



ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

10.00 am THURSDAY, 3 MARCH 2016

COMMITTEE ROOMS A/B - NEATH CIVIC CENTRE

PART 1

1. To receive any declarations of interest from Members
2. To receive the Minutes of the Environment and Highways Scrutiny Committee held on 28 January 2016 (*Pages 3 - 8*)
3. To receive the Scrutiny Forward Work Programme 2015/16 (*Pages 9 - 10*)
4. To scrutinise information and monitoring issues being reported by:

Report of the Head of Transport and Engineering

5. Parking Services Service Report Card (*Pages 11 - 22*)
6. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
7. Any urgent items (whether public or exempt) at the discretion of the Chairman pursuant to Section 100B (4) (b) of the Local Government Act 1972

S.Phillips
Chief Executive

Civic Centre

Committee Membership:

Chairperson: Councillor I.D.Williams

**Vice
Chairperson:** Councillor A.J.Siddley

Councillors: M.Crowley, D.W.Davies, Mrs.R.Davies, S.K.Hunt,
I.B.James, R.James, E.E.Jones, S.Rahaman,
C.Morgan and Mrs.A.Wingrave

Notes:

- (1) If Committee Members or non-Committee Members wish to have relevant items put on the agenda for future meetings, then please notify the Chief Executive/Chair eight days before the meeting.*
- (2) If non-Committee Members wish to attend for an item of interest, then prior notification needs to be given (by 12.00 noon on the day before the meeting). Non-Committee Members may speak but not vote, or move or second any motion.*
- (3) For pre scrutiny arrangements, the Chair will normally recommend forthcoming executive items for discussion/challenge. It is also open to Committee Members to request items to be raised - though Members are asked to be selective here in regard to important issues.*
- (4) The relevant Cabinet Board Members will also be invited to be present at the meeting for Scrutiny/ Consultation purposes.*
- (5) Would the Scrutiny Committee Members please bring the Cabinet Board papers with them to the meeting.*

ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

28 January 2016

Chairperson: Councillor I.D.Williams

Councillors: D.W.Davies, Mrs.R.Davies, S.K.Hunt,
E.E.Jones, S.Rahaman, C.Morgan and
Mrs.A.Wingrave

Officers In Attendance Mrs.N.Pearce, M.Roberts, D.Griffiths,
Ms.J.Smith, J. Davies, M. Key and N.Evans

Cabinet Invitees: Councillors E.V.Latham and Mrs.S.Miller

1. **TO RECEIVE ANY DECLARATIONS OF INTEREST FROM MEMBERS**

The following Members made declarations of interest at the commencement of the meeting:

Cllr. I D Williams – Report of the Head of Planning – Consultation on applications for Harbour Revision Orders for the Port of Neath and the Port of Swansea as he is a Member of Monkstone Cruising and Sailing Club.

Cllr. A Wingrave – Report of the Head of Engineering and Transport – Proposed Traffic Orders for Jersey Marine Village – as she is a Member of Coedffranc Community Council for the West Ward of Coedffranc.

2. **TO RECEIVE THE MINUTES OF THE ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE HELD ON 10 DECEMBER 2015.**

Noted by the Committee.

3. **TO RECEIVE THE MINUTES OF THE ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE HELD ON 17 DECEMBER 2015.**

Noted by the Committee.

4. **TO RECEIVE THE SCRUTINY FORWARD WORK PROGRAMME 2014/15.**

Members asked whether they could receive information on the number of dog fouling fines, fly tipping fines and any other general enforcement activity that had been undertaken by the unit

Following scrutiny the report was noted.

5. **TO SCRUTINISE INFORMATION AND MONITORING ISSUES BEING REPORTED BY CHAIR OF ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE:**

6. **SIDE WASTE POLICY**

The Committee received a report that sought approval to introduce a no side waste policy for the Council. Members were advised that the work had been undertaken by a smaller group of Members from the Committee over a number meetings.

Members asked whether the funding had been confirmed for Phase 3 of the Recycle + scheme. Officers advised it was part of the ongoing budget process.

Members asked whether the reference in the report about post-Christmas refuse collection could be included within the recommendations. Officers confirmed that the following would be included within the recommendations – “that the first refuse collection for households following Christmas be exempted from restriction as included in the report”.

Members asked for the exemption application form to be simplified in relation to the question on whether they throw away recyclables. This was raised because there are may be a number of people who may have pets and need to throw out contaminated paper in their normal refuse. Officers advised that the application forms had been in use by Swansea Council for two years or so now without problem and rather than change something that was proven elsewhere at this stage it

would be better if the issue was monitored by the committee as part of its monitoring role.

There was a further Member suggestion that whilst the recommendations were agreeable, another option should be considered partly due to the reason that the Council had received a more favourable budget settlement than anticipated. It was suggested that those individuals who apply for an exemption could be provided with a 240 litre bin as opposed to the use of additional sacks. It was stated that the current proposal would be consistent across the County Borough (as some areas are unable to have wheeled bins) and that again the Council should monitor the outcome of the scheme as part of its monitoring role.

Following scrutiny the Committee was supportive of the recommendations made by the Member Inquiry Group to be considered by the Cabinet Board.

7. BUILDING SERVICES REPORT CARD

Members considered the service report card of Building Services and were advised that the service was in house and responsible for all maintenance of schools and civic centres for example.

Members asked for more information in relation to the sickness absence figures and were advised that whilst sickness in Building Services was much lower than the Council average the sickness level was mainly due to two cases of long term sickness absence that has since been rectified.

A query was raised in relation to the customer satisfaction survey and how long would it take for this to be completed. Officers confirmed that this had been introduced to the action plans in line with the new corporate requirement and a survey was currently in development for use with clients.

Members asked whether the service used contractors to deliver aspects of its service. Officers confirmed that there are some services that require specialist contractors including flooring and suspended ceilings. However, it was further noted that during the summer months due to the amount of work required in schools more contractors are used because the service was not in a position to staff up to the short term peak in resource level required to meet demand in the summer holidays.

Members wished to record their compliments that the service was extremely responsive and addressed emergency calls quickly and efficiently.

Following scrutiny the report was noted.

8. **LIGHTING SERVICES REPORT CARD**

Members considered the service report card for Lighting Services and asked whether the Council was on target and on budget to deliver Phase 3. It was confirmed that this was the case.

Following scrutiny the report was noted.

9. **PRE SCRUTINY**

The Committee scrutinised the following matters:

Cabinet Board Proposals

i. Savings in Public Lighting

Members considered the report that highlighted potential amendments to the street light energy savings for 2016/2017.

Officers stated that instead of turning lights off between certain times that had been previously agreed the new proposals suggested that the same level of budget savings could be identified by just dimming the lights and that savings proposals be changed accordingly.

Following Scrutiny the Committee was supportive of the proposals to be considered by the Cabinet Board.

ii. Consultation on applications for Harbour Revision Orders for the Port of Neath and Port of Swansea

Members considered a report that informed them of a request from the Marine Management Organisation (MRO) for a consultation response on two applications for Harbour Revision Orders for the Port of Neath and the Port of Swansea in order to assist with the progression of the Tidal Lagoon Swansea bay Scheme.

Members asked whether the revisions would have any adverse financial impact on the Council and it was confirmed that generally there would not be an adverse impact however, the Council is not getting income from planning decisions in relation to the lagoon.

Following scrutiny the Committee was supportive of the proposals to be considered by the Cabinet Board.

iii. Draft Road Strategy 2015-2020

Members considered the Draft Road Strategy for 2015 – 2020 which is a key document for the Council that requires Council sign off. Members were advised that the report was now being presented following the public consultation exercise that had been undertaken.

Members noted that the most recent figures contained within the report were for 2014 and asked whether these were the most up to date figures. Officers confirmed that due to the reporting mechanisms these were the most up to date figures available.

Confirmation was sought on the information in relation to pedal cyclists and it was confirmed that this indicator had been selected by the Council particularly as cycling is on the increase. The communications with cyclists has also improved.

Members noted that the road safety strategy will be further impacted by the Active Travel Bill and consideration must be given to the fact that a large amount of expenditure as part of Active Travel will have a knock on effect by increasing maintenance.

Following Scrutiny the Committee was supportive of the proposals to be considered by the Cabinet Board.

iv. Transport Tenders

Members considered a report that highlighted transport contracts that will be retendered in the near future. Members were advised the Council does not receive any subsidies to run any routes but administers some routes on behalf of Welsh Government and these were to be included within the re-tenders. Officers further stated that the funding from Welsh Government would be in place for the forthcoming financial year.

Members raised their concerns in relation to the size of some vehicles and the number of passengers on the vehicles. It was confirmed that the Council was aware of both issues but there was very little they could do about it, the Council can suggest to the operator that the size of vehicle is inappropriate but it is ultimately the operator who would make the final decision.

Members noted that some of the routes that would be retendered are out of county and asked why this was the case. Officers confirmed this is because some residents have complex requirements that are not catered for within Neath Port Talbot.

Following scrutiny the report was noted.

v. Proposed Traffic Orders – Jersey marine Village

Members considered a report that included objections received following the advertisement of proposed traffic orders for Jersey Marine Village.

Members were advised that the proposal had been amended and no objections had been received in relation to the speed limit. Members noted that safety was paramount and that the responsibility lay with the Police on occasions and they will enforce it.

Following scrutiny the Committee was supportive of the proposals to be considered by the Cabinet board.

CHAIRPERSON

**Environment and Highways Scrutiny Committee
Forward Work Programme**

Date of Meeting	Agenda Item
3 rd March 2016	Parking Services Report Card
	Pre-scrutiny - Cabinet Board Items
14 th April 2016	Pre-scrutiny - Cabinet Board Items
26 th May 2016	Pre-scrutiny - Cabinet Board Items

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Scrutiny Committee

3rd March 2016

Report of the Head of Engineering & Transport

D. W. Griffiths

Matter for Monitoring

Wards Affected: All

Environment and Transport – Parking Services Report Card

Purpose of Report

- 1 To present for Scrutiny the Report Card for the Parking Services Unit.

Executive Summary

- 2 The Environment and Highways Cabinet Board on the 9th June 2015 approved the Divisional Business Plan for Engineering and Transport.
- 3 Each Business Unit within the division is required to complete a Report Card for each financial year, outlining the following:-
- 4 Performance against last year's Action Plan and Targets.
The challenges and opportunities faced in the short and medium term.
The actions and targets for the 12 months from April 2015 to March 2016.
- 5 The Report Card, set out in Appendix A, summarises the service priorities, key measures and key actions for the Parking Services Unit.

Consultation Outcome

- 6 Employees within the individual services and external customers where relevant have been consulted in the development of the Report Card.

Financial Impact

- 7 These are covered in the appended report card.

Equality Impact Assessment

8 Not applicable.

Workforce Impacts

9 These are covered in the appended report card.

Legal Impacts

10 Not applicable.

Risk Management

11 A Risk Matrix for the Directorate has been prepared which incorporates the risk within this service area.

Recommendation

12 This item is for monitoring purposes.

Reasons for Proposed Decision

13 Not applicable.

Implementation of Decision

14 Not applicable.

Sustainability Appraisal

15 The activities of the Environment Directorate have an impact on all themes in the Single Integrated Plan. Operational Business Plans contribute to service improvement by setting out service specific priorities for the next 12 months and how they will be met. Managers are required to consider Corporate policies such as equalities and health when determining how they meet their service priorities.

Appendices

16 Appendix 1 Parking Services Report Card.

List of Background Papers

- 17 Engineering & Transport Business Plan - Environment and Highways
Cabinet Board – 9th June 2015.

Officer Contact

- 18 Steve Cook - Parking Manager
Tel. No. 01639 763968
e-mail: s.cook@npt.gov.uk

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

Brief description of the service

Parking services are responsible for the enforcement of all on-street traffic orders together with the enforcement of the authority controlled off-street car parks.

The service also deals with appeals against the issue of individual penalty charge notices and the preparation of documents for submission to the independent Traffic Penalty tribunal.

In addition to the above parking services administer the authority's permit parking schemes.

Parking Services now operate from Tregelles Court, Neath Abbey and employs 17 members of staff. Enforcement is operational seven days a week from 07:45- 19:45, except Bank Holidays. Seven beats cover the Borough, based on levels of enforcement required i.e. three in Neath, one in Port Talbot, one in Skewen, one in Pontardawe and one mobile patrol covering the rural areas.

Progress on our priorities April 2015 – February 2016 (Service Performance)

Key Priorities for 2015/16 (see *Head of Service Business Plan*)

- Introduction Permit System – Neath Town Centre.

This will assist retailers with loading and unloading in Neath Town Centre Pedestrian Zone and will help with the enforcement of the pedestrianized zone. This was completed in October 2015.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

- Undertake Management Responsibility for the New Neath Multi-storey car park.

Parking Services will take responsibility for management and running of the new car park. Commenced October 2015.

- Introduction New Tariff Structure

The proposed tariff changes will make a revenue contribution to the Council's Financial Plan in 2015/16. This was completed in January 2016

- Introduction of Transferable Pay and Display Tickets.

The transfer of pay and display tickets will help the cost for some members of the public when shopping in different centres when parking in the same band of car park i.e. short/long stay. This was completed in May 2015

- Feasibility in to the introduction of a Cashless Parking system.

This will allow members of the public to pay in the authority's pay and display car parks via mobile technology. This is ongoing.

- Cash Collection by Parking Services.

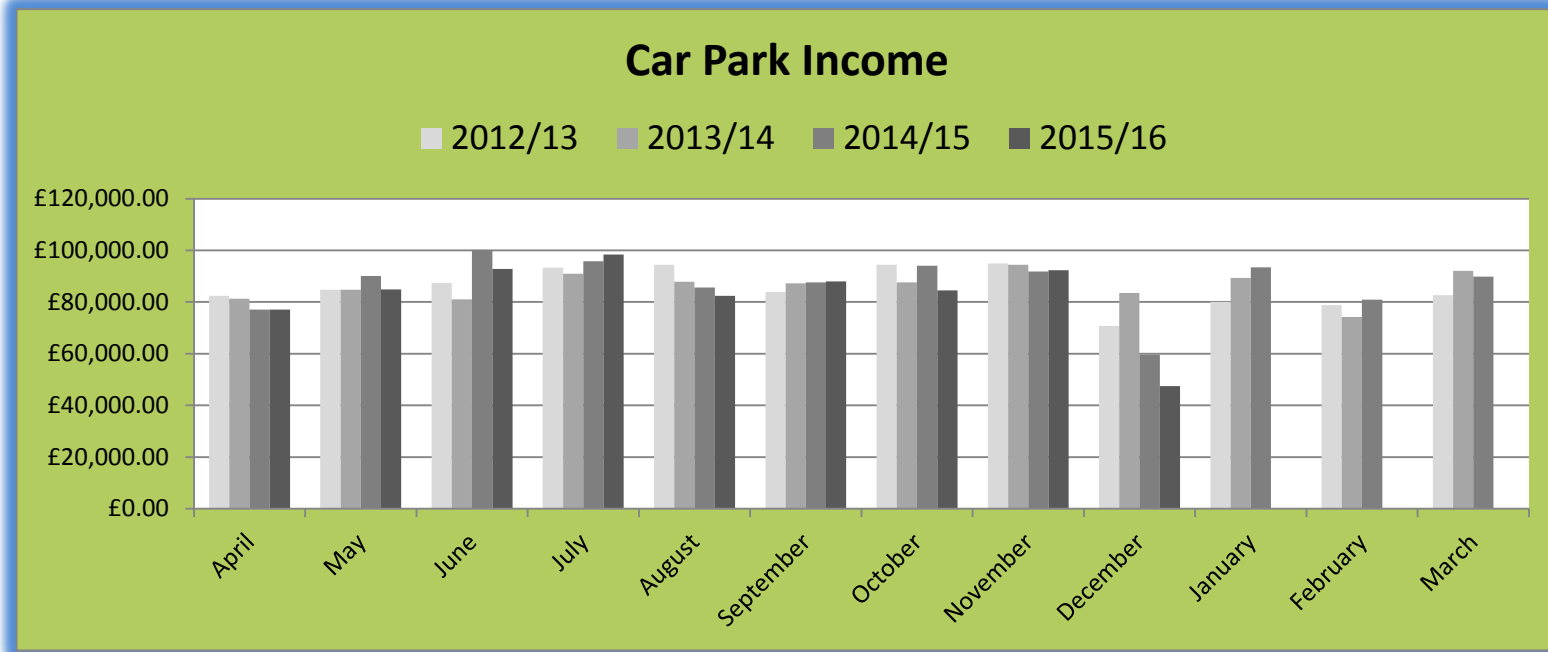
Budget savings if the cash collection is undertaken by parking services. This was achieved November 2015

Financial

- For the financial year parking services has achieved a balanced budget and met its forward financial plan obligations.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016



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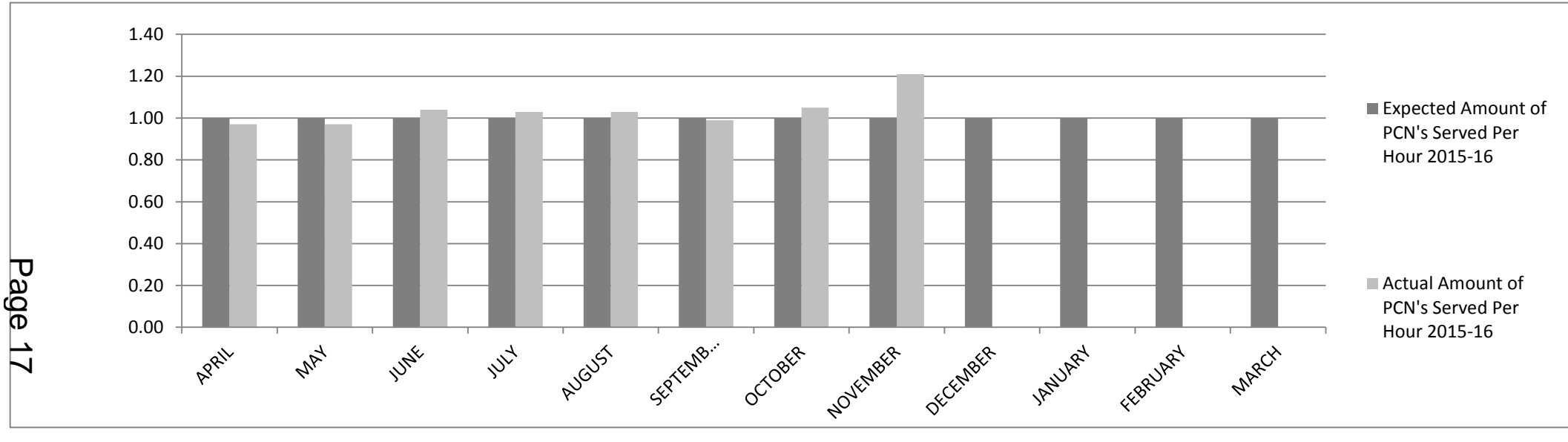
The chart above shows the income taken by month for the pay and display car parks in the county borough.

Employee/Staffing

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

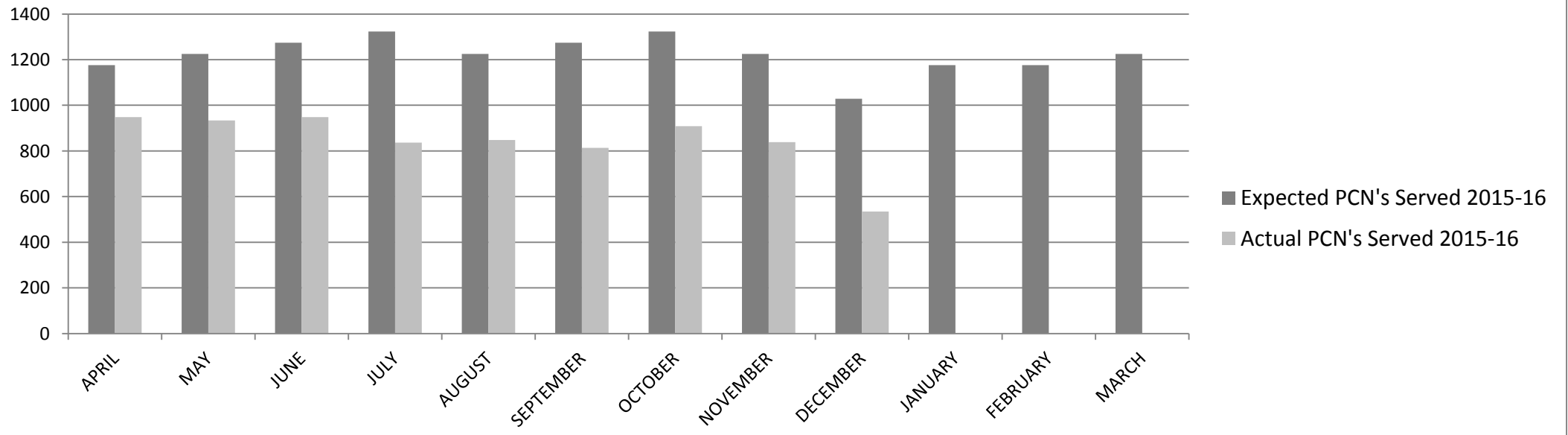
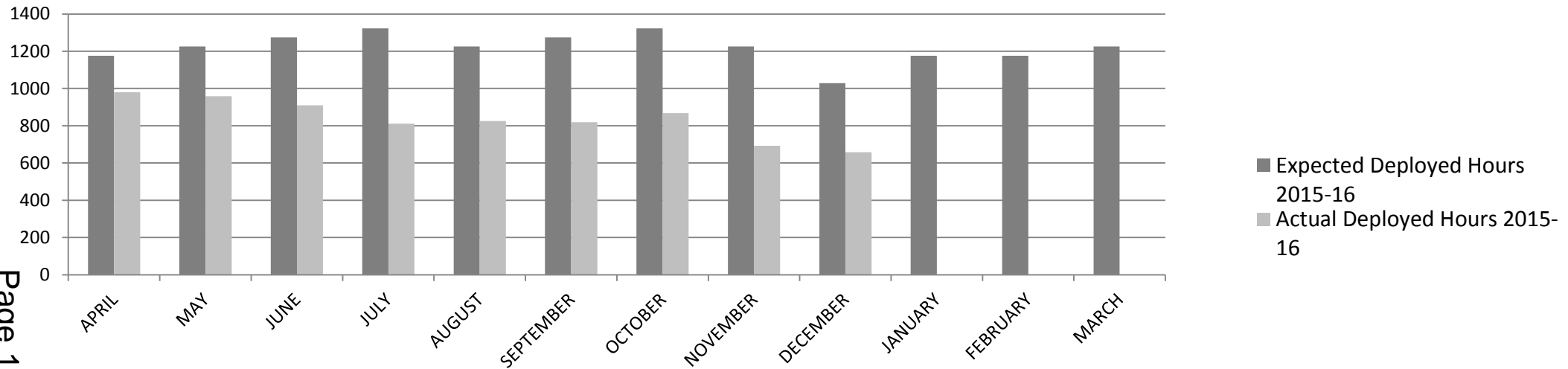
- Shown below are the service performance measures for 2015/16 against the previous year.



PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

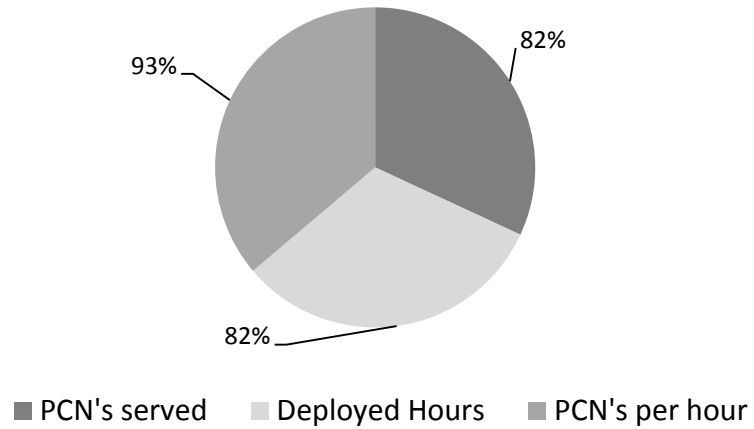
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PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

Percentage of expected Level Achieved



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Number of Penalty Charge Notices issued -	9265
Number of Penalty Charge Numbers Paid	5583
Number of Penalty Charge Notices Cancelled Following an Appeal	1331
Number of Penalty Charge Notices Cancelled for Other Reasons	207
Number of Penalty Charge Notices still Progressing in System	2144

- The expected deployed hours are based on 42 beats being patrolled for seven hours per week.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

- The expected deployed hours were not achieved for 2015/16 due to vacant posts, combined with staff sickness.
- The expected amount of PCN's is based on 7 PCN's served per officer per shift.
- The expected amount of PCN's was not achieved for 2015/16 due vacant posts, combined with staff sickness.
- The expected amount of 1 PCN served per deployed hour has been reduced from 1.14 per hour in line with our business plan to increase compliance and reduce the amount of PCN's issued.
- The actual amount of PCN's served per enforcement hour for the year 2015/16 was 1.07 below the expected level of 1.14.

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Measure	2014/15 Actual (Full Year)	14/15 Qtr. 3 (cumulative)	15/16 Qtr. 3 (cumulative)
Corporate Measure: Average FTE working days lost due to sickness absence			
Service: Parking Management	11.7	4.8	11.2
Directorate: Environment	9.8	7.0	7.3
Council	9.4	6.7	6.8

Shown below is the sickness information for Parking Management.

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PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

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Key Actions for 2016/2017

What	Who	By When
<ul style="list-style-type: none">Relocate to the Quays	SC	September 2016
<ul style="list-style-type: none">Appoint a new Senior Civil Enforcement Officer in line with Management of Change (to replace post holder who has been medically redeployed)	IR	June 2016
<ul style="list-style-type: none">Recruit and train four new Civil Enforcement Officers to fill vacant posts in order to achieve expected service measures	IR	August 2016
<ul style="list-style-type: none">Introduce a cashless payment system for off-street parking	SC	July 2016
<ul style="list-style-type: none">Introduction virtual permit system	SC	April 2016

- Staff morale (staff survey developed by Corp Strategy) - to be completed during 2016/17
- 100% of staff training and development needs met.

PARKING SERVICES SERVICE REPORT CARD

April 2015- February 2016

- 100 % of staff received PDR's in last 12 months

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Customer

During the year 2015/16 parking services received 0 complaints and received 3 compliments.

It is envisaged that a customer satisfaction survey will be undertaken in 2016/17