



***ENVIRONMENT, REGENERATION AND
STREETSCENE SERVICES SCRUTINY COMMITTEE***

10.00 AM FRIDAY, 6 OCTOBER 2023

***MULTI-LOCATION MEETING - COUNCIL CHAMBER, PORT TALBOT
& MICROSOFT TEAMS***

All mobile telephones to be switched to silent for the duration of the meeting

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1. **Chairs Announcements**

The Chair welcomed everyone to the meeting.

The Chair noted that the Members of the Scrutiny Committee had agreed to scrutinise Item 3 of the Scrutiny agenda and the following items from the Cabinet Board agenda:

- Item 9 Key Performance Indicators 2023/2024 - Quarter 1 (1st April 2023 - 30th June 2023)
- Item 10b Proposed lease of the former Wilko retail limited premises comprising part of the ground and first floors within the multi storey car park in Neath Town Centre to CDS (Superstores International) Limited t/a The Range
- Item 11 Surrender of existing lease and grant of a new agreement for lease and lease of catering kiosk and adjoining

land at the western end of Aberavon Seafront Port Talbot.

2. **Declarations of Interests**

There were none.

3. **Annual Report**

The Chair introduced the report as circulated. The Chair commented on how hard the committee had worked and the achievements of the committee such as completing two task and finish groups and intensive scrutiny sessions. The chair also commented on the successful amendments to policy and documents the committee had secured. The Chair thanked members of the committee for their hard work and the support of Democratic services.

Members commented on how good the report is and that it gave an excellent outline of the work done through the year.

The Environment Regeneration & Streetscene Services Scrutiny Committee noted and endorsed the annual Report 2022/2023 attached at Appendix A and commended to Council.

4. **Pre-decision Scrutiny**

Key Performance Indicators 2023/2024 - Quarter 1 (1st April 2023 - 30th June 2023)

Officers introduced the report as circulated to Members and highlighted that it is a new presentation format as a response to member feedback. Officers said they would record any feedback and pass that on to the corporate performance team who came up with the new presentation format.

The Chair reminded members of the upcoming training session on the new format KPI's and encouraged them to attend as it will help members interpret Key Performance Indicators better.

Members commented that they thought the new format was clearer and better and shows longer term trends and direction of travel. Members also felt it would be useful to have a line on graphs that indicates what the target is as a visual aid.

Members referred to page 64 of the report relating to missed collections of waste recorded. Members wanted to know if this also include online reports and members reports of missed collections to waste services.

Officers explained that online reports are logged and encouraged members to report issues via the call centre so that it would ensure reports are logged correctly. Individual officers don't use the system that the contact centre uses, and it is less likely to be recorded properly.

Members commented that there was a danger that the missed collections won't be picked up that day as by the time it is logged, the crew may have left the area already by that time.

Officers advised that the waste action plan has been approved for the in-cab data system so the crews will get alerted about missed collections. The tracker system will mean officers will know where the crews are, and the in-cab data system will let the nearest crew know about the missed collection.

Members asked if reports of fly tipping made by members are included in KPI 17 as well as whether reports are getting categorised differently now as there is a lower number in this quarter.

Officers explained that for fly tipping the FLARE System is used to document everything as it's a legal process. Officers also advised that there are sometimes presentation issues of residents putting waste out on the wrong week.

Members were advised that fly tipping historically has fluctuated and during lockdown fly tipping increased. The legal process for fly tipping was suspended for a period which prevented interviews as part of the enforcement process. With enforcement having now returned, fly tipping has dropped back down.

Members asked if complaints of mess left over from waste collections are logged. Officers advised that customer services system captures everything.

Members were concerned that raising the issues through the call centre or online causes a delay in issues being rectified and wanted

to check if the in-cab system will get the updates from notifying via customer services.

Officers confirmed that once the in-cab system is in place it will. The service first system is also being reviewed to put in improvements, as well as looking at what it captures so that it does capture everything.

Members stated that they tend to speak to officers directly as it tends to mean action is taken quicker. Members wanted to check that the new in cab system would make sure this would mean quick responses to incidents.

Members were informed that data from all the rounds has been uploaded into the Service First System and Officers will be able to analyse complaints against individual rounds in the future, although This won't be available for a few months.

The report was noted.

5. **Committee Action Log**

The Members of the Committee noted the Action Log.

6. **Forward Work Programme 2023/24**

The Members of the Committee noted the Forward Work Programme.

7. **Urgent Items**

There were three urgent items, members decided to scrutinise two of these.

Resolved:

That pursuant to Section 100A(4) and (5) of the Local Government Act 1972, the public be excluded for the following items of business which involved the likely disclosure of exempt information as defined in Paragraph 14 of Part 4 of Schedule 12A to the above Act.

Item 10b Proposed lease of the former Wilko retail limited premises

comprising part of the ground and first floors within the multi storey car park in Neath Town Centre to CDS (Superstores International) Limited t/a The Range

Following scrutiny, members were supportive of the recommendations to be considered by Cabinet Board.

Item 11 Surrender of existing lease and grant of a new agreement for lease and lease of catering kiosk and adjoining land at the western end of Aberavon Seafront Port Talbot.

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K.Jones
Chief Executive

Civic Centre
Port Talbot

12 October 2023

Committee Membership:

Chairperson: **Councillor S.Pursey**

Vice **Councillor T.Bowen**
Chairperson:

Councillors: W.Carpenter, A.Dacey, R.Davies, N.Goldup-
John, C.James, K.Morris, S.M.Penry, R.W.Wood,
L.Williams and S.Thomas

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.*