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

Date: 11th September 2019

Dear Sir/Madam,

A meeting of the **Environment and Sustainability Scrutiny Committee** will be held in the **Sirhowy Room - Penallta House, Tredomen, Ystrad Mynach** on **Tuesday, 17th September, 2019** 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, and a simultaneous translation will be provided if requested.

All Committee meetings are open to the Press and Public, observers and participants are asked to conduct themselves with respect and consideration for others. Please note that failure to do so will result in you being asked to leave the meetings and you may be escorted from the premises.

Yours faithfully,

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

Christina Harrhy
INTERIM CHIEF EXECUTIVE

A G E N D A

- | | 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

Correspondence may be in any language or format | Gallwch ohebu mewn unrhyw iaith neu fformat



To approve and sign the following minutes: -

- 3 Environment and Sustainability Scrutiny Committee held on 25th June 2019. 1 - 8
- 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. 9 - 24
- 6 To receive and consider the following Cabinet reports*: -
1. Hafod-Yr-Ynys Air Quality Feasibility Study - Final Plan - 26th June 2019;
 2. Infrastructure Development - Commuted Sums - 10th July 2019.

**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, 16th September 2019.*

- 7 To receive a Notice of Motion - Ban on Animals as Prizes on Caerphilly County Borough Land. 25 - 30

To receive and consider the following Scrutiny reports: -

- 8 Land for sale at Pontymister Industrial Estate. 31 - 42
- 9 Year End Performance Report for Public Protection, Community & Leisure Services and Infrastructure Divisions. 43 - 68

Circulation:

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

And Appropriate Officers

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ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH ON
TUESDAY, 25TH JUNE 2019 AT 5.30 P.M.

PRESENT:

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

Councillors:

M.A. Adams, A. Collis, C. Elsbury, M. Evans, A. Gair, Ms J. Gale, J. Roberts, J. Scriven,
G. Simmonds, T.J. Williams

Cabinet Members:

S. Morgan (Economy, Infrastructure, Sustainability and Wellbeing of Future Generations
Champion), Mrs E. Stenner (Environment and Public Protection)

Together with:

M.S. Williams (Interim Corporate Director of Communities), R. Hartshorn (Head of Public
Protection, Communities and Leisure Services), M. Lloyd (Head of Infrastructure),
C. Edwards (Environmental Health Manager), M. Godfrey (Team Leader), M. Johnson
(Senior Engineer), D. Lucas (Team Leader Strategic and Development Planning), C. Forbes-
Thompson (Interim Head of Democratic Services), R. Barrett (Committee Services Officer)

Also present:

Councillor C. Thomas (Crumlin Local Ward Member)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors S. Kent, Mrs A. Leonard, D.W.R.
Preece and A. Whitcombe, together with Cabinet Member N. George (Neighbourhood
Services).

2. DECLARATIONS OF INTEREST

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

3. MINUTES – 14TH MAY 2019

RESOLVED that the minutes of the Environment and Sustainability Scrutiny Committee held on 14th May 2019 (minute nos. 1 - 10) be approved as a correct record and signed by the Chair.

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

Cath Forbes-Thompson (Interim Head of Democratic Services) presented the report, which outlined details of the Environment and Sustainability Scrutiny Committee Forward Work Programme (FWP) for the period June 2019 to March 2020, and included all reports that were identified at the Scrutiny Committee meeting on 14th May 2019.

Members considered the forward work programme and agreed that a 12-month progress report on Wellbeing Objective 4 (promotion of a modern, integrated and sustainable transport system) be scheduled for the meeting of 17th September 2019.

Subject to the foregoing addition, it was unanimously agreed that the Environment and Sustainability Scrutiny Committee Forward Work Programme be published on the Council's website.

6. CABINET REPORTS

None of the Cabinet reports listed on the agenda had been called forward for discussion at the meeting.

REPORTS OF OFFICERS

Consideration was given to the following reports.

7. INFRASTRUCTURE DEVELOPMENT - COMMUTED SUMS

Councillor Sean Morgan (Cabinet Member for Economy, Infrastructure, Sustainability and Wellbeing of Future Generations Champion) presented the report, which outlined proposals relating to the charging of commuted sums payable by developers for future maintenance and associated works of eligible assets, ahead of its presentation to Cabinet.

Members were advised that in view of the current variation in the use and application of commuted sums by different services within the council, it was recommended that a consistent approach be adopted for calculating commuted sum payments from developers for the future maintenance and replacement of adopted assets. Given the increasing emphasis on providing sustainable development and sustainable places to live, local authorities and other public bodies are facing increased pressures which would normally preclude such enhanced developments from being maintained to the appropriate standard unless payment is sought from the developer for the costs involved.

Officers explained that it is intended for both the local authority and developers to use the commuted sum methodology, which will provide a transparent and consistent approach to the calculation of commuted sums, and will place no unacceptable burden on CCBC maintenance budgets or the public purse. The clarity of approach will help remove the uncertainty and risk for developers at an early stage in the development process, and will also provide a sustainably funded mechanism for local authority departments, enabling development to progress with much more certainty regarding the overall requirements and commitment

The Scrutiny Committee were provided with an explanation of the methodology for calculating commuted sums, which will include consideration of estimated future maintenance costs, the periodic discount rate linked to interest rates, and default time period of a development. This methodology has been developed in line with industry standard guidance prepared by the CSS (County Surveyors Society) and has also been recommended by the Welsh Government through the statutory guidance document as part of the statutory Sustainable Drainage Approval Body (SAB) function. Further details were set out in the report,

During the course of the ensuing discussion, Officers provided clarification on the differences between the Community Infrastructure Levy (CIL) and commuted sums, and it was noted that CIL funding is allocated to a central pot for community use, whereas commuted sums are ring-fenced for the future maintenance of eligible assets to be adopted for the lifetime of the development. Members were advised that the use of commuted sums is well established and should not be seen as a new funding source for the Authority. However, there is a need to introduce a consistent approach for the calculation of these sums in order to improve clarity for both developers and the various departments across the local authority.

In response to a query on the rationale for the default time period of a development, Officers explained that these are set in line with CSS guidance (generally 60 years other than significant structures which are 120 years). Members also noted the interrelationship between the rates of commuted sums, the CIL charge and the amount of affordable housing that can be secured through Section 106 agreements, and the need to strike an appropriate balance across these areas.

Following consideration of the report it was moved and seconded that the following recommendations be forwarded to Cabinet for approval. By a show of hands this was unanimously agreed.

RECOMMENDED to Cabinet that:-

- (i) a consistent approach to the calculation and implementation of charges to developers in relation to commuted sums be implemented, which will cover the future maintenance costs of all eligible infrastructure assets offered for adoption for the lifetime of the development.
- (ii) a requirement be placed on all developers entering into SAB (Sustainable Drainage Approval Body), s.38 and s.278 highway agreements, and s.106 planning agreements or any other type of legal agreement entered into with Caerphilly CBC, to be charged commuted sums for the future maintenance and replacement requirements of the works constructed by them and adopted by the Council;
- (iii) utilisation of a discount rate of 2.0% and lifetime of development of 60/120 years depending on the asset proposed for adoption, be approved;

- (iv) Officers report to the Policy & Resources Scrutiny Committee on a 6 monthly basis in relation to all commuted sums received by the Authority;
- (v) the agreed process be reviewed after 2 years of operation and where alterations are required, a future report be presented to Scrutiny and Cabinet.

8. HAFOD-YR-YNYS AIR QUALITY FEASIBILITY STUDY - FINAL PLAN

Councillor Mrs E. Stenner (Cabinet Member for Environment and Public Protection) presented the report, which asked the Scrutiny Committee to consider the findings of the public consultation exercise relating to the Hafod-Yr-Ynys Air Quality Feasibility Study. Members were also asked to consider the Final Plan as appended to the report and the preferred option for achieving compliance with the Ambient Air Quality Directive at Hafod-Yr-Ynys, ahead of the report being presented to Cabinet for a decision.

It was noted that as the national nitrogen dioxide air quality objectives are being exceeded at receptor locations on Hafod-Yr-Ynys Road in Crumlin, the Council is required by Welsh Government to determine a preferred option which will achieve compliance with the Ambient Air Quality Directive limit value for nitrogen dioxide in the 'shortest possible time'. The option of purchasing and demolishing the properties on the south side of the A472 at Hafod-yr-ynys has been identified in the draft Final Plan as achieving compliance by 2022. The other option of 'Do Minimum' predicts the delivery of air quality compliance by 2025.

At its meeting on 27th March 2019, Cabinet expressed concerns at the prospect of residents being pushed into financial hardship by any compulsory purchase process, and WG subsequently confirmed that it would make funding available, including the potential for applying the value of a new similar property as opposed to the market value of the house being demolished. The draft Final Plan and proposed preferred option of 'Do Minimum' were the subject of a public consultation undertaken between 4th April 2019 and 11th June 2019. The outcome of the consultation exercise did not support the 'Do Minimum' option.

Members noted that it had since been proposed for the purchase (at 150% of the valuation) and demolition of the properties, and realignment of the footpath, to be confirmed as the preferred option, and were advised that the completed Final Plan and preferred option must be submitted to Welsh Government by 30th June 2019 at the latest.

It was emphasised by Officers that the purchase and demolition option would allow the Council to achieve compliance with the WG Directive in the shortest possible time, and that the proposal to offer 150% of the market value of the property would allow residents to buy a similar property in the borough and not be financially disadvantaged by the process.

Councillor Carl Thomas was invited to the table to make representations on behalf of those residents in his ward affected by the proposals. He expressed his thanks to the Council's Environmental Health Team for the work that had been undertaken to reach this proposal and for keeping the best interests of residents at the forefront of the process. Councillor Thomas stated that the majority of the residents in the 20 occupied houses were satisfied with the 150% proposal, although there was a question remaining around the depreciation of the house values since their purchase and the impact on the final sale price. He also extended his thanks to the Local Authority for securing the additional funding from Welsh Government to reach this outcome.

The Scrutiny Committee discussed the report and a query was received regarding the property valuations cited in the report. Officers explained that a valuation had been secured to gauge the acquisition price but that residents were encouraged to instruct their own

surveyor in this regard. Clarification was sought on how the 150% market value funding had been negotiated and Officers explained that this had been achieved following an open discussion with Welsh Government on the level of funding required to give equitable provision to those residents affected by the proposals.

Further information was sought in respect of the feedback received from residents regarding the proposals. It was explained that three of the properties were vacant and the majority of the other residents were willing to enter into voluntary purchase agreements. Members were advised that dialogue is continuing with the remainder of the households to reach mutual agreement and that an update would be given at Cabinet the following day.

A Member queried how compensation would be calculated for those private rental properties included in the proposal. Officers explained that the Council has used the compulsory purchase process as a basis, with landlords of these properties entitled to receive 150% market value and a basic loss payment, and those tenants will also be entitled to receive a disturbance claim. In response to a query on the next steps in the process subject to Cabinet approval, Officers explained that Welsh Government will assess the Final Plan and preferred option and provide verbal feedback by the end of July 2019, with written feedback from the Minister for Environment, Energy and Rural Affairs expected in early/mid August.

Following consideration and discussion, it was moved and seconded that the following recommendation be forwarded to Cabinet for approval. By a show of hands, this was unanimously agreed.

RECOMMENDED to Cabinet that the findings of the public consultation exercise, together with the Final Plan (Appendix 1) and proposed preferred option of purchase (at 150% of the valuation) and demolition of the properties at 1-20 Woodside Terrace, 1&2 Woodside Shops and Yr Adfa on the south side of the A472, together with re-alignment of the footpath, for achieving compliance with the Ambient Air Quality Directive at Hafod-Yr-Ynys be approved.

The Scrutiny Committee asked that their thanks to the Environmental Health Team be placed on record for all their hard work in relation to this matter,

9. PUBLIC PROTECTION ENFORCEMENT, UNDERAGE SALES ACTIVITY AND CONSUMER ADVICE ANNUAL REPORT 2018/19

The Cabinet Member for Environment and Public Protection presented the report, which provided an overview of the formal enforcement activity undertaken by the Public Protection Division during 2018/19, including outcomes of investigations undertaken under the Regulation of Investigatory Powers Act (RIPA). The Scrutiny Committee were also asked to consider the Council's CCTV provision and the enforcement programme in respect of the underage sales for age-restricted products, and to note the activity in relation to Consumer Advice.

The Scrutiny Committee were reminded of the role of the Public Protection division in protecting, promoting and improving the health, safety and economic wellbeing of communities. This role includes the enforcement of numerous statutes, and in order to ensure a fair and consistent approach to enforcement responsibilities, the Public Protection division has an Enforcement Policy which requires an annual review of activity.

Members noted the information set out in the report and its appendix, which provided a broad picture of the range and number of formal enforcement actions initiated during 2018/19. This included a summary of the Public Open Space CCTV and the processes used

to monitor and react to incidents and suspicious behaviour. Members were updated on the number of RIPA authorisations obtained by Trading Standards during 2018/19 (3 cases) and the reasons for their use as detailed in the report. The Scrutiny Committee were updated on underage sales complaints and the number of test purchases carried out by Trading Standards, the legislation and penalties applied in respect of underage sales, and details of consumer complaints received by Trading Standards during 2018/19.

A Member referred to the low level of fly tipping prosecutions for 2018/19 (9 cases) and asked if there was anything that could be done to increase this number. Officers explained that the enforcement team will respond to reports of fly tipping and ascertain in the first instance if any evidence can be found to link the waste to the offender. It was explained that the Council has used covert surveillance in problem areas but this is not always possible in some locations. Members were encouraged to continue to contact the Public Protection team in regards to any fly tipping issues.

In response to a query on the reason for a drop in monitoring requests from Gwent Police when compared to 2016/17 and 2017/18, Officers gave assurances that there had been no change to process in this regard. However, they confirmed that they would make enquiries regarding the reasons for this decrease and circulate any details to the Scrutiny Committee following the meeting.

Having considered the contents of the report, Members noted the details of the annual review of Public Protection enforcement policy (including underage sales), the details of the Council's CCTV provision, and the activity in relation to Consumer Advice.

10. WELLBEING OBJECTIVE 5 - 2018/19 END OF YEAR PROGRESS UPDATE

The Cabinet Member for Economy, Infrastructure, Sustainability and Wellbeing of Future Generations Champion presented the report, which provided a progress update at the end of 2018/19 against Wellbeing Objective 5 'Creating a county borough that supports a healthy lifestyle in accordance with the Sustainable Development Principle within the Well-being of Future Generations (Wales) Act 2015'.

Members were advised that the Wellbeing Objective has 2 outcomes, namely aim to reduce inequalities in health across the county borough, and creating a place that supports a healthy lifestyle. Following a review of outcomes at this stage of the 5-year plan, the Objective is judged to be progressing well, and the Scrutiny Committee were asked to consider the content of the report and satisfy themselves that this progress is being made.

Officers referred to the wide range of services covered by the Objective and highlighted areas that have performed well against the Objective. Full details were set out in the report and its appendix and highlighted the progress made through Flying Start, the Sport and Active Recreation Strategy 2019-29, Sports Development, the social inclusion programme Positive Futures and the Elite Caerphilly Scheme 2018 in delivering this Objective. Other areas of note include an increase in the number of recorded visits to country parks, continued uptake of the Healthy Hearts initiative, and the implementation of the Council's Tree Strategy to ensure that green and public spaces are accessible and safe.

Officers also referred to areas requiring improvement and explained that resourcing interventions that will result in a positive shift in population health outcomes is always likely to be a challenge. However, work is continuing to ensure the best and fairest distribution of resources and to maximise collaborative opportunities with partner agencies. The Council continues to promote proof of age cards to deter underage sales, but no longer facilitate these in schools due to changes in requirements associated with GDPR. The attainment of

every child swimming 25m by age 11 continues to be a challenge, and the service has adopted an intervention at an earlier stage, with the role of schools being vital to support the further development of this aspect.

It was explained that it is difficult to demonstrate impacts on health outcomes on a year to year basis, but we are able to demonstrate good levels of service user and community participation across a broad range of interventions and initiatives. Feedback from families engaged in Flying Start is very positive and has highlighted their increased awareness of support available to families through the health team

During the course of the debate, a Member queried the reasons for the drop in the percentage of children at 11 years who can swim 25 meters compared to previous years (46% in 2018/19). Officers outlined the challenges around encouraging school involvement to meet this target (such as limitations on school budgets and potential curriculum changes) and explained that the provision of swimming during curriculum time is a decision for each individual school. Discussion also took place regarding sports participation and the split by gender, and Officers explained that this is now becoming less noticeable due to the realm of PE activities being made available to children (such as girls football/rugby).

Following consideration of the report and its appendix, Members noted the report contents and unanimously agreed that progress has been made against the outcomes at the end of the first year of the 2018-2023 Wellbeing Objective assessment.

The meeting closed at 6.35 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 17th September 2019, they were signed by the Chair.

CHAIR

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ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 17TH SEPTEMBER 2019

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

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

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 25th June 2019. The work programme outlines the reports planned for the period September 2019 to March 2020.

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 27th August 2019. 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. **LINKS TO RELEVANT COUNCIL POLICIES**

7.1 The operation of scrutiny is required by the Local Government Act 2000. The Local Government Wales Measure 2011 and subsequent Statutory Guidance include requirements to publicise the work of scrutiny committees. The operation of scrutiny committee forward work programmes was agreed following decisions by Council in October 2013 and October 2015.

7.2 **Corporate Plan 2018-2023.**

Scrutiny Committee forward work programmes contributes towards and impacts upon the Corporate Well-being Objectives by ensuring that the Executive is held to account for its Corporate Objectives, which are:

Objective 1 - Improve education opportunities for all

Objective 2 - Enabling employment

Objective 3 - Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people's well-being

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

Objective 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

Objective 6 - Support citizens to remain independent and improve their well-being

8. **WELL-BEING OF FUTURE GENERATIONS**

8.1 This report contributes to the well-being goals and is consistent with the five ways of working as defined within the sustainable development principle in that by ensuring the scrutiny function is effective when reviewing services and policies and ensure it considers the wellbeing goals.

8.2 The Forward Work Programmes contribute to the following Well-being Goals within the Well-being of Future Generations Act (Wales) 2016 by ensuring there is an effective scrutiny function and that council policies are scrutinised against the following goals:

- A prosperous Wales
- A resilient Wales
- A healthier Wales

- A more equal Wales
- A Wales of cohesive communities
- A Wales of vibrant culture and thriving Welsh Language
- A globally responsible Wales

9. EQUALITIES IMPLICATIONS

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

10. FINANCIAL IMPLICATIONS

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

11. PERSONNEL IMPLICATIONS

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

12. CONSULTATIONS

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

13. STATUTORY POWER

13.1 The Local Government Act 2000.

Author: Mark Jacques, Scrutiny Officer

Consultees: Mark S. Williams, Interim Corporate Director of Communities
 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 and Sustainability Scrutiny Committee Forward Work Programme
 Appendix 2 Cabinet Forward Work Programme
 Appendix 3 Forward Work Programme Prioritisation Flowchart

APPENDIX 1

Meeting Date: 17th September 2019 (Performance Management)			
Subject	Purpose	Key Issues	Witnesses
Performance Management Annual Report	To update the committee on the end of year (2018/19) performance of the communities directorate.	To provide the committee with a service by service breakdown of key performance information (spend, performance indicators and customer satisfaction) for Community and Leisure Services, Infrastructure services, Public protection, Regeneration and Planning.	Mark S Williams, Interim Corporate Director Communities Steve Harris, Interim Head of Business Improvement Services, Corporate Services
NOTICE OF MOTION Ban on Animals as prizes on Caerphilly County Borough land	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.	Councillor J. Pritchard requests in his Notice of Motion that Council: - (i) ban outright the giving of live animals as prizes, in any form, on Caerphilly County Borough Council land; (ii) write to the Welsh Government, urging an outright ban on the giving of live animals as prizes on both public and private land in Wales	Cllr Jamie Pritchard Chris O'Brien - RSPCA
Sale of land at Pontymister	To seek the scrutiny committee's views on the principle of selling an area of land at Pontymister for development purposes prior to consideration of the matter by cabinet.	The matter has been consulted on with local Risca members and 2 of the 5 members have raised objections to the proposed sale principle. While any development would be subject to planning considerations, the scrutiny committee's views are being sought on the principle of the sale prior to consideration by cabinet.	Timothy Broadhurst, Estates Manager, Property Services Mark S Williams, Interim Corporate Director Communities Mark Williams, Interim head of Property, Rhian Kyte, head of Regeneration and Planning.

Meeting Date: 29th October 2019

Subject	Purpose	Key Issues	Witnesses
Public Space Protection Order relating to Dog Control	To consider the issue of dog fouling on sports pitches.	Cabinet 6/917 resolved not to exclude dogs from all council owned marked sports/playing pitches on a seasonal basis, but to revisit this issue on following impact assessments of provisions.	Rob Hartshorn, Head of Public Protection, Community and Leisure Services
Civil Parking Enforcement Implementation Update	To update members on the implementation of Civil Parking Enforcement (CPE)	CPE was implemented on the 8 th April following transfer of powers from Gwent Police. The report provides an update on progress with implementation and future considerations.	Marcus Lloyd, head of infrastructure

Meeting Date: 10th December 2019

Subject	Purpose	Key Issues	Witnesses
Medium-Term Financial Plan			Mark S Williams, Interim Corporate Director Communities

Meeting Date: 11th February 2020

Subject	Purpose	Key Issues	Witnesses
Performance Management			Mark S Williams, Interim Corporate Director Communities Steve Harris, Interim Head of Business Improvement Services, Corporate Services
Metro Plus Update and Metro CVL (Core Valley Line) Progress	To provide members with an update of progress with the Cardiff Capital Region Metro Plus and Core Valley Line programme of development.	The Cardiff Capital Region City Deal provides a significant investment into the transportation infrastructure of the region. This report provides an update of progress to date within the region and specifically any Caerphilly related projects.	Marcus Lloyd, head of infrastructure

Meeting Date: 24th March 2020

Subject	Purpose	Key Issues	Witnesses

Meeting Date: 17th September 2019 (Performance Management) – Information Reports

Subject	Purpose	Key Issues	Witnesses
Information Report on end of year progress against Well-being Objective 4 (WBO4)	This is the end of the first year progress update relating to Well Being Objective 4.	To advise members what has gone well, what has gone less well and what the impact is of what we have done so far. For members to agree the judgements we make against our progress to date.	Marcus Lloyd, Head of Infrastructure

Meeting Date: 29th October 2019			
Subject	Purpose	Key Issues	Witnesses
Budget Monitoring Report			Michael Eedy, Finance Manager

Meeting Date: 10th December 2019			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: 11th February 2020			
Subject	Purpose	Key Issues	Witnesses

Meeting Date: 24th March 2020			
Subject	Purpose	Key Issues	Witnesses

Forward Work Programme - Cabinet

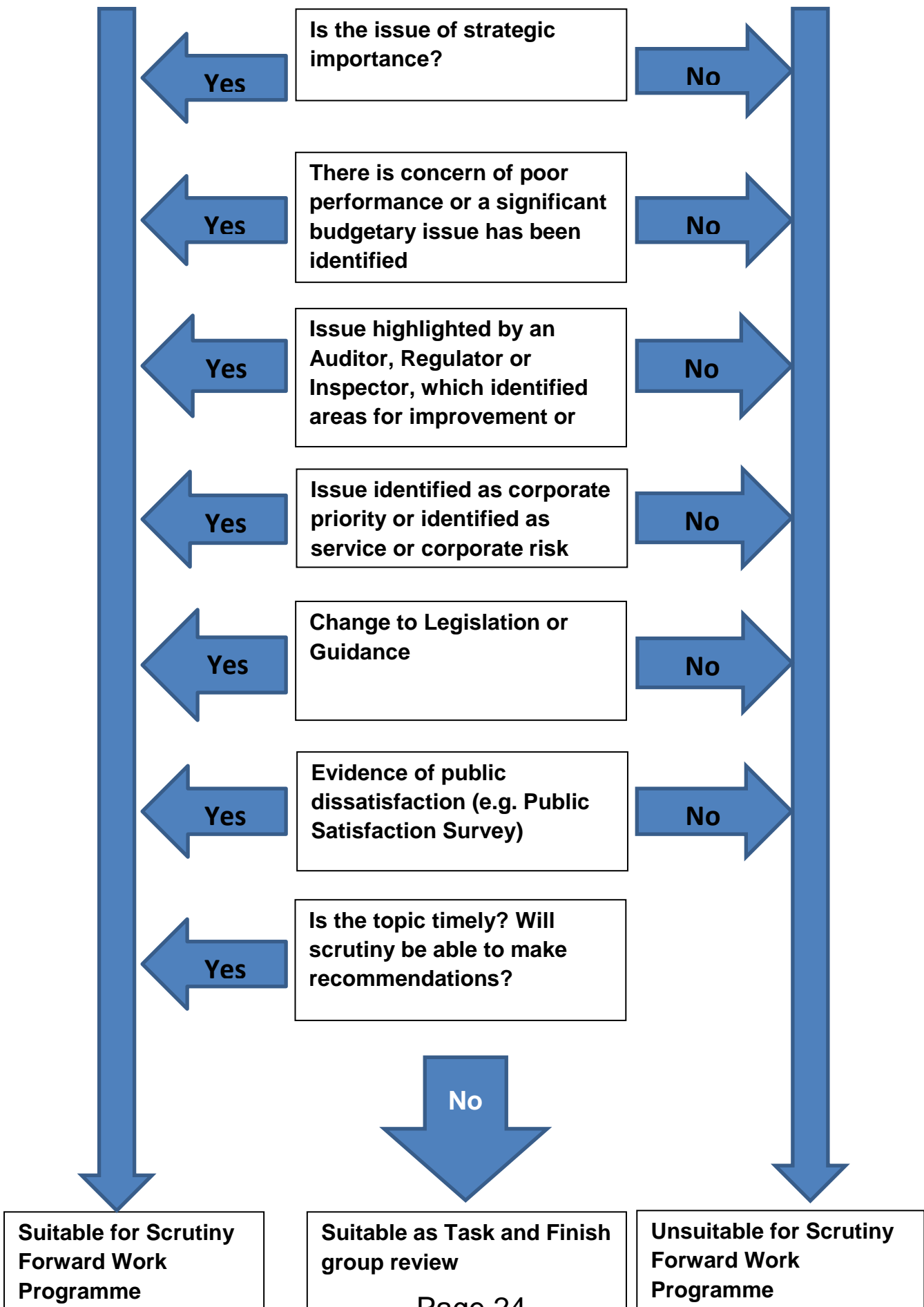
Date	Title	Key Issues	Author	Cabinet Member
18/09/19	Looked After Children Targets	To appraise CMT of the authority's response to Welsh Government expectations around setting targets within Children's Services.	Street, Dave; Jenkins, Gareth	Cllr. Cuss, Carl J.
18/09/19	CCBC Corporate Safeguarding Report	To discuss the report and endorse the action plan.	Jenkins, Gareth	Cllr. Cuss, Carl J.
18/09/19	Social Services Reserves	To seek approval for use of Social Services Reserves	Jones, Mike J	Cllr. Cuss, Carl J.
18/09/19	Cabinet Forward Work Programme	For discussion and update.	Tranter, Robert J.	Cllr. Jones, Barbara
02/10/19	Updated Code of Corporate Governance and Terms of Reference	To approve the updated code	Harris, Stephen R	Cllr. Jones, Barbara
02/10/19	Authorisation of Officers in Public Protection- EU Exit	To inform Cabinet of changes to the legislation required as a result of the UK's exit from the European Union to ensure a seamless transition of Public Protection functions after this event. The Monitoring Officer will amend the constitution to reflect this change.	Hartshorn, Robert	Cllr. Stenner, Eluned;

02/10/19	Hafodyrynys Air Quality Direction - Compulsory Purchase Order Process	To obtain Cabinet agreement on the Compulsory Purchase process on Hafodyrynys Road.	Godfrey, Maria	Cllr. Stenner, Eluned
02/10/19	Pentrebane Street, Caerphilly - Possible use of CPO Powers	This report seeks Cabinet approval to instigate CPO proceedings on three freeholders of properties at Pentrebane Street that are identified for demolition to facilitate a mixed use regeneration scheme in partnership with Linc Housing Association. A mixture of Welsh Government Targeted Regeneration Investment funding, WG Social Housing Grant and Linc's own finances have been identified to fund the demolition and redevelopment.	Kyte, Rhian	Cllr. Morgan, Sean
02/10/19	National Development Framework Consultation Response	To seek Cabinet approval for a response to the consultation on the National Development Framework.	Kyte, Rhian	Cllr. Stenner, Eluned
02/10/19	ERDF 4.4 Funding opportunities - The Lawn Industrial Estate, Rhymney and Ty Du, Nelson	This report outlines the opportunities open to the Council to bid for additional ERDF monies for for each of these live European funded employment new build projects. The report requests the necessary match funding be made available to secure these additional funds.	Kyte, Rhian	Cllr. Morgan, Sean
16/10/19	Annual Improvement Report 2018/19	To present the Annual Improvement Report for 2018/19	Harris, Stephen R	Cllr. Jones, Barbara

16/10/19	Annual Performance Report 2018	To discuss and present the draft Annual Performance Report	Roberts, Ros	Cllr. Jones, Barbara
16/10/19	Corporate Volunteering	To consider our options for the establishment of a Corporate Volunteering Scheme on a Directorate or Whole Organisation basis.	Peters, Kathryn; Street, Dave	Cllr. Cuss, Carl J.
16/10/19	Land at Pontymister Industrial Estate	The matter has been consulted on with local Risca members and 2 of the 5 members have raised objections to the proposed sale principle. While any development would be subject to planning considerations, the scrutiny committee's views are being sought on the principle of the sale prior to consideration by cabinet.	Williams, Mark	Cllr. Phipps, Lisa
16/10/19	Free Swim Initiative	Changes to Grant Funding to deliver the Welsh Government Free Swimming Initiative	Reynolds, Jeff	Cllr. George, Nigel
30/10/19	Future Management Arrangements - Cwmcarn Drive	For Cabinet to consider a partnership agreement with NRW in respect of future management arrangements for the re-opening of the forest drive.	Kyte, Rhian	Cllr. Morgan, Sean
30/10/19	Chartist Gardens - Development Options	To seek approval of the development proposal and associated financial model prior to submitting scheme for planning approval.	Couzens, Shaun; Williams, Mark	Cllr. Phipps, Lisa
30/10/19	Respite Care Provision	Possible relocation of current respite facilities to a bespoke facility dependent on funding from WG	Williams, Jo	Cllr. Cuss, Carl J.

30/10/19	Community Sport - Regional agenda	To consider future delivery options for community sport on a regional (pan "Gwent") basis.	Lougher, Jared	Cllr. George, Nigel
13/11/19	20/21 Draft Budget Proposals	To discuss the draft budget proposals	Harris, Stephen R	Cllr. Jones, Barbara
13/11/19	Proposed Use of Reserves	To consider proposals for the use of reserves.	Harris, Stephen R	Cllr. Jones, Barbara
13/11/19	Integrated Wellbeing Hubs	To provide an update to Cabinet	Street, Dave	Cllr. Cuss, Carl J.
13/11/19	(9) Structured programme of service reviews to be agreed	Strategic Action Plan - item to be agreed.	Harris, Stephen R	Cllr. Jones, Barbara
13/11/19	(11) Commercial and Investment Strategy to be drafted and approved by Cabinet	Strategic Plan - item to be approved	Harrhy, Christina	Cllr. Poole, David
27/11/19	Renewable Energy Generation - Tredomen Campus	To present a basket of options to Cabinet for achieving carbon neutrality at the Tredomen Campus	Williams, Mark	Cllr. Morgan, Sean
11/12/19	Cabinet Forward Work Programme	For discussion and update	Tranter, Robert J	Cllr. Jones, Barbara

Scrutiny Committee Forward Work Programme Prioritisation





ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE - 17TH SEPTEMBER 2019

**SUBJECT: NOTICE OF MOTION – BAN ON ANIMALS AS PRIZES ON
CAERPHILLY COUNTY BOROUGH LAND**

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

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 Council Procedure Rules which are set out in Part 4 of the Council's Constitution.

2. SUMMARY

- 2.1 A Notice of Motion has been received from Councillor J. Pritchard and is supported by Councillors J. Simmonds, Mrs E.M. Aldworth, W. David, P. Bevan, L. Whittle, G. Kirby, S. Morgan, A. Hussey, Mrs B. Jones, Mrs T. Parry, R. Gough, A. Farina-Childs, C. Cuss, G. Johnston, B. Owen, K. Etheridge, C. Mann, Mrs D. Cushion, A. Whitcombe, Mrs D. Price, Mrs A. Gair, Mrs C. Andrews, Mrs P. Marsden, Mrs A. Leonard, A. Collis, A. Angel, Mrs P. Leonard, L. Jeremiah, W. Williams, A. Higgs, S. Morgan, A. Hussey, Mrs B. Jones, S. Cook, J. Simmonds, J. Taylor, T.J. Williams, D.W.R. Preece and Mrs Eluned Stenner.
- 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 in now referred to Scrutiny for consideration.

3. RECOMMENDATIONS

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

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 In accordance with the Rules of Procedure as set out in the Council's Constitution.

5. THE REPORT

5.1 Councillor J. Pritchard requests in his Notice of Motion that Council: -

- (i) ban outright the giving of live animals as prizes, in any form, on Caerphilly County Borough Council land;
- (ii) write to the Welsh Government, urging an outright ban on the giving of live animals as prizes on both public and private land in Wales

5.2 The following information from the RSPCA supports the Notice of Motion: -

Animal ownership is a big responsibility, one that should be planned and well thought out. Animals often do not have their welfare needs met both prior to, during and after being given as a prize.

- Since 2014, there have been 24 cases reported to the RSPCA of live animals being given as prizes in Wales. Of these 60% were goldfish being given at fairgrounds; however other animals including dogs, ducklings and horses were also reported during this period.
- Under the Animal Welfare Act 2006, it is an offence to give an animal as a prize to anyone under the age of 16, except within the family context. RSPCA Cymru believes that this does not go far enough, and would like to see legislation introduced similar to that within the Animal Health and Welfare (Scotland) Act 2006, which states that it is an offence to give an animal as a prize, regardless of age, except within the family context.
- Caerphilly County Borough Council has the opportunity to ban the giving of live animals as prizes on Council owned land, ensuring the welfare of these animals is not compromised, as well as raising public awareness of the issue and leading the way on ending this outdated practice.

Animals as Prizes and the impact on their welfare

RSPCA Cymru is firmly opposed to the giving of live animals as prizes. Animal ownership is a big responsibility that needs to be planned and well-thought out, in order to help provide the best quality of life for that animal - not a spur of the moment event resulting from a game.

While a range of animals are given as prizes each year in Wales and the rest of the UK, goldfish are the animal most commonly associated with pets as prizes. Goldfish are easily stressed and very often fish that are won as prizes suffer miserably from shock, oxygen starvation or die from changes in water temperature and many will die before their new owners can get them home.

People who are given goldfish as a prize do not normally have an aquarium set up so may keep them in unsuitable environments (such as fish bowls) and some fish may even get illegally dumped in local waterways. Fish bowls do not allow for appropriate oxygenation of the water and keeping fish in a small volume of water will also lead to high levels of ammonia, which can cause disease. Bowls provide limited or no opportunities for enrichment, shelter, company or a stable temperature, all of which are important factors in providing fish with a suitable living environment.

Acquiring an animal to be kept as a pet should be the result of careful planning and prior consideration. The prospective owner should have a clear understanding of the responsibilities involved and carefully consider whether they have, and will continue to have, the facilities, time, financial means and level of interest necessary to ensure a satisfactory standard of care for their animal prior to acquiring it.

The need for a voluntary ban

Ultimately, RSPCA Cymru believes that the introduction of a Scottish-like outright ban on animals as prizes on both public and private land by the Welsh Government is the most effective means to prevent animals being given thoughtlessly as prizes and therefore ensuring the welfare of these animals.

However, in implementing a ban on Council-owned land, Caerphilly County Borough Council could deliver a powerful message to the local community, Welsh Government and their counterparts in England and other parts of the world, where a ban on the giving of animals as prizes has not yet been sanctioned.

The Local Authority, as such, not only has the opportunity to ban the giving of live animals as prizes on their land, but also - in the process - to raise wider public awareness as to the impact that this practice has on the welfare of the animals.

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. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 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 which will impact on future generations.

8. WELL-BEING OF FUTURE GENERATIONS

- 8.1 The Notice of Motion is consistent with the five ways of working as defined within the act as it complies with the rules and regulations of the Council's Constitution which sets out a clear framework for how the Council operates in particular decision making responsibilities which will consider the positive and negative impacts on future generations, long term resilience, economic, environmental and social capital.

9. EQUALITIES IMPLICATIONS

- 9.1 There are no specific equalities implications that directly affect the Council arising from the report.

10. FINANCIAL IMPLICATIONS

- 10.1 There are no financial implications associated with this report.

11. PERSONNEL IMPLICATIONS

11.1 There are no personnel implications associated with this report.

12. CONSULTATIONS

12.1 There has been no consultation undertaken.

13. STATUTORY POWER

13.1 Local Government Act 1972

Author: Emma Sullivan (Senior Committee Services Officer)

Appendices: Appendix 1 Copy of Notice of Motion.

NOTICE OF MOTION**BAN ON ANIMALS AS PRIZES ON CAERPHILLY COUNTY BOROUGH LAND**

To consider the undersigned Notice of Motion standing in the name of County Borough Councillor J. Pritchard and supported by the Councillors listed below.

We the undersigned elected members call on the Environment and Sustainability Scrutiny Committee to support the Notice of Motion and make a recommendation to Council.

We are concerned about the number of cases reported to the RSPCA each year, regarding pets given as prizes via fairgrounds, social media and other channels in Wales.

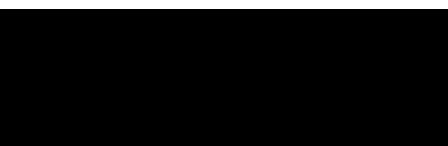
We are concerned for the welfare of those animals that are being given as prizes.

We are concerned that many cases of pets being given as prizes may go unreported each year in Wales.

We therefore call on this Council to support a move to ban the giving of live animals as prizes, in any form, on Caerphilly County Borough Council land.

We ask that the Council: -

- (i) ban outright the giving of live animals as prizes, in any form, on Caerphilly County Borough Council land;
- (ii) write to Welsh Government urging an outright ban on giving of live animals as prizes on both public and private land in Wales.



Councillor J. Pritchard

Supported via email:

Councillors J. Simmonds, Mrs E.M. Aldworth, W. David, P. Bevan, L. Whittle, G. Kirby, S. Morgan, A. Hussey, Mrs B. Jones, Mrs T. Parry, R. Gough, A. Farina-Childs, C. Cuss, G. Johnston, B. Owen, K. Etheridge, C. Mann, Mrs D. Cushion, A. Whitcombe, Mrs D. Price, Mrs A. Gair, Mrs C. Andrews, Mrs P. Marsden, Mrs A. Leonard, A. Collis, A. Angel, Mrs P. Leonard, L. Jeremiah, W. Williams, A. Higgs, S. Morgan, A. Hussey, Mrs B. Jones, S. Cook, J. Simmonds, J. Taylor, T.J. Williams, D.W.R. Preece and Mrs Eluned Stenner.

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ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 17TH SEPTEMBER 2019

SUBJECT: LAND FOR SALE AT PONTYMISTER INDUSTRIAL ESTATE

REPORT BY: INTERIM CORPORATE DIRECTOR COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 The attached report is to be presented to Cabinet on 16th October 2019. The proposed disposal has been consulted on with local Risca Members, and 2 of the 5 Members have raised objections to the principle of the sale; those objections are more germane to planning considerations, to which any development would be subject, and the Scrutiny Committee's views are being sought on the principle of the sale prior to consideration by Cabinet.

2. SUMMARY

- 2.1 M Seven Real Estate (the owner of the adjacent Pontymister Industrial Estate) wishes to buy a small parcel of Council-owned land in order to construct a 'drive-thru' facility for Costa Coffee. Two local Risca Members have raised objections to the principle of the sale hence Cabinet will be asked to decide whether the sale should proceed. The report addresses the principle of the sale of land only and not the various technical issues that would be considered if and when a planning application is made.
- 2.2 Scrutiny Committee's views are sought.

3. RECOMMENDATIONS

- 3.1 Members are asked to discuss the report and make known the Scrutiny Committee's views on the principle of the sale prior to consideration by Cabinet.

4. REASONS FOR THE RECOMMENDATIONS

- 4.1 That the Scrutiny Committee's views are made known as part of the consultation process.

Author: Timothy J Broadhurst, Estates Manager broadt@caerphilly.gov.uk

Appendices:

Appendix Cabinet Report dated 16th October 2019



CABINET – 16TH OCTOBER 2019

SUBJECT: LAND AT PONTYMISTER INDUSTRIAL ESTATE

REPORT BY: INTERIM CORPORATE DIRECTOR OF COMMUNITIES

1 PURPOSE OF REPORT

- 1.1 The purpose of the report is to recommend to Cabinet that, subject to planning and “stopping up” highway rights, it is agreed to sell a parcel of land (shown edged red on Plan N^o1 attached and currently forming part of the adopted highway) (“the land”) to the owners of the adjoining Pontymister Industrial Estate, which will enable them to construct a ‘drive thru’ for Costa Coffee. The land comprises circa 820m².

2 SUMMARY

- 2.1 The owners of the adjoining Pontymister Industrial Estate, M Seven Real Estate, wish to assemble a site on which they can develop a ‘drive thru’ for Costa Coffee at Pontymister Industrial Estate; the indicative layout is shown on Plan N^o2 attached. Part is already owned by M Seven Real Estate and part by this Council; neither parcel of land can accommodate the development in isolation, and neither is capable of being developed individually.
- 2.2 The developer is aware of both the presence of the traversing gas main (he has advised us that, upon consultation with the relevant statutory body, it can be rerouted (at the developer’s cost) around the land in question as appropriate), and that the land is within a flood zone (however this would be factored into a planning application).
- 2.3 The developer has also had direct discussions with Highways officers and is aware of the need to “stop up” the highway rights affecting the land (which was the access road into the industrial estate before the Tesco development).
- 2.4 A drive-thru in this location will improve the consumer choice for those using the existing industrial estate and surrounding area. It will also deliver significant investment in an underutilised site, introduce a new national food and beverage operator in the locality and complement the established function of the area (LDP Policy CW2).
- 2.5 Two Local members have expressed concerns about the effect this proposal might have on Risca high street but officers suggest that a second ‘drive thru’ at this location (the first being ‘KFC’) would be compatible with the surrounding uses and would neither result in a material harm to the wider employment function of the Pontymister Industrial Estate, nor detract from the existing offer provided by the defined town centre; in this context, it should be noted that, where a retail proposal is for less than 1,000m² in size, it is unlikely to undermine the Council’s Retail Strategy.

A third has canvassed local opinion, which is reportedly 50:50 on the development

3 RECOMMENDATIONS

- 3.1 That Cabinet agrees to sell the land to the owners of the adjoining Pontymister Industrial Estate subject to planning consent and “stopping up” and otherwise on terms to be agreed to enable the construction of a ‘drive thru’ for Costa Coffee.
- 3.2 That the approval of other terms be delegated to the Interim Head of Property Services in conjunction with the Cabinet Member for Homes and Places.

4 REASONS FOR THE RECOMMENDATIONS

- 4.1 The asset is surplus to the Council’s operational requirements.
- 4.2 Paragraph 8.1(iv) of the Disposal Procedure in Part 4 of the Council’s Constitution states that Cabinet approval will be obtained before direct negotiations are opened with a single party where it is possible to market a property but where the Head of Property Services is of the opinion that this course of action may not be in the best financial or service interests of the Authority.
- 4.3 The foundational economy makes a substantial contribution to GVA in Wales and Caerphilly County Borough. Support for this sector could make a significant impact on the economy of the area and the presence of Costa in the town may serve to attract other national retailers into the area.

5 THE REPORT

- 5.1 The owners of the adjoining Pontymister Industrial Estate, M Seven Real Estate, wish to assemble a site on which they can develop a ‘drive thru’ for Costa Coffee at Pontymister Industrial Estate; the indicative layout is shown on Plan N°2 attached. Part is already owned by M Seven Real Estate and part by this Council; neither parcel of land can accommodate the development in isolation, and neither is capable of being developed individually.
- 5.2 The site is located on the edge of the Pontymister industrial estate, within the defined settlement boundary of Pontymister, Risca (the adopted Local Development Plan (LDP) refers). It is to the rear of a terrace of industrial units forming part of the estate and comprises an area of undeveloped land, which is largely laid to grass.
- 5.3 The site is ‘white land’ (i.e. not designated or allocated for any specific use within the adopted LDP). Risca/Pontymister is defined as a Principal Town Centre in the LDP, and provides a number of services including retail.
- 5.4 A drive-thru in this location will improve the consumer choice for those using the existing industrial estate and surrounding area. It will also deliver significant investment in an underutilised site, introduce a new national food and beverage operator in the locality and complement the established function of the area. It will support the role of Risca/Pontymister in the settlement hierarchy, enhancing the attraction of the destination through an improved mix of services and facilities and would be defined as an ancillary use to the existing industrial estate.
- 5.5 There has been growth in complementary uses within Pontymister Industrial Estate and the surrounding area. The proposed drive-thru would be in line with such uses and would enhance the wider spin-off benefits to the existing industrial area. Furthermore given the site’s close proximity to the A467 Risca Bypass the introduction of a drive through coffee shop at this strategic location could actively encourage traffic that would otherwise bypass the town to visit the retail provision in the area.
- 5.6 According to the developer, the proposal will bring significant economic benefits by developing underutilised land and creating new and increased employment opportunities for local people – with a typical outlet providing for 18 full/part time jobs with flexible shifts, which is typically the equivalent of 11 full time jobs and enhancing customer and consumer choices.

- 5.7 The proposed development comprises only 167m² and is, therefore, modest in size; it is significantly below the retail threshold set out in national policy and also below the 2500m² threshold set in Welsh Government TAN 4 Retail and Commercial Development, requiring a retail impact assessment.
- 5.8 It is important to note that the drive-thru element is an integral part of the development proposal, similar to the existing drive-thru KFC, which is located to the north west of the site.
- 5.9 The drive-thru coffee shop model is a materially different format, and serves a different market to traditional high street coffee shops. The drive-thru business model requires a prominent and visible presence to a main road/thoroughfare. A dedicated drive-thru lane will be provided in order for customers to use this element of the operation, which is something that cannot be easily accommodated in a traditional town centre site.
- 5.10 The unit will serve customers already visiting the commercial and employment uses in the area (including linked trips to the Tesco Extra), together with pass-by trade from the main road network (people visiting, those working in the area or passing through to wider destinations) and local residents.
- 5.11 Drive-thru facilities offer customers an opportunity to purchase coffee for those times when they are in the local area, (i.e. they are visiting other facilities near to the drive-thru) or are on the local highway network. In most instances, a drive-thru operation attracts customers who are not planning to use a traditional town centre coffee shop and who are seeking speed and convenience.
- 5.12 The developer is aware of both the presence of the traversing gas main (he has advised us that, upon consultation with the relevant statutory body, it can be rerouted (at the developer's cost) around the land in question as appropriate), and that the land is within a flood zone (however this would be factored into a planning application).
- 5.13 The developer has also had direct discussions with Highways officers and is aware of the need to "stop up" the highway rights affecting the council's land (which was the access road into the industrial estate before the Tesco development).
- 5.14 The developer is prepared to buy the land subject to planning and "stopping up". It is important to recognise that we are recommending a sale of this land *only because the adjoining owner wishes to assemble a development site and will pay for "stopping up" the highway should the project proceed*; in the absence of such interest, we would not consider bringing the site to the market given the constraints noted in paragraphs 5.12 and 5.13 above.
- 5.15 Cabinet will recall that the Protocol for Disposal of Property states, at paragraph 8.1(iv), that in those cases where it is possible to market a property but the Head of Property is of the opinion that this course of action may not be in the best financial or service interests of the Authority, Cabinet approval will be obtained before direct negotiations are opened with a single party, and the views of ward members will be taken into consideration
- 5.16 Two local members have expressed concerns about the effect this proposal might have on Risca high street, and these are set out in paragraph 12 below, but officers suggest that a second 'drive thru' at this location (the first being 'KFC') would be compatible with the surrounding uses. The development would require planning permission and that process would allow the retail impact of the development on the existing town centre along with other material considerations to be fully considered; however it is worth noting that where a retail proposal is for less than 1,000m² in size it is unlikely to undermine the Council's Retail Strategy.
- 5.17 A third ward member has consulted with local residents via the Council's social media page and had fifty two (52) responses; exactly half expressed support and the comments (both positive and negative are set out in paragraph 12 below.

In addition, other suggestions were put forward:

- ↳ Put it further away from the lower end of Risca where the cafes are.
The proposal is site specific; we are asked to sell a particular piece of land to allow a development to take place.

↪ Put it near the train stations instead.

The proposal is site specific; we are asked to sell a particular piece of land to allow a development to take place

↪ Try something other than a Coffee Shop, we have so many already.

We are responding to a specific, defined, development proposal.

↪ Can we encourage a local business to set up a Coffee drive through instead of conglomerate business?

We are responding to a specific, defined, development proposal.

5.18 For the reasons set out above in paragraph 5.17 above, and, given the nature of the concerns expressed by 2 of the other local Members and that they oppose the recommendation, ward members comments can neither be addressed satisfactorily in the report, nor incorporated in the recommendation because 2 of the 5 ward members do not wish the transaction to proceed.

5.19 There are two options for members to consider:

1. To decline the approach from M Seven Real Estate to acquire the land; this will frustrate the development proposal as it cannot be accommodated solely on land within the ownership of M Seven Real Estate.
2. To accede to the request from M Seven Real Estate to acquire the land; this will facilitate the development proposal and allow a 'drive thru' to be developed, subject to planning and "stopping up"; in this scenario, the Council will receive a capital receipt.

5.20 Conclusion

Two Ward Members have expressed significant concerns about the effect a 'drive thru' will have on Risca high street, which does have "a few small coffee shops" as well as having a Costa Coffee offer within the town, in the form of a take-away machine in the one-stop shop adjacent to the Library together with an own-brand offer in the Tesco Extra superstore that is approximately 100 metres away from this proposed site; a third has canvassed local opinion, which is reportedly 50:50 on the development; the other local members made no comments.

However, for the reasons given in the report, the officer recommendation is to sell the site to M Seven Real Estate (the owner of the adjacent Pontymister Industrial Estate).

6 ASSUMPTIONS

6.1 It is assumed that this retail proposal, being less than 1000m² in size, is unlikely to undermine the Council's Retail Strategy. There is a further assumption that, given the site's close proximity to the A467 Risca Bypass, the introduction of a drive through coffee shop at this strategic location could actively encourage traffic that would otherwise bypass the town to visit the retail provision in the area.

6.2 No other assumptions have been made or thought necessary.

7 LINKS TO RELEVANT COUNCIL POLICIES

7.1 The report links to the Asset Management Strategy - Property & Land, as well as both the Corporate Plan 2018-2023 and the Council's Regeneration Strategy A Foundation for Success 2018 - 2023.

Corporate Plan 2018-2023.

The report contributes towards or impacts the Corporate Well-being Objectives as follows:

Objective 1 Improve education opportunities for all.

The recommendation will enable education opportunities for school leavers and those in NEET in an informal setting with particular reference to life skills.

Objective 2 Enabling employment.

The recommendation will enable employment during both the construction

and operational phases of the project.

Objective 3 Address the availability, condition and sustainability of homes throughout the county borough and provide advice, assistance or support to help improve people’s well-being.

The recommendation will help prevent homelessness and tackle rough sleeping through enabling employment.

Objective 4 Promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment. The proposed development complements the strategic highway network.

A Foundation for Success 2018 – 2023

The proposal contributes towards the following key priorities of the Council’s Regeneration Strategy A Foundation for Success:

Priority SP4 Improving resilience in the economy through the support and development of the foundational economy.

Priority SB1 Building a more resilient & diversified economy

Priority SQL7 Refocus on town centres to serve the needs of residents and business

8 WELL-BEING OF FUTURE GENERATIONS

8.1 This report links directly to the Well-being goals within the Well-being of Future Generations Act (Wales) 2015:

- A prosperous Wales*
- A healthier Wales*
- A more equal Wales*
- A Wales of vibrant culture and thriving Welsh Language*
- A globally responsible Wales*

The development will enable education opportunities for school leavers and those in NEET in an informal setting with particular reference to life skills	A Prosperous Wales, A More Equal Wales, A Wales of Vibrant Culture Thriving Welsh Language
The development will enable employment during both the construction and operational phases of the project.	A Prosperous Wales, A More Equal Wales, A Healthier Wales, A Globally Responsible Wales.

8.2 The proposal is a very minor one, being the disposal of land for the development of a ‘drive thru’ for Costa Coffee, so its consistency with the five ways of working set out in the sustainable development principle, as defined in the Act, is limited.

- Long Term There are no long term generational needs identifiable in the context of this proposal
- Prevention There is an argument that facilitating this development may NOT help public bodies meet their objectives in terms of supporting a healthy lifestyle, given the nature of the proposal - a ‘drive thru’.
- Integration There is an argument that facilitating this development may NOT help public bodies meet their objectives in terms of supporting a healthy lifestyle, given the nature of the proposal - a ‘drive thru’.
- Collaboration There are no collaborative actions identifiable in the context of this proposal
- Involvement The proposal links to the Asset Management Strategy - Property & Land, which explains the Council’s long-term approach to achieving its aims, fulfilling its Vision and how the goals and objectives are to be delivered.

9 EQUALITIES IMPLICATIONS

- 9.1 An EIA screening has been completed in accordance with the council's strategic equality plan and supplementary guidance. No potential for unlawful discrimination and/or low level or minor negative impact has been identified, therefore a full EIA has not been carried out.

10 FINANCIAL IMPLICATIONS

- 10.1 The council will be relieved of its maintenance obligations, and will receive a capital sum for the sale of the site.

11 PERSONNEL IMPLICATIONS

- 11.1 There are no personnel implications associated with this report.

12 CONSULTATIONS

- 12.1 The 5 Risca East and Risca West Ward Members have been consulted. The responses are outlined below:-

- i. Councillor Philippa Leonard has stated that she is

“ totally against a drive through Costa Coffee. The high street in Risca has a few small coffee shops and I feel a BIG company like costa would be detrimental to our small businesses in the high street. We most certainly DO NO NEED any more big concerns coming into Risca. The main High St relies on passing trade and to take trade from the small coffee shops will reduce even further the footfall of passing trade to other shops. Risca has the lowest footfall in all the town centres at the moment and I know this will add to the lack of high st interest in the future if Costa were to come to Risca.”

She has gone on to add that she has

“ a conflict of interest as [she is] a shop owner on the Risca high st. and [her] allegiance must be with the small businesses of Risca, although [she] can see the financial benefits to the borough as a whole with regards revenue and jobs.

“ [she is] concerned about the impact on small coffee shops and eaterys on the high st.

“ It's a difficult decision for [her but she must err] on the side of small businesses in Risca”.

- ii. Councillor Bob Owen has expressed

“ very serious concerns regarding this disposal. Whilst It may offer us a capital receipt this will be significantly offset by what I believe will be a serious loss of business to the traders in the main street. Risca is already overloaded with respect to food and drink outlets, isn't there a capping point? It does not require anymore, especially one that will be next to the by-pass. With the new CPE soon to come into force I believe this will contribute to increased footfall and trade for our businesses as cars will be able to short-term park on the main road to pick up drinks and papers etc. And we are already seeing freeing up of car spaces ahead of this, not the log-jam we once had. In addition to this we already have two Costa Coffee offers within the town, a take-away machine in the one-stop shop by the Palace but more significantly in the Tesco Extra superstore that is only approx. 100 metres away from this proposed site so does not make much sense on that count alone. As a council we have a duty to our local businesses, there is already far too much competition to our local traders from the big nationals (Tesco (inc Costa), Aldi, Lidl, Greggs, Dominoes), this decision if taken will clearly affect our much diminished footfall hence trade and could lead to businesses folding, my major concern is with respect to our local café's. Supposedly one of our unique towns, starved of investment for many years Risca is only just surviving, it is certainly not thriving. In Risca we are nothing if not resilient, and as a local member I am trying my damn hardest to push us forward. I therefore request, on the basis of the above points that this land is not disposed of for the purpose as stated.”

[Since receiving these observations, we have become aware that the Costa Coffee offer within the Tesco Extra has become an own-brand “Tesco Café” offering.]

- iii. Cllr Arianna Leonard took the proposal of a drive through Costa to local residents via our social media page and these were the figures that came back.

Twenty-six (26) residents who were interested in the Costa being built and twenty-six (26) who did not want to see it built.

Positive comments on the build were:

- ✓ Will boost business in the area.
- ✓ The Costa can be used after the working hours of other Coffee Shops.
- ✓ It will create Jobs.
- ✓ It should encourage other new businesses to the area.
- ✓ Not much in Risca compared to Blackwood so it will help.
- ✓ There were a number of comments who liked the idea of Costa close by.

Negative comments on the build were:

- ✗ There is no pharmacy in Tesco due to it affecting small business in Risca so how can a Costa be justified?
- ✗ Increase rubbish issues that already come from McDonald's and KFC.
- ✗ It will have a negative effect on the local coffee shops in the area.
- ✗ Will take business away from the high street, won't increase footfall and could be the nail in the coffin for Risca.
- ✗ Traffic is already really bad/dangerous on the Risca Roundabout.
- ✗ Costa are a corporation that avoids paying sufficient tax so don't want to support them.
- ✗ Number of Costas/Coffee Shops already in the area don't need more.

Other suggestions that were put forward were:

- ↪ Put it further away from the lower end of Risca where the cafes are.
- ↪ Put it near the train stations instead.
- ↪ Try something other than a Coffee Shop, we have so many already.
- ↪ Can we encourage a local business to set up a Coffee drive through instead of conglomerate business?

- iv. Cllrs Nigel George, and Ross Whiting made no comment.

13 STATUTORY POWER

- 13.1 Local Government Act 1972, and the Local Government Act 1972: General Disposal Consent (Wales) 2003. This is a Cabinet Function.

Author: Timothy Broadhurst, Estates Manager, broadt@caerphilly.gov.uk

Consultees: Christina Harrhy, Interim Chief Executive
Mark S Williams, Interim Corporate Director, Communities
Robert J Tranter, Head of Legal Services/Monitoring Officer
Mark Williams, Interim Head of Property Services
Lynne Donovan, Head of People Services
Steve Harris, Acting Head of Finance/Section 151 Officer
Rhian Kyte, Head of Regeneration and Planning
Tim Stephens, Planning Services Manager
Marcus Lloyd, Head of Infrastructure
Mark Noakes, Principal Engineer
Anwen Cullinane, Senior Policy Officer – Equalities and Welsh Language
Cllr Lisa Phipps, Cabinet Member for Homes and Places
Cllr Bob Owen, Ward Member – Risca West
Cllr Ross Whiting, Ward Member – Risca West

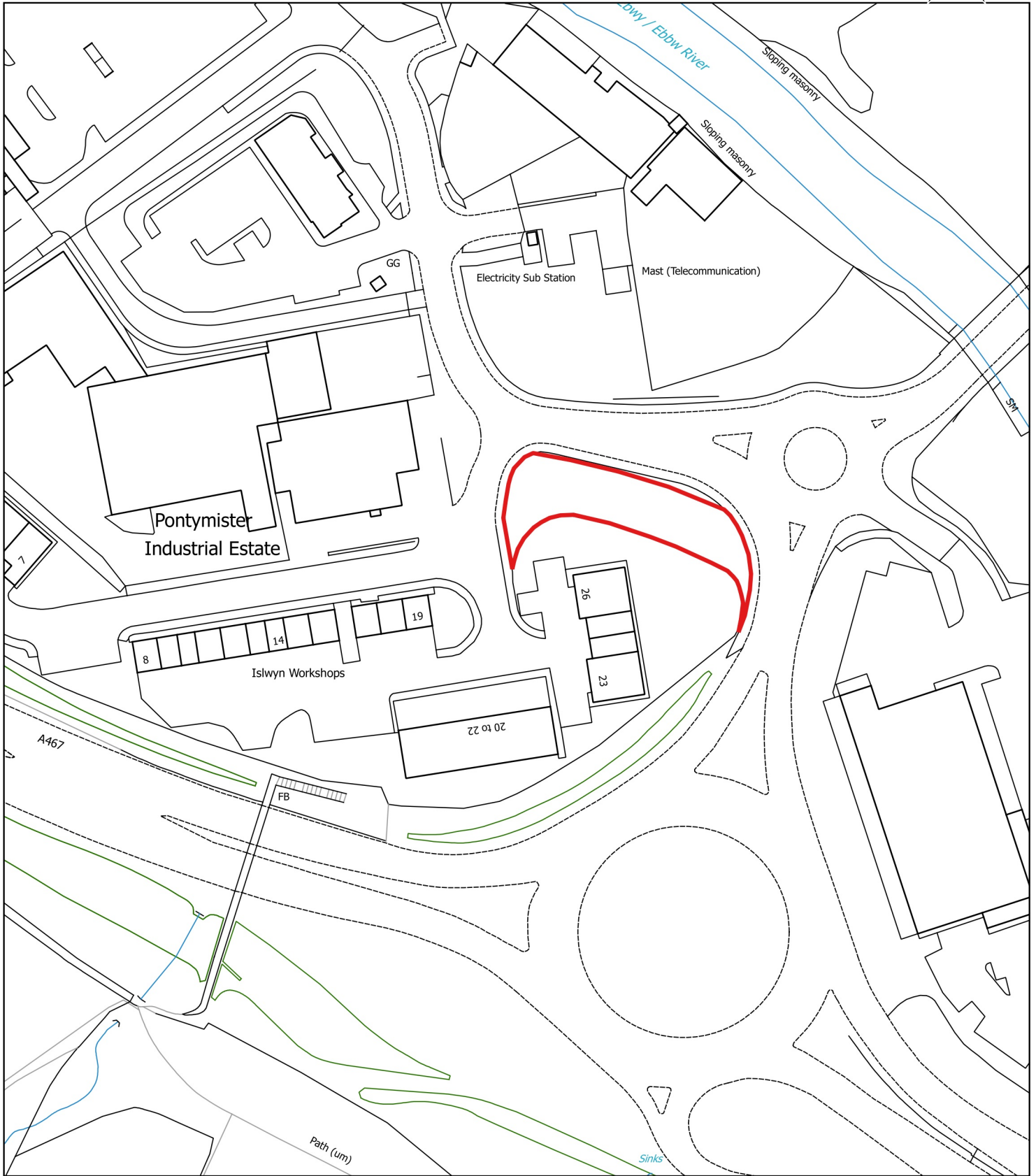
Cllr Nigel George, Cabinet Member for Neighbourhood Services, and Ward Member – Risca East
Cllr Philippa Leonard, Ward Member – Risca East
Cllr Arianna Leonard, Ward Member – Risca East
Cllr James Pritchard, Chair of Policy and Resources Scrutiny Committee
Cllr Gez Kirby, Vice Chair of Policy and Resources Scrutiny Committee
Cllr Tudor Davies, Chair of Environment and Sustainability Scrutiny Committee
Cllr Adrian Hussey, Vice Chair of Environment and Sustainability Scrutiny Committee

BACKGROUND PAPERS:

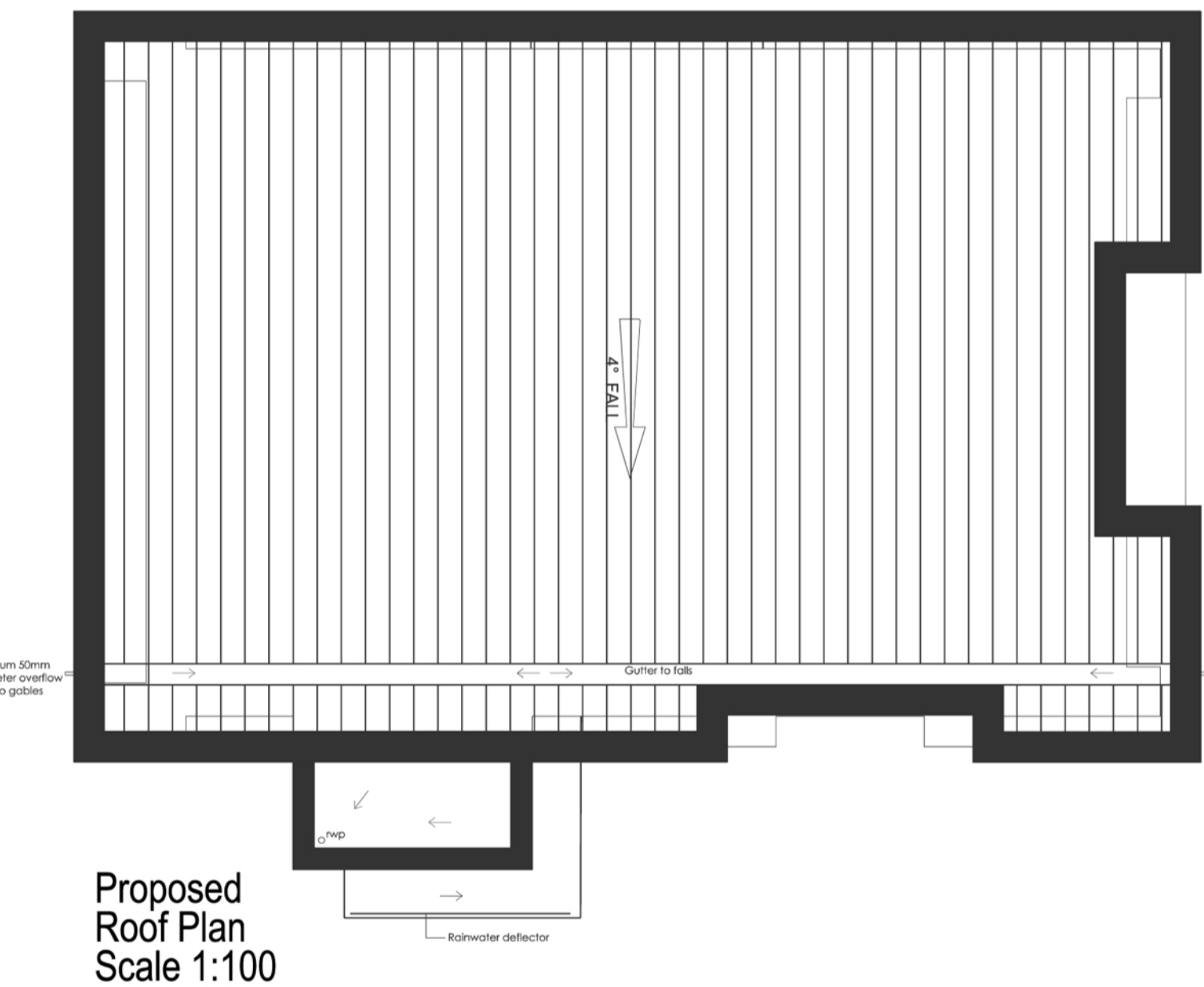
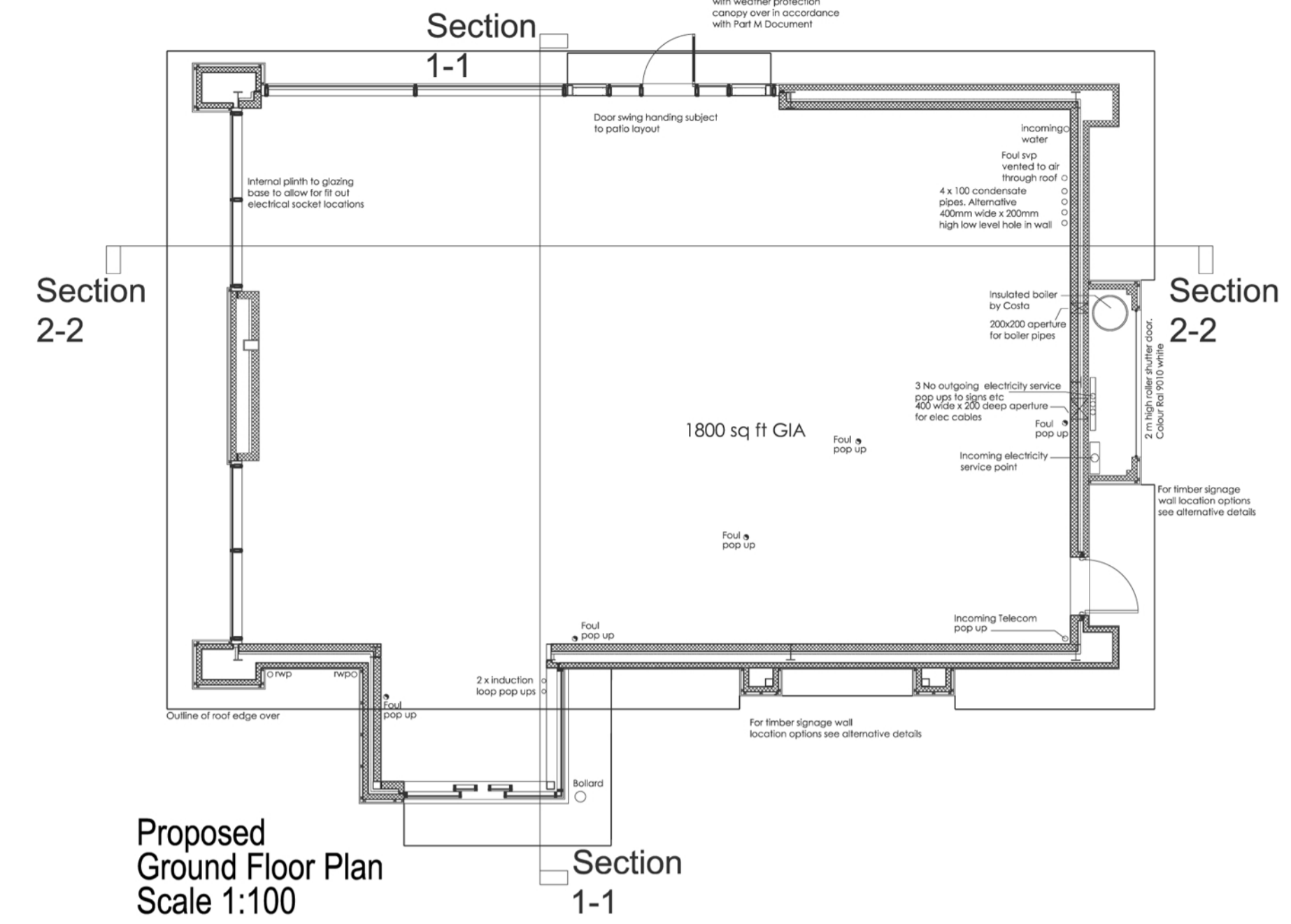
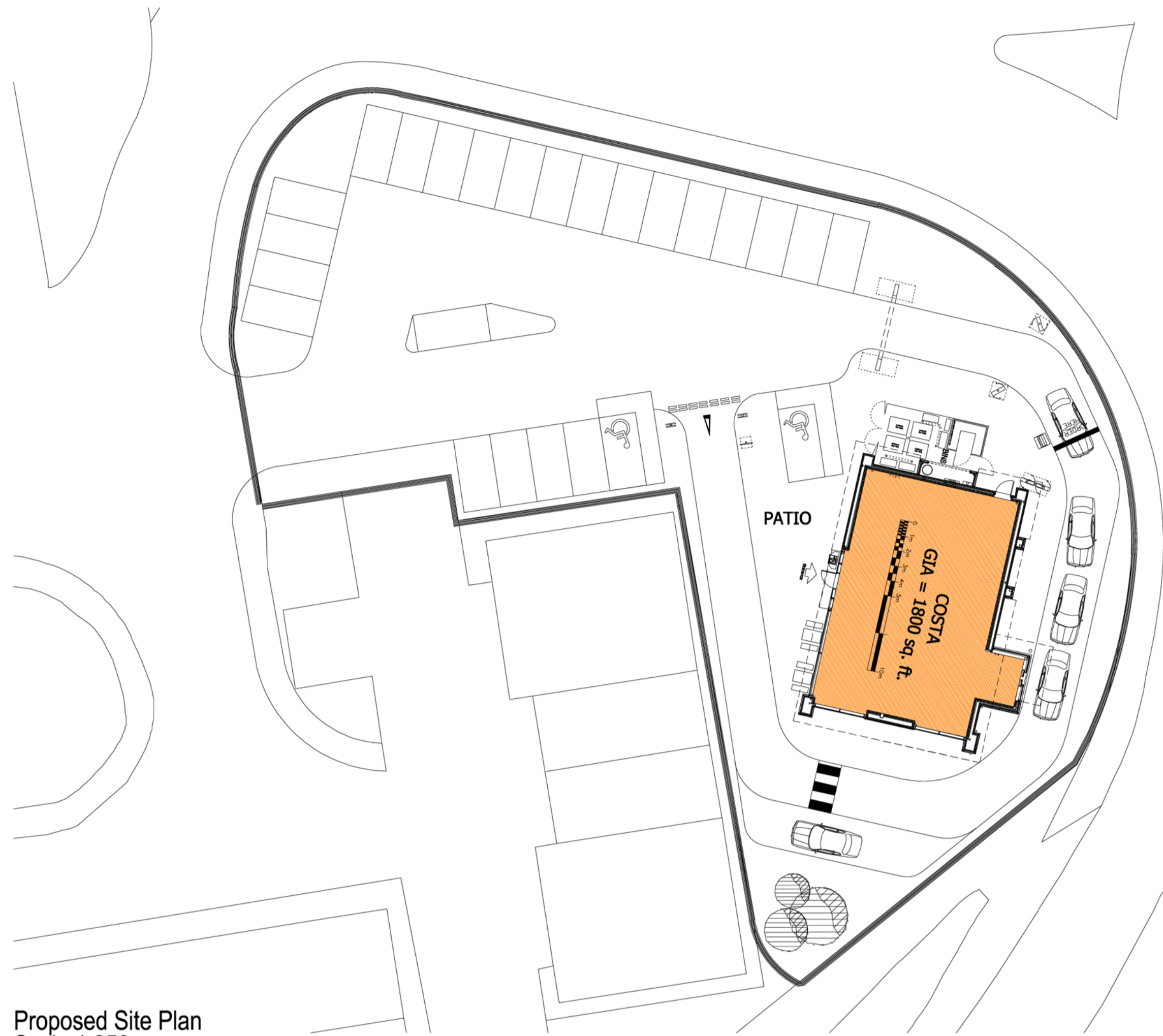
Background papers are exempt.

APPENDICES:

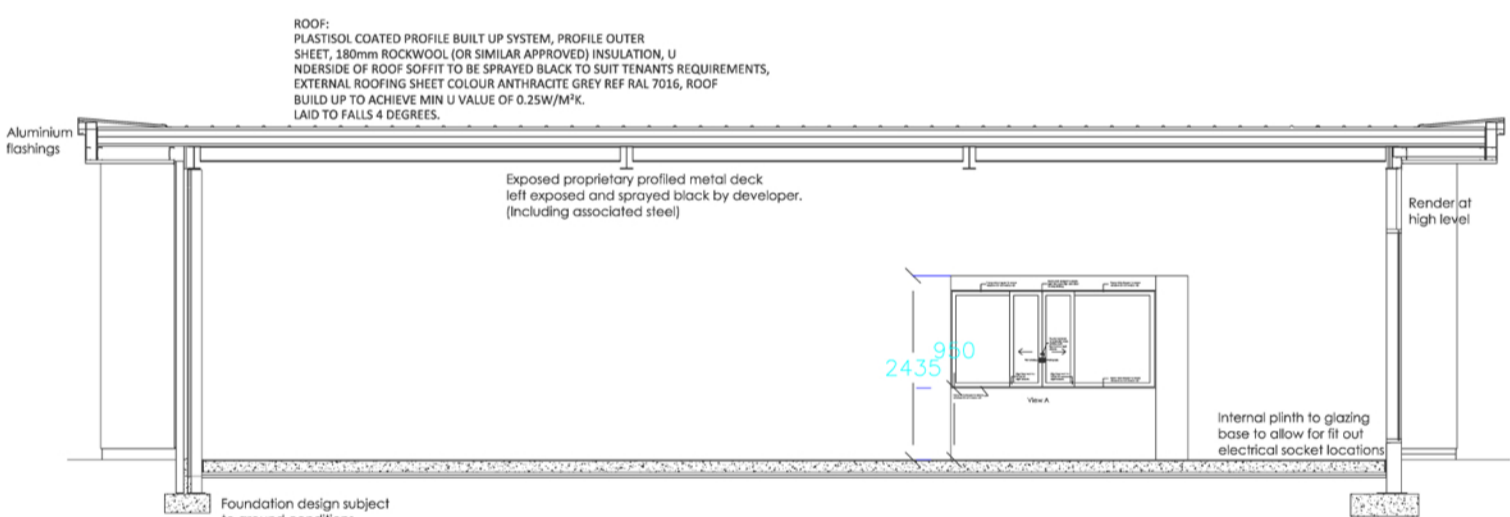
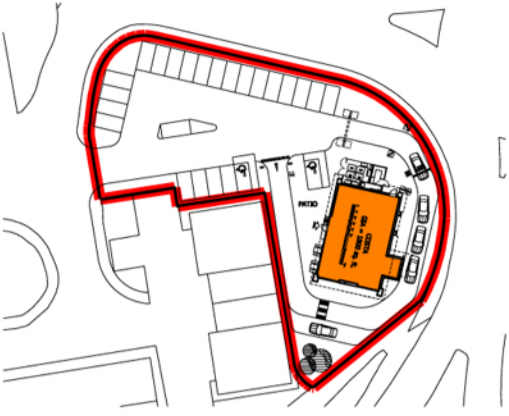
Appendix 1 Plan N°1 Council owned land
Appendix 2 Plan N°2 Indicative layout of 'drive thru' for Costa Coffee



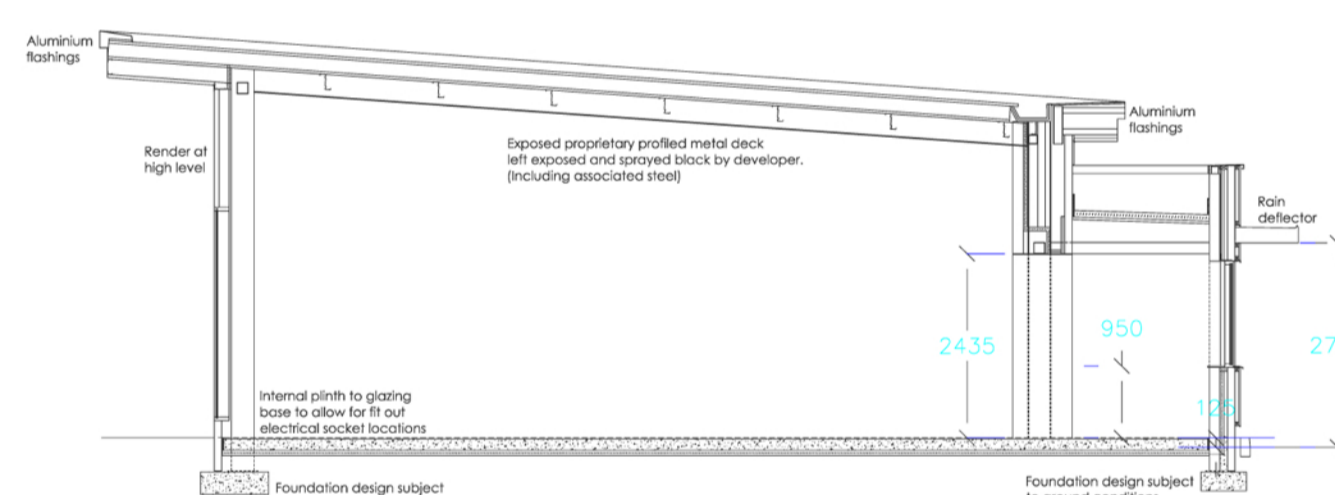
Proposed Site Plan
Scale 1:250



Construction (Design and Management) Regulations
Design risk assessments are carried out throughout the design stage of this project in accordance with company procedures and manuals. Where reasonably possible all areas of risk applicable to design and end use of the construction have been identified and then eliminated, mitigated or recorded as a residual risk. Note that general risks of which a competent designer or contractor should be aware are not included. This drawing is to be read in conjunction with the Pre-construction Information and all related documents prepared in accordance with the current Construction (Design and Management) Regulations 2015 and all applicable Health and Safety legislation as currently enacted.
LOCATION KEY PLAN (Not to scale)

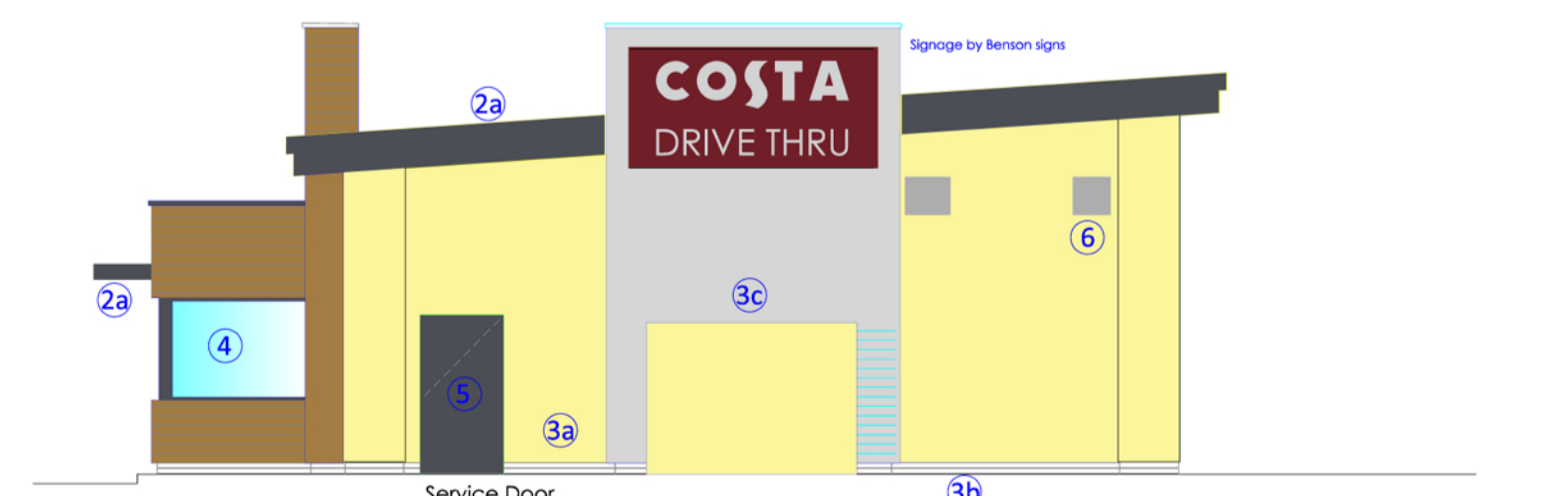


Section 2-2
Scale 1:100

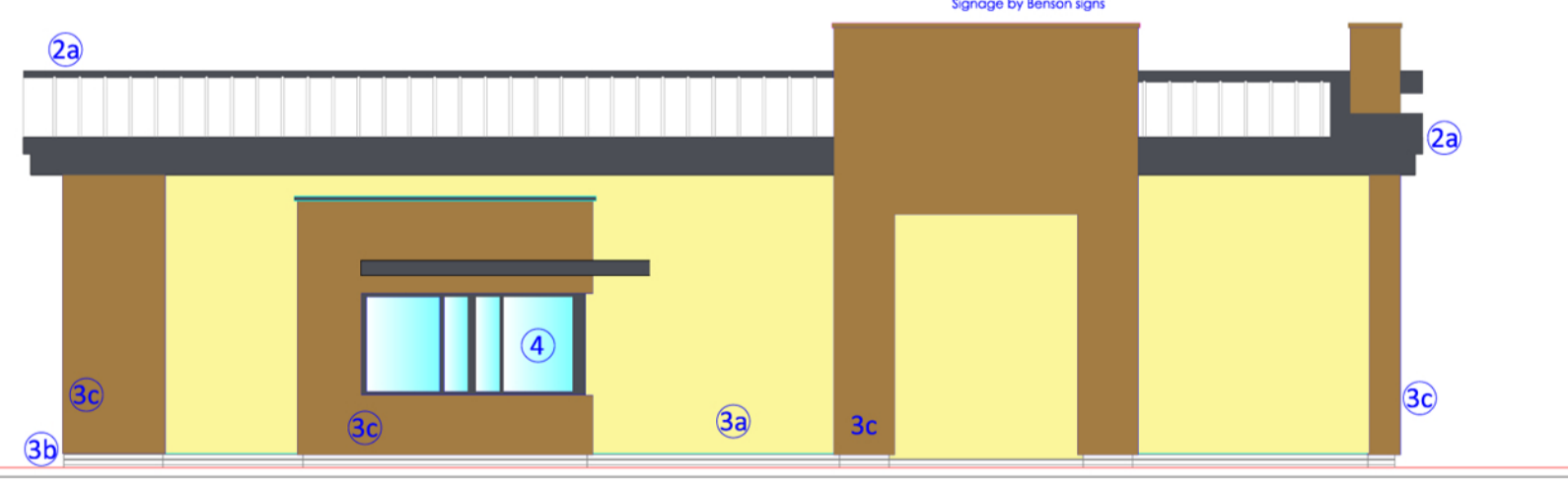


Section 1-1
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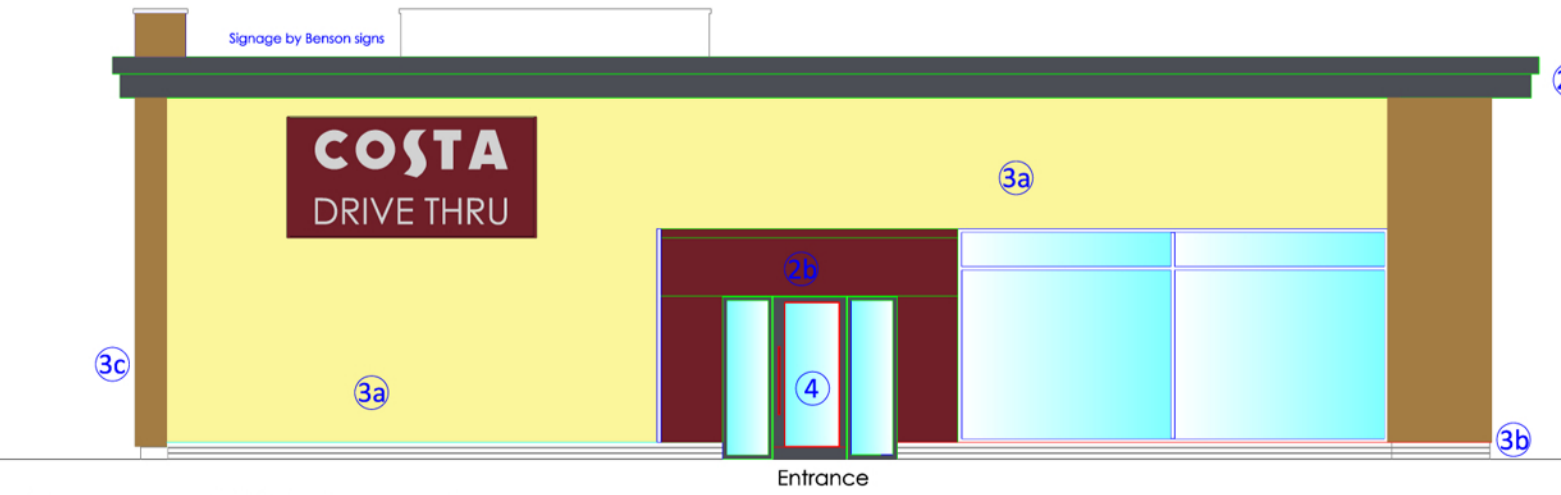
- ROOF: PASTICOL COATED PROFILE BUILT UP SYSTEM, PROFILE OUTER SHEET, 180mm ROCKWOOL (OR SIMILAR APPROVED INSULATION), UNDERLAYER OF ROOF SOFFIT TO BE SPRAYED BACK TO SUIT TENANT'S REQUIREMENTS, EXTERNAL ROOFING SHEET COLOUR ANTHRACITE GREY REF RAL 7016, ROOF BUILD UP TO ACHIEVE MIN U VALUE OF 0.25W/M²K, LAD TO FALL 4 DEGREES.
- FASCIAS AND SOFFIT: 2a 20mm FLAT POWDER COATED ALUMINIUM FLASHING APPLIED TO FACIA, SUPPORTED OFF SHEETING RAILS, ALL SPRAYED BACK TO STEEL FRAME IN ACCORDANCE WITH ENGINEER'S DETAILS, COLOUR ANTHRACITE GREY REF RAL 7016. 2b 20mm ALUMINIUM CLADDING PANEL, SOFFIT ANTHRACITE GREY REF RAL 7016, SUPPORTED FROM HORIZONTAL RAILS ALL SPRAYED BACK TO STEEL FRAME IN ACCORDANCE WITH ENGINEER'S DETAILS. 2c 20mm THICK ALUMINIUM BACKED PANELS, POWDER COATED PANTONE 202C (COSTA RED)
- WALLS: 3a BLOCKWORK TO RECEIVE THRU COLOUR RENDER - COLOUR RAL 9010 WHITE. 3b COURSES UP TO 200 LEVEL IN FACING BRICKWORK - WENNEBERGER STAFFORDSHIRE SMOOTH BLUE, AVAILABLE VIA BRICKLINA TRILLES 016 8800 WITH TYPON USA MORTAR - SUBJECT TO PLANNING APPROVAL. 3c HORIZONTALLY LAM. TIMBER CLADDING FIXED TO SUB FRAME OFF BLOCKWORK, BRITISH WESTERN RED CEDAR (TRUSLAF PULCATA) WITH A NON VOC EXTERIOR HIGH BUILD OIL FINISH NOTE: A SAMPLE OF TIMBER CLADDING IS TO BE CONSTRUCTED ON SITE FOR APPROVAL.
- GLAZING: THERMALLY BROKEN ALUMINIUM SHOPFRONT WINDOW SYSTEM (KAWNEER OR SIMILAR APPROVED), FRAME COLOUR ANTHRACITE GREY RAL 7016, SYSTEM TO ACHIEVE A MIN U VALUE OF 2.2W/M²K FOR ALL SOUTH, SOUTH-EAST AND SOUTH-WEST FACING GLAZING, DEVELOPER TO CONSIDER SOLAR REFLECTIVE FILM. SCREENS TO RECEIVE STANDARD DOT MANIFESTATION AS INDICATED ON ELEVATIONS.
- SERVICE DOOR: FACTORY FINISHED POWDER COATED STEEL DOORS AND FRAMES- COLOUR RAL 7016 WITH RAL 7016 FRAMES
- LOUVERES: 200x LOUVERES WITH INTERNAL INSECT MESH, FINISHED RAL 7016 LIGHT GREY



Proposed Rear Elevation
Scale 1:100



Proposed Side Elevation
Scale 1:100



Proposed Side Elevation
Scale 1:100



Proposed Front Elevation
Scale 1:100

Initial Issue	GH	CE	CE	08/11/2017	
REV	DESCRIPTION	DRAWN BY	CHECKED BY	APPROVED BY	DATE
1	RIBA PLAN OF WORK 2013 WORKSTAGE				LEVEL OF MODEL DEFINITION (LOD)
PURPOSE OF ISSUE - FIT FOR ...		BS1192 STATUS			
Preliminary Review					



CARDIFF 029 2052 8140 LONDON 0207 138 3560 WREXHAM 01978 357 887
www.lawray.co.uk

CLIENT
M Seven Real Estate

PROJECT TITLE
Costa Coffee Drive Through - Pontymister

DRAWING TITLE
Pre-Planning Application Enquiry Drawings

PROJECT No 1256 SCALE @ A1 1:100 / 1:250

DRAWING No PCD LAW X G00 DFP AR 061-001 P00

DO NOT SCALE Any discrepancy or query concerning this drawing should be referred to the Architect
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ENVIRONMENT AND SUSTAINABILITY SCRUTINY COMMITTEE – 17TH SEPTEMBER 2019

**SUBJECT: YEAR END PERFORMANCE REPORT FOR PUBLIC PROTECTION,
COMMUNITY & LEISURE SERVICES AND INFRASTRUCTURE
DIVISIONS**

REPORT BY: INTERIM CORPORATE DIRECTOR OF COMMUNITIES

1. PURPOSE OF REPORT

- 1.1 To provide the Committee with a year end (2018/19) performance update for the services within the Communities Directorate that are within the remit of the Environment and Sustainability Scrutiny Committee.

2. SUMMARY

- 2.1 Since the new Scrutiny arrangements were implemented in May 2019 the services within the Communities Directorate report to a number of Scrutiny Committees.
- 2.2 There are 3 service divisions that are within the remit of the Environment and Sustainability Scrutiny Committee. These include:
- Public Protection – Environmental Health, Trading Standards, Community Safety and Licensing.
 - Community & Leisure Services – Sport & Leisure, Waste Strategy and Operations, Green Space Management, Fleet Management.
 - Infrastructure – Engineering, Highways Operations and Transportation.
- 2.3 Overall 2018/19 offered a positive year in terms of service performance. However, a number of future challenges have been identified and action plans have been developed and captured in 2019/20 service plans and the new Directorate Performance Assessment framework.
- 2.4 The biggest challenge across service areas remains how to balance the demands of increasing legislation and rising public expectations against reducing budgets and the pressures of the Medium Term Financial Plan (MTFP).
- 2.5 Whilst challenging, the service areas are well placed to respond to them but it must be recognised that reductions to some current service delivery standards and changes in how services will be delivered over the medium term will be inevitable.

3. RECOMMENDATIONS

- 3.1 The Committee is asked to consider the content of the report and where appropriate question and challenge the performance presented.

3.2 The Committee is asked to provide its views on the new system of Directorate Performance Assessments as applicable to the services outlined in this report prior to presentation to Cabinet.

4. REASONS FOR THE RECOMMENDATIONS

4.1 Performance Management Scrutiny offers Members of the opportunity to challenge, inform and shape the future performance of services.

5. THE REPORT

5.1 Each of the service divisions outlined in 2.2 above contribute to an overall Communities Directorate Performance Assessment (DPA). The DPA is a new and emerging process designed to streamline performance management across the Authority and ensure consistency of reporting to Corporate Management Team, relevant Scrutiny Committees and Cabinet.

5.2 The DPA covers a range of factors that collectively contribute to the “performance story” for the Directorate. These include:

- Service Priorities
- Performance
- Customer Intelligence
- Resource
- Risk
- Well Being Objectives

5.3 This report provides an overall summary for the services listed in 2.2 above extracted from the 2018/19 year end DPA, highlighting service performance, as well as identifying key risks, areas for improvement and key service priorities for 2019/20.

5.4 The DPA extracts for the service divisions outlined in 2.2 are appended to this report.

5.5 To complement the relevant appendix, the text below includes a high level overview for each service division.

Infrastructure

What went well

One of the major achievements for 2018/19 was the completion of the Pwllypant Roundabout Improvement scheme. This project has delivered much needed journey improvement times through this extremely busy junction. In this regard, the Authority has received a number of positive comments in relation to the success of the scheme. It is also worth noting that there was a cost over-run on the scheme which occurred as a result of public requests to make changes to improve the flow of traffic (from single lane to 2 lane running) during construction. The cost over-run was agreed with and paid for by WG and therefore had no impact on the Council funding of the scheme.

Other key successes during 2018/19 were:

The successful transfer of Civil Parking Enforcement Powers from Gwent Police. Although the powers didn't officially transfer until 8th April 2019 there was a significant proportion of work undertaken during 2018/19 to allow this successful transfer to take place. This includes back office collaboration with RCT.

The establishment of the Sustainable Drainage Approval Body (SAB) in January. This includes leading in a collaborative approach by also providing this service on behalf of Torfaen and Blaenau Gwent.

The introduction of the new Highway Code of Practice providing the opportunity to utilise a more risk based approach to highway inspections and maintenance.

The introduction of a new Highway Maintenance Plan.

Substantial completion of the Caerphilly Basin bus corridor works (some minor elements still to be completed during 2019/20).

Delivery of new ticket machine infrastructure based on GPS technology for the smaller bus operators has been implemented throughout Wales during the first half of 2018. This will provide a wider platform for real time, vehicle tracking and integrated ticket solutions (including contactless transactions) in future. The system is managed by Caerphilly CBC on behalf of 16 of the 22 Welsh Councils.

Completed delivery of the strategic Nelson to Ystrad Mynach active travel route and development of other strategic and local routes.

There have been marginal improvements in the condition of the authority's A, B and C road network. However, much of this is as a result of additional grant money that has been provided via Welsh Government.

The average number of days for Network Contacting Services (NCS) to complete patching works has slightly improved and is now at the average target time of 42 days.

Results show that CCBC maintains one of the lowest bus subsidy rates in Wales. However, there has been a reduction in services and the bus routes network for the higher subsidy routes that have been withdrawn as a result of MTFP savings.

The backlog of highway adoptions has now been cleared so we now only have to deal with current adoption sites as and when they are brought forward.

Excellent performance was again noted when dealing with adverse weather such as flooding instances and snow disruption.

The number of service requests received and dealt with for 2018/19 represent a steady level of performance from 2017/18 (99% compliance). This reflects the concentrated efforts of the service areas, in terms of dealing with public enquiries and concerns, of which 8,373 requests were received.

CCBC was shortlisted as a finalist in the APSE performance networks best performer award for Roads, highways and winter maintenance, based on the 2017-18 results. CCBC's performance was benchmarked against 'like' authorities, throughout the UK, operating under similar circumstances to ensure a fair comparison can be made. The performance awards cover a range of Carriageway & Footway asset performance indicators, including; Condition/Asset Preservation; Third party claims and Financial.

Future Challenges/Risks & Areas for improvement

The ongoing MTFP is significantly influencing the provision of future services such as subsidised bus services and investment in the highway network to try and maintain a steady state classification (where road/footway condition remains static – does not get worse or improve on average).

The point to patch timeframes although meeting the average time overall for NCS performance can be improved upon provided sufficient resources can be recruited and reliable contractors can be procured to meet any peaks in demand.

Succession planning and recruitment remains a key concern with limited availability of appropriately skilled engineers available in the market place along with an ageing workforce.

Climate change is a factor that is already bringing unseasonable extreme weather events. These have significant impact on the travelling public and as their frequency is likely to increase in future years.

Delivery of key Metro/City Deal projects within stipulated timeframes and available budget. This will be greatly influenced by resource availability to oversee and manage project delivery.

Delivery of the Local Development Plan (LDP) which will require significant input from staff within the Infrastructure Division working alongside Planning colleagues.

Production of a new Local Transport Plan (LTP) when the new Wales Transport Strategy is finalised during 2020.

Public Protection

What went well

Members will recall that an annual report on Public Protection enforcement activity was presented to the 25th June 2019 meeting of Environment and Sustainability Scrutiny Committee. The report provided details of enforcement actions undertaken during 2018/19 such as the number of prosecutions taken by Trading Standards and Environmental Health. The report also provided an update on consumer advice activity where officers assisted residents of the borough with consumer complaints about goods and services they had purchased to a value of £2,919,977. 98.7% of customers of the consumer advice and intervention service were either very or fairly satisfied with the service provided.

The Licensing satisfaction survey in 2018/19 concluded that 100% of licensees visited were very or fairly satisfied with the overall level of service provided, and that the officer that dealt with them was courteous, helpful and had good communication skills. The Caerphilly Registration Service continues to exceed statutory standards and 98% of service users felt the service they received was either excellent or very good.

The CCTV service has maintained its National Security Inspectorate accreditation Silver Award and the Surveillance Camera Commissioner accreditation. The service introduced call recording into the control room for calls in 2019 which enables staff training and provides a record in cases of disputes and complaints.

In 2018/19 100% of inspections of high risk premises for Food Hygiene and for Food Standards were completed. There is only one national performance indicator for Food Hygiene and this is the percentage of broadly compliant premises; 96% of Caerphilly food businesses were broadly compliant in 2018/19. 99% of customers of the food and health and safety service were either very or fairly satisfied with the service provided and 98% of businesses in relation to Trading Standards.

Progressing air quality assessment and modelling work for Hafodyrnys in order to submit a Final Plan and preferred option has been a significant achievement.

Future Challenges/Risks & Areas for improvement

Implementing the Final Plan and preferred option to secure compliance with the EU Air Quality Directive at Hafodyrnys is a priority.

Brexit continues to create a great deal of uncertainty. The service will continue to support business to mitigate any potential impacts of Brexit. We are also alert to the potential for community cohesion issues. We are working with partners regionally in support of multi-agency reporting arrangements.

On behalf of the Authority the Licensing Service is piloting on line access to the Disclosure and Barring Service (DBS) checks undertaken by the Licensing Authority for the taxi and private hire trade. The speed at which the On-line process can be undertaken can significantly curtail processing time for applications, which will result in benefits for the Licensing service and also the licensed trade.

A number of areas for improvement have been identified in relation to our use of ICT and digital solutions. A process is on-going to update the database in use across Public Protection which would greatly improve data collation, recording, sharing and analysis and communication across the Service, and enhance our mobile working capabilities.

Community & Leisure Services

What went well

The Council achieved Welsh Government's statutory recycling target once again. 2018 saw the 20th anniversary of Caerphilly Council's kerbside recycling collection service. The service has changed significantly over this time starting with a fortnightly recycling box collection for tins, newspapers, bottles and jars (recycling rate 2%) to a suite of services featuring a wheeled bin for all types of recyclable containers and packaging, a food caddy and sack for garden waste. During the course of the year a Cross-Party Scrutiny Working Group undertook an in depth review of the waste service investigating collection systems, waste transfer arrangements, and Household Waste Recycling Centres and made a number of recommendations.

In November 2018 after an extensive public consultation the Council adopted its Sport and Active Recreation Strategy 2019-29. The Strategy sets out the future purpose and direction for the provision of sport and active recreation in Caerphilly County Borough; it establishes the key principles and vision which will inform future decisions and actions over the next 10 years.

Our Sport & Leisure team were awarded the 'Insport' Development Bronze Award by a panel of leading sport professionals. This development programme aims to support the sector in delivering inclusively of disabled people.

Sports Development delivered a range of interventions including our sport based social inclusion programme, Positive Futures, which has had 700 young people registering this year and our 8 outreach sessions which happen in the hot spots of anti-social behaviour have worked with Gwent Police to contribute to reducing antisocial behaviour by up to 75%. We have over 350 skilled and passionate volunteers actively deployed in the community who have delivered over 6000 hours in community sport.

On 30th October 2018 the Regeneration and Environment Scrutiny Committee considered the findings of a Cross-Party Scrutiny Working Group that had examined the delivery of "streetscene" services during the course of the year. The Working Group found that CCBC services are currently structured well to meet the service delivery needs of the county borough and made a number of other observations and recommendations that were endorsed by the Committee. Streetscene is considered to focus on; cleansing and grounds/green space management.

Customer satisfaction levels in Bereavement Services remain high. A new cemetery is being developed to serve the Caerphilly Basin and a significant number of cemeteries have been extended which has provided the authority with "burial resilience" for the next circa 50 years.

Six of the Authority's parks retained "Green Flag" status which is the international mark of a quality park or green space. These are Morgan Jones Park, Ystrad Mynach Park, Brithdir Cemetery, Waunfawr Park, Parc Cwm Darren, and Cwmcarn Forest. The number of recorded visits to our country parks continues to increase. Usage in 2018/19 is the highest level recorded to date.

Future Challenges/Risks & Areas for Improvement

The service will need to respond to Welsh Government's planned changes to the Free Swimming Initiative and ensure effective communication with service users. The attainment of every child swimming 25m by age 11 continues to be a challenge. The service has adopted an intervention at an earlier stage to address a clear gap in participation and progress. The role of schools is vital to support developing this aspect further.

Welsh Government's statutory recycling targets for local authorities in Wales increased to 64% in 2019-20 and will increase to 70% in 2024/25. The Authority's recycling performance for 2018/19 is 65% and so a sustained effort will be required to ensure that the 2024/25 target is achieved. The Waste service will continue to address the recommendations of the Cross-Party Scrutiny Working Group and also vehicle replacement as the ageing fleet of refuse collection vehicles is impacting upon vehicle availability and service delivery. A separate review of Fleet Services is also underway.

The consequences of Ash Dieback for local authorities are very serious and are likely to require significant dedicated resources over an extended period. Unfortunately, the disease is now widely distributed throughout the CCBC area. It is estimated that 11% of trees in the county borough are ash and many will have to be removed; especially in proximity to main roads. The service is therefore developing an Ash Dieback Action Plan in response to the issue.

The Council supports a network of 37 Community Centres which vary greatly in terms of their level of usage, Management Committee, balances, and building condition. In setting the 2019/20 Council agreed to defer a number of MTFP savings which, if implemented, might have a high impact upon the future viability of some community centres. Further consideration will be given to what opportunities to address these issues in the context of ongoing budget reductions.

6. ASSUMPTIONS

- 6.1 There are no assumptions as the report is a factual account of performance for 2018-19.

7. LINKS TO RELEVANT COUNCIL POLICIES

- 7.1 The services outlined above contribute to, the Caerphilly Public Service Board's Wellbeing Plan, The Caerphilly We Want 2018-2023, the Council's Corporate Plan 2018-2023 and Objective 1 of the Council's Strategic Equality Plan.
- 7.2 The services that are the subject of this report make significant contributions to Well Being Objective 4 (promote a modern, integrated and sustainable transport system that increases opportunity, promotes prosperity and minimises the adverse impacts on the environment) and Well Being Objective 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).
- 7.3 The Well-being of Future Generations (Wales) Act 2015 places a number of legal duties on public bodies in Wales to meet the legally binding 'common purpose' for 7 national well-being

goals.

8. WELL BEING OF FUTURE GENERATIONS

8.1 The Directorate makes a contribution across the 7 Well-being Goals in the Well Being of Future Generations (Wales) Act 2015. Performance management is one of 7 core activities that are common to the corporate governance of public bodies where it is considered that applying the requirements of the Act is likely to most effectively secure the type of change required. The role of performance measurement is to enable progress to be tracked, analysed, and communicated. Applying the five ways of working (the sustainable development principle) contained within the Act we have begun to take a longer term approach in our business planning. We are moving to a new DPA approach aligned to 5 year service planning recognising the need to balance dealing with short term pressures in the context of our priorities for the long term. In seeking and using service user feedback we aim to involve customers in service delivery.

9. EQUALITY IMPLICATIONS

9.1 An equality impact assessment is not required as the report is factual and looks at historic performance.

10. FINANCIAL IMPLICATIONS

10.1 There are no financial implications associated with this report although there may be some in respect of identified risks and key challenges moving forward.

11. PERSONNEL IMPLICATIONS

11.1 There are no personnel implications resulting from this report.

12. CONSULTATIONS

12.1 The report has been sent to the consultees listed below and all comments received are reflected in this report.

13. STATUTORY POWER

13.1 Local Government Measure 2009.

Author: Mark. S. Williams, Interim Corporate Director (Communities)
Marcus Lloyd, Head of Infrastructure
Rob Hartshorn, Head of Public Protection, Community & Leisure Services

Consultees: Councillor Nigel George, Cabinet Member for Neighbourhood Services
Councillor Sean Morgan, Deputy Leader and Cabinet Member for Economy, Infrastructure, Sustainability and Wellbeing of Future Generations
Councillor Eluned Stenner, Cabinet Member for Environment & Public Protection
Councillor Tudor Davies, Chair of Environment & Sustainability Scrutiny Committee
Councillor Adrian Hussey, Vice Chair of Environment & Sustainability Scrutiny Committee
Stephen Harris, Interim Head of Business Improvement Services and S.151 Officer

Ros Roberts, Business Improvement Manager

Background Papers:

Appendices:

Appendix 1 Performance Assessment

Communities Directorate Performance Assessment

As @ Year End 2018/19

Content

Select to view

Directors Summary



Service Priorities



Performance



Customer Intelligence



Resources



Risk



Well-being Objectives



Conclusion



Base Data



For:
Community & Leisure Services
Infrastructure
Public Protection

Communities Directorate Performance Assessment

Directors Summary

As @ Year End 2018/19



2018/19 has been a very challenging year but significant progress has been made across all divisions as they have addressed major strategic issues. These include:

- Concluding Scrutiny reviews of our waste collection, HWRC and Street Scene Service delivery strategies.
- Formal adoption of a 10 year Sport & Active Recreation Strategy.
- Implementing a new tree management strategy for the County Borough.
- Preparing for and implementing new services such as Civil Parking Enforcement and the Sustainable Drainage Approval Body.
- Adoption of a new Highway Management Code of Practice.
- Adopting a new approach to street lighting.
- Implementation of divisional service restructures.
- A significant level of partnership/collaborative work including partnership with other Local Authorities (e.g. RCT on CPE, & Materials Recycling Facilities, Blaenau Gwent and Torfaen on SAB delivery) as well as Welsh Government (Valleys Task Force and Valleys Landscape Park) and Natural Resources Wales (Cwmcarn Forest Drive and Outdoor Adventure Hub).
- Significant buy-in to the Cardiff Capital Region ethos of an economically vibrant SE Wales stimulated by the 10 Authority partnership.
- Achievement of circa 6.1 M of MTFP savings
- Development of Air Quality Action Plan for Hafodyrynys Road in accordance with the WG direction.

Good News – Service(s) rationalisation progressing well, with minimum disruption to service delivery. However, some elements of service performance stats may see a dip in the short/medium term as a result of the MTFP implications and delayed effects of service rationalisation.



Although this significant progress has been made there are significant challenges that lie ahead for 2019/20 and beyond. In particular:

- A review of the structure and resources required to deliver a long term waste collection and cleansing service in line with scrutiny review recommendations.
- A review of CPE after its first 6 months of operations.
- Development of a plan to deal with ash die back across the Authority.
- Submission to WG of the final Air Quality Action Plan for Hafodyrynys and implementation of the recommendations.
- Securing decisions relating to the development of the Strategic Development Plan and Local Development Plan.
- Reviewing and implementing a new funding model for Highways Infrastructure.
- Completion of the Tourism venues service review and implementation of recommendations.
- Continuation of the partnership work with NRW to secure the re-opening of the Cwmcarn Forest Drive.
- Implementation of the Caerphilly Transformation Agenda.

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Communities Directorate Performance Assessment

Service Priorities

As @ Year End 2018/19



Title	Completion Date	RAG	Progress - Achievements - Comments
Community & Leisure			
Progress and implement the findings of the Streetscene Working Group	Mar-19	●	Working Group reported back to Scrutiny Committee 30th October 2018; recommendations implemented.
Progress and Implement the findings of the Waste Review Working Group	Mar-24	●	Working Group reported back to Scrutiny Committee 12th February 2019; recommendations to be the subject of separate reports to Cabinet. Proof of residency at HWRCs introduced 1/4/2019.
Continued implementation of new "Managed Service" Contract & mobilisation of new fleet.	Apr-23	●	Continued phased replacement of circa 200 fleet vehicles as per new Managed Service Partnership Contract
Implement the Tree Strategy to manage the Council's tree stock	Mar-20	●	Staff appointed, inspection and works programme underway.
Develop and adopt a 10 year Sport & Active Recreation Strategy	Mar-19	●	Strategy developed, consulted upon, and adopted by Cabinet 14th November 2018.
Prepare and implement proposals for the development of Caerphilly Leisure Centre	Apr-22	●	Ongoing.
Review Partnership Arrangements with Dragons, Coleg-y-Cymoedd, and FAW & WRU.	Mar-19	●	Drainage issues on 3G football pitch now addressed. Discussions with partners nearing conclusion.
Continued engagement and liaison with MRF contractor	Mar-19	●	Current arrangements in place until July 2019 with an opportunity to extend; other options also being explored for a longer term arrangement.
Sustain and improve recycling performance.	Mar-19	●	Doorstepping campaign undertaken to improve participation. The service participated in regional behaviour change pilot. Statutory recycling target achieved.
Infrastructure			
Restructuring and re-alignment of services (maintaining a positive trading account) and consolidation of existing customer/client base and identify wider opportunities	Mar-23	●	Service generally well sustained, difficulties with open market competition on staff recruitment.
City Deal and Metro strategic priorities; Maximise City Deal funding streams and opportunities	Mar-23	●	It is too early to identify anything specific in this strategic programme. LA involvement maintained in working groups. Some key projects such as the Caerphilly interchange have had feasibility work commenced.
Introduction of Civil Parking Enforcement.	Apr-20	●	Transfer of Civil Parking Enforcement powers was completed on schedule on 8th April 2019.
Flood and Water Management Act, with introduction of SuDS Approval Body (SAB).	Jan-20	●	CCBC has now become a SuDS Approval Body from January 2019.
Deliver the LTP and assist in delivering an Authority LDP and wider Regional SDP.	Mar-23	●	Some progress with delivery of key LTP projects e.g. Pwllpant Roundabout has been made. Lack of funding is limiting further works. A new LTP or extension to the existing is required in 2020. Currently waiting for WG to develop the Wales Transport Strategy which will inform the LTP and/or RTP. The LDP and SDP have been delayed by governance issues within CCRC.
New Code of Practice (CoP) "Well-managed Highway Infrastructure".	Nov-18	●	Code of practice fully adopted and implemented in October 2018 in accordance with recommended timeframes.
Introduce further energy efficient street lighting	Mar-22	●	Salix bid for funding to convert remaining street lighting stock to LED successful. 2-3 year programme of implementation progressed.
Public Protection			
Implement Food Law Enforcement Service Plan and the Health and Safety Law Enforcement Action Plans.	Mar-23	●	100% of programmed high risk interventions achieved in 2018/19.
Progress the feasibility study and implement a preferred option for achieving compliance with the EU Ambient Air Quality Directive at Hafod-yr-ynys in the shortest possible time.	Mar-23	●	WelTAG assessment progressed to stage 3 and preferred option issued for public consultation. Outcome to be reported to Scrutiny and Cabinet and is on target for submission to Welsh Govt by the 30th June 2019 deadline.
Improve decision making in Licensing Hearings	Dec-18	●	A programme of bespoke training undertaken for Licensing Members and a new Hearing Procedure was introduced.
CCTV investment.	Mar-20	●	BT land lines in Rhymney and Lansbury Park areas converted to the PSBA network. CCTV recording and monitoring equipment upgraded from analogue to digital. Call recording introduced to the call room, and measures put in place to improve resilience at times of incidents/adverse weather.
Review the future role of Community Safety Wardens.	Mar-20	●	CSW service reduced providing a revenue saving. Service has been reconfigured as a result and line management has been changed in a minor service restructure to improve linkages to other elements of the community safety function.

Communities Directorate Performance Assessment

Service Priorities

As @ Year End 2018/19



Title	Completion Date	RAG	Progress - Achievements - Comments
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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

Communities Directorate Performance Assessment
Performance (highlights)

As at year-end 2018-19



Grouping	Description	COMMUNITY & LEISURE - Measures	Frequency	Unit of Measure	Target	Jun. 17 Quarter 1	Sep. 17 Quarter 2	Dec. 17 Quarter 3	Mar. 18 Quarter 4	Jun. 18 Quarter 1	Sep. 18 Quarter 2	Dec. 18 Quarter 3	Mar. 19 Quarter 4
WS & O		STS006 The percentage of reported fly tipping incidents cleared within 5 working days.	Quarterly (accum)	%	99%	100.00	100.00	100.00	99.82	100.00	100.00	99.71	99.83
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].	Quarterly (accum)	%	58%	67.62	67.35	67.05	66.69	70.49	68.76	66.50	65.08
Sports & Leisure	Check if relevant	02. PAM017 (LCS002b) - Number of visits to indoor & outdoor sport facilities per 1,000 population	Annual	No/1,000	9,000				7,191				7,293
Sports & Leisure		Net cost per visit to indoor sport facilities	Quarterly	£'s	£1.58	1.42	1.41	1.19	1.08	1.35	1.60	1.61	1.50
Sports & Leisure		% Children age 11 yrs able to swim 25 metres (Yrly)	Annual	%	76%				54.0				47.0
Transport		CCBC Operating Fleet - Tonnes CO2 emissions from Diesel Consumption (Yrly)	Annual	Tonnes					3,884				3,795
Green Spaces		Number of visitors to Country Parks	Annual	Number	1,350,000				1,450,000				1,520,000

What is performance telling us?
This measure has been replaced as a PAM: "Average number of working days taken to clear fly-tipping incidents reported to the authority during the year". The result for 2018/19 was 2.5 days.
Income down when compared to last year due to a series of pool closures resulting in credits for swimming lessons which has also reduced usage figures and reduced membership fees introduced at the start of the year which has increased memberships. The past 12 months has witnessed growth in the private sector fitness market resulting in significant increased competition.
Fleet vehicle investments and improved route management in the past 2 years, is helping to control fuel consumption and maintain emission levels, but not necessarily yet seeing the full benefits as our fleet is being changed on a phased basis.

Grouping	Description	INFRASTRUCTURE - Measures	Frequency	Unit of Measure	Target	Jun. 17 Quarter 1	Sep. 17 Quarter 2	Dec. 17 Quarter 3	Mar. 18 Quarter 4	Jun. 18 Quarter 1	Sep. 18 Quarter 2	Dec. 18 Quarter 3	Mar. 19 Quarter 4
TEG		The total number of planning applications sent back to the Planning authority within the required timescale	Quarterly/ Annual	Number		115/116	139/142	109/114	128/129	156/166	66/112	94/94	118/120
TEG		Number of highway adoptions completed	Annual	Number					15				8
TEG		Number of casualties per 100,000 vehicle kilometres of local roads reported during the year	Annual	Number					Not Yet Available				Not Yet Available
TEG		Subsidy per bus passenger (annual %age)	Annual	%					0.7				0.7
EPG		Number of general bridge inspections	Annual	Number	Under Review				140				178
EPG		Number of general inspections for confined space culverts	Annual	Number	Under Review				54				95
EPG		Percentage repudiation rate for 3rd party claims (APSE - rolling 3 years)	Annual	%					89.39				84.00
HOG		Principal roads below standard	Annual	%	4.5				4.6 (A)				3.9 (A)
HOG		Non principal roads below standard	Annual	%	6.0				3.64 (B) 7.28 (C)				3.4 (B) 6.6 (C)

What is performance telling us?
The results show that a high level of performance is being maintained in providing highway observations on planning applications.
The results reflect a reduction in the number of major/significant development sites offering highway infrastructure for adoption. This has been symptomatic of the downturn in the wider economy. Also worth noting that we have already cleared the backlog of highway adoptions so we now only have to deal with current adoption sites.
Data from 3rd party is not yet available.
The results show that CCBC maintains one of the lowest subsidy in Wales. However, this hides the reduction in services and the bus routes network for the higher subsidy routes that have been withdrawn as a result of MTFP savings.
These are undertaken every 2 years with 44% of the stock inspected one year and the remaining 56% of the stock inspected the following year. The GI's are currently up to date.
These inspections relate to large diameter culverts 900mm diameter or larger. Some or inspected every 2 years and others every 3 years. All inspections are currently up to date.
The authority has a very good record at defending insurance claims. This is predominantly down to a very robust inspection regime and repair intervention policy. Although the performance has slightly dropped it is still considered a very high level of performance when compared to national figures.
The result for 2018/19 represents an improving trend from 2017/18. In terms of National performance measures, the results have improved Caerphilly's standing compared with the overall condition of roads in Wales; going from quarter 4 to 3 and gaining 6 places to 13, in terms rank. The improvement reflects the current budget commitment, twinned with WG Grant funding, and the continued application of preservation treatments as part of our Resurfacing strategy.
The results for 2018/19 represents a marginally improving trend from 2017/18. In terms of National performance measures, the results have improved Caerphilly's standing compared with the overall condition of roads in Wales; gaining 2 places to 4 and 3 places to 8, in terms rank, for both B and C roads respectively. The improvement reflects the current budget commitment, twinned with WG Grant funding, and the continued application of preservation treatments as part of our Resurfacing strategy.

Communities Directorate Performance Assessment
Performance (highlights)

As at year-end 2018-19



HOG	Maintenance	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					44.90				43.00
HOG	Maintenance	Percentage of budget spent on Planned maintenance against reactive Maintenance	Annual	%						54.70				63.24

NCS continued to operate with a reduced workforce which has impacted the ability to respond to peaks in this service area, however, this has been addressed for 2019-20 with an increase in workforce of 15%. Furthermore, our response times have been impaired as a result of our private partners failing to realise the target dates set and in some instances taking in excess of 180 days to fulfil their contractual obligations. This will be addressed with tighter controls through the contract provision and increased resilience built into NCS, with the staff returning to an optimum operating quota.

An ideal split between planned and reactive maintenance should be 80% planned against 20% reactive. This is an extremely challenging target. We have tried to establish at least a 70/30 split over previous years. However, the continued MTFP challenges along with sporadic grant funding from Welsh Government has meant that this target has been extremely difficult to meet.

Grouping	Description	PUBLIC PROTECTION - Measures	Frequency	Unit of Measure	Target	Jun. 17 Quarter 1	Sep. 17 Quarter 2	Dec. 17 Quarter 3	Mar. 18 Quarter 4	Jun. 18 Quarter 1	Sep. 18 Quarter 2	Dec. 18 Quarter 3	Mar. 19 Quarter 4
Trading Stds		The percentage of significant breaches that were rectified by intervention for Trading Standards	Quarterly (accum)	%	100%	68	78	81	76	72	97	97	95
Food Safety		The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Food Hygiene.	Quarterly (accum)	%	100%	76	93	98	100	72	82	97	100
Env Health		Number of enforcement actions issued for <u>dog fouling and littering</u> .	Quarterly (accum)	Number		66	153	207	283	106	172	207	258

What is performance telling us?

Communities Directorate Performance Assessment

Customer Intelligence

As @ Year End 2018/19



Household Survey - Very/Fairly Satisfied:

Year	2013	2015	2017	Year	2013	2015	2017
Civic Amenity / Household Recycling Sites	92%	86%	84%	Road Surfaces	43%	52%	51%
Garden & Food Waste Collections	92%	91%	84%	Pavement Surfaces	63%	65%	61%
Refuse Collection	91%	89%	83%	Drains & Gullies	68%	68%	65%
Recycling	96%	93%	85%	Signs & Road markings	84%	82%	76%
Cleanliness of streets	72%	65%	64%	Street Lighting	89%	89%	81%
Parks & Play Area's	88%	85%	83%	Winter Maintenance	69%	72%	70%
Recreation & Sports Grounds	90%	88%	86%	Highway Management	65%	61%	49%
Country Parks	96%	88%	93%	Town Centre - Services & Amenities			60%
Anti Social Behaviour - Community (Levels the same or better)	69%	65%	54%	Town Centre - Shopping	62%	60%	57%
Crime - Community (Levels the same or better)	76%	71%	63%	Quality of life - Local Town	71%	70%	63%
CCBC & Police deal with ASB & Crime	64%	63%	51%	Quality of life - Local Neighbourhood	78%	76%	64%

Individual Service Surveys - Very/Fairly Satisfied:

Year	2016/17	2017/18	2018/19	Year	2016/17	2017/18	2018/19
Customer satisfaction with Licensing	94%	N/A	100%	Customer Satisfaction with Health and Safety (%)	100%	100%	85%
Trading Standards – Trader/Business satisfaction	95%	99%	98%	Customer Satisfaction with Food Safety (%)	99%	99%	100%
Trading Standards –consumer advice satisfaction	97.50%	98.75%	98.70%	Customer satisfaction with Registrars	99%	100%	100%

Complaints

Complaints By Type	Count	%	Completed in Target Times	
			Count	%
Informal	830	85.92%	701	84.46%
Stage 1	71	7.35%	46	64.79%
Stage 2	49	5.07%	41	83.67%
Other	16	1.66%	8	50.00%
Directorate Totals	966	100.00%	796	82.40%

Complaints By Service	Count	%	Completed in Target Times	
			Count	%
Community & Leisure	587	60.77%	493	83.99%
Infrastructure	226	23.40%	202	89.38%
Public Protection	85	8.80%	56	65.88%
Other	9	0.93%	3	33.33%
Sub Group Totals	907	100.00%	754	83.13%

What is our 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.
- In addition to complaints, **Infrastructure Services (Eng)** dealt with 8,721 Service Requests during 2018/19. Of which:
 - 98.27% (342/348) Member Requests were dealt with in target response times.
 - 98.66% (8240/8373) Routine Requests were dealt with in target response times.

Complaints: Between April 2018 and March 2019

(as reported on the Corporate Complaints Register)

Target Times (in days): Informal = 20 / Stage 1 = 10 / Stage 2 = 20 & Other = 20

Key issues identified:

- The MTFP is already influencing complaint numbers and trends.
- The largest number appears in key front line service areas such as Waste, Parks and Highways and this is to be expected.

Key actions being taken:

- A review of 'What Constitutes a Complaint' v 'Service Requests' is required and CCBC documentation and data capture needs to be amended accordingly.
- As the MTFP progresses, CCBC needs to consider how it captures and reports dissatisfaction with Council Policy



Compliments

Infrastructure received 30 compliments. A few examples are listed below.

20 June 2018 (WHQS):

"Appreciated the support from your staff. XXX has always been an excellent support but I also wanted to say how YYY supported me during the time that XXX was away on holiday. They work as an excellent team and he was aware of her works in the area and was on hand to assist. We had a particular issue where gas works that our internal works team were carrying out may have impacted on our works. YYY came up and gave Wales & West rep a range of options and advice that he could undertake so that the works were able to go on without impacting upon each other or at any additional cost. They also very much appeared to appreciate the support. I rely heavily on Highway Operations for advice and to undertake works under the WHQS Environmental Improvements Programme and I wanted you to know how much I appreciate the team as a whole."

26 November 2018 (From a taxi driver):

Phone call received "commended the works at PwlllyPant roundabout describing the works as 'amazing' and wanted to let the design team know."

11 December 2018 :

"I would like you to pass on my thanks to ZZZ from the Highways department their work and determination in resolving the issue with the flowing water on Mountain Road, Caerphilly. ZZZ met me to discuss the issue and ZZZ found a number of issues that were impacting on the problem. There was a leaking water pipe from the new build properties adjacent to Mountain House and a blocked drain on the opposite side of the road. ZZZ spoke to the site foreman and Dwr Cymru were informed of both issues and attended that day to resolve them. Please pass on my grateful thanks and recognition for a job well done."

1 February 2019 (From a Cllr):

"Please be kind enough to thank all staff for keeping CCBC as business as usual, especially in the last 24 hours. I am extremely grateful to everyone for keeping our services running as normal."

1 February 2019 (From a citizen):

"A big thank you to all the crew that have worked throughout the night and during the day yesterday and today keeping our streets clear of snow / ice. They're doing a wonderful job."

18 February 2019 (From a citizen):

"Lady rang wanting to thank the crew for clearing the snow around her property. Her husband had to go to dialysis and he was in a wheelchair and the crew kindly cleaned it all. A big thank you to all of them."

31 May 2019 (From a citizen):

"Rang to say he is 'over the moon' with the resurfacing job."

Community & Leisure Services

98 compliments were received in relation to the Waste Service (27) and Public Protection (71).

Public Protection, examples:

16/04/2018 – Pest Control – A citizen.

The response was excellent and very informative. "What a super guy"

When XXX commented, when he moved back to Wales, he made sure he relocated to Caerphilly as the Council here gives the best service.

24/08/2018 – Registrars – A citizen.

A really huge thank you from both of us for conducting our ceremony at Caerphilly Castle. You and your team were all wonderful in the run up to our big day dd/mm/yy.

No query was too much hassle, you were all WONDERFUL! – A really HUGE thank you for making our ceremony so perfect.

30/10/18 – Environmental Health - A citizen and food business operator.

After 52 year of happy and productive years we have made a decision to retire on dd/mm/yy. I want to express our sincere gratitude for the support you've offered us over the years.



Compliments

SOME COMMUNITY & LEISURE COMPLIMENTARY COMMENTS DURING 2018/19

- [XXX] has done a fantastic job in cleaning up the steps, which as you know were strewn with litter. The many green sacks have now been removed along with some old broken shopping trolleys.
- May we take this opportunity to compliment the Cleansing Team of CCBC for their speedy responses and hard work in removing the fly tipping which has recently occurred in and around Blackwood? We have received several complaints from residents over this issue all of which have been dealt with swiftly after we reported them. Therefore on behalf of the residents of Blackwood that we represent and ourselves, we would just like to put on record our sincere thanks to all the Team. Well done
- Message received via Facebook - 'A big thank you to the wonderful gentlemen at the Blackwood refuse centre yesterday afternoon (Monday). Above and beyond and so very cheerful.
- Resident praised [YYY] Mechanical Sweeper driver, for his efforts on the estate, she stated she has never seen it looking so good.
- A message of "thanks" for [ZZZ]. He assisted one of our tenants - Mrs. [A] with removal of rubbish, from her garden. [ZZZ] has gone above and beyond the remit of his duties by providing this personal service. Although I would not want to promote this type of service I do recognise that a note of appreciation goes along way.
- Just to thank the young man [] from Caerphilly Council who has cleaned Commercial Street, Senghenydd Today. It looks as clean as a new pin, never seen it look so clean. Even looks as if pavements been swept that's how good it looks. I did stop and tell him too. Thanks again'..
- Email received via Chief Executive Secretariat: Over the last 2 weeks I have had to visit the waste/recycling centre to dispose of bathroom tiles. My partner is disabled so unable to assist me. I want to send my thanks to Paul Hodge who helped me both times with heavy loads of used tiles without even being asked. He was so helpful and polite, I just want you to recognise this lovely man and give him my thanks.
- Email from [a citizen]: I just want to say how impressed I am with the way [your officer] dealt and is dealing with my report today of a fallen tree. My colleague and I were pre-walking a route from Parc Cwm Darren when, on an otherwise extremely well-maintained path, we came across a very recently fallen oak tree. I was so impressed, and so was [a] colleague. She will be leading the actual walk next Wednesday for the Brecon Beacons Park Society. We both thank [the officer &] department on behalf of the BBPS for his prompt help.
- Compliment received via Twitter from [a citizen]: Parc Penallta, fabulous day out amazing rangers.
- Compliment received via Facebook.

Just wanted to say a big thumbs up for the sensitive mowing in Bargoed Woodland Park. All the pollinators friendlies are looking amazing. Gentle trimming just along the edge of the paths, and all 30+ bee orchids that I counted during my winter rosette informal census are flowering and all are still standing (most are just on the far side of the drainage gully)



Compliments

DATE	FROM	REGARDING	COMMENT
18/03/2019	<input type="text"/>	Sport & Leisure Services, Risca Leisure Centre	The centre has so much to choose from when wanting to keep fit or just for fun with family and friends. Staff are extremely accommodating and instructors are extremely professional and knowledgeable when guiding users through classes, sessions and aftercare etc. I am so glad I joined as I can experience such a great service first hand.
09/09/2018	<input type="text"/>	Sport & Leisure Services, Newbridge Leisure Centre	Staff are great in Newbridge swimming always helpful as my husband is unable to walk without crutches, they are always on hand to help
11/09/2018	<input type="text"/>	Sport & Leisure Services, Newbridge Leisure Centre	Excellent staff, friendly and knowledgeable and the centre offers a wide variety of sports and interests.
08/10/2018	<input type="text"/>	Sport & Leisure Services, Risca Leisure Centre	On exercise referral scheme my instructor has already made such a huge difference to my health and general wellbeing by me attending her classes The general health advise she also given is so useful and well researched . The leisure centre staff including those in reception and the gym are always helpful and approachable. I just wish I had gone sooner
13/10/2018	<input type="text"/>	Sport & Leisure Services, Caerphilly Leisure Centre	I recently took my grandchildren swimming to Caerphilly Recreation centre and was impressed with the standard of cleanliness in the changing rooms. The toilets and changing areas were clean and on each occasion a member of the cleaning staff was present, maintaining this high standard. In addition it was pleasing to see that hairdryers were available free of charge.

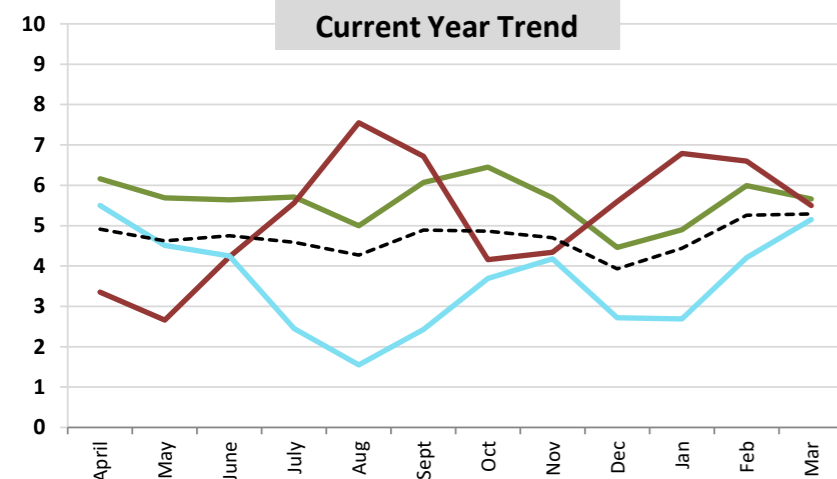
Communities Directorate Performance Assessment



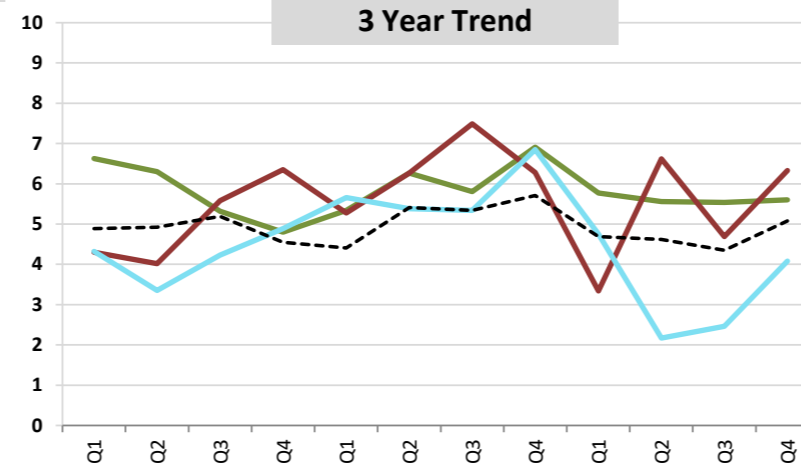
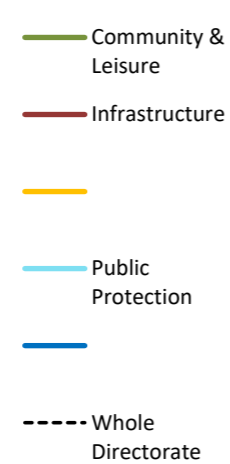
Resources (People / Finance / Assets)

As @ Q4	Head-count	Over 55	Total Leavers	New entrants	Vacant Posts
Staff Structure	1,551	396	240	199	??

<< These figures currently INCLUDE Property Services & Regen/Planning Services



Sickness (%)



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.
- Career development opportunities are limited.

Key actions being taken:

- Sickness absence scrutiny by 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.

Depots / Plant / Equipment / Other Key Assets

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 vehicle, plant and equipment (LGV fleet, vans, trailers, tractors and a large range of other plant and equipment).

Budget Monitoring	Original Estimate 2018/19	Revised Estimate 2018/19	Anticipated Outturn 2018/19	Anticipated Variance 2018/19 Under (Over)
	£ 000's	£ 000's	£ 000's	
Infrastructure Services	19,819	19,830	19,801	29
Public Protection	3,751	3,751	3,562	189
Community & Leisure	21,492	21,346	21,464	-118
Directorate General	168	168	193	-25
NET DIRECTORATE	45,230	45,095	45,020	75
Home to School Transport - ring fenced under spend				63
Social Services Transport - ring fenced over spend				-22
Cemeteries Task & Finish - ring fenced under spend				62
NET DIRECTORATE (excluding ring fenced budgets)				-28

What is our Resource Information telling us?

The finance table opposite is an extract for the end of year **Budget Monitoring Report as at June 2019**.

This is generally considered for June/July, Sept/Oct and Jan/Feb. Periodic Scrutiny Reports also cover aspects and issues of Service Delivery, Efficiency Savings and Implications as identified by each of the core services within the directorate.

The Public Protection Budget Monitoring values presented exclude Catering Services.

Communities Directorate Performance Assessment
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?)	Risk Levels				Does the risk affect the Well-being of our Communities?	Well-being Risk Level
					2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4		
DC01 16/17 Linked to CMT01	ALL Services: Medium Term Financial Planning (MTFP): MTFP Strategy 2018/23 Capital Budget Pressures Grant Funding	Budget pressures will potentially have a negative effect on service delivery across all services. Inadequate funds to maintain assets. Need to rationalise. 1. Workforce Planning: less staff to deliver services. 2. Failure to maintain and/or improve service delivery. 3. Failure to take early decisions on which services should be cut could limit planning for changes. 4. Managing staff morale in light of cuts. 5. Revenue Support Grant (RSG) formula change. 6. National living wage. 7. Member/public expectation levels and reputation risk. 8. CCBC priorities moving forward. 9. National and Regional change agenda. 10. Inability to invest in assets e.g. progress 'Band B' of the 21st Century Schools Programme. 11. There is lack of security or sustainability in maintaining grant funded programmes. 12. Reduced maintenance of existing assets will lead to enhanced deterioration and increased replacement costs in future years. 13. Highway asset is continually growing year on year See also: Climate Change and Asset Management risks listed below.	1. Human Resources (HR) have a suite of policies agreed by Cabinet/Council to help downsize the workforce, although these will need to be kept under review. 2. Decisions taken so far have aimed to reduce rather than remove services. This will not be possible in the light of future projections. The Council has adopted a new Corporate Plan 2018-23 with revised MTFP Savings Principles. 3. The 2018/19 budget and an updated Medium Term Financial Plan were approved by Council on the 22nd February 2018. 4. Development of an appropriate communication strategy. 5. Consultation with the public, and affected service users. 6. Ongoing Asset rationalisation programme. 7. 4-year savings targets have been allocated to Heads of Service. 8. Business Improvement Board has been established and will oversee major projects focussing on service change. 11. Grant funded staff are appointed on fixed term contracts. 12. New innovative and efficient maintenance systems are being explored to maximise budget spend 13. New Risk based Highway Management Plan being developed. Now Complete 14. Street lighting options being considered to save energy, reduce expenditure and minimise Carbon emissions. 2 year programme to convert 17,000 lanterns to LED commenced in April 2019	Updated Medium-Term Financial Plan covering the period 2018/19 to 2022/23. Indicative savings requirement has been established for the four-year period 2019/20 to 2022/23, Heads of Service have identified further potential savings proposals for consideration. Public consultation has been undertaken on draft 2019/20 budget proposals and Council will be asked to approve the budget at its meeting of 21st February 2019. Variety of energy saving proposals are currently being considered with regard to the street lighting stock.	High	High	High	High	Yes, the financial resources available will impact on the services we deliver and the way we deliver them. This will affect the community.	High Medium-Term
DC04 16/17 Linked to CMT12 & CMT37	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. 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, and vii. Mis-use of public drop off at HWRC sites by residents from other areas.	A Waste Board has been established, Chaired by the Director and including relevant senior officers. i. WG targets continue to be exceeded as result of some intervention put in place in the last 2-3 years. In 2017/18 the Council's recycling performance was 66%. The projected performance for 2018/19 is 69%. ii. Deliver 3rd annual door stepping communications campaign with every household in the county borough being visited with a focus on reducing contamination levels in the recycling stream and using the food waste service. iii. Continue delivery of Project Gwyrdd to further reduce reliance on landfill. iv. CCP modelling work with WG consultants has informed the Scrutiny Waste Review Working Group which is due to report its findings to Scrutiny Committee on 12th February 2019. v. 2 year MRF contract commenced in July 2017 and long term organics contract in place. vi. Slight amendments made to dry recycling collection service to reduce contamination and black bag issues in light of new MRF contract now being operational. vii. Implementation of strict HWRC user policy from 1st April 2019 i.e. must have proof of residency. viii. Budget growth proposed for the period 2019-21 to address service pressures.	Although the Authority is performing well against WG Targets, many of the risks (e.g.: budget, staffing, etc.) remain going forward. Budget growth is proposed for the period 2019-21. Regeneration and Environment Scrutiny Committee has established a Waste Review Scrutiny Working Group to consider financial implications, service delivery options, projected performance, risk analysis, capital investment, consultation and public engagement, and timescales. The Working Group is reported back to Committee on 12th February 2019 when the findings were endorsed. Separate reports will be prepared for Cabinet to implement the reviews of the Working Group. A new intake of apprentices have been recruited into the Waste Service as part of our workforce planning strategy. Proof of residency requirements at HWRCs approved by Cabinet in December 2018 to be introduced April 2019.	Medium	Medium	Medium	Medium	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 Long-Term
DC05 15/16	Community & Leisure: Sport & Leisure Services	Budget pressures through efficiency savings could result in reduced level of service to our residents. We may not have the funding to deliver our Sport & Active Recreation Strategy. Leisure is not a statutory service and liable to future budget reductions, therefore, the future sustainability of current service model is questionable over the medium to longer term. However, the service is well respected and valued and has a potential role in contributing to reducing obesity levels across the borough. Therefore, an alternative strategy has been agreed.	A WAO Report set out recommendations to take service forward, which have been agreed by Cabinet Service review features as part of BIP Work Programme.	The Sport and Active Recreation Strategy 2019-29 was approved by Cabinet on 14th November 2018.	Medium	Medium	Medium	Medium	Yes, the opportunity to access good quality leisure facilities has the potential to contribute to all 7 well-being goals.	Low Short-Term



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?)	Risk Levels				Does the risk affect the Well-being of our Communities?	Well-being Risk Level
					2018-19 Q1	2018-19 Q2	2018-19 Q3	2018-19 Q4		
DC 18 18/19	ALL Services: Climate Change	<p>Not being prepared for the impacts associated with climate change. For Caerphilly this will manifest as a more volatile weather pattern:</p> <ol style="list-style-type: none"> 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. 	<p>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.</p> <p>Mitigation work being undertaken includes:</p> <ol style="list-style-type: none"> 1. A Tree Management Strategy and implementation of resources to manage tree stock. 2. Assessing the condition of trees. 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 6. Street lighting options being considered to reduce Carbon emissions 	<ol style="list-style-type: none"> 1. An additional Arboricultural Officer has been appointed to assist with programme of tree surveys undertaken to deliver the adopted Tree Management Strategy. Tree works being undertaken in accordance with survey recommendations. 2. Local Flood Risk Management Strategy (Engineering) in place. Risca flood defences now completed. Sustainable Drainage Approval Body (SAB) implemented from 7th Jan 2019 to improve control and approval for drainage infrastructure on new developments. New Land Drainage Bye Laws now approved. Pitch drainage capital is being selectively spent at priority sites. 3. Ongoing staff training is being delivered by the Corporate Energy Team Re: Energy Efficiencies/Carbon Management and Effects of Climate Change. Several projects have been delivered for solar PV installations to Corporate Building (e.g Care Homes) and schools. 4. Biodiversity Work: Supporting 'pollinators' projects including work with Sirhowy Valley Honey Bee Company. 5. The Winter Service Plan 2018 (Highways) has been reviewed, updated, placed on the CCBC internet and effectively delivered to date. 6. Our wider organisational response to extreme weather events were the subject of a de-brief and review following the snow event of March 2018 and new Corporate Adverse Weather Arrangements were endorsed by CMT in November 2018. 8. A fleet contract (Managed Service Partnership) has been established to implement a replacement programme which is raising vehicle standards, improve fuel consumption and emissions, and reduce servicing, maintenance and breakdown demands (improve efficiencies). Trialling electric vehicles. 9. Street lighting: Lamp replacement programme ongoing (to LED) and part night light strategy being implemented over a two year phased approach. 	Medium	Medium	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 Short, Medium & Long Term
DC20 19/20 For further consideration	<p>Infrastructure:</p> <p>Asset Management (Highways)</p>	<p>Highways Management / Claims / Litigation:</p> <p>Highways Act 1980 / Flood and Water Management Act 2010 / Well Managed Highway Infrastructure - Code of Practice.</p> <p>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).</p> <p>See also comments above re: Medium Term Financial Planning and Climate Change risks.</p>	<ol style="list-style-type: none"> 1. Develop and implement a Highway Management Plan (HMP). Complete 2. Adhere to relevant sections of the 'Well Managed Highway Infrastructure - Code of Practice (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). Complete 5. Develop a Highway Asset Management Plan (HAMP) that provides an overview of asset management for the Highway Infrastructure maintained by CCBC 	<p>Progress:</p> <ol style="list-style-type: none"> 1. October 2018 - HMP: presented to Regen/Environment Scrutiny and Cabinet for approval, adoption and implementation. 2. October 2018 - Adoption and implementation of the 'Well Managed Highway Infrastructure - Code of Practice (2016) - Where relevant. (Procedures, policies, practices) 3. Funding now secured through SALIX to deliver phase 2 of the outlined LED Street Lamp replacement programme. Further consideration and proposals are under investigation for further implementation a 'lights out' programme in area's of low risk to supplement further energy savings and carbon emission savings. 5. November 2016 HAMP presented to Regeneration and Environment Scrutiny Committee and cabinet for approval, adoption and implementation. <p>HAMP Annual Status and options report (carriageways) report being presented to Scrutiny May 2019.</p> <p>See also, comments above in the Medium Term Financial Planning and Climate Change risk group.</p>		High	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 Medium & Long-Term

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Currently, within the CCBC Corporate Plan, there are 6 Well-being Objectives, three of which sit specifically under this Directorate, namely:

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

This Well-being Objective has 6 key outcomes, and at the end of the first year, at this stage of reporting, the objective is judged to be progressing well.

To date, we have:

- Held the 1st board meeting of a new non-statutory Regional Transport Authority with the Welsh Government (25/01/18).
- Signed off the Regional Transport Authority Strategic Business Plan (March 2018).
- Sought approval from the Welsh Government for the production and implementation of an Integrated Network Maps for Active Travel Routes (15 year plan).
- Developed a CCBC Regeneration Strategy (A Foundation for Success) to support travel and communications connectivity (Summer 2018).
- Continued to work with bus operators to address congestion hotspots and improve the reliability of services.
- Keolis Amey has been awarded the Grant Agreement and is the new Operator and Development Partner within Transport for Wales (TfW). They have taken over operational control of the rail services (October 2018) and begun 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 £30m jointly funded investment package for Metro plus schemes has been agreed with WG (commencing 2019/20). The key project for the authority within this programme is the Caerphilly Interchange. Initial feasibility work has already commenced on this project and the final draft is expected to be available by summer / autumn 2019.
- Further masterplans for Ystrad Mynach, Greater Blackwood, Heads of the Valley and Newbridge to Risca Corridor are planned or being progressed.
- Held discussions in relation to the Nelson to Ystrad Mynach passenger services have commenced but are in relatively early stages. The line is still currently used as a freight line transporting coal from the opencast mine in Merthyr Tydfil.
- Commenced work on protecting the route to allow a reinstatement of a rail link from Caerphilly to Newport. Given that the previous railway was removed this would not be considered until towards the end of the 15 year Metro programme and would require a significant investment. Other alternatives may need to be considered to achieve an improved transport link.
- Made improvements to bus stops in the Caerphilly Basin have been substantially delivered and will be completed in 2019/20. Design of the proposals for the 200 Mid Valley area bus stops has begun with delivery expected in 2019/20 to 2020/21 subject to securing WG Local Transport Fund funding.
- Delivery of new ticket machine infrastructure based on GPS technology for the smaller bus operators has been implemented throughout Wales during the first half of 2018. This will provide a wider platform for real time, vehicle tracking and integrated ticket solutions (including contactless transactions) in future.
- Completed the Pwllpant highway improvement scheme, with significant improvement with traffic flows through this busy junction being recorded.
- Learned more about the impact on local businesses as a result of undertaking major improvement works that can be disruptive for any given length of time.

WBO 2 – Enabling Employment

This objective has suite of 5 medium to long-term outcomes, and at the end of the first year, at this stage of reporting, the objective is judged to be progressing well.

To date, we have:

- Approved a new Regeneration Plan - A Foundation for Success (July 2018).
- Approved the Caerphilly Basin Masterplan (July 2018).
- The introduction of CfW+ has been a huge success complementing established work under the CfW programme. CfW+ provides essential wrap-around support for CFW in the form of an additional team of employment mentors and through the addition of the Participant Support Officers.
- Bridges into Work2, Inspire 2 Work and Working Skills for Adults 2 continue to support socially excluded residents and provide much needed support for people with complex needs.
- Communities for Work – Another successful year of delivery, whereby Targets for Job Entries were well exceeded across both P1 (Adults 25+) and P3 (Young People 16-24). Whilst engagements for P3 exceeded targets, engagements for P1 fell below target and will therefore be an ongoing focus for next year. This is consistent with the picture across Wales whereby engagement of hard to reach adults is proving the greatest challenge.
- Communities for Work Plus – New employment programme developed in 2018/19 to provide wraparound support for those not eligible for the Communities for Work programme. Teams have been established and integrated successfully with Communities for Work and Legacy teams. After a slow start to the year whilst teams and systems were being developed, delivery is now progressing successfully and in line with targets.
- Delivering Prosperity' has been produced and approved by the Regeneration Programme Board and this translates the economic development elements of Foundation for Success into a 5 year delivery programme. The Ystrad Mynach Masterplan was approved by Council in April 2019 and sets out the investment and development opportunities to support Ystrad Mynach which is identified as a strategic hub by the Valleys Taskforce.
- The Caerphilly Basin masterplan has a number of key proposals that are being targeted for implementation. Consultants have been appointed to develop a town centre place making/implementation plan which knits together these key projects. Schemes being actively taken forward at present include a hotel development at Park Lane Caerphilly, a new integrated transport hub to replace the existing bus and train station and a mixed use development at Pentreban Street that will see social rented accommodation, open market housing and flexible commercial space being delivered. In addition CCBC are working with CADW to improve the visitor experience in Caerphilly. The focus is on turning Caerphilly castle into Tier One visitor attraction and making the town more attractive so as to improve dwell time and visitor spend. All these schemes will bring benefits to the local community through employment, supply trains or new business opportunities.



Well-being Objectives

- Programme for Procurement 2018 – 2023 developed and endorsed by Cabinet in May 2018 and supports the Council’s Well-being Objectives. The Programme recognises the value of using procurement to support its wider Cultural, Social, Economic and Environmental objectives in ways that offer real long-term benefits to the community it serves and the people of Wales, whilst balancing the issues of value for money. Where appropriate Core and Non-Core community benefits and social clauses are included in contract terms and conditions.
- Appropriate guidance to assist suppliers in identifying social and economic benefits is available, however existing guidance is in the process of being updated to include Future Generations Act, Ethical Employment in Supply Chains etc.
- Establishment of an effective mechanism to record social and economic benefits is still under review with options being considered such as the National TOM’s framework and the use of the Councils Contracts Management Module to hold this information. In addition, Welsh Government are progressing an update to the existing measurement tool to align and take into account the requirements of the Wellbeing of Future Generations Act, once available Officers will review, agree and adopt the preferred mechanism to capture this information.
- During 2018/19 HRO created 3 apprenticeship opportunities however there are currently 22 apprentices within the Caerphilly Homes team covering plastering, plumbing and electrical works. Caerphilly Homes principal WHQS contractors continue to work with the Legacy and Communities4Work teams to ensure that TR&T opportunities are made available to those who need them most.
- A report setting out the principles of the Wales Stalled Sites Fund, the Self Build Fund and Plot shop was reported to Cabinet on 13 February 2019.
- The CCR graduate scheme is the only scheme that has been piloted as part of the skills programme so far. A framework is being developed by CCR to ensure that City Deal projects (such as metro plus) maximise their skills impact and link up with local strategies and targets. While there is no specific fund set aside for skills as part of the City Deal (there was a cost estimate made for an earlier iteration of the Skills for the Future programme that has evolved significantly), there will be initiatives that will deliver outputs from the original business case (such as apprenticeship starts, upskilling etc.). although they will focus more on the approach and prioritisation outlined in the CCR Industrial and economic growth plan.

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

The objective is judged to be progressing well. It is difficult to demonstrate impacts on health outcomes on a year to year basis, but we are able to demonstrate good levels of service user and community participation across a broad range of interventions and initiatives.

- The adoption of the Caerphilly Sport and Active Recreation Strategy 2019-29 in November 2018 achieved a significant milestone.
- The service is making good progress towards its aim of More People, More Active, More Often.
- Flying Start continues to deliver support services to approximately 2500 children in the most disadvantaged areas of the borough annually.
- A variety of interventions have been delivered by Sports Development and the recent school sport survey (Oct 2018) showed that the gender gap of participation is closing with 41% of girls now participating in sport & Physical activity at least three times a week.
- Our sport based social inclusion programme Positive Futures, has had 700 young people registering this year and our 8 outreach sessions which happen in the hot spots of anti-social behaviour have worked with Gwent Police to contribute to reducing antisocial behaviour by up to 75%.
- We have over 350 skilled and passionate volunteers actively deployed in the community who have delivered over 6000 hours in community sport.
- The Elite Caerphilly Scheme 2018, enables athletes to apply and access support all year round, instead of at a particular single point in the year .
- The number of recorded visits to our country parks continues to increase.
- The Healthy Hearts programme, run in partnership with Aneurin Bevan Health Board, continues to be a popular and beneficial initiative.
- The adoption and implementation of the Council’s Tree Strategy provides a managed approach to risks from trees ensuring that our green and public spaces are accessible and safe.
- The attainment of every child swimming 25m by age 11 continues to be a challenge.
- Currently there are 43 schools signed up to deliver the daily mile.
- 14 schools have achieved the Healthy schools National Quality Award.
- Disability sport engaged with over 3,600 participants in 2018-19

A separate report for each of the Well-being Objectives will be submitted to their respective Scrutiny Committees as follows:

- WBO 2: 25th June 2019
- WBO 4: 17th September 2019
- WBO 5: 25th June 2019

Conclusion



Highlights coming out of the information

Significant progress was made in 2018/19 across a range of high level strategic objectives (see snap-shot in Directors Summary).
 Some of the key strategic challenges that lie ahead are outlined in the Directors Summary.
 There are a number of issues emerging from the data analysis and these include:-
 Citizen satisfaction levels are starting to dip (drop).
 Service rationalisation is possibly having an impact on staff sickness levels, staff morale and our ability to maintain quality service delivery.
 Age profiling reviews shows a disproportion in the upper age groups within certain service areas, which could put future strain on service delivery, if not given due regard re: succession planning.
 There is much work yet to progress on the Well-being Objective.
 Unpredictable and more adverse weather conditions can have an impact of 'continuity of front line service delivery'.
 Carbon management is an ever challenging matter.
 Close monitoring and continued phasing/replenishment of fleet vehicles will be crucial to continual service delivery and emission controls.
 Any further deterioration of community assets (e.g. highways, property stock, town centres etc.) will have an exponential impact of the future ability to maintain acceptable standards in light of changing legislation and reducing budgets.
 Our ability to continue to meet Welsh Government waste and climate targets will become more challenging over the forthcoming years.
 Some of our non-statutory services (e.g. Countryside, Parks) are already facing challenging times with regards to resourcing and maintenance opportunities, and as these are considered as provisions to aide healthy lifestyles, they could actually impede and fail collective public services ability to deliver, let alone meet Welsh Government legislation and expectations.

What have we learnt and what needs improving and why?

Austerity is creating an ever more challenging environment in which to operate.
 Public perception of Local Authorities has always been sensitive but public expectations are increasing while resources are declining.
 The complexities in our communities are getting more challenging with lesser provisions to be able to react/respond.
 The levels of accountability (documentation and controls - bureaucracy) is over-burdening the ability to 'just get on with the job' in many cases.
 All services and operatives need to 'not just accept the what is' status, but be empowered to challenge and offer solutions to 'move business into different ways of doing things'. This is a key feature of the Transformation Agenda.
 Future delivery of services will need to change and the agreed Transformation Agenda will be crucial in achieving this.

Progress against priority actions from last quarter	By whom	By when
The Q3 Directorate Report was the first pilot exercise for this new way of reporting. No specific actions were set, as the content of this 2018/19 report made use of information already documented in other pre-established sources for this reporting year.	Dir/HoS	Apr-19

Priority Actions for next quarter (What support is needed from Corporate Management Team)	By whom	By when
The existing DPA suite of priorities will need to be reviewed and checked for relevance moving into 2019/20, with any new/revised/emerging priorities listed for 2019/20 reporting purposes.	HoS/Dir	Apr>June 2019
In addition to setting priorities for 2019/20, a revised/new suite of 'Performance Measures' will also need to be agreed and aligned with the 'Priorities' identified for 2019/20.	HoS/Dir	Apr>June 2019
The 'Customer' focused data sets need to be reviewed and agreed moving into 2019/20, removing non-relevant items and including any new or emerging issues.	HoS/Dir	Apr>June 2019
The 'Risk Register' will need to be reviewed and agreed moving into 2019/20, removing non-relevant items and including any new or emerging issues.	HoS/Dir	Apr>June 2019
The 'Outcomes' previously published against the 'Well-being Objectives' will need to be checked/amended in accordance with any changed priorities and reported to the Business Improvement Team for consideration in any future publications.	HoS/Dir	Apr>June 2019

Communities Directorate Performance Assessment

Conclusion

As @ Year End 2018/19



Feedback / Recognition / Actions from Corporate Management Team	By whom	By when
Key Issue around Waste and Cleansing Staff in the narrative to be widened to cover all front line staff. To closer link content to #TeamCaerphilly strategy.	Service	By next report Sept 19
To capture other performance measures, missed bins, bulky data collection, parking enforcement, fleet turnaround, something on Community Wardens and Sports and Recreation.	Service / helped BIT	By next report Sept 19
To package measures differently. Remove some of the 'stat' measures, review what measures to include, must be able to dig down and choose 'what matters'.	Service / helped BIT	By next report Sept 19
Include more on the 'types' and content of complaints, any emerging issues?	Service	By next report Sept 19
Include measures on infrastructure and look at updating changes to risk.	Service	By next report Sept 19

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