# Complete Agenda

# **CABINET**

# **GWYNEDD COUNCIL**

DATE	Tuesday, 15th January, 2019
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 lago	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**

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6	GWYNEDD PLAN 2018-19 - RESOURCES FOR THE 'INCREASING THE BENEFITS OF MAJOR EVENTS' PROJECT	Cyng / Cllr Ioan Thomas	Roland Evans	9 - 14
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9	FORWARD WORK PROGRAMME	Cyng / Cllr Dyfrig Siencyn		58 - 59

### THE CABINET, TUESDAY, 18 DECEMBER 2018

### Present -

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

### Also present-

Dilwyn Williams (Chief Executive), Morwena Edwards (Corporate Director), Iwan Evans (Monitoring Officer), Dafydd Edwards (Head of Finance Department) and Annes Siôn (Member Support Officer).

### Others invited:

Item 6: Llinos Edwards (Senior Executive Officer)

Item 7: Garem Jackson (Head of Education Department)

Item 8: Robin Evans (Project Manager)

### 1. APOLOGIES

Cabinet Members and Officers were welcomed to the meeting. No apologies were received.

### 2. DECLARATION OF PERSONAL INTEREST

There were no declarations of personal interest.

### 3. URGENT ITEMS

There were no urgent items.

### 4. MATTERS ARISING FROM OVERVIEW AND SCRUTINY

There were no matters arising from overview and scrutiny.

### 5. THE MINUTES OF THE MEETINGS HELD ON 27 NOVEMBER

The Chair signed the minutes of the Cabinet meeting held on 27 November, as a true record.

### 6. ANNUAL REPORT OF THE STRATEGIC SAFEGUARDING PANEL

The report was submitted by Cllr Dilwyn Morgan

### **RESOLVED**

To accept the report on the work of the Strategic Safeguarding Children and Adults Panel, and accept the amendments to the Panel's Terms of Reference.

### **DISCUSSION**

The report was submitted, noting that it was an update on what the Safeguarding Strategic Panel had achieved in 2017/18. It was added that the report summarised the work accurately and fairly, noting that it was essential for Cabinet members to be aware of the Panel's work and be able to feel satisfied that the Panel had undertaken the required work in a thorough and conscientious manner.

It was expressed that the Gwynedd Safeguarding Performance was very good, and this was emphasised in an external report recently received about the Children and Supporting Families Department recently. It was added that the Panel had recently extended its focus to include broader Safeguarding matters such as Domestic Violence and counter terrorism. Consequently, it was noted that the Panel's Terms of Reference needed to be modified in order to reflect the adjustments. It was noted that the Terms of Reference also highlighted the Panel's responsibility to monitor and challenge performance that related to Safeguarding.

The members of the Safeguarding Executive Panel were thanked for their work of ensuring day-to-day safeguarding.

Observations arising from the discussion

- Modern Slavery was discussed, noting that there had been three cases in Gwynedd, and an example of the type of cases that had arisen was requested. An example was noted of a worker at a work location who did not want to be there and was not paid for his labour. It was added that it was a field that changed frequently and that the Council needed to be aware of what was going on. It was expressed that the greatest challenge was to keep focussed and be pro-active.
- It was expressed that good work was being done in terms of safeguarding children, and the terms of reference enabled staff to be aware of which signs to keep an eye out for.
- Attention was drawn to the training on Violence against Women, domestic abuse and Sexual Violence, noting that only 50% of the training had been completed by the end of 2017. It was added that this was due to the fact that the standard of the Welsh language in the learning materials provided by Welsh Government was inadequate. It was expressed that the Government needed to give priority to the Welsh language, especially in training for such important subjects. It was added that Gwynedd Council was working with the Government in an attempt to overcome the barriers.

### 7. THE PRINCIPLES OF A FIT FOR PURPOSE EDUCATION SYSTEM

The item was submitted by Cllr Gareth Thomas

### **RESOLVED**

To approve the following principles of a fit for purpose education system that

would form the basis for fulfilling the Education Department's vision, and for developing the system to ensure a high quality education for the children and young people of Gwynedd for the twenty first century, namely:

- A system of viable secondary schools
- No more than two age ranges within the same class in the primary sector
- Approximately 80% non-contact time for the Headteacher to concentrate on leadership issues in the primary sector.

### DISCUSSION

The report was submitted, noting that it acknowledged that a good basis for children's education was strong leadership. It was added that following the Primary Federation's report, which included Primary School Headteachers, and which raised many matters, the Education Department revisited the education conditions.

It was noted that a report had been submitted to Cabinet in July 2016, which gave permission for the Education Department to consult with school Governors and wider stakeholders on the suitability of the principles. It was expressed during the consultation that matters had arisen regarding the Leadership conditions below:

- that many of our secondary and primary schools were too small to be able to offer enough time for Headteachers, senior managers and middle managers to lead effectively;
- the requirements were incompatible for many primary Headteachers, in that they had a substantial commitment to teach classes alongside their management and leadership roles;
- difficulties in terms of recruiting senior leadership managers and middle managers at secondary schools;
- difficulties in recruiting Headteachers for primary schools;
- a lack of applicants from outside the local authority area.

Consequently, principles that supported the fit for purpose system were developed and submitted to Cabinet. It was expressed that it was difficult to make extensive changes immediately as a result of budgets, but the principles would be the basis for future changes.

Observations arising from the discussion

- The importance of consultation was noted, and that the principles had derived from Headteachers. It was emphasised that it was difficult in the Primary and Secondary sectors to recruit Headteachers as they were required at some schools to teach 4.5 days and, consequently, they did not have the time to carry out the work of leading the school.
- It was expressed that establishing the principles was an important step for the future that would improve conditions, which in turn would improve children's education.

### 8. DEALING WITH THE FUNDING GAP

The item was submitted by Cllr Peredur Jenkins

### **RESOLVED**

To adopt the Schemes in appendices 1 to 6, subject to the results of the consultation, as the ones which the Council would have to deliver to ensure a balanced budget in 2019/20, with a consultation on the schemes in appendices 3 to 6 to be held in January.

### **DISCUSSION**

The report was submitted, noting that there was an annual requirement to balance the Council's budget. It was added that this year, the Council anticipated a significant financial deficit for 2019/20.

Since the beginning of the summer, it was expressed that the Cabinet Members, the Directors and the Heads of Departments had been considering what would need to be done in order to address the financial deficit. Every department noted how it would find 20% from its budget if there was a need to do so. It was expressed that this process had been difficult but thorough, and that it had forced every Department to dig deep for possible savings. In addition to this, it was noted that the Council had been in consultation with Gwynedd residents, to ask of the things the Council did which were most important to them.

The financial context was provided, noting that the Head of Finance Department was continuing to attempt to establish a balanced budget for 2019/20 and four workshops were held for elected members to provide an understanding of their situation now. It was explained that the Council had received another disappointing settlement from Welsh Government where the grant given to Local Government remained the same. It was added that despite this, the Council was facing enormous pressure in the fields of Education and Care and that there was a significant inflation to salaries and matters such as energy. Consequently, it was explained that this meant that the Council would be facing a funding deficit that was likely to be around £12.9m. The steps that could be taken in order to reduce the gap were explained, and it was noted that in doing so, the latest estimation brought the deficit down to approximately £6.8m.

The Chief Executive added that filling the remaining financial deficit was a mathematical process. The only other thing to do was to find more savings or increase Council Tax. It was noted, as part of the process of looking at possibilities during the period since the end of the summer, that Departments had identified further efficiency savings and that these could be seen in appendices 1 and 2 of the report. It was expressed that the efficiency savings proposed here would be savings where there would be very little change to the service to Gwynedd residents, and that a percentage of them would be back office savings. Appendices 3 to 6 then outlined the savings that were likely to have a greater impact on Gwynedd residents, but not to the same degree as many other plans that were considered.

He added that these savings would come to £2.5 million which would bring the deficit down to approximately £4.3 million. He added that if a further £0.5 could be found, this would bring the deficit down to £3.8 million, which was equivalent to a Council Tax increase of 5.5%.

It was explained that a consultation on the plans in appendices 3 to 6 would be held in January. Following this, it was added that a workshop would be held for all members so that they could give their opinion about a specific Council Tax level, the responses received through the consultation, and consider the need to bring greater savings into the equation, the impact of which would be much worse.

### Observations arising from the discussion

- It was noted that the First Minister, during his time as Finance Minister, created this budget. It was expressed that the Leader had stated his disappointment and anger about the budget to Welsh Government. It was added that Welsh Government had a choice as nearly an additional billion in funding was available, but that the Government had prioritised every other department, and he added that some departments had seen an increase of nearly 14%.
- It was expressed that the settlement had been described by the Chief Executive of the Welsh Local Government Association as 'brutal', but it was added that the settlement was seriously poor and diabolical. It was expressed that every local authority had noted that there would be substantial cuts to their core services. It was noted that Welsh Government would be responsible for this following a vote that would be held this week to determine its budget. It was also noted that it was the responsibility of all Assembly Member who had voted in favour of this settlement to ultimately face their constituents.
- It was expressed that the Council wanted to squeeze every last penny out of services through efficiency savings in order to minimise the impact on residents. It was noted that back office savings were the first steps, but that these had an impact on jobs.
- It was noted that although the Council had safeguarded school budgets and added inflation for teachers' salaries etc., Welsh Government had cut its grants for schools in 'real' terms, by failing to add any inflation. It was added that the Council was attempting to safeguard education and care services, but if things continued in this way, then these departments would need to be revisited and this could undermine the safety and lives of children and young people.
- It was noted that the Council needed to find a way of informing residents that these were Welsh Government cuts, and that Gwynedd Council was responding to the challenge it was facing.
- A question was raised about the Barmouth Bridge scheme, and the Cabinet member had noted for the Highways and Municipal that discussions were under-way to see whether this saving could be realised, ensuring that the path would remain open. It was noted that this scheme was expected to be completed in April 2020, and therefore there was time to continue with discussions.

The meeting commenced at 1.00pm and concluded at 2:00pm

# **CHAIR**

# **GWYNEDD COUNCIL CABINET**

### Report for a meeting of the Gwynedd Council Cabinet

Date of meeting: 15 January 2019

Cabinet Member: Councillor Ioan Thomas

Contact Officer: Roland Evans

Contact Telephone Number: 01286 679 450

Title of Item: Gwynedd Plan 2018-2023

Resources for the 'Increasing the Benefits of Major Events'

**Project** 

### 1. THE DECISION SOUGHT

- 1.1 To commit £50,000 of the Council's Transformation Fund during the 2019-20 financial year to realise the 'Increasing the Benefits of Major Events' Project.
- 1.2 To review the progress of the activity and further commitments to support the remaining period of the Project before the end of 2019.

### 2. THE REASON FOR THE NEED FOR A DECISION

- 2.1 Following the adoption of the 'Gwynedd Plan 2018-2023' by the Full Council on 8 March 2018, obtaining the best outcomes for communities and businesses from events held in Gwynedd has been included within the 'Increasing the Benefits from Major Events' priority.
- 2.2 In accordance with the Cabinet's guidance at the meeting of 10 April 2018, a further report is submitted for a decision regarding additional financial resources from the Council's Transformation Fund to finance the project of supporting Events. This report also includes an analysis of the project performance in 2018-19 as requested.
- 2.3 In order to respond to event organisers who are currently planning for 2019 and beyond, a decision is needed on the resources available to support the activity in order to be able to positively influence the decisions of organisers to gain the greatest benefit for the county.
- 2.4 Although relatively small contributions are offered to event organisers through this fund, the influence and the impacts as a result of the Council's investment ensures:
  - creating opportunities for local businesses to take advantage of contracts and supply services
  - opportunities for Gwynedd communities and young people to contribute towards the success of events
  - a central place for the language, culture and unique sense of place of

- Gwynedd
- a good co-operative relationship with Welsh Government's Major Events Unit that expects to see a match funding contribution by the Local Authority where the events are held before confirming its support.
- raise Gwynedd's profile as a vibrant place and a good place to live, venture and visit.
- increase the number, expenditure and visitors' stay throughout the year.

### 3. BACKGROUND AND UPDATE ON THE 2018-19 PERFORMANCE

- 3.1 By employing an Events Manager in the Economy and Community Department, the Council ensures that there is a single point of contact for event organisers within the County and promotes the image of 'one Council' when dealing with events.
- 3.2 There is no budget to support event organisers beyond the budget allocated to the field through the 2014-17 and 2018 Council Plans.
- 3.3 In accordance with the Cabinet's request at a meeting on 10 April 2018, the main outputs of the events supported in 2018-19 can be seen below. More detailed information about these events are included in <u>Appendix A.</u>
- 3.4 The outputs are calculated by using a calculation model that is recommended by Welsh Government's Major Events Unit.
- 3.5 It can be seen from the following that the project has realised and achieved its ambition of creating economic benefit of £5m for Gwynedd, with an estimated economic benefit worth £5.7m from 2018-19 events.
- 3.6 It can be seen that a match funding contribution of £51,760 from Gwynedd Council has led to attracting £217,000 of Welsh Government funding to major events and supported holding events with a total budget of over £4.6m.

Budget Total of the Events held	£4,658,808.39
Expenditure of total budget in Gwynedd	£ 896,062.65
Number of Events Supported	25
Number of Participants	10,195
Number of Attendees	70,585
Number of event days	55
Companies employed from Gwynedd	565
Companies employed from outside Gwynedd	1,580
Number of volunteering opportunities	1,870
Number of opportunities for young people	2,776
Economic Benefit for Gwynedd	£5,771,763.00
GVA Impact	£2,809,859.00
Jobs safeguarded in the economy of the County	123
Gwynedd's financial contribution	£51,750
Funding attracted through Welsh Government	£217,500

In terms of value for money, it should be highlighted that for every £1 Gwynedd Council has invested in events during 2018, the County's economy has benefitted from £111.53

### **OTHER HIGHLIGHTS FROM 2018-19**

- 10 people in the County trained through the North Wales Police CSAS (Community Safety Accreditation Scheme) course to give them the right to stop and manage traffic legally at events
- The success of Barmouth Hurly Burly (an outdoors swimming and running event) attracted 1,000 people to participate in the off peak event in October
- The start of the Tour of Britain Cycling Race in Dolgellau was broadcast on ITV 4
- Festival No. 6 invested £435,000 directly in the economy of Gwynedd
- Red Bull was encouraged and agreed to use Plas Tan y Bwlch as accommodation for the Red Bull Hardline
- A positive meeting was held between Gwynedd's Strategic Events Group and Welsh Government's Major Events Unit.
- The Events Manager worked with or advised over 30 companies or communities regarding matters involving events.

### 2019-2020 OPPORTUNITIES

Many Opportunities are currently in discussion for 2019 and include:

- An opportunity to attract various international events to Gwynedd and Snowdonia.
- Work with Welsh Government's Major Events Unit strategically on events to be held across Gwynedd.
- Work to develop events in various communities across the County.
- Collaboration to attract one of the world mountain biking events to Meirionnydd.
- Other opportunities are also likely to arise during the year.

### 4. THE REASONING AND JUSTIFICATION FOR RECOMMENDING THE DECISION

- 4.1 For the next phase of the Gwynedd Plan, it is intended to learn from the experiences of past plans and change the way the Council works with event organisers.
- 4.2 The Council will not give a 'grant' to event organisers in future, rather it will work with them by investing in their events in order to obtain the best outcomes for the County.
- 4.3 A formal assessment process based on the likely outputs and key benefits to the people of Gwynedd will be established to identify events to be supported. By offering standard terms and conditions while investing in events, the Service believes that it is possible to:
  - Provide financial and practical support to attract and retain events that are of economic benefit in the county and encourage them to work with local suppliers and promote Gwynedd;
  - ii. Develop a local supply chain to provide goods and services to events in Gwynedd and beyond;
  - iii. Promote the county to visitors and investors via the events;
- 4.4 By implementing the above, it is intended to create new business for indigenous enterprises in Gwynedd and attract more visitors and investors to Gwynedd.
- 4.5 If a budget is not available for investing in events, the Council will not be able to collaborate as effectively with organisers or positively influence in order to increase the benefits for the County. This could lead to:

- 4.5.1 The risk of losing events from Gwynedd completely or seeing them relocating to other areas of Wales and beyond;
- 4.5.2 Losing the economic benefits for Gwynedd businesses and communities;
- 4.5.3 Miss the opportunity to raise the profile and image of the county amongst the people of Gwynedd and visitors;
- 4.5.4 Miss the opportunity to influence the use of Gwynedd's unique language and culture at events and offer valuable experiences to the young people of the County;
- 4.5.5 Fail to collaborate effectively with Welsh Government's Major Events Unit to attract and support major events in the County as it would not be possible for them to support events in the County without match funding from Gwynedd Council.
- 4.5.6 Miss the opportunity to influence and promote quality, Welshness, sense of place and opportunities for local companies and communities in events

### 5. NEXT STEPS AND TIMETABLE

- 5.1 Following the Cabinet's decision, the project plan will be extended and collaboration will continue with event organisers, relevant departments within the Council and partners to implement the plan to increase the benefit of major events for the people of Gwynedd.
- 5.2 A report on the activities and successes of 2019 and a bid for further resources for the remainder of the plan will be submitted to the Cabinet before the end of 2019.

### 6. ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

### Views of the Chief Finance Officer:

There are adequate resources in the Council's Transformation Fund to meet this request. However, there will be several deserving needs / uses competing for the limited resources from this fund and prioritising the relevant requests will be a matter for the Cabinet members.

### **Views of the Monitoring Officer:**

I note the progress and benefits referred to within the report. In accordance with arrangements under previous projects, there will be a need for standard terms and conditions for any assistance in order to bind event organisers. No further comments in terms of propriety.

Views of the Local Member: Not a local matter.

APPENDIX A
Real outputs of the events supported
2018-19

		Name of Event	Number of Participants	Number Attended	Number of days	Number of companies employed from outside Gwynedd	Number of companies employed from Gwynedd	Number of volunteering opportunities at the event	Number of young people benefitting	Reported Economic Benefit for Gwynedd	GVA Impact	Jobs supported	Gwynedd's contribution
		<b>LARGE</b> Harlech											
	1	Triathlon	381	1,143	1	10	12	86	26	£112,917.00	£50,813.00	2	£1,250.00
Page	2	Llanc y Llechi Tour of Britain	1,267	3,801	2	10	12	86	27	£472.363.00	£212,563.00	9	£1,250.00
Э	3	(M)	0	0	1	0	0	0	0	0	0	0	£10,000.00
13	4	Bala Big Bash Trail	721	3,000	2	5	19	86	223	£329,309.00	£148,189.00	7	£5,000.00
	5	Marathon	2,121	6,363	1	10	12	87	26	£620,972.00	£279,438.00	12	£1,250.00
	6	Festival No. 6 Red Bull -	2,,883	11,115	4	1,250	50	215	0	£2,352,095.00	£1,058,443.00	47	£5,000.00
	7	Hardline	29	3,000	1	19	15	60	29	£385,000.00	£173,250.00	8	£5,000.00
	1	STRATEGIC Caernarfon Food Festival Llanberis	350	20,000	1	22	88	120	200	£90,760.00	£40,842.00	2	£2,000.00
	2	Moveable Feast Bangor Moveable	60	1,000	1	20	30	50	120	£15,728.00	£7,078.00	0	£500.00
	3	Feast Three Peaks	80	1,200	1	30	50	70	150	£13,060.00	£5,877.00	0	£500.00
	4	Boat Race	80	620	7	12	10	29	0	£31,162.00	£14,023.00	1	£2,000.00

	Cricieth											
5	Moveable Feast	80	2,300	1	40	40	60	240	£38,846.00	£17,481.00	1	£500.00
J	Zip World	00	2,300	-	.0	.0	00		250,010.00	117) 101100	-	2300.00
6	Rocks	200	1,800	1	0	20	50	50	£101,800.00	£45,810.00	2	£2,000.00
7	Supernova Weekend	114	236	3	0	4	37	2	£58,100.00	£26,145.00	1	£2,000.00
•	Porthmadog			J	· ·	·	0.	_	200,200.00		-	,000.00
_	Moveable											
8	Feast Snowdon	40	1,900	1	40	20	60	660	£46,658.00	£20,996.00	1	£500.00
9	Race	900	4,000	1	25	15	150	200	£183,928.00	£82,768.00	4	£2,000.00
	Abersoch											
10	Dinghy Week	225	500	7	5	30	40	90	£180,600.00	£81,270.00	4	£1,000.00
11	Parafest	226	907	2	15	10	30	0	£120,304.00	£54,137.00	2	£2,000.00
ည စ္အ <sub>12</sub>	Racing the Train	2,000	5,000	1	15	25	400	350	£463,019.00	£208,359.00	9	£2,000.00
ge	Abersoch	2,000	3,000	-	13	23	.00	330	1103,013.00	2200)333.00	3	22,000.00
<b>1</b> <b>1</b> <b>1</b>	Keelboat	220	650	-	_	20	25	420	5450 700 00	676 265 00	2	54 000 00
<b>—</b> 13	Week	230	650	7	5	30	25	120	£169,700.00	£76,365.00	3	£1,000.00
	SMALLER											
	Wales Open											
	Wakeboarding											
1	Competition Gwyl Car	28	100	2	0	2	3	13	£7,312.00	£3,290.00	0	£1,000.00
2	•	100	550	1	0	7	40	150	£7,064.00	£3,179.00	0	£1,000.00
	Sesiwn Fawr								,	ŕ		,
3	- 0	140	1,200	3	5	35	26	90	£69,024	£31,061.00	1	£1,000.00
4	Barmouth Hurly Burly	673	1,200	1	42	9	45	0	£315,645.00	£142,040.00	6	£1,000.00
4	Caernarfon	0/3	1,200	1	74	J	70	U	1313,043.00	1172,040.00	J	11,000.00
5	Pirate Festival	150	8,000	2	0	20	15	10	£58,760.00	£26,442.00	1	£1,000.00
		40.405	70 505		4 500	F.C.F.	4.070	2 776	65 774 762 66	62 000 050 65	422	654 750 60
		10,195	79,585	55	1,580	565	1,870	2,776	£5,//1,/63.00	£2,809,859.00	123	£51,750.00

# Agenda Item 7 GWYNEDD COUNCIL CABINET

## Report for a meeting of Gwynedd Council Cabinet

**Date:** 15 January 2019

**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

### 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 wish to remind you that all matters have already been the subject of discussions and I have scrutinised them at meetings of the Management Team held specifically for that purpose. These meetings also include two representatives of the relevant Scrutiny Committee, although, disappointingly, no representative was present at the last meeting.
- 1.3 On the whole, I am happy with the performance of the measures for which I am responsible, or that relevant steps have been taken to improve performance where needed.

### 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.
- 2.2 The **Planning Service** is responsible for facilitating and managing developments in the interests of our communities, the economy and the environment.
- 2.3 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 unstable at the beginning of this year. The performance has now stabilised, with the cumulative average now at 63 days. When challenging performance, the Service noted that the effect of the new Delegation Scheme now appeared in the performance, and that it is being monitored by keeping a separate record. The new method of recording shows that applications determined by the Committee take more time to determine, however, this is to be expected as it is the more complex or contentious applications that are submitted to the Committee.



- 2.4 **Satisfaction** with the service remains relatively high (87.8%), with the discontent expressed associated with the process of contacting the service. However, a number of satisfied customers have noted that the system of having preapplication planning advice and an opportunity to amend plans, is valuable.
- 2.5 The task of obtaining a meaningful measure in the Enforcement field continues. To that end, the service has introduced new methods of recording and prioritising complaints, in order to make the most of the resources available. When challenging the service, I noted that it was important that these new methods of prioritising did not lead to missing any calls, thus failing the people of Gwynedd.
- 2.6 Following the adoption of the Joint Local Development Plan in the summer of 2017, the Joint Planning Policy Unit has been working hard to develop and adopt Supplementary Planning Guidance in order to expand upon the Planning policies. Although I have received some criticism that the completion of the work is slow, I am confident that the thorough work being done on the guidance will ensure the best possible end product.
- 2.7 The purpose of the **Public Protection Service** 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 meeting the food hygiene standards (G6)** measure notes that 98.92% of food establishment comply, with only 1.1% failing to do so, namely 24 businesses. With these, the service works with businesses to rectify the situation.
- 2.8 The measures for the **Percentage of food establishments that have received Food Hygiene (G8) and Food Standards (G9) inspections**, show that the service continues to be behind with the Food Hygiene and Food Standards inspections programme. At the end of the previous period, around 9% of the programmed Food Hygiene inspections, and around 23% of the programmed Food Standards inspections had not been completed.
- 2.9 When I challenged its performance, the Service noted that the slippage in the programme derived from the lack of capacity that has already been highlighted in previous performance reports. Additional officers have now been appointed, and the service has adopted more efficient arrangements by carrying out food hygiene and food standards inspections during the same visit, where possible.
- licence application (G7) shows that the performance has improved to 7.78 days, compared with 9.96 in the previous report. It was also encouraging to note that the average for processing drivers licences has also dropped to 28. 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. The procedure of carrying out a DBS check is slow, in particular as certificates are now sent to the applicant, rather than the Service, as a result of new regulations. The service also noted that the procedure of arranging hearings before the Licensing Subcommittees further delayed the process, and that the service intended to collaborate with the legal service in order to look at the delegation scheme in an attempt to improve the situation.

- 2.11 The **Property Service** is responsible for supporting the Council's Departments by providing suitable property for providing services and ensuring that the Council's property portfolio is managed effectively and efficiently.
- 2.12 We see that the data measuring the Time (in days) taken to respond to a request for maintenance work (Eiddo1) has remained static between 8.1 and 8.4 for the last period, with the policy of internalising craftspeople and reducing dependency on external contractors, continuing to be effective. The Service reported that the performance of the Percentage of maintenance unit customer satisfaction (Eiddo2) measure, has improved recently, raising from 86% to 90%. Upon challenge, the Service noted that the negative feedback tended to refer to a lack of updates during a piece of work. Unfortunately, the additional demand occurring from supporting the Telecare service has intensified the work pressure. Nevertheless, the service is in discussions in order to increase the resource available in order to be able to provide the best possible customer care.
- 2.13 The performance of the **Percentage of buildings with appropriate security systems in place (Eiddo4)** measure has deteriorated substantially recently, from 91% to 73%. On challenging the Service, it was noted that a member of staff had been on sickness absence, and that no other member of staff had the expertise to carry out the work. As the work of the Service is a high-risk field, I am glad that the Service commissioned an external company to fill the gap.
- 2.14 The performance on the **Satisfaction Percentage of the Pest Control Unit (Eiddo5)** measure, continues to be high. I should note that there have been occasions where messages have not been effectively transferred from the self-service system to the pest control staff. I have asked the Service to ensure that this is resolved as no customer should have to contact twice in order to receive a service.
- 2.15 The **Integrated Transport Unit** measure in its entirety facilitates people's ability to travel from one place to another across a network which is safe whilst also raising their awareness of and educating them about safety.
- 2.16 The measures 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) are important measures for the service. A total of 10 complaints were received regarding public transport services, and the complaints show some frustration with the service. Although the situation with Gwynedd public transport has stabilised since the summer, the decision made by the Transport Commissioner to ban one bus company meant that the Council had to make arrangements for another company to operate additional routes, at short notice. By now, the picture has stabilised again and I have asked the Service to continue to work hard to arrange the best possible service for the people of Gwynedd.
- 2.17 The **Traffic**, **Projects and Street Works Unit** is responsible for processing traffic orders. On average, it takes 266 days for a traffic order to become operational. In order to understand where improvements can be made to their systems, the Unit has been experimenting with various methods of grouping orders. It has also been recording the performance in a way that makes it much easier to see where there are potential barriers to improving performance.
- 2.18 The task of identifying measures that reflect the work of the **Countryside Service** continues. I will report on this in the future.

2.19 Three Ffordd Gwynedd reviews are in hand at present. In the Planning field (run in parallel with the Building Control review), a great deal of analysis work has been carried out, and I am confident that a report will be shared in due course. The Countryside Unit has commenced a review, and is busy collecting data. The Estates and Facilities Unit is yet to begin, but I am confident that it will commence the review in the near future.

### 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 year have been realised.

### 5. Council Plan Priorities

- 5.1 In the Council Plan for 2018-23, it is noted that the Environment Department has three local priorities. The local priorities are matters raised by Councillors as matters of concern in their wards.
- 5.2 It was noted that there are concerns in the Caernarfon, Dyffryn Nantlle and Bala areas regarding the lack of parking spaces. No progress has been made on this priority thus far.
- 5.3 In the Dyffryn Nantlle and Caernarfon areas, concern was expressed about the safety of roads outside schools. The department has held discussions with the schools to discuss their concerns, and they are currently holding assessments on the sites to see how the risks to users can be reduced.
- In many areas, it was felt that the condition of the coast path needed to be improved. In the Porthmadog area, improvements have been made near Tŷ Moelwyn, with work being done to see where further improvements can be made. In the Tywyn and Aberdyfi area, calls are being made to complete the cycle path, and a bid has been submitted to the Welsh Government's Active Travel Fund in order to develop the scheme further. Calls are also being made to build a multiuse path between Pwllheli and Llanbedrog, and we will be submitting an application to Welsh Government in order to develop the bid further.

### Views of the Statutory Officers:

### i. Monitoring Officer:

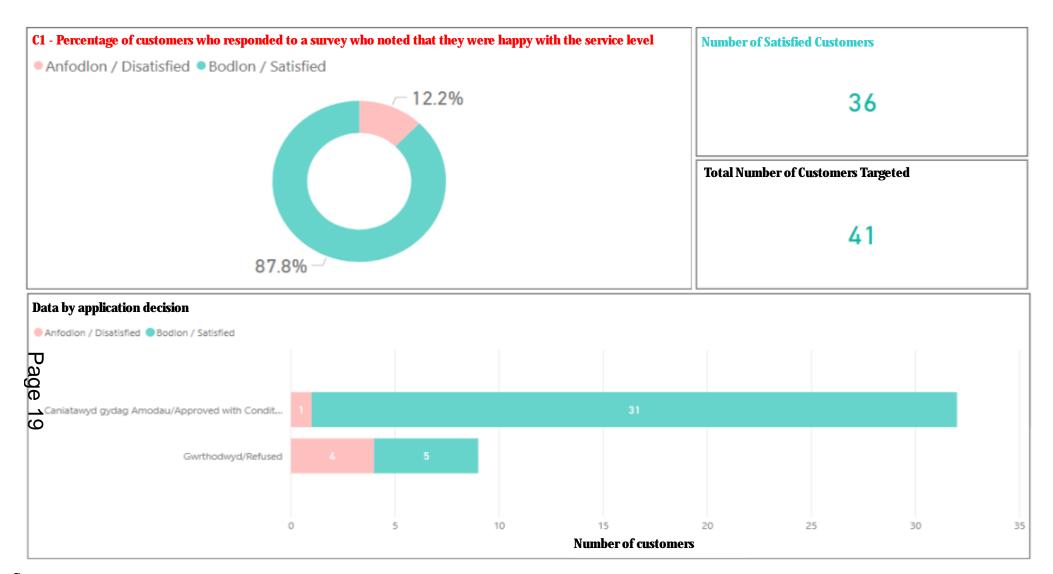
No comments in terms of propriety

### ii. Head of Finance Department:

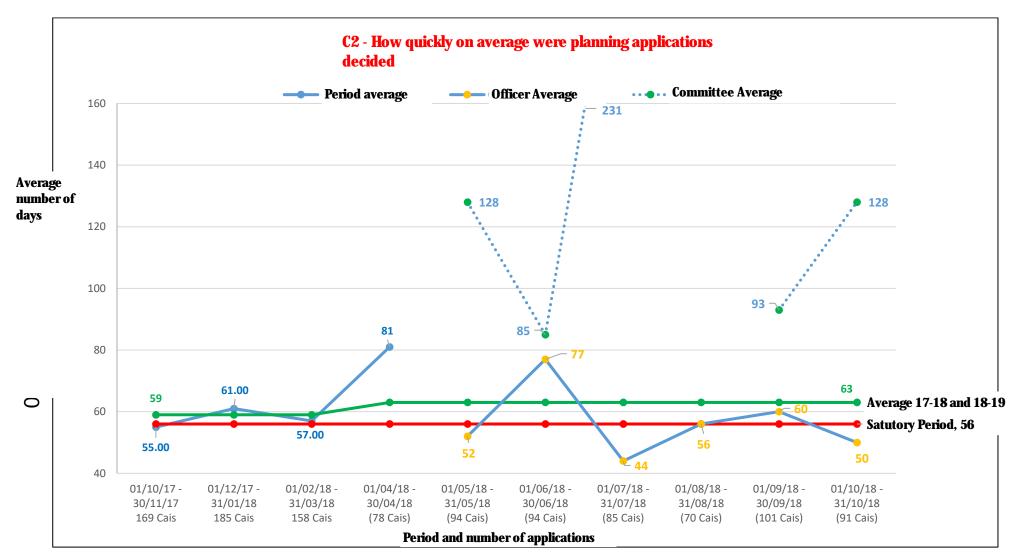
I confirm that the comments in part 4.1 of the report are a true reflection of the position in terms of realising the savings that are the responsibility of the Environment Department

### **Appendices**

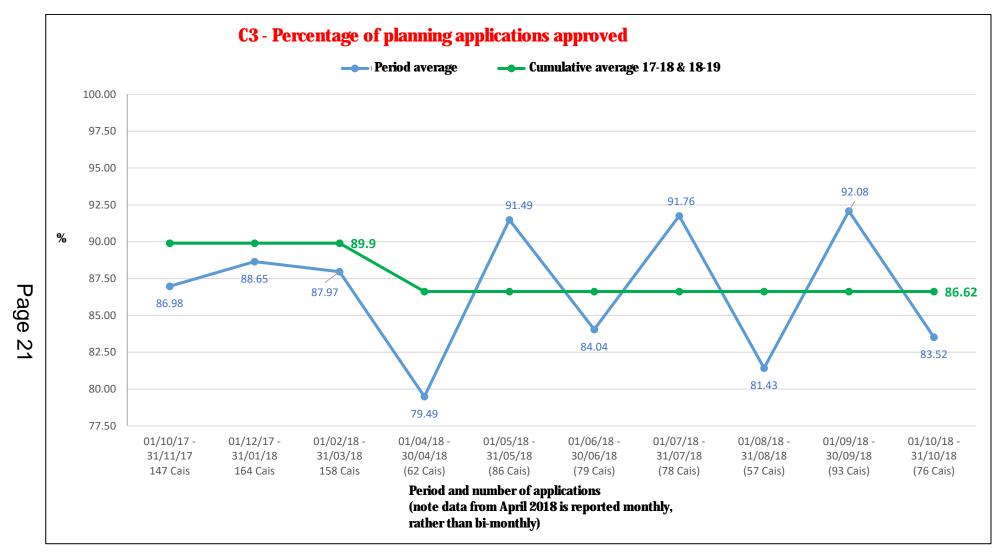
**Appendix 1 - Performance Measures** 



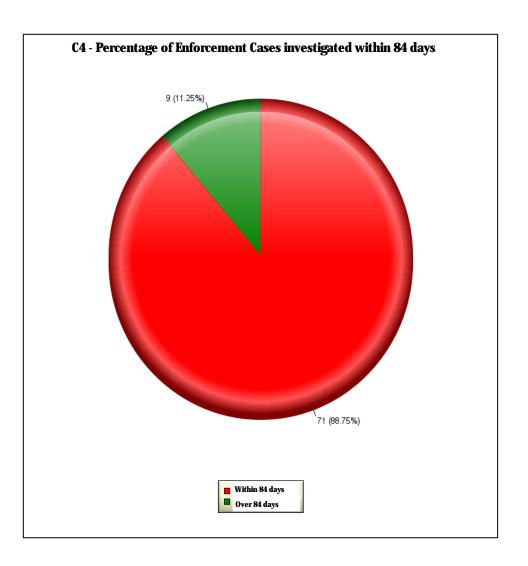
The questionnaire is based on a sample of customers who have received a decision on a planning application during the period. The results show that the reasons for the dissatisfaction of a small percentage of the customers are dissatisfaction with the arrangements for contacting the Service and the lack of opportunity to discuss the reasons for refusals. The comments regarding satisfaction include very positive comments about the service and the advice given by officers (despite the fact that the application was refused in some cases). Nevertheless, it must be noted that many of the satisfied customers have added comments regarding the difficult system of getting hold of a planning officer / contact arrangements and that the system of receiving pre-application advice and the opportunity to make minor amendments was valuable.



The number of days taken on average for applications to be determined since April 2017 has been quite consistent at approximately 60 days. By now, the performance has been divided to show the average time, average number of delegated applications and the average number of applications submitted to the Committee. It is noted that a cut is shown from 1/5/18 onwards, and this reflects the period where the new Planning Delegation Scheme was adopted. Since this period, the average time has remained quite consistent, and the average time for dealing with delegated applications is in line with the statutory time for dealing with applications. Adopting the new Scheme of Delegation has also meant fewer applications going before the Committee and, therefore, a higher percentage of applications receive a decision under the delegation system. The average time for applications submitted to the Committee is much higher due to the fact that the nature of the application is usually more complicated or contentious where, possibly, negotiation or awaiting information has taken place in order to be able to make a recommendation. Nevertheless, during the period, 77% applications were determined within 56 days. During August, there were serious IT problems that had a detrimental impact on the work flow and output of the Service, and the catching-up work was still ongoing until very recently. It is likely that the real impact of this on the service is not reflected here.



The percentage of applications that are approved is quite consistent and is still firm evidence of consistency and a positive planning service. It is noted that the decrease following the period of adopting the Joint Local Development Plan at the end of July 2017 has meant that some policy aspects have changed significantly and that it is likely that some applicants / agents were unaware of the implications, e.g. a development that met the needs of the Unitary Development Plan previously, but was contrary to the policies of the Joint Local Development Plan. Encouraging the use of the pre-application service would also be useful to ensure a high number of applications being approved.



The intention of this indicator is to measure the percentage of all cases that were successful in being investigated within a specific time-scale. The aim of this is to encourage the Council to deal with each enforcement case swiftly and ensure that the public is informed of the outcome of the investigations and the steps that the Council will take to resolve a planning regulation that has been breached, where a breach is found. A percentage of over 80% is considered as good performance. Nevertheless, it does not identify the number of cases that are still open; that is, where "positive enforcement steps" are required, nor does it identify the workload of officers and the performance of the Enforcement Unit in its entirety for the purpose of effective management. The indicator for positive enforcement steps has not been benchmarked thus far, and therefore, introducing an additional internal measure that is able to reflect the workload of officers and the Unit's performance as a whole needs to be considered.

### The policy measure since August 2017:

C5 - Adopt Supplementary Planning Guidance for the Joint Local Development Plan, including the adoption of four SPG by Quarter 3 of 2017-18 (this is what was noted in the monitoring framework for the Joint Local Development Plan)

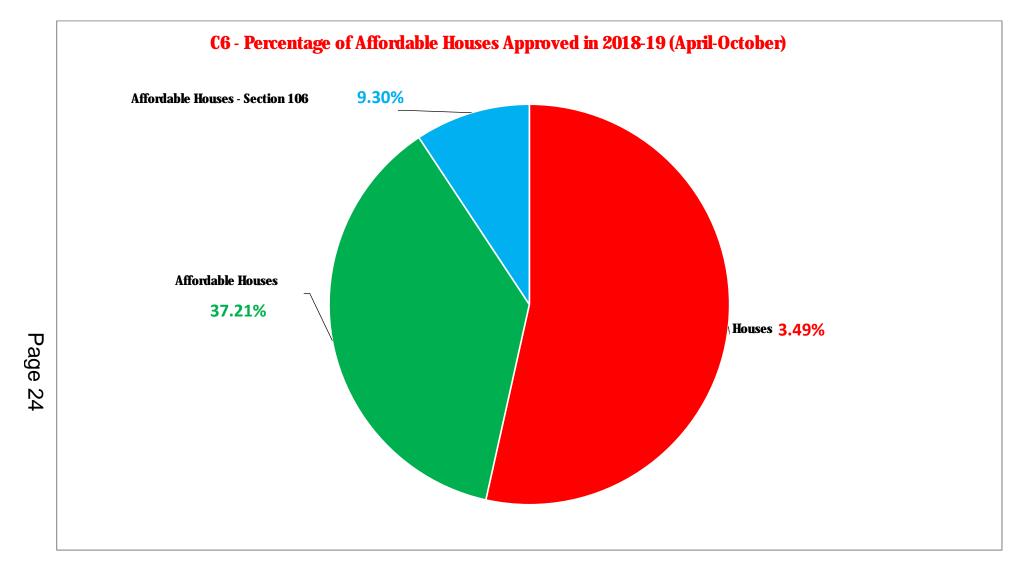
### **Comments - Supplementary Planning Guidance**

The SPG expands upon the bones of the Local Development Plan policies, and gives guidance on the consistent implementation of the policies for officers and prospective applicants for planning permission.

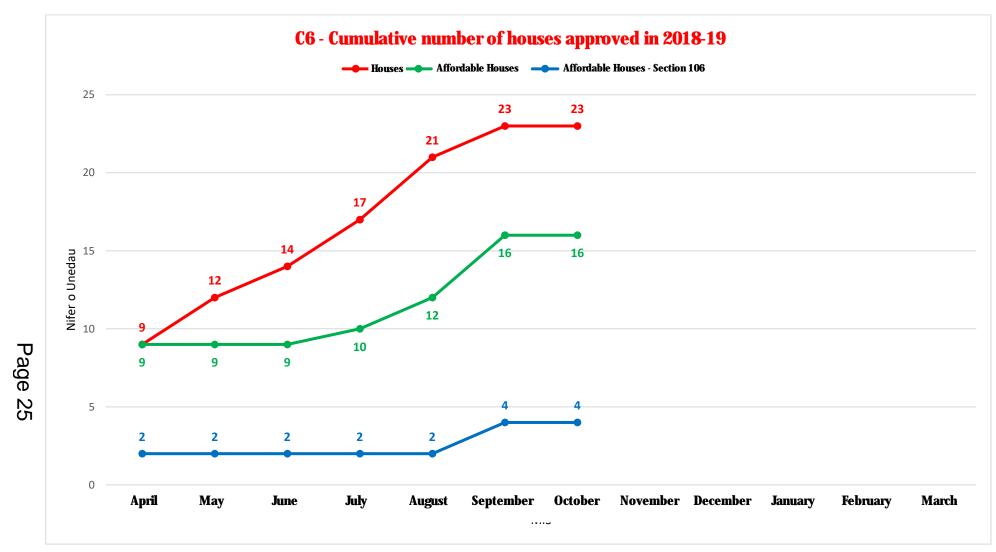
In previous performance monitoring reports, it was noted that the timetable noted above was agreed when the Service was awaiting the adoption of the Plan earlier in 2017. The original timetable slipped because the Plan was not adopted until the beginning of Quarter 2 (2017-18), and therefore it was not practical to put resources to one side to begin the work. After adopting the Plan, an increase was seen in the demand for planning policy guidance by the Unit from planning officers associated with applying some new policies, and officers from the Joint Planning Policy Unit were off sick for relatively long periods of time. Together, there were insufficient resources and reasonable time to be able to make significant progress to prepare the first series of SPG and it is likely that the risk associated with this is that there will be a longer period of time where there is no detailed guidance on some planning policies of the LDP. A collaboration agreement between the Joint Planning Policy Unit and the two Planning Services was agreed in May 2018 in order to ensure that the Unit can focus on giving guidance on applications that raise substantial policy issues, and focus on the preparation work of the SPG.

The following table provides the latest information about the increase to prepare the first series of the SPG.

Name of the Supplementary Planning Guidance	Status (November 2018)
Housing Mixture	Adopted October 2018
Tourism Development - attractions and accommodation	Public consultation (1st) June/July 2018 Public consultation (2nd) December 2018 - January 2019 (for two significant changes)
Local Market Housing	Public Consultation October - November 2018
Open spaces within new residential developments	Public Consultation October - November 2018
Affordable housing	Public Consultation December 2018 - January 2019
Maintaining and creating sustainable communities	Public Consultation December 2018 - January 2019
Planning obligations	First draft to the meeting of the Joint Local Development Plan Panel - November 2018
Converting buildings and re-building houses in the countryside	First draft to the meeting of the Joint Local Development Plan Panel - November 2018



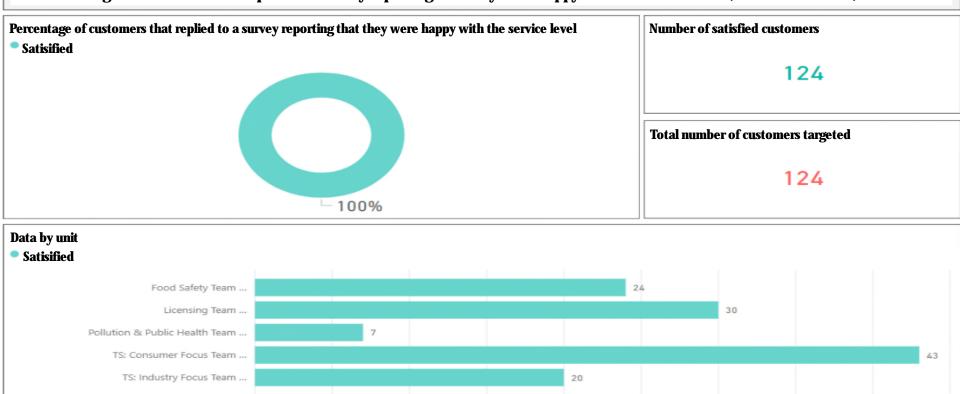
The affordable housing provision means that the LA provides a higher level of affordable housing that the highest target within the LDP, which is 30%. This reflects the previous and positive pattern for the number of affordable housing that are approved.



See comments on the previous chart C6



## G1 - Percentage of customers that replied to a survey reporting that they were happy with the service level (1/4/18 - 31/10/18)



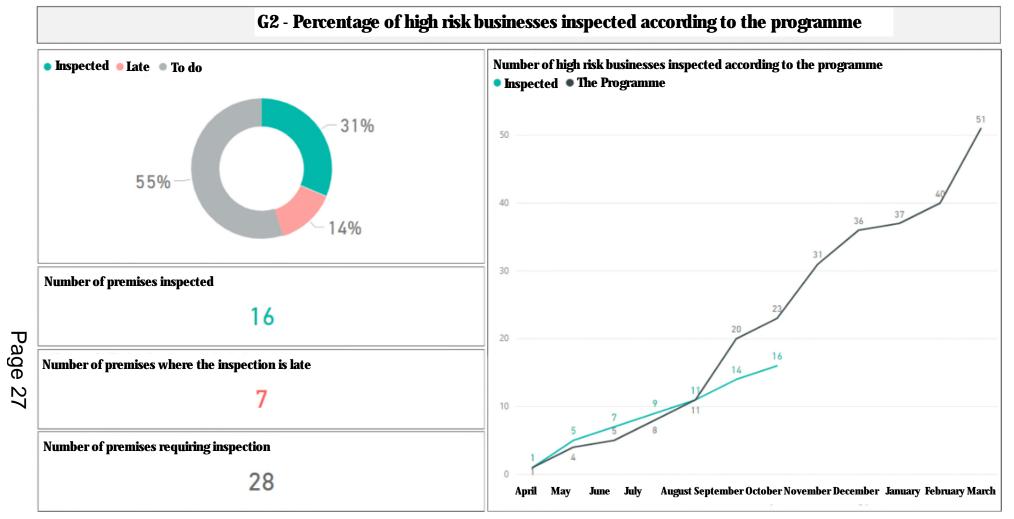
### **Comments**

In light of the implementation of the General Data Protection Regulations (GDPR), the Public Protection Service has adopted a new system for dealing with customer surveys.

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

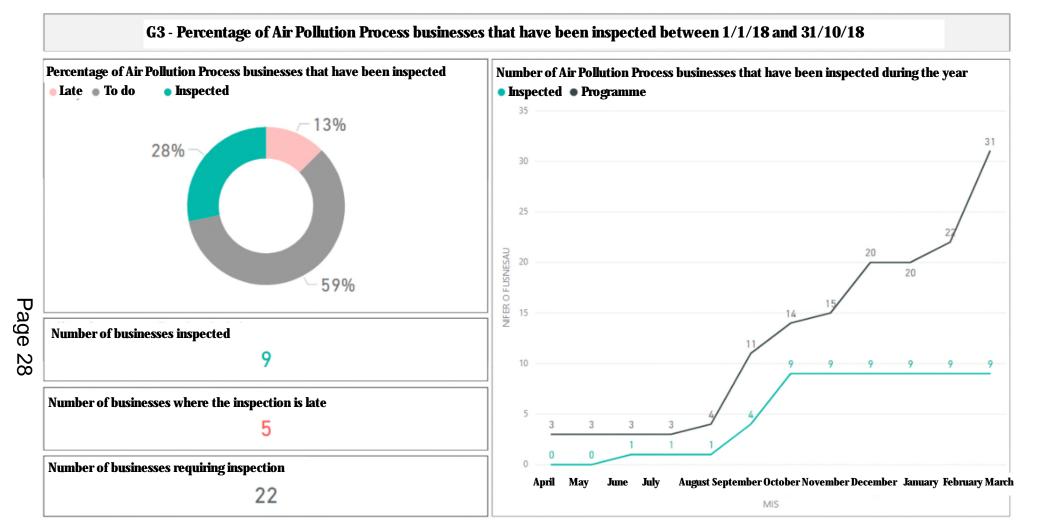
At the beginning, there was some difficulty with the implementation of the system which included a proportion of the customers who refused to be questioned, but this is with the results of only three units within the service available, but it appears that the difficulties have now been overcome.



This measure has been adapted to report on the performance of holding food hygiene, food standards and animal health inspections A risk category premises (the highest risk category) only.

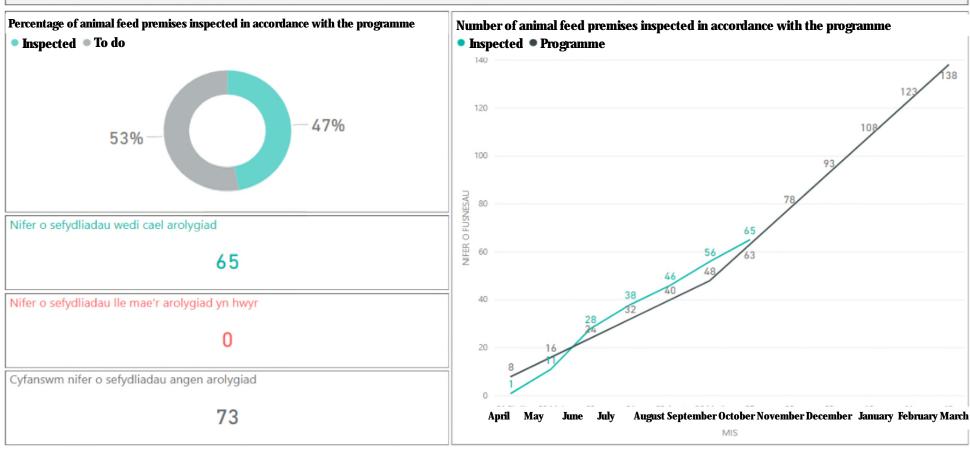
Every business in risk category A for food standards and hygiene that should have received an inspection by the end of October has been inspected.

Six of the Animal Health visits were late according to the chart, but some of the high risk businesses were not due until Qu 3 and 4. It is also noted that one member of staff was off on long-term sickness following treatment, and one other staff member had been on light duties for a while due to a medical condition. Arrangements adjusted in order to complete the programme.



There have been recording difficulties, but the records have been updated in terms of the inspections that appear to be late that have now been completed. One processing business had ceased and the business had not updated the Service about this. The target in relation to the programme is annual and, currently, it is believed that the annual programme will be completed.

# ${\bf G4-Percentage\ of\ animal\ feed\ premises\ inspected\ in\ accordance\ with\ the\ programme\ (1/4/18-31/10/18)}$



### **Comments**

Page

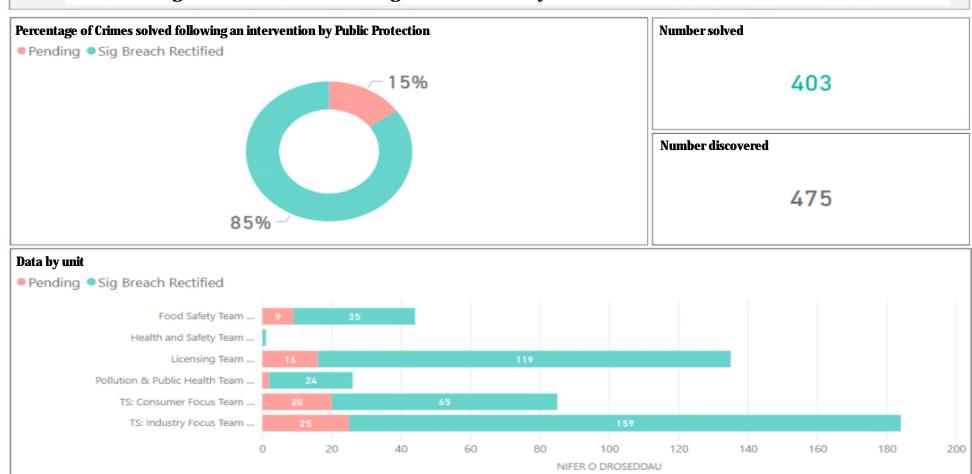
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138 visits on the programme by the Food Standards Agency this year. The FSA has a unique system in terms of feed enforcement - at the beginning of each financial year, the FSA asks each region to report on the number of premises due for a feed visit on their data base (the Chief Officer of Wrexham leads on behalf of the North Wales region). The Chief Officer then allocates the visits that are due between the six authorities, based on risk and premises type, e.g. Manufacturers A01, Mixer R10, Pet Foods Manufacturers R6, Farms (livestock) R13, etc. and the relevant authority receives a fixed payment for each inspection (depending upon how much funding the FSA has to complete feed enforcement in Wales).

According to the chart, the programme has been divided to reflect the fact that the field is seasonal, with the majority of inspections being held over the winter period - currently ahead of target. Due to resources, the number of inspections that are expected as part of the FSA plan is considerably lower than the complete figure of premises due for an inspection in Gwynedd, as there are approximately 2,000 farms in Gwynedd. The inspections are prioritised according to risk (Risk Score 1 = every year, Risk Score 2 = every two years, etc.), and the premisestype (R10, R6, etc.), in addition to any other intel received.

Arrangements are in place to complete the visits allocated by the FSA before the end of the year.

# G5 - Percentage of Crimes solved following an intervention by Public Protection (1/4/18 - 31/10/18)

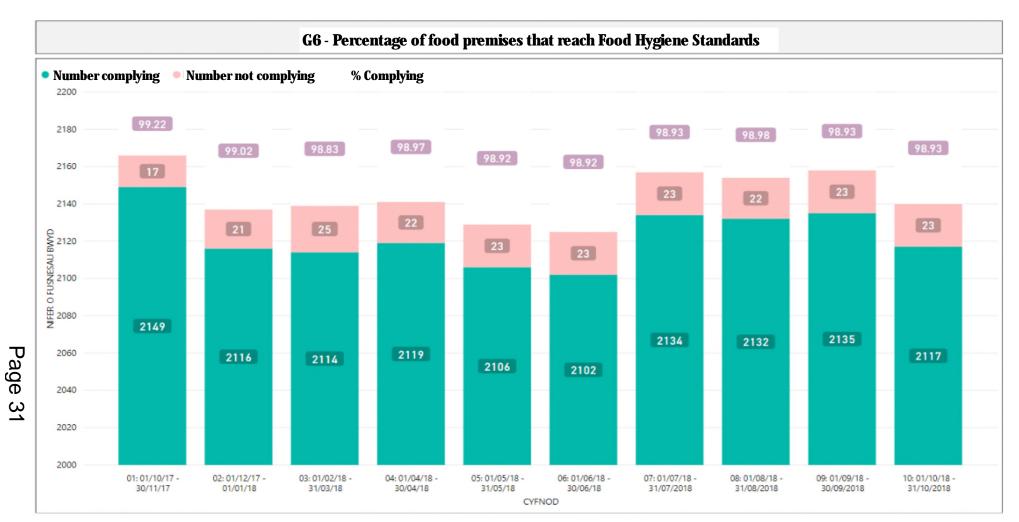


### **Comments**

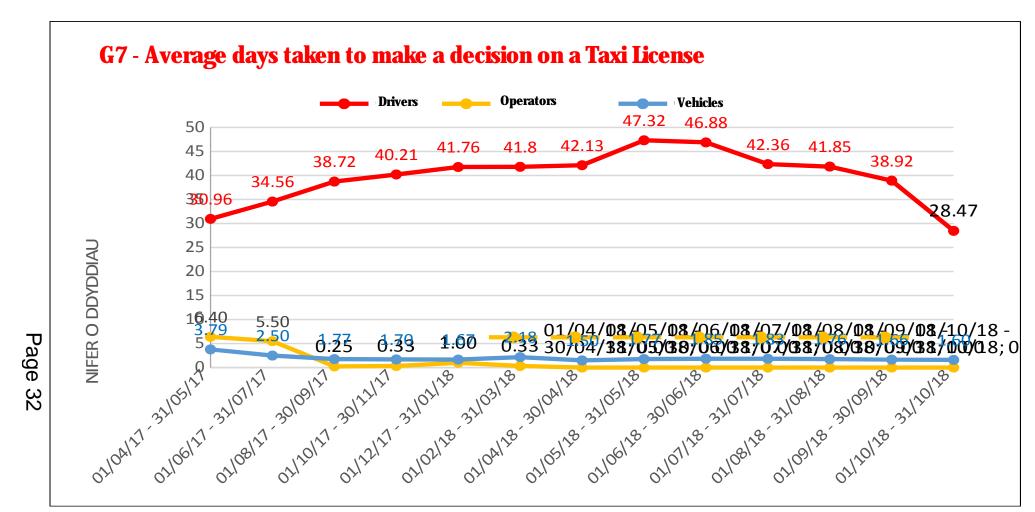
In terms of Trading Standards (Industry) 9 breaches out of 25 have been resolved - records have been updated and includes the cases of the staff member who has been off sick. In terms of Trading Standards (Consumer) - of the 20, three of the Trade Marks cases have now been referred to the IPO (Intellectual Property Office) as they conduct detailed investigations on the defendant. The two 'crimes' involving one specific business has been open on the system for some time - awaiting the result of the Rent Smart Wales case at any moment. The rest of the cases that are still open in terms of the two teams include cases that have been received during the period, more complicated cases that includes gathering and assessing evidence and, of course, cases that end up in court.

Of the nine significant breaches noted that is still open by the Welfare Unit (Food Safety Team and Health and Safety Team), four are still being addressed by officers. These other five have been resolved but the records have not been updated. These records will be updated as soon as possible.

In terms of licensing - there has been a significant improvement in the number of crimes recorded. The majority of the 16 cases that appear above are unsolved because the investigation is ongoing; or where the licences of taxi drivers have been suspended due to a Police investigation that has not concluded. Two records need to be updated.

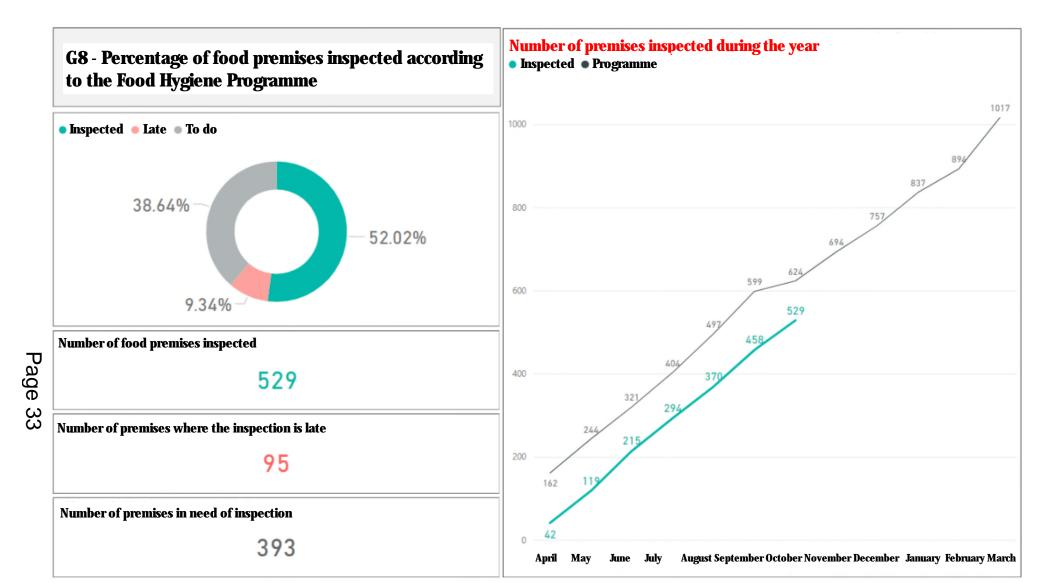


The number of food establishments that reach the satisfactory food hygiene standard or above remains high, with only 1.1% failing, which is 21 businesses.



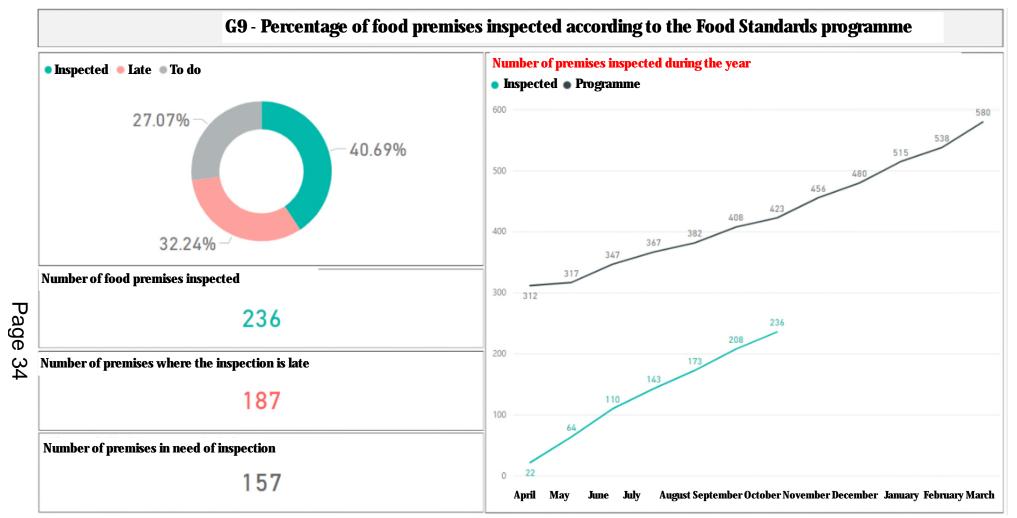
Following the Ffordd Gwynedd review, new measures were imposed for licensing. The new measures, and specifically the above measure, focusses on the customer experience from the first point of contact. Therefore, the average number of days taken to determine a taxi application is counted from the first occasion the customer comes to us to make an application. Applications cannot be processed and determined until they are complete. In terms of driver's licence applications, there are two factors that have a significant impact on the time - namely the time the national DBS Service takes to process a DBS certificate, and the time taken to arrange a Licensing Sub-Committee to hold a hearing on the application (this in itself can add four weeks).

Since the last performance report, the time taken to process drivers' applications has decreased consistently since May, with an application taking an average of 47.3 days in May, having fallen consistently to 28.47 in October. It can be seen from the cap chart that there is always a variation in situations beyond the uppermost control limit (UCL) that cannot be controlled effectively due to the factors noted. Our figures show that DBS takes an average of between seven and eight weeks to be submitted to us, and some certifications have taken up to 112 days. In accordance with recent data protection regulations, the DBS disclosure is now returned directly to the applicant, which creates a further delay in submitting a full application. As the constitution and the relevant delegated rights mean that every application for a licence for a driver with convictions must be referred to a Sub-committee, a review of the system needs to take place in consultation with the Legal Unit and the Licensing Committee.



The graph shows all food hygiene inspections that had been programmed for the period, including the backlog of inspections that have not been completed. It can be seen that 529 inspections have been completed, with the target at 624.

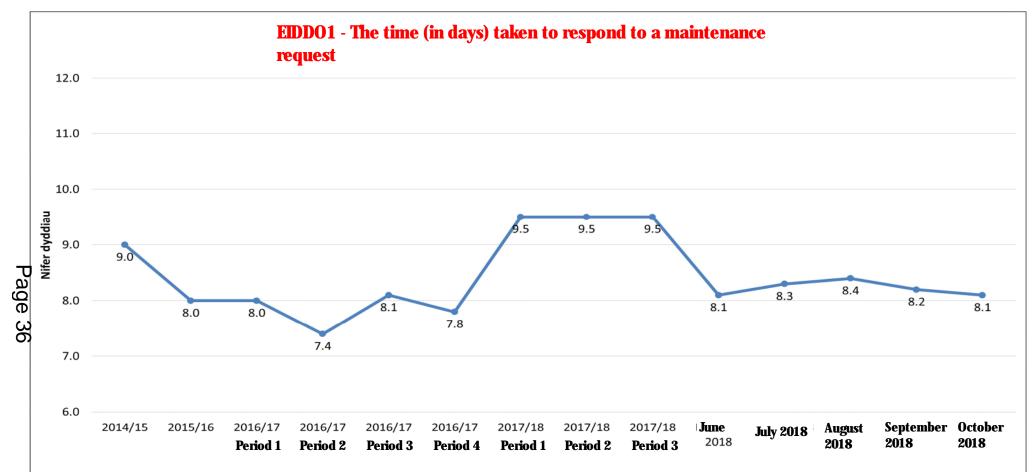
Recently, the service has taken substantial steps to deal with the lack of capacity that has been experienced over the previous years in light of cuts and an increase in legislative requirements. A temporary public protection officer who was appointed in July has now been appointed to a permanent post following the resignation of an experienced officer in October. This individual is expected to be able to complete high risk food inspections after sitting (and passing) additional examinations in May 2019. In addition, in November, two new officers were appointed who will commence in post at the end of December. There is one experienced officer who should be able to undertake the work soon after commencement. The second officer will need to sit a specialist course for a two-year period before he can undertake the role in full. 31 programmed hygiene inspections for 2017-18 still need to be completed (7 premises in risk category D and 24 in risk category E). These inspections are included in the inspection lists for officers this year.



The graph shows all food standards inspections that had been programmed for the period, including the backlog of inspections that should have been completed before then. 236 inspections out of 423 have been completed.

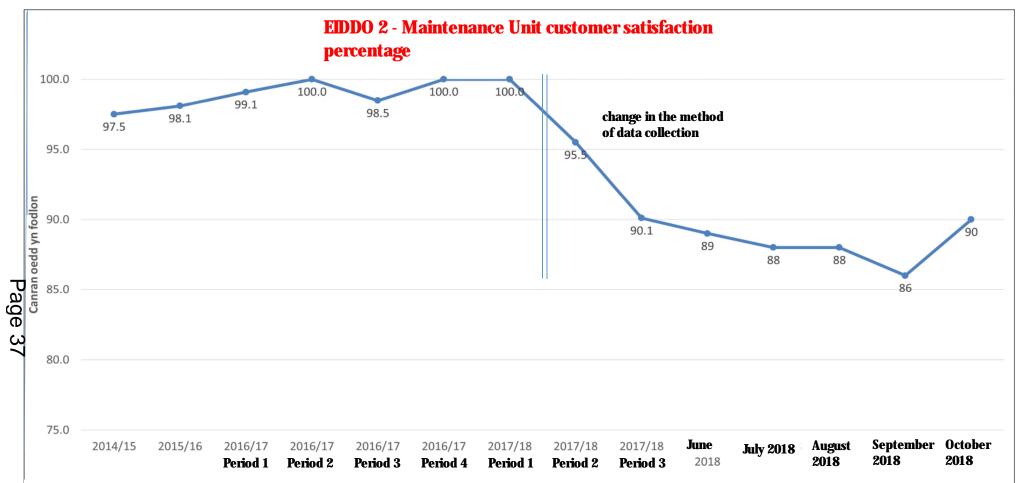
The backlog is mainly due to a lack of resource to carry out inspections. The service has adopted a system where officers who carry out food hygiene inspections also carry out food standards inspections simultaneously. The system will be followed where a programmed inspection on standards that had not been carried out or that is listed to be carried out is then completed within 12 months. Some inspections fall outside the system for a while and therefore, at any time, there is backlog.

In the previous report, it was noted that 192 food hygiene inspections that should have been completed by 31/3/18 had still not been completed. The figure is now 94 (35 property from risk category B and 59 risk category C). In addition, the Service has addressed the lack of resource by appointing two new officers. See the comments under performance measure G8.

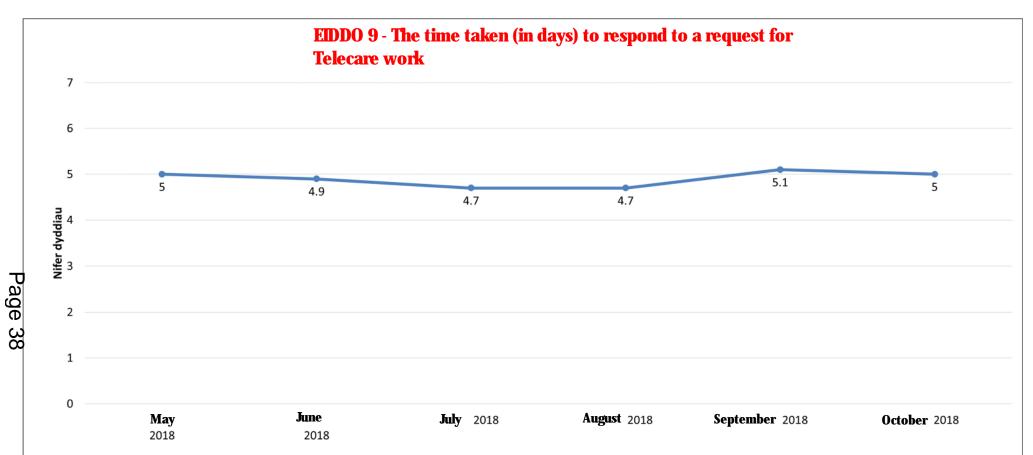


The performance has improved recently due to:

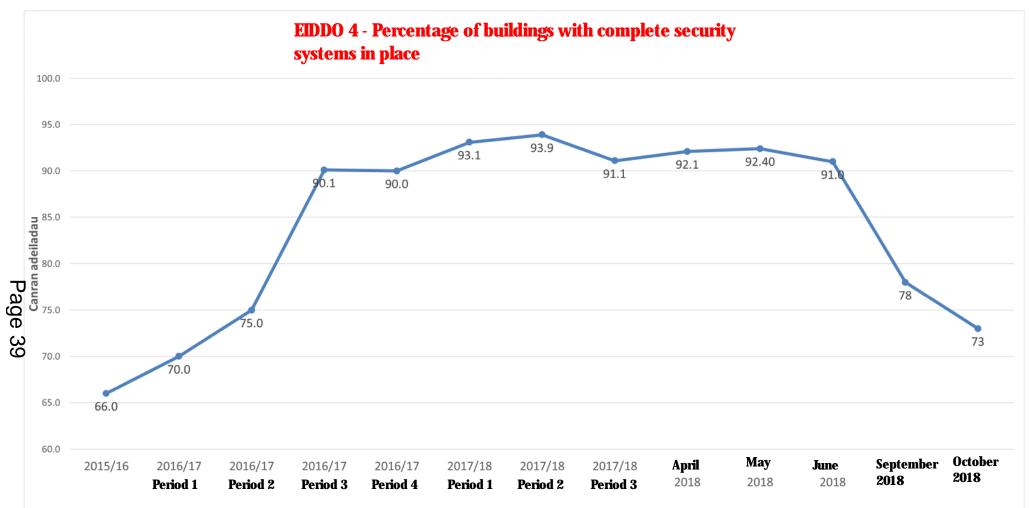
- 1. The new IT system has facilitated the work of recording calls, sending orders and updating customers.
- 2. The impact of using our employed manual workers (their end to end calls are 6.4 days)
- 3. Trialling different arrangements of paying invoices frees up staff time to focus on the front line work.



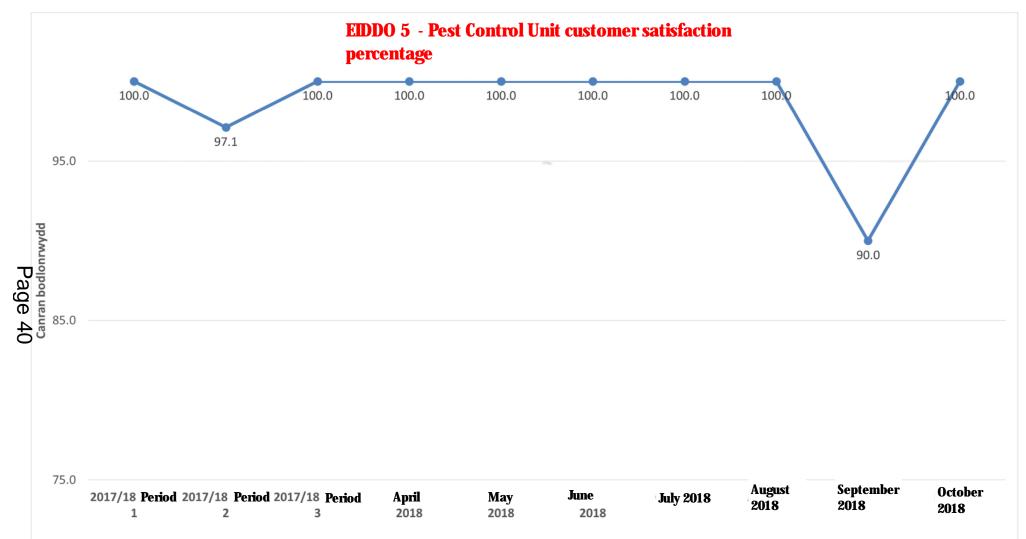
We still ask for a score out of 10, and the majority of the time, the response is that customers are still happy but they are more willing to suggest where we can improve our service in order to receive full marks. The vast majority of the comments refer to the lack of updating during a piece of work. Recently, less time has been available for our officers to focus on updating customers as they give attention to attempting to deal with Telecare calls and the absence of a staff member. It is worth looking at both maintenance measures simultaneously – the average number of days to close a job is reducing but the customer satisfaction is not so good. The data shows that the work is done on time, but that the customer satisfaction is lower because we are unable to spend as much time talking to customers in light of the work pressure deriving from the Telecare calls. We have been able to use this data to discuss the resource level with the Adults Department, which has led to being able to include the cost of an additional member of staff in the business case for the Telecare service.



This is a new measure, looking at the Telecare calls that now come through the Property Helpdesk following the transfer of the work to us in January. As we have had some months to plan the work processes before commencing this service, we have been able to work closely with our internal customers (Adults Department) to ensure that the system works for them and their external clients. We are therefore proud that the feedback received is excellent and that the Social Workers see an immediate difference. Under the old system, the average time to deal with calls was approximately 53 days – the system has now been transformed and the work processes are similar to the maintenance work processes.

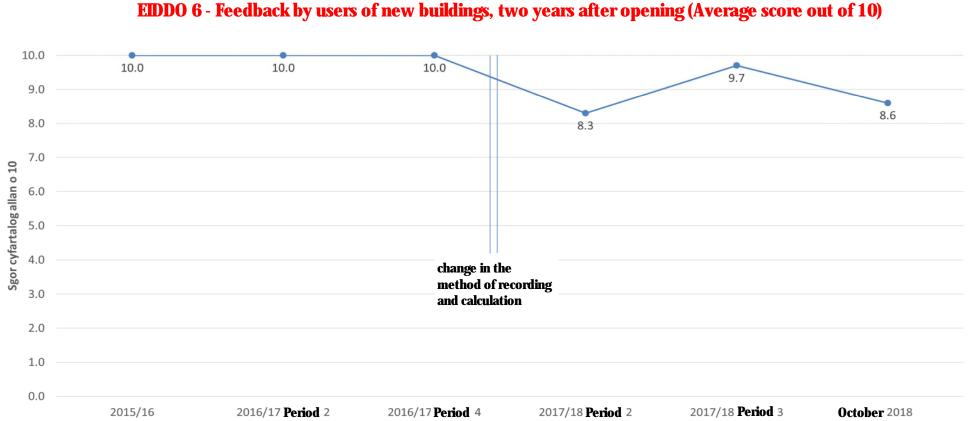


The performance in this field has remained stable for nearly two years following the introduction of new working processes in light of the Ffordd Gwynedd exercise. The exercise led to establishing a staff resource level that was the equivalent to the work load. Over the previous quarter, a staff member has been absent due to sickness, and there is no spare resource within the Unit to be able to cope with the work load. This means that we cannot guarantee that the buildings that have not been inspected recently are safe, and therefore we have now had to commission an external company to help with the demand that we are unable to meet internally. In some fields, we could tolerate some deterioration in performance for a while or fill the gap with a resource from another Unit. In this case, the expertise is not available in another unit and we are not of the opinion that it would be responsible to delay further in a high risk field such as this.

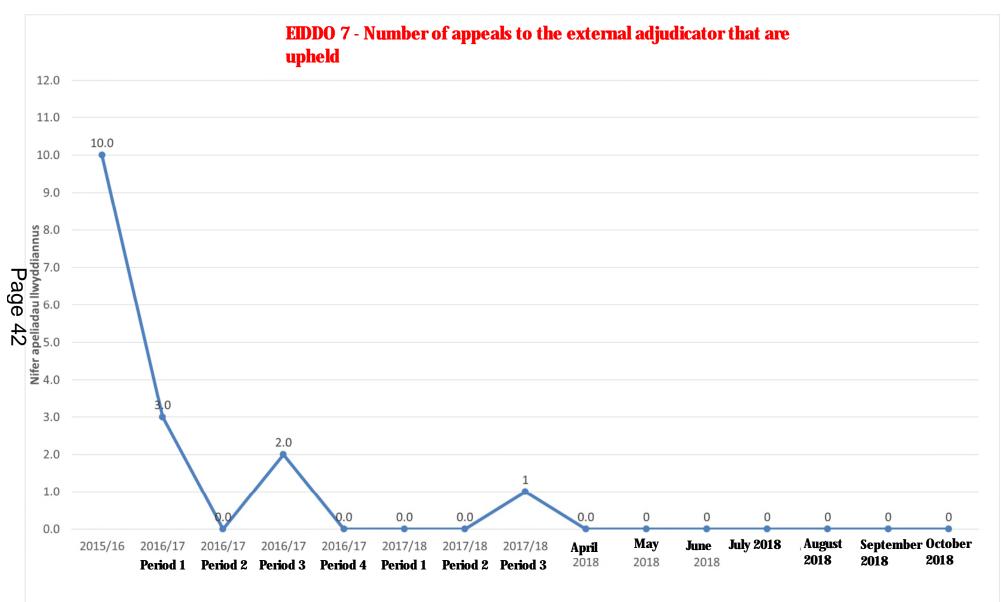


The Pest Control Unit is a 'commercial' unit for the public and, therefore, it is essential that our customers believe that they are receiving an excellent service for what they pay. Therefore, we are proud that this is a field where we consistently receive excellent feedback from our customers. However, one response was received in September where the customer was not completely satisfied. Although the customer was very happy with the way the officer dealt with a wasp nest in a dwelling, the customer had had difficulty as his request for a service was not transferred from the self-service system to the Pest Control Officer and, therefore, the customer had to wait a few days before having to get in touch for a second time. Currently, we are addressing the contact method. Also, the same customer received an English treatment leaflet although the officer had written in Welsh on it! Welsh leaflets are available from Officers but, in future, bilingual leaflets will be available in order to ensure that mistakes such as these do not happen.

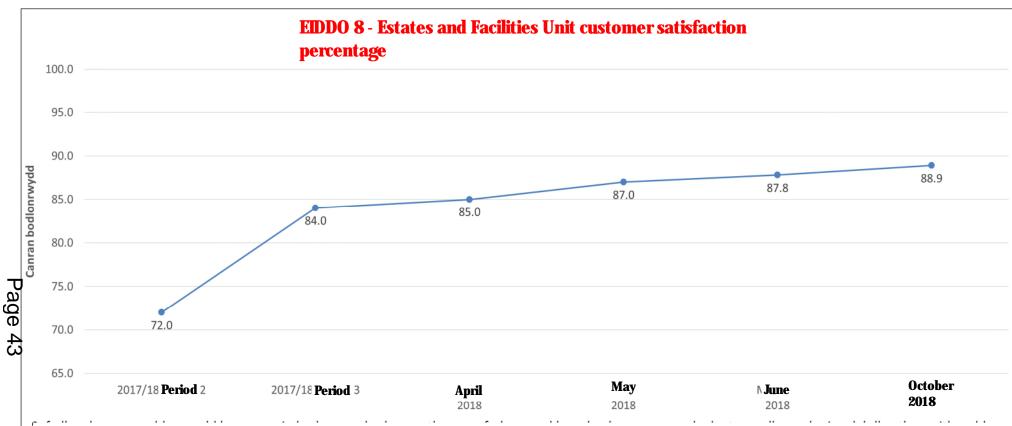




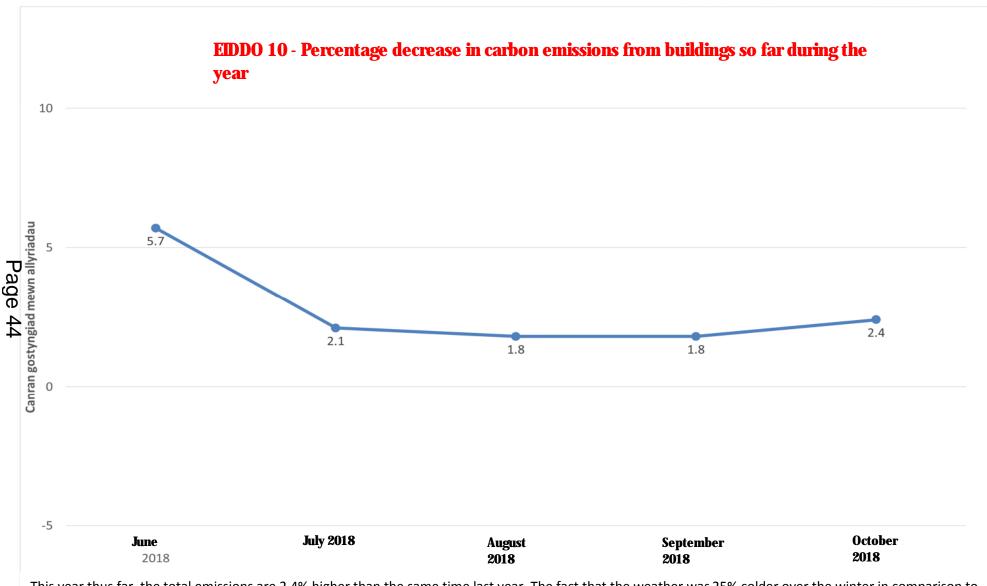
By asking everyone for a score out of 10, we have better access to this information. Although everyone is still 'happy', they are willing to explain why they do not give 10/10. This time, seven plans reached the 'two year' milestone. Four were willing to give full marks. One of the three who were left believed that the new class was too small – every new class is of a standard size across the country. The other two referred to a delay when dealing with shortcomings at the end of the work. We are aware that this aspect needs to be improved as we tend to finish one plan and give all our attention on the next plan. At other times, the shortcomings are addressed but we do not explain this well enough to the new school. Merging with the Modernisation Team has enabled us to make use of the officer who still works in the area after the new school opens in order to improve the communication about the shortcomings with the Headteacher of the new school.



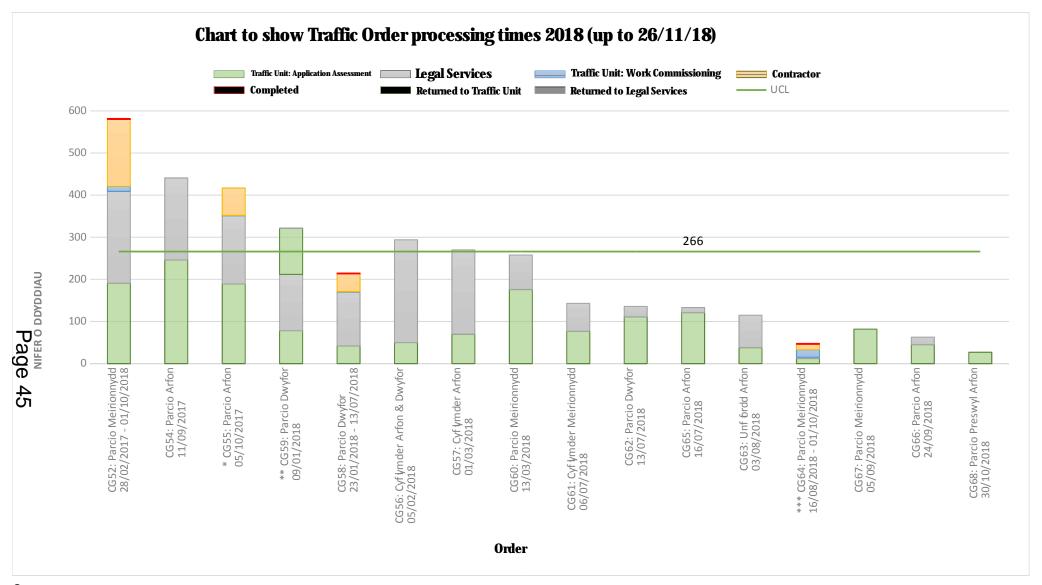
There had been no appeal for the adjudicator since March, which is a sign that our enforcement arrangements are fair and consistent.



This new measure was established as we have known for some time that this Unit is under pressure and is unable to cope with the work load that they have, especially as their work load has increased as other departments attempt to realise their savings plans. By now, the staff resource has been increased and a key member of staff has returned after maternity leave. The measure shows that we are moving in the right direction. Out of the 54 customers questioned, six were dissatisfied. Each of them had two types of comments – issues taking too long to resolve or a lack of information/updating during a case. No complaints were received about the quality of the work completed or the results, and some of the dissatisfied customers also emphasise this in their comments. We are confident that we will continue to see an improvement as the new staff develop. We have also been looking at the various work fields that have been placed in this Unit and have come to the conclusion that too many different things are located within one work Unit. As a new activity will need to be placed here in the near future, we have come to the conclusion that a separate work Unit needs to be set up for some matters. This is already in the pipeline.



This year thus far, the total emissions are 2.4% higher than the same time last year. The fact that the weather was 25% colder over the winter in comparison to the previous year has had a considerable impact on gas use. It must be borne in mind that we only have data about the percentage of emissions and therefore, the situation for the entire estate could be different by the end of the year. Nevertheless, we are now within two months of the end of the year and, therefore, there is a risk that we will not see a reduction in our emissions for this year, for the first time for many years. The results for the year will be known by January.



#### **Comments**

- \*CG55 14 out of 15 of the sites have been completed. Vehicles parking on site making it difficult to carry out the work of marking the roads.
- \*\*CG59 an objection to the order had meant that the Planning Committee's support was required before approving it. After receiving their support on 26 November 2018, the order was sent to the Legal Department for approval.

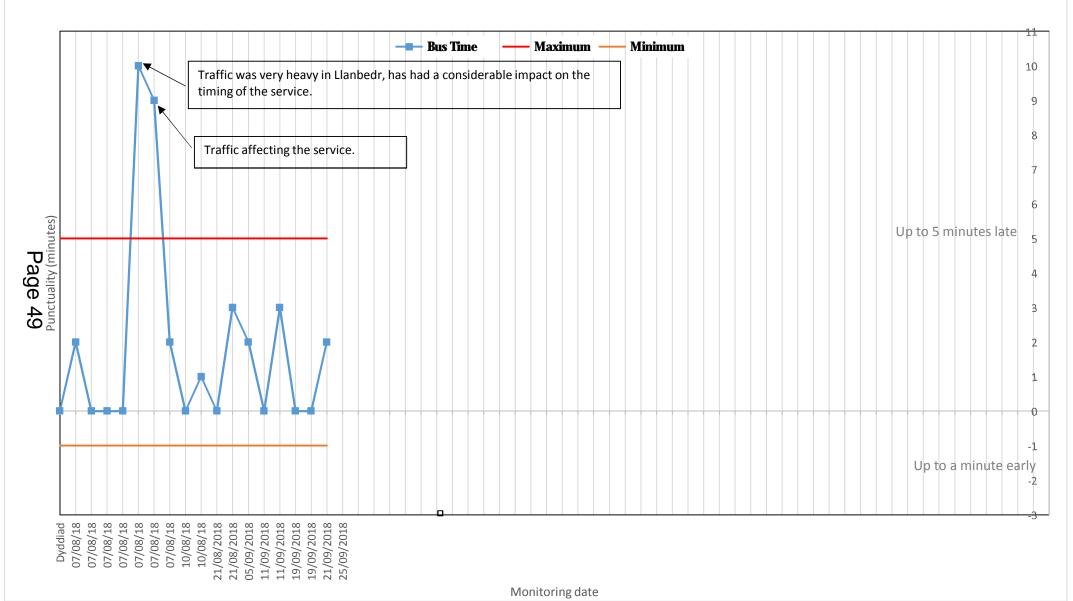
<sup>\*\*\*</sup>CG64 – experimental order

Order Number	Costs of Advertisements in the Press		
CG52	Information unavailable		
CG54	£749.92 (1st notice)		
CG55	<b>£789.15</b> (1st notice)		
	<b>£841.50</b> (2nd notice)		
CG56	<b>£482.77</b> (1st notice)		
CG57	<b>£498.26</b> (1st notice)		
CG58	Information unavailable		
CG59	£338.98 (1st notice)		
CG60	Information unavailable		
CG61	Information unavailable		
CG62	Information unavailable		
CG63	<b>£355.72</b> (1st notice)		
CG64	£727.65		
<b>CG</b> 65	Information unavailable		
CG66	Information unavailable		
CG67	Information unavailable		
CG68	Information unavailable		

Bus Route	Are you satisfied with the service?	If not, why?	What have you done about it?	Commercial
Bws 12 - Caernarfon i Pwllheli	No	I catch this bus every Sunday home after work, it's always been reliable. Well yesterday was the first day of a new company Huws Buses to take over thought nothing of it and continued with my journey and what a journey that turned out to bet First of all the whole bus shook the seats, windows and floor. You couldn't even hear yourself think let alone talk to the person next to you. Then to top it off we broke down in Clynnog but instead of arranging a more suitable bus we carried on to trevor where low and behold upon leaving the village the engine began clanking even more than usual hot steam came billowing out and under the back seat where two passengers were sitting. Both were lucky not to have been hurt. All the passengers were worried the driver had no clue what to do or what was going on. A mini bus was sent to take us home, it stank of fags and was in a little better state of repair than the bus. I use this service Weekley and I expect to be on transport that is safe and reliabe not just the lowest bid. How they passed an mot I do not know. I would like to ask you to look into my concerns please after receiving years of good quality service on the number 12 route between pwillheli and caernarfon my experience on sunday has left me shocked and concerned.	The company's response to the e-mail:- "We experienced some difficulties with the water in the bus's engine due to the unusually hot weather, but all services ran during the day as normal. The bus in question has been running on our services from the 3rd of January with no complaints regarding its condition to date The company wishes to apologise for the inconvenience that it may have caused you and hopes that your experience of travelling on the No. 12 service". will be better in future.	No
Bus 3 - Pwllheli to Blaenau Ffestiniog	No	I live in the centre of Abererch village and, like many others here, depend on the local number 3 Pwllheli to Porthmadog bus service for transport. No Arriva buses are currently coming through the village as the road had recently been resurfaced and was temporarily closed. This work was completed except for road markings on Sunday. The Caelloi bus company are coming through but only run a few buses each day whereas Arriva have a service every half hour from early morning until late evening. Because of this, and each company not accepting the others tickets, many people depend on Arriva to get to and from work, shopping, medical appointments and so forth.	Have contacted Arriva - and they confirmed that buses were now going through Abererch.	Yes
-	No	No Sunday bus travel from Waunfawr means stuck in the village on a weekend. Buses from Rhyd ddu but can't get there locked out on a Sunday! Please comsider if there are any opfions	Have responded that this service was cut five years ago and there was currently no funding to recommence the service. The Snowdon Sherpa Timetable now travelled through Waunfawr on Sundays.	No
Bus 85 - Bangor to Llanberis	No	Once again the 85 Arriva bus was late. The 9.11 from Ysbyty Gwynedd to Llanberis. This time 20 mins. Over the last 10 days every single bus I've had to get has either been late or not turned up at all. This is just not good enough. I rely on your so called service to get to and from work and the stress caused by being continually late for work or late home to look after my 2 year old son is appalling! Please explain to me why the first buses of the day are so late every single time! It is just not good enough!	Have contacted Arriva - Have received a copy of the tracker details - on this day, the bus was 14 minutes late - a light had broken During the 10 previous days, the timing was more acceptable (it is permitted to be within 1 minute early and 5 minutes late).	No
Snowdon Sherpa	No	I waited on the Llanberis by pass today for the 11.00bus to PYP -which failed to appear. I was told by a driver that not all buses go up the bypass some turn around at the interchange. Can we have timtables on the temp, bus stops on the bypass please. It's shambolic at the moment.	Response to the e-mail - I do apologise for the inconvenience caused to yourself today. I will follow up with the contractors to ensure that they display the timetable on the temporary bus stops by the end of the week.	No
Bus 88 - Llanberis to Caernarfon	No	A large number of e-mails and phone calls about the change to the 88 bus service - people were worried, knowing that Arriva was terminating this service but unsure who the new company was.	Gwynfor's Coaches had won the tender and was now running this service.	No
Bus 86 - Llanrug to Bangor	No	86 from Llanrug to Coleg Menai, bus full, no seats and too many standing. I pay £120 for college pass bus is not safe to travel	Advised to use the 457 College Bus	No
Bus T2 to Bangor	No	Bus full when arriving at Caernarfon - unable to pick up from Bontnewydd onwards.		No
Bus 5A - Nasareth to Bangor	No	Bus full when arriving at Caernarfon - drove past passengers from Dinas onwards.		No
Bus 88 - Llanberis to Caernarfon	Yes	Just wanted to give praise to the new Gwynfor coaches 88 service. The drivers are polite and courteous and I feel very safe when on the bus. Special mention to Bobby who is excellent especially with elderly passengers.		No

SERVICE DETAILS		MEASURE DETAILS				LAST YEAR'S PERFORMA NCE	THIS YEAR'S AMBITION	Period 2 - July - September 2018		
Unit	Tier	Reference:	Measure	Measure Unit	Frequency of Reporting	2017-2018	2017-2018	2018- 2019	2018- 2019	Comments
Integrated Transport	1	Cludiant01	Percentage of public transport journeys monitored (buses) which are within the reliability limits (bus punctuality) Percentage of public transport journeys that are punctual	100%	Every three months		95%	88%		We have 36 services and we monitored 10 of them (some services more than once) during this period. We do not monitor the no.1 services as Gwynfor's Coaches has taken over the timetables of Huw's Coaches at short notice, and it was not possible to maintain the times. The company will prepare new timetables from December onwards.
Integrated Transport	1	Cludiant02	Number of complaints received about public transport services contracted to the Council (number rather than percentage)	Number	Every three months			9		Following the Traffic Commissioner's decision to revoke the licence of Huw's Coaches on 31 August 2018, many of the complaints related to overloading the remaining buses. We received complaints about the Arriva services in the Llanberis area failing to turn up or missing some bus stops. The company surrendered the contract in September due to a lack of use of the service.
Integrated Transport	1	Cludiant03	Number of complaints received about commercial public transport services (number rather than percentage)	Number	Every three months			1		No. 3 Arriva Service Bus does not go past the village of Abererch as the road has been closed for a period to facilitate the work of resurfacing the road by the Council. Nobody contacted the company to inform them that the road was now open.
Road Safety	1	DFFI	Percentage of attendees who have learned to be safer on the roads as a result of the lesson/training		Every three months					During the period, 773 customers who participated in different Road Safety sessions were questioned. A summary of their responses is as follows: Q1 What was your opinion of the session = 96.25% (this due to IT problems at one school); Q2 Not applicable; Q3 What was your opinion of the facilitator = 100%; Q4 Do you believe that the content and the key messages in the session are useful for young people = 100% Pass Plus Cymru. There has been collaboration with the colleges and the University by having a stall and distributing information about Plass Plus Cymru, the effect of alcohol and drugs, etc. during their "Freshers" and "Serendipity" week. Consequently, the Unit has had to hold three additional sessions on the Pass Plus Cymru in order to accommodate the students. The Unit has also been working with the Secondary Schools by giving road safety lessons to years 12 and 13 called Too Young to Die, which talks about the impact that collisions have on lives, etc. In these sessions, the young people get an opportunity to use drugs and alcohol goggles, and using "Virutal Reality" goggles. Arrangements are also in the pipeline for the Unit to attend parents' evening with the Sixth Form teachers in order to promote Pass Plus Cymru. Cycling - These sessions are still popular and as a result, the Unit would like to train two new Officers. Kerbcraft - A new officer has been appointed and will start in post on 10 December 2018. General Road Safety-There has been great demand for the various activities by schools across Gwynedd. A new leaflet has been created and distributed to the parents called "improving road safety outside school." Packs have been created to be distributed to SIDYF which is nominated by the primary schools. Various 20mph campaigns outside schools have been led since September. National Campaigns - Three sites have been selected to promote no drinking / drugs and driving during December. The Unit has promoted the "Be Bright He Seen" campaign by distributing information and by holding a workshop in the l





# Agenda Item 8 GWYNEDD COUNCIL CABINET

Date: 15 January 2019

**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.

#### 3. THE REASON FOR THE NEED FOR A DECISION

3.1. In order to ensure effective performance management.

#### 4. PERFORMANCE

### **Highways and Municipal Department**

- 4.1 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 74.1% which shows an improvement on the performance at the end of 2017/18 (71.95%). The measure of PAM/010 measures the percentage of streets with standard B, B+ and A out of the same sample. As you can see, our score is 98.5% which is a significant improvement on the figure of 94.1% reported for 2017/18. This is one of the figures reported nationally (where we were ranked 14th across Wales), but these indicators can vary from year to year as the sample is random.
- 4.2 PAM/011 Percentage of illegal tipping cleared within five days. Previously, we measured our performance based on whether we had completed the work within five working days from receiving the request. The measure has since changed, and the requirement of reporting now is the average time it has taken to clear the items from the time of receiving information about it. In accordance with this, it is reported against the new definition under reference (PAM/035) and our performance for this current period comes out at 1.76 days. The Department perceives this as quite a good performance which can be used as a baseline.
- 4.3 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.
- 4.4 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) levels have reduced from 64.5% in the period from April to July 2018/19, to 63.19% for the period from April to October 2018/19. This reduction can be attributed to the fact that less garden waste is being sent to be treated as a result of the arrangements to pay for the services. However, the current performance signifies a substantial increase compared with 59.59% for the same period in 2017/18.
- 4.5 The performance of the **Percentage of urban waste sent to landfill (WMT/004)** measure is lower this year for the period from April to October, at 17.98% compared to 24.33% for 2017/18. This improvement could be attributed to the fact that more municipal waste had been treated through the incineration process and, consequently, had not been sent to landfill.

- 4.6 It is important that businesses and residents in Gwynedd are able to move easily and safely within the County and the aim of the Highways Department is to achieve this and seek to maintain the standard of our roads. The measures on road standards are measured each year and the 2018/19 performance for The percentage of A class roads (THS/011a Measure), the percentage of B class roads (THS/011b Measure) and the percentage of C class roads (THS/001c Measure) that are in poor condition. See the attached table. The percentage of our Class C roads which are in poor condition has reduced, bringing us now to 14.5%. Our figure in 17/18 was 14.1%, which was an improvement to the previous year's figure, but still keeps us at the 18th position throughout Wales. Of course, the solution to this is funding if we could spend more on our roads, their condition could be improved. The national comparison figures for 2017/18 demonstrated that the comparative condition of our class A roads had improved from the 12th position to 9th position, and the class B roads had improved from 9th position to 7th position.
- 4.7 A measure is required for our unclassified roads, and I have discussed with the Department the possibility of having a measure for these roads as the roads are not part of the national measures, but as there are so many roads in the County that are unclassified, their condition is all important for the residents of Gwynedd.
- 4.8 It was noted that Performance Measure THS/009, namely the **number of days** taken on average during the year to repair all faults in street lamps, is 2.5 days thus far for 2018/19, which is an improvement compared to 2.77 days for the year 2017/18.
- 4.9 It was noted that plans were afoot to change our street lights and signs to LED technology. It was noted that the Cabinet had given permission to receive a loan of £1.4 million from the Welsh Government Green Growth Fund to change the remaining 7,778 street lights to LED, and this work will commence in April 2019. The current "savings" scheme is progressing fine.

#### 5. UPDATE ON PROJECTS

- In the previous report, it was noted 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. It was noted that the current programme had been completed, having changed 1,680 units to LED. As a result of these changes, it is anticipated that we will save £260,000 per annum and will reduce carbon emissions (414 CO²). It was noted that the new three-year programme to change the residual lights to LED would commence in April 2019 and we will save £185,000 in addition to a reduction in carbon emissions (572 Co2).
- 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 have enabled the majority of the toilets that were under threat to remain open, fully or seasonally. In accordance with the Health Act 2018, it is noted that a Public Toilets Strategy

needs to be drawn up by May 2019 and the Draft Strategy will be submitted to the Scrutiny Committee in February 2019. I will update you on this in my next report.

# 6. Gwynedd Consultancy Department

- 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 July to October 2018/19 showing a profit of £23,583. This compares with a profit deficit of £85,637 for the same period in 2017/18 and a profit of £35,246 in October 2016/17.
- 6.2 The **Building Control Unit** is responsible for ensuring that building work meets building standards. The Unit has developed a series of performance measures that measures their performance and has reported on them to the previous performance challenge meetings. The information for **customer satisfaction** (Measure BC 1) for Quarter 2 of 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.
- 6.3 It is noted that the percentage of **full planning applications approved** (Measure BC 2) **or conditionally approved** was 94% for Quarter 2 of 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.

#### 7. FINANCIAL SITUATION / SAVINGS

## 7.1 Highways and Municipal Department

#### 7.1.1 2015/16 Schemes

In the previous report, it stated that a historical scheme with a total value of £40,000 had not been realised (PB19 Rationalisation of Recycling Banks). This scheme has now been realised in full.

#### 7.1.2 2016/17 Schemes

It is noted that all savings and cuts for 2016/17 have been realised.

#### 7.1.3 2017/18 Schemes

In the previous report, it stated that there was a challenge with regard to the implications of implementing four schemes. One of the plans have since been realised, namely **PB10 Rationalise Street Cleaning Circuits.** 

At the Cabinet meeting on 11 September 2018, it was agreed to defer the implementation of the PB5 Recycling Centres. A slippage into 2019/20 is anticipated for PB28 Reduce the Frequency of Urban Grass Cutting and Collection Procedure, Reduce Flower Planting and Reduce Overtime, and the Cuts scheme 51, Close 50 out of 73 of the county's public toilets.

#### 7.1.4 Schemes for 2018/19 onwards

It is noted that the only plan for 2018/19, namely **PB33 Street Lighting (LEDs)** has been completed for 2018/19, and it is not anticipated that there would be any problems to realise the 2019/20 element.

## 7.2 Gwynedd Consultancy Department

7.2.1 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. Statutory Finance Officer:

I confirm that the comments in parts 5, 6 and 7 of the report are a fair reflection of the latest position on realising those savings which are the responsibility of the Highways and Municipal Department and YGC.

Although scheme PB19, Rationalisation of Recycling Banks, has been fully realised by now, the full-year impact will not be seen until 2019/20. In addition, it was explained to the Cabinet at its meeting on 11 September that three alternatives have been identified to fill the gap in the PB28 scheme (Reduce the Frequency of Urban Grass Cutting and Collection Procedure); the full-year impact of the three alternative will not be seen until next year. The decisions of three Community Council to keep public toilets open also means slippage of £33k to 2019/20 before the full savings are realised.

#### 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 for Highways and Municipal and Gwynedd Consultancy

#### Performance Monitoring April - October 2018-19

Highways and Municipal

Highways	and Municipal							
Servio	ce Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	2017-18 Annual Performance	2018-19 Annual Performance to date	Movement
								_
	THS/011a Percentage of main roads (class							
Highways	,	4.40	3.50	3.1	3.5	3.2	3.3	4
	THS/011b Percentage of roads (class B)							
Highways		4.70	3.70	3.4	3.9	3.8	3.8	
								П
	THS/011c Percentage of roads (class C)							IJL
Highways	which are in a poor condition	14.70	14.2	15.8	15.2	14.1	14.5	V
								$\uparrow$
	THS/009 Number of calendar days taken on							
	average during the year to repair all faults in							Ш
Highways	street lamps	2.70	3.50	2.76	2.52	2.77	2.5	
Ū	PB8 Percentage of incidents of dangerous							П
ן}	damage to roads and pavements which were repaired or made safe within 24 hours of the							IJĻ
Highways		97.20	97.00	97.8	98	98	97	_
ת	and they were reported.			1				
Σ.								
Highways	PB9 Percentage of safety inspections	98.30	99.00	00	00	00	00	
Highways	completed within the specified time.	98.30	98.00	99	99	99	99	

		Actual 2014-	Actual 2015-	Actual 2016-	Actual	April – July	April - October	
Service	Heading	15	16	17	2017/18	2018-19	2018-19	Movement
	STS/005a A Measure of the Cleanliness and							П
Street Services	Appearance of Streets							1
Unit		70.65	76.26	75.7	71.95	74.5	74.1	
								1
Street Services	PAM/010 Percentage of clean streets							
Unit		94.3	96.7	96.55	94.10	98.04	98.5	
	PAM/035 Average number of work days taken							
Street Services Unit	to clear illegal tipping incidents	New National	Measure			1.76	1.76	
Oille	PB15 Percentage of graffiti/posters which hide	1 VCW 1 Vacional	T Teasure			1.70	1.70	
	traffic signs and cause dangers, cleaned/cleared							
Street Services	within 24 hours of the time that they are							
Unit	reported.	100	100.00	100	100	74.5	100	
	PB16 Percentage of racist/offensive							
Street Services	graffiti/posters on Council property, cleaned/cleared within 5 working days of the							
Unit	time that they are reported.	100	100.00	100	100	74.5	100	
	WMT/004 D							_
Waste and	WMT/004 Percentage of urban waste sent to							
Recycling		43.33	34.34	30.62	24.33	14.43	17.98	Ш
	<b>WMT/009</b> Percentage of urban waste collected by the Local Authority and prepared for reuse,							
Waste and	recycling or composting							1
Recycling		55.25	58.7	62.34	60.01	64.5	63.19	
	PB51 Percentage of commercial							
	recycling/composting levels							1
Waste and								
Recycling		35.45	41.44	40.5	44.34	44%	43% 48%	
								1
	PB60 Maximum tonnage of landfilled							
	biodegradable waste (landfill allowance)							_
Waste and	,							
Recycling		18603	8147	16989	8103	448.41	3697 (46%)	

Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	2017-18 Annual Performance	April - oCTOBER 2018 Performance
Profit against the target	£120,135	£21,256	-£34,118	£95,619	£81,695	£23,583

Heading	Performance 2016-17	Performance 2017-18	Performance April - October 2018-19
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
BC-2 Percentage of full plans application approved / conditionally approved (first decision)	92.5	95.7	94.0
BC-3 Average number of days taken to check full plans application (first decision)	15.0	16.1	16.3
BC-4 Response time to attend dangerous structures, from notification (hours)	1.8	2	2

# **FORWARD WORK PROGRAMME**

# **GWYNEDD COUNCIL CABINET**

Date of discussion at the Cabinet	Items to be discussed	Cabinet Member
Quarter 4 2018/19 -		
1 January – 30 March		
22 January	Bid for Council Plan Resources to Transform the Schools System	Cllr Gareth Thomas
	Revenue Budget 2018/19 - End of November review	Cllr Peredur Jenkins
	Capital Programme 2018/19 - End of November review	Cllr Peredur Jenkins
	Savings Overview 2018/19: Progress Report on Realising Savings Schemes	Cllr Peredur Jenkins
	Bid for resources to hold Ffordd Gwynedd intervention in the Children's Services	Cllr Dilwyn Morgan
	Performance Report of the Cabinet Member for Corporate Support	Cllr Nia Jeffreys
	Performance Report of the Cabinet Member for Economic Development	Cllr Ioan Thomas
	Performance Report of the Cabinet Member for Finance	Cllr Peredur Jenkins
29 January	Performance Report of the Cabinet Member for Adults, Health and Well-being	Cllr W Gareth Roberts
	Performance Report of the Cabinet Member for Children and Supporting Families	Cllr Dilwyn Morgan
	Performance Report of the Cabinet Member for Education	Cllr Gareth Thomas

Date of discussion at the Cabinet	Items to be discussed	Cabinet Member
	Performance Report of the Cabinet Member for Housing, Culture and Leisure	Cllr Craig ab lago
19 February	2019/20 Budget and 2019/20 - 2021/22 Financial Strategy	Cllr Peredur Jenkins
	School Reorganisation in the Bangor Catchment Area: Ysgol y Faenol	Cllr Gareth Thomas
	Restructuring of Language Centres	Cllr Gareth Thomas
12 March		
Quarter 4 2018/19 -		
1 January – 30 March		
Date to be determined		
	Access Policy	Cllr Nia Jeffreys
	Ffordd Gwynedd Scheme	Cllr Nia Jeffreys
	Apprenticeship Plan	Cllr Nia Jeffreys
	Llanbedr CPO	Cllr Dafydd Meurig
Quarter 1 2019/20 -		
1 April – 30 June		
2 April	Managerial Review	Cllr Dyfrig Siencyn
Quarter 1 2019/20 -		
1 April – 30 June		
Date to be determined		