

**Matter which the Chairman has decided is urgent by reason of the need to consider the reference from Scrutiny in conjunction with the Service Plans listed on the Cabinet agenda for 23<sup>rd</sup> May 2016.**

Agenda Item No.

THE VALE OF GLAMORGAN COUNCIL

CABINET: 23<sup>RD</sup> MAY, 2016

REFERENCE FROM ENVIRONMENT AND REGENERATION SCRUTINY  
COMMITTEE: 17<sup>TH</sup> MAY, 2016

“ SERVICE PLANS 2016-20 - REGENERATION AND PLANNING AND  
VISIBLE SERVICES AND TRANSPORT (MD) -

The purpose of the report was to present the Regeneration and Planning and Visible Services and Transport Service Plans 2016-20 for consideration to the Committee. A revised version of the Regeneration and Planning Service Plan had been forwarded to Members prior to the meeting.

The Head of Service for Regeneration and Planning in presenting his departments service plan advised that in response to proposals for improvement in the Council's most recent Annual Improvement Report by the Wales Audit Office, the Council had reviewed its Performance Management Framework to enable better demonstration of the contribution made at all levels of the organisation to priority outcomes. In line with the new Corporate Plan and Performance Management arrangements the Service Planning process for 2016/17 had been revised as below:

- Self-assessment activities required under the Local Government (Wales) Measure for the previous year had been incorporated into the Council's Annual Self-Assessment report that had been approved by Cabinet on 8th February 2016.
- The Self-Assessment report to Cabinet had been referred to all Scrutiny Committees in March 2016, with Committees being requested to confirm that they were content that the information contained in the report was an accurate reflection of performance in the previous year and that the actions for improvement identified were relevant to be carried forward to Service Plans for 2016/2017.
- In previous years, the self-assessment formed part of the Service Plan. This year, the self-assessment had been reported separately to all Scrutiny Committees in order to inform our Improvement Objectives, the 2016/17 Service Plans as well as the annual work programme of Scrutiny Committees.
- 15 Service Plans were being created at Head of Service level reflecting the new senior management restructure. By doing so and by reporting the self-assessments separately, Service Plans had become more concise, focused and forward looking documents.
- Service Plans would also reflect the new Corporate Plan well-being outcomes, objectives and actions relevant to each service.

- Service Plans were being presented to Scrutiny Committees during April and May 2016 by Directors and Heads of Service following approval of the Corporate Plan 2016-20 by Council during March 2016.
- The current approach to the monitoring and reporting on Service Plans would be replaced with quarterly reports against each of the Corporate Plan well-being objectives linked to the four well-being outcomes. This would enable Members to focus on scrutinising progress towards achieving the Council's well-being outcomes. Services will continue to report performance data quarterly to the Council's Performance Team. The Performance Team would then use the information to produce the more focused well-being Outcome Reports.

The new Service Plans specifically identified how each Head of Service would contribute towards achievement of Corporate Plan Wellbeing Outcomes by asking two questions:

- "Which well-being objectives does the service contribute to and what actions will we be taking this year to achieve these?"
- "How will we manage our resources to achieve these actions and support our service?"

Informed by the self-assessment, the Service Plans also comprised a brief overview of the issues facing the service against each of the corporate health perspectives (Risk, Customer Focus, Resources- workforce, finance, assets, ICT). The plans also included an action plan for how resources would be used to support the delivery of well-being outcome actions as well as managing risks, collaboration and engagement activities.

The Council was currently consulting widely on proposed Improvement Objectives for 2016/17 and these would be reflected within relevant Service Plans once approved by Council in April 2016. The proposed Improvement Objectives and associated actions for 2016/17 reflected the four well-being outcomes in the Corporate Plan, ensuring that the Council was focusing on the areas in need of the most improvement. Underpinning the Service Plans the Directorate would also be developing Team Plans.

Appendices A and B within the Service Plans contained the Services Improvement Action Plan for 2016/17 which identified planned service actions, intended outcomes and key milestones, relevant performance measures to demonstrate progress, the responsible officers, timescales for completion and the anticipated resource requirements for planned actions.

During the discussion, a Member considered that the Council should be promoting and encouraging the use of electric vehicles and asked whether the Council was considering promoting the establishment of charge points on new developments. It was also considered important to promote the development of electric vehicles at petrol stations in order to encourage usage. In response the Head of Service advised that although the Department could encourage and promote such facilities it would however, not be in a position to impose this requirement as it would require national guidance and regulation. Although the Head of Service advised he was currently aware that one local supermarket provided the facility the Council could only encourage developers at this stage.

In staying with the theme in relation to sustainability and environmentally friendly considerations, a Member also queried why air quality monitoring and such issues were not addressed in the Plan. It was subsequently considered that a recommendation should be referred to Cabinet that air quality monitoring was addressed within the Service Plan. Aware that this issue may be within the remit of the Homes and Safe Communities Scrutiny Committee it was accepted that the recommendation be referred to Cabinet for consideration.

In response to a query regarding work on the Esplanade the Cabinet Member for Regeneration and Education advised that work was being undertaken in relation to the need to understand any constraints and that consultation was to be undertaken during the current financial year within the locality. General renovation work is already planned including painting, the complete renewal of the seating area, planned replacement of any faulty lights and addressing issues in relation to the Cliff Top car park. There also needed to be a dialogue with residents in the area as to what they considered was required. However, that conversation could not take place until the risks and the layout were understood. A letter had also been received from Penarth Town Council to discuss a way forward which would be dealt with once the background work had been completed.

In referring to the issue of the Barry Island Link Road, (ref ERO3) a Member queried the latest completion date with the Cabinet Member responding that the developers were continually referring to a summer completion. The Chairman also reminded the Committee that the Consortium had been invited to attend a Scrutiny meeting but had declined.

Following on from the above discussion the Head of Visible Services and Transport highlighted a number of areas from the plan as outlined below:

During the year the department would be reviewing all local bus services as outlined under reference ER9. Under ER10 - work with Welsh Government to deliver improvements to Five Mile Lane this was being jointly delivered by the two teams from Visible Services and Regeneration. With regard to ER15 to continue to implement conversion of non LED to LED lighting a report had been requested by the Scrutiny Committee and had been referred from Cabinet and was to be considered later on the agenda. For ER16 - finalise the Waste Resource Action Programme with Welsh Government. It was envisaged that this may have implications for the way in which the waste service was operated in the future throughout the Vale of Glamorgan. The Head of Service also highlighted the work being undertaken in relation to flood alleviation schemes under ER18. Appendix B to the report referred to integrated planning in the service area with the Head of Service highlighting the reference at CP1 being the action to deliver the changes necessary to Visible and Transport Services to achieve savings of £2.62 million this year and a further £2.4 million next financial year.

Following the presentation of the overview of the report discussion ensued as below:

Ref and Question	Response
ER3 - Further the feasibility study to get buses over the Cardiff Bay Barrage including further consideration of a	

<p>Cosmeston Park and Ride facility.</p> <p>It being noted that further collaboration with Cardiff Council to ensure they were progressing the feasibility to provide bus services along this corridor. The question was put as to whether a ferry service could be developed from Penarth Marina to Cardiff and whether this could be included in the City Deal Project.</p>	<p>The Cabinet Member advised that as Chairman of the Cardiff Bay Advisory Committee she would request a report to the Advisory Committee to consider transport links.</p>
<p>ER13 - Lifeguard provision provided in accordance with the arrangement with the RNLI at Barry Island, Llantwit Major, Southerndown and Ogmere by Sea beaches.</p> <p>A Member queried why Penarth was not included.</p>	<p>The lifeguard programme arrangement existed at the locations identified in the report but not at Penarth.</p>
<p>ER15 - Purchase of new vehicles. New environmental friendly vehicles purchased as necessary in accordance with service needs.</p>	<p>The purchase of electrical vehicles was an expensive operation and the Department would continue to ensure that they were purchasing the most economical, effective and environmentally friendly vehicles although of note, was the fact that electric vehicles were not in sufficient mass production at present for use as technical vehicles.</p>
<p>ITVT1 - Further promote the use of Oracle to manage service complaints and service requests.</p> <p>A Member sought assurance as to why this was not currently in place and what was the specific issue.</p>	<p>The Visible Services and Transport Department was currently considered to be the main user of the system and the reason for the action was due to the fact that the Department was probably the highest receiver of complaints and compliments. The department always considered how best it could improve on information and the use of new technology and how it could best serve its customers was important. The Head of Service stated that it was her intention to consider a dash-board type facility (in conjunction with the Customer Complaints Officer) for Members information which would show details of complaints and compliments received.</p>
<p>ITV3 - Purchase of an Asset Management System for the Leisure Service.</p> <p>A Member sought clarification in respect of this action.</p>	<p>For Members clarification this was an ICT system for Parks and Grounds Maintenance and was not related to the contract with Legacy Leisure.</p>

<p>ER16 - Introduce revised enforcement policy to reduce litter, fly tipping and dog fouling offences.</p> <p>A Member sought clarification in respect of this action.</p>	<p>There were existing resources in house that delivered fixed penalty notices together with an educational arm to educate people. However, the intention is to work with a partner to assist in relation to environmental crime and a report was due to be considered by Cabinet in this respect in the forthcoming weeks.</p> <p>In response, the Member advised that in their view the more vigilant the Council was the more likely ER19 (Obtaining Seaside Awards for Jacksons Bay and Cold Knap, Barry) would be achieved.</p> <p>In referring to awards the Committee was also advised that a decision was imminent for 19<sup>th</sup> May 2016.</p> <p>At this point Members also took the opportunity to congratulate officers on the work undertaken with the Beach Huts to date. Committee was subsequently advised that 12 Beach Huts had been let for the next year on an annual rental and that a local business had offered to assist with key collection and drop off.</p>
<p>ER18 - Flood Alleviation Schemes –</p> <p>A question was raised as to whether these were on track and whether there were any foreseeable problems.</p>	<p>The Department had been successful in obtaining funding for the schemes and subject to receiving all the relevant permits, it was anticipated that the work would be undertaken during the current financial year. It being noted that for Llanmaes the public meeting stated in the report as 16<sup>th</sup> May was actually due to take place in June 2016 it was suggested that the Service Plan be amended accordingly.</p>

Following a lengthy discussion in relation to both Service Plans it was subsequently

**RECOMMENDED -**

- (1) T H A T the Service Plans be endorsed.
- (2) T H A T Cabinet be recommended to include air quality monitoring in the appropriate service plan.
- (3) T H A T the Visible Services and Transport service plan be amended to reflect that the public meeting referred to above was due to take place in June 2016.

### Reasons for recommendations

- (1) In order that the Plans can be confirmed as the primary documents against which performance will be measured.
- (2) To allow Cabinet to consider the addition in order to appropriately reflect improvement priorities.
- (3) For clarification purposes.”