

GWYNEDD COUNCIL CABINET

Report to a meeting of Gwynedd Council Cabinet

Date:	14 February 2017
Title of Item:	Performance Report of the Cabinet Member for Planning and Regulatory
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 happened in the fields within my remit as Cabinet Member for Planning and Regulatory. This includes outlining the latest developments against pledges within the Strategic Plan; where we have reached with the performance measures; and the latest in terms of savings and cuts schemes.
- 1.2 The only promises 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.
- 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.

Cyswilt:
01286 679868
01286 679490

cabinet@gwynedd.llyw.cymru



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

4.1 **Appendix 2** reports on the performance measures that are associated with my portfolio.

4.2 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.

4.2.1 It is noted that the **Time (in days) taken to respond to a request for maintenance work (Eiddo1)** has remained consistent between 7 and 8 days for the periods during 2016/17 compared with 8 days on average in 2015/15 and 9 days in 2014/15.

4.2.2 In order to try to better understand the situation the Service has tried to identify the cases which take the longest amount of time to respond to and has put steps in place to respond. I will be monitoring the situation in order to establish whether it will make a difference to performance.

4.2.3 The **Percentage of maintenance customers' satisfaction over the past 6 months (Eiddo2)** has increased a little to 98.47% by the end of November compared with 98.09 for 2015/16 and 97.5 for 2014/15.

4.2.4 I am very happy with the performance of **Eiddo1** and **Eiddo2** and I believe that these measures are mature enough to experiment with more intelligible ways of submitting data. Consequently, I have asked the Service to submit the information in graph form in future. **Appendix 1** contains information collected for measure **Eiddo2** and if submitted in graph form I believe that it would better convey the story.

4.2.5 We have now completed the first cycle of annual inspections to establish the **Percentage of buildings with appropriate security systems in place (Eiddo4)** and consequently the performance is 90.1% compared with 75% and 70% in the first two periods of the year and 66% for 2015/16. I have received an explanation for the reasons why the performance is not 100% and I have asked the Service to consider how to respond.

4.2.6 At present, we report on the **Percentage of appeals to the independent adjudicator which are approved (Parcio4)** and for the last period the performance was 100% compared with 80% in 2015/16. Since two appeals had been submitted in the period in question I am of the view that it would be better to adapt the measure to report on the number of appeals rather than the percentage in future and I have asked the Service to do so.

- 4.3 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.
- 4.3.1 It is noted that the **Percentage of customers who responded to a survey and said that they were pleased with the service level (GyC02)** for the year to date is 95% compared with 99% in 2015/16 and 97% in 2014/15. I have requested further information regarding the reasons why customers were not satisfied and I will continue to monitor the situation.
- 4.3.2 The increase against the measure **Percentage of Air Pollution Processes businesses inspected during the year (GyC07)** is a little lower than usual on 43% (end of November) compared with 63% for the period to the end of December in 2015/16 due to illness within the Unit. Despite this it is anticipated that the inspections will have been completed before the end of the financial year and I will continue to monitor the situation.
- 4.3.3 The **Percentage of food establishments who roughly comply with food hygiene standards (equivalent to a score of 3 or more) (PAM9)** has remained fairly consistent and at the end of November it is 98.41% compared with 99.95% in 2015/16 and 97.2% in 2014/15.
- 4.3.4 Though the performance of the **Percentage of the significant breaches that were resolved through intervention from Public Protection (GyC24)** of 89% seems comparable with the performance of 86% in 2015/16 and 88% in 2014/15 I am not of the opinion that it conveys what matters to the citizen. Consequently, I have asked them to look at establishing a more meaningful measure.
- 4.3.5 I have also asked the Trading Standards Unit to consider if there is a suitable measure regarding the money that they have saved for the people of Gwynedd or the number of cases of unfair trading that has been registered. I will update you on any developments in future performance reports.
- 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 can be seen that the cumulative average for the measure **How quickly were all applications determined on average (Days) (PLA004b)** is 54.38 up to the end of November compared with 60 for 2015/16. It is noted, however, that the performance for the October/November period was 64.04 as a result of one historical application (over 3 years) therefore such cases can influence the figures.
- 4.4.2 It is noted that there is a decline in **How quickly all Enforcement cases have taken to resolve on average (Days) (PLA005)** with the cumulative total for 2016/17 being 122.2 days compared with 164 days in 2015/16. I am uncertain as to whether the current measure conveys what matters to the citizen and I have asked them to consider how it can be shown that out enforcement activities have protected people.
- 4.4.3 The figures for the **Percentage of planning applications determined that were approved** for the year to date were 90.85% compared with 90.33% in 2015/16 and 93.28% in 2014/15 and 94.76% in 2013/14.

- 4.5 The **Integrated Transport Unit** in its entirety facilitates people's ability to travel from one place to another across a network which is safe and also raise their awareness of and educate them about safety.
- 4.5.1 It is noted that the **Percentage of public transport journeys that are punctual** was 92% for the period to the end of quarter 3 compared with 78% for the quarter two and 75% for the first quarter. The average performance for 2015/16 was 80%.
- 4.5.2 As noted in my previous report I had asked the Service to consider how suitable the satisfaction measures are and suggested that measuring the number of complaints would be a better way of measuring satisfaction with the services.
- 4.5.3 Two new measures have been developed by now and during the last quarter the **Number of complaints received about public transport services contracted to the Council (Cludiant2)** was 4 while the **Number of complaints received about commercial public transport services** was 8. In order to get a better understanding of the situation I have asked them to list the complaints and outline the steps taken in response when reporting in future.
- 4.5.4 Though the performance of the satisfaction measures (**Traffig01, GStryd01, DFF1 and C&G02**) show satisfaction levels of 100% I question if we are actually perfect and, consequently, there may be a need to look at the questions asked.

5 **FINANCIAL POSITION / SAVINGS**

- 5.1 In terms of 2016/17 schemes, 87% of the year's efficiency savings have now been realised with 4% on the right track which suggests that at least 91% of the savings will have been realised by the end of the financial year. A small slippage is anticipated with two remaining schemes where some further work is needed to move ahead.
- 5.2 In my previous reports I have noted concerns regarding the ability to realise some of the schemes. The Department has been working on alternative proposals in order cover the deficit and the Cabinet has already approved several of these proposals on 13 December 2016. By now, the deficit has reduced to £20k, to be realised in 2017/18 and I have asked the Department to look at how the gap can be closed.
- 5.3 It is anticipated that this will mean that over 91% of the 2017/18 savings will either have been realised or will be on the right track.
- 5.4 Though there is some further work that requires attention I am of the opinion that the Department is making very acceptable progress towards achieving its savings schemes.

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 Chief Executive:**

The report submitted focuses on the performance measures of the services for which the Cabinet Member is responsible and it is good to see evidence

of live management of the situation with the information provided by those measures and consistent improvements made to what is measured and how they are reported.

In terms of the Planning Service, I understand that a Scrutiny Investigation is currently looking at the planning arrangements and it will be interesting to see whether that will, in due course, suggest some improvements to the service.

The report notes how it is intended to close the small gap in terms of the savings which were to be realised during 2016/17 and it appears that the likely situation in 2017/18 is more positive in relation to realising the savings.

ii. The Monitoring Officer:

No observations from a propriety perspective.

iii. The Head of Finance Department:

I can confirm the accuracy of the report, as constructive progress has been made by the Department to find and implement the savings. I am satisfied that further steps are in progress to close the remaining deficit for 2017/18.

7.2 Views of the Local Member:

7.2.1 Not a local matter.

7.3 Results of Any Consultation:

7.3.1 None to note.

Appendices

Appendix 1 - Example of a Maintenance Measure

Appendix 2 - Performance Measures