

Complete Agenda

CABINET



GWYNEDD COUNCIL

DATE	Tuesday, 11th September, 2018
TIME	1.00 pm
LOCATION	Siambr Hywel Dda, Council Offices, Caernarfon, Gwynedd, LL55 1SH
CONTACT POINT	Annes Siôn 01286 679490 cabinet@gwynedd.llyw.cymru

GWYNEDD COUNCIL CABINET MEMBERS

Members	
Dyfrig L. Siencyn	Leader
Dafydd Meurig	Deputy Leader, Cabinet Member for the Environment
Craig ab Iago	Cabinet Member for Housing, Leisure and Culture
Gareth Wyn Griffith	Cabinet Member of Highways and Municipal
Nia Wyn Jeffreys	Cabinet Member for Corporate Support
Peredur Jenkins	Cabinet Member for Finance
Dilwyn Morgan	Cabinet Member for Children and Young People
W. Gareth Roberts	Cabinet Member for Adults, Health and Wellbeing
Gareth Thomas	Cabinet Member for Education
Ioan Thomas	Cabinet Member for Economic Development

AGENDA

	Item	Submitted by	Officer	Page
1	APOLOGIES			
2	DECLARATION OF PERSONAL INTEREST			
3	URGENT ITEMS			
4	MATTERS ARISING FROM OVERVIEW AND SCRUTINY			
5	MINUTES OF THE MEETING HELD ON 31 JULY			4 - 9
6	PERFORMANCE REPORT OF THE CABINET MEMBER FOR THE ENVIRONMENT	Cyng / Cllr Dafydd Meurig	Dilwyn Williams	10 - 46
7	PERFORMANCE REPORT OF THE CABINET MEMBER FOR HIGHWAYS AND MUNICIPAL AND GWYNEDD CONSULTANCY	Cyng / Cllr Gareth Griffith	Dilwyn Williams	47 - 55

THE CABINET 31/07/18

Present-

Councillors: Dyfrig L. Siencyn, Dafydd Meurig, Nia Wyn Jeffreys, Peredur Jenkins, Dilwyn Morgan, W. Gareth Roberts, Gareth Thomas and Ioan Thomas

Also present: Dilwyn Williams (Chief Executive), Iwan Evans (Head of Legal Services), Dafydd Edwards (Head of Finance Department)

Item 6: Dafydd Wyn Williams (Head of Environment Department)

Item 7: Geraint Owen (Head of Corporate Support Department)

Item 8: Marian Parry Hughes (Head of Children and Supporting Families Department), Aled Gibbard (Senior Operational Manager - Care Resources, Children and Supporting Families), Bleddyn Jones (Taxation Manager).

1. APOLOGIES

Cabinet Members and Officers were welcomed to the meeting.

Apologies were received from Councillor Gareth Griffith and Councillor Craig ab Iago

2. DECLARATION OF PERSONAL INTEREST

There were no declarations of personal interest.

3. URGENT ITEMS

The Leader declared that he had agreed to discuss two urgent items for urgent information.

1. Geraint Thomas was congratulated on winning the Tour de France, along with the Head of the team, Sir David Brailsford, who was born in Gwynedd. Both were thanked for their commitment to the country and pride was taken in their success.
2. The Finance Cabinet Member reported that the Council had experienced difficulties with its computer systems over the past week, but the department had managed to recover the systems in priority order. It was expressed that the emergency recovery plan had been key when restoring the main systems. It was added that the Council's IT Service was continuing with the work of recovering some systems and it would continue to improve the systems' resilience in the future. The Head of the Finance Department will commission an independent expert opinion on the architecture of the technology in order to see whether there were ways of avoiding a similar situation in the future.

4. MATTERS ARISING FROM OVERVIEW AND SCRUTINY

There were no matters arising from overview and scrutiny.

5. MINUTES OF THE MEETING HELD ON 3 JULY

The Chair signed the minutes of the Cabinet meeting held on 3 July 2018, as a true record.

6. REVIEW OF PUBLIC PROTECTION'S LEVEL OF RESOURCES

The item was submitted by Cllr Dafydd Meurig

RESOLVED

1. To accept the report
2. To approve the diversion of £70,000 of the department's existing income to increase staff resources in order to meet the food law enforcement requirements in accordance with the report. Allowing the Environment Department to:
 - Realise one of the proposed savings plan (involving income as a result of road closure arrangements) early, i.e. implement during 2018/19 rather than by 2019/20.
 - Harvest £70,000 of additional income from this saving plan departmentally, to implement a permanent budget transfer to fund two posts in the Food Law Enforcement service.

DISCUSSION

The report was submitted by noting that the department was requesting for £70,000 to be diverted from the current income in order to address food law enforcement requirements following an audit from the Food Standards Agency. It was noted that the Welfare, Health and Safety Unit within the Public Protection service provided the food law enforcement service. It was expressed that the unit was responsible for the enforcement of food safety requirements at over 2000 food businesses in Gwynedd.

Following the Gwynedd Challenge exercise, it was noted that the Environment Department had received a financial cut, and it was added that the Public Protection Unit had attempted to work in alternative ways but now the department was under pressure to meet all the requirements, including new food inspection duties that were now in force. It was added that the Food Standards Agency was of the view that the Council needed to allocate more resources towards food

hygiene and food standards inspections. It was emphasised that the department was not requesting money, but rather, it was asking to divert money from within the Department in order to achieve the need.

Attention was drawn to the views of the Finance Officer which noted that the £70,000 was being harvested as a result of additional income that was already being received by changing how we raised 'income for road closure arrangements'.

Observations arising from the discussion

- It was noted that the department had been under pressure as a result of the financial savings. It was noted that the resource was needed in order to meet the requirements.
- A discussion was held about the two types of work streams within the unit.

7. EMPLOYMENT ANNUAL REPORT

The item was submitted by Cllr Nia Jeffreys

RESOLVED

To approve the annual report.

DISCUSSION

The report was submitted noting that the report was a collection of useful statistics about the Council. Gratitude was expressed to the staff and she added that it had been a difficult year but that the staff had done everything to ensure a service of the highest quality to the residents of Gwynedd. Attention was drawn to the age profile of the staff, noting that 64% of the staff were over 40 years old, and it was reiterated that the majority of the Corporate Management Group were over 50 years old.

It was noted that the number of sickness days amongst Council staff had reduced to 8.72 days a year. It was added that the Council was one of the local authorities with the fewest number of sickness days across Wales. It was explained that the Council was now a step closer to paying a Living Wage for those who were on Point 8, namely the Council's minimum wage. It was noted that the minimum wage within the Council would be higher than the Living Wage by April 2019.

It was expressed, as commonly seen in society, that the wage gap between women and men existed within the Council as well. It was added that the Council's Business Plan for the next five years looked at how the gap could be reduced and promote the number of women who reached high jobs within the organisation.

Observations arising from the discussion

- It was added that Education Experts, who worked collaboratively

between Gwynedd and Anglesey, were now Gwynedd Council staff and that Anglesey Council purchased their service from the Council.

- It was noted that there were many useful facts within the report which would provide a foundation to the Council's improvements.
- In respect of the Council's age profile, it was asked whether an age profile could be carried out for the county also, so that the statistics could be compared.
- It was expressed that the number of jobs had increased and that a high number of people applied for jobs, but it was asked why a number of jobs were being re-advertised. It was noted that a high number of the jobs that were re-advertised were ones in the care field or were temporary posts. It was added that work was being done specifically on workforce development.
- A discussion was held on Leadership Management, and a question was asked about how the Managers' College would develop the leadership. It was noted that the Council focused on leading people rather than managing people and that the Managers' College supported managers to gain leadership skills

8. DISCRETIONARY RELIEF FROM COUNCIL TAX FOR YOUNG PEOPLE LEAVING CARE

The item was submitted by Cllr Dilwyn Morgan and Cllr Peredur Jenkins

RESOLVED

In accordance with the Council's powers under Section 12A(1)(c) of the Local Government Finance Act 1992, to allow full exception from paying Council Tax to young persons leaving care until they are 25 years old after considering other discounts, exceptions and/or Council Tax Reduction to which they are already entitled.

DISCUSSION

The report was submitted and the member noted that it was a pleasure to submit this report, not only as a Cabinet Member but also as the Chair of the Corporate Parent Panel. It was noted that the report highlighted collaboration between departments. It was added that this report was submitted at the request of the Corporate Parent Panel and by offering this relief to young people who left care, it was an opportunity to assist them and educate them about broader financial matters.

It was added that the Finance Department was very supportive of the report, and added that it was estimated that allowing this relief would not cost more than £20,000 a year to the Council. It was explained that there was flexibility for financing the cost of the plan in the corporate budget.

Observations arising from the discussion

- It was added that the Government made no reference to funding this scheme at present; however, the 22 counties in Wales were eager to reconcile this and place pressure on the Government to shoulder this burden.
- It was expressed that young people who were leaving care needed to be supported and that this scheme was fully supported.

9. EXCLUSION OF PRESS AND PUBLIC

RESOLVED to exclude the press and public from the meeting during the discussion on the following items due to the likely disclosure of exempt information as defined in paragraph 12, Schedule 12A, Local Government Act 1972. This paragraph is relevant as the report includes information about a specific individual. The report refers to matters relating to the employment of a member of staff, particularly the early retirement request that would not be resolved until the observations of the Cabinet members were received. Consequently, it was considered that the public interest of not disclosing the information outweighed the public interest of disclosing it.

10. COUNCIL SENIOR MANAGEMENT

The item was submitted by Dilwyn Williams.

RESOLVED

To accept the Chief Executive's proposal and the side-effects noted in the report.

DISCUSSION

A report was submitted, noting that in accordance with the Council's arrangements, the Chief Executive was entitled, subject to the requirements to consult with officers on a business case, to make decisions on applications for early retirement. It was added, as the matter related to a Senior Officer, that the Cabinet were also consulted regarding the application, before a decision was made.

It was noted that in May this year, the Cabinet had resolved that a review of the Council's managerial arrangements should be undertaken, and the arrangements for achieving this were in progress. In the meantime, the Chief Executive had received an application from one of the Heads of Department, asking for permission to retire early (without a reduction in his pension), to facilitate the Council's ability to achieve savings. Although there was a cost associated with approving the application, the cost would be reclaimed within 12 - 16 months at most, and the savings would be available to contribute towards the Council's financial deficit from the middle of the next financial year onwards.

The Head of Department was thanked for his service to the Council and it was noted that the Council would miss all of his experience in the field.

The meeting commenced at 13:00 and concluded at 14:00

CHAIRMAN

Date:	11 September 2018
Title of Item:	Performance Report of the Cabinet Member for the Environment
Purpose:	To accept and note the information in the report.
Cabinet Member:	Councillor Dafydd Meurig
Contact Officer:	Dilwyn Williams, Chief Executive

Report for a meeting of Gwynedd Council Cabinet

1 INTRODUCTION

- 1.1 The purpose of this report is to update my fellow members on what has been happening in the fields within my remit as Cabinet Member for the Environment. This includes reporting on where we have reached with measuring performance, and the latest in terms of savings and cuts schemes.
- 1.2 I would remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Management Team, which also includes two representatives of the relevant Scrutiny Committee.
- 1.3 Overall, I am happy with the performance of the measures for which I am responsible, or that relevant steps have been taken to improve performance.

2 THE DECISION SOUGHT

- 2.1 To accept and note the information in the report.

3 PERFORMANCE

- 3.1 Appendix 1 reports on the performance measures associated with my portfolio.
- 3.2 The **Planning Service** is responsible for facilitating and managing developments in the interests of our communities, the economy and the environment.
- 3.3 I have been monitoring the performance measure **How quickly all applications have taken on average to be determined (C2)** as the performance on the measure became unpredictable at the beginning of this year. The performance has been

fluctuating between 56 days and 81 days, with a cumulative average of 71 days compared with 59 days reported in the previous round.

- 3.4 I have challenged the performance, and in response, the Service noted that the performance had been influenced by a few applications that had taken a long time to determine, including applications submitted to the Planning Committee and some applications the Committee postponed. The Service also noted that officers had been working hard to clear applications that had been in the system for a long time, which has contributed to the rise in the average. The Service is, however, confident that recent changes to the Planning Delegation Scheme will lead to speeding up decision-making, and to a subsequent improvement in performance.
- 3.5 Satisfaction with the service remains fairly high (86% satisfied) with expression of dissatisfaction revolving around the refusal of an application or inability to contact the service. The ongoing Ffordd Gwynedd work addresses this (see 3.19 below).
- 3.6 I am still not convinced that we have been able to find an appropriated measure in the field of planning enforcement and work is taking place to rectify this.
- 3.7 The purpose of the Public Protection Unit is to support businesses, and safeguard public health and environmental standards and trading standards for the public and ensure that licensable activities are provided in a way that protects the public and supports businesses. The percentage of food establishments that 'roughly comply' with food hygiene standards (G6) measure shows that 98.92% of food establishments comply, and only 1.1% fail, that is 24 businesses. With these, the service works with businesses to rectify the situation.
- 3.8 Recently, the measure for **Percentage of high risk businesses inspected in line with the programme (G2)** has been changed to include food hygiene, food standard and animal health inspections A risk category property (the highest risk category) only. The service has had a strong start to the year, performing in accordance with its work programme. It should also be noted that businesses in the G2 measure are included in the other measures relating to food hygiene and standards.
- 3.9 The measures for the percentage of food establishments that have received Food Hygiene (G8) and Food Standards (G9) inspections show that the service is having difficulties coping with the work programme. 2.91% of the establishments in the G8 work programme and 4.66% of the establishments in the G9 work programme were late to be inspected, and this was at the beginning of the year. The Service noted that it had spent some time updating the 2017-18 work records at the beginning of the year, and had added establishments that had not been inspected to the 2018-19 programme.
- 3.10 It has become evident in recent months that the Service is unable to cope with the anticipated workload, because of the lack of staffing capacity as a result of cutbacks in recent years. Consequently, the Food Standards Agency, which expressed concern that we were falling behind with our visits to low risk food establishments, visited us. In order to address the situation of a staff capacity shortage and inability to meet the requirements of the Food Standards Agency, on 31 July other Cabinet members supported my proposal to divert the higher income generated by the Department toward creating two additional permanent posts to enable it to better cope with the workload.

- 3.11 The information about the **Average number of days taken to determine a taxi licence application (G7)** shows that the performance has regressed to 9.96 days compared with 8.96 noted in the previous report. On challenging the Service, it was noted that licences for taxi companies and vehicles were processed very quickly - within two days on average. The increased average is due to an increase in the applications for drivers' licences. According to the service, they infrequently receive a full and complete application to process, which then delays the process. They often, also, require a DBS certificate and the time the DBS takes to be processed has increased greatly and is now slower than ever. According to the Service, the wait for the DBS certificate is what contributes most to the slowness; this has, therefore, led to a gradual decline since the beginning of 2017 in the processing time of applications for taxi driver licences, from an average of 17.95 days to 54.6 days.
- 3.12 The **Property Service** is responsible for supporting the Council's Departments by providing suitable property for delivering services and ensuring that the Council's property portfolio is managed effectively and efficiently.
- 3.13 We see that the data measuring the **Time (in days) taken to respond to a request for maintenance work (Eiddo1)** has improved from 9.5 days to 8.1 days. The Service recently adopted the new IT system in order to manage work; and this has been successful. A policy change to internalise tradespeople and reducing the dependency on outside contractors is yielding results with a faster service. However, the Service reported that the **Percentage of maintenance unit customer satisfaction (Eiddo2)** had fallen from 90.1 to 89 during the last period. The Service noted that improving the response time to calls had come at the expense of customer care; I have, therefore, asked the service to try to strike a better balance between a fast service and customer care.
- 3.14 The performance on the **Satisfaction Percentage of the Pest Control Unit (Eiddo5)**, has been reassuring and it is pleasing to see the service establishing itself and becoming commercially sustainable. The service has succeeded in increasing its income by £40,000 over the last year and a half, and is now financially self-sufficient. Customer satisfaction is very high and this is reflected in their comments, for example: "Excellent service, very glad the officer phoned us to make sure everything was now in order".
- 3.15 The Property Service began work on installing telecare equipment in January. They ensured that they had designed processes carefully before work commenced, and this has yielded immediate results. Under the previous arrangement, a request would take approximately 53 days to complete. Under the new arrangement, calls take an average of 4.9 days, as reported in the **Time (in days) taken to respond to a request for Telecare work (Eiddo9) measure**
- 3.16 The **Integrated Transport Unit** in its entirety facilitates people's ability to travel from one place to another across a safe network whilst also raising their awareness of and educating them about safety.
- 3.17 The important measures for the Service are the **Number of complaints received about public transport services contracted to the Council (Cludiant02)** and the **Number of complaints received about commercial public transport services (Cludiant03)**. Seven complaints were received about public transport systems and complaints show some frustration with the service. The Service worked hard to resolve problems with transport over the winter and the nature of the complaints and responses to them reflect the present status of the public transport industry in

Gwynedd. I have asked the service to continue to work hard to deliver the best possible service for the people of Gwynedd.

- 3.18 The task of identifying measures that reflect the work of the **Countryside Service** continues. I will report on this in the future.
- 3.19 Three Ffordd Gwynedd reviews are in hand at present, in the field of Countryside Planning (that is begin carried out at the same time as the Building Control review) with Estates and Facilities to begin in the Autumn. I will report on the results that emerge as the reviews progress.

4 FINANCIAL POSITION / SAVINGS

4.1 Realising the Current Savings Plans

All the savings plans of the Environment Department until the end of the 2018/19 ywar have been realised, and the Department continues to lead on some corporate plans relating to Carbon and Salix.

Views of the Statutory Officers:

i. Monitoring Officer:

No Comments in terms of propriety

ii. Head of Finance Department:

I confirm that the comments in part 4.1 of the report are a true reflection of the position in terms of realising the savings attributed to the Environment Department.

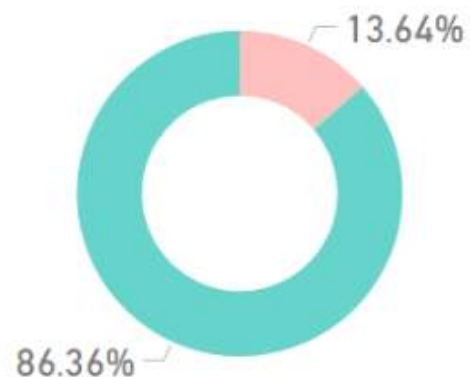
The Property Service is leading on some major capital schemes which are addressed in the performance reports of the commissioning departments, and there will be an opportunity to refer to some other schemes in the Environment Department's subsequent performance report.

Appendices

Appendix 1 - Performance Measures

C1 percentage of customers who responded to a survey and expressed satisfaction with the level of service.

Anfodlon / Dissatisfied Bodlon / Satisfied

**Number of Satisfied Customers**

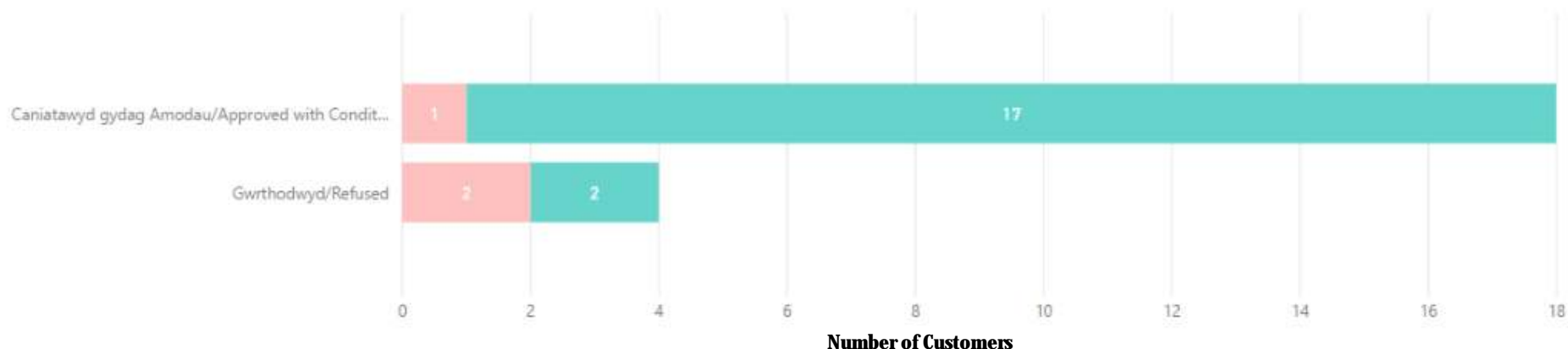
19

Total Number of Customers Targeted

22

Data According to Application Decision

Anfodlon / Dissatisfied Bodlon / Satisfied

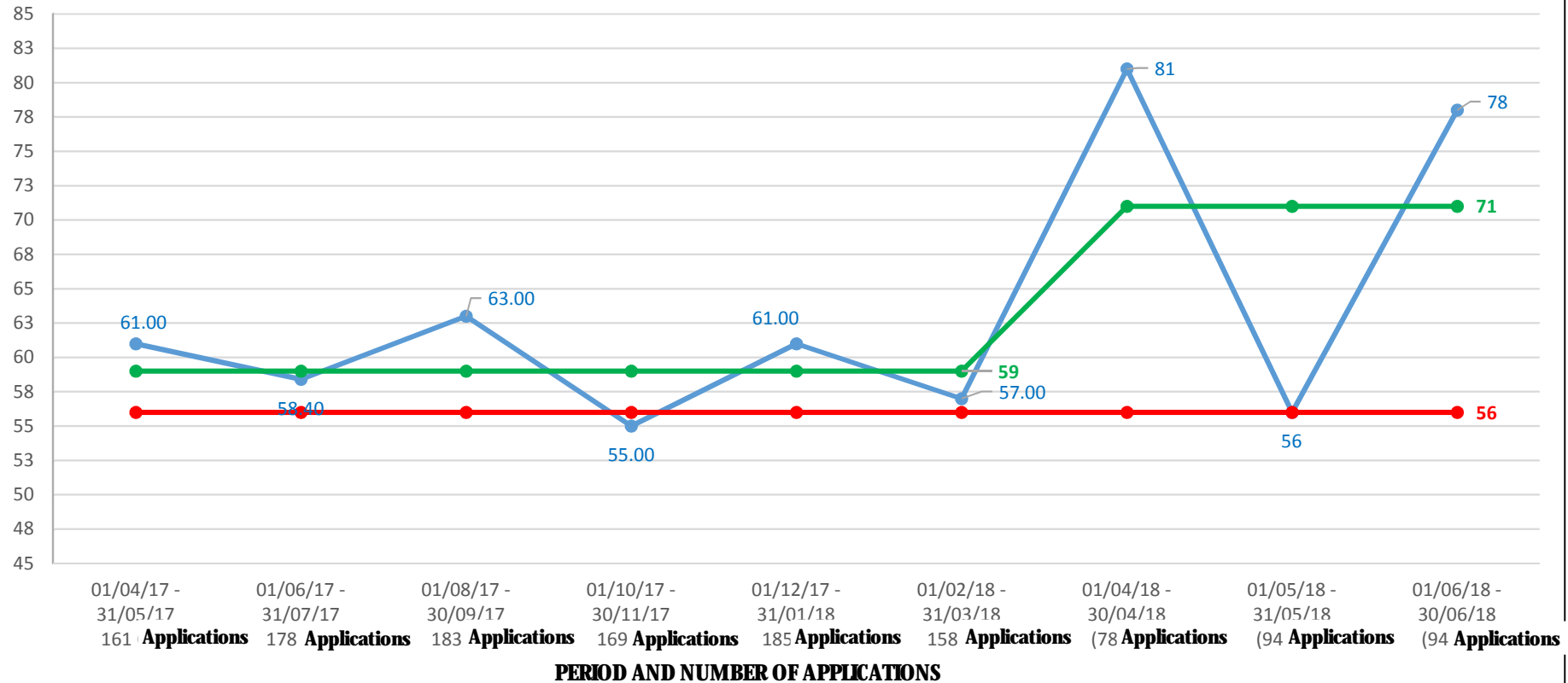
**Comments**

The questionnaire is based on a sample of customers who have received a decision on a planning application during the period. The results show that the reasons for dissatisfaction among a small percentage of customers is the dissatisfaction with the decision, no discussion before refusing an application and contact arrangements. Comments expressing satisfaction include very positive comments about the service provided by officers (despite, in some cases, the application being refused). Nevertheless, it must be noted that several satisfied customers have added comments about the process of getting hold of a planning officer / contact arrangements and the lack of information about arrangements and the value of arranging pre-application advice.

C2 How quickly can all planning applications be determined, on average

—●— Period average
 —●— Cumulative Average 17-8 & 18-19
 —●— Statutory Period

AVERAGE
NUMBER
OF DAYS

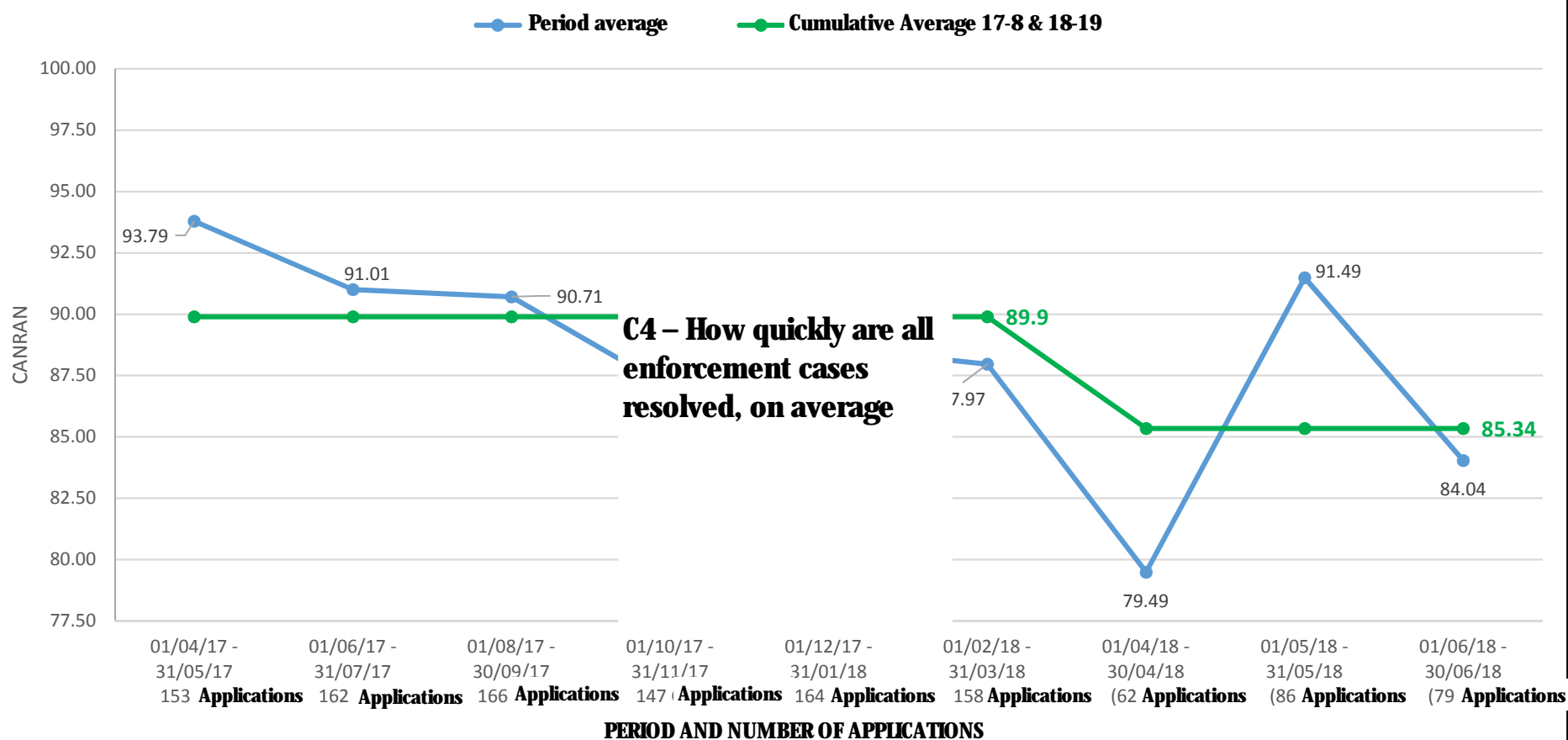


Note, from April 2018 onward, the period is for every month rather than every two months

Comments

The average number of days it has taken to determine applications since April 2017 has been consistent at approximately 60 days. The performance for the last three months has been influenced by some applications that have been in the system for a long time – because of the need to submit to Committee and postponements by the Committee. Furthermore, the officers have recently been attempting to get rid of old applications as time and workload allows. This is hereby reflected (e.g. two applications that have been in the system since 2014 have been determined). The Planning Delegation Scheme has now been amended and hopefully this will reduce the Committee’s workload over the coming months and will speed up decision-making.

C3 – Percentage of planning applications determined that were approved

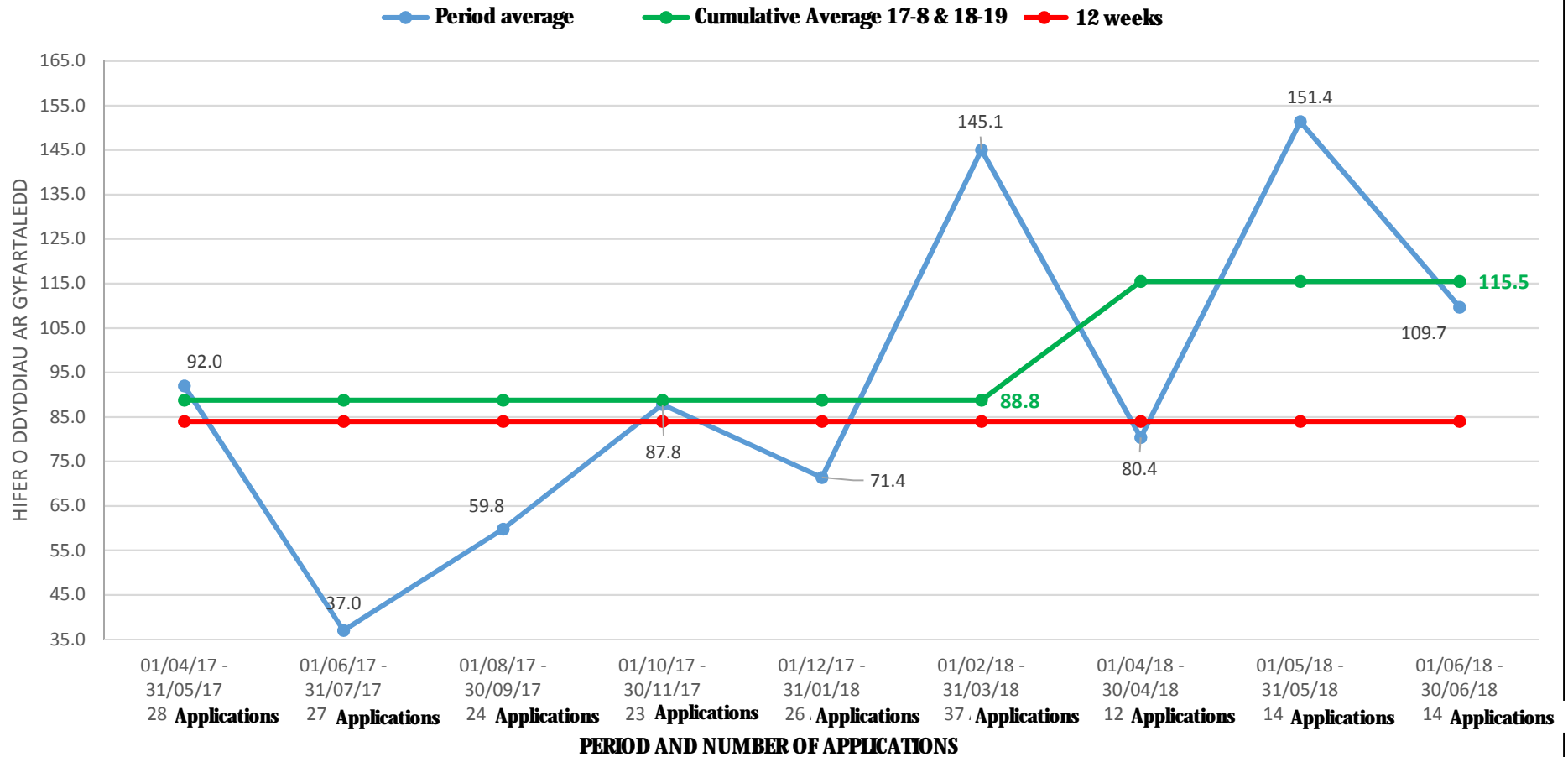


Note, from April 2018 onward, the period is for every month rather than every two months

Comments

The percentage of applications approved are consistent and, despite falling in recent months, firmly proves consistency and a positive planning service. Note the reduction following the adoption of the Joint Local Development Plan at the end of July 2017, which has meant that some aspects of policy have changed considerably and that it is likely that some applicants / agents were unaware of the implications; e.g. developments that met the requirements of the previous Unitary Development Plan but were contrary to the policies of the Joint Local Development Plan. Despite this period of change, we anticipate it becoming more stable/rising in future. Encouraging use of the pre-planning application service will also help ensure a high number of applications being approved.

C4 – How quickly are all enforcement cases resolved, on average



Note, from April 2018 onward, the period is for every month rather than every two months

Comments

The percentage varies according to the number of cases within specific periods. The number of contentious cases means that it is these that officers have mainly focused on and that other matters have taken longer to resolve. The new arrangement for lodging complaints has also been trialled since June, in order to enable officers to better prioritise cases that require attention.

The Policy Measure since August 2017:
C5 – Adopting the Supplementary Planning Guidances to the Joint Local Development Plan, including adopting 4 SPGs by Quarter 3 of 2017-18 (This is what was noted in the monitoring framework for the Joint Local Development Plan)

Comments – Joint Local Development Plan (Gwynedd and Anglesey)

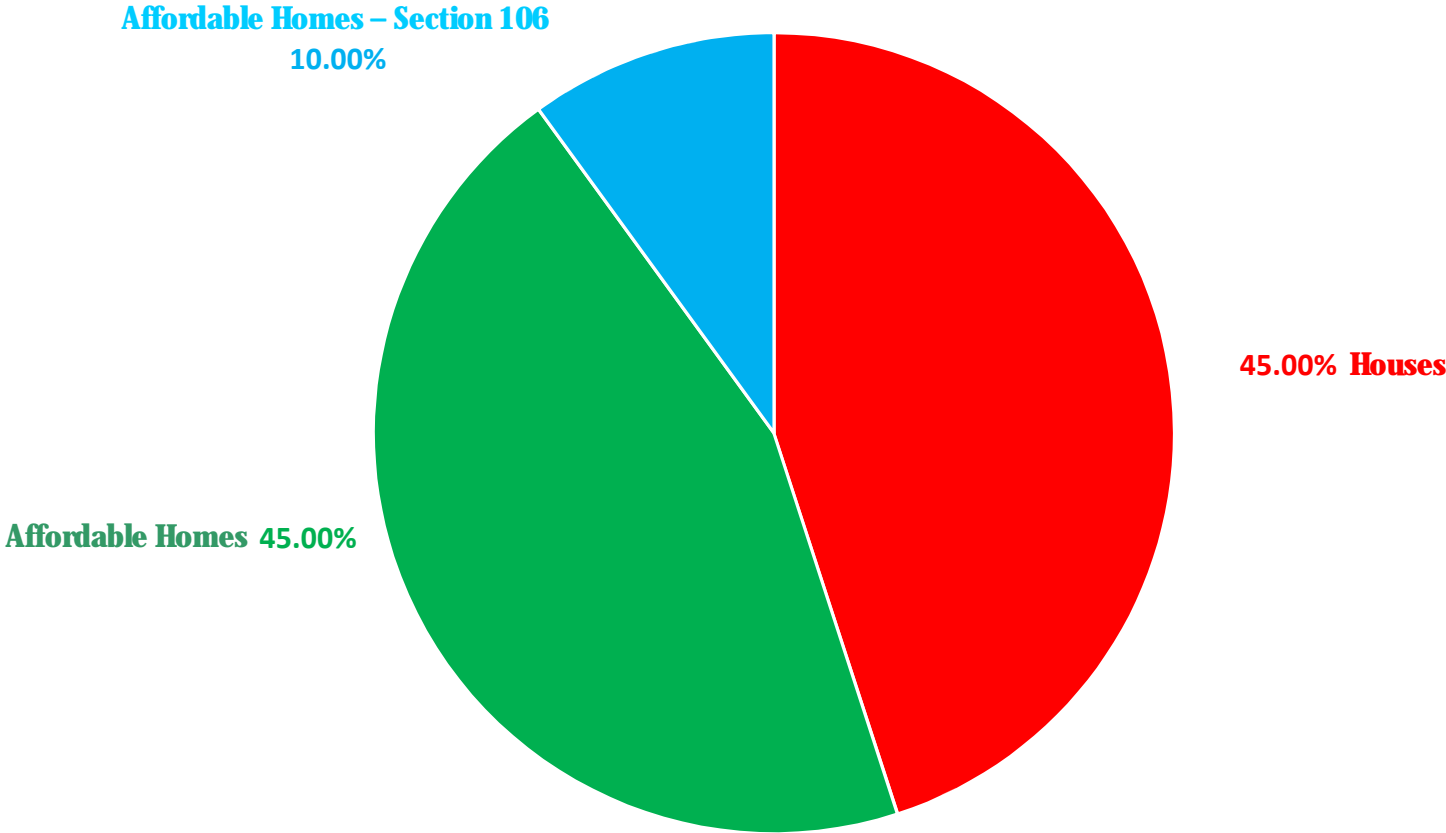
Both Councils adopted the Plan at the end of July 2017. This is, therefore, the statutory Development Plan for Gwynedd (not including the area of the Snowdonia National Park Authority), that will form the basis for determining planning applications.

Comments – Supplementary Planning Guidances

The SPG fleshes out the policies of the Local Development Plan and provides guidance on the frequent application of the policies for officers and potential applicants for planning permission.

It was noted in previous performance monitoring reports that the above timetable was agreed when the Service was awaiting the adoption of the Plan earlier in 2017. The timetable slipped, originally because the Plan was not adopted until the beginning of Quarter 2 (2017-18) and it was, therefore, impractical to allocate resources to begin the work. Having adopted the Plan, officers made increasing demands on the Unit to provide guidance on the planning policy in relation to applying some of the new policies. Some officers from the Joint Planning Policy Unit were also on sick leave for comparatively long periods. Collectively there were neither sufficient resources nor adequate time to make significant progress in preparing the first series of SPGs. The likely risk associated with this is that the time it takes to create a detailed guidance on some of the planning policies of the LDP will be longer. In May 2018, agreement was reached on collaboration between the Joint Planning Policy Unit and the two Planning Services, in order to ensure that the Unit is able to concentrate on providing guidance on applications that raise significant policy issues and give focus to the work of preparing the SPGs. Three draft consultation SPGs were submitted to the Joint Planning Policy Committee on 26 April 2018 to gain support for a public enquiry about them in May – July 2018. Two SPGs were approved for public consultation (which is underway until July 2018). It was resolved that more work be done on the third SPG. The aim is to submit five draft SPGs to the meeting of the Local Development Plan Panel during Quarter 2 before holding a public enquiry about them in Quarter 3. The likely risk associated with the slippage is that the Council remains for longer without the more detailed guidance available in the SPG, on the implementation of the relevant policies within the Plan.

C6 – Percentage of Affordable Homes Approved

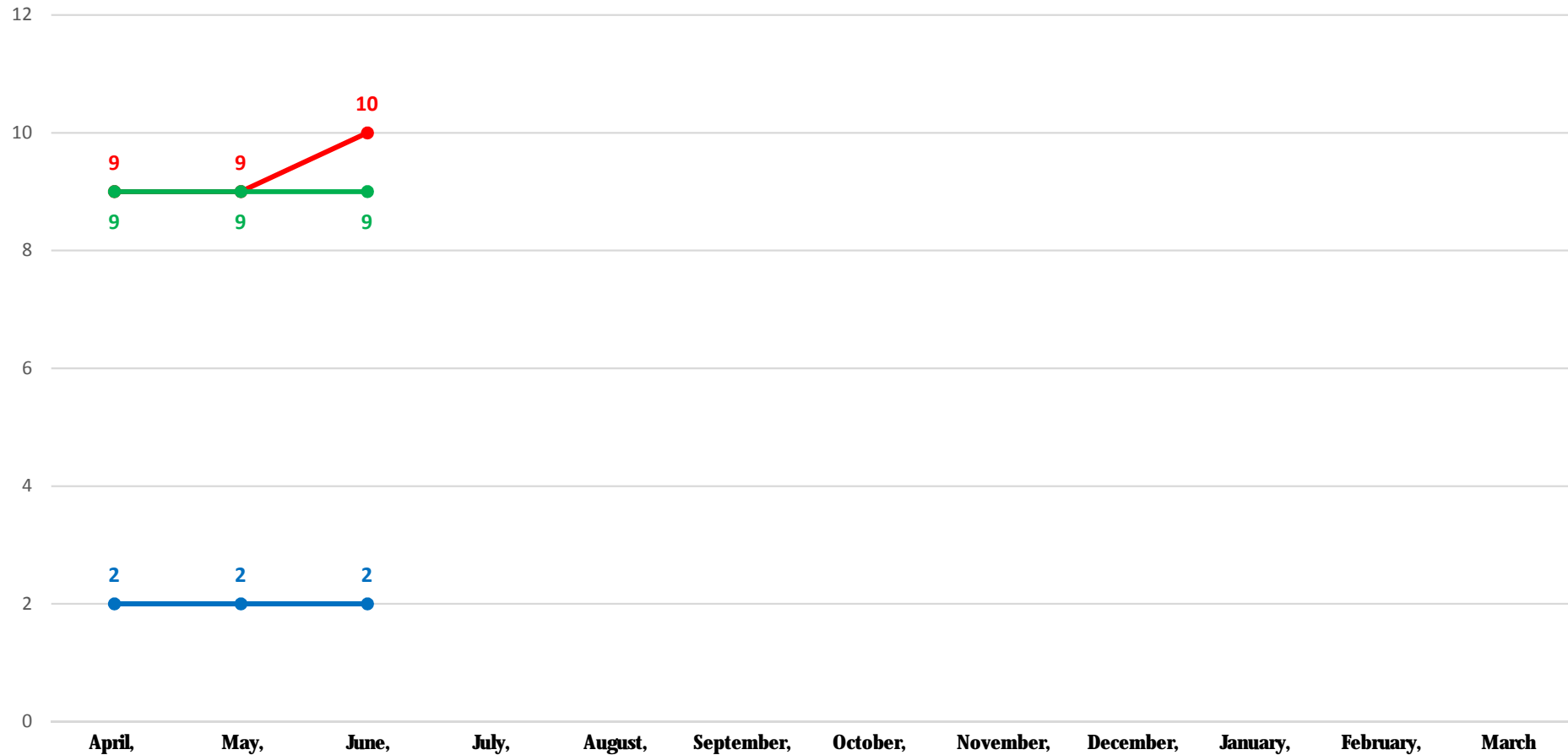


Comments

The provision of affordable homes means that the LPA provides a higher level of affordable homes than the highest target within the LDP of 30% (notwithstanding exceptions). This reflects the previous and positive pattern for the number of affordable houses approved.

C6 – Cumulative number of houses approved

—● Houses —● Affordable Houses —● Affordable Houses - Section 106

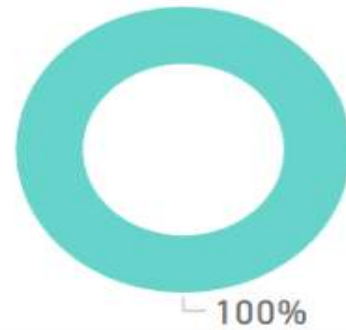


Comments

See comments on the earlier C6 chart

G1 Percentage of customers who responded to a survey and expressed satisfaction with the level of service.

● Satisfied

**Number of Satisfied Customers**

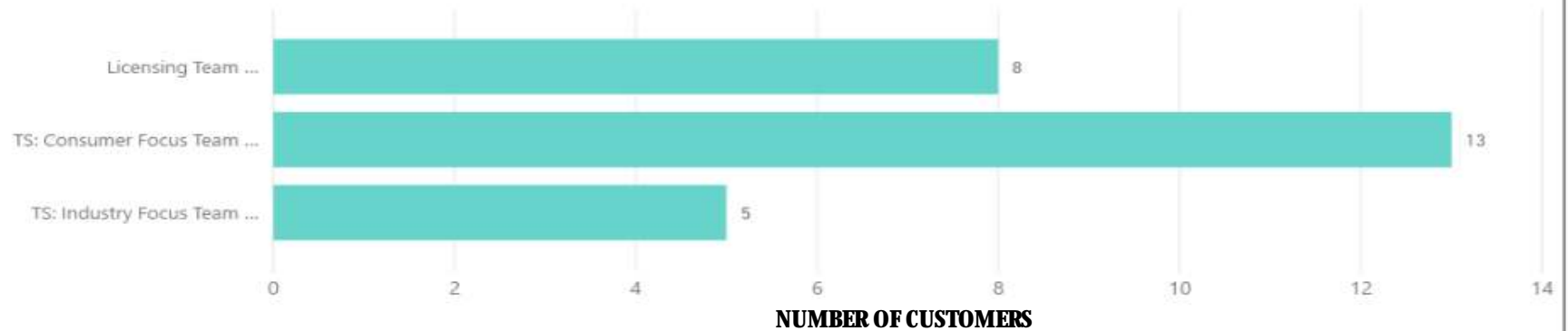
26

Total Number of Customers Targeted

26

Data per Unit

● Satisfied

**Comments**

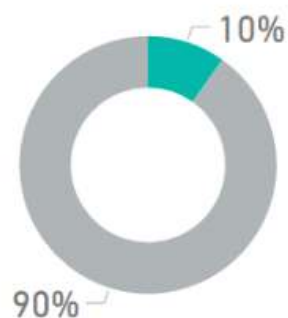
Due to implementing the General Data Protection Regulations (GDPR) the Public Protection Service has adopted a new procedure for dealing with customer surveys.

At the first point of contact, customers were asked whether they were willing to be included in a customer survey or not.

During the period in question, some difficulties were encountered with implementing the procedure, which included a proportion of customers who refused to answer the survey. Consequently, results are only available for three units within the service.

G2 % high risk businesses that have been inspected in accordance with the programme

● Inspected ● To do



Number of food establishments that have been inspected

5

Number of establishments where the inspection is late

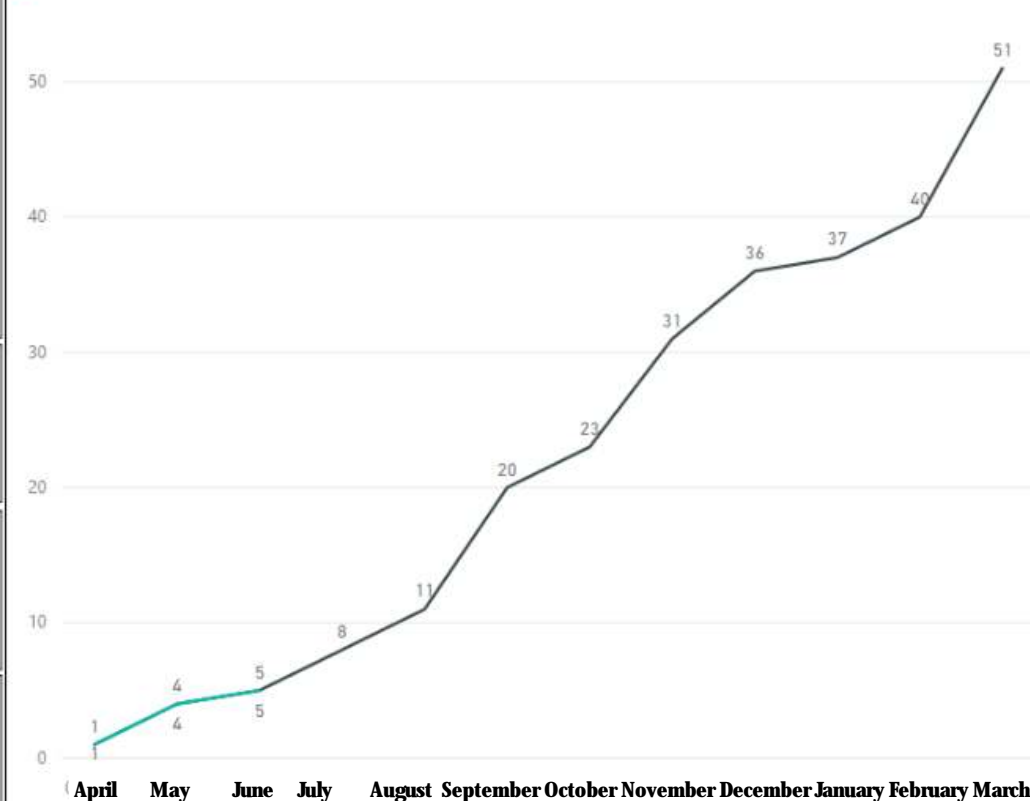
0

Number of establishments that are awaiting inspection

46

Number of high risk businesses that have been inspected in accordance with the programme

● Inspected ● The Programme



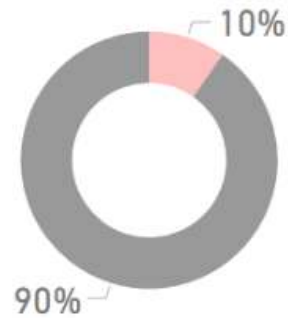
Comments

This measure has been amended to report on the performance of carrying out food hygiene inspections, food standards and animal health in risk category A only (the highest risk category).

Every business in risk category A received a punctual inspection during the period.

G3 Percentage of Air Pollution Processes businesses that have been inspected during the year

● Late ● To do



Number of businesses that have been inspected

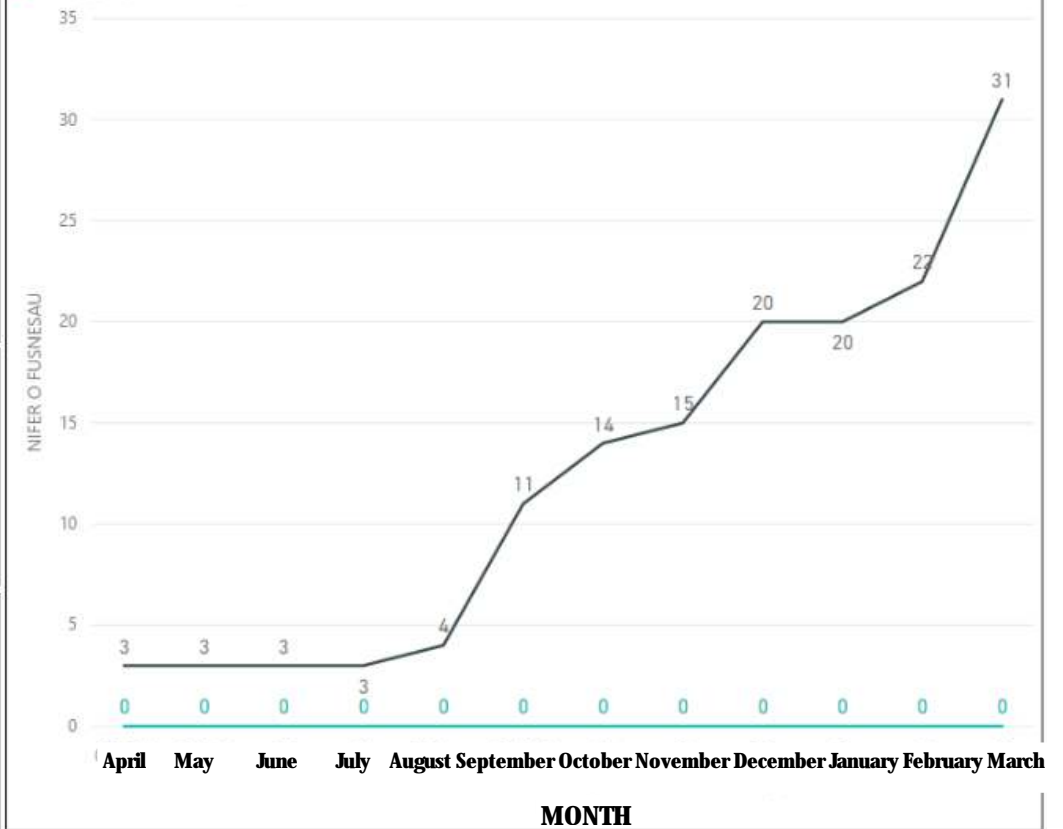
(Blank)

Number of businesses that need to be inspected

31

Number of Air Pollution Processes businesses that have been inspected during the year

● Inspected ● Programme

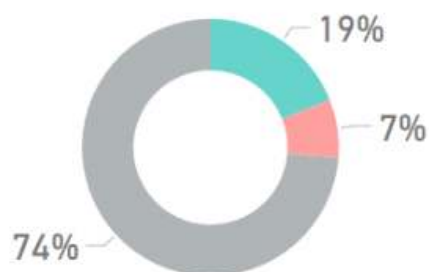


Comments

Difficulties have arisen with recording information, but figures have been updated for the three inspections that appear as late and that have since been completed. The inspection programme begins on 1 July, and 31 inspections have been programmed for the three quarters.

G4 Percentage of animal feed establishments that have been inspected in accordance with the programme

● Inspected ● Late ● To do



Number of establishments that have been inspected

26

Number of establishments where the inspection is late

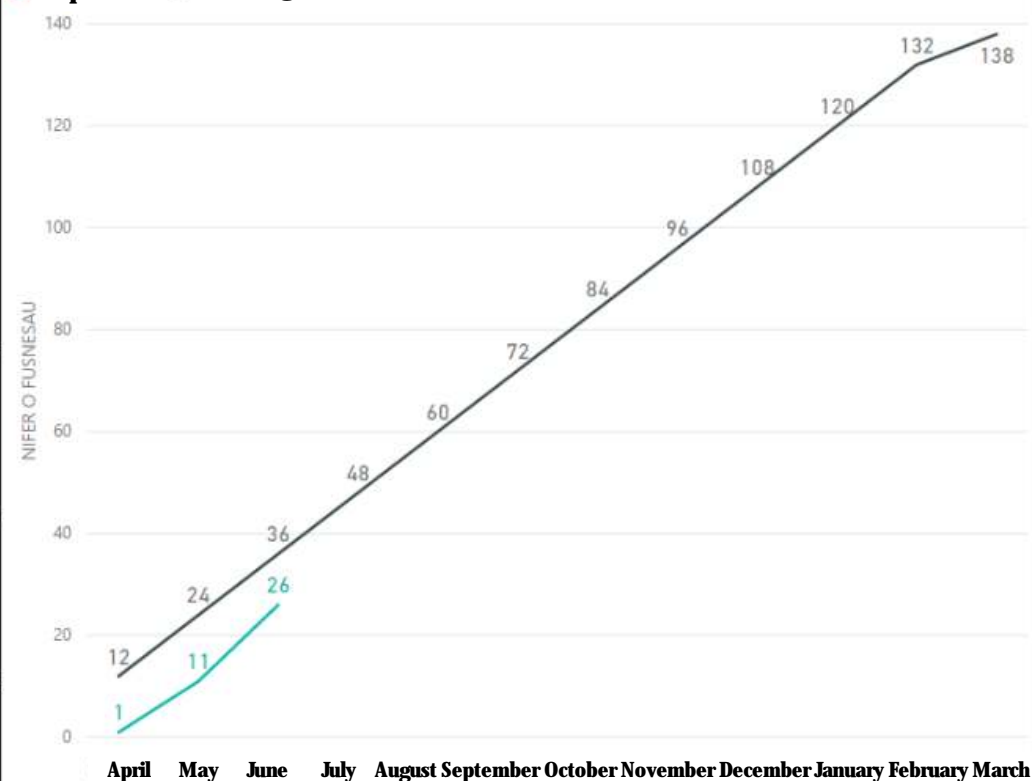
10

Total number of establishments awaiting inspection

102

Number of animal feed establishments that have been inspected in accordance with the programme

● Inspected ● The Programme



Comments

138 visits on this year's programme for the Food Standards Agency and the final list was not received until the middle of the quarter. The FSA has a unique arrangement for 'feed' enforcement. At the beginning of each financial year the FSA asks each region to report on the number of properties on their database that are due a feed inspection (the Chief Officer for Wrexham leads for the North Wales region). The Chief Officer then divides the visits that are due between the six authorities, based on risk and the type of property e.g. A01 Manufacturers, R10 Mixer, R6 Pet Food Producers, R13 Farms (livestock) etc., and the relevant authority receives a fixed fee for every inspection (depending on the amount of money the FSB had available for carrying out feed enforcement in Wales).

According to the above, 10 inspections are 'late' but not according to the FSA programme. According to the chart, the 'programme' is divided equally per month. Because of resources, the number of inspections expected as part of the FSA programme is somewhat lower than the full figure for properties that are due an inspection in Gwynedd, since Gwynedd has approximately 2000 farms. The inspections are prioritised according to risk (Risk Score 1 = every year, Risk Score 2 = every other year, etc.) and the type of property (R10, R6, etc.) as well as any other information (intel) received. The feed field is seasonal, i.e. most inspections take place in winter since it is not possible to visit some during the summer months. Arrangements are in place to complete inspections allocated by the FSA before the end of the year.

G5 Percentage of Offences solved through intervention by Public Protection

● Pending ● Sig Breach Rectified



Number solved

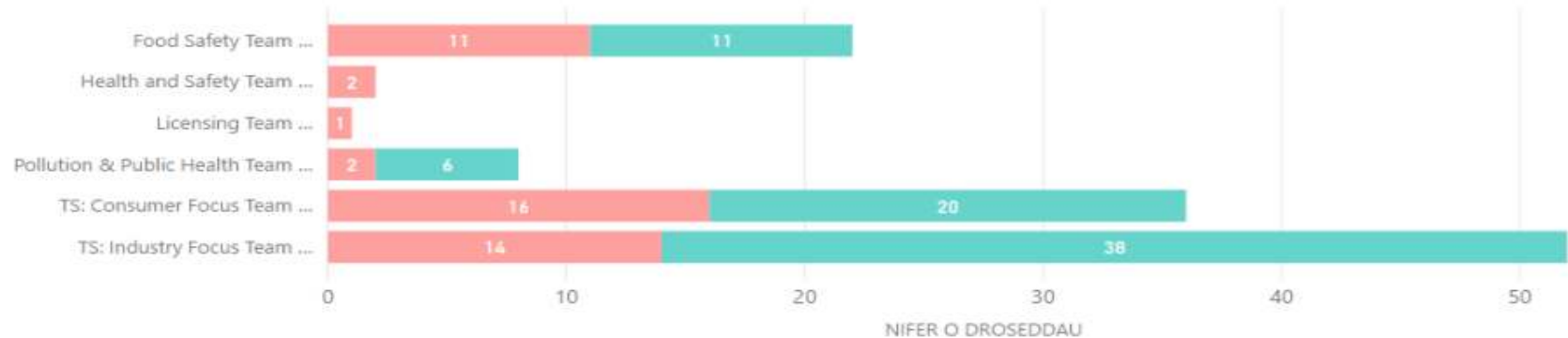
75

Number discovered

121

Per Unit Data

● Pending ● Sig Breach Rectified



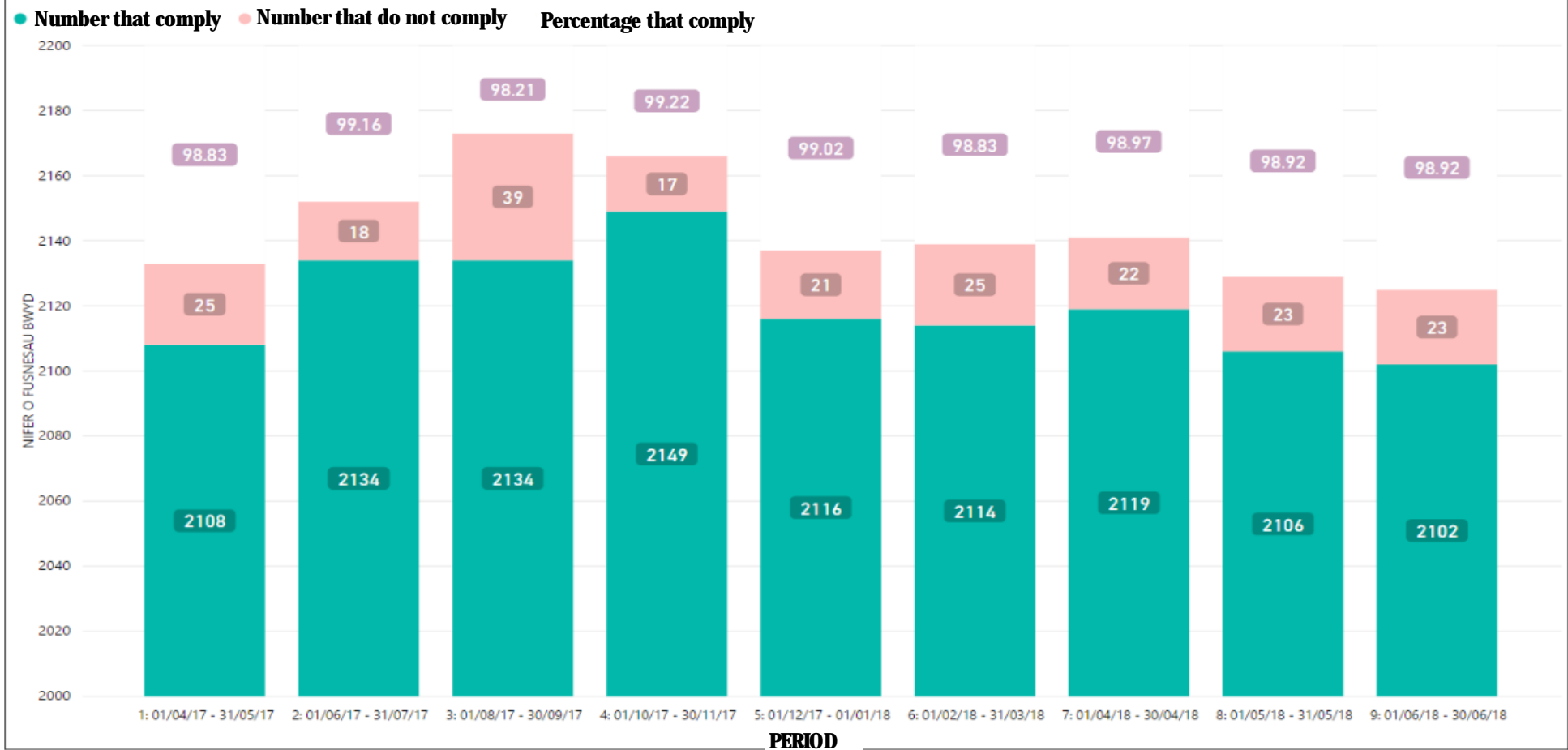
Comments

A couple of 'offences' relating to Trading Standards involve one specific business which has been open on the system for some time – awaiting outcome of the Rent Smart Wales case which is about to commence. Officers need to follow up two more cases to ensure they have followed the advice given. With some cases discovered during Animal Health inspections, officers needed to revisit the business several times before compliance was secured; but, generally, any cases that remain open include cases that have been taken on during the period, more complex cases that involve gathering and assessing evidence and, of course, cases that end up in court.

Of the 13 significant breaches to the law that are noted by the Welfare Unit (Food Safety Team and Health and Safety Team) as remaining open, officers are still addressing five. Eight have been resolved but records have not been updated. These records will be updated as soon as possible.

With licensing – the failure to record complaints as offence matters needs to be resolved; therefore, the figures do not accurately reflect the situation.

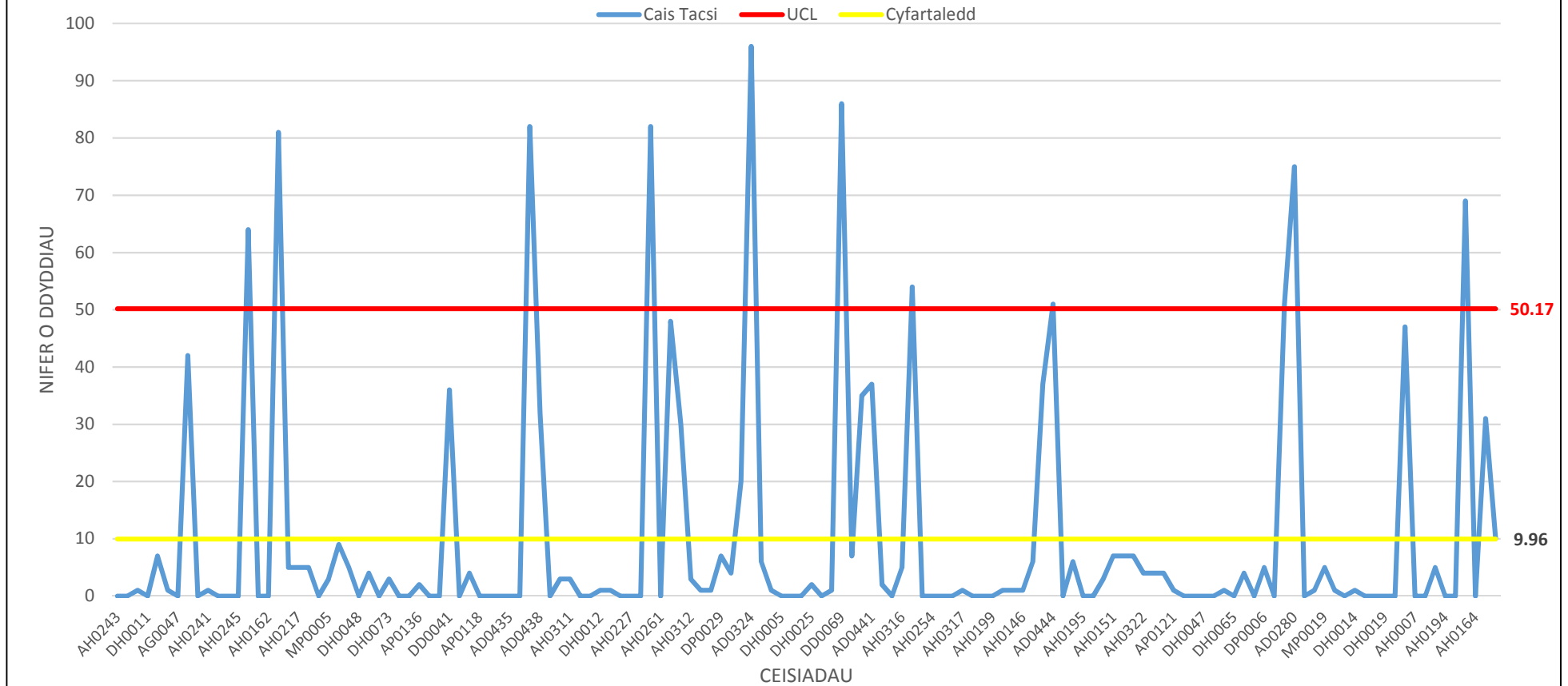
G6 Percentage of food establishments that reach Food Hygiene Standards



Comments

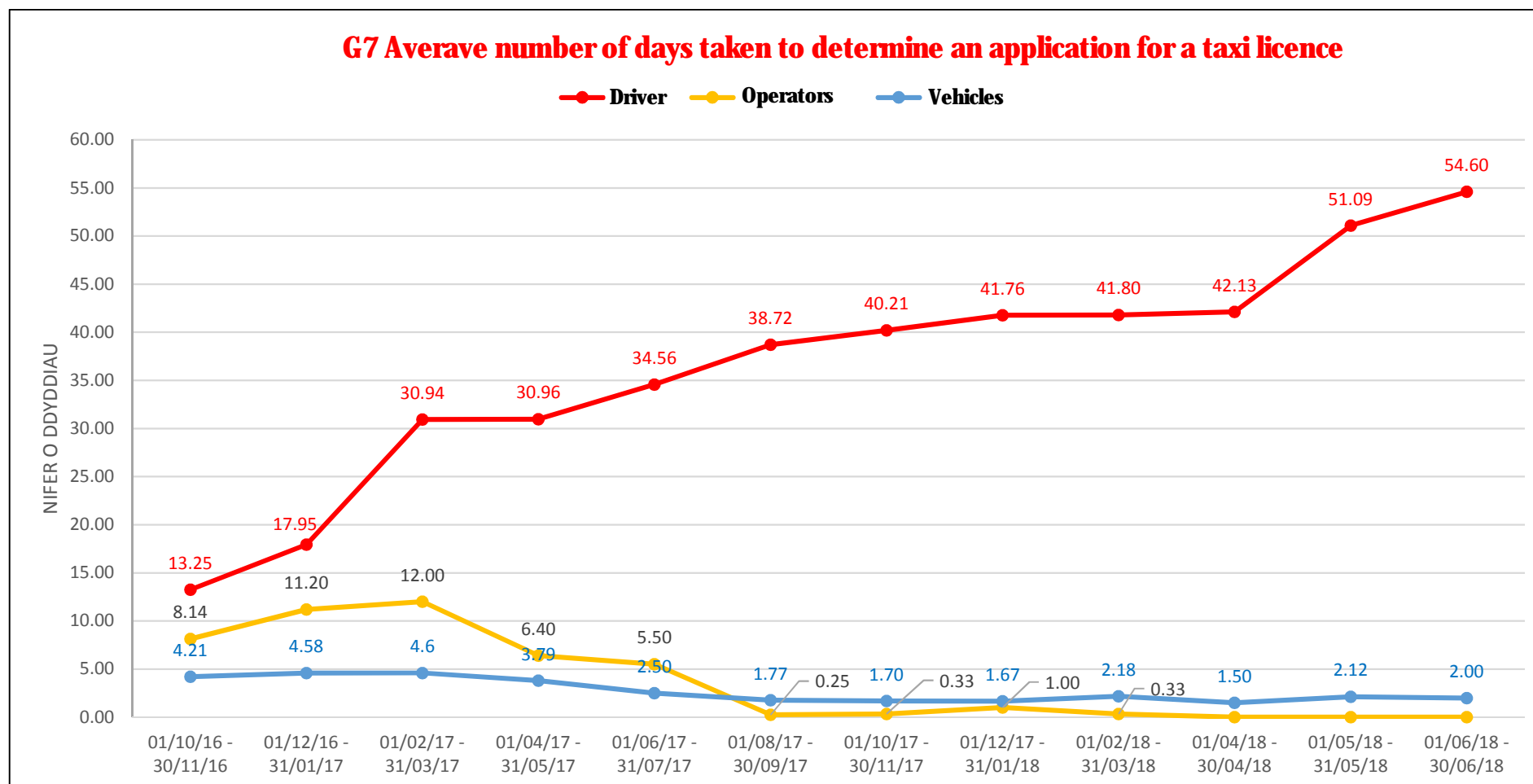
The number of food establishments that reach a satisfactory food hygiene standard or higher remains high with only 1.1% failing, which is 24 businesses.

G7 CAP Chart showing the days taken to determine a Taxi Licence Application



Comments

See below.



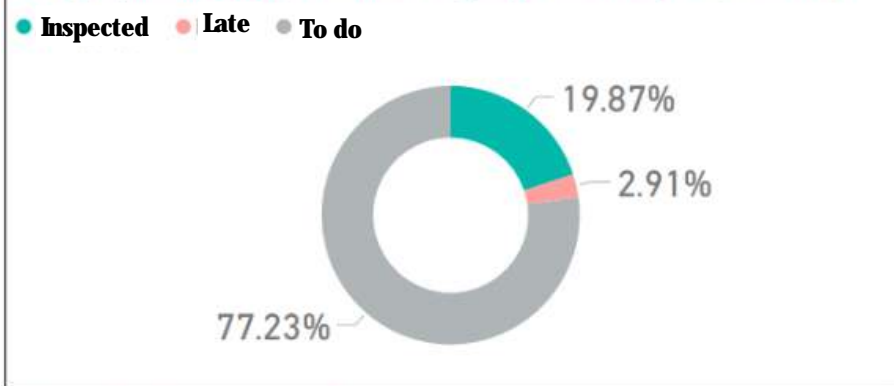
Comments

Following the Ffordd Gwynedd review, new measures were imposed on licensing. The new measures, specifically the above measure, focus on customer experience from the first contact. The average number of days taken to determine taxi applications are, therefore, calculated from the first instance a customer comes to us to make an application. The application cannot be processed and determined until it is complete. Two factors affect the time it takes to process applications for a driver's licence: the time the national DBS Service takes to process a DBS certificate and the time it takes to arrange a Sub-committee to hear the application (this alone can add three weeks).

Since the previous performance report, the average time taken has increased to 54.6. One application had taken 96 days – and this will clearly affect the average. There was considerable delay with that particular application because the DBS Certificate had taken 14 weeks to be returned. This is a common problem with DBS certificates, especially if the applicant has been living at several addresses, or has several offences on the register. Once the application has been completed, our data shows that there is no delay in processing and determining licences. Enquiries have been made with the Committees Unit since the previous meeting about

rationalising the arrangements for holding Sub-committees. Discussions are ongoing, and a new Taxi Policy is being drafted since it could be an opportunity to reduce the number of applications that need to be reported to the Sub-committee.

68 % of food establishments that have been inspected in accordance with the Food Hygiene programme



Number of food establishments that have been inspected

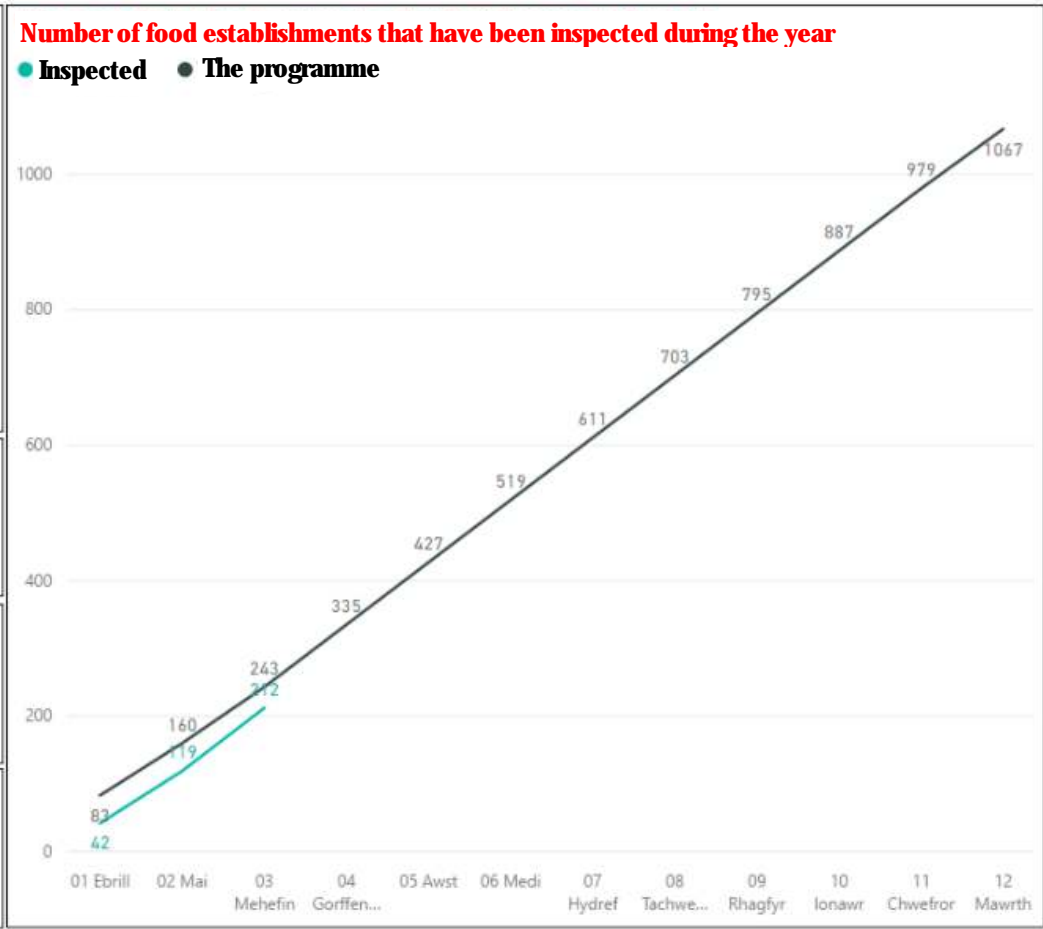
212

Number of establishments where an inspection is late

31

Number of establishments requiring an inspection

824



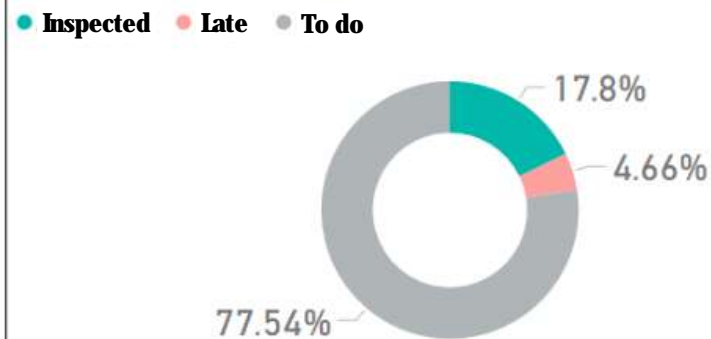
Comments

The graph shows all food hygiene inspections that were programmed for the period (243) and the number that were completed (212). There is some underperforming here. Considerable effort was made at the beginning of the period to update the previous year's work records. This affected the time available to carry out inspections.

Also, the lack of staff resource to carry out inspections continues. A public protection officer (interim) has been appointed and is likely to begin working from the end of July. When the successful candidate is a new graduate, a lengthy period is needed to further empower him/her before he/she can carry out official inspections.

45 hygiene inspections that were programmed during 2017-18 still need to be completed (15 risk category D and 30 risk category E). These inspections have been included on officer inspections for this year.

G9 % food establishments that have been inspected in accordance with the Food Standards programme



Number of food establishments that have been inspected

107

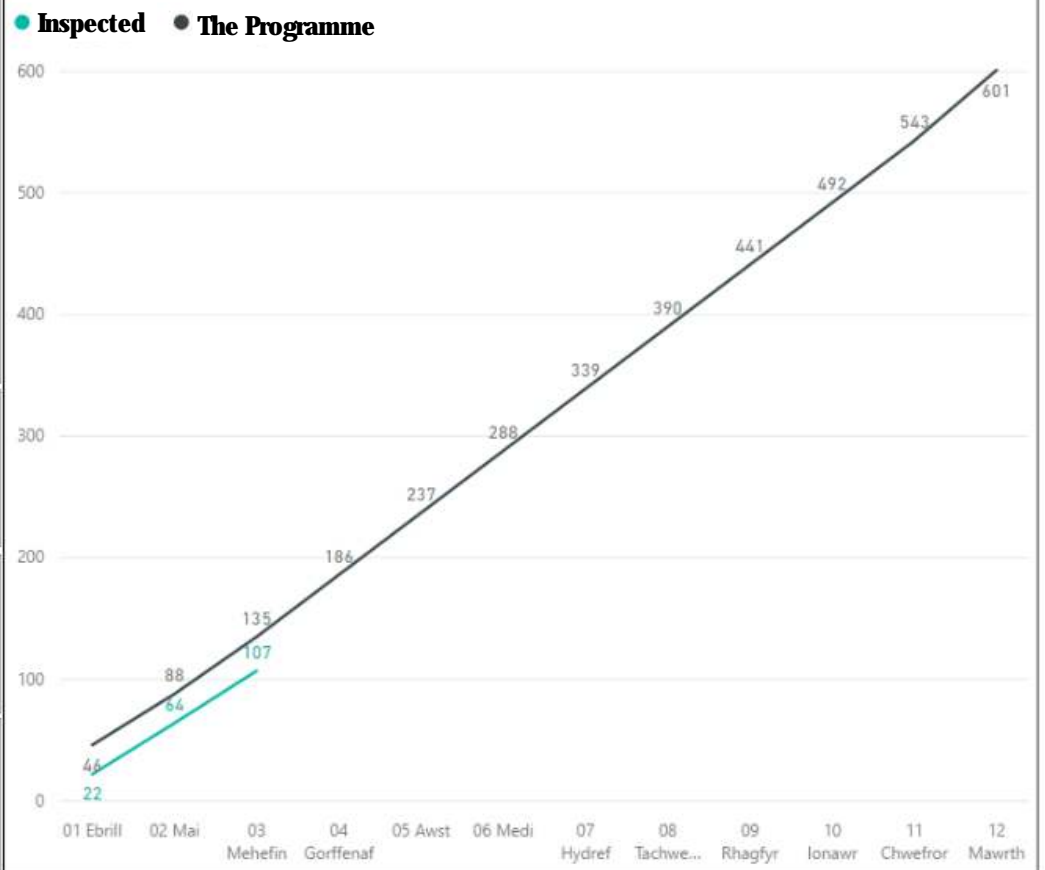
Number of establishments where the inspection is late

28

Number of establishments requiring an inspection

466

Number of food establishments that have been inspected during the year



Comments

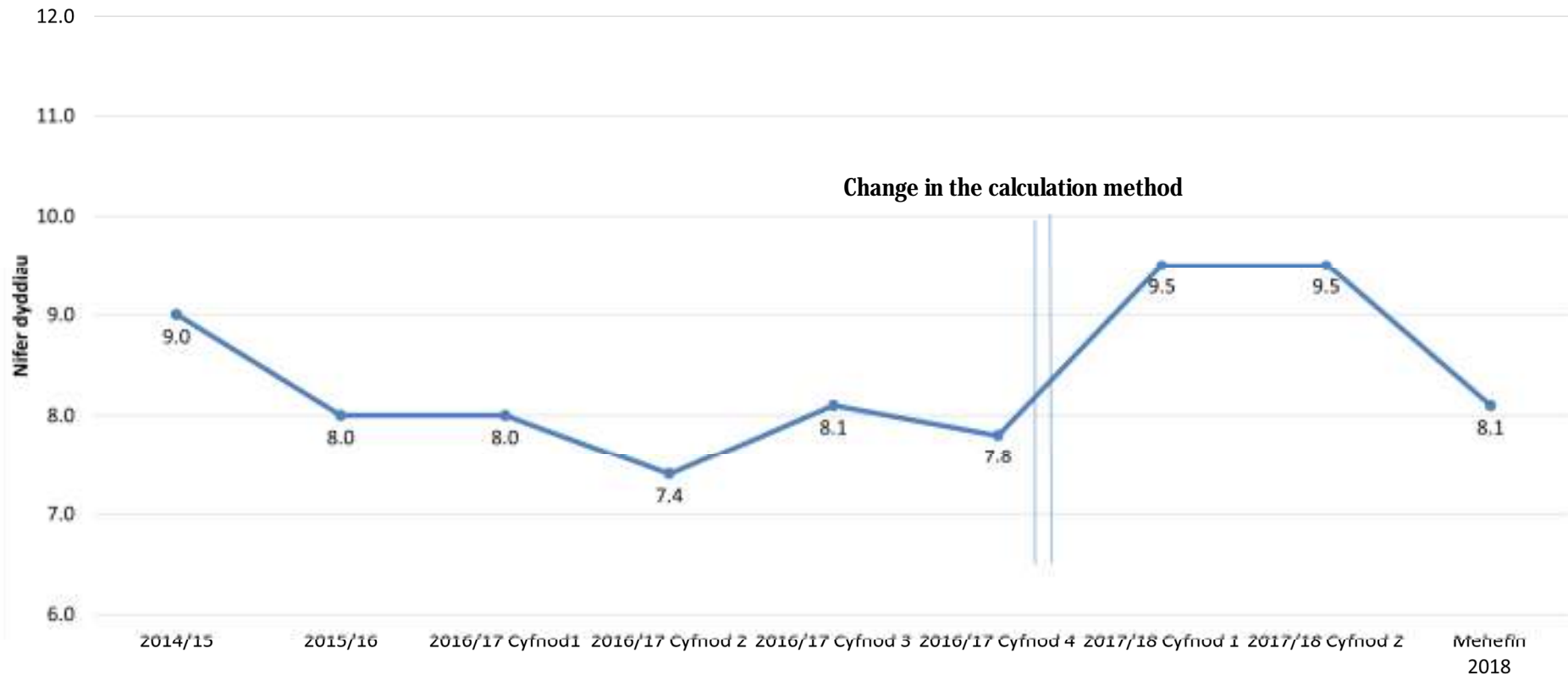
The graph shows all food standards inspections that were programmed for the period (135) and the number carried out (107).

Again, the underperformance noted is partly because of an effort to record the previous year's work at the beginning of the period and the lack of resources available to the Unit.

192 food standards inspections that should have been conducted by 31/3/18 are awaiting completion (76 risk category B and 116 risk category C)

The newly appointed officer (interim) will be expected to carry out some of these inspections after a period of further training.

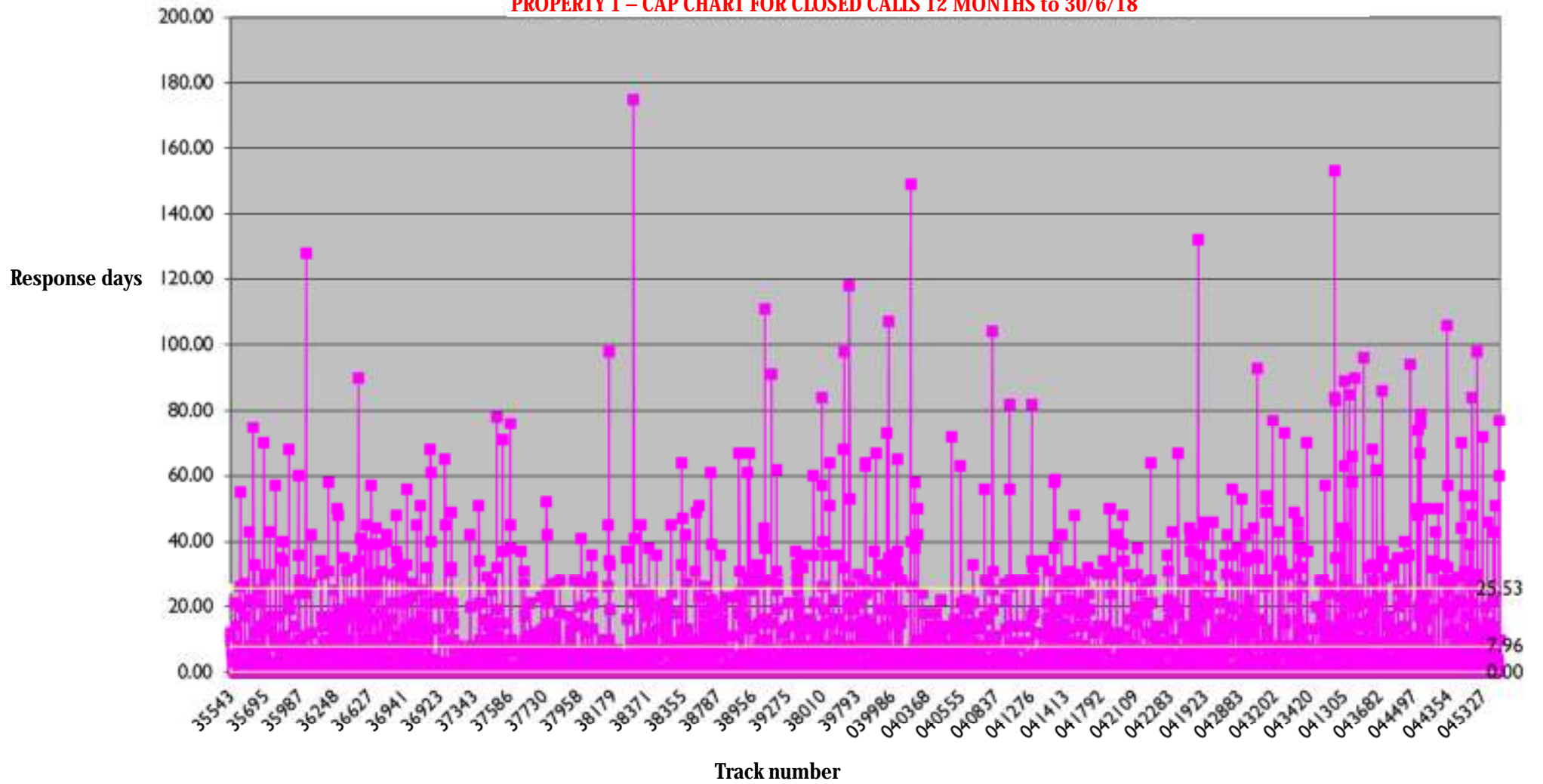
PROPERTY 1 – The time (in days) it takes to respond to requests for maintenance work



Data for individual requests can be seen on the “cap chart”. The performance has recently improved because:

1. Recording errors have been rectified when transferring data to our new software system. Difficult to make recording errors with the new system.
2. New IT system has made things easier
3. Effect of using our internal plumbers
4. Trialling different arrangements for paying invoices – frees up staff time to focus on front line work.

PROPERTY 1 – CAP CHART FOR CLOSED CALLS 12 MONTHS to 30/6/18

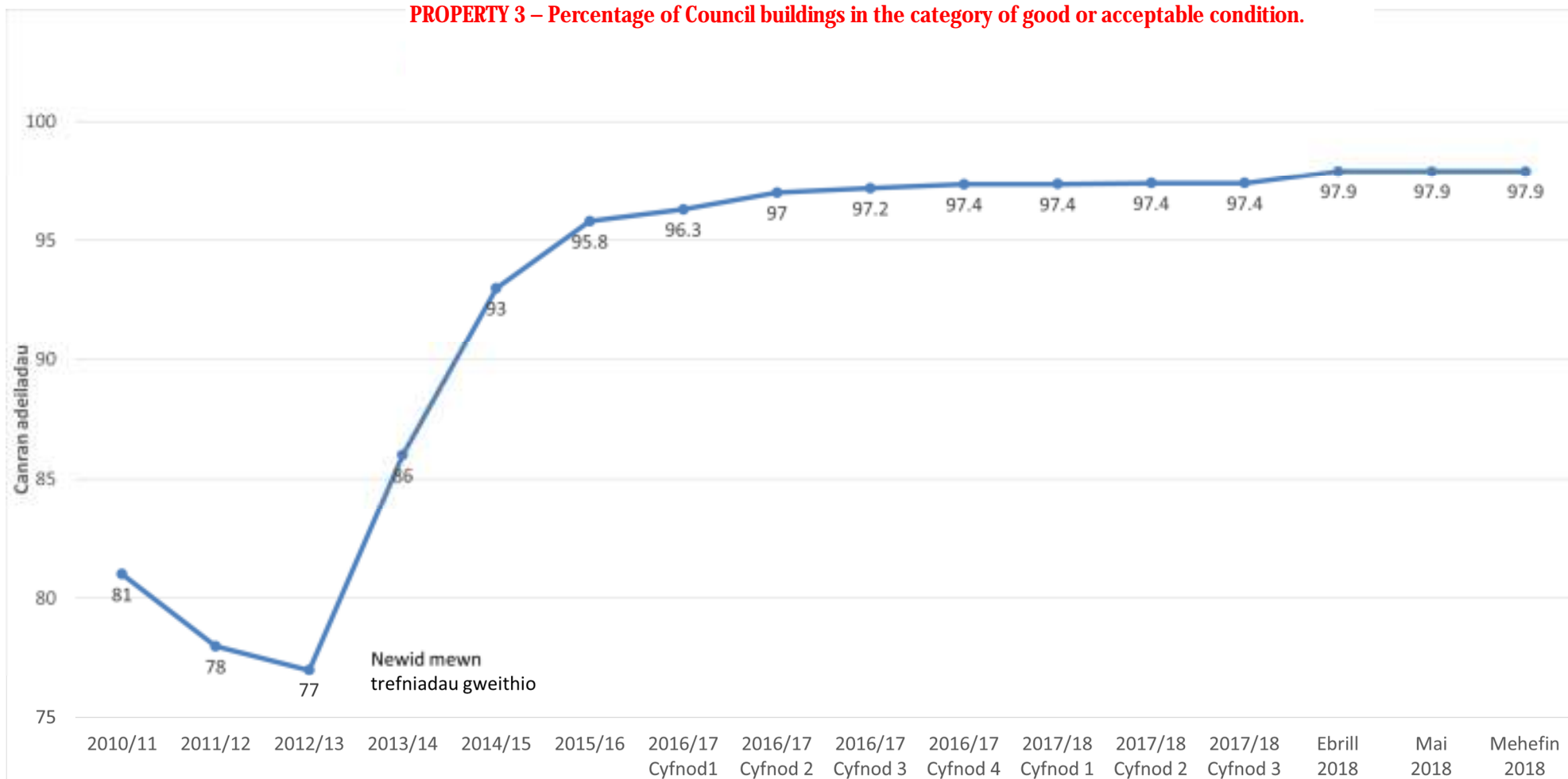


PROPERTY 2 – Percentage of customer satisfaction for the Maintenance Unit



We continue to ask for a score out of 10, and the usual response is that customers are still happy but they are more willing to suggest service improvements if we are to achieve full marks. Recently, comments have referred to the slow pace of dealing with complex calls – this comes as no surprise since we have been through a period of enforced transfer of work from one officer to another. Our officers have also had less time to concentrate on updating customers recently as they have been focusing their attention on dealing with Telecare calls and the absence of a member of staff. It is worthwhile looking at both maintenance measure simultaneously – the average number of days taken to close a job is falling but customer satisfaction is not as high. Data shows that straightforward work is being done quicker (partly since officers have not been putting time aside to pay invoices) but that some more complex calls have, temporarily, taken longer and this has affected customer satisfaction.

PROPERTY 3 – Percentage of Council buildings in the category of good or acceptable condition.



There remain 14 buildings not in good or acceptable condition; these are small buildings that are not used to provide front line services. We could prioritise expenditure on these in order to improve the measure; but it is likely that we would, in fact, be prioritising our expenditure incorrectly, since buildings that are frequently used by the public have so many investment requirements. It must be emphasised that over 70% of our buildings are in category B. Therefore, if we are unable to continue to invest in maintaining them, there is a risk that they would soon slip back into category C.

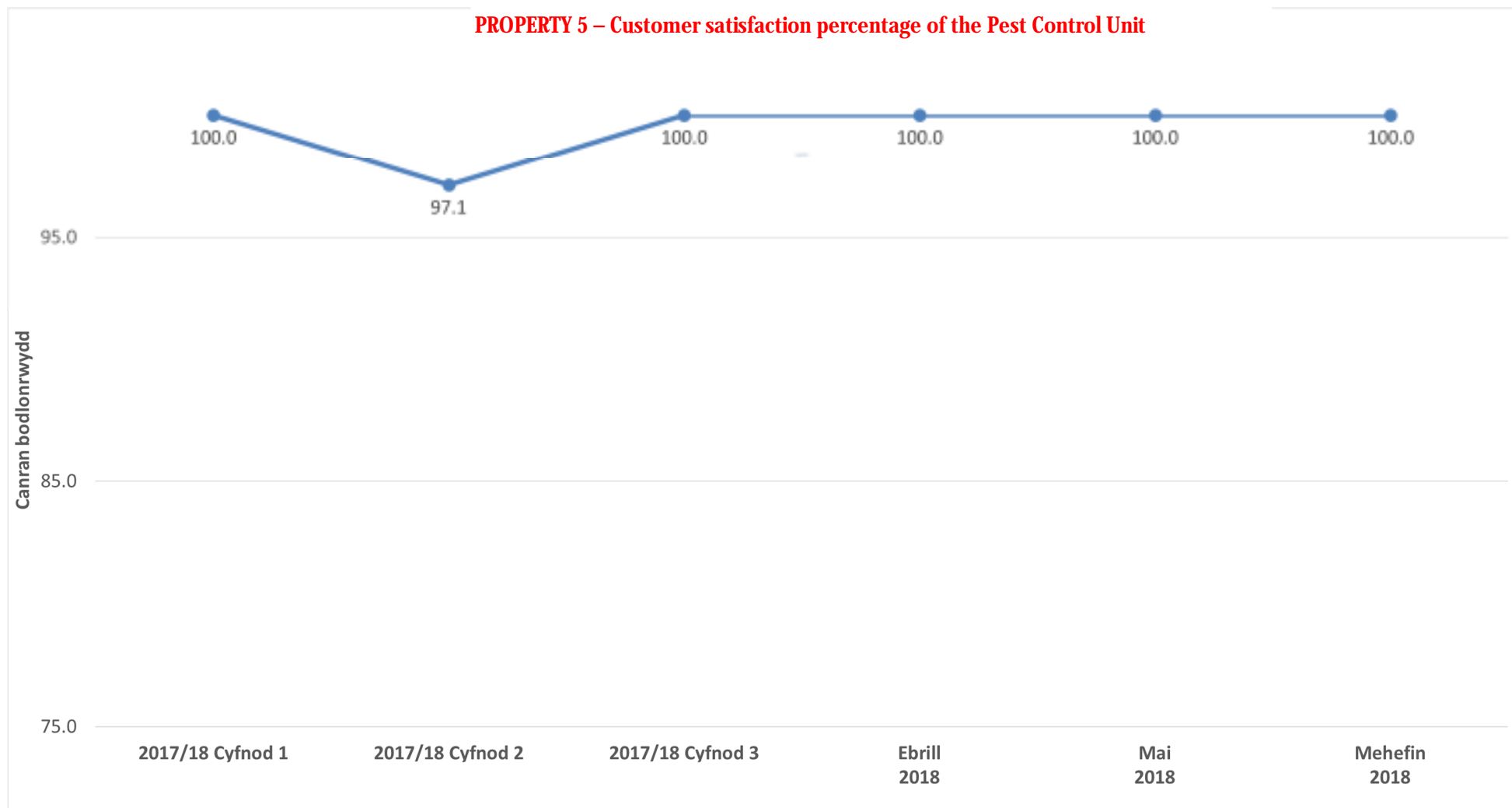
PROPERTY 4 – Percentage of buildings with full safety systems in place



The percentage has remained fairly stable for some time. We are resolving problems with buildings that do not comply and this, in turn, improves the percentage. However, new problems arise in different buildings, which then causes the percentage to fall again! Reasons for the 9% that currently require attention are:

- The paperwork for recurrent tests has not been returned by contractors/discovering that tests are out of date – arrangements in place to improve this
- Change of use of some parts of a building meaning that the fire risk or risk of legionella need to be reassessed
- Problems with condition create risks until they are repaired
- Difficult to gain access to some small holdings under tenancy

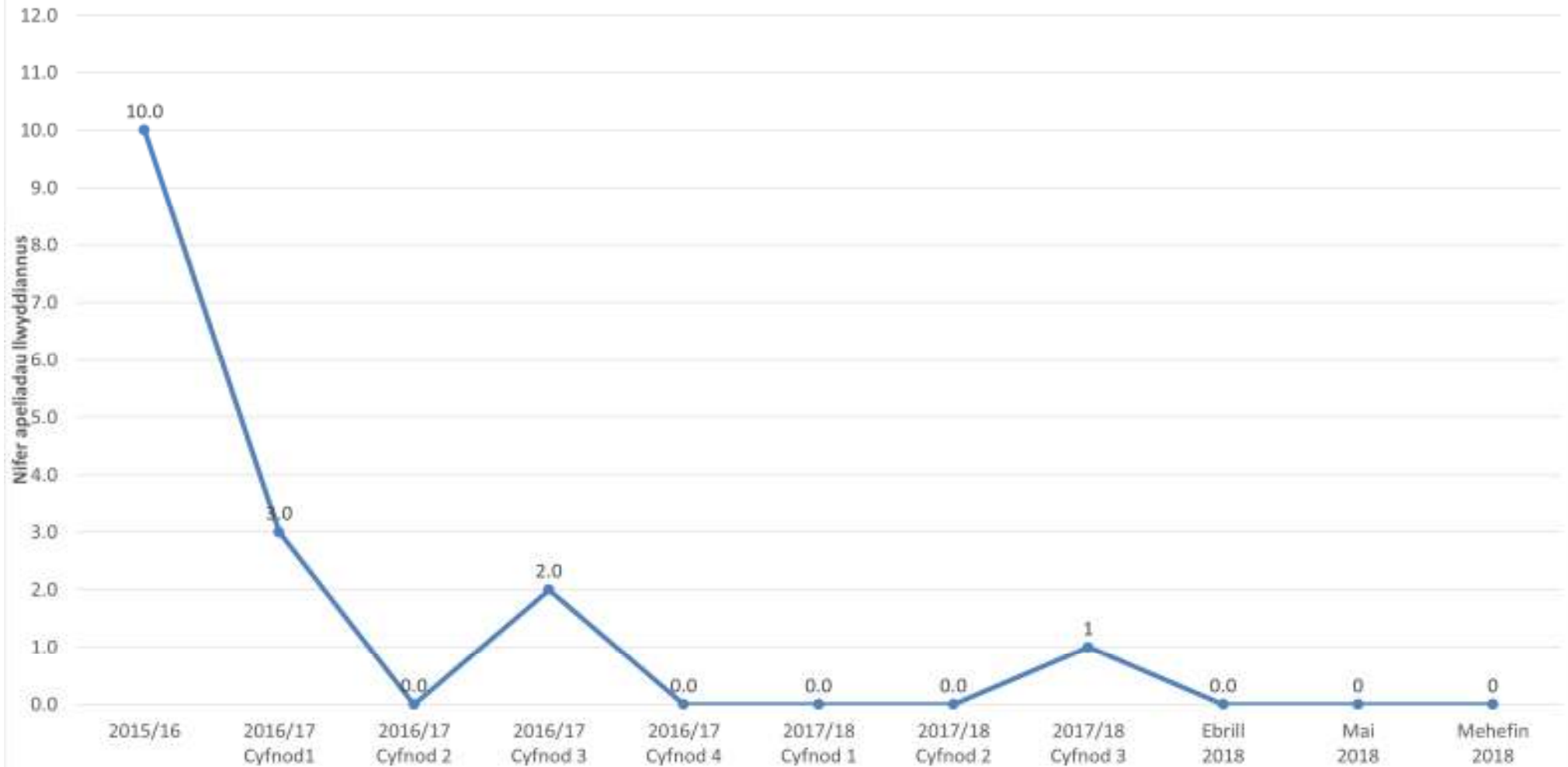
Temporary measures are put in place if there is a risk for users.



The Pest Control Unit is a “commercial” service for the public; it is, therefore, essential that our customers believe that they receive an effective service for what they pay. The income generated by the service has increased by £40,000 over the past year and a half, and it is now fully self-sufficient. We are trying to focus on providing a good service in the hope that our customers will be willing to recommend us to others who need such a service in future – this can be more valuable than any marketing campaign. Customer satisfaction is, therefore, very important and the response remains very positive with comments such as:

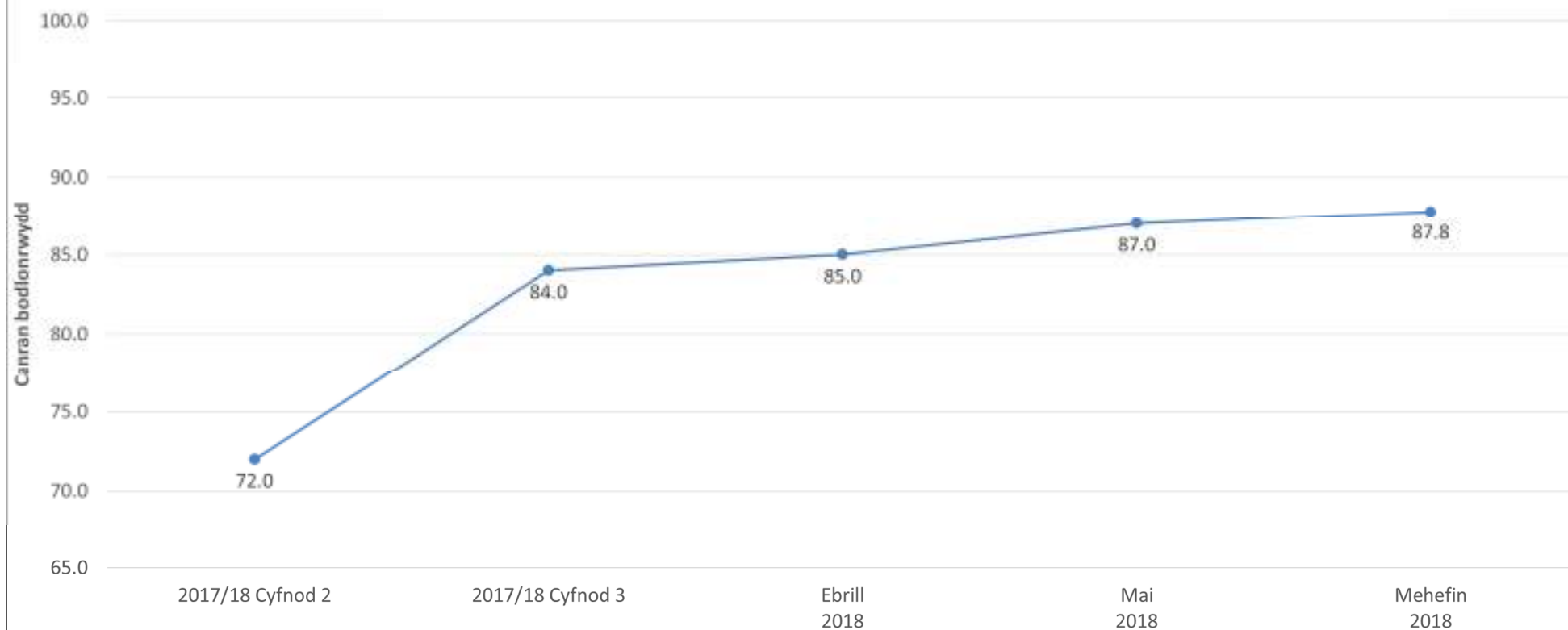
- *“Incredible service, very happy.”*
- *“Exceptional service, very happy that the officer rang us to make sure everything is fine now.”*

PROPERTY 7 – Number of appeals to the independent adjudicator that are approved



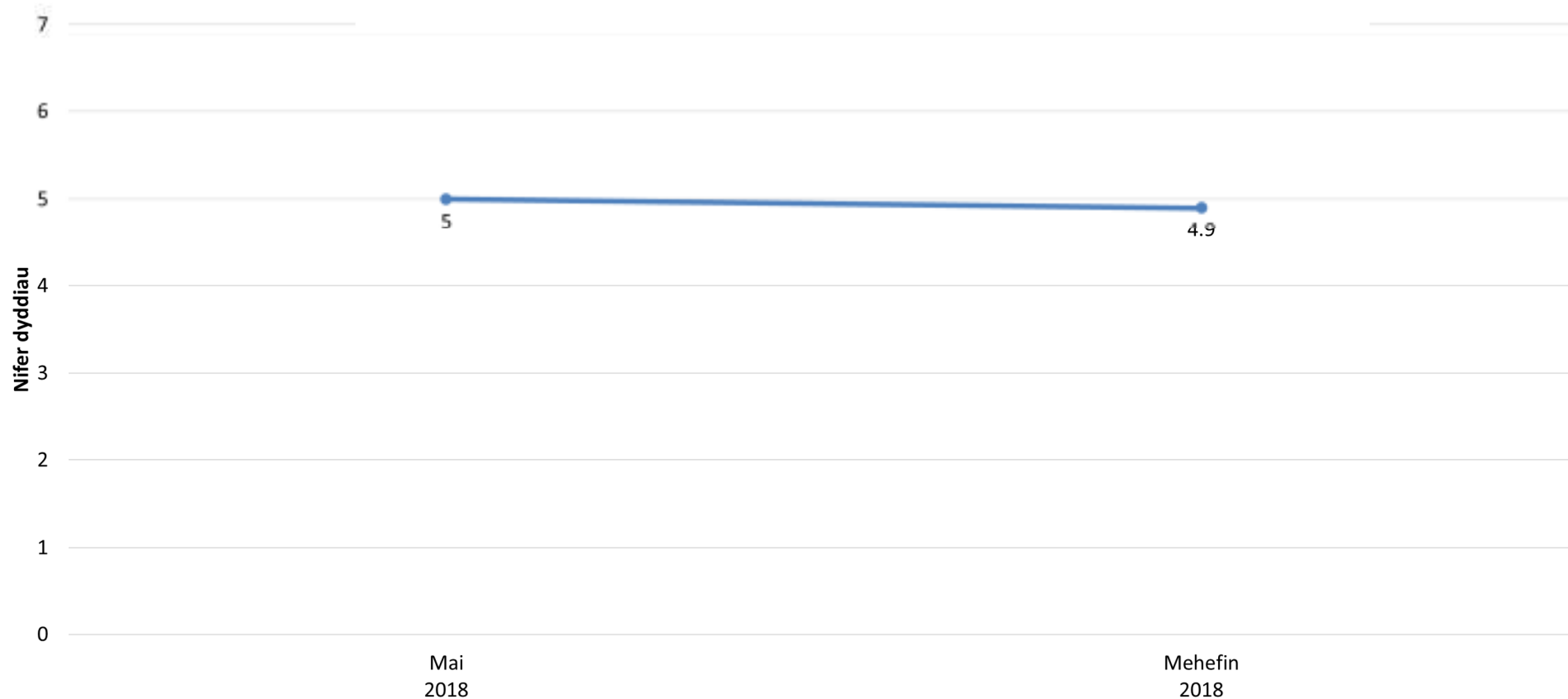
There were no appeals to the adjudicator over the past three months, which is a sign that our enforcement actions are fair and consistent.

PROPERTY 8 – Percentage customer satisfaction of the Estates and Facilities Unit



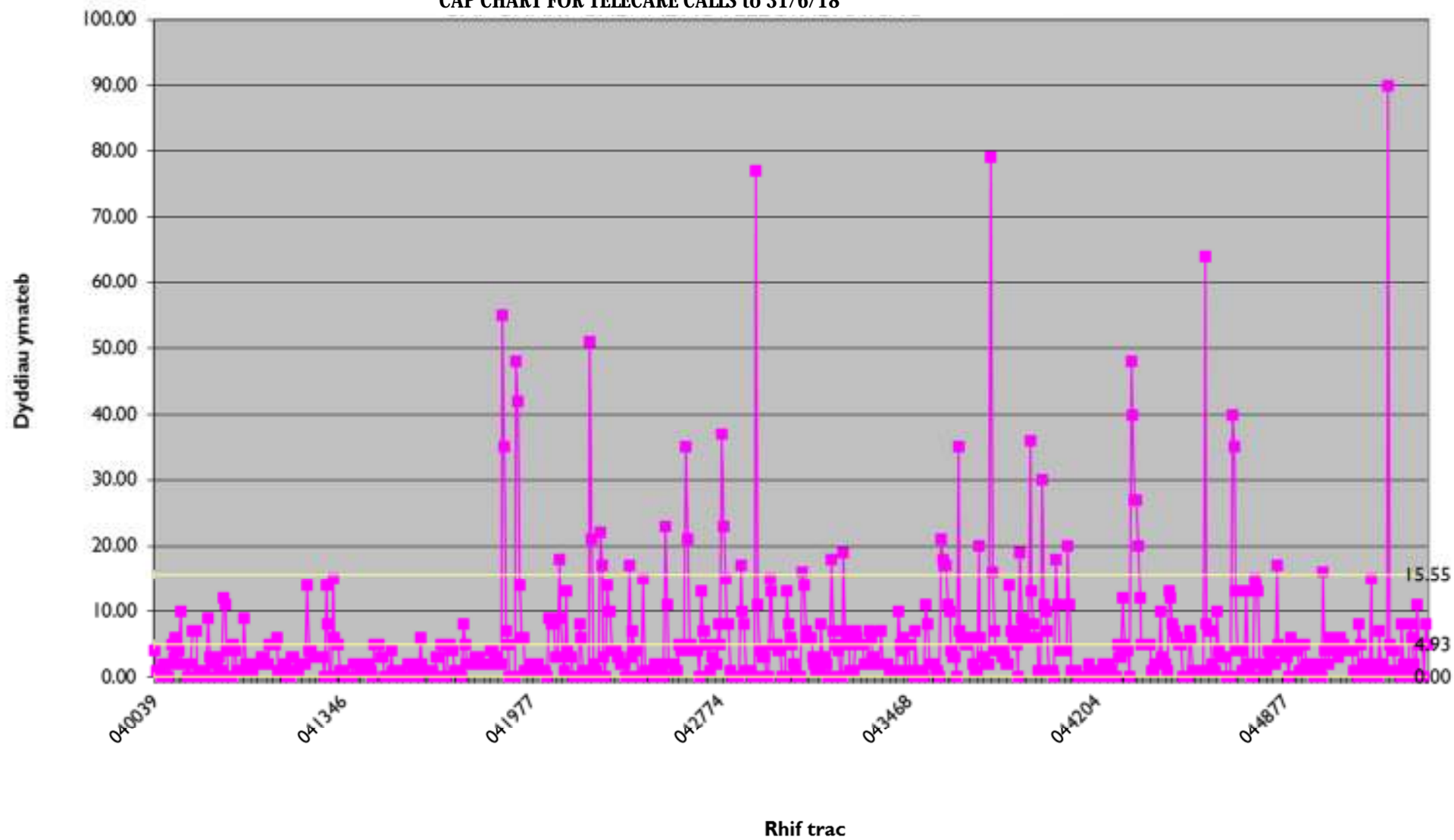
We introduced this new measure, as we had been aware for some time that this unit was under pressure and unable to cope with the workload, especially since its workload had increased as other departments were trying to deliver their savings plans. The staff resource has since been increased and a key member of staff has returned after a year's maternity leave. The measure shows that we are moving in the right direction. Of the 49 customers questioned, six were dissatisfied. Each had two types of comment – issues taking too long to resolve or a lack of information/updating during a case. There are no complaints about the quality of the work completed or the results, and some of those who are dissatisfied also emphasise this in their comments. We are confident that we will continue to see improvements as the new staff members develop, but we are also considering the different demands placed on this Unit as we now house many things here other than traditional estates work.

(We will have introduced a new measure here by October that will look at the percentage of leasehold reviews that are completed on time).

PROPERTY 9 – The time (in days) taken to respond to a request for Telecare work

The data for individual calls are seen on the cap chart. This is a new measure that looks at Telecare calls that come through the Properties Help Desk following the transfer of this work to us in January. Since we have had some months to plan work processes before commencing this service, we have been able to collaborate closely with our internal customers (Adults Department) to ensure the arrangement is working for them and their external clients. We are, therefore, glad that the feedback received is excellent and that the Social Workers are seeing an immediate difference. Under the previous arrangement, the average time taken to deal with calls was approximately 53 days – the arrangement has since been transformed and the work processes are similar to those of maintenance.

CAP CHART FOR TELECARE CALLS to 31/6/18



PROPERTY 10 – Percentage reduction in carbon emissions this year to date

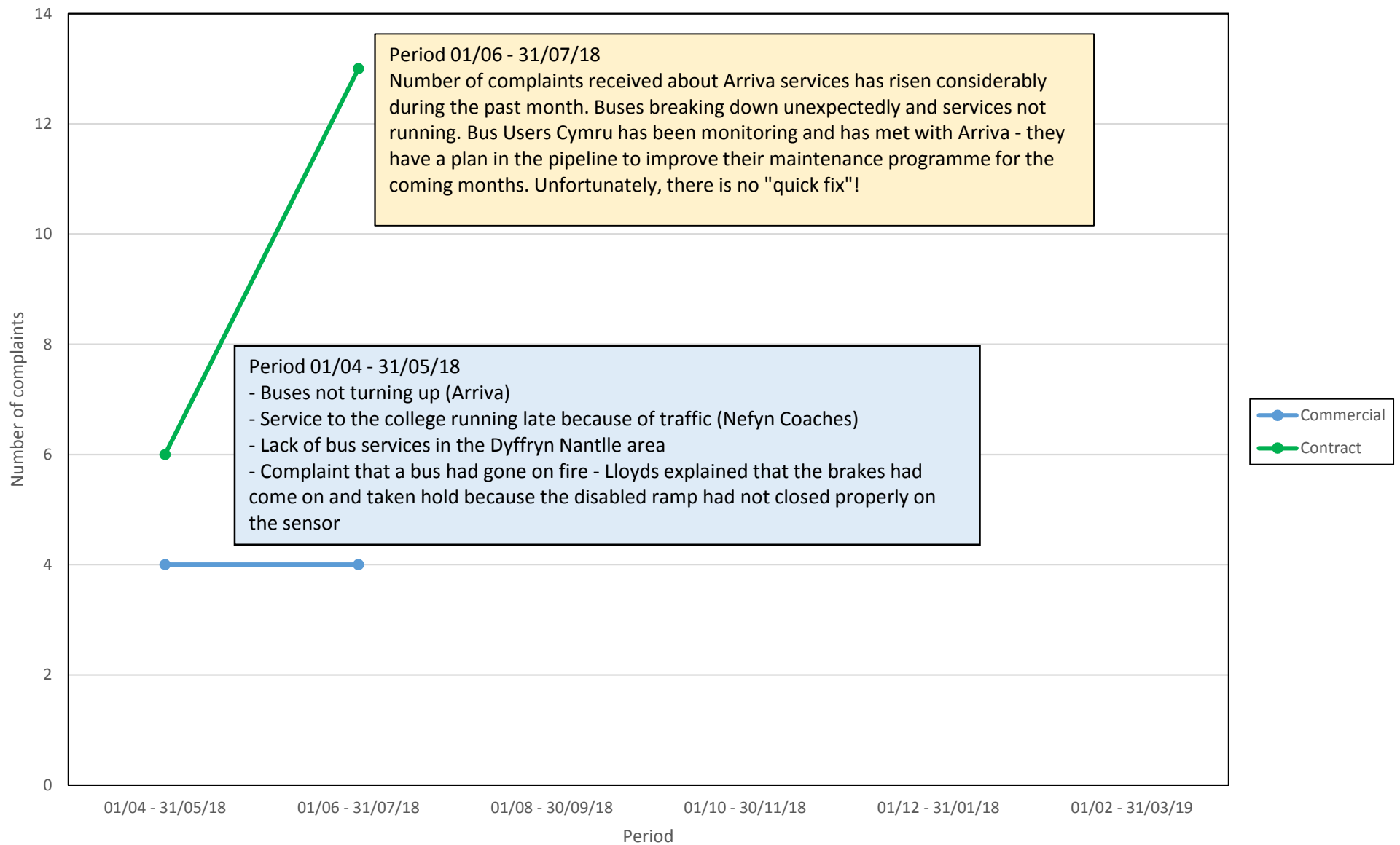


This year to date, gas emissions are up 7.% and electricity emissions down 2.2%. The fact that the weather over the winter was 25% colder than the previous year had a considerable effect on gas usage. Electricity use is not weather dependent and it is reassuring to see that this is less than for the same period last year. We must bear in mind that we only have data for the percentage of emissions; the situation for the entire estate by the end of the year could, therefore, be different. We use the measure as an early warning system if use increases. We can also see an increase within individual buildings and we respond early in an attempt to manage usage e.g. hot water system on for 24 hours a day at Ysgol y Moelwyn, high usage during the construction work at Ysgol y Berwyn.

DETAILS ABOUT THE SERVICE		DETAILS OF MEASURES				PREVIOUS YEAR'S PERFORMANCE	CURRENT YEAR'S AMBITION	Period 1 April - June		
Unit	Tier	Reference	Measure	Unit of Measure	Frequency of Reporting	2017-2018	2017-2018	2018-2019	2018-2019	Comments
Integrated Transport	1	Transportation01	Percentage of public transport (bus) journeys that have been monitored and are within the reliable limits (punctuality of buses) Percentage of public transport journeys that are punctual	Have not monitored this period	Every 3 months		95%			The Monitoring Officer has been seconded to another post within the department; consequently, no one has been monitoring during the period in question.
Integrated Transport	1	Transportation02	Number of complaints received about public transport services under contract to the Council (number rather than percentage)	4	Every 3 months		8			0850 bus from Tudweiliog to Pwllheli often arrives late, mainly because of traffic on Ala Road, Pwllheli. The complainant was concerned for the students currently sitting exams. The bus is supposed to arrive at 0920 but is often 10 minutes late. The 88 bus from Llanberis did not turn up at 1245, still hadn't arrived at 1.00p.m.
Integrated Transport	1	Transportation03	Number of complaints received about commercial public transport services (number rather than percentage)	3	Every 3 months		19			Lack of service from Carmel to Caernarfon and complaints that the bus is late at times. Several people make general complaints about Arriva that the buses don't turn up. The 5C bus didn't turn up in Penrhosgarnedd.
Road Safety	1	DFFI	Percentage of attendees who have learnt they are safer on roads as a result of the lesson/training		Every 3 months					<p>During Period 1, 716 customers who took part in different Road Safety sessions answered questions, see summary below: Q1 What did you think of the session = 100% Q2 What was your opinion about the facilitator = 100% Q4 Do you believe the content and the key messages within the session were of any use to the young people = 99.30%</p> <p>Pass Plus Cymru – Discussion sessions will be held monthly until the end of March 2019, with additional sessions being arranged according to demand across Gwynedd. As a further step to help save the lives of young people, the Unit has decided to put 24 young people on a "Car Control" course between April and October on a first come first served basis, with the possibility of sending more pupils on the course if there is a lot of interest and feedback is positive.</p> <p>"Live Well, Drive Well" - unfortunately, no funding was received this year from the Assembly, nevertheless, the Unit will honour any application received and will fund it through the general Road Safety budget if a trainer is available in the area.</p> <p>Cycling - The Unit has appointed a new coach who will join the Unit in August. During Period 1, 220 pupils were given training.</p> <p>Moving Up - This is a new session introduced to Year 6 pupils to prepare them to move up to secondary school. Having advertised the session, 38 schools have participated / shown an interest, with training ongoing until the end of the school term.</p> <p>The Unit, along with other Agencies has begun the "Selection" sessions for Year 9 and the "Core Group" sessions for Year 7, and many other sessions have been arranged until the end of the school term.</p>

Date	Service	Location	Bus Journey	Are you satisfied with the service?	If not, why?	What have you done about it?	Commercial		
02/05/18	Transport		35 - College - Blaenau Ffestiniog to Dolgellau	No	Learners using the public service have reported to the college (Coleg Meirion Dwyfor, Dolgellau site) that the bus had gone on fire this morning on its journey from Blaenau to Dolgellau. A description was given of "a great deal of smoke coming from the engine" and "brakes on fire". Passengers, who included our learners, had to stay on the roadside in Gellilydan for almost an hour to await a replacement bus. I would be grateful for your response to the report.	I have sent back this response from the contractor. "Hanna from the office called the School and the College and I asked her to e-mail the council to explain. I apologise if she did not, to explain that bus 35 had broken down. What had happened was that the brakes had come on and locked because the disabled ramp had not closed properly on the sensor. A warm smell and smoke emerged, but the driver pulled over at the bus stop in Gellilydan and enquired as to the students' safety. Another bus arrived within 30 minutes of the incident. Half the pupils got on the passing T2."	NO		
04/05/18	Transport	DYFFRYN NANTLLE	Dyffryn Nantlle	No	It is with frustration that I feel the need to contact you directly because I'm sure you are a busy person. My wife is at the end of her tether because the bus service which is now operating is a shambles and is regularly 30 minutes late -this being the last bus at 5:20 pm and is left wondering if a bus is going to turn up or will she be left alone in Caernarfon. I have been in contact with our councillor Dilwyn Lloyd but all we get is excuses. It is obvious to the residents of Dyffryn Nantlle that Gwynedd Council and the council employees dealing with this issue do not give a damn about us or otherwise a meeting would have taken place and our voices would have been heard instead of everyone seemingly hiding behind their curtains. How would you like it if your wife or daughter was left vulnerable in a bus stop because of failings by your department? Pull your finger out and grow a pair and come and meet the people you serve and earn some respect	I appreciate your wife's frustration about the patchiness of the services between Caernarfon and Dyffryn Nantlle and clearly, buses should arrive at, or very near, the times shown on the timetable. However, for a number of reasons, the bus company operating this route has had difficulty keeping to its schedule. Nevertheless, Bus Users Cymru, which works in partnership with local authorities to prioritise the needs of bus passengers, has recently undertaken a review of the current situation and has recommended changes to some of the services in order to solve some of the problems the operators currently face. They have already identified your concerns about the timetable between Caernarfon and Dyffryn Nantlle and have suggested a number of alterations to prevent instances like those currently affecting your wife from happening. We are discussing these changes with the bus company at the moment and hope to have them operational very soon. With regard to taking the views of local people into consideration, we have already received many comments and suggestions from residents regarding the replacement services as well as from Local Councillors who have been quite vocal about the current arrangements. Please be assured that the Council is not ignoring the views of local people and is trying as best as possible to incorporate them in any potential improvements.	Yes		
08/05/18	Transport	DYFFRYN OGWEN	Buses 67 / 67L Bangor/Bethesda	No	I draw your attention to the above service. Arriva company treats the people who have to use its service in the Dyffryn Ogwen area with contempt because, for a number of months, the buses have not been turning up. Today, awaiting the 10:45 bus from Rachub to Bangor, no service, and so had to wait till 11:10. 25/04/2018 I was waiting for the 18:39 service in Llandygai. I believe it was late by a few minutes, also noticed that it did not pass through Tregarth but up the A5 and turned to Rachub and Brynbella, and by the Coetmor Cemetery the driver put the official card on the ticket machine, as they do at the beginning of a shift. These are only two examples of many from the residents of Dyffryn Ogwen. Is it possible to inform Arriva that the service must be much more punctual.	LLW has contacted Arriva - We've received the following complaints from the Councillor for Tregarth and Mynydd Llandygai. 10/05/2018 – 1045 bus from Rachub to Bangor didn't turn up 25/04/2018 - 1839 bus from Llandygai was late by a few minutes but also didn't go through Tregarth but rather came along the A5 and then turned up for Rachub at Brynbella. Then at the cemetery the driver scanned his pass on the machine as if he was starting a shift. Can you please investigate and let me know the outcome? Arriva's response - The 10:45 Rachub to Bangor on the 10/05/18. Module data checked and the service ran. The 18:39 Llandygai to Bethesda on the 25/04/18. Module date checked and the journey operated via Tregarth 2 min late.	YES		
23/05/18	Transport		Bus Number 8 - Tudweiliog to Pwllheli	No	0850 bus from Tudweiliog to Pwllheli often arrives late, mainly because of traffic on Ala Road, Pwllheli. The complainant is concerned for the students currently sitting exams. The bus is meant to arrive at 0920 but is often 10 minutes late.	Nefyn Coaches is obtaining legal advice on this and is seeking to ban the woman for a time since there is evidence of misconduct between her and other men on the service - passengers complaining about her and her family and Nefyn Coaches are consequently losing customers	NO		
23/05/18	Transport	LLANBERIS	Bus 88 - Llanberis to Caernarfon	No	88 bus from Llanberis didn't turn up at 1245 today (23/05/18). Still hadn't turned up by 1pm. 88 bus from Llanberis at 0840 yesterday (22/05) didn't turn up either!!!	2 vehicles broken down today - one had a 'breaks failure' and doors of the second vehicle didn't work. At present they have 13 buses off the road because of mechanical problems, 8 drivers down and 16 off sick. The managers are doing what they can to ensure the best service for customers - have had a meeting with the MD to try to get the buses back on the road asap	NO		
26/05/18	Transport	BANGOR	Bus 58 to Caernarfon	No	Want to complain about a bus not showing up. I was at the Bangor, Penrhos Garneidd bus stops by 21:15 today (26/5/18) to catch the 21:20 58 to Caernarfon and it never showed.	Response from Arriva - Unfortunately this service never ran due to a staffing issues. Passed on information to Bus Compliance Officer, Bus Users UK as this is a commercial service	YES		
31/05/18	Transport		Bus 35 - Dolgellau College	No	Had a call at 1310 from a student at the College in Dolgellau - said that the driver of the 35 service at 1220 had driven past her. I had no response at your office so told her to take the T2 in the hope that she would get the connection with the 38 to Blaenau, otherwise she would have to get a taxi. I explained to her, since she was so late complaining that there wasn't much we could do to help her situation other than doing the above. I'm sure we could have got hold of the driver had the call come through sooner!		NO		
				No	7		Na	4	70%
				Yes	0		la	3	30%

Number of complaints received about public transport services in Gwynedd 2018-19



Page 44

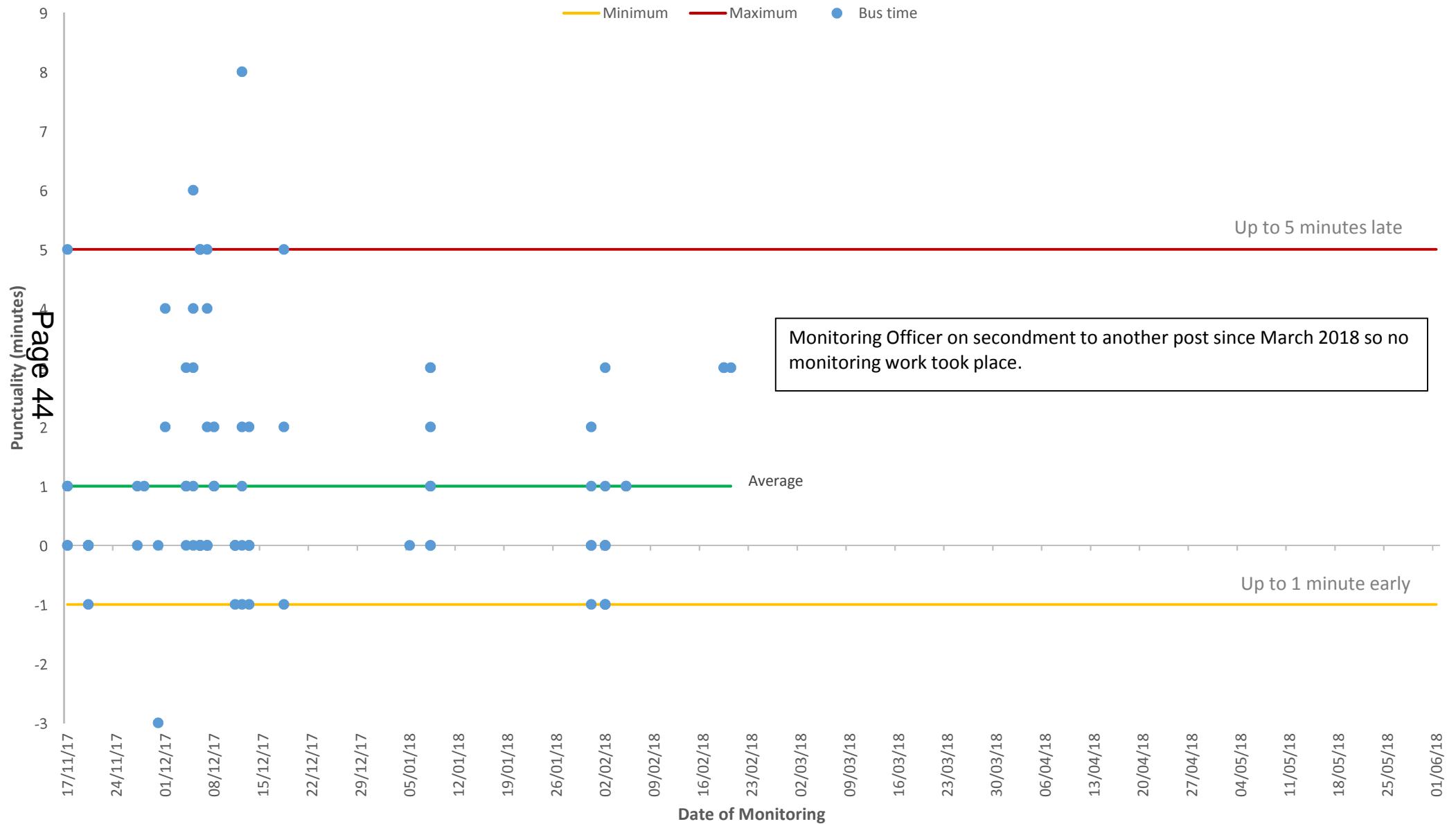
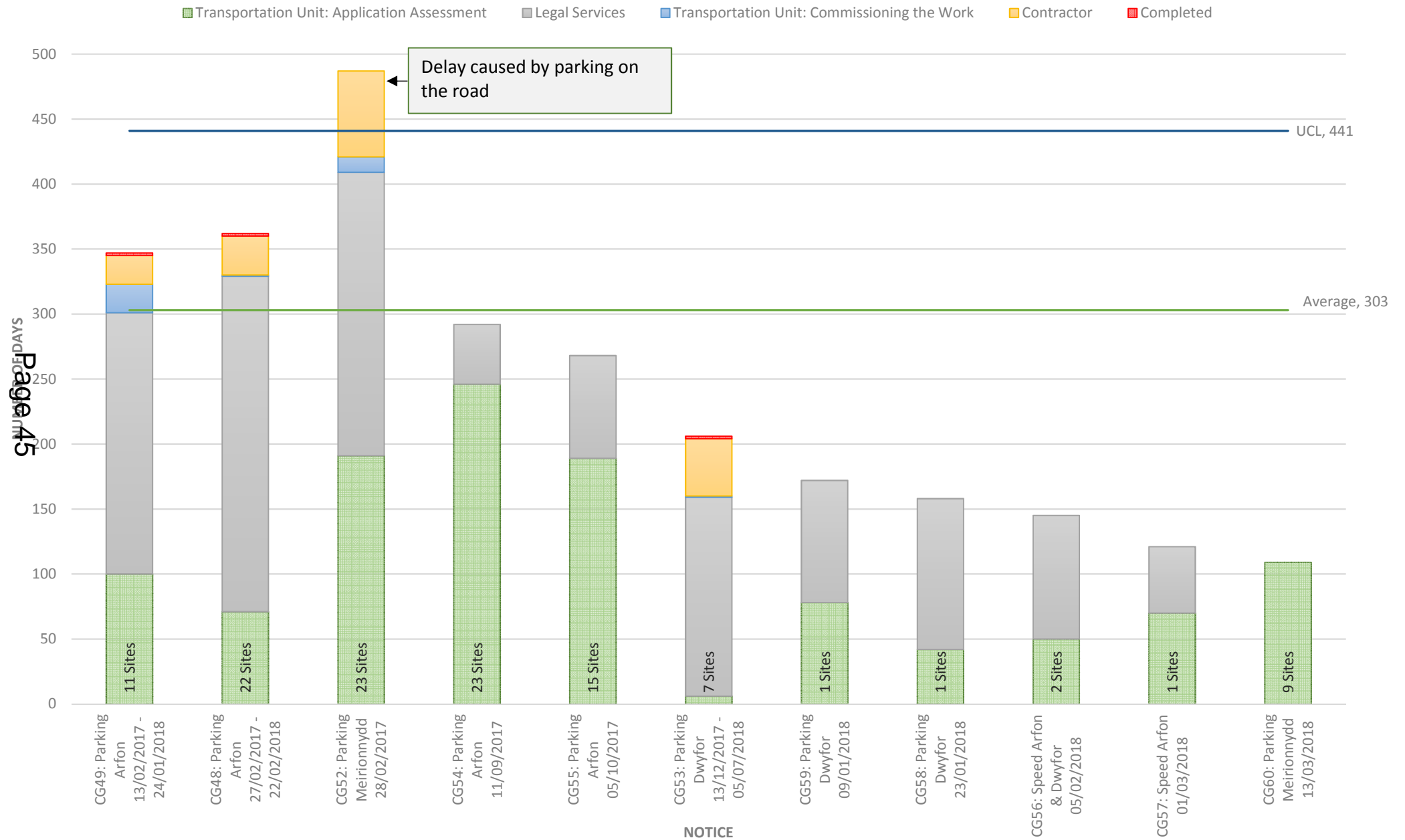


Chart showing the time taken to process Traffic notices 2018



Agenda Item 7

CABINET CYNGOR GWYNEDD



Date:	11 September 2018
Title of Item:	Performance Report of the Cabinet Member for Highways and Municipal and Gwynedd Consultancy
Purpose:	To accept and note the information in the report.
Cabinet Member:	Councillor Gareth Griffith
Contact Officer:	Dilwyn Williams, Chief Executive

Report for a meeting of Gwynedd Council Cabinet

1. INTRODUCTION

- 1.1. The purpose of this report is to update my fellow members on what has been taking place in the fields within my remit as Cabinet Member for Highways and Municipal and Gwynedd Consultancy. This includes outlining where we have reached with measuring performance; and the latest in terms of savings and cuts schemes.
- 1.2. I will remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Management Teams, which also included representatives from the relevant Scrutiny Committees.
- 1.3. On the whole, I am satisfied with the performance of the measures for which I am responsible.

2. THE DECISION SOUGHT

2.1 To accept and note the information in the report.

2.1.1 I recommend that the Cabinet authorise the deferral of the implementation of the **Recycling Centres (PB5)** savings scheme in the Highways and Municipal Department, and deal with the deficit created when considering 2019/20 savings onwards, and also approve the rest of the proposal noted in part 6.3 below, to meet the deficits in other savings schemes.

3. PERFORMANCE

Highways and Municipal Department

3.1 Maintaining a high quality local environment as well as the appearance of streets and public places is important to the residents of Gwynedd. The work of the **Street Services Unit** is to keep our streets clean and tidy and there are several measures which look at how well they do this. The performance of the **Measure of the Cleanliness and Appearance of Streets (STS/005a Measure)** this year to date is 74.5% which shows an improvement on the performance at the end of 2017/18 (71.95%).

3.2 The **Waste and Recycling Service** is responsible for dealing with waste in a sustainable way. I am satisfied with the performance of most measures for this service but I will draw your attention to the following points.

3.3 It is noted that the **Percentage levels of urban waste collected by the Local Authority and prepared for reuse, recycling or composting (WMT/009 Measure)** has improved from 60.01% in 2017/18 to 64.33% in the period from April to June 2018. The current performance, however, signifies a substantial increase compared with 54.3% in 2013/14, 55.25% in 2014/15, 58.70% in 2015/16. and 62.34% in 2016/17.

3.4 The **Percentage of commercial recycling/composting levels (PB51 Measure)** in the rates of recycling/composting by businesses is stable at 44.1% for 2018/19 thus far, compared to 44.34% for 2017/18.

3.5 Of course, what is important to the people of Gwynedd is that their waste is collected. I can report that **1.21 million** waste collections have been made in the period from April to June 2018, with **3,067** complaints received about non-collection (or 0.34%). It should be acknowledged that this figure is very low in comparison to the number of collections during this period. I have asked the Department to present the information as a graph over time, in order to show trends and so that we may identify the reasons for any failures and address the aspects we are able to influence. It appears that the percentage is higher in Meirionnydd and Arfon than in Dwyfor.

3.6 The performance of the **Percentage of urban waste sent to landfill (WMT/004)** measure is lower this year for the period from April to June, at 17.3% compared to 24.33% for 2017/18. This improvement could be attributed to the fact that more municipal waste has been treated through the incineration process and, consequently, had not been sent to landfill.

3.7 Information about the road conditions will not be available to us until later on in the year, and I will report on this when we receive the results.

4. UPDATE ON PROJECTS

- 4.1 On 22 September 2016, the Scrutiny Committee received the recommendations of the **Street Enforcement Scrutiny Investigation Report**. One of these recommendations was that 'The Council should look towards externalising aspects of its enforcement work to support the internal team.' That work would focus on swift enforcement and penalties (FPNs). In accordance with the recommendation, an outside company was commissioned to hold a year-long street enforcement trial.
- 4.1.1 The trial commenced in February this year, however, after a few days the company ended the trial.
- 4.1.2 We are now seeking to begin another pilot, using available internal resources in order to target areas where there are ongoing problems. I will update you on this once this pilot scheme is in place.
- 4.2 In the previous report, it stated that a substantial programme was in the pipeline to **change our street lights and signs to LED technology**. In 2015/16, 1,709 street lighting units and signs were replaced with LED with 3,418 more replaced in 2016/17, and 3,472 in 2017/18. In 2018/19, 1,680 units will be replaced (738 replaced thus far) which will mean that a total of 10,279 units will have been replaced during this initial programme. As a result of these changes, it is anticipated that we will save £260,000 per annum and will reduce carbon emissions (414 CO²).

5. Gwynedd Consultancy Department

- 5.1 One main measure has been identified for this Department, namely **Profit against Target**. It is noted that the situation is fairly positive at present with projections for the latest NET situation for April to June 2018/19 showing a profit deficit of **£22,775**. This compares with a profit deficit of £85,107 at the end of Quarter 1 in 2017/18. Looking back at historical patterns, due to the nature of client work, this figure is often lower in the first Quarter; therefore, at present, I am not concerned about this.
- 5.2 The **Building Control Unit** is responsible for ensuring that building work meets building standards. The Unit has developed a series of performance measures and has reported on them at the latest performance challenge meeting. The information about customer satisfaction (Measure BC1) for the period between April and June 2018 shows a satisfaction score of 9.7 out of 10, which is consistent with the 2017/18 performance of 9.6 out of 10. Work is underway to establish the reason for any dissatisfaction.
- 5.3 It is noted that the percentage of **full planning applications approved** or conditionally approved stood at 92.5% for the period between April and June 2018. The performance of this measure has remained fairly stable over recent years, with the 2016/17 performance at 92.5%, and the 2017/18 performance at 95.7%. I have requested that the Manager further investigate the reasons why not everyone was entirely satisfied and why applications had not been approved, in order to get a better understanding of the situation.

6. FINANCIAL POSITION / SAVINGS

6.1 Highways and Municipal Department

2013/14 – 2016/17 Schemes

- 6.2 One historical plan worth a total of £40,000 has not been completed (**PB19 Rationalisation of Recycling Banks**). A means of realising this has now been identified, and progress is anticipated over the coming months.

2017/18 - 2018/19 Schemes

- 6.3 Although acceptable progress has been made towards completing the majority of the 2017/18 schemes, some concern remains with the implications of implementing four of these:

- 6.3.1 With the plan for **Recycling Centres (PB5)**, the Gwynedd Challenge exercise had concluded that we should close one centre to achieve a £96,000 saving. However, these resources are popular among the public and the Department considers that it has proposals that would be less contentious than realising this plan. The preparatory work for the 2019/20 savings and onward has also revealed that potential plans by other departments that would also have been less challenging if we could have included them in the Gwynedd Challenge review are now becoming apparent. **Therefore, I recommend that the Cabinet authorise the deferral of the implementation of this savings scheme and deal with the deficit created when considering 2019/20 savings and onward.**
- 6.3.2 With the plan to **Rationalise Street Cleaning Circuits (PB10)**, two thirds of this plan's saving has been realised but realising the rest as anticipated is a challenge. The Garden Waste Scheme costs less to implement and creates slightly more income than what was anticipated and; therefore, I suggest that we use £50,000 from these sources to avoid more cuts to street cleaning.
- 6.3.3 With the plan to **Reduce the Frequency of Urban Grass Cutting and Collection Procedure (PB28)** the residents of Gwynedd clearly see the impact of what has already been done, and there is concern that the implications of continuing to cut the budget to meet the full required sum will likely be greater than what was originally anticipated when the initial decision was taken to make the cuts. A report on the situation was submitted to the Communities Scrutiny Committee on 19 April 2018 to seek a resolution, and they suggested that the Department further research alternative ideas to realise the saving. Plans to reduce flower planting (£5,000), reduce overtime (£20,000), and dress streets with cheaper materials (£20,000) means that it is possible to meet the deficit and I suggest that we do so.
- 6.3.4 With the plan to **Close 50 out of 73 of the county's public toilets (Cuts 51)** the Partnerships' plan with Community and Town Councils has enabled the majority of the toilets that were under threat to remain open, fully or seasonally. Now, the plan has also nearly been fully realised but I suggest that we use £6,000 of re-structuring savings to close the gap.
- 6.3.5 In addition to the plans that the Department itself is responsible for carrying out, they are also responsible for leading a corporate plan to review fleet arrangements

following recommendations from experts who have identified where savings could be made in the Council's fleet system. The assumption within the Council's budget was that £85,000 of savings could be realized this year and a further £48,000 next year. Unfortunately, the preparation work is taking longer than anticipated because we have been investigating different ways of achieving the saving and the need to take into account taxation implications.

Whilst we are confident that the saving can be achieved in due course, it is unlikely that the £85,000 will be achieved this year and obviously there are implications for the Council's budget for this year which will be highlighted in the forthcoming Savings Overview and Budget Review reports at the Cabinet meeting on October 16th.

Schemes for 2018/19 and beyond

- 6.4 It is not anticipated that there would be any problems in realising any plans that are ongoing or that have been partially realised in 2016/17 and 2017/18.

7. Gwynedd Consultancy Department

- 7.1 The Gwynedd Consultancy Department has achieved all its efficiency schemes and cuts for 2016/17 and 2017/18.

8. NEXT STEPS AND TIMETABLE

- 8.1 None to note.

9 ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

9.1 Views of the Statutory Officers:

i. Monitoring Officer:

No Comments in terms of propriety.

ii. Head of Finance Department:

I confirm that the comments in part 6 and 7 of the report are a fair reflection of an up-to-date position to realise the savings that are the responsibility of the Highways and Municipal Department and the Gwynedd Consultancy Department.

As the report in paragraph 6.3.5 said, the next budget review will deal with the implications of delays in delivering a corporate saving scheme led by the Highways Department.

I believe that the Highways and Municipal Department's budget will be able to cope in 2018/19 if the Cabinet decided to defer implementation of the Recycling Centers saving (PB5) scheme, as recommended in part 2 of the report.

9.2 Views of the Local Member:

9.2.1 Not a local matter.

9.3 Results of Any Consultation:

9.3.1 None to note.


Appendices

Appendix 1 - Performance Measures

Performance Monitoring Quarter 1 2018-19

Prifffyrdd a Bwrdeistrefol

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	2017-18 Annual Performance	Annual Performance 2018-19 to date	Trend
Highways	THS/011a Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	3.5	3.2		↑
Highways	THS/011b Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	3.9	3.8		▬
Highways	THS/011c Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	15.2	14.1		▬
Highways	THS/009 Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.76	2.52	2.77	2.6	↓
Highways	PB8 Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported	97.20	97.00	97.8	98	98	98	▬
Highways	PB9 Percentage of safety inspections completed within the specified time	98.30	98.00	99	99	99	99	▬
Street Services	STS/005a Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	75.7	71.95	74.5	↑
Street Services	STS/005b Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	96.55	94.10	98.04	↑

Street Services	STS/006 Percentage of cases of fly tipping on relevant land which is cleared within five working days of the time that they are	97.3	96.5	96.50	97.90	97.00	95.30	
-----------------	--	------	------	-------	-------	-------	-------	---

Street Services	PB15 Canran o'r graffiti/posteri sy'n ymguddio arwyddion traffig ac yn achosi peryglon, glanhawyd/cliriwyd o fewn 24 awr i'r amser hysbyswyd.	100	100	100.00	100	100	100	
Street Services	PB16 Canran o'r graffiti/posteri hiliol/tramgwyddol ar eiddo'r Cyngor,	100	100	100.00	100	100	100	
Waste and Recycling	WMT/004 Canran y gwastraff trefol yrrwyd l'w dirlenwi	45.94	43.33	34.34	30.62	24.33	17.30	
Waste and Recycling	WMT/009 Canran y gwastraff trefol a gesglir gan yr Awdurdod Lleol ac a gaiff ei baratoi ar gyfer ei aildddefnyddio, ailgylchu neu ei	54.3	55.25	58.7	62.34	60.01	64.33	
Waste and Recycling	PB51 Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are	30.79	35.45	41.44	40.5	44.34	44.1	
Waste and Recycling	PB60 Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19650	18603	8147	16989	8103	2276	

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	2017-18 Annual Performance	April - July 2018 Performance
Consultancy Department	Profit against the target	£120,000	£21,000	-£34,000	£95,619	£81,695	-£22,775

Service	Heading	2016-17 Performance	2017-18 Performance	April to July 2018-19 Performance
Consultancy Department	BC-1 Customer satisfaction survey, the average figure given by clients for their building control service (Figure given out of a maximum satisfaction score of 10)	9.3	9.6	9.7
Consultancy Department	BC-2 Percentage of full plans application approved / conditionally approved (first decision)	92.5	95.7	92.5
Consultancy Department	BC-3 Average number of days taken to check full plans application (first decision)	15.0	16.1	13.6
Consultancy Department	BC-4 Response time to attend dangerous structures, from notification (hours)	1.8	2	2