles that park in Libanus Road daily. They are vehicle removal/retrieval trucks so a fair size but on top of that they then park the recovered cars on Libanus road too, they can be there for days. This is from a business belonging to Mr Minoli, I don't know if anything can be done about that? He is using this street as his work yard daily! In an already congested one way street this is not helping the matter for us or the residents.

- Response from Libanus Primary School – I continue to be disappointed with the support we have received on Libanus Road with our road restrictions. There haven't been law enforcement officers here for months and parents are not taking any notice of the signs.

- It was nice to actually see wardens at Libanus Primary yesterday, but they are stating they can't fine people? Why? Is it down to the Police? If so, why haven't they been up here? This is currently a massive issue.

- The traffic wardens were monitoring the road at Libanus Primary school due to the new restrictions of traffic not being allowed to drive through there at certain times. We haven't seen the wardens for almost 2 weeks and the traffic has gone back to being ridiculous going back through there. I have a blue badge, so am allowed access to the street at the restricted times, but I can't even park there now due to the amount of cars ignoring the rules. I know they cannot be

This matter has been brought to the attention of the Trading Standards Department.

Our CEOs visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

As above.

As above

there every day, but I do believe it would be beneficial for them to be at the end of the street as they would be fining many people who have been parked there before the time restrictions, who aren't entitled to be on the street. I do apologise for sounding like a complete busy body, but my health has deteriorated so much recently, it's starting to really grate on my nerves when I'm having to struggle because other parents who are very able bodied, are just too lazy to walk.

- Complaint about 1 the road speeds ,2 the lack of safe crossing, 3 the lack of parking, 4 the crossing of one of the busiest crossroads by 3-year olds where cars routinely travel at high speed through red lights and the 4 residents and businesses erratically manoeuvring within the street full of children on foot are serious dangers.

I suggested that the council send out a questionnaire to the parents asking how the scheme is working this is called monitoring which is what is required and would go a long way to assuage the ombudsman as the parents should have been consulted before this TRO was implemented. The TRO should have had agreement from local authority, school and parents to go ahead. The school doesn't like it and the parents are fully against it 1 out of 3 isn't good.

Libanus Road is already subject to a 20mph speed limit, which is the lowest speed limit that can be introduced on the public highway. There are established School Crossing Patrol sites on the main approach roads to the school. There are a number of Council car parks in the town centre/near the school which are currently free. Enforcement of vehicle speed and dangerous/inappropriate driving are matters which can only be dealt with by the Police.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give one weeks notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is

- The parents should be involved not just as casualties of it. "Encouraging walking and cycling to school, for example through the introduction of more 'school streets'. Pioneered in London, these are areas around schools where motor traffic is restricted at pick-up and drop-off times, during term-time. They can be effective in encouraging more walking and cycling, particularly where good facilities exist on routes to the school and where the parents, children and school are involved as part of the scheme development." "Experimental: these are used to trial schemes that may then be made permanent. Authorities may put in place monitoring arrangements and carry out ongoing consultation once the measure is built. Although the initial implementation period can be quick, the need for extra monitoring and consultation afterwards makes them a more onerous process overall."

There has been no compliance with any of the advice, pedestrianisation hasn't taken place, cycle lanes have not been introduced, speed limits haven't been lowered, they have gone out of their way to block monitoring, the street is full of untaxed or insured or mot 'd cars which seem to be part of a car recovery service which is in full swing at school times this is illegal and dangerous. This TRO scheme is illegal and should be withdrawn. The council I believe have introduced it to get their hands on government covid money as they haven't made any attempt to live up to the vision of the advice.

I notice the school was consulted on 7/7/20 about the scheme. At this time the school was closed? The parents were not consulted? The council should have consulted the parents through the school if necessary, it's the council's responsibility to consult not the schools, they are not covered by the road traffic management act 2004. The council only asked the school to tell the parents and children 2 days

actually happening rather than any preconceived ideas that they may have had.

An open online survey was posted, in order to receive the views of the community, the results of which can be found in the report.

The comments are noted.

Libanus Road is already subject to a 20mph speed limit, which is the lowest speed limit that can be introduced on the public highway. The scheme was intended to create a route with minimal traffic to provide a safer environment for pedestrians and cyclists and allow improved social distancing to take place outside the school. It was not intended to create a cycle track at this location. The 'cycle zone' element of the signage simply informs cyclists they are able to utilise the road during the restricted times. The TRO is not illegal and Welsh Government supported the schemes. The DVLA are responsible for dealing with untaxed vehicles – not the Council.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

before they introduced the scheme which left the parents unable to consult or complain. The parents wouldn't have seen the lamppost signs as they obviously do not live there.

The relevant legal text is the statutory road management act 2004 amended in April 2020. The council would be aware of this as their highways dept would have been given direction the money they obtained from the government was dependant on this.

Libanus is not 20mph the surrounding roads should be 20mph as well. The guidance and advice for what the council are trying to achieve does not come entirely from the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 but has been augmented by the government's advice on Covid the schemes around schools have money specifically given to councils and must follow the guidance, which Caerphilly have not.

<https://www.gov.uk/government/publications/reallocating-road-space-in-response-to-covid-19-statutory-guidance-for-local-authorities/traffic-management-act-2004-network-management-in-response-to-covid-19>  
<https://www.gov.uk/government/news/175-million-more-for-cycling-and-walking-as-research-shows-public-support>

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give one weeks notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had.

Traffic regulation orders are implemented using powers under the Road Traffic Regulation Act 1984 following the procedural guidance set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

In May 2019 the Welsh Government announced plans to introduce a default 20mph speed limit in residential areas, and they have since committed to have this in place in May 2023. Consequently, it is anticipated that the speed limit on the surrounding roads will be reduced to 20mph as part of this initiative, subject to them meeting the Welsh Government guidelines which are yet to be finalised.

Following confirmation of the funding the Council received from Welsh Government to implement measures in response to the Covid pandemic, the Council followed the correct procedures to enable swift implementation as required within the funding terms. The weblinks provided are from the Department for Transport and apply to England only.

If this has not been followed then the scheme is indeed unlawful. Residents do not get an opt out from the times of road closure they have to work around them ; it is not possible to pedestrianize a road and allow people to drive on them in this time. If this is truly impossible the scheme cannot proceed and there is scant evidence of any cycle paths introduced. There is what can only be described as a joke one at the junction which is an isolated box of 2m wide and 4 m in length this does not fit the legal description of a cycle path.

The scheme was intended to create a route with minimal traffic to provide a safer environment for pedestrians and cyclists and allow improved social distancing to take place outside the school. It was not intended to create a cycle track at this location. The 'cycle zone' element of the signage simply informs cyclists that they are able to utilise the road during the restricted times. The yellow box marking at the Libanus Road/B4254 junction has been in place for many years and is a standard road marking used to prevent vehicles queuing from the traffic signals from obstructing the egress of vehicles from the junction.

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**Appendix 2b:** Summary and consideration of objections/comments received to the advertised proposals

**The Twyn Primary School**

Comments/Objections	Response/Recommendation
<ul style="list-style-type: none"> <li>• Resident thinks this is a wonderful idea. Anticipates initial complaints from parents, but especially since working from home has witnessed some appalling displays of driving and parking in the area. This would undoubtedly improve safety for children at the school. The street does not have the capacity for the number of cars which try to drop off and pick up from the school. As a result, you would see parents starting to turn up from 2pm onwards to ensure they could park.  Query whether it would be acceptable to have a visitor access permit? (Comments received before scheme implemented)</li> <li>• Resident queries what risk assessments have been completed to allow traffic flow through the back lanes of houses? Appreciates the access being stopped at certain times, but considers it totally irresponsible for the council to allow traffic through an area in which residents all have gates/garages leading onto the lane. Extremely worried about the pollution, as house suffers enough when the street is busy and the cars and school buses do not turn their engines off whilst waiting. (Comments received before scheme implemented)</li> <li>• Business admires the goals we are working towards but is really concerned at how this new proposal will affect them and the ability for clients to use their car park on East View. (Comment received before scheme implemented)</li> <li>• Objection to one-way traffic scheme in lane, entrance Southern Street Hill, direction towards Goodrich Avenue:</li> </ul>	<p>These comments are welcomed.</p> <p>Unfortunately visitors cannot be accommodated as part of the scheme and they would need to arrive outside of school times.</p> <p>Traffic is already permitted to travel along the rear lanes and the proposals should decrease traffic along them.</p> <p>There is an exemption within the Traffic Regulation Order to allow customers to access the car park to the rear of the premises. Business requested to advise customers of this exemption when they make an appointment as the exemption will not be conveyed on the traffic signs. We have not received any concerns from the business since the scheme was implemented.</p>

Struggling to see benefits of implementing a one-way traffic scheme in a lane primarily used to access garages and gardens, not a thoroughfare.

Often it is blocked by vehicles used to carry out work in residents' back gardens. So access is required in both directions.

Also the lane is neglected, and every summer heavily over grown, at the moment vegetation almost reaches the middle of the lane in one part.

Lane is sometimes blocked by dumped rubbish. In the winter you can also see all the rubbish thrown over the fence, where the fence has come down.

During the winter, the end of the lane where no entry signs are to be placed is a wet area. Here you need to make a right turn while traveling up a steep hill and cannot always do so if the road surface has frozen on a cold night.

The Southern Street hill is only ever gritted/salted if someone reports ice or snow, and then maybe the next day. Resident has cleared snow from that hill many times in the morning. It's the access to the school so should be done when the main roads are gritted, more often it's not, so the lane will be very low priority.

If the lane was in good condition and maintained resident believes the one-way system was a fair idea. But the lane is not used as a thoroughfare, not even to by-pass traffic during the rush hour, which you see happening in the lane along Goodrich Street.

During the closure periods vehicles will not be able to enter or exit the lane at Southern Street which still might make it more attractive to pedestrians, if that is the purpose.

Resident thinks that the rest of the scheme is a good idea and should help with the air quality near the school, since people will not be parked up with their car engines running.

This is to deter parents from attempting to access Southern Street from the rear lane and to prevent vehicles exiting the lane onto Southern Street then driving past the school.

This lane is public highway so should not be obstructed. If this occurs the Police should be called.

Arrangements were made for the vegetation to be cleared.

Any instances should be reported to Refuse Department when it occurs.

This has been referred to the Highway Maintenance Team.

This has been referred to the Highway Maintenance Team.

The one-way system was implemented to complement the operation of the pedestrian and cycle zone and not to address an existing problem with rat-running.

Vehicles will still be able to be driven northwards along the lane to gain access to and from the garages. All residents requiring access to the rear of the properties were given permits to allow them to enter Southern Street during the closure period.

It is pleasing to hear that the resident welcomes the proposals.



One parent regularly arrived about an hour before end of school and never switched the engine off, even in good weather. School buses that arrive early often keep their engines idling. (Comments received before scheme implemented)

- We provide a wraparound service for a number of local schools within the Caerphilly area and would like consideration as to if it would be possible for the Nursery to be allowed a permit, I understand why these measures have been put in place, on a safety point of view our transport staff are collecting up to 5 children at any one time making walking a distance to the nursery vehicle a health and safety issue for all concerned. (Comments received before scheme implemented)
- Objection raised by parent with a number of queries:

#### 1. Consultation process

What was the consultation process for these changes? For the first the parents hear about it to be 2.5 working days prior to the changes being enforced does not feel like a sufficient or effective consultation period. I would be grateful if you could detail the consultation process you followed including who (which groups or types of individuals) you consulted, when and how. When was the decision taken to make these changes? What advertising was undertaken about these change? I can not believe that they were only agreed this week, the process of ordering the signage alone must have meant that the decision was taken, at the very least a few weeks ago, so why was this discussion not had with parents earlier?

If vehicles arrive before the prohibition commences they will still have to wait until the end of the prohibition period before they are able to drive out.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give one week's notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is

## 2. Impact on surrounding streets

As has been seen with other areas across the UK, making changes like this (whilst very well intentioned) result in the issue just being moved to the surrounding streets. In this case it is likely to mean parents parking either on New View Terrace, Van Road or in the Morrisons car park. There are very few pelican or zebra crossings on these routes from the school, which could result in an increased level of accidents or injuries. Is the council going to increase the safe road crossing facilities available on the surrounding streets? Has consultation about the potential impact of these changes been undertaken with the residents, beyond Southern Street and East View?

## 3. Impact on professional childcare providers / working parents

From my personal perspective this is the most important of my concerns. Both my husband and I work full time and we rely heavily on childcare providers being able to drop off/ collect our daughter from the school.

Welsh Governments overall policy aim is to encourage more and more parents back into work, investing heavily in schemes like the 30 hours free childcare etc. Yet at every turn also seems to make uncoordinated decisions that seem to make it harder and harder for parents to work easily.

Because of the staggered start times caused by the Covid-19 pandemic, childcare providers are really struggling with being able to drop off and pick up children at the schools, often having children going to two or three different schools on their books. This approach is not new, yet no discussions around these staggered start /drop off times have been had with childcare providers. The approach around staggered start times also appears to have been planned on a school by school basis with no agreements between local schools to ensure childcare providers are considered or even parents with children at

actually happening rather than any preconceived ideas that they may have had.

There is a pedestrian crossing facility within the traffic signalled junction on North View Terrace, a School Crossing Patrol on Van Road and a Zebra crossing on White Street to cross between The Twyn Car Park and Van Road.

It is not possible to measure the impact on the surrounding streets without having put the scheme into practise. This is why the scheme has been initially installed on an experimental basis. Since the implementation of the scheme, no concerns have been raised by residents of neighbouring streets.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

The comments are noted.

The staggered start and finish times were a temporary measure which were introduced to allow improved social distancing. The pandemic has caused much uncertainty and inconvenience worldwide. It has been necessary for many people to alter their way of life to accommodate the pandemic.

multiple schools. Our own childcare provider was going to be collecting our daughter at 3pm to then drive over to St James' school to collect children who usually would have finished at 3.15. However, staggered start times now mean this is impossible if she is unable to park directly outside the school. A twenty minute walk with a tired 4 year old in tow to the car parked a few streets away, then driving over to the next school has literally meant we are no longer able to have our daughter collected for us. This not only impacts on the childcare provider, my daughter's wellbeing with handling yet more change, but also significantly impacts on mine and my husband's ability to work. I would like an answer as to what consideration was given specifically to working parents and childcare providers in this decision making?

I note that the teachers are to be given permits to park on the streets by the schools, could this approach be extended to the child care providers? The Council would have a list of which registered and regulated childcare providers link in which each school so the permit system could not be abused if it was offered to relevant professional childcare providers.

I look forward to your reply, which I expect before these changes take place as I note in the message above, a dedication to fully consider all comments and objections, yet am concerned about how you can do this effectively with such a short timeframe before the changes are due to start. (Comments received before scheme implemented)

- To start, just to confirm I think this is a great initiative and healthier air for our children is great. However, can I please encourage you to include the whole of East View in this plan? Otherwise you are just going to have a death-trap on Lon-Y-Twyn and the bottom half of East View as everyone will congregate here to drop off their children, double-parking and causing more of an issue coming up from the bottom half of town by foot. (Comments received before scheme implemented)
- I would just like to comment on the proposed road closures being introduced. Whilst I understand and agree with the measures being introduced, I believe the timing is ill thought through.

School staff have been provided with permits which allow them to enter and leave the area so that they can access the school staff car park. They do not give staff any exemptions to the parking restrictions on the road outside the school. As stated above, it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

As stated above, when schemes are undertaken experimentally, there is only a requirement to give one weeks' notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. Consequently, objections are not considered before the scheme is in place.

The order applies to only certain sections of Southern Street and East View Terrace, as access needs to be maintained to Lon-y-Twyn where there are businesses which can only be accessed by driving into Lon-y-Twyn from Market Street and out via East View and Southern Street.

The proposals were specifically timed to coincide with pupils returning to school during the Covid pandemic, at which time social distancing was necessary for pupils and parents outside the school. To accommodate

Due to COVID, there are no breakfast club provisions in place and after school provisions are limited meaning we have no option as two full time working parents but to take time out of our working day to drop off and pick up our child. While we are more than happy to do this, the only option we have is to use a car to limit the time out of our working day. With these limits being introduced in a time where we have no other option to drop him to school during these times we either have to take more time out of our working day to find suitable parking (of which there is limited availability) or decide to allow our 6 year old to walk into the school gates himself. I would just like to highlight that limited consideration seems to be taken towards working parents, we were informed today, with 2 working days notice to get something in place with our employers. This should have been implemented when all provisions such as breakfast club and after school club are fully in place where the drop off of children is not all condensed into a short period of time. (Comments received before scheme implemented)

- I have received notice from the school that I cannot use the roads around the school to drop off or pick up my child. I am told that this is to encourage people to walk to school. It is absolutely not possible for me and my child (and his sister) to walk between our home in

this as safely as possible it was considered beneficial to minimise traffic travelling past the school.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give one weeks notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had.

It is appreciated that not all parents will be able to walk the whole route from their home to school and back. However, parking away from the school helps prevent the potential conflict between vehicles and children outside schools where there is a high level of both. There are a number

Llanbradach and the school. To confirm, public transport is not suitable either. I will need to use my car to drop my child off and pick them up. Please confirm what alternative you would suggest? Will you be opening up a car park next the school instead? Will you be arranging school transport?

In terms of road safety, I'm not entirely sure how you expect to teach children how to use roads safely, if you ban cars off the roads completely. The roads will simply become pavements, which kind of defeats the purpose.

Another reason given is social distancing. As far as I am aware, it is not necessary for cars to socially distance from one another, and so I am not sure how this works. Parents will still need to take children to the school building, regardless of how they have travelled there or where they may have parked.

So, in view of the above, you have made some parents' lives even more complicated, with no good reason. (Comments received before scheme implemented)

- This could not be timed more inappropriately. As a result of COVID my usual childcare provider can no longer collect my children from school for me. I am a part time working parent. Finding alternative childcare is already causing me no end of difficulties because of all the different schools having staggered times. Having to factor the road closures in is now going to make things even harder. There are no breakfast clubs or after school clubs at the school. How on earth are working parents supposed to manage their time effectively? We will now be faced with having to try to find more time to park away from the school and walk there. Added to that the surrounding housing estates are going to be congested which is surely going to cause the same problems. Will the Twyn car park still be free or will parents be expected to pay to drop off and collect their children?? We

of limited waiting parking bays in streets in close proximity to the school together with town centre car parks within walking distance of the school. The absence of cars close to the school also allows parents and their children space to socially distance from each other whilst waiting outside the school without everybody having to squeeze onto narrow footways.

Cars are only being prohibited from using the roads immediately outside the school entrances and then only at the beginning and end of the school day. As the vast majority of parents will now be walking at least part of the route to school, the opportunity to teach road safety during the school journey will increase, as children will no longer be transported from door to door by vehicle.

The proposals were specifically timed to coincide with pupils returning to school during the Covid pandemic, at which time social distancing was necessary for pupils and parents outside the school. To accommodate this as safely as possible it was considered beneficial to minimise traffic travelling past the school.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

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The staggered start and finish times were a temporary measure which were introduced to allow improved social distancing. The pandemic has caused much uncertainty and inconvenience worldwide. It has been necessary for many people to alter their way of life to accommodate the pandemic.

live out of catchment and have to drive to school as we are not within walking distance. This is only going to make the juggling act of getting children to school even more time consuming and difficult. I will now have to cut my working hours further in order to enable myself enough time to park and collect my sons. They will both be in separate buildings at the Twyn and their start times are both 9am and 3pm. I hope this has all been taken into consideration prior to making this awful decision to close the roads. (Comments received before scheme implemented)

- I am writing to object to the road closure at Twyn Primary School from the 1st September.

First there are no cycle routes to the school for anyone to use other forms of transport.

Like many other parents I work and with no breakfast club running at the moment due to Covid-19, I have to drop my daughter at school every morning for 9.15 and have to be in work for 9.30. As my place of work is 1.5 miles away from the school I cannot walk to work in 15 minutes, so I have to drive. There is no parking on Van Road or Porest Place so please advise where are parents supposed to park when they drop their children off? Was anything like this considered before the road closure decision was made? I know quite a few other parents who live further away from school than me. I trust the school will have staff standing out in the yard, waiting for the children who are late due to their parents not being able to park? Why have the parents not been notified of this a lot sooner? I do hope that this decision that was obviously made without consideration to the many parents who work and do not live close to the school, will be amended to provide adequate parking spaces for the parents to drop their children off; or just cancelled immediately. (Comments received before scheme implemented)

It is appreciated that not all parents will be able to walk the whole route from their home to school and back. However, parking away from the school helps prevent the potential conflict between vehicles and children outside schools where there is a high level of both. There are a number of limited waiting parking bays in streets in close proximity to the school together with town centre car parks within walking distance of the school which are currently free. The absence of cars close to the school also allows parents and their children space to socially distance from each other whilst waiting outside the school without everybody having to squeeze onto narrow footways.

No objections have been received from residents of the surrounding housing estates/streets since the scheme was implemented.

There are a number of existing cycle routes within the town and the Council is currently in the process of reviewing its Active Travel Network Map which identifies a list of potential future improvements with the borough.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

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- I wish to register my objection to the advertised Traffic Regulation Order.

I am fully aware of the issues with regard Air Pollution and Active Travel Wales Act 2013, however, I find these are poor reasons to support the order given the lack of Active Travel facilities in the wider area.

I am currently working from home due to Covid 19 restrictions and will note that breakfast club facilities will not be available due to the restrictions and therefore my child will need to be taken and collected from school at the start and end of the school day and note that access to the short term parking which is widely used for school drop

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When schemes are undertaken experimentally, there is only a requirement to give one weeks notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had.

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It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

off and pick-up will not be available and no feasible alternative provided in the locality. Yes - Active Travel will mean I will have to walk my child 1.5 miles each way and somehow find 2 hours a day to walk my child to school, walk home to start work and walk back again to collect her.

I seems that the councils only approach to pretty much everything is to prohibit it without providing a workable alternative and I question whether measures are receiving the scrutiny of the Council and appropriate and adequate public consultation given the current situation. (Comments received before scheme implemented)

It is appreciated that not all parents will be able to walk the whole route from their home to school and back. However, parking away from the school helps prevent the potential conflict between vehicles and children outside schools where there is a high level of both. There are a number of limited waiting parking bays in streets in close proximity to the school together with town centre car parks within walking distance of the school which are currently free. The absence of cars close to the school also allows parents and their children space to socially distance from each other whilst waiting outside the school without everybody having to squeeze onto narrow footways.

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It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school



- In my opinion this is an utterly stupid idea! I'm all for keeping the children safe and green initiatives but not being able to drop off and collect from outside is ridiculous. I have a 2 and 4 year old. So when it's pouring down with rain you want us to walk to the school or when it's snowing you expect us to walk in the freezing conditions. There is also the safety aspect of crossing busy roads in the town centre at rush hour. Also where are all these cars now going to park? As not everyone who attends the school lives in the town centre and many parents drop off on the way to work so they are never going to walk and having to park elsewhere is just going to make morning so much more stressful! (Comments received before scheme implemented)
  - We note from your recent announcement on the above that teachers and residents have been allocated permits during the closure times. Our business is accessed via the one way system to the Twyn School and apart from our staff having the ability to access our car park to attend work, our sales staff are in and out throughout the day and will need to be able to drive the one way system to do so. Can you please arrange to issue permits to 14 permits to our business ensuring we are not affected in carrying out our day to day activity whilst you conduct this experiment. (Comments received before scheme implemented)
  - Resident and member of Neighbourhood Watch has considered proposals to make the rear lane one way. No mention has been made to reduce the speed regulation down from the present 30mph. This lane is used by many children in the area to walk to school and consideration should be given to reducing the speed regulation down to either 10mph or 20mph.
- sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.
- It is appreciated that not all parents will be able to walk the whole route from their home to school and back. However, parking away from the school helps prevent the potential conflict between vehicles and children outside schools where there is a high level of both. There are a number of limited waiting parking bays in streets in close proximity to the school together with town centre car parks within walking distance of the school which are currently free. The absence of cars close to the school also allows parents and their children space to socially distance from each other whilst waiting outside the school without everybody having to squeeze onto narrow footways. There is a pedestrian crossing facility within the traffic signalled junction on North View Terrace, a School Crossing Patrol on Van Road and a Zebra crossing on White Street to cross between The Twyn Car Park and Van Road.
- The business in question can be accessed via Lon-y-Twyn, and the section of East Street and Southern Street which are not subject to the prohibition of driving, so no permit is required.
- Excessive speed in the rear lane is not considered to be an issue. Only residents requiring access to or from their garages will be driving along the lane and they will be well aware of the possibility of encountering children walking to and from school. It is also anticipated that the lane will become 20mph in 2023 as part of the Welsh Government's 20mph default speed limit proposals.

- I work for a school in the Caerphilly area and have today received a parking permit for ZT zone. Does this entitle me to park in resident only and time limit spaces around the school? Or is it for access only during peak times?

The school has a staff car park that is too small accommodate the vehicles of all 30+ members of staff. By the time I arrive at work around 8.30 the car park is either closed or full and I spend the next 15 minutes searching the town centre for a car parking space. Not ideal when I need to be in class to welcome children at 8.50. I live 7 miles away so I have no other option than to drive my vehicle to work.

Many of the streets around the school and the town have been made resident only or have a time restriction. There is parking directly outside my school building and it is never used as it has a restricted time limit, this would be ideal for school staff to use. Each morning I feel anxious because of the lack of parking and find myself worried about my car being damaged as it has been previously by an angry resident. Working as a council employee I am frustrated that I find it so difficult to park at my place of work and have resulted in paying to park in a public car park when no other option is available. I look forward to hearing from you and having the situation regarding the permit clarified.

- While we are supportive of the scheme to close Southern Street and East View roads at school pick-up/drop-off times, and feel that this would be a great benefit to the safety of the school children, we would appreciate if you would consider an exemption for our situation, as follows:

Our daughter attends Twyn School, but the school was determined not to be suitable for our son by the council due to his difficulties with walking and navigating obstacles such as stairs. He was therefore provided a place at Cwrt Rawlin School as it is more suited to his needs. The pick-up times at both schools necessitate driving from the Twyn to Cwrt Rawlin in order to arrive in time. While our son does have a blue badge, he would not be in the car at the time of the journey to Twyn School, and although we would be driving straight

I can confirm that the ZT zone permit allows permit holders to drive into and out of the zone to gain access to and exit from properties within the zone, including the school staff car park, during the period when it is closed to general traffic. The permit does not allow parking in the residents' bays (other than for those who also hold a residents permit) nor does it allow parking for an unlimited time in the 'limited waiting' bays. No changes have been made to the parking provision on the streets surrounding the school, so parking for staff is the same as it has always been.

Parking away from the school helps prevent the potential conflict between vehicles and children outside schools where there is a high level of both. There are a number of limited waiting parking bays in streets in close proximity to the school together with town centre car parks within walking distance of the school which are currently free. The absence of cars close to the school also allows parents and their children space to socially distance from each other whilst waiting outside the school without everybody having to squeeze onto narrow footways.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

from the Twyn to Cwrt Rawlin, I do not believe we would be able to make use of the Blue Badge exemption to the road closures. Finding parking close to Twyn School outside of Southern Street and East View will be near-impossible with the added volume of cars seeking to do the same thing, as the majority of nearby parking spaces are resident's permit only, and so I fear that we will not reliably be able to pick our son up from school in time if we are not able to park closer to the school.

- Can you please tell me if the road restrictions are in place still?

Since the start of term there have been many parents still parking by the school and as the weather's turned there's even more. As a parent of a 4 and 2 year old I am now parking at Morrisons and walking to adhere to this but as I've seen little evidence of any policing, (a traffic warden on two occasions but not moving anyone on), I'm not sure it's worth it as it is actually more dangerous for my daughters to be walking further, crossing roads and walking through the shopping centre in a pandemic.

I fully appreciate that residents and those with disabilities are exempt for using the roads, but personally this isn't working as the roads are still being used for drop off and pick ups.

Our CEOs visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

There are a number of limited waiting parking bays in streets in close proximity to the school together with town centre car parks within walking distance of the school which are currently free. The absence of cars close to the school also allows parents and their children space to socially distance from each other whilst waiting outside the school without everybody having to squeeze onto narrow footways. There is a pedestrian crossing facility within the traffic signalled junction on North View Terrace, a School Crossing Patrol on Van Road and a Zebra crossing on White Street to cross between The Twyn Car Park and Van Road.

Also can you please let me know the reasoning behind the rules only being in place until 9.10am, when the second bubble of classes start at 9.15 and so can freely park by the school. Surely their safety is equally important and the times increased to cover this period due to now having two start times.

- As a resident of Southern Street and also a parent of a child in the Twyn school it is very worrying that since the traffic enforcement officers are not supervising the traffic that parents are now driving down the street in the restricted times. They have also been (also when traffic enforcement officers were on duty ) driving down the road by the charity shop on the Twyn hill and then coming down East View and reversing up the one way street where the restrictions are in force to park in the parking bays outside the Twyn juniors.
- Since the parking enforcement officers disappeared the number of cars driving in the pedestrian areas by Twyn school has greatly increased. Some parents are driving in quickly (so they can take residents' spaces), others posting blatantly outside the school gate. I think this policy is fantastic but needs to be enforced otherwise the parents with a selfish disposition will continue to break the law. There needs to be more officers and also CCTV installed to catch the drivers who break it. There is also a problem at the bottom of East View (where drivers are allowed to turn in) with drivers still parking there revving their engines. Moreover, the drivers are driving quicker (and with less care and consideration) as they try to get spots quickly. Therefore more needs to be done, not just to protect the children's lungs, but also their lives from reckless driving.

The closure times are in line with those initially requested by the Headteacher and the 'bubbles' were a temporary measure that were brought in due to Covid.

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| <ul style="list-style-type: none"> <li>• I'm a parent at The Twyn School and want to report cars driving down the school road between the restricted times. Last week a gentleman in a truck with a trailer on the back parked right outside school gates on the yellow Chevron lines, it was chaos. I tapped his window and said you're not supposed to be here, his response was but I'm a resident on this street, I said it didn't matter nobody is supposed to park here. He continued to lock up his van and walk away. And then again this afternoon at pick up, multiple cars pulled up on the yellows lines, again a nightmare when leaving school. a mother had all the car doors open blocking all the pavement, I said you're not supposed to be parked here nobody can pass, again her response was "shutup you stupid cow." I understand the streets cannot be manned at all times but it's such a nightmare, especially when we are all trying to social distance, and when we have prams too. Could there be cones put all along the lines so they physically can't park there? I obviously don't know what the answer is but something has to change it's a nightmare there, with and without covid.</li> </ul> | As above. |
| <ul style="list-style-type: none"> <li>• I am a parent with 2 children in the Twyn School, Caerphilly. The road around the school is a no drive zone during drop off and pick up times and the amount of cars that are parking and driving through when you aren't allowed is ridiculous. I am fed up of having to decide whether to walk in the road with cars behind me with my 3 year old and compromising our social distancing. It is especially worse when dropping my 3 year old to nursery as I have to walk from the junior building to nursery on the road to maintain social distancing. What can be done about this please?</li> </ul>   | As above. |
| <ul style="list-style-type: none"> <li>• I am writing to you to inform you that Southern Street is as busy as ever. Caerphilly Council were awarded a large sum of money to prohibit vehicles driving through the roads around the Twyn School, Caerphilly, reference letter received from yourself on the 12th August 2020 (TEG/TM/PS/ZT). As I am currently working from home, I am astounded that, although you have put measures in place i.e. 'Signs' informing people not to drive through Southern Street between 8.35 - 9.10am and 2.45 - 3.30pm, this is not being adhered to nor is it being monitored or policed. We have three nursery pick ups for the school, Play works, Britannia and ABC who are constantly disobeying the</li> </ul>   | As above  |

rule. The cars that are parking up are leaving their engines running, so your mention in the letter you sent regarding the worlds climate and the air that we breathe and public health is a total waste of time unless you start patrolling this area. The first 5 weeks were an absolute joy to myself and my neighbours because this was policed by your traffic wardens. Can you please act on this email and give us some answers as to why this is not being policed?

- Since the traffic wardens have stopped patrolling at the top of Southern Street down to the Twyn School the traffic has again increased at restricted school times. Could you reinstate weekly random spot checks as parents now seem happy to flout the rules. I believe Mr Thomas has written to parents and taken some registration numbers but it seems to be having little effect. Thank you.
- We have been contacted by a constituent in relation to the newly introduced pedestrian walkway on Southern Street. On the topic of the traffic - the resident raises how CCBC were given a set amount of money from the Welsh Government to help with the traffic in Southern Street. She describes concern that - so far, nothing has changed. A few signs have been placed at the top of the street, but cars still continue to use the road during the pedestrianised time slots. The resident also describes concerns around how the new private nursery, opposite the Twyn School will simply encourage more cars.

As above.

Our CEOs visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

The new nursery facility is primarily to provide wrap around care to pupils who already attend nursery within The Twyn School. As such, children who previously had to travel to and from alternative childcare settings before and after the end of the school day will now remain on site, so there should actually be a decrease in the number of children needing to be dropped off and collected at the beginning and end of the school day.

- I am looking for additional information regarding the pedestrianisation of Southern Street, Caerphilly leading to the Twyn schools. As we are a day nursery providing a drop off and collection service we would like to clarify if we are allowed to use the street to drop off a member of staff and child/children at the school and again to return to collect them. I hope you can appreciate that we are classed as a taxi service and would not be stopping or parking in the street it would simply be for safe drop off and collection of multiple children. I would really appreciate a swift response as this is becoming a logistical problem for ourselves as we also visit several other schools within the County
- Despite restrictions on traffic during school hours, numerous cars are now traveling down Southern Street at school times. Maybe as many as before the new restrictions came in Please could we have more spot checks by traffic enforcement officers with fine

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

Our CEOs visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police. The Council have undertaken joint operations with Gwent Police for targeted enforcement.

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**Appendix 2c: Summary and consideration of objections/comments received to the advertised proposals**

**Risca Primary School**

Objections/Comments	Response/Recommendation
<ul style="list-style-type: none"> <li>I am a resident of Wesley Place Risca and received your letter yesterday thank you. In my humble opinion the one way system would work better the other way as it is difficult to get out on to Tredegar Street at the best of times. It is far easier to get out by the crossing when the crossing is being used. (Comments received before scheme implemented)</li> </ul>	<p>It is acknowledged that there are merits and drawbacks associated with both options. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.</p>
<ul style="list-style-type: none"> <li>I am a resident in Wesley Place and would like to suggest an alteration to the proposal. I believe there may be a significant traffic issue created within Tredegar Terrace. I have noticed many parents driving their cars to the car park at the end of Tredegar terrace. I believe this will still continue as the restrictions do not appear to apply to Tredegar Terrace. This is a very narrow road and with traffic also trying to exit Wesley place I think this will create a very significant bottle neck. If the one way system was reversed, traffic should flow easier at the opposite end in Dan-y-Graig road as it's much wider. Alternatively perhaps the restrictions could be extended to include Tredegar terrace. (Comments received before scheme implemented)</li> </ul>	<p>It is acknowledged that there are merits and drawbacks associated with both options. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.</p> <p>The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school as a result of which there should be less traffic on the roads surrounding the school and very little traffic travelling along Graig View and Wesley Place at all at the beginning and end of the school day.</p>
<ul style="list-style-type: none"> <li>On the plan provided it shows that a one-way system will be put into operation and the road closed to non-residents between 8:15 - 9:15am and 2:45 - 3:30pm. Not only will this be very difficult to enforce but it will create a greater problem in surrounding streets. The introduction of a one-way system has been discussed many times over the years and was considered during the planning of the new school building in 1992. However the direction of flow was always considered to be better leading from Tredegar Tce. through Wesley Place &amp; Graig View and discharging into Dan-y-Graig Road. (South to North NOT as proposed North to South) The reason being that Tredegar Tce. is a narrower road and would cause massive problems, regarding traffic flow, as it serves the large carpark which the majority of considerate parents use. If this alteration, to your</li> </ul>	<p>No concerns have been raised by residents of the surrounding streets. It is acknowledged that there are merits and drawbacks associated with both options. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.</p> <p>The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school as a result of which there should be less traffic on the roads surrounding the</p>

proposal, were to be adopted I see no reason to restrict the passage of non-residential vehicles. Vehicles have a better opportunity of leaving Dan-y-Graig Road and join Tredegar Street than vehicles trying to leave via Tredegar Tce. This has always been a major problem. (Comments received before scheme implemented)

- Resident believes that we have gone against Council protocol by rushing this scheme in and allowing works to start on site before residents have had chance to comment.
- Concerned about children crossing Dan-y-Graig Road while 40 tonne HGVs are travelling back and fore along it (resident phoned and requested that his concerns were formally recorded) (Comments received before scheme implemented).
- We are concerned that we have a total of four signposts, a street lamp post, a street sign (Graig View), and a green electricity box all to the front of our property. We feel that we are surrounded by signposts. The latest post to be erected is directly in front line of our

school and very little traffic travelling along Graig View and Wesley Place at all at the beginning and end of the school day.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give seven days' notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had.

It is not possible to prevent these HGVs from accessing premises located on/adjacent to Dan-y-Graig Road. The scheme was developed to encourage active travel and as a consequence reduce the level of traffic along Dan-y-Graig Road.

In order to implement the pedestrian and cycle zone and one-way experimental traffic regulation orders, signage has to be placed at the start of the restriction. The minimum amount of signage has been erected in order to comply with the regulations.

living room window. Once the actual sign is erected onto the post (one way) it will obscure our view even more. Out of all signs, the most important post for us is the no loading sign due to a lot of parking issues in front of our property and over our driveway. Our house is becoming a standing joke of the street as the 'High Way Code House'. I can appreciate that the road signs are important for everybody's safety but do we need to have so many posts.

- I feel a one-way system is a great idea within this area and fantastic for child safety however myself and other resident of the area feel the route that has been proposed isn't the best option. As a resident of this area I have many of times struggled to enter Tredegar street via Tredegar Terrace 90% of the time I will exit at either Dan-y-Graig Road or Clarence Place as it is easier and much safer, I would Like to question why this route hasn't been looked into? If the area is going to be manned and patrolled It would be safer for all car to access the car park situated at Risca Rugby Club via Tredegar Terrace (one-way) then proceeded down Gwendoline Road allowing the foot flow of car to choose either Dan-y-Graig Rd or Clarence Place to exit. The use of pedestrians at the pelican crossing will help the stop, start flow of traffic. Could this be considered as the resident as Wesley Place and Graig View would still be able to use their current parking permits (which have been purchased) and the enforcement that you are proposing will still be achieved. (Comments received before scheme implemented)
- The current proposed route via Wesley Place and Graig View are not the main drop off or pick up points for children attending the school, if this was correctly monitored or resident contacted prior this enforcement you would have been notified that Gwendoline Road and Dan-y-Graig Road have a bigger footfall and the safety is paramount within this area. (Comments received before scheme implemented)
- I've received enquiries off parents who take their children to this school about an article that was in the South Wales argus. They are very annoyed and confused that they have not been informed about this proposal. A resident has told me that Graig View and Wesley place will be closed between the hours of 8.15-9.15 and 2.45-3.30. Do you realize that this road is NOT used for parents to drop off and

However officers will look to rationalise the signage when or if the scheme is made permanent.

It is acknowledged that there are merits and drawbacks associated with both options. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.

The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school as a result of which there should be less traffic on the roads surrounding the school and very little traffic travelling along Graig View and Wesley Place at all at the beginning and end of the school day.

The proposals were discussed with the Headteacher who was happy with the scheme.

The proposals were discussed with the Headteacher who was happy with the scheme.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local

pick up their children. The main road used is Gwendoline Road, the other side of the school, which is a "dead end". Parents use this road every time. This road gets very congested. Some parents parking on double yellow lines and the zig zags. Some parents use the car park by Risca Rugby too. I don't think by closing this road you will see a reduction in traffic. Any parent who did use these roads will now use Gwendoline Road. I know you say in a letter that this an experimental order but surely you should have had feed back off parents, residents before putting this in place. (Comments received before scheme implemented)

- On behalf of the residents of the Dan-y-Graig Road area in Risca, I write with regards to the above proposed changes and firstly find it necessary to express our disgust that we weren't included in any decision making as regards the outcome and any objections that may have been put forward, particularly as it will affect the immediate vicinity. I am extremely surprised that legislation or protocol didn't require this to be done and residents within the immediate vicinity be contacted for their views.

Whilst we all agree that in principle, some of the ideas suggested would benefit the children's safety, we also feel that it hasn't been thoroughly thought through to its fullest extent.

Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 1<sup>st</sup>/2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give seven days' notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had.

Concerns regarding parking enforcement have been raised with our CEOs.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 1<sup>st</sup>/2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of

I refer you to your letter to one of the residents in Graig View who was lucky enough to receive a letter and would like to remind you of your reasons for the said changes.

Paragraph 1 includes the details whereby it's an attempt to reduce vehicular traffic thus reducing air pollution. Paragraph 2 refers to prohibiting vehicles driving along roads immediately adjacent to the school during specific times. Risca Primary School has 3 roads immediately adjacent to the school i.e. Graig View, Danygraig Road and Gwendoline Road with both Ebbw and Bridge Streets very nearby. Both Graig View and Gwendoline Road have entrance/exits to the school and Danygraig Road is the main access road and provides the only egress route for vehicles from the school. Your proposal to curfew Graig View (only one of the streets) will then create even more problems in the surrounding area because parents will be compelled to look for alternative parking in an already congested area. This in turn will mean that the children will then have to use the pavements and cross the main road with what will be a higher volume of traffic including heavy goods lorries that regularly use the main Danygraig Road. I remind you of your so called intentions for the children's safety and well being as far as air pollution is concerned and strongly suggest that these new changes will increase both the danger/safety and well being aspects. In no way will it do what you suggest in your proposals. It will only shift the problem a short distance away but creating many more issues. Your main concern should be for the safety of the children but it will have the opposite effect. You will be forcing these children onto the more busier road where there will be the more heavily polluting vehicles i.e. HGVs passing them at less than a pavement's width away. For the sake of repeating myself this isn't what you appear to want to achieve. You should also remember that these safety issues were highlighted in a petition raised by residents a couple of years ago but your proposals will increase this risk considerably. It is sheer madness!!

The curfew you intend introducing will be meaningless and have little or no beneficial impact unless it extended to include the other streets in the immediate vicinity you refer to along with a 20mph speed limit. (On a secondary or less important note I can also foresee traffic

the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give seven days' notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had. It is noted that this objection was submitted prior to the scheme commencing and that no further correspondence has been received from this resident since the scheme has become operational.

The proposals were discussed with the Headteacher who was happy with the scheme.

It is not possible to prevent these HGVs from accessing premises located on/adjacent to Dan-y-Graig Road. The scheme was developed to encourage active travel and as a consequence reduce the level of traffic along Dan-y-Graig Road and the surrounding streets. No complaints have been raised regarding difficulties crossing Dan-y-Graig Road since the scheme was implemented.

The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school as a result of which there should be less traffic on the roads surrounding the school and very little traffic travelling along Graig View and Wesley Place at all at the beginning and end of the school day.

In May 2019 the Welsh Government announced plans to introduce a default 20mph speed limit in residential areas, and they have since committed to have this in place in May 2023. Consequently, it is anticipated that the speed limit on the surrounding roads will be reduced

issues caused by the introduction of the one way street as Tredegar Tce isn't wide enough for two vehicles at any one time which will cause obvious traffic flow problems.

The idea of children walking to school has to be achieved in a sensible safe manner if it is to be done and it has to be a practicable solution to their respective parents. Consideration must also be given to those who live too far away and or those who then carry on to their place of work. Not only that we will be entering the autumn and winter months when the weather starts to deteriorate. (Comments received before scheme implemented)

- I would like to apply under the freedom of information act for the report to committee, concerning the then proposed experimental scheme for the above. This scheme is now in force without consultation of those affected in particular the school children to who will be exposed to increasing dangers that the proposals are allegedly set out. I am sure that procedures and protocol haven't been confirmed to.
- Business on Tredegar St - We refer to the above order and wish to object to the same as currently drawn in the strongest terms. We have only been placed on notice of the same upon staff being refused vehicular entry along Craig View/Wesley Place to access our car park. This as you will appreciate caused distress and concern at having to go elsewhere and then being late.

to 20mph as part of this initiative, subject to them meeting the Welsh Government guidelines which are yet to be finalised.

The one-way traffic order is required to facilitate and complement the experimental prohibition of driving at school start and finish times. It will prevent conflict caused by opposing vehicle flows and enhance road safety around the entrance to the school. It is acknowledged that there are merits and drawbacks associated with the one-way direction on Graig View and Wesley Place. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.

It is acknowledged that the new traffic restrictions have a varying impact on parents/guardians/childminders undertaking the school run, particularly those who need to drop off/collect children at different school sites. However in order for the scheme to achieve the desired benefits for all it is necessary for us to restrict access to a very limited number of people i.e. residents, teachers and blue badge holders only.

No formal reports were required.

As stated above, the scheme was implemented in accordance with the required legal procedure.

Although notices were posted on lamp posts in Tredegar Street, on the Council's website and in the press on 25<sup>th</sup> August, businesses should have received a letter advising them of the scheme and enclosing 2 permits for staff together with contact details in order for them to request additional permits for employees if required. Unfortunately, the business properties on Tredegar Street with access to the car park from Graig View/Wesley Place were inadvertently missed. However, the businesses were subsequently issued permits.

The order has clearly been made without any thought reference or consultation with us in relation to the access to our car park at the rear of our premises off Graig View/Wesley Place. The access is required by us and several other businesses including Barclays bank.

Whilst we understand the potential restrictions on time in relation to the school day during term time they are prohibitively restrictive to the operation of our business. During all hours of the day including the times specified in the order we require access and egress to and from our car park. The morning times are clearly when our staff would be arriving for work and require access to the car park. The order would if remaining in force without provision for us mean that if we were in our car park during the non operative times and needed to leave our car park during the operative times we could not. This is clearly untenable. Our staff are required to attend both scheduled and urgent court hearings. We are also often urgently called to nursing homes and hospitals at short notice and would need to get out along the route. This particularly so during the current pandemic.

The ability to apply for permits is of no use to individual members of staff, visitors, clients and other service providers being able to access our car park and premises. Access is required twenty four hours a day all year to our car park and premises not just during the working day.

We are endeavouring against extremely difficult circumstances to continue our business and keep staff in employment. This order will impose additional difficulties for staff, clients and others to access the premises. If this means clients go elsewhere where they are able to park nearby and staff also wish to do so there will be losses of jobs revenue and "foot flow" to this part of the town.

We advise we have had considerable difficulties with parents blocking access, using our car park and being rude to our members of staff when challenged. Whilst this is something we would seek to have addressed the order as currently drawn makes it impossible to use our car park and access our premises to allow the business to operate effectively.

As part of the scheme, all residents and teachers have been allocated permits allowing them an exemption to drive along the streets during the closure period, and office/retail staff who use the car park accessed off Graig View/Wesley Place will also be eligible for permits. Permits will not be provided for visitors or clients, as in order for the scheme to be effective, it is necessary to keep the number of vehicles travelling along Graig View and Wesley Place to the minimum possible. It is not envisaged that this will be detrimental to the business as there is ample opportunity for parking in both the limited waiting bays on Tredegar Street and in the public car park on Tredegar Terrace.

Note: No subsequent complaints/correspondence have been received since the permits were issued in September 2020.

As a consequence of the scheme, issues such as this will be addressed as parking by parents will no longer be permitted in the street.

We acknowledge the indicated reasoning behind the making of the order and endorse safe environmentally favourable routes to school.

- The signs do not seem to be working as there have been so many cars still driving the wrong way down the street which is causing problems when it comes the z bend between Wesley Place and Graig View.

The no entry sign at the start of Wesley Place is NOT visible when you drive down Tredegar Terrace and turn right. There are no signs to say there is a new road layout before you get to the junction at the beginning of Wesley Place, which means it's too late. I feel if a sign was put at the start of Tredegar Terrace say New Road Layout NO RIGHT TURN this would go some way to solving the problem.

I know it is early days but I feel once the school starts back in full swing it is going to cause absolute chaos. (I am aware the cars shouldn't be coming into the street at certain times of the day, however I am not sure how this is going to be policed. I will wait and see on that).

The road markings are now on the road and I feel they are big enough for anyone to see, however these still do not seem to deter drivers from driving up the street the wrong way. I am quite concerned because drivers who are abiding by the rules are not expecting cars to be coming the other way now and as its a blind bend between Graig View and Wesley Place it is an accident waiting to happen. This morning between 9 and 10.45 I have witnessed 6 cars and 1 scrap lorry going the wrong way.

Yesterday evening there was a comment on Facebook asking when this happened by a prominent person in Risca, as he was unaware of this going on. Also, my daughter who's children go to the school was unaware of this.

Although the signing was fully compliant with the regulations when the scheme was implemented, the signage was enhanced following this complaint.

As above.

Comments have been noted.

Any drivers seen travelling the wrong way should be reported to the Police.

The scheme was implemented in accordance with the legal procedure for Experimental Traffic Regulation Orders which is set out in the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996.

Statutory consultation with emergency services, Community and Town Councils, other affected statutory bodies and the school was carried out on 7/7/20. Headteachers were advised of the decision to proceed with the experiment on 14/8/20 and sent details to enable them to inform



On the brighter side of this though the road being closed off at certain times of the day has proved to be really good. We did not have the bottleneck outside our door this morning, it was very quiet.

- I'm a resident in Risca at Tredegar Terrace near the new one way system that's been implemented. I'm emailing to inform you that as residents of this area we feel the system has been put the wrong way round. It's been needed for many years and the road I live on Tredegar terrace is going to be huge problem getting in and out onto the main road, worse than it is normally and its bad at busy times before this system was put in place. In the opinion of most of the residents of this area will all tell you the one way needs to go from the top end of Tredegar Terrace through to Wesley place and out via Graig View for easier access to the main road near the traffic signals up that end! I've witnessed several cars going against the one way because it's not clear and you drive down Tredegar Terrace and the fact that it really doesn't make any sense to have it the way it is.

parents. Public advertisement took place on 25/8/20 advising that the scheme would come into force on 1<sup>st</sup>/2<sup>nd</sup> September 2020. This included notices posted on the street and online. Properties directly affected by the proposals were also consulted by letter giving details and a plan of the proposals, and information relating to how to object or obtain further information.

When schemes are undertaken experimentally, there is only a requirement to give one weeks notice of the scheme proceeding, because objections are invited during the experiment rather than before it starts. This allows people to see the scheme in operation before submitting their comments so they can base their comments on what is actually happening rather than any preconceived ideas that they may have had.

It is pleasing to hear that the scheme is operating as intended.

It is acknowledged that there are merits and drawbacks associated with both options. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.

The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school as a result of which there should be less traffic on the roads surrounding the school and very little traffic travelling along Graig View and Wesley Place at all at the beginning and end of the school day.

Although the signing was fully compliant with the regulations when the scheme was implemented, the signage was enhanced following a previous complaint. Any drivers seen travelling the wrong way should be reported to the Police.

- Understandably this enforcement is new and local people are still getting used to it with one in every 10 car going the wrong way hopefully this will improve however, when the dustbin cart goes the wrong way for 2 weeks in a row and actually work for CCBC I feel they need to be informed! Now the road signs and road markings are very visible if there is no excuse. Is this again lack of communication!!!! Please could you inform this department.
- The new one-way system hasn't been an easy transition for most members of the public as only residents and the residing primary school was initially informed, so there are still issues with people realising its now a one way system; despite any obvious signs saying so. The main reason I'm emailing yourselves today, is because for the two weeks this one ways system has been in place CCBC bin men still go the wrong way up the street, and to top it off they forced a member of public to reverse back up the street and even shouted out to each other admitting they know it's now a one way street. - As these are members of CCBC work staff, I don't feel it's at all appropriate behaviour to be displaying and would appreciate something being done about it thank you
- I am writing to you to request the termination of the experimental traffic scheme at Risca Primary School. Whilst the scheme is conceived with the best intentions it has ultimately caused nothing but trouble for both local residents and parents who want to attend the school. Traffic travels the wrong way up the one way system constantly and has even resulted in heated exchanges when this has been pointed out to the offending vehicle. Ironically, the biggest offenders of traveling the wrong way are the school teachers themselves who seem hell bent on ignoring the new order. It is not up to residents residing on Graig View to police who parks in the street at school pick up and drop off.

The removal of the traffic wardens (something that had to end at some stage) has also resulted in cars entering the 'residents only' zones and parking as before. This has just become more confused though with the traffic coming the wrong way. Residents are actually unable to park in the street during this time due to children being dropped off.

Although the signing was fully compliant with the regulations when the scheme was implemented, the signage was enhanced following a previous complaint. Any drivers seen travelling the wrong way should be reported to the Police. The Refuse Department were informed.

Although the signing was fully compliant with the regulations when the scheme was implemented, the signage was enhanced following a previous complaint. Any drivers seen travelling the wrong way should be reported to the Police. The Refuse Department were informed.

Although the signing was fully compliant with the regulations when the scheme was implemented, the signage was enhanced following a previous complaint. Any drivers seen travelling the wrong way should be reported to the Police.

Our Civil Enforcement Officers (CEOs) visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the

Lastly, the scheme has now resulted in delays now stretching onto the main road due to the junction of Tredegar Terrace and Tredegar Street (B4591) not being anywhere near large enough to allow for two way traffic. Cars are now becoming stationary in this area whilst everyone takes turns to funnel into the main carriageway.

Confusion has also now been caused as staff who park their vehicles in the rear area to their shops which is accessed off Wesley Place are not officially allowed to enter the 'residents zone' causing them to either come in significantly earlier or later than require. This does not seem to have been taken into account.

The residents of Gwendoline Road have also had even greater traffic thrust upon them, as parents try to avoid the 'residents zones' (only when traffic wardens are present). This has resulted in bedlam along the street that will ultimately end in an accident.

If the scheme is to be successful it seems that traffic enforcement officers being present at the times in the morning and afternoon during the closure period will be the only way that people with no permit to park there can be policed.

schemes were introduced the Council has regularly sought assistance/co-operation from the local police.

It is acknowledged that there are merits and drawbacks associated with the one-way direction on Graig View and Wesley Place. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.

The objective of the scheme is to promote active travel, encourage parents who are able to walk or cycle to school to do so and to improve road safety for the children in the immediate vicinity of the school as a result of which there should be less traffic on the roads surrounding the school and very little traffic travelling along Graig View and Wesley Place at all at the beginning and end of the school day.

As part of the scheme, all office/retail staff who use the car park accessed off Graig View/Wesley Place have been allocated permits allowing them an exemption to drive along the streets during the closure period.

Nobody from Gwendoline Street has raised any concerns since the inception of the scheme.

Our Civil Enforcement Officers (CEOs) visited these newly created zones every morning and afternoon when the restrictions were first introduced to advise/discourage drivers from entering the restricted zones. However they are only able to issue fines for parking related offences. The Pedestrian and Cycle Zones can only be enforced by the police as the Council does not have the legal powers to deal with 'moving' traffic offences. Whilst our CEOs continue to visit these areas as regularly as possible to have a physical presence, parking issues are prevalent at virtually every school in the County Borough at the beginning and end of the school day, as a result of which they have many conflicting priorities

- Over the past month I have been watching the traffic travelling the wrong way since the change to one way system in Wesley Place and Graig View. There are still numerous cars at least 10 a day travelling the wrong way, I have spoken to some of the drivers if I have been outside and all say they haven't seen the signs, not sure how they can miss the ones on the road though.

As well as this the road is supposed to be closed off at certain times of the day and I have noticed that more and more cars are now coming down the streets at these times. I feel this is due to their not being anyone monitoring the cars at the entrance to Graig View. There have also been a few cars that seem to have the permit to come down the street driving to drop their children off outside my house in the morning, not sure why they need to drive the children to school if they live on Graig View or Wesley Place.

- My understanding was that parents could not drive down these streets at certain times of the day, i.e. dropping off and picking up of pupils at the school unless they had a disabled badge. This system seemed to work excellently while you had officers at the top of Graig View to stop parents going down the street, but once these people “disappeared” parents are ignoring the signs and parking to drop off and collect. I do realise that we are in the middle of a pandemic and employees are being drafted to do other jobs, but I am in my seventies and if I go out shopping and come back during these designated times I can't park to unload cause there are no spaces in the street. It's really frustrating when this happens as I have to wait in another street until they all go, and I am beginning to think that the permit is not worth the paper that its written on.

and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police.

Although the signing was fully compliant with the regulations when the scheme was implemented, the signage was enhanced following a previous complaint. Any drivers seen travelling the wrong way should be reported to the Police.

Only residents, school staff and businesses requiring access to the car park to the rear of Tredegar Street have been issued with permits.

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- Recently made the road one way, people are not listening and have had many near crashes very dangerous. need new sign either saying no entry or one way as people are used to going down there - reported before but will cause bad accident.
- The one way system is consistently flouted (ironically by the school staff especially) and it is no exaggeration that over 50 vehicles drive daily the wrong way up it. The junction with Tredegar Terrace and Commercial Road is also not large enough to allow the volume of vehicles that you would like to turn and as such vehicles are driving over the footway to make the turn. I have previously reported this and no action was taken. It seems that unless an accident happens no one cares. The permits issued by the Council (that residents pay £15 for annually) are worthless and the attempt to stop vehicles driving up Graig View between certain hours without some sort of enforcement is naive in the extreme. Cars are parking in the street with their users just placing a note saying at No\*\*\*" and this again seems enough to ensure that no action is taken. As mentioned earlier the £15 permit is a joke.
- I have been asked to report a number of near misses between oncoming traffic and primary school children/pedestrians at the junction of Tredegar Street, and Tredegar Terrace Risca since CCBC changed the road layout. The introduced one way traffic system on adjoining roads (Graig View and Wesley Place) force large volumes

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of traffic along Tredegar Terrace in both directions especially at peak school times. My colleagues and I have witnessed a number of near misses, from both head on collisions, and times traffic has nearly hit pedestrians (mainly children walking to and from school, sometimes without adult supervision). I have witnessed first hand the escalating number of near misses with traffic, pedestrians and now the children being scared and tripping and falling as they run to try get past this section of road to get to school.

Tredegar terrace is a 2 way street, but is not wide enough for 2 vehicles to pass each other alongside the Risca Chiropractic Clinic, with cars often mounting the small pavement in order to pass or avoid each other after turning off Tredegar Street onto Tredegar Terrace - visibility is limited by the narrow entrance to Tredegar Street and the buildings . Pedestrians walking to/from school have always had to be very vigilant at this junction. However since CCBC installed a one way road near the school, forcing much larger volumes of traffic onto Tredegar Terrace it has significantly increased the danger at this junction for pedestrians, especially for the children walking to school alone. At peak times the children can't see clearly between/around the cars to cross the road, or walk along Tredegar Terrace to school. Adults with several young children and or prams are struggling to squeeze through gaps as cars mount the pavement. It is quite chaotic, and I am concerned it is only a matter of time before there is a serious accident at this junction. If the one way system past the school went the other way and take traffic away from TredegarTerrace, this would greatly reduce the issues we are witnessing and improve safety.

- We are also having problems at Risca Primary School. This is being echoed by residents who say that the traffic flow is increasing day by day. We are regularly having to challenge parents who sometimes enter our site to drop pupils off or park irresponsibly at the school gates. My worry is that a number of parents now think that this is a safe route to school, and it is becoming increasingly dangerous again. I don't think that we have had a traffic warden here since September.

school and very little traffic travelling along Graig View and Wesley Place at all.

It is acknowledged that there are merits and drawbacks associated with the direction of the one-way on Graig View and Wesley Place. However the current arrangement enables delivery vehicles to access the school car park without driving through Wesley Place. The direction of the one-way also allows improved visibility for drivers when using the car park to the rear of premises on Tredegar Street. In view of this it is considered that the current arrangement should remain.

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- A lady rang this afternoon who works on Tredegar Street and accesses the car park off Graig View/Wesley Place. She's very concerned about the number of cars travelling through at the restricted times, particularly parents dropping off children outside the school! This is also having an effect on the children who have to wait on the footway before being allowed into the school, as there isn't room for them to social distance so they sometimes step back off the kerb into the traffic. She also mentioned a white van which often parks on the bend and has already received a number of PCNs, but it hasn't deterred the driver!

the school day, as a result of which they have many conflicting priorities and cannot be at every school at the same time. Consequently, in order for these schemes to remain effective over the long term, the local police will need to adopt a proactive approach towards enforcement. Since the schemes were introduced the Council has regularly sought assistance/co-operation from the local police.

As above.

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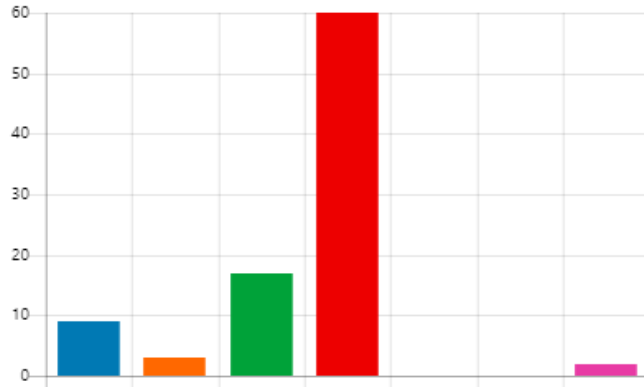
**APPENDIX 3**  
**SUMMARY OF FEEDBACK RECEIVED FROM PUBLIC SURVEYS**

**Twyn Primary School – 91 responses received**

I am responding to this survey..... (please select only one)

[More Details](#)

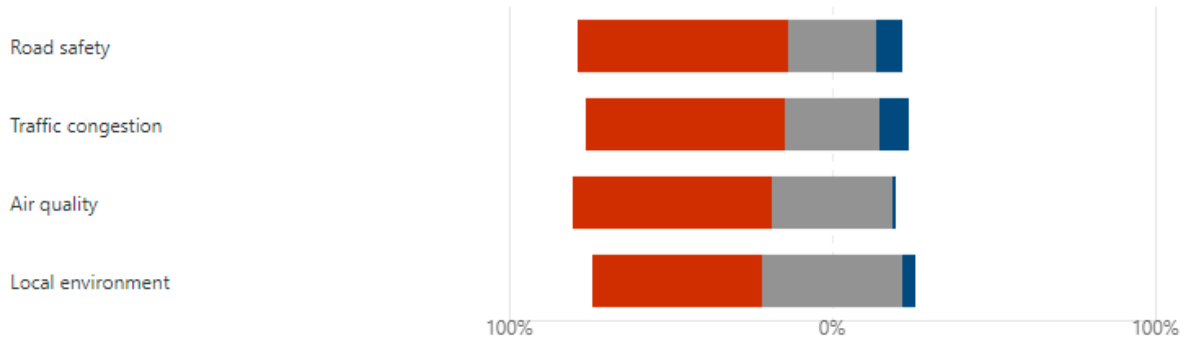
● As a resident of an affected str...	9
● As a pupil of an affected school	3
● School staff	17
● Parent / grandparent / guardi...	60
● Local elected member	0
● Local business	0
● Other	2



What effect do you consider that the experimental scheme has had on the following outside the school?

[More Details](#)

■ Positive   ■ No change   ■ Negative



Do you consider that the scheme has encouraged more pupils to make their school journey by sustainable forms of transport (e.g. walk, scoot, cycle, public transport)?

[More Details](#)

[Insights](#)

● Yes	48
● No	43



Have you changed the way that you make the school journey? If applicable, please choose below:

[More Details](#)

■ Pre-scheme ■ Post-scheme



Do you consider that the scheme has received adequate or inadequate levels of enforcement by the police for it to be effective?

[More Details](#)

[Insights](#)

● Adequate 21  
● Inadequate 70



Do you consider that the scheme should remain in place?

[More Details](#)

[Insights](#)

● Yes 79  
● No 12



## Demographics

I am

[More Details](#)

[Insights](#)

Female	71
Male	19
Other	0
Prefer not to say	2



Do you consider yourself to have a disability?

[More Details](#)

Yes	6
No	83
Prefer not to say	3

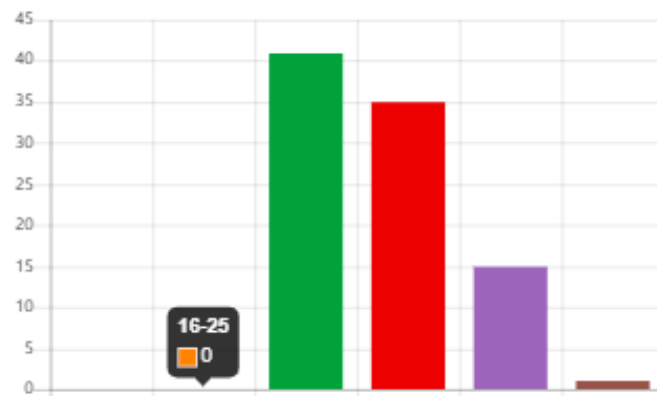


Age group

[More Details](#)

[Insights](#)

<16	0
16-25	0
26-39	41
40-49	35
50-65	15
66+	1



**What additional/alternative measures do you consider would encourage pupils to travel more sustainably?**

- More free parking in town - Twyn centre is used up by workers for whole days.
- Drop off point so parents don't have to park their cars.
- There needs to be better enforcement more frequently considering that there is not supposed to be any vehicles only blue badge holders this is still not adhered to by many.
- Storage in school for bikes or scooters.

- School bus would be a huge benefit.
- Fining the drivers who come along the school roads - many parents still bring their cars down at the start and finish of the day, despite being reminded regularly.
- It depends on the definition of "sustainably". Most children live within walking distance or too close to get a free bus. Free buses could be an option, but not particularly cost effective; in-school incentives such as rewards to children who walk to school, but that's unfair in favour of children who live closer. So difficult to say.
- School bus for those who do not live within walking distance.
- Well it's not really the pupils who need encouraging is it. It's the parents who rock up in their ridiculous land rovers and feel it's their right to park anywhere they want. Stronger consequences for drivers, name and shame. If you want kids to scoot to school, then pavements need to be improved. There are often too many bins on the pavements, to safely scoot and generally narrow in places. Also, too much dog poo around on the pavements. Cleaning and repairing streets and pavements would be good. Free cycling proficiency classes after school weekends.
- Put in a cycle path and pedestrian zone along St Martin's Road. We walk to school, but traffic is so bad on that road there's a lot of air pollution. Many parents walk along here with their children to try and be environmental. However, the cars make it dangerous to cross the road and children suffer from air pollution in the walk in. There needs to be tougher regulations here to protect children if parents that are trying to do the right thing. It's not just children that go to the Twyn school that are affected by the air pollution during school drops offs. It's also St Martin's children and those attending Castell. Car park should be outside of the town Centre (without a park and ride bus), there also needs to be a cycle lane along St Martin's Road for children attending these three schools. There also needs to be speed cameras put in and the limit put down to 20mph.
- Free transport. Park and ride. Enhanced cycle Lanes.
- Teach the parents to park appropriately and introduce more penalties on the restricted areas/time zones as some people just don't listen.
- School bus/class incentives for transport other than car.
- The area needs to be increased. We now walk instead of driving but there is still a lot of traffic on the route as many parents have slipped back into bad habits. My children face a walk along St Martin's Road, where there is constant traffic. This is not fair. The scheme should also cover this area and all areas by schools and their immediate routes into a school.
- Safer roads, slower cars, more pedestrian access.
- None, most with cars are those who work and need to get to work by a certain time and quicker than walking or don't want to get the children wet before they get into school.
- Harsher fines for those disobeying.
- Unfortunately, a lot of parents ignore the road signs and drive down the street anyway. A daily traffic warden would be fantastic or a camera to catch cars and issue tickets. As many people think so far it's just a sign so do as they please.
- More police/warden presence needed to enforce. As many parents ignore signs.
- More encouragement and more resources.
- Walking bus.
- School bus.
- Encouraging employers to allow later starts for working parents
- Entirely pedestrianise the area with paved areas not tarmac roads. Plant more trees and flowers along route. Invest in more local public transport including resolving parking/bus route issues through St Martin's Rd. Install visible, well sign posted, camera monitored, bicycle shelters. Traffic calming speed bumps in ALL side streets. Local volunteers (DBS checked) to form walking groups to and from school. Ensure there are places for all local children at their closest schools and that these schools

are all performing on par with each other. Expand before and after school support so more parents can have the time to make the right choice.

- There needs to be a stronger police presence. Have you also thought of offering rewards to children who cycle in? Pester power and all that.
- None
- I am angry because when my daughter went to the Twyn, I could get fined for driving her in to protect her from road safety and air pollution. Fine. But now she goes to St Martin's no one cares. She is still only eleven years old. She tried to cycle to school once and was fine going through the Castle View estate but nearly got knocked off her bike on St Martin's Road!! Why is there nothing in place to keep her safe? Why do you only care about young children? She walks in now but was greatly removed before half term by a parent taking their child to school! A child in my daughter's class!! Why are parents allowed to drive their children in and hurt my child on the way by driving badly? Also, the air pollution in the walk in. Why do you only care about children that go to the Twyn? Why not high school children? They so have lungs and they still need to cross roads. I am so angry at the fact that you only care about one school!
- I take my children by public-transport, but the cost is incredibly high and adds up. I believe that school children should be able to take public transport for free to encourage uptake.
- Better public transport.
- 'Walking bus' All ages to be offered cycling proficiency at the school. Improved active travel provision in the area which I appreciate is being done with input on commonplace. Regular initiatives run by the schools such as taking part in the Sustrans challenge, sharing information through resources such as Traveline Cymru.
- Walking bus for children.
- Stricter fines.
- Unfortunately, I would say that there was initially significant positive change, but once families felt that it wasn't being policed, they began driving more frequently down these roads. Yesterday when I collected my child from school I noticed that parking was particularly dangerous and there were lots of people parking on double yellow lines and on corners etc.
- Need to break habits and stay consistent in your approaches. The lack of vehicles on the school street is great. really love that action is being taken, but it is pushing the problem to surrounding areas like town streets and castle park. I don't necessarily think the measures are making more people walk / cycle but not having cars outside school is safer. It only works when there is patrol though sadly because people are idiots
- Enforcement of the new policy, no stopping zones etc
- Many parents/guardians ignore the restriction so better enforcement required. School bus covering main catchment areas outside a 15 minute walk.
- Education, incentives.
- Electric bus service for those who live over 1 mile away
- Not sure as it's a primary school and children don't come on their own.
- Current measures only work if police are here to enforce it.
- The scheme only works effectively when it is policed.
- Have a traffic person at the entrance to all the roads by the school and you need to close off other routes by the school.
- Better after school facilities for the children, current after school provider is limited so parents need to rush during their working hours to pick up children so walking/bus is not a suitable mode of transport as it lengthens the time away from work.
- Complete road closure.
- Cycle route through the town.
- Under cover shelter when waiting for school to start/finish.
- More enforcement of the measures.

- Walking bus.
- Police the scheme.
- Getting through to their parents that the street is far too small for all the cars.

### **Do you have any additional comments?**

- Parents just use the lanes that we use to walk to school. Ok the road is quieter, but it cannot be 100% consistently enforced and parents drive too fast in the lanes.
- We are working parents and do not have the time to walk.
- This is a great measure which has increased safety and made the area surrounding the school a better place. Please make it permanent.
- The scheme has put us in a difficult situation whereby we are now forced to park and walk from Morrisons resulting in me continually being late to work (Cardiff).
- Extra enforcement is most definitely required, parents still double park especially outside the nursery building which is extremely dangerous.
- People will only walk if they don't drive due to the weather. A school bus would solve this issue.
- I understand that there are funding issues with policing the road but that seems to be the only way of enforcing the scheme. There have been some close calls regarding the driving and parking around our school.
- A well intentioned, but ill-thought scheme which in my subjective view offers little tangible benefits. I don't feel that it has or is likely to change people's behaviour or perceptions in general and probably causes more disruption than it solves problems.
- The scheme makes it more difficult for those who do not live within walking distance or for parents who have to travel on to their workplace by car. It does not reach road safety to children and in fact does the opposite, encouraging them to walk in the middle of the road and not teaching them how to check both ways for cars. It does not change how people travel to the school. Everyone travels the same way they did before. It's just that for some, the journey is now longer because of having to park further away. The scheme is not enforceable because anyone who is not a parent at the school can still use the roads. Those unfamiliar with the 'rules' around the school go about their business as normal. All in all, the scheme completely fails to meet any of its aims. As suggested, the money would be better spent on a school bus for those outside walking distance.
- There needs to be a higher police presence around schools and cameras put in. You also mention cycle lanes but there aren't any. Hundreds of children walk down St Martin's Road every day and there is not one cycle Lane along this route to protect them (this includes children travelling from Castle View to St Martin's as well as primary school age children walking to Castell or the Twyn). There is no encouragement for children to walk to school either. Many parents are lazy and there is not enough education on the subject. Public transport also needs to be cheaper to encourage this as an alternative. If we can teach children to walk or get public transport when their upping, maybe we can stop the trend of children wanting to drive when they're seventeen. It's one thing putting up a sign and expecting everything to change, it's another thing to change the way people think. This scheme has worked and it is better. However, you need to reach the selfish parents, who don't care. You need to teach people to think of their responsibilities not just their rights. Change can happen but you need to make it happen quicker.
- Needs a holistic approach of improving air pollution across the whole town.
- The system should remain in place for the safety of the children.
- Situation needs more monitoring as the double parking, parking on yellow lines and speed of cars is ridiculous considering its supposed to be a no traffic zone between school pick up and drop offs

- The scheme needs to be extended to cover all schools and all road by the schools (St Martin's Road and Rectory Close). There needs to be a scheme in place to encourage people to cycle and walk. You need a carrot and stick approach.
- It needs to be enforced on a monthly basis. There are still cars on the road during the time zones. If possible, enforcement cameras would be the solution.
- More patrols at school time as no-one has taken it seriously and still continue to drive down the roads.
- Without the scheme there will be a huge risk to children's safety as cars park anywhere and often travel fast as people rush to drop children to school.
- More enforcement needs to be made. As a parent who walks my 4 young children to school daily I'm constantly battling to cross the road safely or even if I can I'm having to let go of my children's hands to squeeze between illegally parked cars blocking the school entrance. More of a daily police presence or cameras which can issue tickets would make people obey the rules More.
- More needs to be done to ensure parents obey the new signs. A police presence once in a blue moon to issue the odd ticket doesn't work it needs to be daily.
- We stopped using the car and started cycling in but the pavement on our road (St Martin's) are not wide enough for cycling as a family. Without cycling paths, the road is too dangerous to cycle on during this peak period as most parents are driving their kids this way as there are so many schools in town. Parents at the Twyn have improved but they haven't anywhere else so the roads into school are so congested. This harms my child when we cycle in so we've gone back to driving. In school, St least children are safe inside. The problem with air quality is on the way into school. A new ring road needs to be put in to take traffic away from the town
- The scheme works when enforcement is in place but then the rules are ignored though it is better than it used to be
- As a Resident of the estate next to the Twyn school - the scheme merely forced all the traffic parking during school hours, to park on the estate. As per postcode. Which I consider to be highly dangerous & an inconvenience.
- It looks to me as though traffic has reduced coming down Southern Street, but there is still a high volume of traffic on East View at peak times. I was worried about the implementation of the scheme originally as I am employed full time and was previously dropping my son to school by car, then rushing straight to work. Since the scheme began we have started walking to school (most days) and we both really enjoy it. It gives us the opportunity to get some calm time and exercise before the day starts/after a stressful day. We will continue walking. However, I am lucky that I am now in the position to work from home and when I do need to attend the office, my employer is quite flexible in me arriving a little later. This isn't the case for other mums I know, who now spend more time driving around Caerphilly trying to park to do the school drop off, or just ignoring the scheme because they need time to get to work by car straight after. To make this scheme more successful CCBC should consider how they can ease some of the pressure on working parents.
- To stop such a positive step forward would be tantamount to manslaughter if a child is hit by a car following removal of the scheme
- You need to put up cameras to take photos of the cars. Also if you want a real impact on air quality in the town you should encourage people (parents and non-parents) to use public transport and put more cycle lanes in place (the only ones around go through rough housing estates - who wants to cycle through those?)
- There is inadequate parking around the school, and these measures have exacerbated the issue. I have no other option to get my children to school other than by car, and the traffic and parking make this stressful.
- Please care about my daughter too. A child doesn't stop needing looking after just because they go to high school. My daughter isn't the only one to be nearly knocked down by a car on her way to St Martin's. That road is a danger to all. Well you Wait for someone to die on St Martin's Road first before you do anything? You need to A) put in another zebra crossing in at the bottom of St Martin's (by the Miners) B)

Change the road to a 10 mph zone 3) Change the road to a pedestrian zone D) Put in a cycling path E) Put in speed bumps F) Put in speed camera (average speed) and advertise them as a deterrent. All children's lives matter not just those under ten!

- I am disabled and need to park close to the school. In order to park I have to be at the for 2.30 in order to get a parking space and some days even then I still can't. The scheme has made no difference as it's not enforced.
- Absolute fail in this trial, without people standing at the top of the affected roads stopping traffic this isn't going to work. Even on the very few occasions that traffic wardens have been present its not stopped people parking and driving down the road. Also as there shouldn't be any cars it makes the roads more dangerous crossing and walking on them as rather there not being any traffic as planned there are. So it either has to be an all or nothing approach. It would also have been useful for the school to publish the map of the no parking areas to make people aware rather than just road names.
- I wasn't aware of any scheme, the traffic and parking is always bad in and around the school area
- It's great to encourage people to walk/cycle to school if the weather isn't wet, the parents do not work and you live relatively close to the school. I live over a mile away from the school and I only have a 20 minute window to get my children to school due to work commitments. One of my children is 4 years old and I cannot expect him to walk that distance back and forth in a reasonable time for me to be able to complete my job. I work around my hours around my children
- I think the scheme in itself is an excellent idea. In the beginning when it was first introduced, it was effective. However, due to the lack of ongoing enforcement, the situation has almost reverted to where it was before the scheme was in place. In order for it to be effective, there needs to be more enforcement or maybe cameras installed as those in private car parks which can see instantly where the rules are being broken and fines can be issued. I fully support the idea of making the streets by the school pedestrianised.
- There have been phases where enforcement was in place and worked. But it's not always there and so people start to drive to the school again. Also, people will just park in Morrison's or surrounding streets so that needs to be looked at. How can you encourage people to do their complete journey walking or cycling? Because it seems a huge amount are driving as close as they can and then walking. What are their obstacles and how can they be encouraged to make a change? Car sharing maybe be the best and only option for some. I am fortunate that I live close by and work from home.
- There is no presence from enforcement officers making sure the scheme works. There are parents parking on the zig zags outside the school/stopping in the road to drop children off/double parking blocking other cars in no change has been made.
- Unfortunately people are starting to ignore the scheme and are returning to driving even during prohibited times. At the start of the scheme it was enforced with wardens stopping access but this no longer happens. I have only seen the police enforcing on one occasion and needs reinforcing for this to be a success
- Make it stricter and have harsher fines. Free parking in Twyn can park between 8.45-9-15 2.45-3.20
- This is really important for the children at this school. In Cardiff, such schemes are policed with cameras and fixed penalty notices. It is my opinion that these schemes are more effective because people believe that they will really be penalised. Please continue the scheme for the safety of the children.
- More policing to ensure its enforced. My children have been endangered by cars on several occasions by stressed rushed drivers dropping children to school. They shouldn't be allowed near the school.
- I live in Southern Street and my daughter attends the Twyn School. I feel the road closure is a much safer environment for school times. I do think this needs to be



enforced as when it first started it was brilliant, but people have resorted back to driving down the street again.

- Need more enforcement. Get children on board by a school campaign, a drawing competition or something.
- Needs to be policed or camera ticketing otherwise returns to normal.
- I always have chosen to walk my children back and forth to school (weather permitting). I do not park directly around the school if I do drive. I am in full support of the area around the school being closed off to parking. Parents park illegally and in dangerous situations. With so many children leaving the school grounds safety of the children is paramount.
- It is easy to accidentally drive down the road at the time of closure, maybe painting the times on the road. More enforcement may be helpful too.
- It's a fantastic scheme not only for environmental reasons but also safety. Each of my 4 children have attended Twyn since 2004, the car usage and bad parking in the roads around the school has increased massively. My two eldest children caught the school bus until it was stopped. BRING BACK THE BUS!
- The issue at the Twyn is parking. The restrictions have helped with safety.
- Unless it is enforced people will ignore anything in place as the nearest parking is Morrison's, the Twyn car park which normally is pay and display or on the road along north view terrace which is dangerous.
- Should consider automatic rising bollards at the end of the roads, would be cheaper in long run than employee people to enforce. Should consider stopping cars go past the school via Lon-Y-Twyn road.
- You need to have cameras enforcing it / police it regularly until parents get the message.
- There are other routes by the school that weren't closed off as other roads were so in my opinion it was not worth doing. Do all roads or none at all.
- The current scheme is a barrier for working parents as if I am stopped from driving my child to school, I would not get into work on time.
- Fully pedestrian roads will be so beneficial to the safety of all children and carers. I strongly feel that it should be fully enforced.
- I have no problem with no parking around the school, but I take and pick my children to school I go straight to work but there is no parking near the school as the car park near is always full with all the workers from the town.
- Better enforcement and more obvious signs and road markings would make the scheme more successful. Also educating people about the health and environmental benefits.
- this has overall been a positive scheme for parking up and traffic congestion. however, people still drive down the street and the children jump out of the car. This is sometimes chaotic and dangerous.
- Lon Y Twyn was not closed off or manned and not included in the scheme. Therefore those parents/carers that were determined to drop their children off outside the school, and that would be more than 60% of the pupils simply went that way and was able to join Southern St. My son was in a wheelchair Sept 2020 and I walked to school every day, there was no room on the pavement and additional was unable to use the road as it was still being used by majority of vehicles despite the restriction. We were almost run over and I was swore at in front of my children by someone who was illegally using the road.
- After initial good adherence by the public (mainly due to police enforcement), parents & pupils seemed to be slipping back into their old ways and cars are appearing again.
- This Morning - 10.11.21 Very near miss with a pedestrian and a car that was stuck in traffic on the junction of East View and Southern St. Car was blocked in my other cars and decided to reverse, nearly hitting a pedestrian, luckily the individual was able to move out of the way of the car, if t had been a child in a buggy, they would

have been hit and crushed! The traffic this morning was queuing up Southern St and East View.

- Scheme worked at first but many parents are now driving down the street again at times they shouldn't.
- This scheme worked perfectly well when managed by the traffic wardens, it was wonderful for residents, this has only been enforced by the police once on the 27th April 2021, which is not enough
- Travel for the children is now much safer and traffic congestion has all but disappeared – it's so much better !!

**If your responses to the above questions have been affected either positively or negatively or you feel that any of these proposals will affect you differently as an individual because of any of the following (age, disability, ethnic origin, gender, gender reassignment, marital status, religious belief or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents) please give details below.**

Relevant comments have been included in the IIA

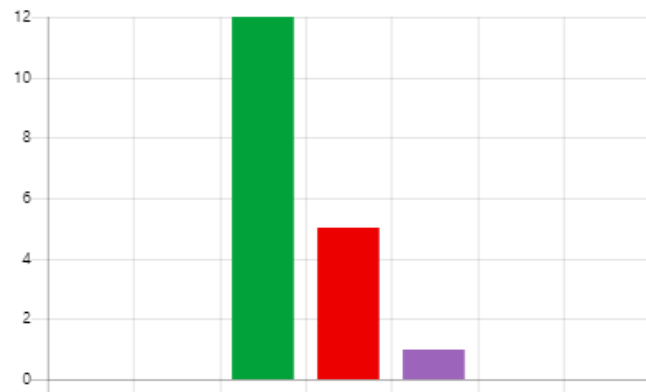
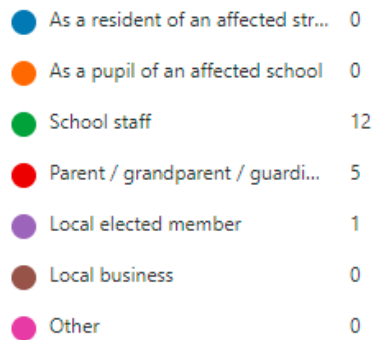
- Wardens were making disabled people park further away. I think this is wrong. I am able to walk but have seen elderly grandparents struggling.
- Van Road is too busy and needs speed bumps, I have two children one with learning difficulties and cars speed down the road which is dangerous
- I see no change, parents still drive down the street apart from the one day when parents were getting tickets I feel that did help but it is an inconvenience when not enough spaces to park for the number of children
- I think it is a great idea to make this more of a permanent feature for the safety of our children. Especially being a school in the town centre where there is more traffic than usual. Also, for residents of the street unable to park their cars outside their own houses due to inconsiderate parents who don't want to walk their children to school in the rain. There are also many car parks in town also free to park in. Being a school in the town centre it should be for residents within walking distance anyway. The only other suggestion I would have is for the school to offer a drop off and collection point for parents needing to rush to work, however they do offer a breakfast club which opens at 8am.
- I think if enforced properly it will be a great way to keep our children safe walking to and from school. Also, for the residents of the surrounding streets. There are many free car parks in and around the town.
- Apart from disability and access I don't see how any of the other arguments could have any grounds or relevance when compared to the safety of our children. We have to be inclusive, and we have to put our children first.
- Because the scheme is not enforced, I am affected in a negative way due to being disabled. I feel extreme stress when I have to pick up my child as I have to get to the school early enough to be able to park and some days it's just not possible. Some disabled parking spots would be beneficial.
- I have to use my disability blue badge when parking close to the school but the spaces are always being taken up by people parking where they shouldn't.
- Young children cannot be expected to walk over a mile each way to school.
- Please keep the existing regulations. There are so many positives to the introduction of the new scheme. Cleaner air, fitter children/parents, less congestion, less likelihood of accidents due to reduction in volume of cars, far less noise due to reduced traffic.

## Libanus Primary School – 18 responses received

I am responding to this survey..... (please select only one)

[More Details](#)

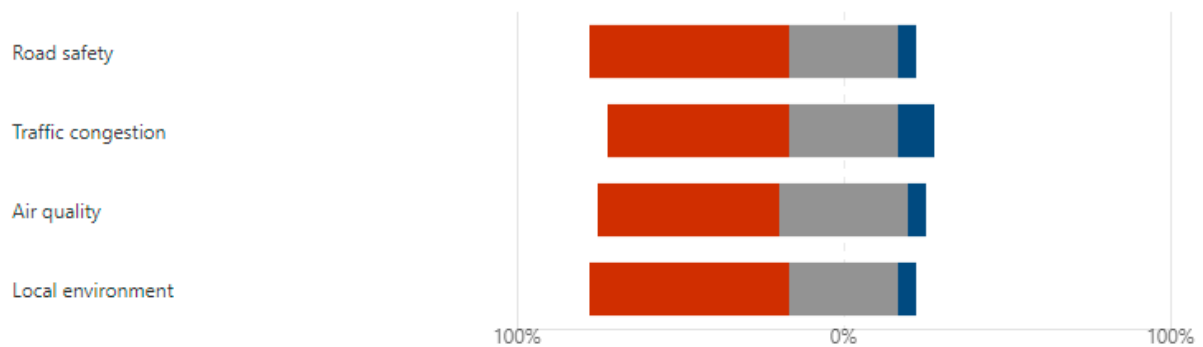
[Insights](#)



What effect do you consider that the experimental scheme has had on the following outside the school?

[More Details](#)

Positive No change Negative



Do you consider that the scheme has encouraged more pupils to make their school journey by sustainable forms of transport (e.g. walk, scoot, cycle, public transport)?

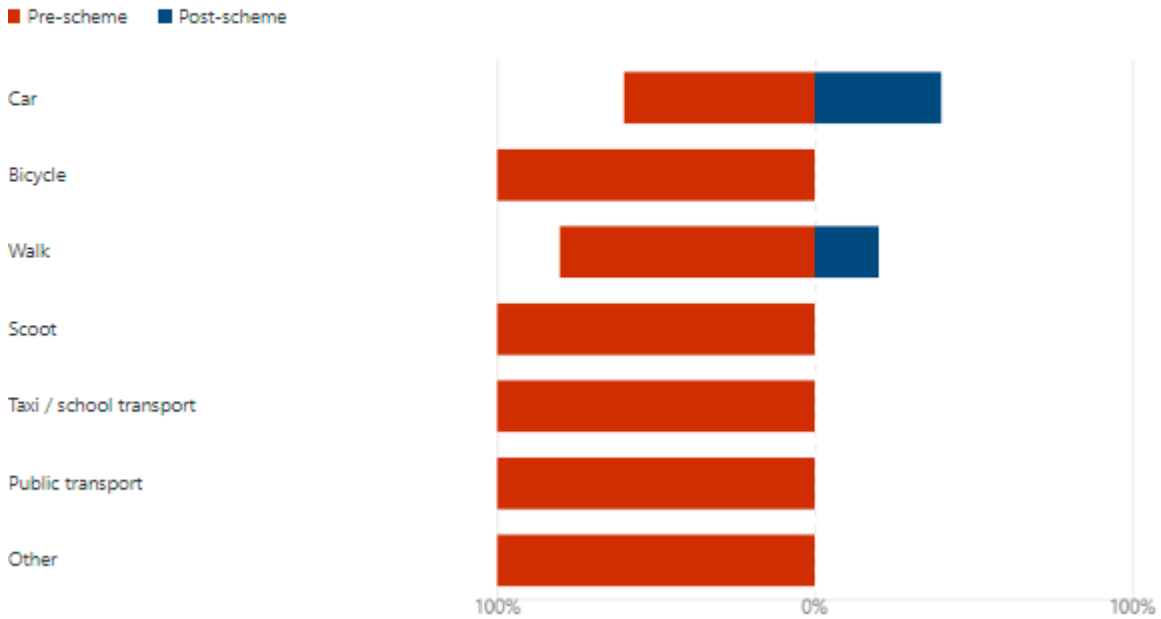
[More Details](#)

[Insights](#)



Have you changed the way that you make the school journey? If applicable, please choose below:

[More Details](#)



Do you consider that the scheme has received adequate or inadequate levels of enforcement by the police for it to be effective?

[More Details](#)

[Insights](#)

- Adequate 5
- Inadequate 13



Do you consider that the scheme should remain in place?

[More Details](#)

- Yes 17
- No 1



**About the respondents**

## I am

[More Details](#)

[Insights](#)

Female	15
Male	2
Other	0
Prefer not to say	1



## Do you consider yourself to have a disability?

[More Details](#)

[Insights](#)

Yes	1
No	16
Prefer not to say	1

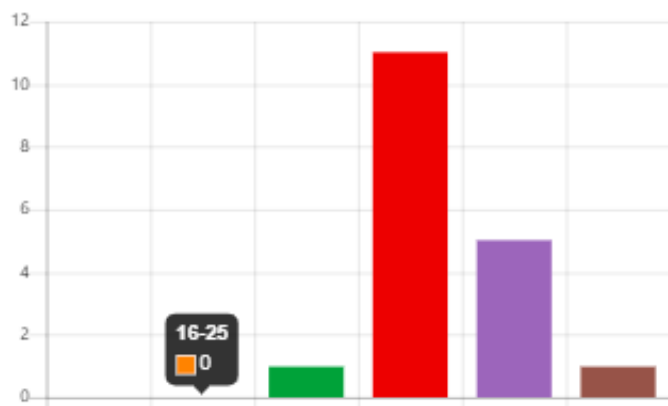


## Age group

[More Details](#)

[Insights](#)

<16	0
16-25	0
26-39	1
40-49	11
50-65	5
66+	1



## What additional/alternative measures do you consider would encourage pupils to travel more sustainably?

- A dedicated park and walk area for the parents who live out of catchment and can't walk all of the way. They could park up and walk safely to school.
- Facilities for bikes. Safe crossing on the main road. Many times the person responsible for road safety is off sick.
- Something more needs to be put in place as many parents have ignored this and still drive through during busy school hours.
- The street to be manned.
- Safe crossing areas on main roads prior to arriving at school. Crossing patrols present at all start and finish times for pupils. When a crossing patrol is absent they

aren't replaced and there have been long periods whereby there are no crossing patrols to help pupils cross the busy roads safely.

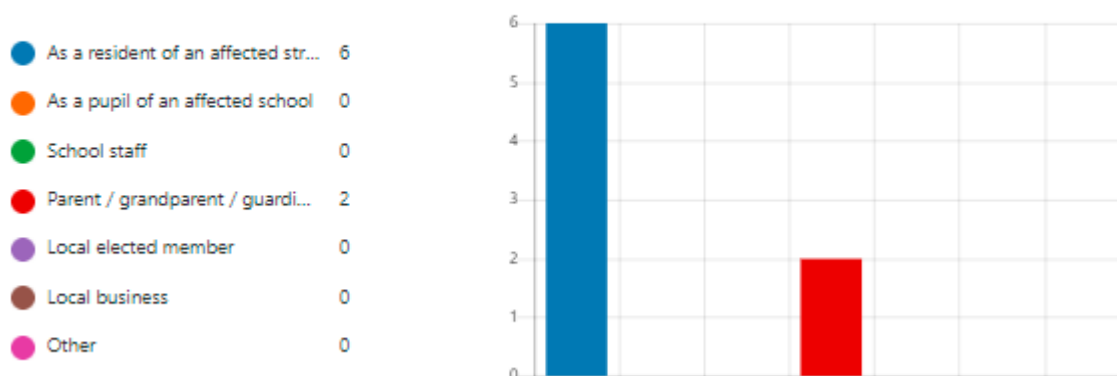
### **Do you have any additional comments?**

- The scheme has received almost no level of enforcement and so many parents and the community have taken no notice of the restriction. For it to work properly there must be regular police presence or barriers or bollards installed.
- People were sticking to it but no more vehicles driving through and parking, the road is so busy more reinforcements needed.
- Tougher enforcements so people will follow the rules.
- There is no safe way for the children to cross if the safety crossing patrol person is off sick as parents are encouraged to park in the free car park opposite the dog groomers. No facilities for the children to park up bikes and very little for scooters. Children walk up the middle of the road thinking no traffic will be there and cars use the road whether they have a disable badge or not. I don't believe this has been a success.
- A lot of parents have ignored this and still drive through or park while dropping off or picking up, many parents who have previously received tickets have still gone on to park in the street and if the police are not there one day still park or drive through unfortunately.
- Needs more policing as many still using the road and no checks are being made.
- Cars have started coming up the road the wrong way on the one-way system again
- The scheme only seems to be effective when wardens or police are present. We have had lots of complaints, arguments, dangerous driving even after the scheme has been set up.
- If parents are expected to park in local car parks for a short stay whilst they walk their children to school safely, parking charges should remain free for the window of their drop off and pick up.
- Put signs up on the road to state regulations.

## Risca Primary School – 8 responses received

I am responding to this survey..... (please select only one)

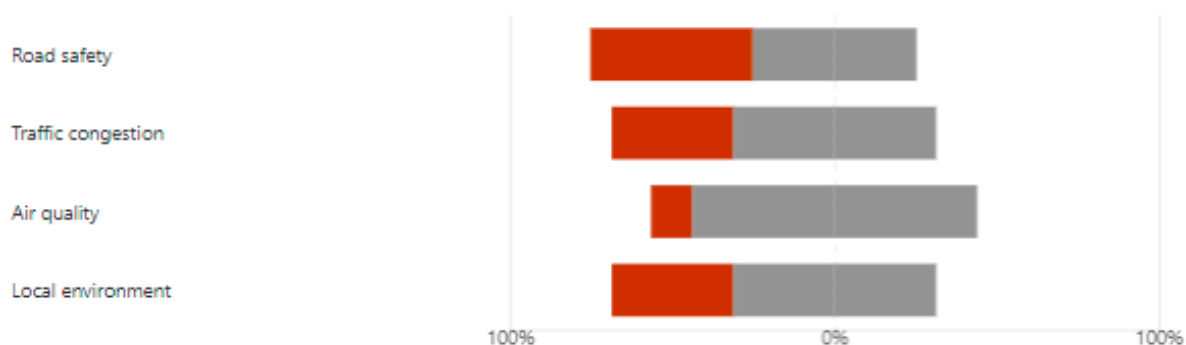
[More Details](#)



What effect do you consider that the experimental scheme has had on the following outside the school?

[More Details](#)

Positive No change Negative



Do you consider that the scheme has encouraged more pupils to make their school journey by sustainable forms of transport (e.g. walk, scoot, cycle, public transport)?

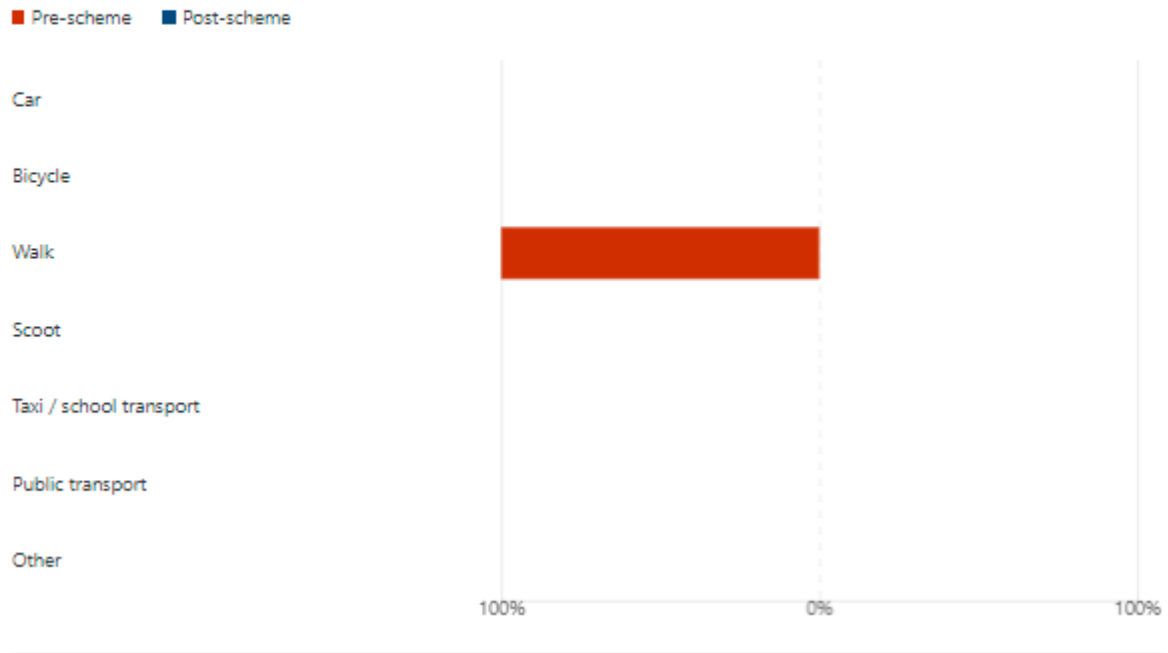
[More Details](#)

Yes 0  
No 8



Have you changed the way that you make the school journey? If applicable, please choose below:

[More Details](#)



Do you consider that the scheme has received adequate or inadequate levels of enforcement by the police for it to be effective?

[More Details](#)

- Adequate 1
- Inadequate 7



Do you consider that the scheme should remain in place?

[More Details](#)

- Yes 7
- No 1





10. If the experimental pedestrian and cycle zone is removed do you consider that the one-way traffic restriction should remain in place?

[More Details](#)

● Yes	6
● No	2



### About the respondents

I am

[More Details](#)

● Female	7
● Male	0
● Other	0
● Prefer not to say	1



Do you consider yourself to have a disability?

[More Details](#)

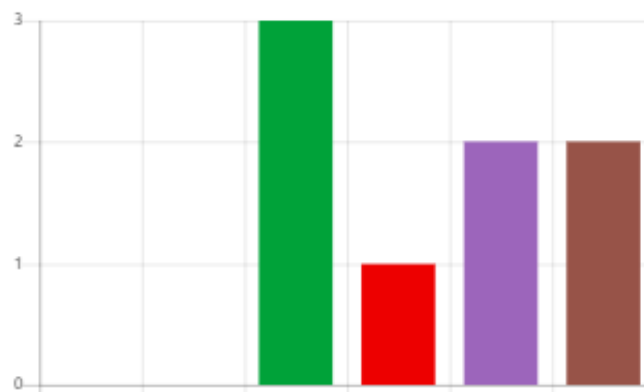
● Yes	1
● No	5
● Prefer not to say	2



Age group

[More Details](#)

● <16	0
● 16-25	0
● 26-39	3
● 40-49	1
● 50-65	2
● 66+	2



**What additional/alternative measures do you consider would encourage pupils to travel more sustainably?**

- As pupils are not the ones making the decisions on how they get to school we need to get the message out to parents who make these decisions.
- Ask their parents to stop parking illegally in residential areas around times they shouldn't.
- Nothing, all the parents want is to get their children to school by the quickest and safest method. (car)
- Cycle schemes if possible.
- Bike riding lessons in school time and help for parents who can't afford bikes.
- Whilst there was a warden on end of street parents did not drive in road. As soon as no warden signs were disregarded and road was chaotic again.

**If the experimental pedestrian and cycle zone is removed do you consider that the one-way traffic restriction should remain in place?**

- Yes
- No
- Yes
- Yes
- No
- Yes
- Yes
- Yes

**Do you have any additional comments?**

- One way system has been positive however not enough enforcement as cars still coming down street at school start and end of day also cars parked in street when nursery coming out at 11.20am.
- If the scheme was enforced properly parents might understand they shouldn't be using the street. Also you allow 1 hour for non-permit holders in a street that already hasn't enough space for the residents who actually live here. Some parents have no care where they dump their cars and some even come into the street earlier just to park up because they can! You need to remove the 1 hour wait for non-residents and enforce the changes you have tried to implement rather than putting a great idea here and doing nothing to make sure it works! The school has continuously reminded parents not to park here but they ignore the pleas. I have previously reported and sent pictures of the inconsiderate parents using the street and the enforcement officers came out after school started and after school finished which resulted in no change at all. There are already insufficient parking spaces for residents which results in us parking elsewhere and we then incur parking fines.
- The head teacher of Risca Primary did away with the bike racks for more car parking spaces within the school grounds and she discouraged the children from using their bikes. The only time it stops parents parking down Graig View is when the traffic wardens is in the area - apart from that no parent takes any notice. They park on double yellow lines and on my drop kerb outside by driveway. They do not care. People still do not use the one-way system in the correct manner.
- It isn't being used correctly, not monitored enough. Parents/guardians still using our streets to park in, when really they shouldn't be in our streets at the time zones stated etc , it's not as many as before the scheme though, so think the scheme is

working a little bit , the adjoining road Tredegar terrace gets very congested at school time but road users seem to be dealing with that quite well.

- I feel (and I speak for most residents on Graig View that I have spoken to) that although this has good intentions it was doomed to fail from the beginning. Without enforcement, traffic restrictions are completely ignored (and it is impossible to have an officer on site twice a day in perpetuity). All it has done is push the vehicles into Gwendoline Road (which has become a no-go area at certain times of the day due to weight of vehicles). It is no exaggeration to say that around 20 cars a day drive the wrong way up the one-way system and this has only lead to conflict on the road. As for safety, the scheme has made this decline if anything as it has made cars have to use the Tredegar Terrace junction onto the main road (which is nowhere near wide enough for two-way traffic, I understand it may pass as it is an historic access/egress but is naïve to increase the increase its use and traffic drives along the footway as it is just not wide enough) instead of the Danygraig Road access which is far wider and suitable. The scheme also does not take into account access for vehicles for the shops. The entrance/parking area to the side/rear of Wesley Place (not the Rugby Club Car Park) has been used by the shop providers for decades but the scheme would not allow them to now do this and turn shop provider movements into criminal actions.
- The scheme worked very well when someone was checking the cars dropping or picking up from the school, but once that stopped everything went back to how it used to be. Parents stop outside the gates and take their child in, leaving their car in the middle of the road, god forbid if an emergency vehicle wanted to come down the street. They even park on the pavement and take children into school. One day a child is going to step into the road to pass the cars and is going to get knocked over. What was the point of issuing residents with permits when nobody takes any notice of the rules regarding travelling down the street during the designated times. I know funds are very restricted with regard to policing the situation, but does it take a child to get knocked over for something to be done.
- If the scheme is removed the one-way system has to be kept for child safety
- Before one way system was introduced road was unsafe for children crossing. Cars mounting pavements parking pavements.

**If your responses to the above questions have been affected either positively or negatively or you feel that any of these proposals will affect you differently as an individual because of any of the following (age, disability, ethnic origin, gender, gender reassignment, marital status, religious belief or non-belief, use of Welsh language, BSL or other languages, nationality or responsibility for any dependents) please give details below.**

Relevant comments have been included in the IIA.

- I do feel the scheme has sort of worked well, just needs more monitoring I think, as people still parking in our streets to drop children off, when in those times they shouldn't be down here unless they got permits

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## ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 8TH FEBRUARY 2022

**SUBJECT: ECONOMY AND ENVIRONMENT 2021/22 BUDGET MONITORING  
REPORT (PERIOD 7)**

**REPORT BY: CORPORATE DIRECTOR FOR ECONOMY AND ENVIRONMENT**

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### **1. PURPOSE OF REPORT**

- 1.1 To inform members of projected revenue expenditure for the Economy & Environment Directorate for the 2021/22 financial year. Service Divisions include Regeneration & Planning Division, Infrastructure Services Division, Public Protection Division and Community & Leisure Services Division.

### **2. SUMMARY**

- 2.1 The report summarises the most recent budget monitoring projections for 2021/2022 based on the latest available financial information.
- 2.2 The attached appendices outline more detailed budget monitoring figures for each of the Council Fund Services outlined in paragraph 1.1 above

### **3. RECOMMENDATIONS**

- 3.1 Environment & Sustainability Scrutiny Committee Members are requested to note the contents of this report and the detailed budget monitoring pages that follow in respect of the Infrastructure Services Division, Public Protection Division and Community & Leisure Services Division which all fall within the remit of this Scrutiny.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 The Council Budget is based on the achievement of both expenditure and income targets. To ensure that these are met, and the Council's financial integrity is maintained Directors are required to review income and expenditure trends.

### **5. THE REPORT**

#### **5.1 INTRODUCTION**

- 5.1.1 The report outlines the revenue budget position for each of the service Divisions that form part of the Economy & Environment Directorate based on the most current financial information

available. Projected outturn figures for the financial year are compared with the budget to show the anticipated under/overspends. More detailed budget monitoring figures are shown in the appendices 1a to 1d.

- 5.1.2 The table 1 below summarises the present budget monitoring position, with an overall Directorate underspend of £1,118k, but exclusive of ring-fenced budgets is projecting an underspend of £388k. Appendices 1a to 1d provide more detail on the budget variation projections for each Service Division.

TABLE 1	Estimate 2021/2022	Revised Estimate 2021/2022	Outturn 2021/2022	Variance 2021/2022
Regeneration & Planning Division	2,866	2,866	2,357	509
Infrastructure Division	20,694	20,694	20,209	485
Public Protection Division	7,543	7,543	7,316	227
Community & Leisure Services Division	22,284	22,284	22,336	(52)
Directorate General	178	178	229	(51)
NET DIRECTORATE	53,565	53,565	52,447	1,118
Home to School Transport - ring fenced under spend				357
Social Services Transport – ring fenced under spend				159
Cemeteries Task & Finish – ring fenced under spend				214
NET DIRECTORATE under spend (excluding ring fenced budgets)				388

## 5.2 INFRASTRUCTURE DIVISION

- 5.2.1 Infrastructure is overall reporting a net underspend of £485k, after excluding budget variations in relation to Home to School Transport (£357k underspend) and Social Services Transport (£159k under spend) which will be ring fenced and appropriated back to the Service Directorates, there is a small overspend of £31k, this includes WG funding for lost income in some service areas.
- 5.2.2 Highway Services is reporting an overspend of £28k. This is due in the main to highway core services projecting an underspend of £13k mainly due to delays in filling vacant posts, street lighting energy together with contractor/consultants' costs (partly due to backlog from covid delays) partially offset by reductions in income on permits. SAB (sustainable drainage) is projecting an overspend of £41k at this time due in the main to reduction in income which is partially offset by savings on contractor payments. At present winter maintenance costs are difficult to predict but it is assumed the full budget of £1.16 million) will be spent.
- 5.2.3 EPG (Engineering Projects Group) is reporting underspend of £19k with reductions in fee income being more than offset by reduced salary costs, agency costs and travel.
- 5.2.4 Transportation Engineering overall is projecting a net overspend of £55k after adjusting for the agreed use of the Covid 19 reserve to fund the Car Park income loss endorsed by Cabinet. This overspend is due in the main to a shortfall in income for On-Street Car Parking of £10k, Shortfalls in income generated from Civil Parking Enforcement (CPE) of £64k (after WG funding for lost income and a reduction in CPE operational costs) along with £29k grant fee income. There are also underspends in relation vacant posts in Traffic Management £20k (which offsets most of the grant fee income shortfall) along with school crossing patrols of £51k due to vacant posts linked to sites not meeting Road Safety GB criteria.

- 5.2.5 Passenger Transport is reporting an underspend of £32k, with underspend in relation to bus subsidies and operator payments after grant income of £41k due to reduced service operation and additional grant income (BSSG). Also, underspend in staffing costs of £36k and management fee (Electronic Ticketing Machine Scheme) income of £10k, which is offset by an overspend on Bus Shelter/Bus Station costs of £38k. Bus Station Departure income has a net overspend of £17k which assumes WG funding for the first six months.
- 5.2.6 At this stage Network Contracting Services (NCS) is anticipating a breakeven budget this will be monitored closely during the year.
- 5.2.7 Home to School Transport is presently projecting underspend of £357k on a £7.9million budget, in the main due to a £344k underspend in contractor costs linked to reduced service operation and WG funding for PPE costs assumed for the first 6 months.
- 5.2.8 Social Services Transport is projecting under spend of £159k including £39k on salaries, £119k for service operators and a small underspend in vehicle costs of £4k offset by additional costs to support agile working. There is risk of operator failure leading to increased cost in future although this is partly an in-house operator function rather than private contractor.

### 5.3 PUBLIC PROTECTION

- 5.3.1 Public Protection is presently projecting underspend of £227k on their overall revenue budget details below.
- 5.3.2 Environmental Health is currently projecting a net underspend of £83k. The main variances are: -
- Community Safety Wardens is forecasting a breakeven position.
  - Enforcement is forecasting an underspend of £3k mainly due to salary underspend from staff on reduced hours and delayed filling of vacant posts, along with vehicle costs, which are more than offsetting reduction in income/fees.
  - Food Team is predicting a small underspend of £28k due to salary underspend from staff on reduced hours and delayed filling of vacant posts.
  - Pollution Control are predicting a net underspend of £54k partly due to vacant posts, but primarily due to £92.5k grant received from WG to fund staffing costs linked to Hafodyrynys. At this stage it is unlikely this will be required to fund any shortfall in the purchase/compensation Capital grant received from WG to fund the acquisition and payment of compensation for the houses at Hafodyrynys, as this was practically completed in 2020/21. Hafodyrynys Compensation/Acquisition has been funded by a ring-fenced reserve of £268k (from prior to 2020/21 grant) and an RCCO in 2020/21 of £34k (from 2020/21 grant). There are also a number of other ongoing issues in respect of air quality, pollution, and contaminated land and these are being closely monitored as any increases in this area would impact on the overall financial position. This also takes into account the agreed RCCO (revenue Contribution to Capital Outturn) of £37k.
  - Health Division is predicting an underspend of £4k due in the main to reduced staff cost for additional hours.
  - Community Safety Partnership is predicting a small overspend of £10k, due to staff sickness not being recoverable from the grant.
  - Emergency Planning is predicting a £2k underspend.
- 5.3.3 Trading Standards (including Corporate and Democratic Services costs) are projecting a £15k (£13k Trading Standards & £2k Corporate and Democratic Services costs) underspend due in the main to delays in filling vacant posts and staff not at the top of the incremental scale.

- 5.3.4 Licensing are projecting a £7k underspend mainly due to Staffing underspends of £28k partly offsetting reduced net income of £12k (assumes WG fund lost income for first six months) due to reductions in numbers of temporary events notices and changes to Premises and Personal licences associated with pubs and clubs and street trading applications and some additional IT costs.
- 5.3.5 Registrars are projecting a £15k underspend mainly due to reduced running costs of £25k that has been offsetting net reduced income of £10k. The service income and costs can be greatly affected by Covid Restriction changes if the current covid level (Zero) is raised during the year.
- 5.3.6 CCTV services are projecting an underspend of £2k with salary underspend offsetting additional infrastructure cost.
- 5.3.7 Catering Services are projecting a net underspend of £107k. The underspend is due in the main to salary underspends due to delays in filling vacant posts offset by reduced income levels. This is after adjusting for the agreed use of reserves for the Cashless catering system and an officer post. The income will be monitored during the year especially as WG have lifted some of the restrictions in schools. There have been no amendments for loss of income from September as the guidance at present is unclear but as this is updated this will be addressed in future monitoring reports.

## **5.4 COMMUNITY AND LEISURE SERVICES**

- 5.4.1 The Community & Leisure Division is presently projecting overall a net overspend of £52k, this overspend is noted below.
- 5.4.2 Waste Management is overall presently reporting an overspend of £570k on a £10m budget. There is a possibility that some of the overall increased tonnage costs shown below can be claimed back via WG Hardship fund at year end.
- Residual Waste is projecting an overspend of £113k due in the main to additional vehicles costs, increased costs of waste treatments (£250K) and increased staff costs due to redeployments from cleansing see 5.5.3 below.
  - Organic recycling is projecting a £274k underspend due to salary savings on vacant posts, reduced additional agency staff, reduced vehicle costs together with savings on contractor payments for treatment costs.
  - CA sites are projecting a £141k underspend due in the main to ongoing proof of residency policies and significant reductions in out of County waste, this has been partially offset by the additional wood treatment costs.
  - Waste Transfer Station is projecting a £25k overspend due in the main to increased transport costs
  - Dry Recycling is forecasting a £972k overspend due in the main to increased costs (£321k) due to the fire at a contractor recycling depot and vehicle costs (£112k) due to damage and vehicle repairs.
  - RCCO (revenue contribution to capital outlay) is forecast to be £78k underspend due to no anticipated expenditure on vehicle acquisitions.
  - Bulky Waste is projecting a £13k overspend
  - Commercial Waste is projecting a £2k overspend due in the main to underachievement of income.
  - Other Waste is projecting a breakeven position.
  - Trehir is projecting a £7k underspend due to reduced maintenance costs
  - Sustainable Waste Management Grant (SWMG) from WG is showing a £16k overspend as a result of revisions to WG allocations.



- HQ staff predicted an underspend of £72k which is due to a vacant posts and reduced vehicle costs.
- 5.4.3 Cleansing Services is overall presently reporting an underspend of £560k. This is due in the main to a combination of staff vacant posts and staff continuing to be redirected to help cover waste collection rounds due to covid related and general sickness absence combined with reduced vehicle and treatment costs.
- 5.4.4 An underspend of £209k is projected for Parks & Countryside, Outdoor Facilities and Cemeteries.
- Cemeteries is reporting a £214k underspend, this underspend in the main is due to increased income levels. Any underspend in relation to cemeteries is ring fenced for future investment in cemetery development and infrastructure improvements.
  - Parks, Allotments and Playgrounds are reporting an overspend of £67k due in the main to decreased income levels, together with additional agency staff being extended to try to reduce the backlog.
  - Outdoor facilities are reporting £42K underspend in the main due to reduced staff costs, includes pavilion attendants' costs and reduced pavilion maintenance costs
  - Countryside is reporting an underspend of £20k in the main due to staff vacancies and career break that have not yet been replaced and reduced seasonal staff costs.
  - HQ is projecting a small overspend of £1k primarily due to lower plant repair costs after the purchase of new machinery in March 2021.
- 5.4.5 Leisure Centres are reporting overspend of £106k. The leisure centres have had limited opening this year to date due to Covid restriction. This is accentuated by the fact that staffing costs are still being incurred and an element of other operating expenditure is fixed cost in nature and cannot easily be reduced while the centres have been closed. The overspend projection does however include WG funding for net lost income, assumed to year end based on 2019-20 net figures. This overspend is still anticipated because historically over the past few year's leisure centres have underachieved income budget although budget growth and lifting of restrictions may aid the overspend. This will be monitored during the year. The overspend on Leisure Centres is part offset by a £38k underspend in Leisure HQ, primarily due to vacant posts and reduced spend on marketing and training.
- 5.4.6 Community Centres are at present projecting a breakeven position with any reductions in operating costs they hope to utilise to bring forward maintenance on these buildings.
- 5.4.7 Caerphilly Adventures is reporting an underspend of £9k.
- 5.4.8 Sports Development is projecting a slight overspend of £15k due in the main to reduced numbers of direct GP referrals. The National Exercise Referral Scheme (NERS) online live virtual sessions have not been chargeable, as restrictions are lifted and with additional referrals from DWP it is hoped the income levels will increase. There maybe an opportunity to seek WG lost income funds nearer year end.
- 5.4.9 Vehicle Maintenance & Fleet Management is currently projecting overspend of £140k, primarily due to a reduction in repair work. The outturn position will be dependent on the value of work through the workshop over the next few months and the ability to finance fixed overheads.
- 5.4.10 Building Cleaning is at present reporting underspend of £2k. Building Cleaning work has been affected by the Covid 19 crisis, with limited or no cleaning for a period being undertaken at Council buildings such as schools, leisure centres, tourism venues and libraries. However, building cleaning have needed to provide enhanced cleaning to school hubs and corporate offices and increased cleaning regimes at schools in preparation for schools reopening for the autumn term and during the autumn term. The decision was also made for all Council internal

charges to be levied, so Building Cleaning services are still generating the income needed to cover staffing costs.

## **5.5 Conclusion**

- 5.5.1 Members are advised that Economy & Environment Directorate provides a very diverse range of front-line services to residents and businesses. The overall Directorate has a budget totalling £53.565m. with a projected net underspend of £388k in a very turbulent year where service provision and ability to achieve income has been significantly disrupted. Financial pressures this year, have been further significantly increased by the impact the Covid 19 crisis has had on service provision, with a number of services not being provided or being significantly curtailed and some services experiencing significant reductions in income generation. The operational managers will endeavour to ensure however that service net expenditure does not exceed the budget available and where applicable income loss claims will be submitted to WG.

## **6. ASSUMPTIONS**

- 6.1 Assumptions linked to this report were detailed in the budget report to Council on 24th February 2021.
- 6.2 The projected outturn position is based on actual income and expenditure details to the end of October 2021.
- 6.3 Forecasts have been made following discussions with Managers based on current information available.
- 6.4 All assumptions are linked to Covid 19 and the possible lifting of any restrictions that take place.
- 6.5 An exercise took place to advise WG of net external income losses for April to September 2021, in the context that these will be funded by WG. Further claims are expected and projections are included where applicable in this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

- 7.1 An IIA is not necessary for this Information Only Report.

## **8. FINANCIAL IMPLICATIONS**

- 8.1 As detailed throughout the report.

## **9. PERSONNEL IMPLICATIONS**

- 9.1 There are no direct personnel implications arising from this report.

## **10. CONSULTATIONS**

- 10.1 There are no consultation responses that have not been reflected in this report.

## 11. STATUTORY POWER.

### 11.1 Local Government Acts 1972 and 2003 and the Council's Financial Regulations.

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#### Consultees

Councillor D.T Davies Chair Environment & Sustainability Scrutiny Committee  
Councillor A Hussey Vice Chair Environment & Sustainability Scrutiny Committee  
Christina HARRY, Chief Executive  
Mark S Williams, Corporate Director for Economy & Environment  
Robert Hartshorn, Head of Public Protection, Community & Leisure Services  
Marcus Lloyd, Head of Infrastructure  
Steve Harris, Head of Financial Services & S151 Officer  
Jane Southcombe, Education Financial Services Manager  
Sue Richards, Head of Education Planning & Strategy  
Paul Adams, Senior Assistant Accountant  
Mike Jones, Interim Financial Services Manager Social Services  
Cllr J. Pritchard, Deputy Leader & Cabinet Member for Infrastructure & Property  
Cllr N. George, Cabinet Member for Waste, Public Protection & Street Scene  
Cllr R. Whiting, Cabinet Member for Learning & Leisure  
Cllr A. Whitcombe, Cabinet Member for Sustainability, Planning & Fleet

#### Appendices:

Appendix 1A Budget Monitoring Report - Regeneration and Planning  
Appendix 1B Budget Monitoring Report - Infrastructure Services Division  
Appendix 1C Budget Monitoring Report - Public Protection Division  
Appendix 1D Budget Monitoring Report - Community and Leisure Services

#### Link to Background Papers:

[Council \(24/02/21\) – Budget Proposals for 2021/22 and Medium-Term Financial Outlook](#)

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Economy and Environment Directorate	Estimate 2021/2022	Revised Estimate 2021/2022	Outturn 2021/2022	Variance 2021/2022
<b><u>REGENERATION &amp; PLANNING</u></b>				
Regeneration & Planning Senior Management Support	149,217	149,217	191,214	(41,997)
Use of Reserves For Placeshaping Officer	0	0	(46,900)	46,900
<b>Support Services</b>				
Business Support & Urban Renewal	563,905	563,905	489,839	74,066
Use of Reserves For International Trade Support Officer	0	0	(20,000)	20,000
Events	79,001	79,001	60,428	18,573
Property Operations	(1,218,726)	(1,218,726)	(1,173,119)	(45,607)
Town Centre Management	197,933	197,933	172,210	25,723
<b>Tourism Venues</b>				
Tourism Venues Management Support	75,117	75,117	71,310	3,807
Llanciach Fawr	466,596	466,596	481,114	(14,518)
Winding House & Museum	159,305	159,305	139,513	19,792
Caerphilly Visitor Centre	62,944	62,944	95,595	(32,651)
Cwmcarn Visitor Centre	245,061	245,061	238,545	6,516
Blackwood Miners Institute	305,955	305,955	279,346	26,609
Arts Development	158,322	158,322	143,437	14,885
<b>Community Regeneration</b>	140,614	140,614	49,053	91,561
Use of Reserves for Apprentice Gateway Scheme	0	0	(39,460)	39,460
<b>Children &amp; Communities Grant</b>				
Expenditure	819,003	819,003	738,302	80,701
Grant Funding	(819,003)	(819,003)	(738,302)	(80,701)
<b>C4W Grant</b>				
Expenditure	603,010	603,010	515,298	87,712
Grant Funding	(603,010)	(603,010)	(515,298)	(87,712)
<b>Communities for Work Plus Additional Funding</b>				
Expenditure	412,399	412,399	221,883	190,516
Grant Funding	(412,399)	(412,399)	(221,883)	(190,516)
<b>Planning Services</b>				
Planning Services Management	144,154	144,154	146,228	(2,074)
Regeneration & Planning Administrative Support	548,803	548,803	514,777	34,026
Strategic Planning	334,958	334,958	241,608	93,350
Transfer to Community Infrastructure Levy Ringfenced Reserve	0	0	117,901	(117,901)
Agreed Use of Reserves for LDP	0	0	(24,551)	24,551
Development Control	199,691	199,691	113,920	85,771
Building Control	76,191	76,191	(44,617)	120,808
Land Charges	14,171	14,171	14,291	(120)
GIS & Land Gazetteer	163,198	163,198	145,799	17,399
<b>TOTAL NET BUDGET</b>	<b>2,866,410</b>	<b>2,866,410</b>	<b>2,357,479</b>	<b>508,931</b>

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Economy and Environment Directorate	Page No	Estimate 2021/2022	Revised Estimate 2021/2022	Outturn 2021/2022	Variance 2021/2022
<b><i>INFRASTRUCTURE DIVISION</i></b>					
<b><i>HIGHWAY SERVICES</i></b>		9,225,831	9,225,831	9,253,653	(27,822)
<b>ENGINEERING PROJECTS GROUP</b>		(93,085)	(93,085)	(112,223)	19,138
<b><i>TRANSPORTATION ENGINEERING</i></b>		516,492	516,492	1,231,706	(715,214)
Agreed Use of Covid 19 Reserve to fund Car Park income		0	0	(660,000)	660,000
<b>PASSENGER TRANSPORT</b>		1,665,286	1,665,286	1,633,124	32,162
<b>HOME TO SCHOOL TRANSPORT</b>		7,923,081	7,923,081	7,565,927	357,154
<b><i>SOCIAL SERVICES TRANSPORT</i></b>		1,564,373	1,564,373	1,405,225	159,148
<b>NETWORK CONTRACTING SERVICES</b>		(127,514)	(127,514)	(127,514)	0
<b><i>ENGINEERING - GENERAL</i></b>		19,482	19,482	19,252	230
<b><i>TOTAL NET EXPENDITURE</i></b>		20,693,946	20,693,946	20,209,150.00	484,796

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<b>Economy and Environment Directorate</b>	<b>Page No</b>	<b>Estimate 2021/2022</b>	<b>Revised Estimate 2021/2022</b>	<b>Outturn 2021/2022</b>	<b>Variance 2021/2022</b>
<b><u>PUBLIC PROTECTION DIVISION</u></b>					
<b>TRADING STANDARDS</b>		773,421	773,421	760,125	13,296
<b>LICENSING</b>		98,218	98,218	91,567	6,651
<b>REGISTRARS</b>		54,532	54,532	40,156	14,376
<b>CCTV</b>		423,218	423,218	421,045	2,173
<b>COMMUNITY WARDENS</b>		232,077	232,077	231,547	530
<b>CORPORATE AND DEMOCRATIC COSTS (CDC)</b>		57,633	57,633	56,014	1,619
<b>HEALTH DIVISIONAL BUDGET</b>		295,082	295,082	291,574	3,508
<b>COMMUNITY SAFETY PARTNERSHIP</b>		47,865	47,865	57,781	(9,916)
<b>ENFORCEMENT</b>		663,822	663,822	660,457	3,365
<b>POLLUTION</b>		402,007	402,007	310,987	91,020
<b>Agreed RCCO To Ty Llwyd Replacement Culvert</b>		0	0	37,189	(37,189)
<b>FOOD TEAM</b>		639,679	639,679	611,431	28,248
		(50,946)	(50,946)	(50,946)	0
<b>EMERGENCY PLANNING</b>		106,705	106,705	104,758	1,947
<b>CATERING</b>		3,799,763	3,799,763	3,882,734	(82,971)
Approved Use of Reserves -Cashless Catering Officer		0	0	(13,823)	13,823
Approved Use of Reserves - Cashless Catering System		0	0	(176,267)	176,267
<b>TOTAL NET EXPENDITURE</b>		<b>7,543,076</b>	<b>7,543,076</b>	<b>7,316,329</b>	<b>226,747</b>

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Economy and Environment Directorate	Page No	Estimate 2021/2022	Revised Estimate 2021/2022	Outturn 2021/2022	Variance 2021/2022
<b><u>COMMUNITY &amp; LEISURE SERVICES</u></b>					
<b>WASTE MANAGEMENT</b>					
<i>Residual Waste</i>		2,676,976	2,676,976	2,790,393	(113,417)
<i>Organics recycling</i>		1,232,664	1,232,664	958,310	274,354
<i>Civic Amenity Sites</i>		3,015,585	3,015,585	2,874,175	141,410
<i>Waste Transfer Station</i>		119,329	119,329	144,355	(25,026)
<i>Dry Recycling</i>		2,539,307	2,539,307	3,511,480	(972,173)
<i>RCCO</i>		77,933	77,933	0	77,933
<i>Bulky Waste</i>		133,874	133,874	147,355	(13,481)
<i>Commercial Waste</i>		(351,696)	(351,696)	(349,425)	(2,271)
<i>Other Waste</i>		23,322	23,322	23,322	(0)
<i>Trehir</i>		132,437	132,437	126,228	6,209
<i>Sustainable Waste Management Grant</i>		(849,804)	(849,804)	(833,848)	(15,956)
<i>HQ Staff</i>		1,248,937	1,248,937	1,176,945	71,992
<b>CLEANSING</b>					
<i>Street Cleansing/Public Conv</i>		4,284,763	4,284,763	3,724,574	560,189
<b>GROUND MAINTENANCE AND PARKS</b>					
<i>Cemeteries</i>		(202,692)	(202,692)	(417,049)	214,357
<i>Allotments</i>		38,088	38,088	26,205	11,883
<i>Parks and Playing Fields</i>		1,778,529	1,778,529	1,856,431	(77,902)
<i>Playgrounds</i>		278,610	278,610	279,228	(618)
<i>Outdoor facilities</i>		238,864	238,864	196,862	42,002
<i>Countryside</i>		951,755	951,755	931,788	19,967
<i>HQ Staffing</i>		1,002,709	1,002,709	1,003,773	(1,064)
<b>LEISURE SERVICES</b>					
<i>Leisure Centres</i>		2,966,166	2,966,166	3,072,649	(106,483)
<i>Sports &amp; Health Development</i>		21,875	21,875	36,524	(14,649)
<i>Outdoor Education</i>		249,038	249,038	240,307	8,732
<i>Community Centres</i>		361,758	361,758	361,758	0
		<b>21,968,327</b>	<b>21,968,327</b>	<b>21,882,340</b>	<b>85,987</b>
<i>Building Cleaning</i>		594,603	594,603	592,105	2,498
<i>Vehicle Maintenance &amp; Fleet Management</i>		(278,651)	(278,651)	(138,417)	(140,234)
<b>Total net expenditure Community &amp; Leisure Services</b>		<b>22,284,279</b>	<b>22,284,279</b>	<b>22,336,028</b>	<b>(51,749)</b>

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## ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 8TH FEBRUARY 2022

**SUBJECT: DIRECTORATE PERFORMANCE ASSESSMENT FOR  
ECONOMY AND ENVIRONMENT SERVICES - SIX MONTH  
UPDATE 2021/22**

**REPORT BY: CORPORATE DIRECTOR FOR ECONOMY AND  
ENVIRONMENT**

### 1. PURPOSE OF REPORT

- 1.1 To present Scrutiny with the 6-month Economy and Environment Directorate Performance Assessment Report, which is part of the Council's Performance Management Framework.
- 1.2 The Performance Assessment (referred to hereafter as the DPA) is the Directorate's self-assessment and forms part of the Council's overall self-assessment activity. It provides information and analysis for the 6-month period April to September 2021. Members are invited to discuss, challenge, and scrutinise the range of information in the DPA.

### 2. SUMMARY

- 2.1 The Council's revised Performance Framework was endorsed by Cabinet in February 2020 and this report introduces one of the key components of the framework, the Directorate Performance Assessment (DPA). The DPA is a 'self-assessment' of the Directorate's progress across a wide range of information types and meets our 'duty as a principal council to keep our performance under review'.
- 2.2 DPA's are an opportunity to bring together a range of information and intelligence into one picture, to answer the self-assessment questions of 'how well are we performing? how do we know? And, what and how can we do better? Appendix 1 is the Economy and Environment Services Performance Assessment 6-month update for 2021/22 and the services within the remit of this Scrutiny Committee include Infrastructure, Community and Leisure Services, Public Protection and Land & Property Services. The Regeneration and Planning Service is the remit of the Housing and Regeneration Scrutiny Committee.

### **3. RECOMMENDATIONS**

- 3.1 Members review the attached document (Appendix 1) and discuss, challenge, and scrutinise the information contained within.

### **4. REASONS FOR THE RECOMMENDATIONS**

- 4.1 Scrutiny Members are involved in the 'self-assessment' process by scrutinising the information within the Directorate Performance Assessment. This also supports the principles within the new section (Part 6, Chapter 1) of the Local Government and Elections (Wales) Act which provides for a new performance and governance regime for principal councils.

### **5. THE REPORT**

- 5.1 The Performance Framework has been developed to meet several strategic and operational needs, as well as to meet the legislation and further the Council's desire to be a high performing learning organisation, focused on meeting the needs of its residents. The framework was piloted in 2019 and endorsed by Cabinet in February 2020 and now is reported as a regular part of scrutiny committees. This report introduces and shares the Economy and Environment (the DPA) Report for the 6-month update 2021/22.
- 5.2 The spirit of the DPA (Appendix 1) is about providing learning. The DPA is less about performance and targets (though they have their place) and is more so, to provide a wider picture of performance that will support reflective and challenging conversations and scrutiny that will ultimately lead to learning and further improvement.
- 5.3 **Conclusion**

This DPA covers the period April 2021 to September 2021.

Services continue to respond well to the ongoing pandemic and our largely seamless delivery of services continue despite the challenges of Covid-19.

Many services that were paused or scaled back as a result of the pandemic response have now restarted, with notable examples being full leisure centre provision (with the exception of Pontllanfraith LC which remains a mass vaccination centre), implementation of food standards inspections, targeted activity to deal with the perpetrators of fly tipping and householder duty of care via enforcement processes and progressing tasks and work streams linked to the decarbonisation agenda and reducing the impact of our own vehicle fleet (although there is a lot more to be done).

Good progress is being made in the regeneration and transport areas with significant regional work progressing in areas such as Regeneration of the Heads Of The Valleys, regional transport initiatives such as metro+ and bus services, although there are also challenges ahead in terms of the future of bus services.

There are several significant challenges that services are facing in relation to

recruitment and retention of key staff (particularly in property, engineering and fleet management and maintenance). This matter has been escalated corporately as it is mirrored in certain corporate services such as IT. The organisations ability to deal with this recruitment and retention crisis will have an impact on its ability to deliver high profile projects moving forward and/or to deliver key frontline services.

Colleagues from across the services, wider organisation and communities have been incredible through the recent extraordinarily challenging times and it is important that this DPA is considered through the lens of these efforts and the wider pandemic response.

## **6. ASSUMPTIONS**

6.1 There are no assumptions thought to be required within this report.

## **7. SUMMARY OF INTEGRATED IMPACT ASSESSMENT**

7.1 This report is for information only and on this basis an integrated impact assessment is not required.

## **8. FINANCIAL IMPLICATIONS**

8.1 There are no financial implications within this report, however the DPA (appendix 1) has a section on resources including relevant budget outturns as part of the overall self-assessment of the directorate.

## **9. PERSONNEL IMPLICATIONS**

9.1 There are no personnel implications within this report, although the DPA (appendix 1) has a section called 'resources' which provides data on a range of workforce aspects.

## **10. CONSULTATIONS**

10.1 Any consultation responses have been included with in this report.

## **11. STATUTORY POWER**

11.1 The Local Government and Elections (Wales) Act 2021

Author: Mark S Williams - Corporate Director for Economy and Environment

Consultees: Councillor Tudor Davies, Chair Environment & Sustainability Scrutiny  
Councillor Adrian Hussey, Vice Chair Environment & Sustainability Scrutiny  
Councillor Nigel George, Cabinet Member for Waste and Public Protection

Councillor Jamie Pritchard, Deputy Leader & Cabinet Member for Infrastructure and Property  
Councillor Andrew Whitcombe, Cabinet Member for Sustainability, Planning and Fleet  
Councillor Ross Whiting, Cabinet Member for Learning & Leisure  
Robert Hartshorn, Head of Public Protection, Community & Leisure Services  
Rhian Kyte, Head of Regeneration and Planning  
Marcus Lloyd, Head of Infrastructure  
Mark Williams, Interim Head of Property Services  
Steve Harris, Head of Financial Services and S151 Officer  
Rob Tranter, Head of Legal Service and Monitoring Officer  
Lynne Donovan, Head of People Services  
Sue Richards, Head of Education Planning & Strategy  
Anwen Cullinane, Senior Policy Officer, Equalities, Welsh Language & Consultation)  
Ian Raymond, Business Improvement Support

Appendices:

Appendix 1 Economy & Environment - Directorate Performance Assessment (DPA)  
- April to Sept 2021



# Economy & Environment - Directorate Performance Assessment



## 2021/22 Six Month Q1 & Q2 Update

Please select a section of your choice:

Directors Self Assessment Summary



Priorities



Performance



Customer Intelligence



Regulatory Information



Resources



Risk



Well-being Objectives



Conclusion



Page 127

# Directors Self Assessment Summary



## Good News - Anything that stands out?

Services continue to respond well to the ongoing pandemic and our largely seamless delivery of services continue despite the challenges of Covid -19. Many services that were paused or scaled back as a result of the pandemic response have now restarted with notable examples being full leisure centre provision (with the exception of Pontllanfraith LC which remains a mass vaccination centre), implementation of food standards inspections, targeted activity to deal with the perpetrators of fly tipping and householder duty of care via enforcement processes and progressing tasks and work streams linked to the decarbonisation agenda and reducing the impact of our own vehicle fleet (although there is a lot more to be done). Good progress is being made in the regeneration and transport areas with significant regional work progressing in areas such as Regeneration of the Heads Of The Valleys, regional transport initiatives such as metro+ and bus services, although there are also challenges ahead in terms of the future of bus services.

There are a number of significant challenges that services are facing in relation to recruitment and retention of key staff (particularly in property, engineering and fleet management / maintenance). This matter has been escalated corporately as it is mirrored in certain corporate services such as IT. The organisation's ability to deal with this recruitment and retention crisis will have an impact on its ability to deliver high profile projects moving forward and/or to deliver key frontline services.

## During this reporting period, the following highlights, assessments are noted:

- Our waste recycling performance has declined again and will require a number of key decisions to be made in 2022 in accordance with our developing waste strategy.
- After the impact of covid on our ability to enforce parking restrictions, civil parking enforcement officers are back in action but the level of FPN's remains lower than desirable levels.
- Bus passenger numbers remain a concern for the viability of the industry in addition to the ability of the sector to deliver services due to financial sustainability and availability of drivers.
- Increased activity in targeting fly tipping has resulted in an increase in the number of successful enforcement cases.
- Public Protection staff have restarted their inspection programme and are targeting high risk premises for food standards inspections.
- The provision of sport and leisure services remain a challenge in a covid secure environment although feedback from our customers in relation to our approach has been excellent.
- Work on a number of key corporate reviews has progressed (for example, front line services review) but taking these reviews to the next level will require further investment in IT hardware, software and training.
- Sickness absence (non-covid) is a concern in certain services areas and is something that the Corporate Management Team are considering.
- The support for businesses to assist with recovery from the pandemic continues to be successful and this is demonstrated by the organisations ability to react quickly to grant funding announcements and to passport grants to businesses.
- An economic recovery strategy has been drafted and is due to be considered by cabinet.
- Significant progress has been made on the Caerphilly Town 2035 strategy and the many projects that sit within it, although it is accepted that there is more work to do on the larger elements of the project.
- The authority has been successful in securing Community Renewal Funding (CRF) totalling circa £1.3m for a number of private/ 3rd sector led projects. CCBC will now be tasked with administering the CRF (as well as formulating other funding bids such as these required for the Levelling Up Fund) which will be a significant challenge without additional staff.
- The loss of other EU funded programmes (such as those relating to employment support) is a significant risk for the Authority and political lobbying has a stake place accordingly.

# Directors Self Assessment Summary



## Currently, there are some significant challenges that lie ahead, namely:

- The organisation's ability to deal with the recruitment and retention difficulties
- Adequately resourcing the decarbonisation agenda given the significant challenge of Welsh Government Decarbonisation targets and relatively short timescales involved.
- Finances - there are some significant organisational pressures linked to staffing issues and the future financial settlement remains uncertain.
- There is work to be done on expectation management in light of recruitment / retention difficulties and possible financial savings requirements.
- The role of Corporate Joint Committees and their relationship with Local Government Services moving forward.
- Delivery of the ambitious place shaping plan in light of the pressures outlined above.
- There are a number of big decisions that will need to be made in 2022 if the authority is to have any chance of meeting the 2024/25, 70% recycling target set by WG
- Administering the CRF grant programme and preparing bids in accordance with the Levelling up fund and associated criteria.
- Loss of EU funding for employment support and potential significant redundancy liability that this represents.

# Priorities



Table 1 showing summary count and status of service priorities

Count	Progress R A G Status	Status reference	Count Priorities specifically linked to Equalities or Welsh Language Strands
8	Black	Not yet started or too early to report any progress (achievements/changes)	1
6	Red	Started but not progressing well	0
25	Amber	Started with reasonable progress achieved	1
10	Green	Going well with good progress	0
49	Total		2

Table 2 showing a list of service priorities and their status

Links to 21/22 Directors Priorities	Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? <small>Please explain...(IIAs)</small> <a href="#">Select from drop down list</a>
	<b>ALL Services</b>				
Dir's priority 12	Maximise financial resilience, through the Council's future Financial Management Strategy.	Feb-22	Red	Budget allocations for 2021/22 have not posed any particular constraints and was welcomed by services. However, there is a level of uncertainty around the financial settlements forthcoming from Welsh Government, that impede longer term planning, let alone service sustainability predictions, improvements and investments.	
Dir's priority 5	<p>Progressing key decarbonisation decisions and projects in accordance with the adopted strategy, action plan and energy prospectus (Council's decarbonisation policy - to include electric vehicles, environmental management, agile working etc). With current focus on:</p> <p><b>Waste Services &amp; Infrastructure</b> (cleaner/greener fleet options) and,</p> <p><b>Property Services</b> (reducing the energy consumption in Council buildings and promote the on site generation of renewable electricity where possible).</p> <p><b>Public Protection:</b> (Promote "Try Before You Buy" free trials of licensed electric vehicles to support Welsh Government's decarbonisation agenda and zero emissions target for taxis by 2028).</p> <p><b>Planning &amp; Regeneration:</b> Contribute to the Council's decarbonisation policy (delivery of Cwm Ifor Solar Farm and Upper Rhymey Valley Windfarm, etc.)</p>	Mar-24	Amber	<p><b>WASTE SERVICES:</b> Electric and Eco friendly vehicles are being trialled with a view to procuring carbon friendly fleet. A Fleet Review Officer (in the Policy Team) has been appointed to undertake a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles.</p> <p><b>INFRASTRUCTURE:</b> Work on decarbonisation has already made good progress with the introduction of LED street lighting and part night lighting. £4.8m 2021/22 ULEV funding has been awarded to the RTA to progress EV charger installation. CCBC will benefit from the installation of 5 fast chargers for taxi use only in Bargoed, Blackwood, Caerphilly (2no.) and Newbridge. There will also be an Ultra fast charger installed at the Council's Tredomen offices for the benefit of the CCR taxi 'try before you buy' scheme.</p> <p><b>PROPERTY:</b> Year End 20/21 - Electricity consumption across the core corporate offices has significantly reduced through a combination of rationalisation and energy saving measures including the upgrade of all lights in Ty Penallta to LED fittings. Over 3,400 PV panels have been installed to date on Council buildings and these generate 620 megawatts of renewable electricity per annum. Options to further increase energy generation on the Tredomen campus are being presented to Cabinet in 2020. High overnight consumption in Ty Penallta has been investigated and steps taken to reduce. Reinvestment of LEAF loan funds continues at pace.</p> <p><b>PUBLIC PROTECTION:</b> Vehicles in situ, waiting for Welsh Government to establish ownership company so that vehicles can be licensed and trialled.</p>	
	As above....Continued			<p><b>PLANNING &amp; REGENERATION:</b> The Council were approached late Summer 2019 in relation to an opportunity to develop a solar farm at Cwm Ifor, Penyrheol. The proposal involves the purchase of a grid connection, and the subsequent development of an outline business case to explore the viable options for the solar farm development. In March 2021 Cabinet approval was sought for the Council to enter into a non-legally binding Memorandum of Understanding (MoU) with the private green energy company RWE to develop a windfarm in the Upper Rhymey Valley. Initial discussions have been held between the Council and RWE as to the possibility of a shared ownership wind farm development on privately owned land north of Rhymey. Cabinet agreed to the MoU and officers are working with RWE to explore shared ownership models for future consideration by the Cabinet.</p>	
	<p>CJC priorities to be developed following establishment of CJC's in 2022</p> <p><b>Move this to the top as it overlaps more than one service - Not just Infrastructure</b></p> <p><b>Q. What does CJC mean?</b></p>	Jan-23	Black	CJC's have been confirmed that they will be introduced to promote and assist more regional working from 2022. Priorities will need to be established during the initial stages. Officers and members will assist in these developments when commenced.	
	<b>Community &amp; Leisure</b>				

# Priorities



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	Long term Materials Recovery Facility (MRF) contract arrangements to be developed and implemented. Previously - Seek Cabinet approval and implement the outcome of the waste review in relation to collection systems and secure long term MRF (Materials Recovery Facility) arrangements.	Oct-22	Amber	Year End 20/21 - The proposal to review the garden and food waste collection service has been ratified by the Waste Review Board and a series of options are being developed prior to introducing a reconfigured collection regime for implementation. The refuse and recycling route optimisation programme is continuing. Negotiations on using a local MRF at Llwydcoed, have been halted by RCTCBC/Amgen. Therefore, the RCTCBC outlet for the reprocessing of our recyclables will not be available to include in the re-routing programme for the recycling collections. Notwithstanding, the round reconfiguration programme is in the consultation phase with the unions, supervisors & collection crews. It is anticipated that the implementation dates for the new rounds could commence at the end of October 2021 but this has been deferred until after the May 2022 elections.	
	Seek Cabinet approval and implement the outcome of the waste review in relation to Household Waste Recycling Centres (HWRCs).	Oct-22	Amber	Year End 20/21 - Preparations for the development of a Reuse Facility have included the utilisation of funding from Welsh Government. The proposal to redevelop the former Parks building at South Road, Penallta Industrial Estate has commenced. This facility will help to bolster our recycling & reuse performance, add to our portfolio of resource recovery services and satisfy local expectation. The Authority has also attained Welsh Government funding to improve and develop the infrastructure at the network of HWRC sites. The Authority is looking to introduce a booking system for access to HWRC sites in line with what a number of neighbouring Authorities have introduced. From our research there are considerable benefits (better recovery rates, better traffic control and less misuse by rogue traders) to be accrued from such a solution. However, a recent survey reveals the public feedback is in the main opposed to such a solution. A report will be submitted for consideration after May 2022 elections	
Dir's priority 8	Ensuring the timely production of a waste strategy and paving the way for key strategic decisions in relation to waste management to be made early in the new political administration. To include an action plan to achieve the 2024/25 statutory recycling targets.	Jul-22	Amber	A key decision timeline has been developed which needs refining prior to consideration formally by the new political administration. This decision timeline will need to focus on the key change decisions required and their impact on recycling levels in advance of the next statutory recycling target in 2024/25.	
	Commence Operations at the Penallta Waste Facility.	Mar-22	Amber	Works due for completion in Autumn 2021 with opening planned for early 2022.	
	Implement the 10 year Sport & Active Recreation Strategy.	Mar-29	Green	The Sport & Active Recreation was formally adopted by CCBC in November 2018 and commenced in January 2019. Despite the pandemic strong progress has been made to support the development, operation and access to a range of new facilities and improved infrastructure. This has included new 3G pitches, redevelopment of the fitness suite at Newbridge LC, and completion of a new running track. Further positive developments have been realised in terms of collaborative partnership working across Gwent and more locally with schools and both the independent and voluntary sector.	
Link to Dir's priority 1	Prepare and implement proposals for the development of Caerphilly Leisure Centre in support of the broader Caerphilly place shaping agenda.	Apr-22	Red	An initial business case was developed in respect of a new Caerphilly Leisure Centre on the existing Virginia Park site. Further opportunities have now been presented and a Caerphilly Project Manager has been appointed. Design options are being explored and developed.	

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	To undertake a formal review of the Community Centre managed network to support a more sustainable and efficient delivery model.	Apr-22	Black	The last formal review of the councils approach to the management of its community centre network was in 2014. A number of recommendations were made, however few of these were implemented. The service has since moved on and the network is in some instances far more resilient, however a number of facilities still suffer from a lack of management committee representation and membership. The community centre network now has a more structured purpose in respect of its role in supporting the implementation and delivery of the SARS. A number of recommendations are being explored as part of the ongoing service reviews and a number of buildings may play a significant role in this area of work. The formal adoption of the councils Community Asset Transfer (CAT) is also an area of further exploration in support of broader review of the service.	
	Continue to the review of Fleet Management and Vehicle Maintenance to improve service efficiency and delivery.	Mar-22	Amber	A closure report of the service review workstream completed throughout 19/20 was submitted to the Transformation Board on 8th July 2021. A supplementary Action Plan has been submitted to Corporate Management Team with discussions ongoing - See Risk Register.	
Link to Dir's priority 7	Implement the Green Infrastructure Strategy and secure grant income to undertake project work.	Mar-26	Green	The Caerphilly Green Infrastructure Strategy has been approved by the Cabinet as the primary strategy to be used in the development and management of the natural and green environment within the County borough. Cabinet have allocated £1M for cleaning and green initiatives in 21/22 and these are progressing. In addition to implementing policy, a number of grants have been secured to ensure effective improvements to our GI strategy at a practical level e.g. tree planting and upland management.	
	Continue to seek funding to deal with Ash Dieback across the county borough to ensure the safety of our residents and road users.	Mar-22	Amber	Some Green Infrastructure funding was received in 2020-21 to allow for some felling. Green Recovery Funding was received in 2021 allocated via WLGA, £111K was allocated to deal with ash die back across the county borough. We continue to fell any trees noted with significant ash die back whether this is identified during routine inspections, service requests or during ad-hoc site visits. In July 2021, Cabinet approved funding (£750k over the next three financial years) to manage ash die back across the county borough.	
	Build a new Visitor Centre at Parc Penallta.	Mar-24	Red	A funding package has been assembled with the bulk of the funding confirmed from Welsh Government. Following initial design a planning application has been submitted. Tender documents have been returned, but the market is currently very challenging and the design is being reviewed to get alignment with available funding.	
	Realign and re-profile the Rural Development Plan (RDP).	Mar-23	Black	Revised delivery profile submitted to Welsh Government following completion with Corporate Finance. Programme activity is underway with approved targets exceeded or nearing completion in advance of programme end date. Post 2021, the RDP will continue to support existing and new project initiatives that deliver the aims of the Rural Local Development Strategy.	
	<b>Infrastructure</b>				

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	Securing sufficient staff resources to maintain service provision and ensure succession planning for longer term service delivery.	Mar-23	Red	Appointment of staff to key technical positions is a significant challenge and is now starting to affect delivery of key infrastructure projects. The matter has been raised with the Corporate Management Team (CMT) and Cabinet and an Action Plan to address key recruitment issues across the organisation is being developed. Recruitment of agency and consultant/contractor support has also been challenging. A continual review how services need to be provided is required throughout 2021/22.	
	City Deal and Metro strategic priorities; Maximise City Deal funding streams and opportunities	Mar-23	Amber	Q2 - £8m Local Transport Fund (LTF) funding package awarded to the RTA for 2021/22 from WG. This includes further development funding for Caerphilly Interchange and for Central Rhymney line Park and Ride (Llanbradach and Ystrad Mynach P&R) proposals for CCBC. Procurement of the RIBA Stage 2 and WelTAG Stage 2 studies for Caerphilly Interchange will commence in Q3 for award in Q4. The WelTAG Stage 2 study for the Central Rhymney Line will be completed in Q3. An additional £4.8m ULEV funding has been awarded to the RTA to progress EV charger installation. CCBC will benefit from the installation of 5 fast chargers for taxi use only in Bargoed, Blackwood, Caerphilly (2no.) and Newbridge. There will also be an Ultra fast charger installed at the Council's Tredomen offices for the benefit of the CCR taxi 'try before you buy' scheme.	
Link to Dir's priority 4	Deliver the Local Transport Plan (LTP) and assist in delivering an Authority Local Development Plan (LDP) and wider Regional Strategic Development Plan (SDP) and Regional Transport Plan (RTP).	Mar-25	Amber	Q2 - Ongoing with Local Transport Fund (LTF) and Active Travel funding grant wards for 2021/22 supported by CCBC Regeneration Board funding to take forward the Councils Metro plus priorities. Additional in year funding of £440k for Active Travel minor works has been secured. Work for the replacement LDP is progressing with the review of Candidate sites. This work will help shape work that will be influenced by the CJC's when established in considering the required RTP and SDP.	
	Develop highway investment options to improve the investment in carriageway resurfacing to limit any future network deterioration	Mar-22	Amber	Year End 20/21 - Work ongoing in relation to Highway Asset Management to consider the most viable funding options for the longer term sustainable maintenance of the network. Proposals for long term funding options are being developed for consideration during 2021/2022.	
Link to Dir's priority 2 **	** Preparation and submission of high quality <u>Levelling up fund</u> bids in accordance with round 2 of the fund deadline in June 2022.	Jun-22	Amber	Development work on options for levelling up funding have started to be developed in order to meet June 2022 submission deadline (assumed deadline subject to UK Government confirmation)	
	Integrated Network Map (INM)/Active Travel Network Map (ATNM) - review	Jan-23	Green	Q2 statutory consultation for the new ATNM commenced in August and will be completed on 5th November. Submission of the completed review is still on target to be submitted to WG by the end of December 2021.	
	Coal Spoil Tips - review in conjunction with new legislation development	Mar-23	Green	Significant joint work between WG and LA's has commenced to review the current tips legislation that has been unchanged since 1967. The Law Commission in conjunction with The Coal Authority, NRW and LA's are jointly undertaking this work to produce a more up to date and appropriate legislative requirements.	

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	<b>Property</b>				
	Continue to lead the rationalisation of building portfolio and reduction in associated costs and the improvement in the condition of retained buildings	Mar-23	Green	Nov 21 – Delivery against the Asset Management Strategy, Land and Property and the Service Asset Management Plans (SAMPS) continues. All SAMPS have now been drafted and agreed with the relevant service area. Leased in De Clare Court now vacated and leased in Pontywindy House will be vacated in March 2022 resulting in significant revenue savings. A new fit for purpose Social Services facility completed in an Authority building in Bargoed in summer 2021 and some staff will relocate here from Pontywindy House. Cherry Tree House vacated and will now be offered to the office rental market. The Chartist Gardens residential development on the site of the now demolished Pontllanfraith Civic Centre is expected to commence in December 2021 and will provide 120 much needed new homes of which 80 will be affordable. The Cwm Gwyddon Primary School has been designed in house and tendered with construction expected to commence in early spring 2022. Whilst most staff continue to work from home the corporate offices have been decluttered to aide agile working when Welsh Government guidance changes.	
	Disposal of surplus land especially land with residential redevelopment potential	Mar-23	Amber	Nov 21 – Bedwelty Fields now sold for residential development and the site of the now demolished Pontllanfraith Civic Centre is expected to be sold in December 2021. Caerphilly Homes are evaluating the Ty Darren, Oakdale Comprehensive and Brooklands sites for council homes or sheltered housing schemes.	
	Lead efforts to improve the statutory testing compliance of our buildings and to promptly action remedial tasks arising from testing and inspections	Mar-23	Green	Nov 21 - Testing compliance continues to be excellent and overdue remedials generally negligible with the exception of fire risk tasks in schools, although these are now mainly associated with new risk assessments.	
	To continue to deliver a fast changing capital project workflow. In particular to endeavour to match resources to workload and ensure costs are balanced by the fee revenue.	Mar-23	Amber	Nov 21 – a rapidly fluctuating workload and difficulty recruiting has led to the current workload exceeding the capacity of the in house team to deliver. A package of smaller projects has been outsourced. All current workload is thus in hand although some capital projects will progress more slowly that we would like.	
Link to Dir's priority 3	Support all Directorates and Services with post Covid return to work strategies, plans and infrastructure adaptations and requirements	Mar-22	Amber	Nov 21 - Whilst most staff continue to work from home the corporate offices have been decluttered to aide agile working when Welsh Government guidance changes. Risk assessments are in place for those who do come to our offices and various precautions have been in place since the impact of COVID in all offices including measures to avoid touching doors, separation in toilets and one was systems on stairs	
Equality Action Plan 2020/24	Survey the council's building stock (and schools) in relation to accessibility using the Local Access Group <i>(Equality Objective 1 - Service Planning and Delivery – Understand and remove the barriers people face when accessing services. Action 9)</i>	Mar-24	Black		More than one Strand



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	<b>Public Protection</b>				
<a href="#">Link to Dir's priority 9</a>	Progress the works for achieving compliance with the European Union (EU) Ambient Air Quality Directive at Hafod-yr-ynys in the shortest possible time. <i>Progressing to compliance with the WG direction relating to Hafodyrnys including demolition of housing stock and design of revised footway / landscape.</i>	Dec-22	Amber	Progress has been directly affected by COVID restrictions/lockdown. However, property purchase and surveys have been completed. The demolition contracts were awarded in September with works commencing in October 2021.	
	Present proposals for consideration by Members regarding a review of existing Public Space Protection Orders relating to dog control and drinking in public places and a proposal to exclude dogs from marked sports pitches.	Oct-21	Amber	Proposals have been presented to Members (Cabinet/Scrutiny) with the necessary public consultations conducted this summer. Draft Orders are due to presented to Scrutiny Committee on 26th October and then Cabinet for approval on 10th November 2021.	
	Continue to support and advise consumers and businesses post "Brexit".	Mar-23	Black	With response to the pandemic ongoing it has been extremely difficult for Environmental Health to offer any support for non-Covid work. There have been a limited number of enquiries for Trading Standards which they were able to respond to. At a national level businesses are reporting difficulties with imports and exports associated with post Brexit paperwork. Locally, a small number of business enquiries have been addressed, but it has not been possible to offer comprehensive support and advice as resources have been diverted to Covid-19 response.	
	Following the establishment of the Gwent Public Services Board (PSB), develop the Safer Caerphilly Working Group into a Community Safety Partnership Board (CSPB).	Mar-22	Green	Proposals are being developed in parallel with the forthcoming Gwent PSB Development Day to re-establish the Safer Caerphilly Community Safety Partnership Board. The intention is to build upon the work of the Safer Caerphilly Working Group and arrangements such as the Safer Caerphilly Hub and the fortnightly partnership tasking process where the CADROs supply a tactical overview document of the crime and ASB priorities for the area. This includes emerging trends, hotspot areas to target and individuals of interest and it is from these meetings where the Community Safety Wardens and PCSOs are tasked along with all other partners such as Environmental Health, Positive Futures, Youth Services etc., and deploy their resources to the priority locations.	
	To Migrate the Licensing Diamond and Public Protection Civica APP databases to Civica Cx.	Dec-21	Black	Due to lack of capacity in ICT this was scheduled for April/May 2022. However, the latest advice from ICT is that all such projects are on hold.	
	On-going response to Covid 19 impacts/WG Control Plan- advice to business and consumers , monitoring, enforcement and management of demand for ceremony program. Sustain a skilled and resilient workforce to enable TTP to continue throughout 2021 and beyond as necessary.	Mar-22	Amber	The response is ongoing across multiple fronts, but in recent weeks there has been some realignment of support for schools and care homes. Some teams have been able to turn to non-Covid pressures and backlog, others much less so. TTP funding has recently been confirmed through to end of June 2022 with appropriate recruitment and HR processes in train. Registrars faced increased demand for ceremonies and birth registration easements are due to end in November 2021.	

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	Progress post-Covid recovery by resuming the business inspection programme in particular high risk premises, Food, Health & safety, Feed and Animal Health .	Mar-22	Red	Some business inspection of high risk premises has resumed, but the coronavirus pandemic continues to have a significant draw on available resources. Only 6% of the targeted Food Safety interventions that should have been delivered have been undertaken. 61.5% of high risk premises have received an onsite intervention for Food Standards. No feed interventions carried out to date. Fair Trading Officer (Animal Health) will carry out on farm feed inspections when there is feed on farm i.e. Q3 and /or Q4. It is likely the majority of this work will take place in Q4 as the priority in Q3 is animal licensing establishments.	
	Production and dissemination of Food Allergen training resource for Food businesses in Wales, England and Northern Ireland in multiple languages in time for implementation of requirements which come into force in on 1st October 2021.	Oct-21	Green	Resource launched in September . Scotland will also adapt for their use . Publicity & promotion campaign hosted by CTSI . Exhibited at CTSI conference in September - with Senior TSO being awarded CTSI Hero Award for leading the project. Mailshot to all CCBC premises to raise awareness of resource.	
Equality Action Plan 2020/24	Evolve the regional integrated approach, to improve the health and well-being of individuals and families subjected to violence against women, domestic abuse and sexual violence. <i>(Equality Objective 3 - Community Cohesion – Promote and facilitate inclusive and cohesive communities. Action 2) and (Objective 6 - Inclusive, Diverse and Equal Workforce – Create a workforce which reflects and respects the diversity of the communities within the county borough. Action 2)</i>	Mar-24	Amber	The Gwent VAWDASV Board was established in 2015 and a Strategic Plan 2018 to 2023 has been adopted. Statutory partners and the specialist sector are all represented. There is also a Strategic Delivery Group and 8 other sub-groups. The Gwent PSB held the development session which I mentioned below which had a focus on Community Safety, VAWDASV, and the Substance Misuse Area Planning Board. The PSB agreed to a recommendation that a comprehensive governance review of community safety & VAWDASV in Gwent is undertaken. It was agreed that a strategic advocate would be identified to lead the development of a future scoping paper to come back to the PSB.	Sex
<b>Regeneration &amp; Planning</b>					
	<b>Link to new Risk for 21/22:</b> Establish Closure Plans for the EU/WEFO Grant Funding Programmes that are coming to point of closure (2022) and secure resources to deliver the 17 point mitigating actions as identified on the Risk Register for 2021/22.	Mar-22	Red	Within the Regeneration Service there are currently 36 staff employed on the Communities for Work ( CfW) Programme and the CfW+ /CfW++ . The CfW programme is funded by the European Social Fund through the Welsh Government, with delivery funding scheduled to end on 30/06/2022 and finance funding to end on 31/12/2022. This has now been extended with delivery funding scheduled to end on 31 /03/2023 and finance funding to end on 31/10/2023. The CfW+ /CfW++programmes are funded by Welsh Government and these are due to end on 31/03/2022. Participants are supported under 2 main priorities – Priority 1 supports participants aged 25+, who are either Economically Inactive or Long Term Unemployed and face complex barriers to employment. Priority 3 supports participants aged 16-24 who are NEET. Employability support will remain a key priority for residents even after the end of current grant funding streams, particularly given the significant and ongoing impact of the Covid-19 pandemic and alternative funding needs to be identified to continue this important work. ( Annual allocation 21/22 £1.8m). Note: other service areas also impacted.  <i>(See also - Risks Register Progress Updates Comments)</i>	
Link to Dir's priority 3 & 4	Enhance Project Management and Delivery of major regeneration projects through the provision of additional staff resources to speed up delivery of the service.	Apr-23	Black	Report drafted for consideration by CMT	

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<a href="#">Link to Dir's priority 4</a>	Commence work on the 2nd Replacement Local Development Plan (LDP) and work closely with elected members to develop a plan with cross party support.	Jul-21	Amber	The Council resolved to commence a full revision of the Caerphilly County Borough Local Development Plan up to 2021 (Adopted LDP) at the Council meeting held on 23 October 2019. The first stage in the preparation of the 2nd Replacement Caerphilly County Borough Local Development Plan up to 2035 (2RLDP) is to prepare a Delivery Agreement (DA) which includes: The timetable for the delivery of the 2RLDP; and The Community Involvement Scheme (CIS) – which sets out who will be consulted and when. The Draft DA was subject of public consultation in January /March 2021 and Approved by Welsh Government in June 2021	
<a href="#">Link to Dir's priority 3 &amp; 4</a>	Deliver the Newbridge to Risca Masterplan in consultation with elected members and key stakeholders.	Mar-22	Amber	Initial workshop arranged with elected Members and Community Council representatives to ensure their early engagement with the content of the Masterplan. Draft plan to be considered by Housing & Regeneration Scrutiny Committee in November 2021.	
<a href="#">Link to Dir's priority 3 &amp; 4</a>	Commence work on the Greater Blackwood Masterplan	Mar-22	Black	Work on this will commence when the Newbridge to Risca Master Plan has been approved.	
	Secure additional funding for the Regeneration Project Board to aid delivery of sites of strategic importance.	Jul-21	Green	During January 2019 Cabinet resolved to release £1.2m of reserves for the Regeneration Board prioritised projects. This was further supplemented in April 2021 when the Cabinet resolved to allocate an additional £1m to the Development Fund budget. At the Regeneration Project Board meeting of 27 July 2021, it was confirmed by the Council's S151 Officer that a further £1.0M of funding had been identified for project development activities. This brings the total allocated Development Fund budget to £3.5M. Significant progress is being made by the Board and officers are taking a report to Council in October 2021 to recommend that the Regeneration Board is afforded delegated powers to prioritise the Community Infrastructure Levy funding spend.	
<a href="#">Link to Dir's priority 3</a>	As an on-going response to Covid 19 impacts, ensure the timely determination of business grants and business advice to aid business recovery.	Mar-22	Green	Over the past 18 months the focus of the Business Enterprise & Renewal Team has by necessity switched to delivering business support measures (they have processed over 3,000 complex grants to a value of circa £6m.	
	*Continue to support and advise consumers and businesses post "Brexit".	Mar-23	Amber	A bid has been put in to the £1m Brexit fund for a dedicated Brexit officer to support business. A 2 year fixed term post has been agreed and an officer has been appointed.	
<a href="#">Link to Dir's priority 2 **</a>	** Develop 4no. bids for the <u>Levelling Up Fund</u> for submission to UK government to secure investment for key place shaping proposals. Move to overarching with other Levelling up priority <i>Preparation and submission of high quality Levelling up fund bids in accordance with round 2 of the fund deadline in June 2022.</i>	Jun-22	Amber	A list of CCBC projects which would potentially be eligible for Levelling Up Funding has been distilled through a vetting process undertaken by senior officers from within the Regeneration and Infrastructure divisions and these were considered and agreed by Cabinet in May 2021. The proposals will be worked up in terms of their feasibility to ensure they are capable of practical delivery and ready for submission to UK government in 2022.	

# Priorities



Table 1 showing summary count and status of service priorities

Count	Progress R A G Status	Status reference	Count Priorities specifically linked to Equalities or Welsh Language Strands
8	Black	Not yet started or too early to report any progress (achievements/changes)	1
6	Red	Started but not progressing well	0
25	Amber	Started with reasonable progress achieved	1
10	Green	Going well with good progress	0
49	Total		2

Table 2 showing a list of service priorities and their status

Links to 21/22 Directors Priorities	Title	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? <small>Please explain...(IIAs)</small> <a href="#">Select from drop down list</a>
<small>Ind Link To Dir's priority 1</small>	Progress the Strategic sites in Caerphilly Town 2035, for example The Caerphilly Interchange, Pentrebane Street, Park Lane through to delivery.	Apr-25	Amber	In March 2021 Welsh Ministers made provision for a loan offer for £20m to be made available to Caerphilly County Borough Council to progress the development of a strategic brownfield site. The due diligence to progress the site will be undertaken during 2021. Good progress has been made on the Caerphilly Transport Interchange and officers will progress the feasibility and design stage (Weltag and RIBA stage 2) in readiness for submission to UK government in 2022. In January 2021, Cabinet resolved to utilise CPO powers to secure the redevelopment of Pentrebane St and develop the site for a mixed use scheme in partnership with Link Cymru. £13m of investment of external funding streams comprising WG Targeted Regeneration Investment (TRI) funding(secured), WG Social Housing Grant and Linc Cymru private finance is needed to proceed. The legal process for the CPO will progress throughout 2021/22. Park Lane has been advertised and an expression of interest has been submitted by a developer partner to develop the site for a boutique hotel. Officers are in active dialogue with the company concerned to secure the land and take the development forward.	
	Reduce the amount of subsidy necessary to support the Council's Visitor Attractions.	Mar-23	Amber	The team are working to reduce the attractions' overall subsidy with the aim to transform the service to the point where no subsidy is required but this is not likely to be achievable in the short term. Sufficient progress has been made, however all attractions have been severely impacted by the coved restrictions.	
	To migrate the Land Charge Service to Her Majesty Land Registry (HMLR).	Mar-23	Amber	The Welsh Government has brought forward legislation to align Welsh local authorities' LLC search fees with those that apply in England and there is now a requirement for local authorities to work with HMLR to migrate their data to facilitate the new digital LLC service. Her Majesty's Land Registry has indicated that Caerphilly CBC's data needs to be prepared for migration in 2021/2022 in readiness for full migration of the service in 2022/23. Work is underway with the Director of Economy and Environment assigned to be the SRO for the project.	

# Performance

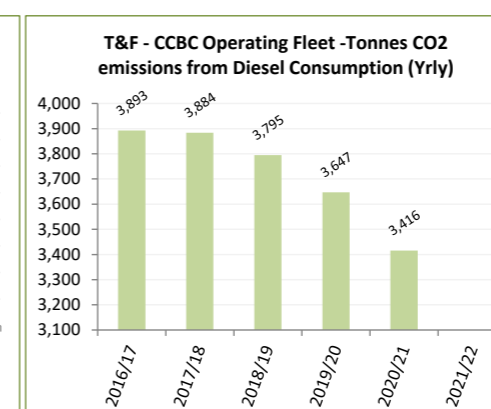
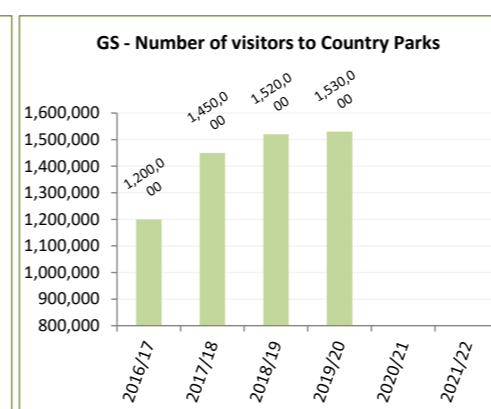
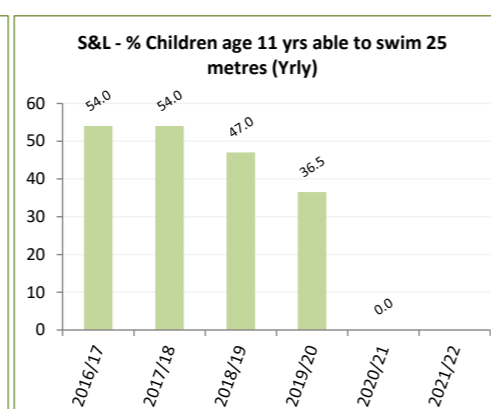
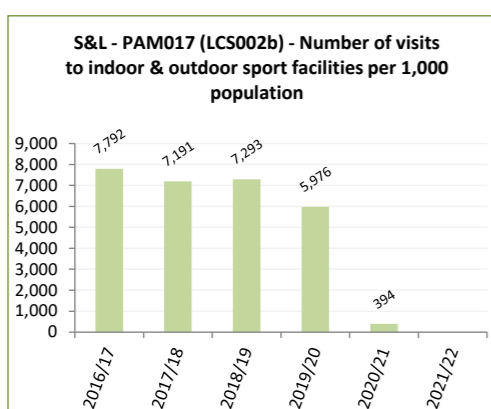
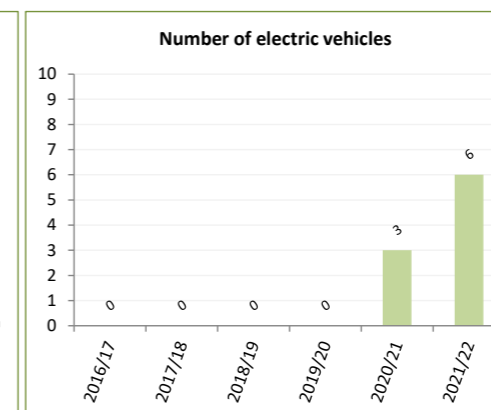
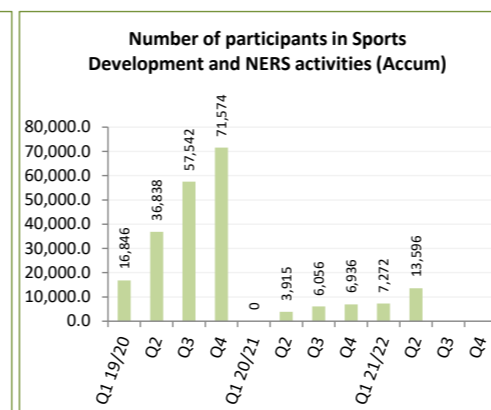
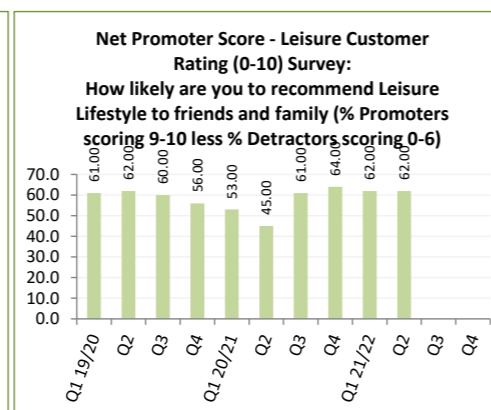
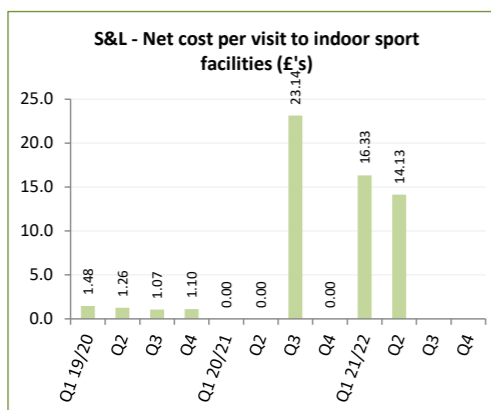
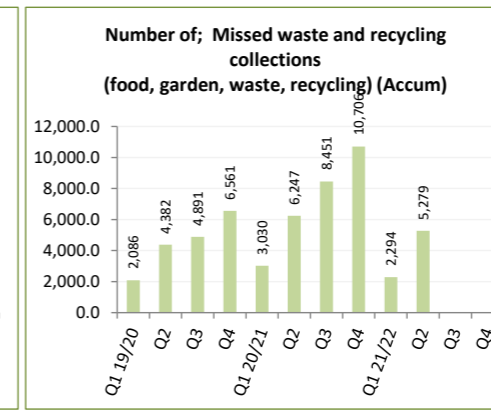
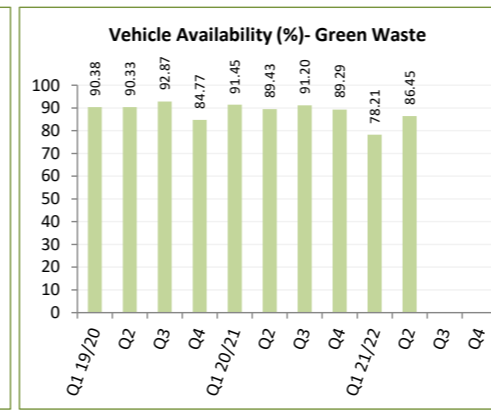
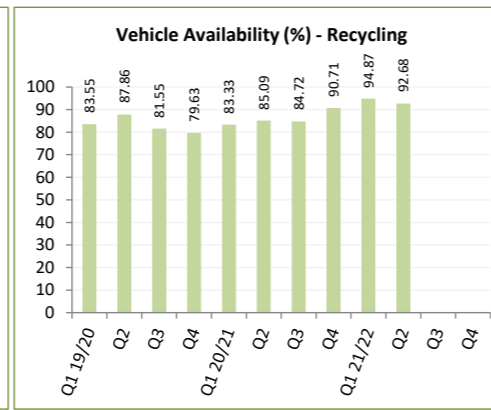
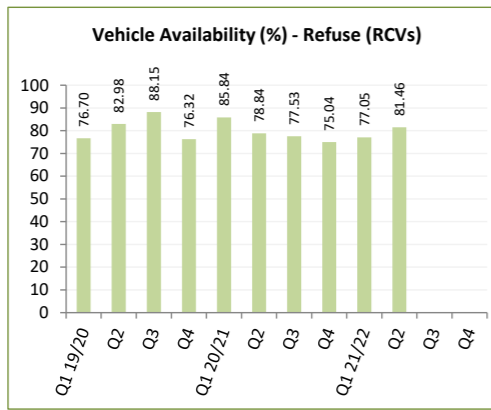
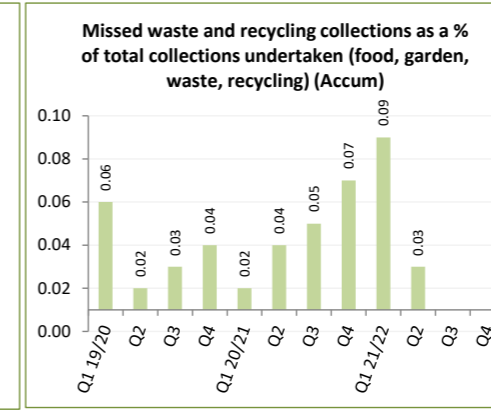
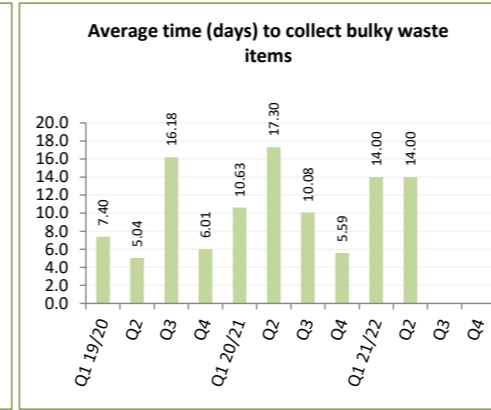
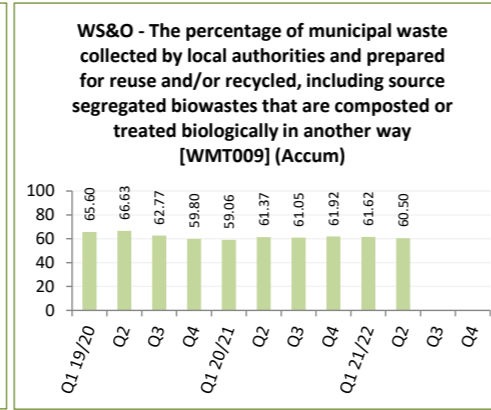
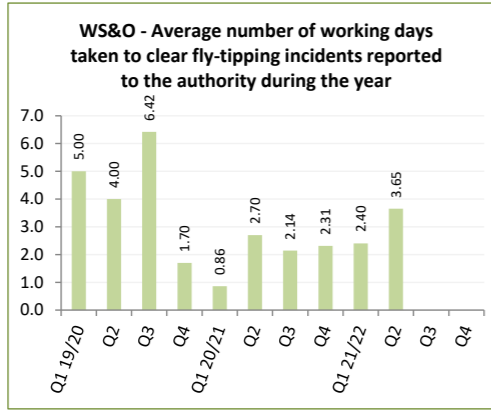
These charts will 'auto-update' from the data tab 'Base Data - Performance'

Link to Base Data



Comments should be manually entered into the text box to explain any unusual performance trends

## COMMUNITY & LEISURE - Measures



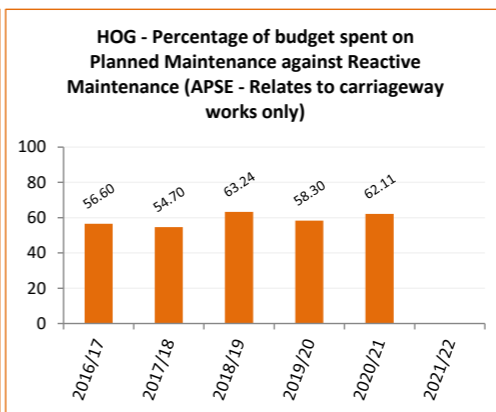
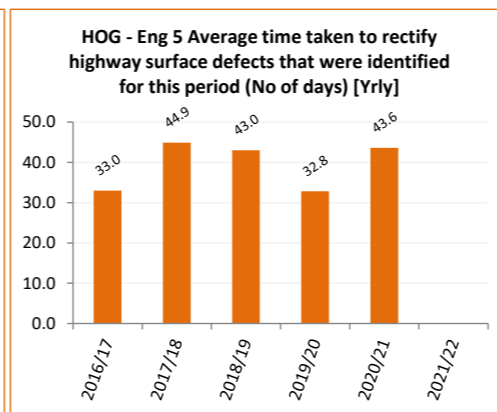
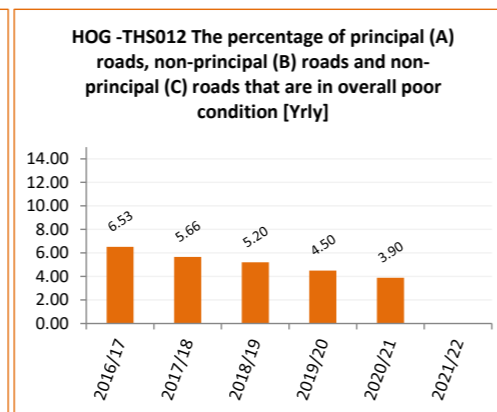
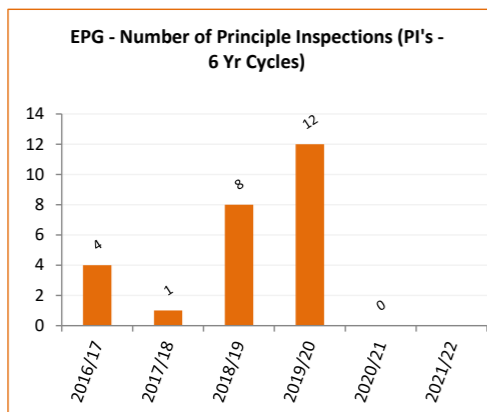
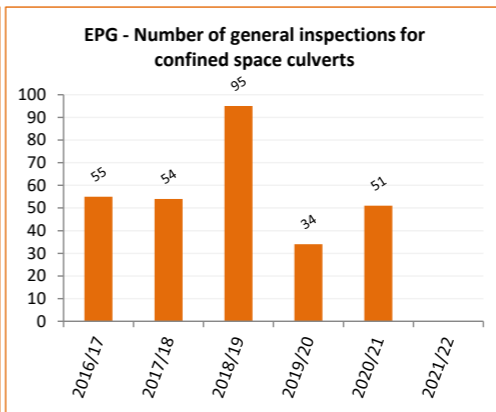
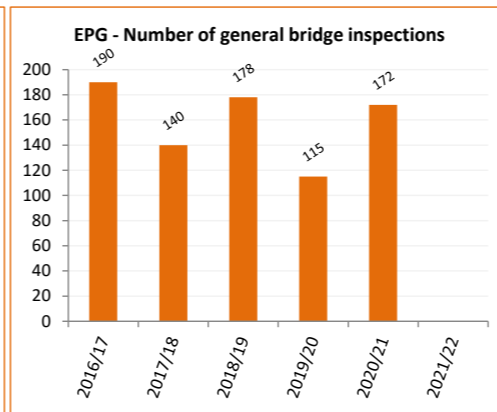
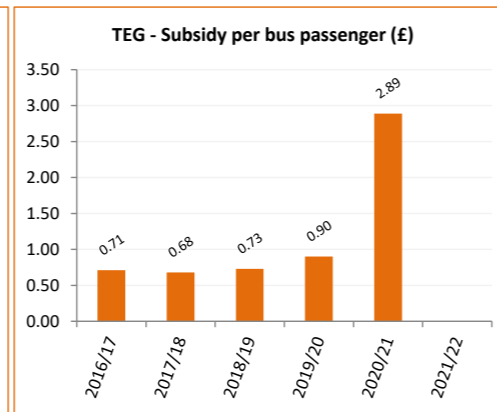
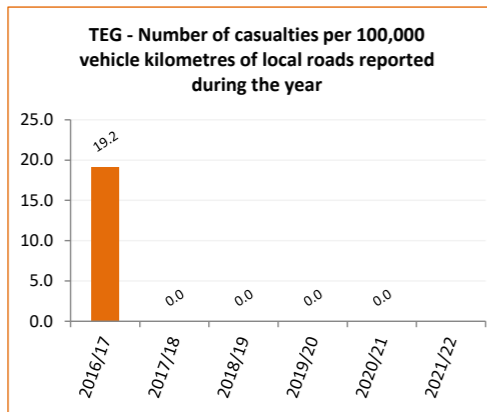
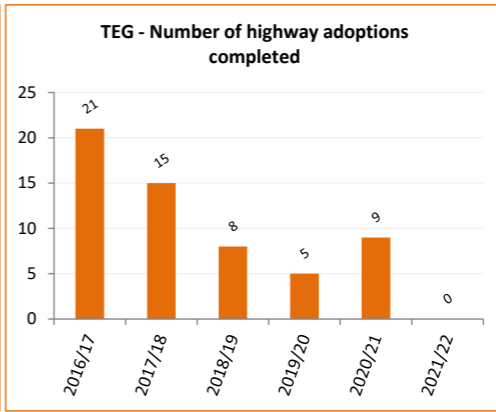
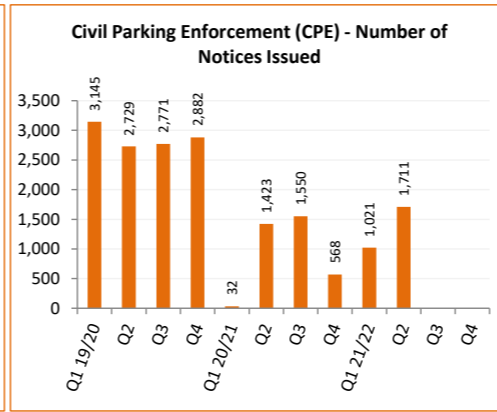
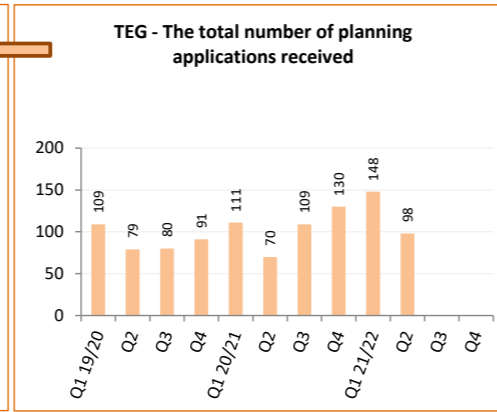
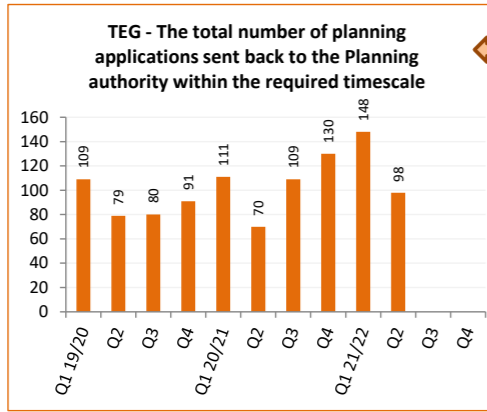
What is performance telling us?

S&L - Net Costs (21/22)  
 • Q1 data - all Leisure Centres were CLOSED throughout April.  
 • Q2 data not available as Leisure Centres were primarily CLOSED. Newbridge LC being used as MVC.  
 • Q2 not all of our Leisure Centres re-opened, the centres that did re-open continue operating on reduced capacity due to Covid restrictions in place. MVC transferred from Newbridge LC to Pontlanfraith LC from Sept 21.

S&L - Net Promotor Score (21/22)  
 • Q1 data - 62% satisfaction rate., which is above the national average benchmark of 54%  
 • Q2 data - CCBC S&L continue to maintain the 62% satisfaction rate, national average benchmark dropped to just 46%.  
 The service is unable to access the data for the number of visitors to our country parks due to a software issue and has been in discussion with IT for a number of months to try to resolve.



INFRASTRUCTURE - Measures

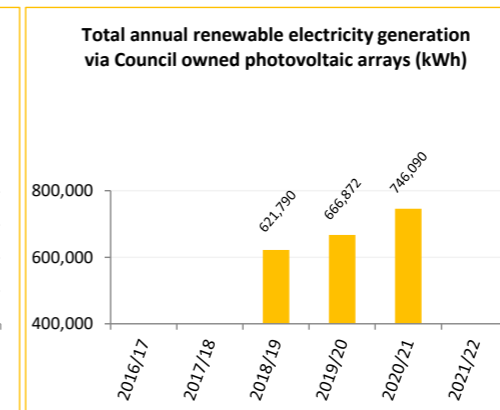
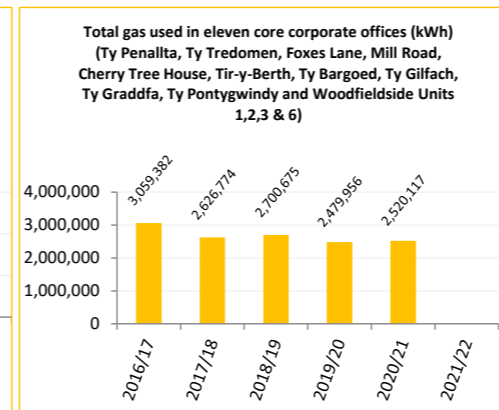
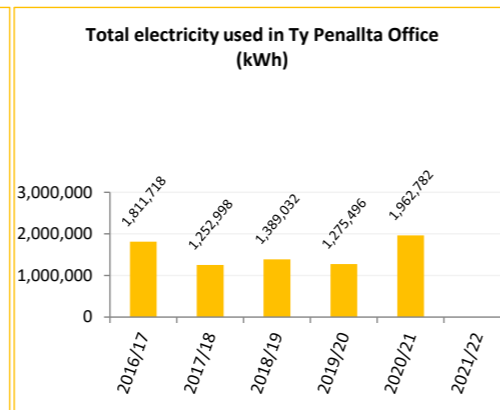
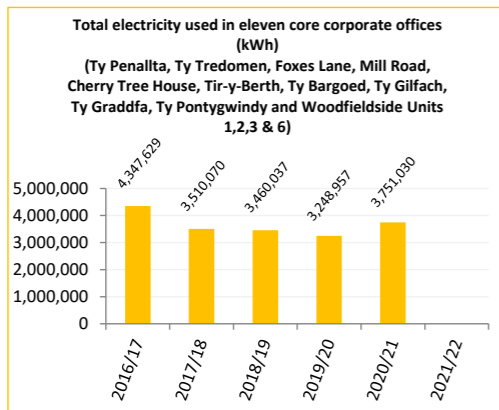
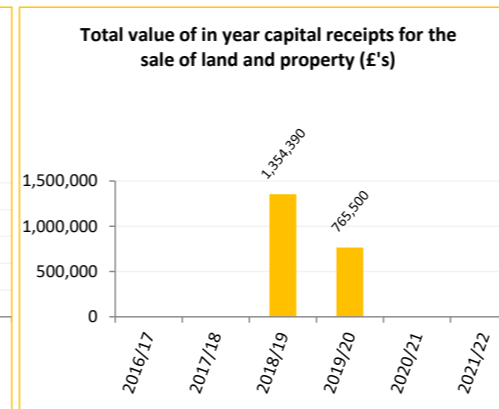
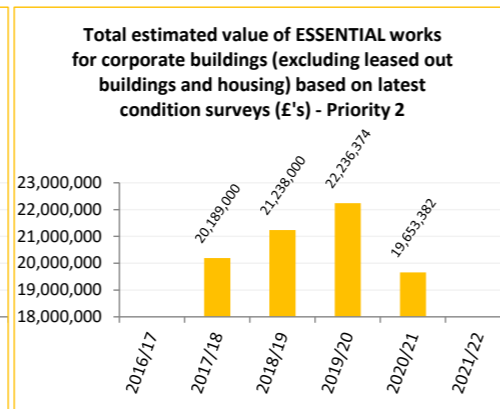
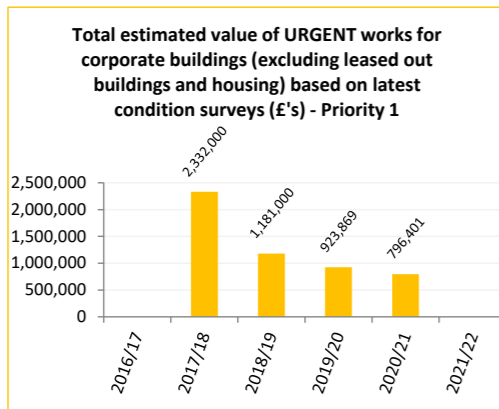
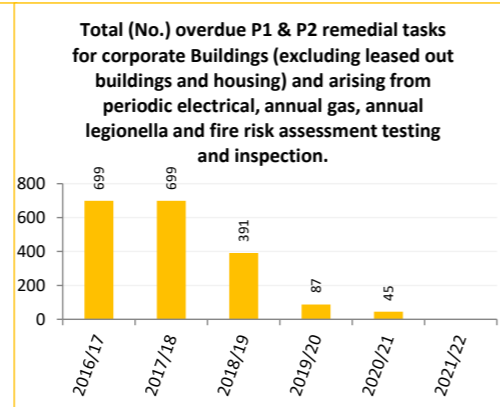
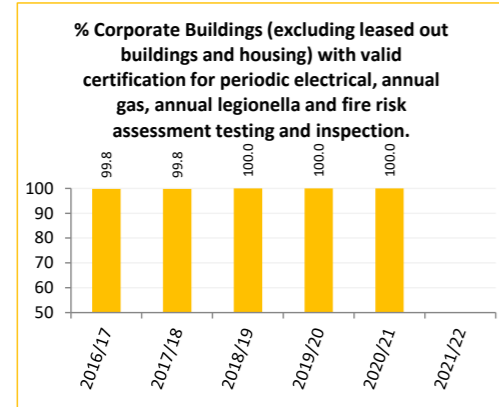


What is performance telling us?

Subsidy for bus passenger services has been impacted in 20/21 due to the Covid Pandemic. Some services received 'hardship top-ups.'



CORPORATE PROPERTY - Measures



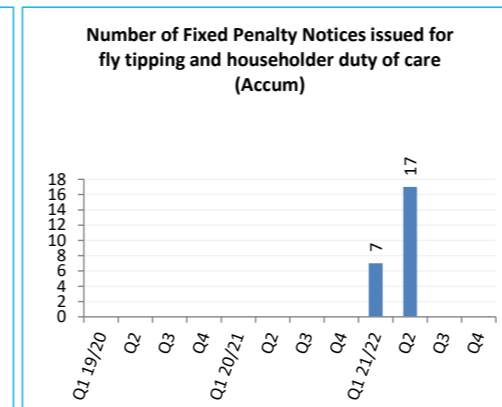
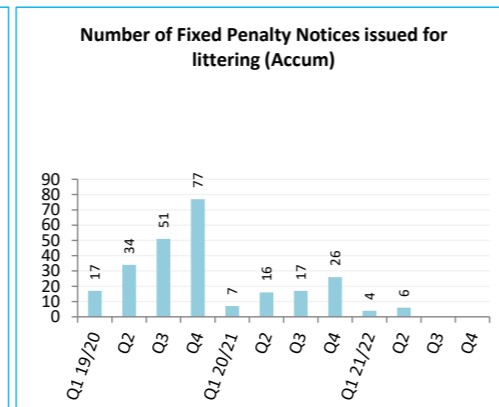
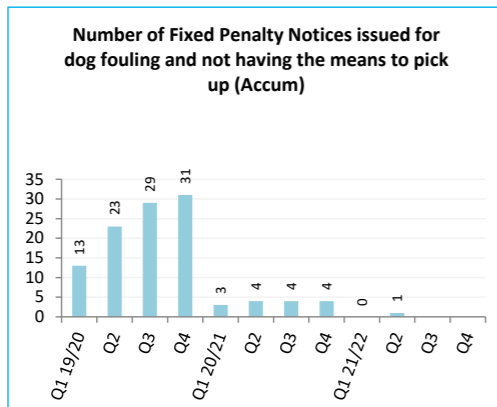
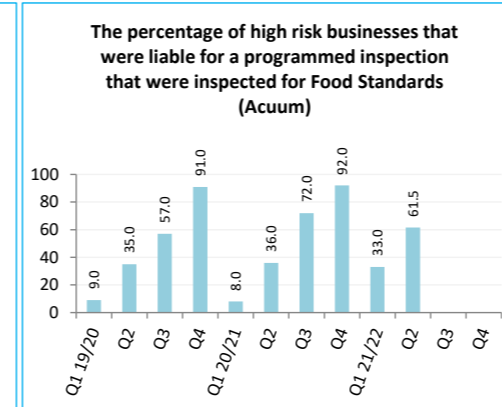
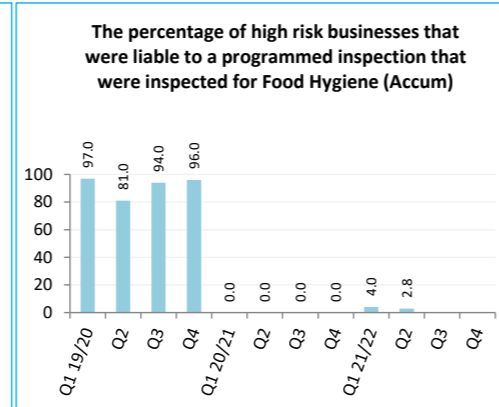
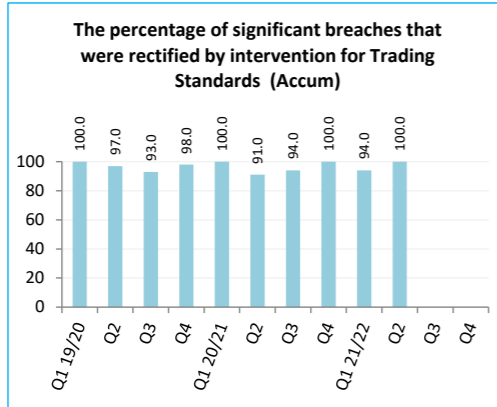
What is performance telling us?

**Utility Consumption** - There was a noticeable increase for key sites during 2020/21, despite reduced occupancy, due to changed building ventilation requirements resulting from the Covid-19 Pandemic. I.e. increased airflows and ventilation - higher consumption and heat losses.

**Renewable Electricity** - For 20/21. This has been based on estimated values (from historical trends) due to limited Regeneration Meter access of certain sites (e.g. Care homes)



**PUBLIC PROTECTION - Measures**



**What is performance telling us?**

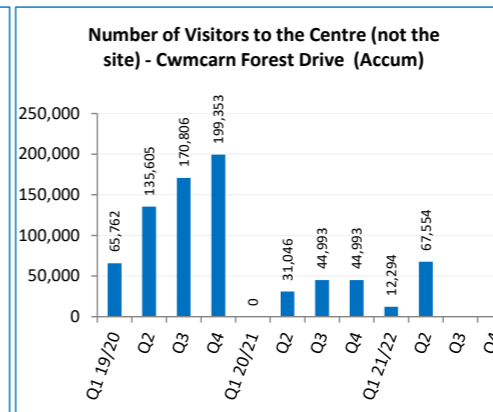
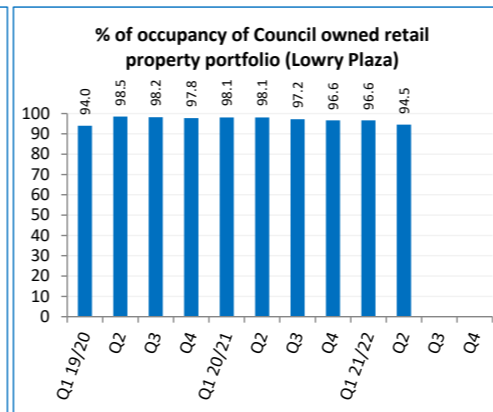
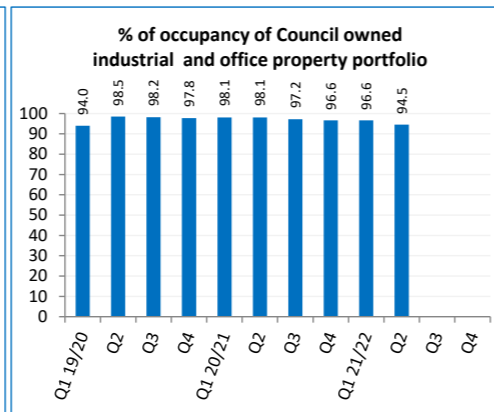
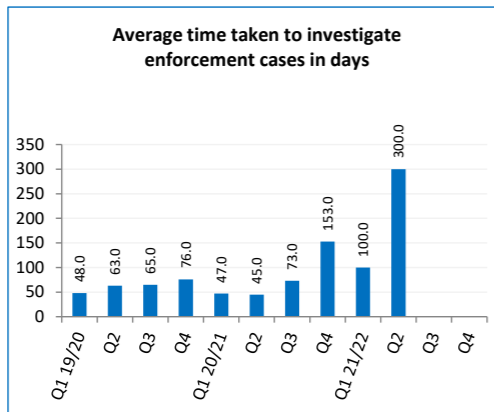
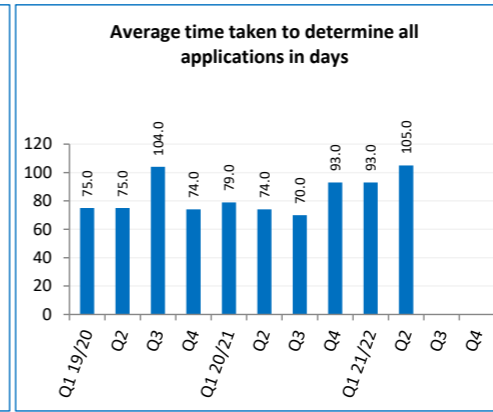
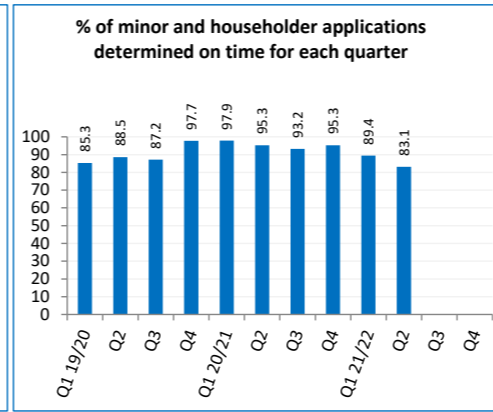
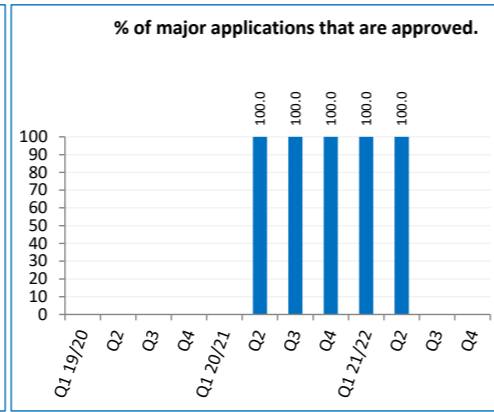
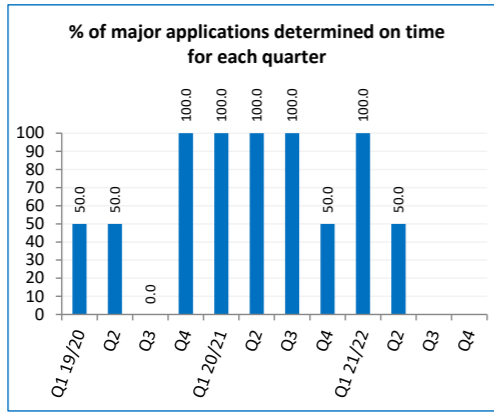
Fixed Penalties: Resources redirected to focus on and deal with the increased fly-tipping issues since the start of the pandemic.





REGENERATION & PLANNING - Measures

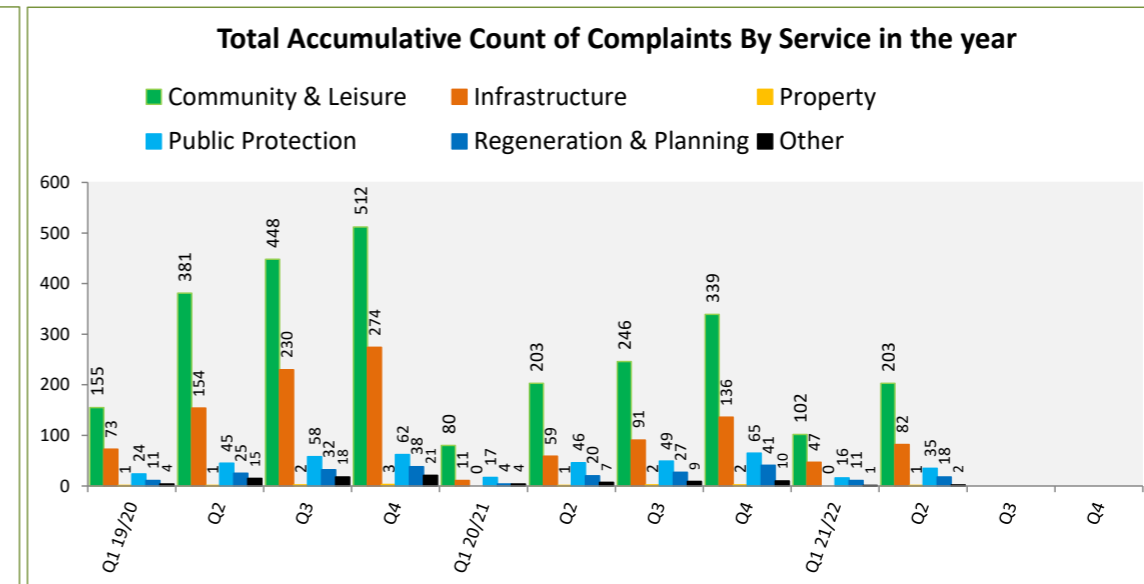
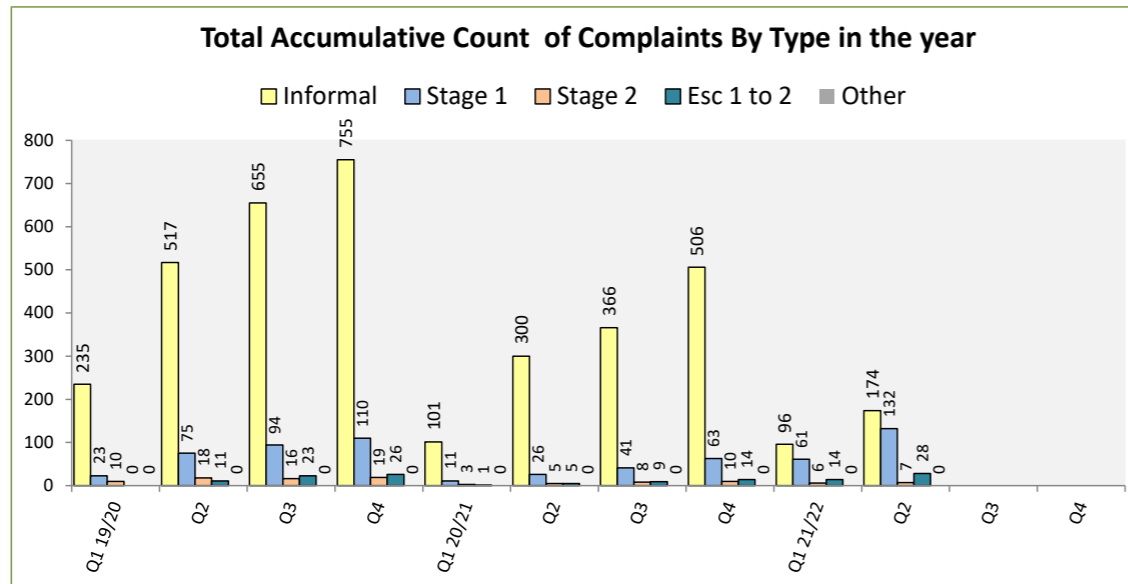
What is performance telling us?



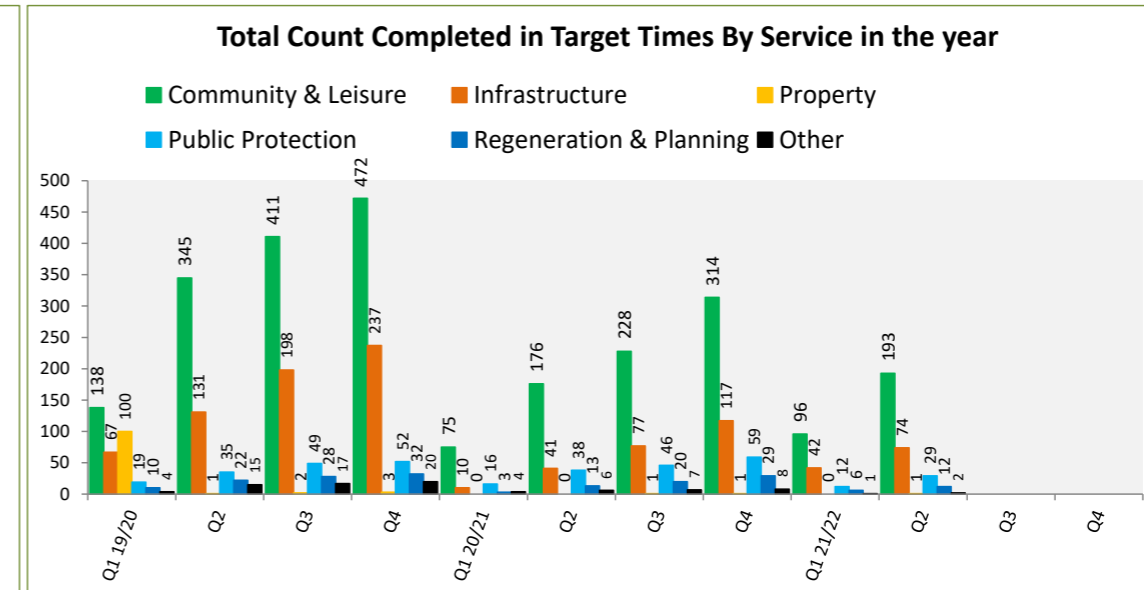
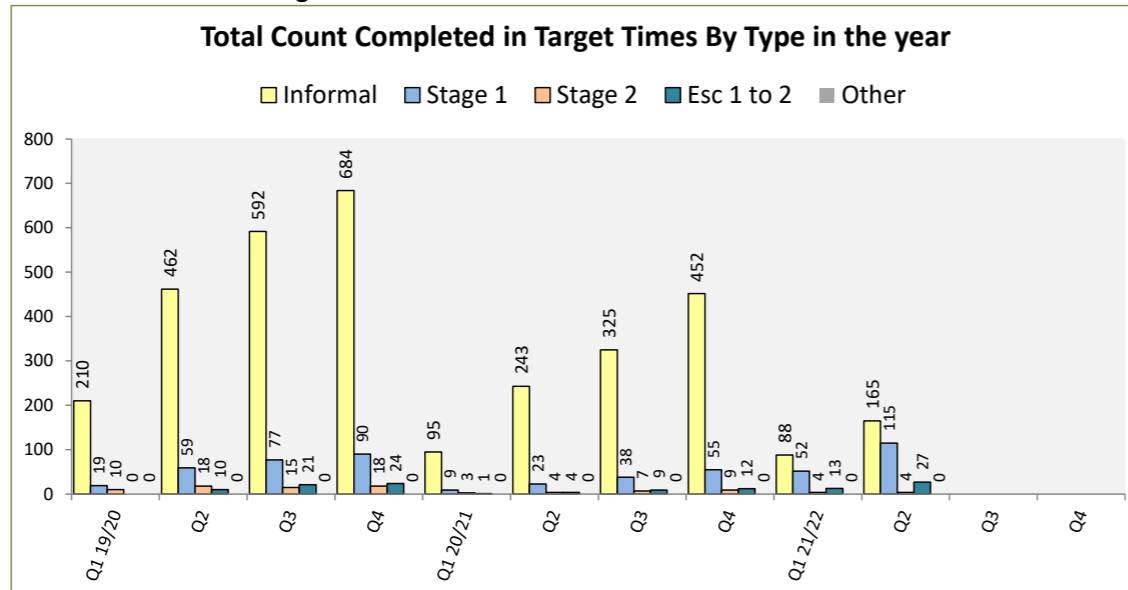
# Customer Intelligence



## 1. How many Complaints do we have?



## 2. How well are we doing?





<p><b>3. Is anyone better off?</b></p> <p><b>Complaints: Between April 2021 and Sept 2021</b></p> <p><b>Main things people complain about, are there any trends and themes?</b></p> <ul style="list-style-type: none"> <li>- Refuse/Bin Collections (Assisted collections / General Pick ups / Overflowing Bins / Spillages)</li> <li>- Vegetation Overgrowth - Weed Controls</li> <li>- Behaviour at CA sites &amp; Accessibility</li> <li>- Blocked Drains / flooding</li> <li>- Parking</li> <li>- Cleanliness of Area</li> <li>- Street Lighting</li> <li>- Due diligence of Planning</li> <li>- Smells / spillages from Highway maintenance works</li> <li>- Litter / Broken Glass and Dog fouling</li> <li>- Delays in responses</li> <li>- Cemetery respect / maintenance</li> <li>- Footpath quality</li> <li>- Planning approvals / controls / impacts</li> <li>- Illicit tipping</li> <li>- Early morning grass cutting</li> <li>- Anti-social behaviours (neighbours)</li> <li>- Park maintenance / cleanliness</li> </ul>	<p><b>3. Is anyone better off?</b></p> <p><b>Complaints: Between April 2021 and Sept 2021</b></p> <p><b>Have we learned anything or made a changes, as a result of complaint intelligence?</b></p> <ul style="list-style-type: none"> <li>- Resource constraints are impeding efficiencies</li> <li>- Covid restrictions hinder some normal service response</li> <li>- We are still resolving/responding to over 91% + within prescribed target times.</li> <li>- Community tolerance and understandings have somewhat diminished during Covid</li> <li>- Frontline, direct community facing services acquire more complaints when compared to other services</li> <li>- We have implemented a better data collection, reporting and communications process since 2021</li> <li>- Year on year complaints display similarities, year on year (topics/subjects/themes)</li> <li>- Key staff have undergone Ombudsman Complaints Training to improve understanding of National Guidance, systems applications, importance of monitoring, evaluating and taking action.</li> <li>- More data is now collated than ever before, to aide clearer understanding of events.</li> <li>- The number of registered complaints, is, currently less than in previous years.</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>- A Corporate Review is being undertaken to evaluate, report and improve current systems, guidance, policy and application of the Complaints Process.</li> </ul>
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**Service Requests by Service**

Number of SRs by Service and percentage completed in target times	Standard	%	Members	%
Community & Leisure				
Infrastructure	4,532	96%	460	93%
Property				
Public Protection				
Regeneration & Planning				
Other				
<b>Totals</b>	<b>4532</b>		<b>460</b>	

**Service Requests: What are we learning from the SR's?**

Are there any particular learnings issues or matters arising identified from SR's?

Services started to investigate opportunities and functions around these data sets across all services in 2019/20. Only Highways/Infrastructure currently has an established mechanism (through MAYRISE) at present. Other services data is fragmented, but it is anticipated that new digital processes and applications will change this position.

Covid-19 lock-down has interrupted this progression.

**Freedom of Information Requests by Service**

Number of FOIs by Service and percentage completed in target times	FOI's	%	SAR's	%
Community & Leisure				
Infrastructure				
Property				
Public Protection				
Regeneration & Planning				
Other				
<b>Totals</b>	<b>0</b>		<b>0</b>	

**Freedom of Information Requests: What are we learning from the FOI's and/or Subject Access Rights requests?**

Are there any particular learnings, issues or matters arising identified from FOI's/SAR's?

BIT are currently making enquires with the GDPR Team regarding available data/stats sets.

The GDPR Team started (mid 19/20) working on re-configuring parts of their database in order to produce the necessary reports. At present, they are not yet in a position to provide such data sets (was originally hoping to have something in Q4 of 19/20).

## Customer Intelligence



### Compliments received by Service

Service	Accum Count	%
Community & Leisure	75	82.42%
Infrastructure	9	9.89%
Property	0	0.00%
Public Protection	7	7.69%
Regeneration & Planning	0	0.00%
Other	0	0.00%
<b>Totals</b>	<b>91</b>	<b>100%</b>

### Compliments: What are the key themes identified from such positive feedback?

#### Compliments Received By Type/Count

- Service Delivery = 31
- Service Response =11
- Quality of Work =10
- Staff - Operatives =32
- Communications =7
- Totals 91

# Customer Intelligence



## Household Survey - Very/Fairly Satisfied

Year	2015	2017	2020/21	2021/22
Civic Amenity / Household Recycling Sites	86%	84%		
Garden & Food Waste Collections	91%	84%		
Refuse Collection	89%	83%		
Recycling	93%	85%	89%	
Cleanliness of streets ( <a href="#">Street and Environment Cleansing 20/21</a> )	65%	64%	59%	
Parks & Play Area's	85%	83%		
Recreation & Sports Grounds	88%	86%		
Country Parks	88%	93%	74%	
Anti Social Behaviour - Community (Levels the same or better)	65%	54%		
Crime - Community (Levels the same or better)	71%	63%		
CCBC & Police deal with ASB & Crime	63%	51%		
Road Surfaces	52%	51%		
Pavement Surfaces	65%	61%		
Drains & Gullies	68%	65%		
Signs & Road markings	82%	76%		
Street Lighting	89%	81%		
Winter Maintenance	72%	70%		
Highway Management ( <a href="#">Highway Maintenance 20/21</a> )	61%	49%	60%	
Town Centre - Services & Amenities		60%		
Town Centre - Shopping	60%	57%		
Quality of life - Local Town	70%	63%		
Quality of life - Local Neighbourhood	76%	64%		
Local Transport Services - Overall			77%	

### What is our general citizen customer intelligence telling us?

- Public perception (Household Survey satisfaction levels) are declining but this is inevitable with MTFP service reductions.
- Waste/recycling targets may have possibly reached a threshold/peak, given the focus on public behaviour.
- Street cleansing services have been constrained, so will see further deterioration in performance.
- Highways maintenance budgets are restricting opportunities to keep on top of, let alone improve highway conditions.
- Several years budgetary cuts to Parks, Recreation, Country Parks are reflected in the Household Survey results and will likely to continue to show decline in future years.
- The retail climate is proving challenging for our retailers and this is adversely impacting on vacancy rates and thus customer satisfaction in respect of our town centres.

**As part of the wider service transformation considerations, a revised Resident Survey was delivered - Nov 2020 to Jan 2021, as part of the new Caerphilly Conversation Engagement Plan.**

**Within the survey, citizens were also asked "How easy or difficult have you found accessing council services while offices have been closed during the lockdown period?"**

#### The results showed:

- 24.5% Very easy
- 48.0% Quite easy
- 16.8% Quite difficult
- 10.6% Very difficult

# Customer Intelligence



## Individual Service Surveys - Very/Fairly Satisfied:

Year	2017/18	2018/19	2019/20	2020/21
Customer satisfaction with Licensing	N/A	100%	N/A	N/A
Trading Standards – Trader/Business satisfaction	99%	98%	100%	N/A
Trading Standards –consumer advice satisfaction	98.75%	98.70%	98.00%	N/A
Customer Satisfaction with Health and Safety (%)	100%	85%	N/A	N/A
Customer Satisfaction with Food Safety (%)	99%	100%	N/A	N/A
Customer satisfaction with Registrars	100%	100%	100%	N/A
Net Promoter Score - Leisure Customer Rating (0-10) Survey: How likely are you to recommend Leisure Lifestyle to friends and family (% Promoters scoring 9-10 less % Detractors scoring 0-6)		56	64	N/A

### What is our service specific customer intelligence telling us?

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## Regulatory - Inspectorate - Other Control Views

### ISO 9001:2015 Certification

Building Cleaning Services (BCS) has maintained their certification (April 2020).

Networking Contract Services (NCS) has maintained their certification. Next full certificate renewal date - April 2021.

Engineering Projects Group (EPG) has maintained their certification. Next full certificate renewal date - March 2022 (Feb 2020 Surveillance Visit highlighted a number of Minor and Major non-conformities that need re-work).

CCTV Control room maintained their NSI (National Security Inspectorate) Silver Award for Public Open Space CCTV monitoring.

### Regulatory Work Programme - Reports - Feedback

See separate data tab for any Recommendations and Proposals' for improvement.



## Compliments

A sample of compliments received by the various services across the Directorate are included below:

### Sports and Leisure

The staff member I spoke to recently was so helpful and an exemplary representative of the Council.

I primarily train at the Heolddu centre, this centre is an absolute pleasure to attend the staff are second to none, nothing is too much trouble and they are all willing to help at any time, I use several of the CCBC leisure centres and Heolddu is the most welcoming of all the centres and I believe all the staff there from the cleaning staff to management need to be praised for their hard work and dedication to their jobs they really are a credit to the company.

I just wanted to express my thanks to the team at the Centre of Sporting Excellence. They have been absolutely superb in supporting us at the hub. They are so friendly and helpful – I cannot thank them enough.

The staff could not have been more friendly and helpful. The pool and changing rooms were spotlessly clean. We really enjoyed it.

### Waste Strategy & Operations

At our recent Community Council Meeting, Councillors asked me to pass on their thanks to CCBC's Cleansing Team for their excellent productivity in cleansing for the county borough. They have noted that the team has caught up with the cleansing of the area since lockdown and are maintaining that good work. I would be grateful if you could forward this email to the relevant department.

Mrs Katherine Wright 22 Capel St, Bargoed wanted to pass on her thanks to the litter picker working in her street on 25<sup>th</sup> May. She tripped over and injured her arm and the litter picker ran to her assistance, made sure she was ok, asked if he could help her to her house or phone an ambulance for her. Unfortunately she didn't take his name but wanted us to know how impressed she was with his actions.

Dear Sir/madam, Yesterday my partner and I visited the refuse site at Caerphilly / Pwll Y Pant twice. We were met by a very polite young man name Matthew Johns. Helped us and other people over and above. I would like to say a big thank you to him.

She would also like me to pass on her thanks to the crew for this wonderful service.

Mr and Mrs James have taken the time this morning to call in to praise the refuse crews. They said they are so helpful and she would like her appreciation passed on to them.

A call from a member of the public stating how helpful the staff at Trehir CA site were and what a fantastic set up there is down there.

The area around the castle from the cenotaph past the castle through Dafydd Williams park out to Crescent Road this morning at 10:00 was absolutely immaculate there was not one piece of litter around. It looked beautiful and is a credit to the workers who achieved this.

### Community Safety Wardens

-

### Trading Standards

-



## Registrars

- I wanted to share with you the fantastic and friendly customer service myself and my wife have received from Rebeca Williams in the registry dept. We met Rebecca when we first registered our sons birth September 2020. Rebecca was also on hand to complete all the relevant paperwork prior to our wedding and really helped to make it a success. Today I have meet Rebecca to re-register our son as part of our marriage and again she was friendly and happy as the day we first met. It has been an absolute pleasure dealing with Rebecca, she is truly made us feel very welcome and has always been extremely respectful and inclusive where our same sex relationship and son are concerned. We'd both like to thank Rebecca and hope that this formal compliment will express our gratitude.

## Licensing

-

## CCTV

-

## Track & Trace

-

## Environmental Health:

Thank you so much and thank you for your patience

Temporary testing site 4 - 10 August Caerphilly. I wanted to say a big thank you for agreeing for us to park in Bargoed yesterday we vaccinated 42 people which is fantastic we are so pleased with this. Thanks again for all your help it's great to be part of such a great team ( Aneurin Bevan UHB - Primary Care and Community Division)

## Pest Control

Thank you for your help in alerting the Pest Control Officer to my problem He called on me earlier this week and I was impressed. Once again, thank you for a most prompt response.-

## Food /Health & Safety Team

Thank you for your support throughout us being in Incident ( from care Home Manager)  
Well done and thanks to everyone involved in the organisation and delivery of VAMC training-

Thank you for the support you have given us during the pandemic and your continued support during these weeks. I appreciate how hard everyone is working in these difficult times (Care home )

## Regeneration & Planning

- I own a business that operates in Caerphilly and Merthyr council areas..... I would like to give mention to Geoff Peters and Steven Wilcox in your Business Team as without their help, support and advice I wouldn't have known where to turn or how to access the different forms of support. There was so much information out there that it was really confusing and other avenues I tried weren't helpful.

- Hi Sally , just wanted to say thank you to you and your colleague Sarah-Kate for all the help with the application, it's hugely appreciated..... I know that you had to do a fair bit of extra stuff in putting mine together , and I'm very grateful indeed for all you both did .

Thank you for all your support and assistance with this grant application, they are very much appreciated. I can confirm that I am delighted to accept the Terms and Conditions of the start-up grant. This grant will go a long way to protecting our business as we begin to re-build. Thank you again for all your support and help.

--Oh my god sally you've made my week. This lockdown being on my own is lonely and depressing. I can't express enough thanks 🙏

- Hi Sally. I wanted to say thank you to you and Jeff Peters for my help you gave in getting the discretionary grant. I'd also thank jeff for his help also .....many thanks

- Delicious Sunday lunch today, plenty of food and good value for money! Collection is simple and organised and the food comes out warm which is great! Highly recommended

We go here every Saturday for an hour and half of uninterrupted bliss whilst our daughter is at a kid's club. Lovely and welcoming staff, small range of cakes and one of the nicest hazelnut lattes I've ever had. All of that whilst having a view of the stunning Caerphilly castle- what more could you ask for.

Compared to some other places in town this was a great place to sit and chat. Fab customer service, nice clean toilets.

We visited here today for a coffee and a Welsh cake set in the heart of Caerphilly with the most beautiful view of the castle its ideal for visitors or locals reasonably priced and delicious great customer service would recommend to anyone.





An excellent well-run tourist information centre with souvenirs and gifts on sale. There are useful leaflets detailing the cornucopia of local attractions, festivals, trips, events, and businesses.

If you spend some time here at the start of your stay, you will be able to plan a fantastic holiday, or even if you're a local, learn of loads to do.

Nice cup of coffee, lovely to sit outside when the weather is nice, also lovely view of Caerphilly Castle opposite.

Called in to the visitor centre before going to the castle on a late Sunday morning. The cafe provided a nice space and a pleasant bite.

The cafe is spacious and offers nice views of the imposing castle across the road. The ciabatta I purchased was generously filled and enjoyable. There are, a number of other options including snacks and a decent selection of drinks.

There are also a selection of Caerphilly cheeses and we took one away with us to enjoy later at home.

The visitor centre has had a make-over for the better, still the same friendly helpful staff and good quality products to eat and drink. The old table and chairs replaced with bright red cushion seating and chairs, so now a more modern relaxed feel plus with art gallery below and new modernised toilets that you can use even if not eating or drinking upstairs. Overall if in the area or after visiting castle you relax and still get great views of the castle.

Great stop for coffee and cake. Lovely staff and very happy. Coffee was good, and the coffee cake was yummy. Great little gifts as well.

Whether you're a local or a visitor, the Visitor Centre coffee lounge is an absolute must. The coffee lounge selection of foods and drink is excellent and very good value. The coffee lounge has recently been refurbished and Martin the Manager has excelled in the selection of the decor and choice of furniture. Depending on the weather you are, able to sit outside and partake in the wonderful views of the Castle. The visitor centre is ideal for holiday makers who wish to enjoy a well-earned cup of tea, coffee with other.

Accoutrements if so desired. The staff are fantastic and give tremendous service with a smile. I strongly recommend a visit. The white chocolate drink is fantastic!!

Beautiful views of the castle. Very nice coffee friendly staff and as it's right next to the car park it's ideal for a quick business meeting.

One of the important items on my visit was to find some Caerphilly cheese, and this was where it was recommended, I visit. Warm friendly and helpful, very interesting gallery with local arts and crafts and upstairs a very pleasant cafe with views over towards the castle. It was quite busy - a good sign, and I found some cheeses, all made in Wales as well as other interesting local foods. The building is built on the slope so access for disabled is easy, the loos are very clean and there's outside seating if it's a fine day.

I recently visited the Visitor Centre on a weekend with my grandchildren and the weekend staff were so lovely. They were really very busy but took time out to be welcoming to everyone. They were professional in their work and promoted our lovely Welsh produce with great pride and knowledge. My grandchildren love visiting here and especially wanted to say thanks to Rhian, Ffion, Kayleigh and Karyn. My feedback would be to try everything on offer but, at the moment, I'm really enjoying the Leek and Potato soup. The view is fab as well

This is the perfect place to begin your tour of Caerphilly. They've lovely cakes & coffees served with expert advice on what to see & do. Wonderfully friendly, unique gifts and souvenirs, maps, etc... just an overall charming spot to visit. Service was exceptional. Service a smile. Helpful staff. Especially Karyn. Good local produce with Welsh cakes and local cheese on sale. Friendly atmosphere. Very clean.

If visiting the area, and do not know anyone here, then this place is a must visit. It holds a plethora of information trading places to visit - costs - distances - transport - offers + lot's more - This is right in the heart of Caerphilly opposite Caerphilly Castle and 10 steps away from a small shopping mall - supermarket - parking area and the main high street - There is also a small cafe for a refreshing cafe attached where you can sit by the big glass windows opposite the castle itself.....enjoy.

#### Llancaiach Fawr Manor:

- Highly recommend the Sunday lunch! Ours was delicious and very good value for money. Efficient and well organised collection arrangement too. Thank you! Diolch x
- Delicious Sunday lunch today, plenty of food and good value for money! Collection is simple and organised and the food comes out warm which is great! Highly recommended
- Enjoyed my ploughman's lunch today
- Llancaiach Fawr Manor delicious afternoon tea thank you
- Dinner sorted, thanks to Llancaiach Fawr Manor. It was absolutely delicious. Corned beef pie, buttery light pastry and loads of filling. Can highly recommend
- It was an absolutely fantastic afternoon tea. Can't recommend it highly enough
- It was beautiful loved it (regarding a take away afternoon tea)
- Beautiful place, excellent cafe, perfect place to just get out xx
- People have also been enjoying the historical posts that are issued several times a week
- Enjoying your exploration of some of these sayings, which would likely have been heard throughout the manor many times over the years. Thanks.

#### Infrastructure:

- Just want to say thank you to Highways Team who, in all weathers and 24 hours a day, attend to flooded roads, culverts, drains. The culvert in Waterloo is a 'very loyal customer' and without your support we would be cut off for longer, more cars

# Regulatory



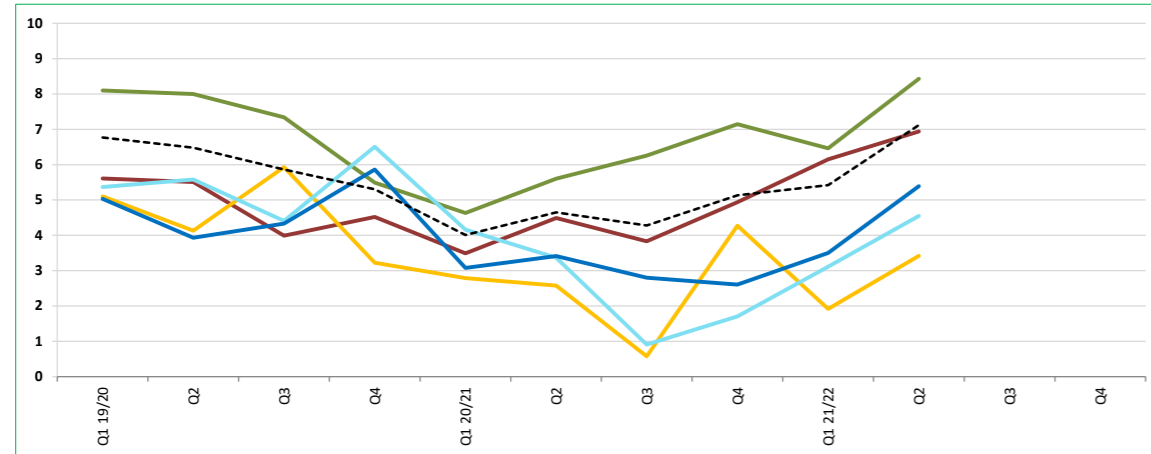
Table showing extract from the CCBC Audit Action Plan. Response to Regulator Proposals and Recommendations

Number and reference of action	Name of Report	Regulator Proposal	Action	PREVIOUS UPDATE	Service Officer Responsible	When will it be completed by	CURRENT UPDATE <i>Specify date here</i>	Status	Percentage completed
None listed at present	No report outstanding	No proposals outstanding	No actions required	No previous updates required	Not applicable	Not applicable	No current updates required	Not applicable	Not applicable

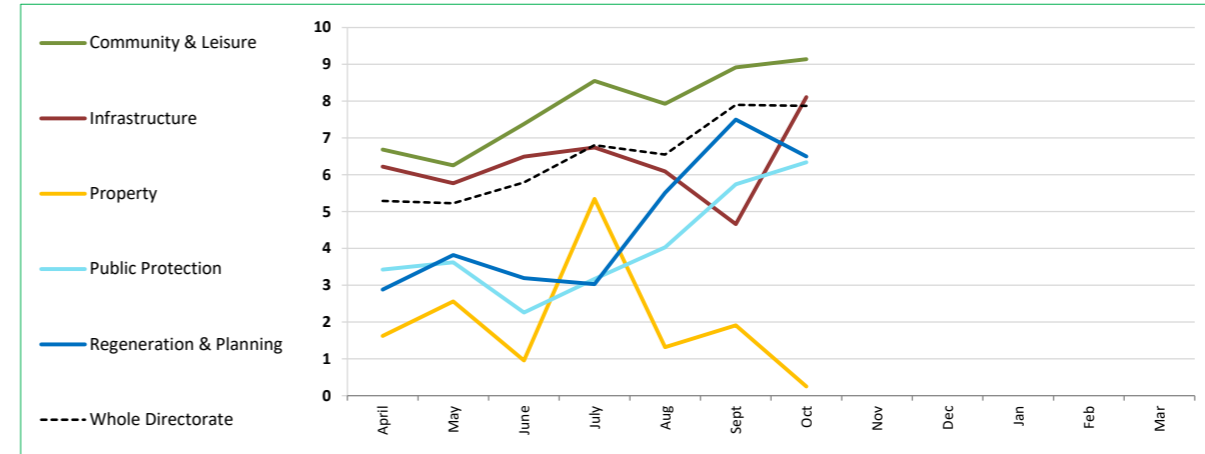


Staff Counts	Head-count	FTEs	Over 55	Total Leavers	New entrants	Vacant Posts	Agency Staff
Q1	2035	1119.96	614	55	53	?	178

% Sickness 'in-quarter' Trend



% Sickness 'in-month' Trend



For details of Short-Term Sickness & Long-Term Sickness - refer to the Base Data - Resources tab

[Link to Base Data](#)

**What is our Workforce Information telling us?**

**Key issues identified:**

- Age profile and recent loss of experienced staff.
- Market competitiveness to attract and recruit quality / qualified personnel.
- Long term sickness absence remains an issue and can affect staff morale.
- Continue to support and facilitate relevant corporate and topical matters.
- Instigated the My Time Extra programme and endeavour to act upon the feedback and information gathered from this process.

**Key actions being taken:**

- Sickness absence scrutiny by Corporate Management Team (CMT).
- Consideration of amendments to sickness absence policy.
- Apprenticeship programmes being re-established.
- Business links to Universities/Colleges being strengthened.
- Service rationalisation and restructures to make better use of resources.
- Well-being of staff being considered through Well-being Group.
- An active recruitment process has commenced and will contribute to a more secure, reliable workforce.





Finance

Budget Monitoring	Original Estimate 2021/22	Revised Estimate 2021/22	Anticipated Outturn 2021/22	Anticipated Variance 2021/22
Value	£ ,000's	£ ,000's	£ ,000's	Under (Over)
Regeneration & Planning	2,866	2,866	2,609	258
Infrastructure Services	20,694	20,694	20,169	525
Public Protection	7,543	7,543	7,180	363
Community & Leisure	22,284	22,284	22,230	54
Directorate General	178	178	229	(51)
<b>*Property Services (P&amp;R Scrut)</b>				
<b>Sub-total</b>	<b>53,565</b>	<b>53,565</b>	<b>52,417</b>	<b>1,149</b>
<b>Less Recharged Transport Costs: -</b>				
- Education and Lifelong Learning	(7,923)	(7,923)	(7,572)	(351)
- Social Services	(1,564)	(1,564)	(1,398)	(166)
<b>Total</b>	<b>44,078</b>	<b>44,078</b>	<b>43,447</b>	<b>631</b>

What is our Financial Information telling us?

The figures in the table opposite are based on information available as at Period 5 of the 2021/22 financial year. Budget monitoring reports have been prepared for the Housing & Regeneration Scrutiny Committee (30/11/21) and the Environment & Sustainability Scrutiny Committee (07/12/21) outlining the reasons for the projected variations against budget.

  
[Housing & Regeneration \(Period 5\)](#)

  
[Economy and Environment \(Period 5\)](#)

  
[Appendix 1A.pdf](#)

  
[Appendix 1B.pdf](#)

  
[Appendix 1C.pdf](#)

  
[Appendix 1D.pdf](#)

For **\*Property Services** budget monitoring information, cross-reference to the [Corporate Services budget monitoring statements](#).

Finance - 2021/22 Revenue Budget - period 5	2021-22	2021-22	2021-22
	Revised Budget £	Projected Outturn £	Under / (Over) spend £
<b>Corporate Services (extract)</b>			
- Corporate Property	4,948,718	5,007,330	(58,612)



General Assets

What is our Assets Information telling us?

The Directorate operates a diverse range of front line services which rely on a significant level of depot infrastructure (Penmaen, Bedwas, Tiryberth, Penallta, Iswyn Park & Cwmcarn) and vehicles such as, Heavy and Light Goods fleet, vans, trailers, tractors and a large range of other plant and equipment.

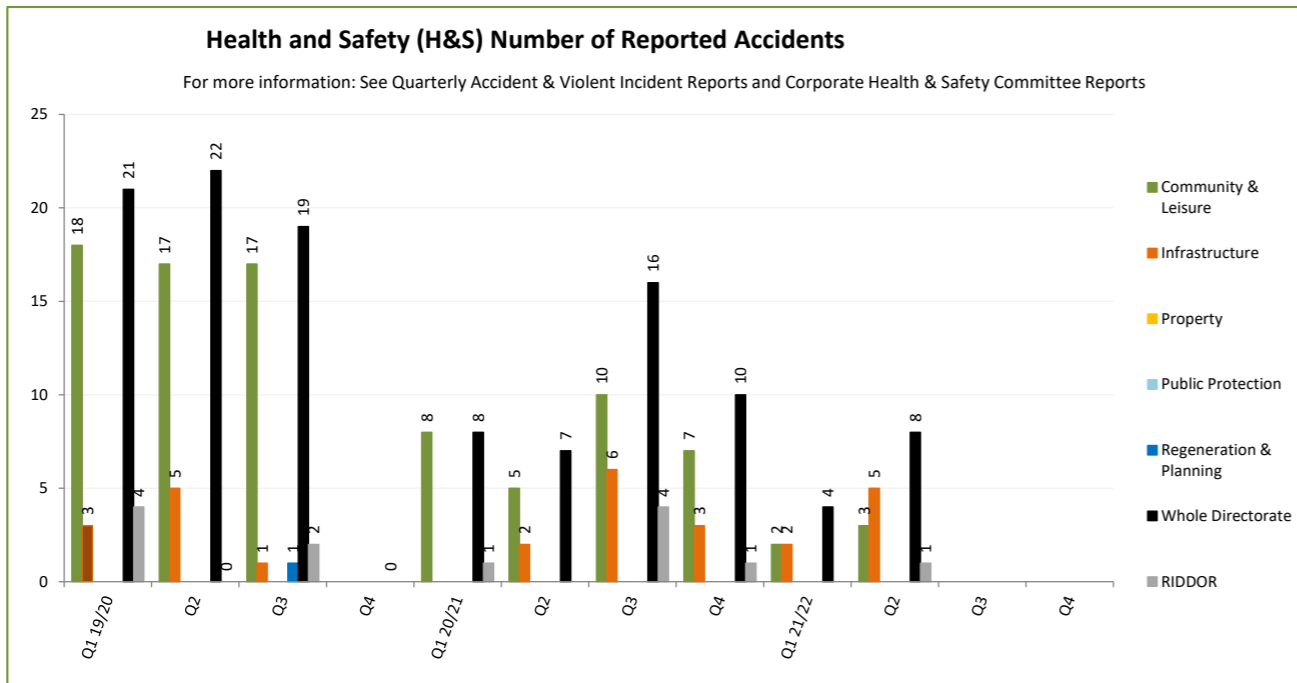
The Directorate owns and manages 234 industrial units on 12 employment sites throughout the County Borough and 13 office buildings in Oakdale, Tredomen and Woodfieldside and two small individual premises. There is an urgent need to invest in the upgrade of these strategically important assets in order to ensure that they remain fit for purpose and meet the ongoing needs of our tenants. Funding secured through Brexit Economic Stimulus Fund to enhance a number of premises. Further funding needs to be identified to enable remaining stock to be upgraded.

A service review of Fleet Management and Maintenance has commenced. The Fleet Service is a critical support service to front line services, who operate circa 500+ vehicles.

The approach with Service Asset Management Plans (SAMPs) has been agreed at Corporate Management Team (CMT) and SAMPs for every service will be developed over the next 12-24 months (20/22). This will inform future asset rationalisations and/or alternative approaches to the locational delivery of services. To date finalised SAMP's have been completed for: Countryside, Infrastructure Highways, Infrastructure Depots and Office, Bereavement Services and the Waste and Leisure Services is in its final approval stage.

The Authority has a significant amount of green infrastructure, comprising; Parks and Gardens; Amenity Space; Natural Green Spaces; Green Corridors; Natural Green Spaces - there are 3 types that cover large parts of the county borough (Woodland and Scrub 18%; Grassland 15%; Farms 34%).

Health and Safety



What is our Health and Safety information telling us?

Add any relevant key findings, investigation outcomes, training, development, support or follow up action needs .....

[Statistics and underpinning information is obtained from the Quarterly Accident & Violent Incident Reports, as produced by Emma Townsend, Health and Safety Manager \(& Andrew Wigley\)](#)

Risks



Ref & Links	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	Select Risk Level from the cell drop-down list				Does the risk affect the Well-being of Future Generations?	Well-being Risk Level
					Risk Level 2021-22 Q1	Risk Level 2021-22 Q2	Risk Level 2021-22 Q3	Risk Level 2021-22 Q4		
DC04 16/17	Community & Leisure:  Waste Management Service Continuity & Target Achievement	The Welsh Government (WG) drive for source segregated collections and substantial change to the recycling Material Recovery Facility (MRF) market and restrictions on exporting low grade recyclate could potentially affect service delivery to the public and/or target achievement if mitigation measures are not put in place. UK and Welsh Government proposals for a Deposit Return Scheme for drinks containers may also impact kerbside recycling rates.  The ability to meet future recycling and landfill diversion targets with our current collection, disposal and treatment framework.  Specific areas that need to be considered are:  i. Levels of contamination in our recycling; ii. Loss of food waste within residual waste; iii. Type of collection (WG blueprint or alternative); iv. Contractual arrangements for recycling and organics v. Appropriate levels of budget and staffing structure to support daily front line collection services and our future strategy; vi. Insufficient community participation in food recycling. vii. Amount of residual waste deposited at HWRC's.	A Waste Review Board has been established, Chaired by the Director and including relevant senior officers. A new Waste Strategy is being developed with the intention of enhancing recovery rates and attaining WG targets. i. Continue with local and national campaign work. ii. Continue delivery of Project Gwyrdd to further reduce reliance on landfill. iii. Long term organics in place. MRF options are being re-assessed following the end of dialogue with RCTBC on a partnership solution. iv. Work on reducing contamination continues through various communications with the public. v.. Budget growth implemented for 2021/22 to address service pressures. x. Trade unions and staff representatives have been participating in a working group to discuss working practices and service changes and improvements.	<b>Year-end 20/21 Statement:</b>  Waste Review - The Green (Food and Garden) Waste collection service has been reassessed with options being consulted on with a view of implementation after May 2022 elections. New waste collection rounds are also programmed in for implementation during the same time period. The Street and Environmental Cleansing Service has been reviewed and a proposal to change working practice has been submitted for consideration.  A booking system for the HWRC sites is being proposed and research on how the system is working across Wales together with a consultation exercise with residents is being progressed.  The Authority is delivering a range of activities to support the National Be Mighty Recycling campaign aimed at making Wales the best nation in recycling. The Authority is also one of only 12 UK Councils that will be subject to a behavioural research and compositional analysis on food waste and residual waste programmed to take place during December 2021.	High	High			Yes, the purpose of the landfill directive is to divert biodegradable waste away from landfill to reduce pollution. A diverse natural environment with healthy functioning ecosystems contributes to a 'Resilient Wales'. Failure to deal with waste properly affects future generations.	Medium
DC11 16/17  Linked to CPA CRR 06	Regeneration & Planning:  Local Development Plan	The Adopted LDP was due to expire on 31st December 2021, however further to the Ministerial letter received by the Leader in September 2020 this is no longer the position. The Replacement Local Development Plan was well advanced, however, the Council withdrew that plan in July 2016 following local opposition to a number of development sites contained within the document. The Council has resolved to progress the preparation of a Strategic Development Plan and a new LDP in parallel. Work on the new plan commenced with the public consultation on the Delivery Agreement at the start of the 2020, which was impacted by the pandemic. This work recommenced on 25 January 2021 and concluded on the 29 March 2021  The adopted LDP allocates land for the development of 8625 houses to be built over a 15 year period. The annual monitoring of the LDP indicates that many of the allocated sites are not available or viable within the required 5 year period, and there is therefore a shortfall of housing land. Housing developers will therefore submit applications to develop land that is not allocated in the LDP. The Council will consider the applications, but the lack of an adequate housing land supply will be a material planning consideration which could outweigh other policies in the plan. A refusal of planning permission may lead to an increase in appeals and award of costs if the Council is considered to have behaved unreasonably, e.g. where a reason for refusal is not based on any sound evidence.	The Adopted Local Development Plan (LDP) remains in force until it is superseded by the 2nd Replacement LDP. On 29th January 2018 the Cardiff Capital Region Cabinet agreed that work should commence on a Strategic Development Plan (SDP) for the area. A formal report was considered by the Cabinet on the 10th June 2019 which determined the timeline for reporting this matter to all ten Councils. Caerphilly Council considered this matter in October 2019 and resolved to commence work on the SDP and a new LDP as soon as practicable. Future Wales The National Plan 2040 was published by WG in February 2021 this requires the adoption of a Strategic Development Plan by the new SE Wales Corporate Joint Committee when it is formed for the S E Region i.e. The Cardiff Capital Region. The work on the 2nd Replacement LDP for Caerphilly CB has commenced and that plan is anticipated to be adopted by the end of 2024.	Chief Planning Officers and Planning Policy lead officers were meeting regularly as a Project Group to progress various work streams necessary to establish the SDP project in advance of the formal commencement of plan preparation, however the newly created CJC will become the Strategic Planning Body from February 2022. It is unlikely that the housing land supply can be addressed in the short term. In the medium to long term a 2nd Replacement LDP will increase the land supply position. A number of significant applications have been submitted and approved by Welsh Government on appeal.  Funding identified and approved for SDP and the new LDP.	High	High			Yes, the lack of an LDP threatens the timely delivery of land for development, particularly housing and employment, making it more difficult to achieve the goal of prosperity.	Medium
DC19  Prev linked to CMT 47	Property Services:  Asset Management (Buildings / Property)	Insufficient budget to manage existing assets or pursue necessary development. The authority has too many buildings and insufficient capital programme allocation to maintain them. Additionally revenue budgets for building maintenance are being diverted to meeting the demands of the necessary legal standards, in particular health and safety legislation and that might well mean that normal building maintenance will suffer.  1. Maintenance of existing sites will not be to a required standard. 2. Disposal of assets must be managed carefully to minimise community and service impacts. 3. Community Asset Transfer as an option brings risks in relation to continued liability. 4. Asset disposal may not realise expected returns. 5. Inability to pursue issues that we would wish, to improve service provision and community outcomes e.g. **Band B of 21st Century Schools.	1. Development of asset management and rationalisation programmes 2. Cost benefit assessment before planned expenditure supported by business case where relevant 3. Early stakeholder and community consultation before asset disposal 4. Long term view of the needs of local communities balanced against the need to secure budget savings in the short to medium term. 5. Services to identify what buildings they can realise as a consequence of Medium Term Financial Plan (MTFP) savings.	<b>Nov 2021 update</b>  Delivery of the Asset Management Strategy - Buildings and Land continues. The strategy assumed a move to more agile working and rationalisation of our office accommodation but the pandemic has allowed this move to be accelerated. Progress in period:  • Bedwellty Fields site sold for residential development and Caerphilly Homes will acquire the social rented dwellings. • Chartist Gardens residential development has planning consent and the land sale is expected to be concluded by the end of 2021 • The leased in De Clare house now vacated • The leased in Pontygwindy House to be vacated Spring 2022 • Cherry Tree House now vacated 2021 • The Statutory Maintenance compliance continues to be excellent and quarterly updates to CMT continue	Low	Low			Potentially disposal of assets across the authority may affect some communities disproportionately in the short to medium term. However, this has to be balanced against the need to manage a 'fit for use' portfolio to secure provisions for future generations over a longer timeframe.	Low
DC19 Continued  Prev linked to CMT 47	Resources and ability To deliver	The projects workload is high and the proposed **21st Century Schools Band B programme could mean the existing team would be overstretched compromising their ability to deliver in line with the objectives of the various service areas. Recruitment is proving difficult and there is potential for retirements to exacerbate the situation.	Review Recruitment Strategy. Manage service area expectations. Utilise Private Sector Partners where appropriate	<b>Nov 2021 update</b>  Workload continues to be very high and recruitment is challenging. Six new permanent posts created to help deliver the workload but recruitment into these posts has been largely unsuccessful to date. Some project work outsourced. CMT aware of recruitment issues which is impacting other teams and other local authorities. The Head of Property is retiring on March 2022 and a successor will be sought early 2022.	Medium	High			Over the medium to longer term, market competitiveness and availability of appropriately skilled staff is likely to be challenging. This will no doubt affect our ability to be resilient, let alone prosper in this specialist field.	High

Risks



Ref & Links	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	Select Risk Level from the cell drop-down list				Does the risk affect the Well-being of Future Generations?	Well-being Risk Level
					Risk Level 2021-22 Q1	Risk Level 2021-22 Q2	Risk Level 2021-22 Q3	Risk Level 2021-22 Q4		
DC23  Linked to CPA CRR 05	Community & Leisure:  Greenspace and Landscape Services	Ash die back (Chalara Fraxinea) is the most significant disease to affect the UK tree population since Dutch Elm disease in the 1960's. The disease will result in the decline and death of the majority of ash trees in Britain. Unfortunately, many ash trees predominant line our roadside verges, so the disease will affect high risk locations. In our borough, ~ 37,400 + ash trees could be affected by this, requiring substantial resource, logistics and environmental considerations/implications, such as:  a) Thorough surveys (to identify needs/requirements) b) The formulation of a Removal Strategy c) Budgeting and Finance d) Considerable clean-up and disposals e) Wider environmental impact (contaminations/biodiversity/eco systems) f) Wider impacts on road sweeping and weed treatment.  All of which, will ultimately lead to damage to the environment and its infrastructure and have an effect on the 'look and feel' of the county borough.	Initial action to include:  1. Development of a Removal Strategy 2. Discussions at WLGA and representations to Welsh Government (WG) in relation to funding.	This will require a substantial cost implication due to the logistics and labour intensive nature of addressing such matters.  Work is still progressing nationally for a funding model to be adopted by WG. Some Green Infrastructure funding was received in 2020-21 to allow for some felling. We continue to fell any trees noted with significant ash die back whether this is identified during routine inspections, service requests or during ad-hoc site visits. Green Recovery Funding was received in 2021 from WLGA, £111k was allocated to deal with ash die back across the county borough. In July 2021, Cabinet approved funding (£750k over the next three financial years) to manage ash die back across the county borough.	High	Medium				Medium
DC18 18/19  Linked to CPA CRR 04	ALL Services:  Climate Change	Not being prepared for the impacts associated with climate change. For Caerphilly this will manifest as a more volatile weather pattern:  1. More severe storms resulting in damage to trees and buildings. 2. Increase in winter rainfall resulting in flooding, affecting people, property and infrastructure, including availability of outdoor sport pitches. 3. Extreme Weather Conditions: Difficulty in modifying temperatures in some of our buildings (incl. Housing) could lead to increased financial burden, uncomfortable environment conditions (dangerous temperatures) affecting people's health, wellbeing and delivery/receipt of effective services. 4. Changes in species including a decline in native species, changes in migration patterns and increases in alien and invasive species, including pests and disease. 5. Reduction in summer rainfall resulting in reduced river flows and water availability. 6. Increase in levels of extreme weather such as snow/ice which could potentially impact on not only the travelling public but the elderly/frail and those in fuel poverty. 7. Grass fires. 8. Vehicles being used by the authority are outdated and therefore consuming more fuel and producing higher levels of emissions. 9. (New) Extremities in foliage growth, and the reduction in both street/highways cleansing, and weed control, will have a direct impact on future maintenance and environmental damage controls, potentially leading to systematic failures and increased costs to the authority for response repairs (e.g. Footpaths; Highways; Gullies; Drainage; Cycle-ways) as well as public liabilities.	A Local Climate Impact Profile (LCLIP) has been prepared and links to other plans including Highways Winter Maintenance Plans, Business Continuity Plans & Emergency Plans etc.  Mitigation work being undertaken includes:  1. A Tree Management Strategy and implementation of resources to manage tree stock. (See DC 24 - Ash Die Back Risk above) 2. Assessing the condition of trees. (See DC 24 - Ash Die Back Risk above) 3. Assessing the vulnerability of drainage infrastructure in excessive rainfall 4. Installing flood risk measures at priority vulnerable locations 5. Considering climate change in the Asset Management Programme lighting options being considered to reduce Carbon emissions (See DC 01 - Action 14 above)  6. Street	<b>Year-end 20/21 Statement:</b>  1. Resources are in place for surveying our tree stock and tree works being undertaken in accordance with survey recommendations. 2. Local Flood Risk Management Strategy (Engineering) in place. Sustainable Drainage Approval Body (SAB) implemented from 7 Jan 2019 to improve control and approval for drainage infrastructure on new developments. 3. Climate emergency declared by full council and decarbonisation strategy and action plan combined with an energy prospectus have been adopted by the Council with a number of actions/ projects being progressed. 4. Electric vehicle charging infrastructure being rolled out in public car parks and council strategic sites and switch to ELV council fleet has commenced with the delivery of a number of smaller electric vans. 5. Street lighting: switch to LED combined with night switch off now fully implemented to achieve carbon reduction and avoid significant additional energy costs.	Medium	Medium			Yes - there is an impact to a 'Resilient Wales' by not proactively addressing the operational response to climate change. The contribution to global issues and a 'Globally Responsible Wales' is met through low carbon planning and sustainable development. There is a direct impact to Health also.	Medium
DC20 19/20	Infrastructure:  Asset Management (Highways)	Highways Management / Claims / Litigation:  Highways Act 1980 / Flood and Water Management Act 2010 / Well Managed Highway Infrastructure - Code of Practice.  Failure to maintain/sustain a safe, efficient and effective transport and land drainage infrastructure, by not delivering timely quality engineering solutions which have regard to the value of the built and natural environment, would ultimately affect inward investment, community mobility and future well-being of our citizens (including air pollution/carbon emissions/shaping our future). Failure to deliver the Statutory function provided by Schedule 3 of the Flood and Water Management Act 2010, and continue to better manage flood risk within CCBC.	1. Develop and implement a Highway Management Plan (HMP). 2. Adhere to relevant sections of the 'Well Managed Highway Infrastructure - Code of Proactive (2016). 3. Secure funding and deliver appropriate engineering solutions to prevent further deterioration of the Highways Assets (including Street Lighting). 4. Further embed the principles of a "risk based approach" to highways maintenance (intervention criteria). 5. Develop a Highway Asset Management Plan (HAMP) that provides an overview of asset management for the Highway Infrastructure maintained by CCBC 6. Restructure of the Drainage team.	For the Mitigating Actions:  1. SALIX delivery of replacement programme completed by the end of January 2021. 2. SAB set up in January 2019, and continues to deliver function for CCBC, operating in partnership with TCBC and BGBCB. Continued pressures from internal interested parties and developers present a challenge to SAB delivery, increasing numbers of applications and fee targets continue to present a significant challenge. Multifunctional roles, with a focus on operational issues, hamper delivery in times of increase workload. Recruitment of suitably qualified staff and fee income targets associated with function presents a continued challenge. A continual review on how services need to be provided is required throughout 2021/2022. 3. Drainage re-structure to be undertaken in 2021/22.	Medium	Medium			Yes - there is an impact to a 'Resilient/Prosperous Wales' by not proactively addressing the rate of highway deterioration. Also, through 'good engineering solutions' we could improve 'Globally Responsible Wales' by embracing and planning for low carbon and sustainable developments.	Medium
DC24 2020  Linked to CPA CRR 11	Fleet	1. Non-compliance of our Heavy Goods Vehicle fleet which poses a significant road safety risk, reputational damage and puts our Operator's Licence at risk.  2. A road accident caused by a defective vehicle operated by the authority.  3. Failure to support front line services such as refuse collection, social services and winter road maintenance because we are unable to keep vehicles in service.  4. Significant recharge costs from our managed service provider should a vehicle fail due to a lack of or poor standards of maintenance.  5. Insufficient staffing levels to deliver the service due to recruitment and retention issues.	1. Work is ongoing to improve all areas of compliance with the requirements of the Operators Licence. 2. Use of the fleet management system to its fullest extent will ensure vehicle road tax, MOT and insurances are renewed in a timely manner. 3. Service area supervisors have undertaken Operator Licence understanding training and driver referral systems have been implemented to address areas where non compliance are identified which trigger retraining. 4. No comment at present. 5. Work with People Services to address recruitment and retention difficulties.	A Fleet Service Review has been undertaken with a number of improvements identified and in progress including significant investment in new diagnostic and testing equipment. An Action Plan was presented to the Team Caerphilly Transformation Board on 8th July 2021. A further Report has been drafted for Corporate Management Team to further inform and provide evidential intelligence for Senior Executives to a) better understand existing service needs b) identify existing service shortfalls c) consider options for mitigating the risks identified. Work is in progress with People Services to develop proposals to address recruitment and retention difficulties. A Fleet Review Officer post (in the Policy Team) has also been developed to undertake a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles.	High	High			Yes - Prosperity: Resilience: Healthier: Cohesive Communities: Globally Responsible	High

Risks



Ref & Links	Topic (& Service)	Risks, Opportunities & Impacts	Mitigating Actions (What Actions can we take to address the risks or realise the opportunity)	Progress Update (Are the mitigating actions reducing the risk or realising the opportunity?)	Select Risk Level from the cell drop-down list				Does the risk affect the Well-being of Future Generations?	Well-being Risk Level
					Risk Level 2021-22 Q1	Risk Level 2021-22 Q2	Risk Level 2021-22 Q3	Risk Level 2021-22 Q4		
	Fleet Continued...	6.. Stability of staff, adequate resourcing, use of technology, better control of our office and workshop environments, securing quality management of business processes, supplies and client outputs. 7. Contract management with SFS, to maximise the value of the managed fleet contract to the Council. 8. Constant fleet vehicle reviews and use across the Council, with a view to reducing costs, fuel use, materials consumption, carbon emissions, environmental impacts, complaints and improving client satisfaction and Council reputation.	6. The fleet management office has suffered a staff turnover which has impacted upon the service levels, similarly, despite advertisement we have been unsuccessful in obtaining a vehicle technician. Team meetings now take place where fleet staff are encouraged to become involved in improvement measures and ideas. 7. Meetings with the managed service provider have been held where the added value of the contract has been discussed and areas remaining outstanding such as community benefits are being addressed. 8. A detailed review of user fleets is underway including detailed work on ultra low emissions vehicles.	See above.						
DC26 21/22 New To be linked directly to the CPA also..	Regeneration:  Closure of EU / WEFO Grant Funding Streams and related programmes  (insert year)	Cessation of certain funding streams will have a direct impact on Council budget. Pressures will thus lead to negative effects on certain Council service delivery workstreams, leading to:  1. Less staff to deliver services. 2. Failure to maintain and/or pursue continual improvements. 3. Limit service diversity and inclusion. 4. Loss of skills and intelligence. 5. Greater pressures on core Revenue Budgets (deliver the same or similar with less). 6. Reputational disruptions. 7. Impact on wider service provisions and cross-working opportunities. 8. Changes to the Council's priorities and opportunities to deliver wider strategies moving forward. 9. Increased demand on remaining staff. 10. Increased pressures to seek and secure alternative funding options for potential ongoing workstreams. 11. Increased pressures to adapt key functions into main-stream provisions (where necessary). 12. Closure of certain activities that may be essential, necessary or considered preventative measures in our communities. 13. Consider any wider implications that may apply in relation to any operations involving State Aid (record keeping >10 yrs.). 14. On final claims, any shortfall of income, may result in the lead beneficiary providing funding from its own resources.	1. Programme closure discussions and consultations 12 months prior to end dates. 2. Closures actioned in collaboration with PDO. 3. All programmes must finish before prescribed end dates. 4. All programme documentation and supporting evidence must be completed, securely stored and distributed accordingly, with final claim submissions, in compliance with grant conditions and call-off dates. 5. All audit trails and accessibility for regulatory and audit purposes must be properly implemented, for post programme completion and any follow up audit requirements. 6. Maintain WEFO contact and provide access to archived evidence where required. 7. Submit programme claims in a clear, concise and timely manner. 8. Complete any related inventories (assets >5k), sales and include when completing final claims. 9. In the event of programme related staff losses, secure alternative provision for access to any maintained evidence and claims trail records in the future (to at least 2026). 10. Secure timely consultation's to deal with grant funded staff appointed on fixed term contracts. 11. Secure 'sign-off' of any 'special conditions' by WEFO and retain evidence. 12. All expenditure and income must be defrayed prior to programme end date. 13. Consider 'signposting options' and 'communication channels' post programme end date for diversion to other possible or related provisions. 14. Retention of key staff should be considered to secure final claims and programme closures. 15. Ensure there is a clear and fully agreed 'Closure Plan'. 16. Secure good controls and close monitoring for final recovery of any grant 'retention amounts' (10% or otherwise specified). 17. Pursue alternative funding streams for 'identified and needed' ongoing workstreams.	For Regen & Planning, see new key priority for 21/22.  This will also be a risk for Education, Countryside and Social Services as they also have programmes coming to an end	Medium	Medium			Yes, the financial resources available will impact on the services we deliver and the way we deliver them. This will affect staff and the wider community.	High
Page 158 Link to CRR on the CPA	Recruitment & Retention of Staff	Appointment of staff to key positions is a significant challenge and is starting to affect delivery of certain services.	CMT/Cabinet currently considering areas where there is greatest pressures. May require a review of pay and grading. Use of agency staff where possible. Potential use of market supplements.		High	High				High

Q1	Q2	Q3	Q4	Count Number and Category of Risks	Well-being Risk Level
1	1	0	0	Low	1
4	4	0	0	Medium	5
5	5	0	0	High	4
0	0	0	0	Not yet categorised	0
0	0	0	0	Unknown	0
0	0	0	0	To be updated	0
10	10	0	0	TOTAL	10





Currently, within the CCBC Corporate Plan, there are 6 Well-being Objectives (with a suite of outcomes set over five years - 2018/2023). Three of those objectives are coordinated through this Directorate. See below: The content below has been brought forward as at Year-End 20/21 - It will need updating going through 21/22.



## WBO 2 – Enabling Employment

This objective has 5 medium to long-term outcomes. The 2020-21 delivery year has been an unprecedented year for the objective of Enabling Employment. The Covid-19 pandemic has presented unique challenges for the economy, with far-reaching consequences for both employers and employees. The first quarter of the year saw an almost total stall in employment across many sectors, followed by a slow and intermittent recovery throughout the remainder of the year, which was impacted by further lockdowns. Although the Furlough scheme has provided security for many employees, mass redundancy and unemployment has been an inevitable feature of the economic fallout from the pandemic. Internally, the initial onset of the pandemic also saw large sections of the Council's workforce redeployed to priority service areas (for example ESF employment programme staff were redeployed to support foodbanks and free school meals), resulting in unavoidable effects on employment support capacity. Unsurprisingly, these major external factors have had a significant impact on the progress of the Wellbeing Objective within the reporting period. However, at an overall level and taking into account the challenges of the pandemic, this objective is judged to be **progressing satisfactorily**, particularly in relation to employment support.

### What has gone well?

**Employment programmes** (please note, although only the CfW and CfW+ programme sit within this directorate, for the purpose of the Wellbeing Objective figures have been collated from all CCBC employment programmes, including those ESF programmes that sit within Education (Bridges into Work2, Inspire 2 Work, Working Skills for Adults 2, Nurture, Equip and Thrive)

- **256 participants supported into employment** - Despite the major challenges to employment presented by the pandemic, the Council's employment programmes continued to deliver a high-quality employment support service which supported customers into employment throughout the year. Whilst these challenges did ultimately result in outcomes falling below target across the various employment programmes, it is felt that this can be justified given the unprecedented circumstances of the reporting period. Employment managers from other authorities have also confirmed that this is indicative of performance levels across Wales over the past year. Detailed performance figures for each programme are contained within Appendix 1.
- **Positive Outcomes for 16-24 age group** – The picture in terms of young people (aged 16-24) was far more positive, with delivery generally running according to profile. This is of particular importance given that this age group were determined to have been most at risk with regards to employment prospects as a result of the pandemic.
- **40% "Into Employment" conversion rate** (as an average across all programmes) - Figures for job entries must also be considered in the context of lower engagement figures generally. Engagement of new customers in general was a significant challenge over the past year, due to issues including shielding, childcare and limitations to public transport. When this lower rate of engagement is taken into account, the conversion rate of engagements to job entries is extremely positive.
- **Support for customers with disabilities and work limiting health conditions** – Employment programmes also continued to provide excellent support for customers with disabilities and work limiting health conditions, despite the fact that the pandemic and subsequent increased risks to health exacerbated barriers for many of these individuals. For example, the Communities for Work Plus programme met Welsh Government targets for supporting those with disabilities, with 20% of all job entries relating to participants with either a disability or work limiting health condition.
- **Staff members from employment teams** have been flexible in adapting and responding to the challenges of the pandemic and remote working. With face to face contact severely limited, employment mentors have had to adjust to supporting customers via remote means (phone and video calls), whilst maintaining the same quality of service. The restrictions of lockdowns have also led to the emergence of new barriers for customers in relation to remote working considerations. A shift to remote communication has resulted in increased demand for online training and interviews, meaning that employment staff have had to adapt their services to support customers in developing new digital skills to enable them to participate in the labour market.
- **Social Media engagement** – As a response to the challenges presented by the pandemic, all employment programmes within the Authority have worked closely together to adapt and develop an updated and co-ordinated approach to engagement in our most deprived communities. Most notably, in the latter part of the year this engagement activity has included a focused effort to greater expand our social media presence, which has resulted in real outcomes in terms of increased engagement.
- **Business Liaison** – With the economic challenges of the past year, maintaining contact with employers has been more important than ever. The ongoing work of the Business Liaison Team, based within the employment programmes, has ensured that employment officers have been able to respond quickly to changes in labour market demand. An ongoing dialogue with local employers has enabled employment teams to anticipate upcoming opportunities and plan participant training accordingly, supporting employers to recruit successfully at each stage of the economy's re-opening after each lockdown.

### Procurement

Significant progress has been made on the implementation of Themes, Outcomes and Measures (TOMs) and their formal adoption via the Social Value Portal. From early 2020/21 the TOMs methodology is being included in all relevant procurement processes in line with the Programme for Procurement (2018-2023). In addition, the team continue to be actively involved with a National TOMs Framework for Wales via the WLGA and supported by the National Social Value Taskforce Wales (NSVT Wales). Caerphilly CBC specific and National TOMs for Wales have been designed to help Caerphilly CBC and other organisations measure and maximise the Social Value they create through the delivery of their services across the 7 Well-being Goals and importantly they will allow organisations to report Value created as a financial contribution to society. A draft of the Council's Social Value Policy has been developed and is being readied for consultation.

An exceptional response was received from suppliers & contractors for the annual Food Bank appeal despite the current pandemic. Donations were received from 56 suppliers & contractors totalling over £8,000.

In addition to the above the team were awarded winners status at the Go Awards Wales 2020 for the Social Value category and recognised at the National Go Awards.

### City Deal Alignment

In March 2020, a Full business Case was approved by the Cardiff Capital Region Joint Cabinet for Homes for all the Region through the Housing Investment Fund(HIF). The HIF will provide capital funding for housing sites that are unviable due to the high cost of remediation and or infrastructure costs. In January 2021 the Council submitted 3 applications for funding, 2 of which have been successful and progressed to the next stage of assessment.

The Planning Team are also working closely with colleagues in Housing and Property to identify potentials small sites for redevelopment. Several sites have been assessed to determine their suitability for development and are working with colleagues to market these sites as development plots for individuals that would like to build their own home. Interested individuals can look for plots of land on the Council's web page.

### What has not gone well?

# Well-being Objectives



## Employment Programmes

- Employment programme outcomes have fallen below profile within 2021/21, as a direct result of the Covid-19 pandemic. There are many factors that have contributed to this profile variance, from the effect of lockdowns on individuals through to the wider impact on the economy in general. Poor IT access, low digital skills and lack of equipment has hampered delivery as many participants either do not have access to or are unable to use the internet.
- In particular, outcomes relating to Economically Inactive participants, those aged 25+ and those from the most deprived communities have been the most negatively impacted. Whilst all customers have experienced increased barriers as a result of the pandemic, these groups in particular have been disproportionately impacted due to factors including childcare/home-schooling considerations and also by shielding due to increased medical vulnerability.
- Referrals to employment programmes from Job Centre Plus (JCP) have fallen dramatically over the course of the pandemic, due to JCP office closures, staff redeployment and a removal in the conditionality for customers to demonstrate job seeking activity as a requirement of their claim. This has contributed significantly to general lower engagement numbers across the employment programmes, given that JCP has always been the main referrer into these programmes. Consequently, this has demonstrated the problem of an over-reliance on one dominant referral source; and forward planning for the employment programmes will include a focus on how teams can grow additional referral sources moving forward.
- Training outcomes for the period were also low. Many training providers were not running courses during the earliest lockdown phases; and the limited provision that was available was delivered online, excluding those with lack of digital skills and/or appropriate equipment. In addition, many accredited courses and licences, which are a requirement of specific vocations (e.g. CSCS), were not able to be granted without assessment conducted face to face, which was not an option during the strictest lockdown periods.

## Procurement

The current pandemic has impacted some suppliers, service providers and contractors ability to proactively deliver community benefits / social value outcomes. However, the team are supporting these suppliers to remove barriers and reduce emerging risks that would prevent agreed outcomes being met.

## Housing Stock Investment

Due to the Covid-19 pandemic Housing Repair Operations (HRO) and Welsh Housing Quality Standard (WHQS) works have been suspended for much of the year, with the exception of emergency repairs and works to voids. As a consequence, neither HRO or WHQS have recruited any apprentices or been able to accommodate work placements during 2020/21. It is anticipated that apprenticeships and placements will be made available during 2021/22.

## Impact

### Employment

Despite falling below profile (primarily due to the lower numbers of participants who chose to engage), employment programmes still achieved the following headline outcomes in 2020/21, representing very real successes for those customers who felt able to engage throughout the pandemic. The impact of gaining employment is significant and presents a very clear route of poverty and social exclusion for many customers in deprived communities. For those customers who may have become unemployed as a result of the pandemic and were then supported back into employment, these outcomes may have prevented a long-term reliance on benefits and potential other issues including debt and housing concerns which may arise from longer-term unemployment. The following figures represent stats from all of the Council's employment programmes (funded by both WG and ESF):

<b>Total Participants Supported</b>	<b>718</b>		
		<b>Qualifications Gained</b>	<b>78</b>
		<b>Vocational Training</b>	<b>56</b>
		<b>Voluntary Placements</b>	<b>6</b>
		<b>Job Entries</b>	<b>256</b>

*(Please note: these figures may include some double counting of participants due to customers becoming eligible for different programmes at different stages; however each outcome claimed represents a separate event).*

### Procurement

Successful suppliers, service providers & contractors continue to deliver community benefit / social value initiatives as part of contract arrangements, which include but are not limited to Targeted Recruitment & Training, Community, Educational and Supply Chain initiatives. A number of initiatives have been delivered and supported throughout the year as part of various projects and programmes of work. Further case studies to follow in due course.

## Lessons learned/Need to Improve

- As a service we have had to adapt and review our operating methods - the service has been operating on a mainly remote basis, which has produced some positives and has identified some areas where efficiencies can be made by operating more remotely; however it is evident that for many customers, particularly those who are most vulnerable and excluded, a return to face to face contact will be necessary once restrictions allow.
- Need to identify more intensive engagement methods to engage Economically Inactive participants. Learnt importance of not having over-reliance on DWP/Jobcentres for engagement, as this presents significant impact upon engagement outcomes if JCPs lock down
- Identified need to further build relationships and promotion of programmes internally within CCBC, to maximise internal referrals received
- Need to revisit relationships formed previously with partners to retain contact and encourage new referrals

## Future Focus

- Respond to continuing economic recovery maintaining close links with employers to gain labour market intelligence and enable us to be responsive to emerging opportunities
- Develop relevant training pathways for demand sectors (e.g. hospitality) as economy begins to reopen in many sectors
- Plan and develop new initiatives to engage Economically Inactive participants

# Well-being Objectives



- Collaborate with other CCBC ESF employment programmes to develop exit plans as we transition into final year of funding
- Work with other authorities within CCR to develop pilot initiatives as precursor to potential future funding, including Shared Prosperity Fund (in line with Cardiff Capital Regional Skills Partnership **Employment and Skills Plan**)



## WBO 4 - Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment

This objective has 6 long-term outcomes. **Good progress** continues to be made in relation to most of the key outcomes related to this Well-being Objective. To date, we have:

- Continuing to implement programmed works as referenced in the Integrated Network Maps for Active Travel Routes (15 year plan), that was formally approved by Welsh Government in February 2018. Review of INM is required by December 2021 and there is already good progress with the review and public consultation.
- Caerphilly continues to work with the delivery of the South Wales Metro and a £30m jointly funded investment package for Metro Plus schemes has been agreed with Welsh Government at the start of 2019/20. There has been good progress with regard RIBA and WelTAG process for the proposed Caerphilly Interchange.
- Work on site investigation for Llanbradach Park and Ride, as part of Metro plus schemes, has been completed. Feasibility design is ongoing.
- Discussions in relation to the Nelson to Ystrad Mynach passenger services have started, but are in relatively early stages. This line is still currently used as a freight line, transporting coal from the opencast mine in Merthyr Tydfil.
- The issue of protecting a route between Caerphilly to Newport, to potentially allow the reinstatement of a public transport route, is with Transport for Wales for consideration as part of their Metro Enhancement Framework. This is a long term aspiration.
- Improvements to bus stops in the Caerphilly basin have been substantially delivered in 2019/20. Design and construction of the first phase of 200 Mid Valley area bus stops is progressing well with delivery of approx. 100 stops in 2019/20 with the remainder in 2020/21. Completion of the outstanding bus stop improvements for the Caerphilly mid corridor have commenced and are due for completion during 2021/2022.
- Broadband improvements to Risca area continued through 2019/20. 7,500 homes in Risca have been connected to the Virgin broadband network with a 350Mb speed and capability for up to 500Mb speed at the property. The Risca scheme was second in country in the initial take up with sales figures at around 33%. Virgin Media are now in the process of building their fibre network in Caerphilly town over an 18 month period to connect 12,500 homes. Connectivity of the first homes is expected to go live at the end of February 2020 with 300 – 480 homes per month thereafter. This Plan has connectivity at its heart, promoting accessibility, the Metro and digital and Broadband improvements that support innovation and improves accessibility for all.
- The £30m jointly funded investment package for Metro plus schemes across the region has been progressed in 2019/20. The key project for the authority within this programme is the Caerphilly Interchange. The initial feasibility work for this project has been completed and the final draft Caerphilly 2035 Plan has been presented to key stakeholders. The Caerphilly Interchange is a key aspect of the Caerphilly 2035 project. The **Caerphilly 2035 Plan** covers many other Regeneration aspects and proposals within the Town. A wider public consultation will be undertaken in early 2020.

### The progress we have made in 2020/21:

Despite the impact of the Covid-19 pandemic TfW are progressing the detailed design for the **Core Valley Lines (CVL) transformation programme**. The Rhymney line is part of the South Wales Metro Project (2019 to 2024). A WelTAG Stage 1 study was commissioned via TfW and completed for the Central Rhymney line Park & Ride (P&R) study. This confirmed support for the Llanbradach and Ystrad Mynach P&R proposals. A WelTAG Stage 2 study has been commissioned and will be completed in 2021/22.

The £30m jointly funded investment package for Metro plus schemes across the region has been progressed in 2020/21. The key project for the authority within this programme is the Caerphilly Interchange. A RIBA Stage 1 study, commissioned via TfW, was completed. Working with the Design Commission for Wales, work has begun on commissioning the RIBA Stages 2 & £ study/design in 2022/22 along with the WelTAG Stage 2. Wider public consultation will be undertaken during 2021/22 as part of the Caerphilly 2035 project.

A dialogue is being maintained with WG & TfW officials to discuss the ongoing CVL committed investment and the Council's Metro plus aspirations. This dialogue includes both the longer term aspirations for the Ystrad Mynach to Nelson rail line and the Caerphilly to Newport corridor Metro improvements. Through the Cardiff Capital Region Transport Authority (CCRTA), Officers are working with WG to identify future Metro strategic priorities.

The second phase of the Mid Valley area bus corridor improvements progressed in 2020/21 with the delivery of 60 bus stop improvements with the limited funding award from WG. Further funding as been secured in 2021/22 to complete the bus corridor improvement programme for the county borough that will improve accessibility for passengers.

TfW are still developing proposals for a 4 trains per hour service on the Ebbw Valley Railway that would require significant improvements to Crumlin and Newbridge stations, with a view to delivery by 2024. Details of the revised business case are expected to be shared by TfW with key stakeholders in 2020. This work has somewhat been delayed by the Covid-19 pandemic and the significant impact it has had on public transport services.

The Ystrad Mynach to Penpedairheol and Cefn Hengoed active travel route (INMC24) has been substantially completed. The outstanding works will be completed in Q1 of 2021/22.

£980k was secured from WG's in year Sustainable Travel Covid Response grant. This funded a social distancing schemes in Blackwood (widened footways and with Parklets), Risca and Fleur-de-Lis (bus stop improvement) and active travel schemes in Maesycwmmmer (pedestrian crossing), Nelson (one way, footway and cycleway) and Ystrad Mynach (Lewis Street cycleway).

Installation of new electric vehicle 22kw fast charge points for residential / public use in 11 of the Council's public car parks.

Virgin Media have continued to accelerate their lightning build throughout Caerphilly Borough, where customers will be able to take benefit from the new Gig 1 service – delivering average broadband speeds of 516mbs download (50x faster than the standard UK

# Well-being Objectives



broadband). **Virgin are nearing the end of the fibre network construction in Caerphilly, with 10.5k homes reached to date, the final 1.5k homes to be reached by July 2021.** Sales penetration in the area has been great with 39%\* of customers choosing to take service with us.

\*%based on 12 month average

### The impact of our work, including what have we learnt and where do we need to improve:

Whilst the Covid-19 pandemic has significant impacted on the country in many tragic ways, one of the positives has been the increase in active travel and the greater interest in improving local infrastructure. This has been evidenced by the significant public engagement with the consultation on the review of the adopted Active Travel Integrated Network Map (almost 3000 hits/responses). The use of on line data mapping has proved to be very effective and easy to use. This form of public engagement should be used more extensively for future consultations.

The near completion of the bus corridor enhancement programme means that all residents across the county borough will benefit from accessible bus stop infrastructure and passenger transport information.

WG is providing increasing sums for Active Travel grant funded schemes, so we need to build up our capacity into increase our development and delivery of the Active Travel infrastructure programme.

### What is our future focus?

Continue to make progress with the above activities. In particular:

- Complete the review of the Active Travel Integrated Network Map and development of the new Active Travel Network Map.
- Increasing out capacity for faster delivery of the Active Travel infrastructure programme
- Progress the detailed architectural design for Caerphilly Interchange and target the new UK Levelling Up Fund for its delivery my March 2025.
- Design of the Llanbradach and Ystrad Mynach Park & Ride schemes and design.
- Review the updated business case for the Ebbw Valley Railway ensuring the Council's priorities for Crumlin and Newbridge are taken into account.
- Continue to develop the EV charging infrastructure for public, taxi and public transport use.

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## WBO 5 - Creating a County Borough that supports a Healthy Lifestyle in accordance with the Sustainable Development Principle within the Wellbeing of Future Generations (Wales) Act 2015

### Summary of progress:

This objective has 2 long-term outcomes, and at present, the objective is judged to be **progressing well**. The differences and impacts made in this 3<sup>rd</sup> year of a 5-year plan, are outlined below.

### What went well in 2020/21.

### Key progress and achievements were:

- The development of an Athletics Track in Oakdale that will support Education, community use and future club development

# Well-being Objectives



- The enhancement of 2 x multi use 3G pitches at Lewis School, Pengam and Ysgol Cwm Rhymini, Fleur de Lys.
- Accessing funding from a Sport Wales to support the development of an enhanced outdoor facility at St Cenydd Campus from an aged and poorly maintained Astro Turf Pitch (ATP) to a new multi-use 3G facility;
- Working collaboratively with Play Wales and Welsh Government (WG) to access funding that supports and increases opportunity for play development through the medium of sport and physical activity and enhanced play activity in our leisure centres, parks and tourism venues.
- Maximising the realignment of the Welsh Government Free Swim Initiative (FSI) capital funding allocation to improve the provision and opportunity of aquatics across our portfolio of leisure centres. An example includes the provision of aquatic based spin bikes at Heolddu LC (The first in south - east Wales) building upon the significant growth in (group) cycling across the UK.
- A significant investment into the enhancement of the fitness suite provision at Newbridge Leisure Centre – scheduled to open later this year
- A broad and varied range of taster and competition activities delivered in partnership with primary and secondary schools across the county borough engaging thousands of young people in active recreation
- Supporting engagement with the 'Daily Mile' aimed at encouraging primary school aged children to become more active on a more regular basis
- A range of intergenerational 'return to' activities that have seen people aged 18-75 re-engage with active recreation, EG: Walking Netball, Walking Football and Walking Rugby.
- The Positive Futures programme, working in collaboration with a range of stakeholders, including Gwent Police,
- Over 30 young people engaged and trained as part of the 'Coach of the Future' programme
- Supporting the Caerphilly Challenge Series and over 3000 pupil visits to various outdoor venues
- More than 1400 clients engaging in the National Exercise Referral Scheme (NERS) in programmes such as Cardiac Rehabilitation, Pulmonary Rehabilitation, Diabetes and Obesity.

**Healthy Schools:** 20 schools have now achieved the Healthy Schools National Quality Award. This equates to 23% of our schools. This is well above the national target of 10%.

**Period Dignity:** The period dignity working group continues, and during the pandemic, we sent out over 1200 packs of sanitary products to Free School Meal registered girls aged 10-18. Additionally, products were also delivered out to our communities and all schools, to distribute where necessary. Eco friendly products have been purchased from the 2019/20 grant, and distributed to all schools.

## The impact of our work, including what have we learnt and where do we need to improve:

**Healthy Schools:** Unfortunately, due to covid-19 the Healthy Schools Scheme has currently been suspended, due to many key Public Health Wales staff being redeployed to other areas. This has meant we haven't been able to support any schools in achieving the National Quality Award since March 2020. A full review on whether accreditations can continue will take place in April 2021.

**Period Dignity:** Develop a structured process that ensures products are delivered directly to schools and made freely available to girls throughout the year (primary and secondary). Develop educational resources that supports our young peoples knowledge on eco-friendly products.

## Our focus for the future:

**Healthy Schools:** A full review on whether accreditations can continue will take place in April 2021.

**Period Dignity:** Ensure grant money is utilised to provide girls with eco-friendly produces. All young people receive education on the need for using eco-friendly products, as well on how to use them correctly. Develop a more suitable logistical plan, ensuring products are distributed to schools and girls more frequent.

# Conclusion

Refer back to  
Directors Summary



Are we: 1. Involving 2. Collaborating 3. Thinking Long-term 4. Integrating 5. Preventing (& Sustainable) ?

**Highlights coming out of the information**

- [Refer to Directors Self Assessment Summary Page](#)

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**What have we learnt and what needs improving and why?**

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Progress against priority actions from last quarter	By whom	By when	Update
Despite the significant effects of the Covid-19 pandemic, service priorities and Well Being Objectives have generally been well progressed with only 1 priority showing as black (not yet started) and 2 showing as red (started but not progressing well) out of a total of 41 priorities.			

Priority actions for next quarter - What support is needed from Corporate Management Team	By whom	By when	Update
Progressing key service reviews in the Waste Service and Fleet Management Service	Dir/HoS	Ongoing	
Implementing Recovery Plans following the Pandemic (new)	Dir/HoS	Ongoing	
Progressing the demolition of the properties on Hafodyrynys Road in accordance with the Welsh Government (WG) Air Quality Direction	Dir/HoS	Ongoing	
Progressing with key 'Regeneration Actions' linked to the external funding streams, WG Regional Strategies and the Authority's emerging Placemaking Plan. Support with the Circular Economy Re-Use Shop Project.	Dir/HoS	Ongoing	
Take part of deep dive 'review' into understanding absence	Dir/HoS	1st quarter update	
To update Risk Register - especially those that are part of the CPA risk register	Dir/HoS	Jul-21	

# Conclusion

Refer back to  
Directors Summary



Are we: 1. Involving 2. Collaborating 3. Thinking Long-term 4. Integrating 5. Preventing (& Sustainable) ?

Feedback recognition and actions from Corporate Management Team	By whom	By when	Update
Recognition and appreciation for how hard people have worked through the pandemic.	Chief Exec and Director		

# Base Data - Performance

[Link to Performance Charts](#)



Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
WS & O	Refuse & Cleansing	WS&O - Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	Quarterly	Number	5.0	Hayley Jones	5.00	4.00	6.42	1.70	0.86	2.70	2.14	2.31	2.40	3.65		
WS & O	Refuse & Cleansing	WS&O - The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated biowastes that are composted or treated biologically in another way [WMT009] (Accum)	Quarterly (accum)	%	58.0	Hayley Jones	65.60	66.63	62.77	59.80	59.06	61.37	61.05	61.92	61.62	60.50		
WS & O	Refuse & Cleansing	Average time (days) to collect bulky waste items	Quarterly	days	N/A	Hayley Jones	7.40	5.04	16.18	6.01	10.63	17.30	10.08	5.59	14.00	14.00		
WS & O	Refuse & Cleansing	Number of; Missed waste and recycling collections (food, garden, waste, recycling) (Accum)	Quarterly (accum)	Number	N/A	Rhodri Lloyd & Melanie Jones	2,086	4,382	4,891	6,561	3,030	6,247	8,451	10,706	2,294	5,279		
WS & O	Refuse & Cleansing	Missed waste and recycling collections as a % of total collections undertaken (food, garden, waste, recycling) (Accum)	Quarterly (accum)	%		Hayley Jones	0.06	0.02	0.03	0.04	0.02	0.04	0.05	0.07	0.09	0.03		
Transport	Fleet Vehicles	Vehicle Availability (%) - Refuse (RCVs)	Quarterly	%	85.0	Lynne Price	76.70	82.98	88.15	76.32	85.84	78.84	77.53	75.04	77.05	81.46		
Transport	Fleet Vehicles	Vehicle Availability (%) - Recycling	Quarterly	%	85.0	Lynne Price	83.55	87.86	81.55	79.63	83.33	85.09	84.72	90.71	94.87	92.68		
Transport	Fleet Vehicles	Vehicle Availability (%) - Green Waste	Quarterly	%	85.0	Lynne Price	90.38	90.33	92.87	84.77	91.45	89.43	91.20	89.29	78.21	86.45		
Sports & Leisure	Finance (Costs)	S&L - Net cost per visit to indoor sport facilities (£'s)	Quarterly	£'s	1.58	Jeff Reynolds	1.48	1.26	1.07	1.10	N/A	N/A	23.14	N/A	16.33	14.13		
Sports & Leisure	Customer Satisfaction	Net Promoter Score - Leisure Customer Rating (0-10) Survey: How likely are you to recommend Leisure Lifestyle to friends and family (% Promoters scoring 9-10 less % Detractors scoring 0-6)	Quarterly	Number	53.0	Jeff Reynolds	61.00	62.00	60.00	56.00	53.00	45.00	61.00	64.00	62.00	62.00		
Sports & Leisure	Sport & Health Engagement	Number of participants in Sports Development and NERS activities (Accum)	Quarterly (accum)	Number	85,468	Jared Lougher	16,846	36,838	57,542	71,574	0	3,915	6,056	6,936	7,272	13,596		

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Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	OWNER	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
Sports & Leisure	Sport & Health Engagement	S&L - PAM017 (LCS002b) - Number of visits to indoor & outdoor sport facilities per 1,000 population	Annual	No/1,000	9,000	Jeff Reynolds	7,791.5	7,191.5	7,292.8	5,976.0	394.0	
Sports & Leisure	Sport & Health Engagement	S&L - % Children age 11 yrs able to swim 25 metres (Yrly)	Annual	%	76.0	Jeff Reynolds	54.0	54.0	47.0	36.5	0.0	
Green Spaces	Outdoor Facilities	GS - Number of visitors to Country Parks	Annual	Number	1,350,000	Philip Griffiths	1,200,000	1,450,000	1,520,000	1,530,000		
Transport	Carbon Management	T&F - CCBC Operating Fleet -Tonnes CO2 emissions from Diesel Consumption (Yrly)	Annual	Tonnes		Robert Mitcham	3,893	3,884	3,795	3,647	3,416	
Transport	Carbon Management	Number of electric vehicles	Annual	Number		Mike Headington	0	0	0	0	3	6



# Base Data - Performance

[Link to Performance Charts](#)



Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
TEG	Demand & Response	TEG - The total number of planning applications sent back to the Planning authority within the required timescale	Quarterly	Number		Andrew Vick	109	79	80	91	111	70	109	130	148	98		
TEG	Demand & Response	TEG - The total number of planning applications received	Quarterly	Number		Andrew Vick	124	80	83	92	113	72	105	136	149	100		
TEG	Enforcement	Civil Parking Enforcement (CPE) - Number of Notices Issued	Quarterly	Number		Dean Smith	3,145	2,729	2,771	2,882	32	1,423	1,550	568	1,021	1,711		

Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	OWNER	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
TEG	Highway Adoptions	TEG - Number of highway adoptions completed	Annual	Number		Andrew Vick	21	15	8	5	9	
TEG	Highway Safety	TEG - Number of casualties per 100,000 vehicle kilometres of local roads reported during the year	Annual	Number		Andrew Vick	19.2	Not Available	Not Available	Not Available	Not Available	
TEG	Bus Services	TEG - Subsidy per bus passenger (£)	Annual	£		Geraint Roberts	0.71	0.68	0.73	0.90	2.89	
EPG	Inspections	EPG - Number of general bridge inspections	Annual	Number	Under Review	Jonathan Abraham	190	140	178	115	172	
EPG	Inspections	EPG - Number of general inspections for confined space culverts	Annual	Number	Under Review	Jonathan Abraham	55	54	95	34	51	
EPG	Inspections	EPG - Number of Principle Inspections (PI's - 6 Yr Cycles)	Annual	Number	12.0	Julian Higgs	4	1	8	12	0	
HOG	Road Conditions	HOG - THS012 The percentage of principal (A) roads, non-principal (B) roads and non-principal (C) roads that are in overall poor condition [Yrly]	Annual	%	4.5	Gareth M Richards	6.53	5.66	5.20	4.50	3.90	
HOG	Highway Repairs	HOG - Eng 5 Average time taken to rectify highway surface defects that were identified for this period (No of days) [Yrly]	Annual	Number of Days	42.0	Gareth M Richards	33.0	44.9	43.0	32.8	43.6	
HOG	Highway Maintenance	HOG - Percentage of budget spent on Planned Maintenance against Reactive Maintenance (APSE - Relates to carriageway works only)	Annual	%	70.0	Gareth M Richards	56.60	54.70	63.24	58.30	62.11	

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# Base Data - Performance

[Link to Performance Charts](#)



Grouping	Description	CORPORATE PROPERTY - Measures	Frequency	Unit of Measure	Target	OWNER	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
STATUTORY TESTING	Compliance for Key Disciplines	% Corporate Buildings (excluding leased out buildings and housing) with valid certification for periodic electrical, annual gas, annual legionella and fire risk assessment testing and inspection.	Annual	Percentage	100%	Alun Ford	99.75	99.75	100.00	100.00	100.00	
STATUTORY TESTING	Overdue Remedial Tasks for Key Disciplines	Total (No.) overdue P1 & P2 remedial tasks for corporate Buildings (excluding leased out buildings and housing) and arising from periodic electrical, annual gas, annual legionella and fire risk assessment testing and inspection.	Annual	Number	0	Alun Ford	699	699	391	87	45	
CONDITION	Value of Backlog Maintenance - Urgent	Total estimated value of URGENT works for corporate buildings (excluding leased out buildings and housing) based on latest condition surveys (£'s) - Priority 1	Annual	£	0	Alun Ford		2,332,000	1,181,000	923,869	796,401	
CONDITION	Value of Backlog Maintenance - Essential	Total estimated value of ESSENTIAL works for corporate buildings (excluding leased out buildings and housing) based on latest condition surveys (£'s) - Priority 2	Annual	£	Reduction	Alun Ford		20,189,000	21,238,000	22,236,374	19,653,382	
DISPOSALS	Capital Receipts	Total value of in year capital receipts for the sale of land and property (£'s)	Annual	£	None	Tim Broadhurst			1,354,390	765,500		
ENERGY	Consumption Electricity	Total electricity used in eleven core corporate offices (kWh) <i>(Ty Penallta, Ty Tredomen, Foxes Lane, Mill Road, Cherry Tree House, Tir-y-Berth, Ty Bargoed, Ty Gilfach, Ty Graddfa, Ty Pontygwindy and Woodfieldside Units 1,2,3 &amp; 6)</i>	Annual	kWhrs	Reduction	Paul Rossiter	4,347,629	3,510,070	3,460,037	3,248,957	3,751,030	
ENERGY	Consumption Electricity	Total electricity used in Ty Penallta Office (kWh)	Annual	kWhrs	Reduction	Paul Rossiter	1,811,718	1,252,998	1,389,032	1,275,496	1,962,782	
ENERGY	Consumption Gas	Total gas used in eleven core corporate offices (kWh) <i>(Ty Penallta, Ty Tredomen, Foxes Lane, Mill Road, Cherry Tree House, Tir-y-Berth, Ty Bargoed, Ty Gilfach, Ty Graddfa, Ty Pontygwindy and Woodfieldside Units 1,2,3 &amp; 6)</i>	Annual	kWhrs	Reduction	Paul Rossiter	3,059,382	2,626,774	2,700,675	2,479,956	2,520,117	
ENERGY	Renewable Electricity Generation	Total annual renewable electricity generation via Council owned photovoltaic arrays (kWh)	Annual	kWhrs	Increase	Paul Rossiter			621,790	666,872	746,090	

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Grouping	Description	PUBLIC PROTECTION - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Trading Stds	Enforcement & Support	The percentage of significant breaches that were rectified by intervention for Trading Standards (Accum)	Quarterly (accum)	%	100%	Jacqui Morgan	100	97	93	98	100	91	94	100	94	100		
Food Safety	Inspections	The percentage of high risk businesses that were liable to a programmed inspection that were inspected for <b>Food Hygiene</b> (Accum)	Quarterly (accum)	%	100%	Maria Pinch	97	81	94	96	Not available	Not available	0	0	4	3		
Food Standards	Inspections	The percentage of high risk businesses that were liable for a programmed inspection that were inspected for <b>Food Standards</b> (Accum)	Quarterly (accum)	%	100%	Jacqui Morgan	9	35	57	91	8	36	72	92	33	62		
Env Health	Enforcement	Number of Fixed Penalty Notices issued for dog fouling and not having the means to pick up (Accum)	Quarterly (accum)	Number		Gary Mumford (Jillian Nott)	13	23	29	31	3	4	4	4	0	1		
Env Health	Enforcement	Number of Fixed Penalty Notices issued for littering (Accum)	Quarterly (accum)	Number		Gary Mumford (Jillian Nott)	17	34	51	77	7	16	17	26	4	6		
Env Health	Enforcement	Number of Fixed Penalty Notices issued for fly tipping and householder duty of care (Accum)	Quarterly (accum)	Number		Gary Mumford (Jillian Nott)									7	17		

New for 21/22

New for 21/22

Grouping	Description	REGENERATION & PLANNING - Measures	Frequency	Unit of Measure	Target	OWNER	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Planning	Applications Processing	% of major applications determined on time for each quarter	Quarterly	%	50%	Ryan Thomas	50.0	50.0	0.0	100.0	100.0	100.0	100.0	50.0	100.0	50.0		
Planning	Applications Processing	% of major applications that are approved.	Quarterly	%	90%	Ryan Thomas						100.0	100.0	100.0	100.0	100.0		

# Base Data - Performance

[Link to Performance Charts](#)



Planning	Applications Processing	% of minor and householder applications determined on time for each quarter	Quarterly	%	80%	Ryan Thomas	85.3	88.5	87.2	97.7	97.9	95.3	93.2	95.3	89.4	83.1		
Planning	Applications Processing	Average time taken to determine all applications in days	Quarterly	Days	65	Ryan Thomas	75.0	75.0	104.0	74.0	79.0	74.0	70.0	93.0	93.0	105.0		
Enforcement	Enforcement	Average time taken to investigate enforcement cases in days	Quarterly	Days	84	Ryan Thomas	48.0	63.0	65.0	76.0	47.0	45.0	73.0	153.0	100.0	300.0		
Regeneration	Industry/Office Provision	% of occupancy of Council owned industrial and office property portfolio	Quarterly	%	98	Allan Dallimore	94.0	98.5	98.2	97.8	98.1	98.1	97.2	96.6	96.6	94.5		
Regeneration	Retail Provision	% of occupancy of Council owned retail property portfolio (Lowry Plaza)	Quarterly	%	95	Allan Dallimore	87.5	87.5	87.5	100.0	100.0	100.0	100.0	100.0	100.0	100.0		
Destination & Events	Tourism	Number of Visitors to the Centre (not the site) - Cwmcarn Forest Drive (Accum)	Quarterly (accum)	Number	250,000/yr	Antony Bolter	65,762	135,605	170,806	199,353	0	31,046	44,993	44,993	12,294	67,554		

# Public Accountability Measures - Base Data - Performance



Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	OWNER	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
WS & O	PAM's	PAM010: The percentage of highways inspected of a high or acceptable standard of cleanliness	Annual	%		Tudor Lewis	96.8	96.4	96.5	96.2	0.0	
WS & O	PAM's	PAM035: Average number of working days taken to clear fly-tipping incidents reported to the authority during the year	Annual	Number		Tracy Gwyther			2.5	2.6	1.7	New 18/19
WS & O	PAM's	PAM030: The percentage of municipal waste collected by local authorities and prepared for reuse and/or recycled, including source segregated bio wastes that are composted or treated biologically in another way	Annual	%		Hayley Jones	65.5	66.7	63.0	62.5	61.9	
WS & O	PAM's	PAM043: Kilogram of residual waste generated during the year per person	Annual	Kg		Hayley Jones			162.0	156.1	274.1	New 18/19
Sports & Leisure	PAM's	PAM017: The number of visits to local authority sport and leisure centres during the year where the visitor will be participating in physical activity, per 1,000 population	Annual	Number /1,000		Jeff Reynolds	7,791.5	7,191.5	7,293	5,976	394	See Base Data - Performance tab
Sports & Leisure	PAM's	PAM041: Percentage of National Exercise Referral Scheme (NERS) clients who continued to participate in the exercise programme at 16 weeks	Annual	%		Jared Laughler & James Craig			51.0	52.0	0.0	New 18/19
Sports & Leisure	PAM's	PAM042: Percentage of National Exercise Referral Scheme (NERS) clients who reported an increase in leisure minutes at 16 weeks	Annual	%		Jared Laughler & James Craig			73.0	76.0	0.0	New 18/19

Can/Are any of the PAM's collected or measured QUARTERLY?

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Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	OWNER	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
HOG	PAM's	PAM020: The percentage of principal (A) roads, that are in overall poor condition	Annual	%		Gavin Barry (John Cumper)	4.30	4.60	3.90	4.10	3.00	
HOG	PAM's	PAM021: The percentage of principal (B) roads, that are in overall poor condition	Annual	%		Gavin Barry (John Cumper)	3.70	3.60	3.40	3.10	2.40	
HOG	PAM's	PAM022: The percentage of principal (C) roads, that are in overall poor condition	Annual	%		Gavin Barry (John Cumper)	8.70	7.30	6.60	5.70	4.90	

Grouping	Description	PUBLIC PROTECTION - Measures	Frequency	Unit of Measure	Target	OWNER	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22
	PAM's	PAM023: The percentage of food establishments which are 'broadly compliant' with food hygiene standards	Annual	%		Maria Pinch	95.00	94.80	95.67	95.77	95.85	

# Base Data - Resources

[Link to Resource Tab](#)



## 1. In-Month - STS - SHORT TERM SICKNESS Only

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure	1.55	1.90	1.63	2.51	2.43	3.08	2.94					
Infrastructure	1.77	1.62	1.92	3.46	1.51	3.49	3.65					
Property	0.25	1.55	0.00	2.60	1.03	1.91	0.25					
Public Protection	1.06	0.67	0.33	1.54	1.14	2.02	2.14					
Regeneration & Planning	0.97	1.04	0.53	0.52	2.34	2.77	0.80					
Whole Directorate	1.36	1.53	1.31	2.32	2.05	2.93	2.56					

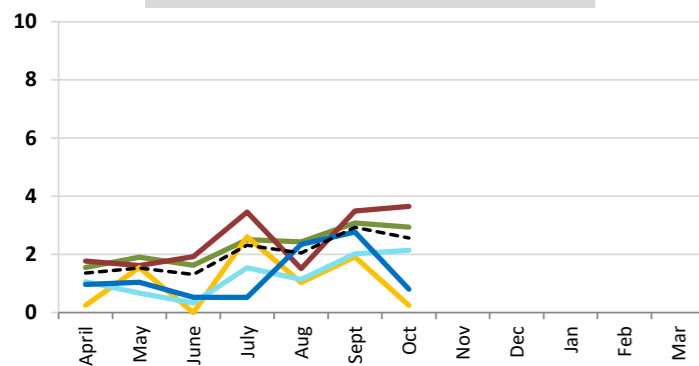
## 2. In-Month - LTS - LONG TERM SICKNESS Only

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure	5.13	4.35	5.75	6.05	5.50	5.84	6.20					
Infrastructure	4.45	4.15	4.57	3.28	4.58	4.66	4.46					
Property	1.37	1.01	0.96	2.74	0.28	0.00	0.00					
Public Protection	2.37	2.95	1.93	1.63	2.89	3.72	4.19					
Regeneration & Planning	1.91	2.79	2.67	2.51	3.17	4.73	5.71					
Whole Directorate	3.93	3.69	4.49	4.49	4.50	4.97	5.31					

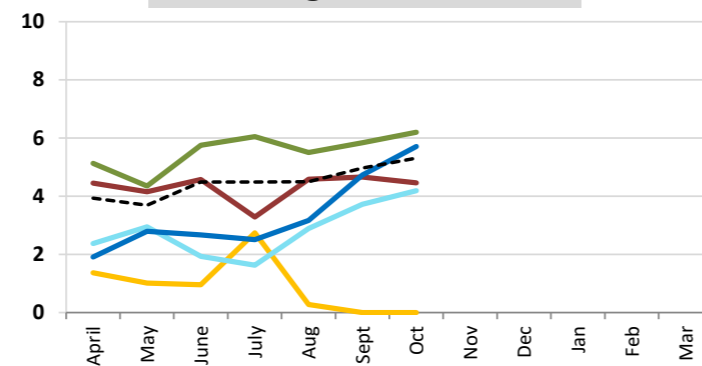
## 3. In-Month - OVERALL - TOTAL Sickness

Staff Sickness Stats (%)	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Community & Leisure	6.69	6.26	7.38	8.55	7.93	8.92	9.14					
Infrastructure	6.22	5.77	6.49	6.74	6.09	4.66	8.11					
Property	1.62	2.56	0.96	5.35	1.32	1.91	0.25					
Public Protection	3.43	3.62	2.26	3.17	4.03	5.74	6.34					
Regeneration & Planning	2.88	3.82	3.20	3.03	5.51	7.50	6.50					
Whole Directorate	5.29	5.23	5.79	6.81	6.55	7.90	7.87					

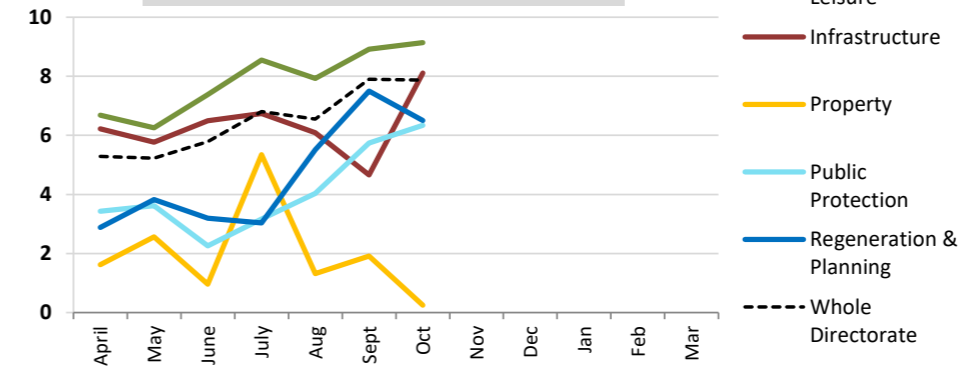
STS - Short Term Sickness



LTS - Long Term Sickness



OVERALL Monthly Sickness



- Community & Leisure
- Infrastructure
- Property
- Public Protection
- Regeneration & Planning
- Whole Directorate

# Base Data - Resources

[Link to Resource Tab](#)



## 1. In-Quarter - STS - SHORT TERM SICKNESS Only

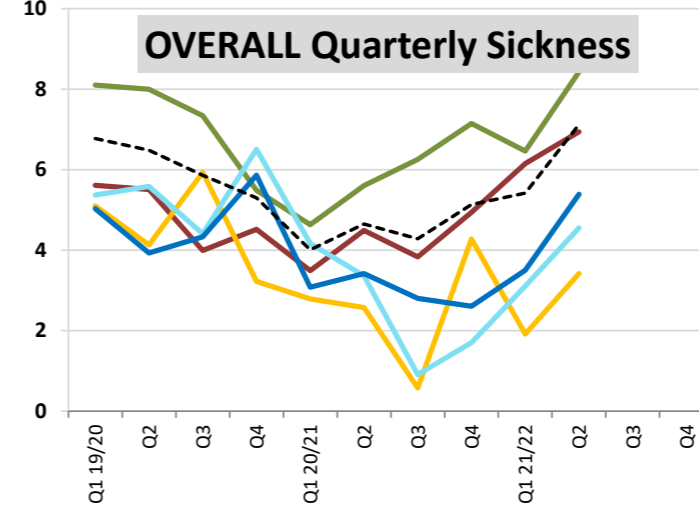
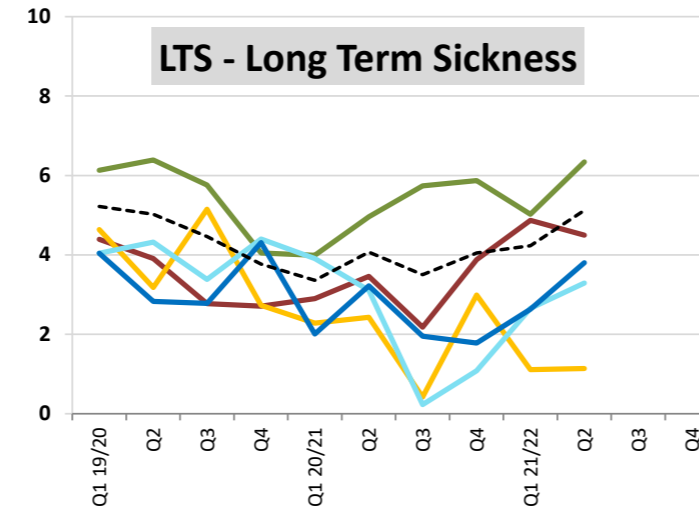
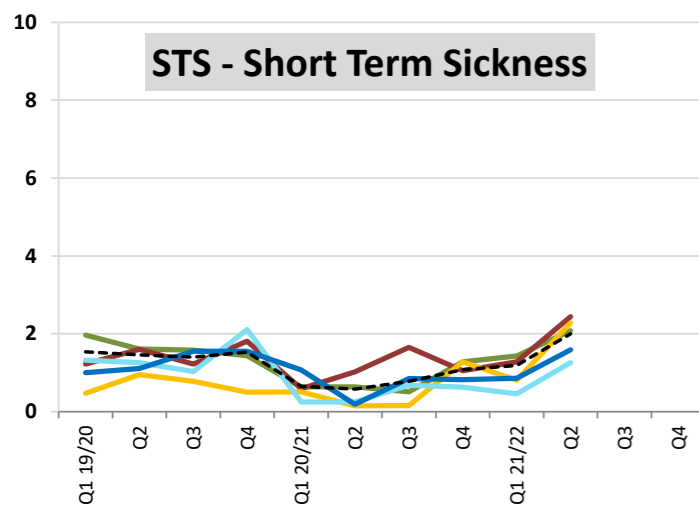
Staff Sickness Stats (%)	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	1.97	1.61	1.58	1.44	0.64	0.64	0.51	1.28	1.43	2.08		
Infrastructure	1.22	1.60	1.22	1.81	0.59	1.02	1.65	1.05	1.28	2.44		
Property	0.47	0.95	0.78	0.50	0.51	0.15	0.16	1.28	0.81	2.28		
Public Protection	1.32	1.26	1.03	2.11	0.25	0.25	0.68	0.63	0.46	1.26		
Regeneration & Planning	1.00	1.11	1.55	1.55	1.07	0.19	0.85	0.82	0.86	1.59		
Whole Directorate	1.54	1.46	1.40	1.53	0.65	0.58	0.78	1.08	1.19	2.00		

## 2. In-Quarter - LTS - LONG TERM SICKNESS Only

Staff Sickness Stats (%)	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	6.13	6.39	5.76	4.05	3.99	4.96	5.74	5.87	5.02	6.34		
Infrastructure	4.39	3.91	2.77	2.71	2.90	3.46	2.18	3.88	4.87	4.50		
Property	4.64	3.18	5.15	2.73	2.28	2.43	0.42	2.99	1.11	1.14		
Public Protection	4.04	4.32	3.38	4.40	3.91	3.11	0.23	1.08	2.65	3.29		
Regeneration & Planning	4.04	2.83	2.78	4.31	2.01	3.22	1.95	1.78	2.63	3.80		
Whole Directorate	5.22	5.02	4.46	3.77	3.36	4.07	3.50	4.05	4.23	5.12		

## 3. In-Quarter - OVERALL - TOTAL SICKNESS Only

Staff Sickness Stats (%)	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	8.10	8.00	7.34	5.49	4.63	5.60	6.26	7.15	6.46	8.43		
Infrastructure	5.61	5.51	3.99	4.52	3.49	4.49	3.83	4.94	6.15	6.94		
Property	5.10	4.13	5.93	3.22	2.79	2.58	0.58	4.27	1.92	3.42		
Public Protection	5.37	5.58	4.41	6.51	4.16	3.36	0.91	1.70	3.11	4.55		
Regeneration & Planning	5.03	3.93	4.33	5.86	3.08	3.42	2.80	2.61	3.50	5.39		
Whole Directorate	6.77	6.48	5.86	5.30	4.01	4.65	4.28	5.13	5.42	7.12		



- Community & Leisure
- Infrastructure
- Property
- Public Protection
- Regeneration & Planning
- Whole Directorate

# Base Data - Resources

Link to Resource Tab



## Complaints Data

Customer Tab: Accumulative		Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
<b>Total Accumulative Count of Complaints By Type in the year</b>													
Informal		235	517	655	755	101	300	366	506	96	174		
Stage 1		23	75	94	110	11	26	41	63	61	132		
Stage 2		10	18	16	19	3	5	8	10	6	7		
Esc 1 to 2		0	11	23	26	1	5	9	14	14	28		
Other		0	0	0	0	0	0	0	0	0	0		
<b>Whole Directorate</b>		<b>268</b>	<b>621</b>	<b>788</b>	<b>910</b>	<b>116</b>	<b>336</b>	<b>424</b>	<b>593</b>	<b>177</b>	<b>341</b>	<b>0</b>	<b>0</b>

Customer Tab: Accumulative		Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
<b>Total Count Completed in Target Times By Type in the year</b>													
Informal		210	462	592	684	95	243	325	452	88	165		
Stage 1		19	59	77	90	9	23	38	55	52	115		
Stage 2		10	18	15	18	3	4	7	9	4	4		
Esc 1 to 2		0	10	21	24	1	4	9	12	13	27		
Other		0	0	0	0	0	0	0	0	0	0		
<b>Whole Directorate</b>		<b>239</b>	<b>549</b>	<b>705</b>	<b>816</b>	<b>108</b>	<b>274</b>	<b>379</b>	<b>528</b>	<b>157</b>	<b>311</b>	<b>0</b>	<b>0</b>

Number of Complaints received in each Qtr		Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Informal		235	282	138	100	101	199	66	140	96	78	-174	0
Stage 1		23	52	19	16	11	15	15	22	61	71	-132	0
Stage 2		10	8	-2	3	3	2	3	2	6	1	-7	0
Esc 1 to 2		0	11	12	3	1	4	4	5	14	14	-28	0
Other		0	0	0	0	0	0	0	0	0	0	0	0
<b>Whole Directorate</b>		<b>268</b>	<b>353</b>	<b>167</b>	<b>122</b>	<b>116</b>	<b>220</b>	<b>88</b>	<b>169</b>	<b>177</b>	<b>164</b>	<b>-341</b>	<b>0</b>

Number of Complaints Completed in Target Times in each Qtr		Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Informal		210	252	130	92	95	148	82	127	88	77	-165	0
Stage 1		19	40	18	13	9	14	15	17	52	63	-115	0
Stage 2		10	8	-3	3	3	1	3	2	4	0	-4	0
Esc 1 to 2		0	10	11	3	1	3	5	3	13	14	-27	0
Other		0	0	0	0	0	0	0	0	0	0	0	0
<b>Whole Directorate</b>		<b>239</b>	<b>310</b>	<b>156</b>	<b>111</b>	<b>108</b>	<b>166</b>	<b>105</b>	<b>149</b>	<b>157</b>	<b>154</b>	<b>-311</b>	<b>0</b>
<b>Check</b>		<b>239</b>	<b>549</b>	<b>705</b>	<b>816</b>	<b>108</b>	<b>274</b>	<b>379</b>	<b>528</b>	<b>157</b>	<b>311</b>	<b>0</b>	<b>0</b>

# Base Data - Resources

Link to Resource Tab



Customer Tab: Accumulative

Total Accumulative Count of Complaints By Service in the year	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	155	381	448	512	80	203	246	339	102	203		
Infrastructure	73	154	230	274	11	59	91	136	47	82		
Property	1	1	2	3	0	1	2	2	0	1		
Public Protection	24	45	58	62	17	46	49	65	16	35		
Regeneration & Planning	11	25	32	38	4	20	27	41	11	18		
Other	4	15	18	21	4	7	9	10	1	2		
Whole Directorate	268	621	788	910	116	336	424	593	177	341	0	0

Customer Tab: Accumulative

Total Count Completed in Target Times By Service in the year	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	138	345	411	472	75	176	228	314	96	193		
Infrastructure	67	131	198	237	10	41	77	117	42	74		
Property	100	1	2	3	0	0	1	1	0	1		
Public Protection	19	35	49	52	16	38	46	59	12	29		
Regeneration & Planning	10	22	28	32	3	13	20	29	6	12		
Other	4	15	17	20	4	6	7	8	1	2		
Whole Directorate	338	549	705	816	108	274	379	528	157	311	0	0

Number of Complaints received in each Qtr

	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	155	226	67	64	80	123	43	93	102	101	-203	0
Infrastructure	73	81	76	44	11	48	32	45	47	35	-82	0
Property	1	0	1	1	0	1	1	0	0	1	-1	0
Public Protection	24	21	13	4	17	29	3	16	16	19	-35	0
Regeneration & Planning	11	14	7	6	4	16	7	14	11	7	-18	0
Other	4	11	3	3	4	3	2	1	1	1	-2	0
Whole Directorate	268	353	167	122	116	220	88	169	177	164	-341	0
Check	268	621	788	910	116	336	424	593	177	341	0	0

Number of Complaints Completed in Target Times for each Qtr

	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	138	207	66	61	75	101	52	86	96	97	-193	0
Infrastructure	67	64	67	39	10	31	36	40	42	32	-74	0
Property	100	-99	1	1	0	0	1	0	0	1	-1	0
Public Protection	19	16	14	3	16	22	8	13	12	17	-29	0
Regeneration & Planning	10	12	6	4	3	10	7	9	6	6	-12	0
Other	4	11	2	3	4	2	1	1	1	1	-2	0
Whole Directorate	338	211	156	111	108	166	105	149	157	154	-311	0
Check	338	549	705	816	108	274	379	528	157	311	0	0

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# Base Data - Resources

Link to Resource Tab



## Health and Safety (H&S) Number of Reported Accidents

Stats obtained from the Quarterly Accident & Violent Incident Reports, as produced by Emma Townsend, Health and Safety Manager (& Andrew Wigley)

Number by Service & Report Arena	Q1 19/20	Q2	Q3	Q4	Q1 20/21	Q2	Q3	Q4	Q1 21/22	Q2	Q3	Q4
Community & Leisure	18	17	17		8	5	10	7	2	3		
Infrastructure	3	5	1			2	6	3	2	5		
Property												
Public Protection												
Regeneration & Planning			1									
Whole Directorate	21	22	19	0	8	7	16	10	4	8		
RIDDOR	4	0	2		1		4	1		1		

## LINGUISTIC PROFILE OF WORKFORCE - WELSH LANGUAGE ABILITY BY SERVICE AREA AND FLUENCY (Welsh Language Standards Annual Report - Level 5)

Service Area (Year End Data)	19/20 - Total Staff	Welsh Speakers	20/21 - Total Staff	Welsh Speakers	21/22 - Total Staff	Welsh Speakers
Community & Leisure	762	135	716	125		
Infrastructure	236	31	227	35		
Property	61	17	63	18		
Public Protection	115	20	159	34		
Regeneration & Planning	338	53	332	49		
Other	0	0	0	0		
Whole Directorate (No's)	1512	256	1497	261	0	0
Whole Directorate (%)		16.93%		17.43%		#DIV/0!

# Look Up - RAG Key

Priorities - RAG	Status
Black	Not yet started or too early to report any progress (achievements/changes)
Red	Started but not progressing well
Amber	Started with reasonable progress achieved
Green	Going well with good progress

Risk Levels
Low
Medium
High
Not yet categorised
Unknown
To be updated

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## Equalities & Welsh Language

Characteristic Strand	<<<<<<	No Linked to Service Priorities	No Linked to Directors Priorities
Age		0	0
Disability		0	0
Gender Reassignment		0	0
Marriage and Civil Partnership		0	0
Pregnancy and Maternity		0	0
Race		0	0
Religion/Belief or Non-belief		0	0
Sex		1	0
Sexual Orientation		0	0
Welsh Language		0	0
More than one Strand		1	0
		<b>2</b>	<b>0</b>

# Directors Priorities



Table 1 showing summary count and status of the Directors Priorities

Count	Progress R A G Status	Status reference	Count Priorities specifically linked to Equalities or Welsh Language Strands
0	Black	Not yet started or too early to report any progress (achievements/changes)	0
1	Red	Started but not progressing well	0
9	Amber	Started with reasonable progress achieved	0
2	Green	Going well with good progress	0
12	Total		0

Table 2 showing a list of Directors Priorities and their status

NOTE - Refer to core service priorities for linked workstreams and progress updates - some are direct links and others, are contributory links to the Directors Priorities.

Links to 21/22 DPA Services Priorities	Economy & Environment	Completion Date	Progress R A G Status <small>select from drop down list</small>	Progress - Achievements - Impacts	How does the priority relate to any actions in the Council's Strategic Equality Plan 2020-2024 or/and compliance with the Welsh Language Standards? Please explain...(IIAs) <a href="#">Select from drop down list</a>
1	Progressing the ground breaking Ness tar project through to due diligence in conjunction with WG and linking it to the wider aspirations for Caerphilly Town.		Green		
2	Preparation and submission of high quality Levelling up fund bids in accordance with round 2 of the fund deadline in June 2022.		Amber		
3	Assisting and providing the framework for recovery form the Covid pandemic including assisting CCBC businesses to effect a recovery form the pandemic. This will include a focus on town centre regeneration.		Amber		
4	Progressing key strategies and strategic documents including the LDP, remaining area regeneration masterplans, focussed town centre plans and the A465 corridor partnership strategy.		Amber		
Page 177	5 Progressing key decarbonisation decisions and projects in accordance with the adopted strategy, action plan and energy prospectus.	Mar-24	Amber	WASTE SERVICES: Electric and Eco friendly vehicles are being trialled with a view to procuring carbon friendly fleet. A Fleet Review Officer (in the Policy Team) has been appointed to undertake a detailed review of vehicle utilisation as part of our switch to electric and ultra low emission vehicles.	
				INFRASTRUCTURE: Work on decarbonisation has already made good progress with the introduction of LED street lighting and part night lighting. £4.8m 2021/22 ULEV funding has been awarded to the RTA to progress EV charger installation. CCBC will benefit from the installation of 5 fast chargers for taxi use only in Bargoed, Blackwood, Caerphilly (2no.) and Newbridge. There will also be an Ultra fast charger installed at the Council's Tredomen offices for the benefit of the CCR taxi 'try before you buy' scheme.	
6	Progressing the feasibility and final design for repairs to the A469 and lobbying WG for funding for the construction phase of the project..		Amber		
7	Delivering in accordance with the cabinet's cleaner / greener agenda and resultant £1m funding allocation.		Green		
8	Ensuring the timely production of a waste strategy and paving the way for key strategic decisions in relation to waste management to be made early in the new political administration.	Jul-22	Amber	A key decision timeline has been developed which needs refining prior to consideration formally by the new political administration. This decision timeline will need to focus on the key change decisions required and their impact on recycling levels in advance of the next statutory recycling target in 2024/25.	
9	Progressing to compliance with the WG direction relating to Hafodyrynys including demolition of housing stock and design of revised footway / landscape.		Amber		
10	Commencing delivery (tendering and start on site) of major build projects including Chartist Gardens		Amber		
11	Lead and support the organisation's Team Caerphilly Transformation Programme		Amber		
12	Input to the Council's future financial management strategy to maximise financial resilience.	Feb-22	Red	Budget allocations for 2021/22 have not posed any particular constraints and was welcomed by services. However, there is a level of uncertainty around the financial settlements forthcoming from Welsh Government, that impede longer term planning, let alone service sustainability predictions, improvements and investments.	

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