



ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

10.00 am THURSDAY, 16 FEBRUARY 2017

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 5 January 2017 (*Pages 5 - 12*)
3. To receive the Scrutiny Forward Work Programme 2016/2017. (*Pages 13 - 16*)
4. To scrutinise information and monitoring issues being reported by:

Report of the Head of Engineering and Transport

5. Integrated Transport Unit Service Report Card 2016/2017 (*Pages 17 - 28*)

Reports of the Head of Streetcare

6. Building Services Report Card 2016/2017 (*Pages 29 - 42*)
7. Corporate Improvement Objective - Reduce, Reuse Recycle - Quarter 3 Monitoring Report (*Pages 43 - 52*)
8. To select appropriate items from the Cabinet Board Agenda for pre-scrutiny (Cabinet Board reports enclosed for Scrutiny Members).
9. 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
Port Talbot

Friday, 10 February 2017

Committee Membership:

Chairperson: **Councillor I.D.Williams**

Vice
Chairperson: **Councillor S.Rahaman**

Councillors: Mrs.K.Lloyd, M.Crowley, D.M.Peters,
D.W.Davies, Mrs.R.Davies, S.K.Hunt, I.B.James,
E.E.Jones, 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.*

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ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE

(Committee Rooms A/B - Neath Civic Centre)

Members Present:

5 January 2017

Chairperson: Councillor I.D.Williams

Vice Chairperson: Councillor S.Rahaman

Councillors: Mrs.K.Lloyd, M.Crowley, D.M.Peters,
D.W.Davies, Mrs.R.Davies, S.K.Hunt,
E.E.Jones and C.Morgan

Officers In Attendance D.Griffiths, Mrs.N.Pearce, M.Roberts S. Owen,
A.Lewis, G.Bowtell, Davies, H.Jones,
Ms.N.Headon, Miss.C.Davies and N.Evans

Cabinet Invitees: Councillors E.V.Latham and A.J.Taylor

1. **TO RECEIVE THE MINUTES OF THE ENVIRONMENT AND HIGHWAYS SCRUTINY COMMITTEE HELD ON 24 NOVEMBER 2016**

The Committee noted the minutes.

2. **TO RECEIVE THE SCRUTINY FORWARD WORK PROGRAMME 2016/2017.**

The forward work programme was noted by the Committee.

3. **PLANNING POLICY SERVICE REPORT CARD**

Members considered the service report card for the Planning Policy Service area.

Members noted that within the report card there was specific mention of the regeneration of Port Talbot town centre and concern was raised that other areas of the County Borough may be missed out. Officers confirmed that this was not the case and work was ongoing in other towns also.

Members asked for clarity on public rights of way and in particular the maintenance of the paths. Officers stated in 2016/2017 a one off amount of £100k was made available to undertake maintenance on the most regularly used footpaths. Officers continued that the works were undertaken that provided value for money on footpaths within urban and urban fringe areas.

Members asked what was the current maintenance budget and officers confirmed it was circa £50k and this again was used on commonly used routes and generally as a response to complaints.

Members enquired whether there was any collaboration ongoing in relation to rights of way maintenance. Officers confirmed there are agreements in place with 3 Community Councils of Pontardawe, Cilybebyll and Blaenrhonddan.

Officers asked Members to note that there had been other agreements in place with other community councils but these had ceased for various reasons including councils thinking they were undertaking too much maintenance compared to what funding they were receiving.

Members were concerned that the disrepair will get worse as funding diminishes and Officers confirmed that was the reason to allocate the additional £100k so that as much work could be done as possible.

Members asked whether officers were speaking with the companies who have pulled out of roundabout sponsorship. Officers confirmed that the company which had the contract for organising this (Immediate Solutions) were in the process of speaking to the businesses and the Authority would be informed of the outcomes of these discussions in due course.

Clarification was sought as to whether the sponsorship signs needed to be bilingual and it was confirmed that they did not.

Following scrutiny the report was noted.

4. **NEIGHBOURHOOD SERVICES REPORT CARD**

Members considered the service report card for Neighbourhood Services.

An update was requested in relation to the leasing of the office space within the Gnoll Park and officers confirmed that there would be problems in leasing the space whilst the building is not internet enabled. Officers continued that work was originally planned to have been completed by October 2016, in tandem with anticipated local superfast broadband provision as any prospective businesses will require such access. Officers stated that work will continue with the Council's ICT Department to take this forward.

Members asked what the current position was with regards the Gnoll Country Park as it had been raised that more can be done inside the park for example at Christmas on a wonderland theme. It was confirmed that a company had a three year licence to provide the fairground rides within the park.

Members asked for more information on cemetery memorial inspections and officers confirmed that these are ongoing as the Council has a responsibility to make sure cemeteries are safe.

Following scrutiny the report was noted.

5. **WASTE SERVICES REPORT CARD**

Members considered the service report card for Waste Services.

Members asked whether the Council had invested in smaller vehicles that could collect from areas that had small access routes. Officers advised that there were no small freighters within the fleet but there are three 'narrow track' vehicles to assist with collections and where there are particular access issues then a tipper truck is sent to collect the refuse. Officers noted that 11% of the County Borough residents were still on a black bag collection as opposed to wheeled bins due to access issues.

Members raised concerns that in the previous week over the Christmas and New Year break there had been some issues in relation to non-collection of waste which had seen a high volume of complaints due to the amount of waste that had been generated. Members asked for a response on what had happened.

Officers stated that all refuse was collected as this was prioritised but with respect to recycling there were two issues. Firstly, there were exceptional amounts of recycling presented, particularly cardboard. Secondly, that collection operatives are currently not contractually obligated to catch up on weekends after Bank Holidays when historically has been voluntarily. On this occasion a number of staff who had volunteered to work did not turn up on the relevant days which equated to three crews. Members were advised that these staff would be dealt with in a relevant manner but officers also asked them to note that on 11 January 2017 a formal 45 day consultation with staff will begin with a view to making working after bank holidays contractual.

Members welcomed the response and asked that in future any issues or changes to collections should be communicated to Councillors and the general public at the earliest opportunity.

Officers were asked whether the Council was going to target the residents of the County who do not recycle at all. Members were advised that work was being undertaken with those who have placed more than three bags of waste for collection which is against the side waste policy. It was also noted there was some additional money in the draft budget for next year to increase the amount of enforcement/promotion work.

Members were asked to note however, that it would take time to change the culture of those households that do not recycle. Officers continued that during the Christmas and New Year period there had been no restrictions on the amount of waste that could be placed for collection in line with adopted policy.

Following scrutiny the report was noted.

6. **HIGHWAYS AND DRAINAGE SERVICE REPORT CARD**

Members considered the service report card for the Highways and Drainage Service.

Members began by asking for their thanks and gratitude be recorded for the staff who undertake this activity which in general will be in poor working conditions.

Officers were asked whether there was an opportunity to engage with a private company in the autumn when leaves fall to the ground causing problems in culverts. It was further suggested that a company could collect the leaves and then have them recycled. Members were advised that Neighbourhood Services currently hire in two additional sweepers with drivers in the Autumn. .

Members stated that the Mid and West Wales Fire and Rescue Authority would be interested in assisting with any future problems. Officers confirmed that there was already a signed partnership agreement in place in relation to culverts and that was working well.

Following scrutiny the report was noted.

7. **PRE SCRUTINY**

The Scrutiny Committee scrutinised the following matters:

Cabinet Board Proposals

7.1 **Enforced Sale Policy**

Members considered a report in relation to an Enforced Sale Policy that had been developed to deal with long term problematic empty properties and bring them back in to use.

Officers advised that this policy was not being developed in isolation but there was an additional policy in development that linked and that was the Empty Property Strategy.

Members were advised that the officers had identified a specific number of properties that would be dealt with in the first instance and this would be circulated outside of the main meeting. Officers continued that once there had been successes in dealing with the empty properties it will hopefully act as a deterrent and spur property owners to sort out their empty properties.

Members raised concern in relation to the demand for this and whether it would be a budget pressure. Officers confirmed that any successes would see any monies reinvested in the service. Officers asked Members to note that generally the empty properties were not owned or ownership could not be identified and this makes the process longer.

Members asked whether there was a problem in relation to squatters in the County Borough. Officers confirmed that there was not a problem and there were only isolated cases.

Following scrutiny the committee were supportive of the proposals to be considered by the Cabinet Board.

7.2 Environmental Health and Trading Standards Food and Feed Service Delivery Plan 2016/2017 the Food and Feed Law Enforcement Review 2015-2016.

Members considered the report from the manager of Environmental Health and Trading Standards.

Officers advised that the review was required to be undertaken by the Food Standards Agency and had been sent on to them in the summer of 2016.

Members asked what the link was with the Port Health Authority and Officers stated that the Council works with many agencies within the County Borough and in relation to the Port Health Authority there did not appear to be any day to day contact but there was communication when required.

Members asked for clarity on what constitutes a “food registered premise” and officers confirmed that it could be places such as school kitchens, burger vans and community halls for example. If Members wished to have a list of the registered food premises for their ward then the officers will circulate information outside of the meeting.

Following scrutiny the committee was supportive of the proposal to be considered by the Cabinet Board.

7.3 Bus Services Support Grant Agreement

Members considered the report in relation to a joint agreement with the three South West Wales Authorities for the administration of the Bus Services Grant.

Officers stated that this was previously undertaken by the South West Wales Integrated Transport Consortium (SWWITCH) and was purely an administrative function. Officers stated that the scheme would be administered by the City and County of Swansea.

Members asked whether there would be an impact on contracted services and officers confirmed there would be none. However, Officers stated that Councils must maintain costs within the grant.

Concern was raised in relation to fraudulent claims that could become a possibility and officers stated that transport officers do check the routes and that any fraud generally is not in relation to length of routes but on the use of concessionary bus passes although it should be noted that this has not been a particular problem for Neath Port Talbot.

Officers did state that there had been an occasion to withhold a payment to an operator due to discrepancies.

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

7.4 List of Approved Contractors

Members considered a report in relation to the amendment of the Approved List of Contractors.

Officers advised that the previously the list would need to be re-advertised every 4 years but this has subsequently changed and contractors can be added on an ad hoc basis.

Members asked was there ever a reason why someone should be precluded from the list and it was stated that on occasions contractors could not be considered due to issues such as insurance e.g. a small contractor may not be able to undertake works on major developments because they do not have sufficient insurance cover.

Officers stated that it would be beneficial to consolidate the list down. Currently there are 111 categories and some suppliers who have not undertaken any works. Officers continued that they required advice from Legal and Procurement before the list can be amended and once this work has been completed a further report will be brought back to the Committee.

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 2016/17**

Date of Meeting	Agenda Item
13 th October 2016	Neighbourhood Services Service Report Card
	Waste Services Service Report Card
	Highways and Drainage Service Report Card
	Pre-Scrutiny of Cabinet Items
8 th November 2016	Special Budget Scrutiny
24 th November 2016	Highways Development Control Service Report Card
	Environmental Health and Trading Standards Service Report Cards

	Quarter 2 Corporate Highlight Report – Reduce, Reuse, Recycle
	Quarter 2 Performance Monitoring
	Reduce, Reuse Recycle Highlight Report
	Pre-Scrutiny of Cabinet Items
5 th January 2017	Planning Policy Countryside and Wildlife Service Report Card
ECR to be invited to consider Planning report Cards	Neighbourhood Services Service Report Card
	Waste Services Service Report Card
	Highways and Drainage Service Report Card
	Pre-Scrutiny of Cabinet Items
16 th February 2017	Integrated Transport Unit Report Card
	Building Services and Lighting Services Service Report Cards

	Quarter 3 Corporate Highlight Report – Reduce, Reuse, Recycle
	Quarter 3 Performance Monitoring
	Pre-Scrutiny of Cabinet Items
30 th March 2017	Parking Services Service Report Card
	Pre-Scrutiny of Cabinet Items

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NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Cabinet Board

16th February 2017

Report of the Head of Engineering & Transport

D. W. Griffiths

Matter for Monitoring

Wards Affected: All

Environment and Transport – Integrated Transport Unit Report Card

Purpose of Report

- 1 To present for Scrutiny the Report Card for the Integrated Transport Unit.

Executive Summary

- 2 The Environment and Highways Cabinet Board on the 26th May 2016 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 2016 to March 2017.
- 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 A – Integrated Transport Unit Report Card.

List of Background Papers

17 Engineering & Transport Business Plan - Environment and Highways
Cabinet Board – 26th May 2016.

Officer Contact

Peter Jackson – Integrated Transport Manager
Tel. No. 01639 686091
email: p.jackson@npt.gov.uk

Service Report Card 2016-2017

Integrated Transport Unit

Section 1: Brief description of the service

The Integrated Transport Unit provides fleet and transport support for internal and external partners. The unit is based at two locations, Tregelles Court and the Service Response Centre at the Quays. The unit has a turnover of circa £11.5 million made up of revenue and various grants and income generation.

The fleet manager holds the operator's licence for the Council and the unit provides maintenance and servicing for the Councils fleet of 312 vehicles, 50 contract vehicles plus 488 items of plant and maintenance equipment. Fleet also has service level agreements with NPT homes for the servicing and maintenance of their fleet of 49 vehicles. The unit has 25 staff and 1 apprentice.

The Passenger Transport section has three arms: Local Bus including subsidised local bus services via a Welsh Government Grant, Concessionary Fare scheme and Bus Service Support Grant, the unit also supports Community Transport and Shopmobility schemes within the NPT area. The Section also undertakes the procurement of Home to School and Special Education Needs Transport for Education and Social Services, ensuring all operators who have contracts with NPT have a current clear Disclosure Baring Service (DBS) entitlement. The unit also has an in house fleet of buses which provides transport support to Social Services. As of the 31st August 2016 the unit has 23 Full and part time staff along a pool of casuals, the unit also has a fleet of 13 vehicles.

Section 2 : Overall Summary of Performance for 2015-16 Financial Year

In partnership with local bus operators, supported an application to the Office of Low Emission Vehicles (OLEV) for Ultra Low Emission Vehicles to operate on the new bus corridor between Port Talbot and Swansea.

The section has rationalised Home to School and SEN routes in readiness for the tender process which is due to start late march early April 2016, owing to the amount of work involved 50% of ELL transport requirements along with the eleven Public transport routes and all Social Services transport requirements will be tendered '16-'17 and the remainder in '17-'18.

Successfully Delivered the Forward Financial Plan Targets Listed for the Environment 2015-2016

- ENV 518 Fleet review- Reduction in fleet to reflect service changes. 50k *Savings achieved*
 - ENV 526 Fleet Maintenance, 45k *Savings achieved*
 - ENV 590 Reduce Subsidies to Bus Operators, achieved and implemented 234k *Savings achieved*
 - ENV 604 Social Services Transport, savings achieved through rationalisation of routes 25k *Savings achieved*
- Assist in the development of the new strategic transport hub at Port Talbot Parkway
Work with partners to develop a new strategic bus corridor between Port Talbot and Swansea
Work with partners to deliver the Youth travel card
Reduce Sickness
Identify strategies to assist in meeting FFP for 2016-2017

The Community Services Transport section has, and is continuing to go through significant change as a result of the Social services alternative delivery model for adult services which forms part of the Improving Lives Improving Outcomes priority.

The unit has further to reduced workshop spare parts costs through procurement and purchasing efficiencies, the unit continues to work closely with outside partners, Driver and Vehicles Standards Agency (DVSA), Police, and Freight Transport Association (FTA) to maintain standards and ensure legalities of operations. Fleet continue to reduce the Councils carbon footprint by monitoring vehicle usage and procuring the latest environmentally friendly vehicles.

After further investigation the cost of the Dynamic Purchasing system was cost prohibitive. The unit has continued to work on a Regional basis to manage changes to W.G funding. The unit has also worked with Community Transport schemes to deliver services where mainstream bus operators have terminated routes.

Section 3: Service Priorities 2016-17

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
<p>Priority 1</p> <p>Introduce M.O.T Testing Facility at Tregelles Court</p>	<ul style="list-style-type: none"> • Re-Fit two current bays to make them suitable for MOT testing. Train technicians to become authorised examiners. Train Workshop Manager to Authorised Examiner Designate Manager status 	<p>ITU Manager & Fleet Manager</p>	<p>September '16</p>	<p>Reduction in Council overheads and opportunities for income Generation. This has been completed and is now generating efficiencies for the Council.</p>
<p>Priority 2</p> <p>Re-tender H2S and SEN contracts</p>	<ul style="list-style-type: none"> • Process started in Jan '16 with rationalising of routes. • March, notice of tenders placed on Sell to Wales web site and the Official Journal of the European Union (OJEU) • Tenders and reverse auction to take place in May • Contracts awarded in July • Process completed by August in readiness for September 	<p>Passenger Transport Team & Procurement section</p>	<p>August '16</p>	<p>Confirmation of contracts awarded and savings realised by education. All routes that were tendered were awarded on the due date. There was some contracts handed back to the Council and these have been awarded via quotes on a one year contract. The routes that were put out for quotes will be entered into the 2017 round of tenders.</p>
<p>Priority 3</p> <p>Introduction of Electronic</p>	<ul style="list-style-type: none"> • Work with outside suppliers to arrange construction and 	<p>ITU and Passenger</p>	<p>June '16</p>	<p>Information screens live with timetable information displayed.</p>

Timetable Information screens for Neath & Port Talbot Bus stations	installation of display screens. Ensure information is up to date and accurate	Transport Manager		Work is still on-going with the supplier to configure interactive Totem at Port Talbot Bus Station.
Priority 4 Develop a grey fleet policy	<ul style="list-style-type: none"> Develop Policy, procedures and guidance to ensure staff have appropriate training 	ITU Manager and Driving at work group	Outline to Insurers by January. Completed policy by July '17	Reduction in incidents involving Council owned pool Vehicles. Work is on-going with the driving at work group.
Priority 5 Improve attendance at work through better sickness management	<ul style="list-style-type: none"> Maximise attendance at work in line with the policy 	Fleet & Passenger Transport Manager	On-going	Reduction in days lost
Priority 6 Manage reduction in service requirements resulting from changes in Social Services Deliver Model	<ul style="list-style-type: none"> Undertake Management of change. Support staff on prior consideration to secure alternative employment or to leave the L.A should they choose ER-VR 	ITU Manager & Passenger Transport	ER/VR's by 31 st August Nov '16 Nov '16	Reduction in the number of staff to align with the new service model introduced by Social Services Align drivers & passengers assistants hours to meet the needs of the new service Report on changes to personnel committee

Section 4: Service Performance Quadrant 2016 - 17

We have made good progress with our priorities during the 3rd quarter of 2016 – 17:

Priority 1 – Introduce M.O.T Testing Facility at Tregelles Court

- Workshop Manager attained appropriate authorisation to run the MOT station in April 2016
- Seven Technicians passed authorised examiners tests in July 2017
- Workshop fitted out to standards required by DVSA to carry out MOT's and the first MOT carried out on the 21st June
- Credit card machine installed in August to enable the public to pay for tests

Priority 2 – Retender H2S and SEN contracts

- Notice was given in the Official Journal of the European Union (OJEU) in March '16
- Reverse auction dates 6th to the 10th June
- Routes have now been awarded in readiness for start of new school year in September '16

Priority 3 – Introduction of Electronic Timetable Information screens for Neath & Port Talbot Bus stations

- Screens have been installed May '16
- Testing is on-going
- Staff & operator training arranged for 1st September 2016

Priority 4 – Develop a Grey fleet policy

- Driving at Work Policy Group meeting arranged for September, Grey fleet policy discussed and work on-going.
- Note prepared for CDG

Priority 5 – Improve attendance at work through better sickness management

- See Section 6

Priority 6 - Manage reduction in service requirements resulting from changes in Social Services Deliver Model

- Undertake management of change, now completed staff have been informed of new rotas and shift patterns
- Rationalise number of vehicles to new Social Service delivery model. Completed and surplus vehicles disposed of.

Measure	2014-15 Actual	2015-16 Actual	Comparative Performance	2015-16 Annual	2016-17 Annual
Service Measure 1. % of vehicles presented on time for inspection	94.1%	62.6%	National 80.89%	95.4%	
Service Measure 2. % of HGV MOT's passed on first presentation	87.18%	87.5%	National 82.4%	93.3%	
Service measure 3: % reduction in CO ₂ emissions	3,592 tns	3,323 tns	Annual -0.81%	3323tns	
Corporate measure (CM01):					
a) Number of transactional services fully web enabled	0	0		0	0
b) Number of transactional services partially web enabled	1	1		1	1

Section 5: Financial:

The Unit has managed resources within budget contributing £354k to the FFP since 2014 –15 with the savings for financial year '16-'17 of £102k being achieved through ER/VR.

Measure	2014-15 Actual	2015-6 Actual	2016-17 Qtr. 1 (projected)
Corporate Measure (CM02): % revenue expenditure within budget	102%	108%	115%
Revenue Budget £	£2,446,877	£2,179,510	£464,906
Corporate Measure (CM03): Amount of FFP savings at risk	No risk	No risk	No risk

Section 6: Employees

Exceeding expectation the section has achieved a 54.6% reduction in sickness between the 2014-15 figure of 1,042 FTE days lost, and 569 FTE days lost during 2015–16.

It is therefore encouraging to note that first three Qtrs. for 2016-17 has seen a further fall of 25.60% in FTE days lost through sickness. In both circumstances the fall is due in part to a reduction in staffing levels as a result from changes to the service delivery model in Social Services. All sickness is being managed in line with the sickness management procedure.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 Qtr. 3 (cumulative)	2016-17 Qtr. 3 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence				
Integrated Transport Unit: Total Service FTE days lost in the period	1,042 days	568 days	461 days	343 days
Average FTE working days lost per employee	14.9 days	8.9 days	6.9 days	6.0 days
Environment Directorate: Average FTE working days lost per employee	9.8 days	10.2 days	7.3 days	8.3 days
Council: Average FTE working days lost per employee	9.4 days	9.7 days	6.8 days	7.3 days

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	2015-16 Actual	2015-16 Qtr.3 (cumulative)	2016 – 17 Qtr.3 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	New	New	Awaiting staff engagement tool kit
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%)	100%	83.34	0
Number of staff who have received a performance appraisal during 2016-17	N/A	30	0
Corporate Measure (CM06): Number of employees left due to unplanned departures	0	2	0

Section 8 : Customer

It is currently difficult to measure customer satisfaction, in recent years there has been significant reductions in Council support for public transport. Community Services Transport has reduced its service to fall in line with changes implemented by Social Services with their new delivery model for adult services. It should also be noted that there is a reduction in the number of vehicles being serviced with the SLA the Fleet have with NPT homes.

Measure	2014-15 Actual	2015-16 Actual	2015-16 Qtr. 3 (cumulative)	2016-2017 Qtr.3 (Cumulative)
Corporate Measure (CM07): Total number of complaints				
Internal	0	0	0	0
External (from the public)	0	2	0	0
Corporate Measure (CM08): Total number of compliments				
Internal	0	0	0	0
External (members of the public)	0	0	0	1
Corporate Measure (CM09): customer satisfaction measure/s	Nil	Nil	-	To be developed 2017

Environment and Highways Scrutiny Committee

16TH February 2017

Report of the Head of Streetcare

M. Roberts

Matter for Monitoring

Wards Affected: All

Streetcare – Building Services

Purpose of Report

1. To present for Scrutiny the Report Card for Building Services.

Executive Summary

2. The Environment and Highways Cabinet Board on the 1st September 2016 approved the Business Plan for Building Services
3. Each Business Unit within the Streetcare division is required to complete a Report Card for each financial year, outlining the following:-
 - 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 2016 to March 2017.
4. The Report Card, set out in Appendix A, summarises the service priorities, key measures and key actions for the Building Services Section.

Consultation Outcome

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

Financial Impact

6. The work delivered is funded by a combination of existing revenue and capital budget, Grant and external fee income.

Equality Impact Assessment

7. Not applicable.

Workforce Impacts

8. These are covered in the appended report card.

Legal Impacts

9. Not applicable.

Risk Management

10. A Risk Matrix for the Directorate has been prepared which incorporates the significant risks within this service area.

Recommendation

11. This item is for monitoring purposes.

Reasons for Proposed Decision

12. Not applicable.

Implementation of Decision

13. Not applicable.

Sustainability Appraisal

14. The activities of the Environment Directorate have an impact on all themes of the Corporate Performance 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

15. Appendix 1 Building Services Report Card.

List of Background Papers

16. Building Services Business Plan - Environment and Highways
Cabinet Board – 1st September 2016.

Officer Contact

17. Mike Key, Lighting & Building Services Manager, Tel: 01639 686442
e-mail: m.key@npt.gov.uk

Service Report Card 2016-2017

Building Services

Section 1: Brief description of the service

The activities of Building Services encompass all aspects of building maintenance and improvement work, it provides an in house solution for building work that is responsive to the needs of the Council and is accountable. The scope of work undertaken is as follows:

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- General Building Maintenance including, Carpentry, Bricklaying, Plastering, Glazing and Painting;
- Mechanical Services e.g. Heating Systems Commercial, Plumbing, Gas Services;
- Electrical Services including Installation testing and inspection, Fire alarms, emergency lighting and Portable appliance testing
- Emergency Services for all trades 24 hours/day/365/year

Section 2: Overall Summary of Performance for 2015-16 Financial Year

Progress with achieving the priorities set last year was as follows:

- Delivered a balanced financial outcome for the service area. This was achieved by increasing turnover where suitable works could be identified utilising existing employed resources and sub-contractors where appropriate.
- 'Clearview' system of recharging work: The simplification of the recharge system to customers for labour and materials has reduced the number of queries received in comparison to the old style Schedule of Rates. Where there have been queries, particularly on emergency response work, the arrival and departure times of the operatives along with the site representative's signature has been facilitated by the hand held electronic devices now utilised by all emergency response operatives.

Page 33 Work to reduce sickness absence levels: Proactive management has continued to be applied. (see *Mandatory Corporate Measure CM05*).

Annual employee training and development programme completed.

- Completed 4,353 Emergency/Urgent jobs, with 4 Hour response compliance increasing to 91%, and 24 Hour response compliance increasing to 77%
- Completed 2,449 Non-urgent/Service jobs.
- Comprehensive measurement of Customer Satisfaction was not undertaken as planned in 2015/16 and is a priority for the current year.

**Section 3:
Service Priorities 2016-17**

Priority	Actions to deliver priority	Officer Responsible	Timescale	What will be different? Measures and/or Outcomes
1. Complete schemes to agreed cost, quality and time;	Continue to deliver the service by retaining and training the staff. Provide effective supervision and information systems.	MK/MD MK/MD/SUP/EST	Monthly Weekly	Delivery of schemes on time and within budget at end of year. Monthly/quarterly progress meetings.
2. Expand skills and capability with respect to home adaptations;	Establish training requirements/opportunities through appraisals and monthly team briefings, with a view to obtaining and attracting other works.	MK/MD/SUP	Monthly	Discussions with other departments and outside bodies.
3. Achieve a balanced financial outcome for the service area;	Increasing turnover where suitable works could be identified utilising existing employed resources and sub-contractors where appropriate.	MK/MD	Monthly	The delivery of a balanced financial outcome for the service area, by monthly budget monitoring.
4. Minimise waste, recycle as far as is cost effective, and make the most of sustainable materials where possible;	Review working practices and procedures to reduce waste.	MK/MD	Quarterly	Monitoring of service waste to ensure maximising of recycling opportunities.
5. Maintain and further develop if necessary the 'Clear View' recharging	Monitor and review the Clearview system of work with key customers.	MK/MD	Quarterly	Notes of liaison meetings with key customers held by manager.

system of work.				
6. Optimise attendance at work, acknowledging that genuine sickness can affect anyone at any time;	Work to reduce sickness absence levels - Proactive management continued to be applied.	MK/MD	Monthly	Records of return to work interviews and actions, Notes of staff meetings/briefings Corporate sickness measures
7. Complete Performance Appraisals for all employees in line with corporate guidelines;	Complete Employee Appraisals/Development Reviews within timescale.	MK/MD/SUP	Annually	Review records of records and action held by manager.
8. Expanded use of electronic hand held devices in the Day to Day maintenance section to assist with improving service performance;	Expand handheld device operation to all aspects of the servicing teams.	MK/MD/SUP	Annually	Roll out of new devices currently implemented and continually monitored by supervisors to identify any on-going issues.
9. Meeting emergency response times as far as possible;	Maintain and improve, where cost effective, emergency response procedures and capability levels.	MK/MD	Quarterly	Urgent, 4 hours and 24 hour response time statistics held by manager.
10. Ensure all transactions with our clients and supplies can as far as possible be completed on-line.	Review transactions and identify any significant business where no on-line capability exists Develop a plan with IT to develop systems to plug any gaps	MK/MD/SUP	Quarterly	Record of service review Record of prioritisation for any identified gaps by IT/Digital Service Board

	Effectively manage on-line transactions			<ul style="list-style-type: none">• Records of electronic orders from clients• Records of electronic recharging to clients• Monthly financial monitoring via Barclays Spend Management
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**Section 4:
Service Performance Quadrant 2016-17**

Priority Measures (2016-2017)	2014-2015 Performance (if available)	2015-2016 Performance (if available)	2016-2017 Performance Outlook
PM1 – Minor and Major accident statistics.	6 No.	5 No.	Improve.
PM2 – 4 hour Emergency attended or completed within 4hours.	1399 jobs 87% (95% within 2 days)	1561 jobs 91% (96% within 2 days)	Continue Improvement
PM3 – 24 hour Emergency attended or completed within 24hours.	1758 jobs 75%	2058 jobs 77%	Continue Improvement
PM4 – 7 day Urgent completed within timescale.	607 jobs 54%	734 jobs 69%	Continue Improvement

**Section 5:
Financial Quadrant 2016-17:**

The anticipated operating budget is £2,600,000 revenue and £1,800,000 capital.

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2016-17 Qtr. 1 (projected to year end)
Corporate Measure (CM02): % revenue expenditure within budget Revenue Budget circa £2,600,000	100%	100%	100% £2,600,000
Corporate Measure (CM03): Amount of FFP savings at risk	n/a New	£0	£0

**Section 6:
Employee Quadrant 2016-17**

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 QTR. 3 (cumulative)	2016-17 QTR. 3 (cumulative)
Corporate Measure (CM04): Average FTE (Full time equivalent) working days lost due to sickness absence				
Lighting & Building Services – Total Service FTE days lost in the period	749 days	569 days	440 days	252 days
Average FTE working days lost per employee.	8.9 days	7.4 days	5.7 days	3.7 days
Directorate: Environment Average FTE working days lost per employee.	9.8 days	10.2 days	7.3 days	8.3 days
Council: Average FTE working days lost per employee.	9.4 days	9.7 days	6.8 days	7.3 days

**Section 6:
Employee Quadrant 2016-17**

**Section 6:
Employee Quadrant 2016-17**

Summary of employee performance.....

Measure	2014-15 Actual (Full Year)	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
Corporate Measure (CM04): Average FTE (full time equivalent) working days lost due to sickness absence				
Service: Building	9.2 days	5.2 days	1.4 days	0.7 days
Total Service FTE days lost in the period	615	316	84	41
Directorate: Environment	9.8 days	10.2 days	2.1 days	2.4 days
Council	9.4 days	9.7 days	2.2 days	2.4 days

	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
Corporate Measure (CM11): Staff engagement Measure	New	New	
Corporate Measure (CM05): % of staff who have received a performance appraisal during 2016-17 (Target 100%) Number of staff who have received a performance appraisal during 2016-17	100%	100%	2%
Corporate Measure (CM06): Number of employees left due to unplanned departures	0	0	0

Section 7: Customer

Summary of customer performance.....

Measure	2015-16 Actual (Full Year)	2015-16 Qtr. 1 (cumulative)	2016-17 Qtr. 1 (cumulative)
Corporate Measure (CM07): Total number of complaints Internal External (from the public)	0	0	0
Corporate Measure (CM08): Total number of compliments Internal External (members of the public)	4	4	0
Corporate Measure (CM09): customer satisfaction measure/s	N/A		

NEATH PORT TALBOT COUNTY BOROUGH COUNCIL

Environment and Highways Scrutiny Committee

16 February 2017

Report of the Head of Streetcare

M. Roberts

Matter for Monitoring

Wards Affected: All

Corporate Improvement Objective – Reduce, Reuse, Recycle Report – (1st April to 31st December) 2016-17

Purpose of Report

- 1 To provide Members with the Reduce, Reuse, Recycle Highlight Report – which provides a progress update for the first **nine** months of 2016-17 for one of the six Corporate Improvement Plan objectives which falls within the remit of the Environment & Highway Scrutiny Committee. The report will enable the Environment & Highways Scrutiny Members to discharge their functions in relation to performance management.

Executive Summary

- 2 Overall we are on track to deliver what we have planned to deliver during 2016-2017
- 3 We are progressing well with the Council's Waste Strategy and have met the most recent statutory target of 58% for combined reuse, recycling and composting performance.
- 4 We continue to change the way we deliver our services as agreed previously by Members with a view to achieving the next target of 64% in 2019/20.

Financial Impact

- 5 The performance described in the attached highlight report is being delivered against a challenging financial backdrop

Equality Impact Assessment

- 6 In delivering the reduction, reuse and recycling of waste, equality issues are considered as part of the formal decision process in relation to individual measures.

Workforce Impact

- 7 Any workforce impacts are identified and considered as part of the decision process for individual measures to reduce, reuse and recycle waste. Ongoing service changes previously approved by Members as part of the Council's Waste Strategy are altering the day to day waste collection operations.

Legal Impact

- 8 To support the discharge of the duty placed on the Council, as contained within the Local Government (Wales) Measure 2009, to 'make arrangements to secure continuous improvement in the exercise of its functions'.

Risk Management

- 9 Failure to have robust performance monitoring arrangements could result in poor performance going undetected.

Consultation

- 10 There is no requirement under the Constitution for external consultation on this item

Recommendation(s)

- 11 For Members to note the progress report for Reduce Reuse, Recycle corporate improvement objective as contained within the attached highlight report

Reason for Proposed Decision(s)

12 Matter for monitoring. No decision required.

Implementation of Decision

13 Matter for monitoring. No decision required

Appendices

14 Appendix 1 – Reduce, Reuse, Recycle Highlight Report – Quarter 3 (**Quarters 1, 2 and 3 cumulative**), 2016-17

List of Background Papers

15 The Neath Port Talbot Corporate Improvement Plan – 2016/2019
“Rising to the Challenge”

Officer Contact

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17 Andrew Lewis, Waste & Neighbourhood Services Manager, Telephone 01639 686021. E-mail: a.lewis@npt.gov.uk

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Highlight Report – 1st April to 31st December 2016

Corporate Improvement Priority: Increase the percentage of waste recycled and composted

RAG Status	Summary of Progress
Green	<p>With the further roll-out of our improved weekly recycling service, together with the implementation of our side waste restriction policy, which is in addition to the fortnightly collection of residual waste and smaller wheeled bins, we have continued to promote the shift from a throwaway society to one that recycles first.</p> <p>We continue to realise performance through current arrangements for waste treatment and disposal, whilst work is ongoing towards putting in place a new waste services contract.</p>

Page	What will be different? (Outcomes)	Lead Officer	RAG Status	Progress
47	More people will have an extended recycling service (e.g. collect more items such as batteries) and their waste sorted at the kerbside.		Green	<ul style="list-style-type: none"> • % of households on recycle+ - Phase II roll out of Recycle+ completed (almost 40,000 properties now serviced by new scheme.) A total of £688,840 in grant funding has recently been secured from WG under the CCP funding regime, part of which will be used to supplement the third and final phase of roll out which is on track for completion by end of March 2017. • Additional 'kerbsort' recycling vehicles have been delivered. Roll out for the final phase of the kerbsort recycling service to commence during January 2017. • Household participation – the last survey, which was completed in January 2015 indicated an 80.5% participation rate although indications are that this has now increased. It is proposed to conduct another survey following completion of the roll out of Recycle+ in March 2017. Communication and



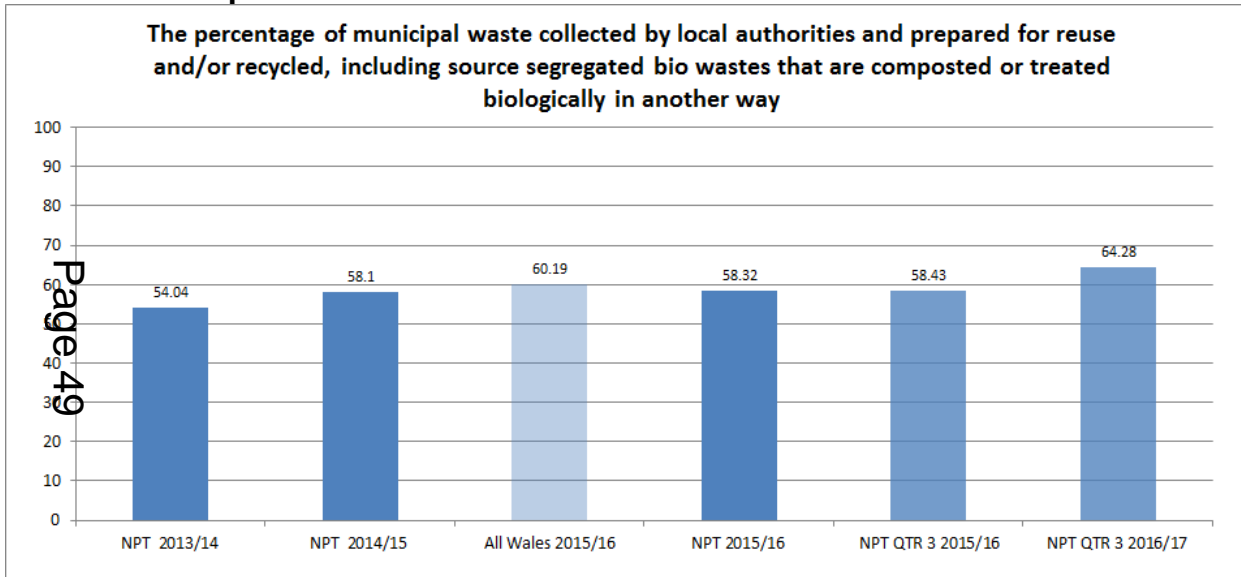
Reduce, Reuse, Recycle

towards zero waste

Highlight Report – 1st April to 31st December 2016

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 48</p>			<p>engagement work has continued as resources have allowed, including school visits, road shows/ local events, social media and local press/radio promotions.</p> <p>First phase of the side waste restriction policy introduced in June 2016 to further increase household recycling. To date 1,074 properties have been issued with exemptions, 19 applications have been rejected.</p> <p>Waste analysis has been carried out which is used to inform future awareness activities/promotions.</p> <p>High trade waste producers are being contacted and encouraged to recycle.</p> <ul style="list-style-type: none"> • Have achieved, the 2015/16 statutory target of 58%. Current performance indicated an increase from 58.43% (32,132ts) in quarter 3 (April to December) 2015 to 64.28% (33,114ts) in quarter 3 2016.
<p>2. New contract arrangements will be in place for waste treatment and disposal to ensure we are getting the best deal for the Council.</p>		<p>Green</p>	<ul style="list-style-type: none"> • MREC procurement including food waste treatment is on-going. • A longer term cost model for NPT to achieve the 70% target is planned to be produced once the issue of longer term waste treatment/disposal arrangements is resolved. <p>Service performance for quarter 3 2016 (April to December):</p> <ul style="list-style-type: none"> • The % of municipal waste sent to landfill – 9.9% (5,089ts) • The % of municipal waste used to recover heat and power – 33.9% (17,471ts).

Measures: Graphs



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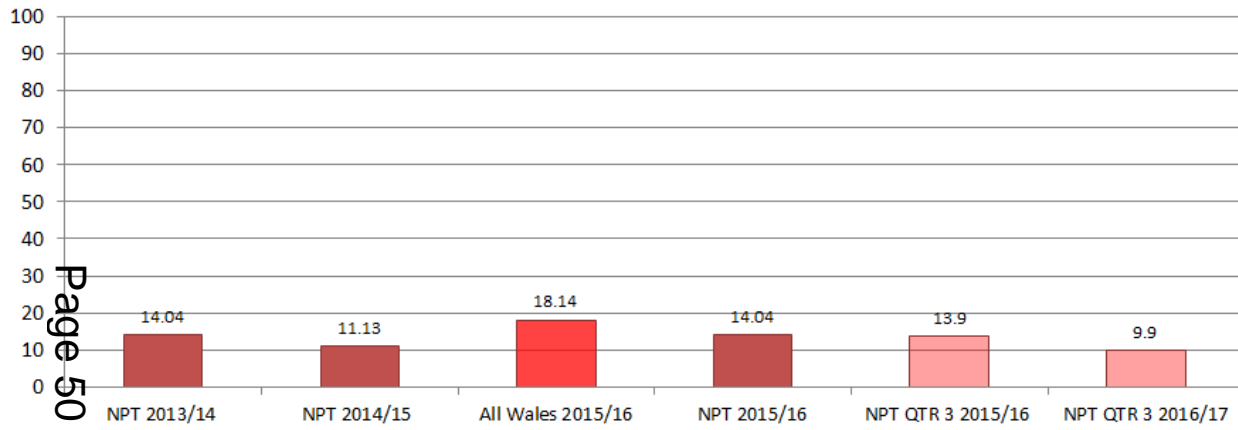


Reduce, Reuse, Recycle

towards zero waste

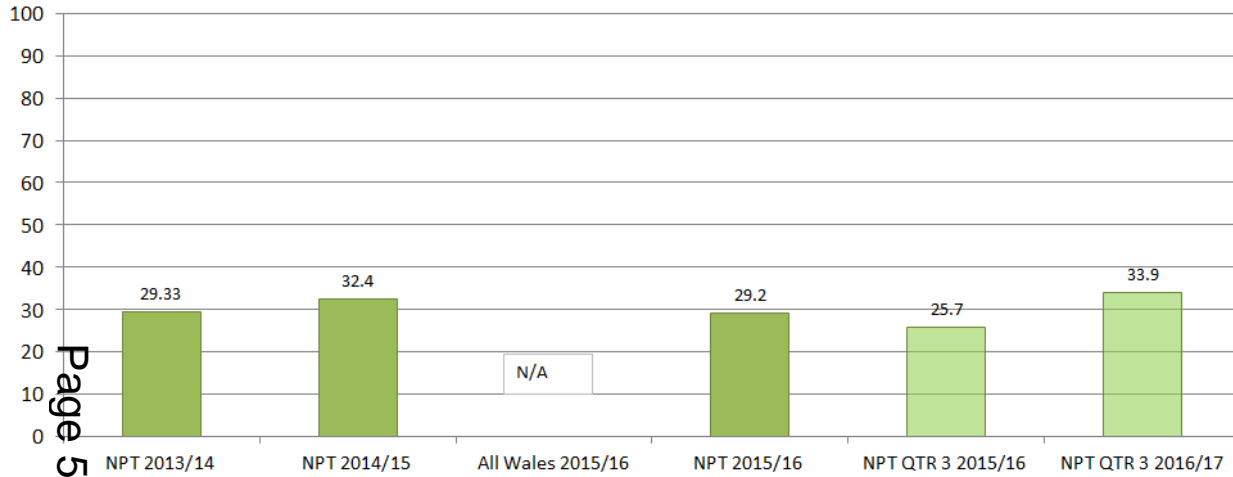
Highlight Report – 1st April to 31st December 2016

The percentage of municipal waste collected by local authorities sent to landfill



Highlight Report – 1st April to 31st December 2016

The percentage of municipal waste collected by local authority used to recover heat and power



Shaun to update table below once CRR reported to Cabinet on 19th October. Also need to include risk matrix.

Corporate Risks (Corporate Risk Register):

Risks are assessed in terms of proximity i.e. when the risk would occur. Estimating when a risk would occur helps prioritise the risk.

The proximity scale to be used is:

1. Zero to one year
2. One year to two years
3. Two years to three years
4. Three years plus