

CABINET CYNGOR GWYNEDD

Report to a meeting of Gwynedd Council Cabinet

Date:	5 September 2017
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, Prif Weithredwr

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 outlining the latest developments against pledges within the Strategic Plan; our progress with the performance measures; and the latest in terms of savings and cuts schemes.
- 1.2 The only pledges which are relevant to the Strategic Plan are the savings schemes, and an update on these is provided in part 5.
- 1.3 I would remind you that all matters have already been the subject of discussions and have been scrutinised at meetings of the Management Team which also includes two representatives of the relevant Scrutiny Committee.
- 1.4 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.

2 THE DECISION SOUGHT

- 2.1 To accept and note the information in the report

THE REASON FOR THE NEED FOR A DECISION

- 3.1 In order to ensure effective performance management.

4. PERFORMANCE

- 4.1 **Appendix 1** reports on the performance measures that are associated with my portfolio. I welcome the fact that graphs are used to report on a number of the measures by now, presenting the information in a clear and visual way.
- 4.2 The **Property Service** is responsible for supporting the Council's Departments by providing suitable property for delivering services and ensuring that the Council's property portfolio is managed effectively and efficiently.
- 4.2.1 By now, it can be seen that the data for the **Percentage of buildings with appropriate security systems in place (Eiddo 4)** is stable, with the performance at 94% compared to 90% in both previous reporting periods, and 75% and 70% in the first two periods of 2016/17. I have received an explanation as to why the performance is not 100% and I have asked for a list of the sites without systems in place, as well as what is intended to be done for response by the next performance challenge meeting.
- 4.2.2 It is noted that the method of gathering the information for the **Safety and Scheduled Work Unit Customer Satisfaction Percentage (Eiddo5)** has changed, meaning that the customers have to give a reason if they do not give a score of 10. As a result, although the performance appears to have deteriorated, more constructive comments have been received that will enable the Unit to put steps in place to improve performance.
- 4.2.3 It can be seen that the **Number of appeals to the independent adjudicator which are approved (Eiddo11)** has decreased over the past two years, and there were no appeals in the previous period, or the period before that. The measure has allowed the Parking Unit to identify the reasons for the appeals and to put steps in place in order to respond to them; this is reflected in the reduction in numbers.
- 4.2.4 The Estates and Facilities Unit has been reviewing their purposes and measures in order to ensure that they are current and I will report upon them in my next performance report.
- 4.3 The **Integrated Transport Unit** 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 on safety.
- 4.3.1 It is noted that there was an increase in the **Number of complaints received about public transport services contracted to the Council (Cludiant2)** by 4 in the previous reporting period to 8. Similarly, there has been an increase in the **Number of complaints received about commercial public transport services (Cludiant 3)**, from 8 to 19. I have challenged the performance of these measures and have received an explanation about the issues raised, and I am satisfied that appropriate steps have been taken for response.

- 4.3.2 However, it became clear that the figures include enquiries in addition to complaints and, for the future, I have asked them to report on the complaints only, and how they have responded to them.
- 4.3.3 It is noted that work is in progress in the Street Works Unit and the Countryside Unit to develop suitable measures and I will report upon them in the next performance report.
- 4.4 The **Planning Service** is responsible for facilitating and managing developments in the interests of our communities, the economy and the environment.
- 4.4.1 It is noted that the **Percentage of all relevant planning applications determined within 56 days (8 weeks) (C4)** for the year to date is 74% compared with 90.12% for the same period last year, and an average of 81.18% for 2016/17.
- 4.4.2 I have challenged the deterioration in the performance and I have asked the Service to highlight the reasons for this in the future, giving attention to issues that are within our control and how we intend to respond. It is important to note that the forecasts are not promising and we are not likely to see an improvement in the performance during the year. In order to ensure that the situation does not further deteriorate, I will continue to keep a constant eye on the situation.
- 4.4.3 It is seen that the performance of the measure **Percentage of planning applications determined that were approved (C5)** has improved by 91.97% for the same period last year to 93.79%. It also compares favourably with the average for 2016/17 of 91.53% and there is room to believe that the new arrangements prior to submitting an application has led to applications of higher quality which, in turn, has led to a higher percentage of applications being approved.
- 4.4.4 It is noted that the **How quickly have all Enforcement cases taken on average to be solved (C6)** performance measure appears to have improved, reducing to 92 days compared to 142 days in the same period in 2016/17. Likewise, it is seen that the **Percentage of enforcement cases solved within 12 weeks of receipt during the year (C7)** has increased to 82% compared to 72.74% in the same period in 2016/17.
- 4.4.5 However, as I have reported before, I am uncertain as to whether these measures convey what matters to the citizen, and the Service is still considering how it can be shown that our enforcement activities have protected people.
- 4.5 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 which protects the public and supports businesses.
- 4.5.1 In the period in question, it is seen that the **Percentage of high risk businesses inspected in line with the programme (G2)** is 7 compared to 9 for the same period in 2016/17. For the future, I have asked for the graph to show the increase against the expectations in addition to historical performance, explaining the risks attached to any slippages.
- 4.5.2 It is noted that the **Percentage of the significant breaches that were resolved through intervention from Public Protection (G5)** is 57% compared to 34% for the

same period in 2016/17. Although this seems to be a significant improvement, I am eager to ensure a better understanding of the reasons. Consequently, I have asked for a further analysis of the unsolved cases in order to understand the reasons and the period of time that they have been at stand still.

- 4.5.3 The information regarding the **Average number of days taken to determine a taxi licence application (G7)** shows that the performance is relatively stable on 10.24 days compared to 11 in 2016/17. However, looking at the cases, it is clear that some applications are taking more time than they should and, consequently, I have asked for a report on cap graph form for the future in order to highlight the exemptions and the reason for any delays.

5. FINANCIAL POSITION / SAVINGS

- 5.1 Although there is some slippage, all 2016/17 savings plans have been realised by now.
- 5.2 Very good progress has been made towards realising the 2017/18 plans; 98% of the savings have either been realised or are on the right track to be realised in time.

6. NEXT STEPS AND TIMETABLE

- 6.1 None to note.

7. ANY CONSULTATIONS UNDERTAKEN PRIOR TO RECOMMENDING THE DECISION

7.1 Views of the Statutory Officers:

i. The Monitoring Officer:

No observations in terms of propriety.

ii. The Head of Finance Department:

I am satisfied that the contents of the report are a fair reflection of the financial situation, with the Environment Department making very acceptable progress towards realising those savings plans referred to in part 5 of the report.

7.2 Views of the Local Member:

- 7.2.1 Not a local matter.

Appendices

Appendix 1 - Performance Measures