



Council – 11 July 2024

Councillors' Questions

Part A – Supplementaries

1	<p>Councillors James McGettrick, Kevin Griffiths & Mike Day</p> <p>Will the Cabinet Member tell Council the reasons for the very high number of missed kerbside collections and what plans are in place to address the issue and have collections returned to normal.</p> <p>Response of the Cabinet Member for Community (Services)</p> <p>The higher than normal number of missed collections are due to collection rounds having to be left down when staff or agency are unable to attend on any particular morning, and the agency are unable to source a last minute replacements. If we are unable to collect later that day through voluntary overtime, then they are collected the following day, sometimes to the detriment of that day's collections, with catch-up on the weekend at the latest.</p> <p>We are currently recruiting additional Waste Collection Staff, in addition to our standard staff structure, to reduce reliance on agency staff and improve resilience.</p>
2	<p>Councillors Chris Holley, Wendy Fitzgerald & Mary Jones</p> <p>Will the Cabinet Member/ Leader confirm that changes to our telephone system has improved connectivity as we understand that members of the public are still finding it very difficult to get through the on the telephone.</p> <p>Response of the Cabinet Member for Service Transformation</p> <p>Members will have noticed changes introduced to some of the main telephone numbers. Residents now hear their position in the queue and expected waiting time. Whilst in a queue, further information is provided about the other channels residents can use to access services. In addition, significant work has been undertaken across the Council to check service and officer contact numbers are correct on the system. All this work resulted in a significant improvement in the number of calls answered in March and April and the abandoned call rate has almost halved when compared with the same period last year.</p> <p>May experienced a temporary significant increase in calls due to the changes to Commercial Waste legislation. This created significant pressure to both the back office waste teams and front office call centre. The call centre also experienced capacity issues due to several vacancies. However, the recent recruitment was successful and calls have since returned to normal.</p>

3	<p>Councillors Mary Jones, Jeff Jones & Mark Tribe</p> <p>Can the Cabinet Member update Council on the current situation regarding the Park and Ride site in Swansea North and are we any further forward in identifying a site for Swansea West Park and Ride.</p> <p>Response of the Cabinet Member for Environment & Infrastructure</p> <p>There are currently no plans to reopen Swansea North Park & Ride as this was closed due to very low patronage.</p> <p>There is an aspiration to open a Park & Ride in Swansea West, however we have not yet been able to identify a suitable site and this would then require a detailed assessment of demand and feasibility.</p>
4	<p>Councillors Jeff Jones, Chris Holley & Peter Black</p> <p>Urban Splash are part of the redevelopment of the city, can the Cabinet Member inform Council what the current position is with their proposals and when will the Council be in a position to publicly consult on any plans for this redevelopment.</p> <p>Response of the Cabinet Member for Investment, Regeneration, Events & Tourism</p> <p>Urban Splash are working on site specific masterplans for redevelopment across the city. Within each masterplan will be a phased development programme. As each phase is worked up Members and public will be consulted through the planning process. The first development is likely to be the new public sector hub located on COPR Bay North side which will allow the decant and redevelopment of the Civic centre site and is due to be considered by Cabinet in July. If cabinet approve, then the pre planning consultation is expected during early August and if acceptable a reserved matters planning application with a further opportunity for consultation following shortly afterwards. Members will also be aware the Council is currently undertaking public consultation on the Placemaking Plan which updates the former Swansea Centre Area Regeneration Framework (SCARF) for future development across the city. Numerous workshops have been conducted which have been extremely well attend and provide public with the opportunity to comment on how it wishes to see its city shaped for the future. The final plans will be submitted to Council for approval as part of a future Policy revision.</p>
	<p>Part B – No Supplementaries</p>
5	<p>Councillor Mike Day, Peter Black & Lynda James</p> <p>Can the Cabinet Member tell Council if any staff driving Council vehicles have received speeding fines in the last year and if so how many.</p> <p>Response of the Cabinet Member for Corporate Services & Performance</p> <p>Staff driving Council vehicles have received 51 speeding fines in total in the last year. Fines are payable by the relevant staff member.</p>

Councillors Peter Black, Chris Holley & Susan Jones

How many vacancies does the council currently have in the Place Directorate and in which sections.

Response of the Cabinet Member for Corporate Services & Performance

Service Area	Total No. of vacant posts
Waste, Parks & Cleansing	70
Housing & Public Health	37.5
Highways & Transportation	76
Property Services	13
Planning & City Regeneration	28
Building Services	43
Cultural Services	18
Total	285.5

The Place Directorate provides a diverse range of services across Swansea. This necessitates employment of a workforce with a wide variety of skills and experience. The total number of staff employed does vary but is typically in excess of 3000 employees. The current number of vacant posts represents approximately 9% of the Place workforce therefore. Vacancy levels also vary and are made up of posts that are for example actively being recruited to via advert and those that are recruited seasonally according to service demand. Overall the Directorate workforce numbers are relatively stable but some positions are subject to frequent turnover due to the nature of the role as well as skills shortage/difficulties in recruiting in some areas. This is a snapshot of the current vacancy position. Recruitment to fill essential vacant posts is being actively progressed.