

APPENDIX 1

Scrutiny Programme Committee - 12 February 2018

Councillor Mark Thomas Cabinet Member for Environment Services

1. HIGHWAYS AND TRANSPORTATION

The Highways and Transportation service is a diverse service providing a large number of frontline services. The service is responsible for maintaining 1100kms of roads, 1500kms of footway, 28,000 street lights, 216 bridges and structures and 39,000 drainage assets. The estimated value of the highway assets is in excess of £1.3billion and the current estimated backlog of highway maintenance is estimated at around £130 million. The condition of the principle roads is in the upper quartile (currently around 4 of 22 in Wales). The service has robust maintenance policies and approaches which means that the Council has a very good success rate in defending 3rd party claims. The service has been through a commissioning review which has looked at the entire service including interdependencies.

The service is responsible for;

- Highways Maintenance (including planned, reactive and winter maintenance)
- Out of hours emergency service 24/7
- Flood management (land drainage and costal defence)
- Bridge and structures maintenance
- Highway and capital Improvements
- Traffic and Road Safety
- Telematics (traffic signals) and transport modelling
- Parking
- Highway development control
- Civil Engineering Construction Works
- Street lighting
- Transportation functions
- Marina and Tawe Barrage
- Fleet management and maintenance
- Subsidised public transport services, concessionary bus passes, bus stops and shelters, Swansea City Bus Station
- Home to school transport and Social Services transport procurement and management
- Cycling and Walking promotion and development
- Transport strategy – local and regional

Recent Key Achievements

A number of initiatives and schemes have been delivered by the service recently including;

- Winner Association of Public Sector Excellence national award for Best Highways Winter Maintenance and Street Lighting Service (for the 48hr pothole initiative), cited as best practice
- Finalist APSE performance networks for Highways winter Maintenance and Street Lighting Service.
- Response to two major flood events in December and January
- Delivery of £3m planned maintenance programmes for Roads, Footways and Drainage.
- Secured significant transport funding from Welsh Government through Local Transport Fund, Local Transport Network Fund as well as additional in year transport funding
- Completion of the Morfa Distributor Road
- Completion of West Way improvements and significant progress in the delivery of the Kingsway redesign as part of the City Centre Regeneration programme
- Secured design commission for new link road to Morriston Hospital
- Installed improved traffic signal system (MOVA) on some key routes to improve traffic flow and management
- Continued delivery of road safety training in schools, colleges and for older drivers
- Work underway to develop and outline business case for the Fabian Way Corridor in partnership with Welsh Government and Neath Port Talbot County Borough Council. Securing additional funding to design replacement of Baldwins Bridge on Fabian Way
- Delivering route improvements to improve efficiency and reliability of public transport
- Developed and delivered several Community Budget Schemes for members. To be continued over the next few years.
- Retendered approximately 60 home to school transport routes generating a saving of approximately £300k per annum (£1.5m over the 5 year contract period
- Production and preparation of the commissioning review
- Creation of the Integrated Transport Unit (to include Social Services Transport)
- Implementation of a Quality Bus Partnership with First Cymru Buses
- Introduction of new Sunday bus services to fill gaps in the bus network
- Implemented a Wheels to Work moped loan scheme
- Introduction of 2 community minibus shopper services and a community minibus hire scheme
- A new volunteer car scheme based at St. John's day centre
- Acquisition of 40 fully electric vans & charge points for the corporate fleet making CCoS the largest EV operator amongst Welsh LAs
- Boat occupancy rates at the marina have remained steady over the past year, which has helped fund important Capital projects relating to the marina and barrage.

- Developed a 10 year asset management plan for the Tawe barrage
- Continued investment in the long term future of the Marina by replacing over 100 metres of pontoons and upgrading electrical supplies.
- Following on from a suggestion raised during the H & T commissioning review we are about to formally submit a planning application to use part of the existing Marina boatyard for motor homes and camper vans during months of the year when demand for boat space ashore is low.

2. WASTE PARKS AND CLEANSING

a) Waste Management

Recent Progress/Key Achievements

The current statutory recycling and composting target is 58% and will remain at that level until 2019 when it will rise to 64%. Our recycling performance last year was 63.7%, achieving the statutory target for 2015/16.

Our current recycling and composting rate for the first half of this year is around 64.7% which should see the Authority achieve a full year (2017/18) rate of around 62% once seasonal adjustments have been taken into consideration. The reduction in performance is due to restrictions on wood recycling imposed by National Resources Wales (NRW).

Work has now been completed to improve all the Household Waste Recycling Centres, and the initiative has won two national awards and has been shortlisted for a third national award.

The reusable pink bags for plastic kerbside collection has been rolled out across the Authority, with the exception of one collection day. This has been held back due to high density of student residents and narrow streets in the area.

Route Optimisation software and improved mobile communications for collections is being installed to maximise efficiency of the rounds and improve the service provided.

A significant proportion of the collection fleet is in the process of being replaced which will substantially improve the reliability of the fleet and the robustness of the service.

The main risks to the service continue to be loss of experienced staff, reducing Welsh Government Grant funding, reducing internal budgets, wood recycling, volatile recyclates markets, and increasing recycling targets.

b) Parks and Cleansing

With regards to the Cleansing functions, we continue to target a weekly cleanse for every street in Swansea, by mechanical and/or manual means, removal of all dog fouling and have dealt with in excess of 8,000 service requests.

Recent Key Achievements

- Continue to remove fly tip material within 5 working days
- Continuation of the 'project' team to enhance areas of City, including deep cleaning, and the removal of vegetation obstructing footways
- Continued collaborative working with Fforestfach Day Centre and employment of services users (learning difficulties) to develop their social skills and wellbeing
- Significant improvements to Primrose Play Park in partnership with the Friends Group
- Expansion of the Botanical Gardens through the Friends Group
- Continued expansion of the Knotweed Treatment Service
- The Cleansing Teams based at Pipehouse Wharf are due to be relocated to a depot at Ferryboat Close, Llansamlet
- Continue with 24 hour emergency cover
- Continued to achieve all savings targets required through the Commissioning Review

The main risks to the service continue to be loss of experienced staff, reducing internal budgets, Ash Dieback, and increasing expectations.

3. PUBLIC PROTECTION

a) Building Control

i. Priorities

Building Control: building regulations applications, inspections and enforcement, dealing with dangerous structures and buildings. Inspection and certification of sports grounds. Securing open premises against unauthorised access. Dealing with dilapidated buildings and demolition of buildings. Administration of the Approved Inspector Regulations. Dealing with property conveyance and searches. Registration and processing of competent person schemes. Provision of energy performance calculations and code for sustainable homes assessments. Provision of fire risk assessments. Dealing with complaints regarding building/builders.

ii. Objectives

- Safeguarding and improving Swansea's environment for all by ensuring the highest quality of design and construction.
- Ensure compliance with safety standards at sporting and entertainment events at the Liberty Stadium and other sporting venues.
- Assist in making public and commercial buildings more accessible for disabled people.
- To assist with others in the reduction of carbon emissions through the built environment.
- To assist in delivering the sustainable agenda and reduce construction waste.

iii. Activities/Achievements/Progress/Key Decisions

- Maintained high levels of service delivery whilst in competition with the private sector.
- Maintained self financing status.
- Maintained public safety whilst dealing with high volumes of dangerous structure incidents.
- Monitored performance / safety compliance at numerous high profile events at the Liberty Stadium.
- Played a key advisory role in dealing with the fallout from the Grenfell tragedy.

iv. Performance of Services/ Key Targets

Key performance results for 16/17 include;

- Full plans applications checked within 15 working days, target 98% achieved 99.5%.
- Full plans applications approved first time. This is an indicator of advice and guidance offered to applicants to achieve first time approval. Achieved 100%.
- Imminent dangerous structures responded to the same working day, target 100%, achieved 100%.
- High levels of customer satisfaction demonstrated through the process of continuous customer consultation.

v. Engagement with Service Users / Public and Influence

Competition in this service area necessitates continuous customer engagement. This service is extremely customer driven/focused whilst undertaking an enforcement role. This has contributed towards the provision of a streamlined cost effective self financing service, tailored to meet the needs of the general public.

The service undertakes a continuous customer consultation on completion of projects. Comments are considered and changes/improvements made where relevant and feasible.

vi. What to achieve over the 12 months and challenges

- Maintain current market share and income levels.
- Play a key role in the design and delivery of the redevelopment of the City Centre.
- Play a key role in the proposed expansion of the Liberty Stadium.
- Make a positive contribution to the review of the Building Regulations.
- Key challenge to maintain standards and levels of service whilst delivering budget savings.
- Make Improvements in electronic service delivery.
- Introduce a new document management system to enhance service delivery and reduce storage requirements.

b) Trading Standards/ Health Promotion

i. Priorities

Trading Standards: ensuring the safety of consumer goods and monitoring the description of goods and services, providing consumer and trade advice, control of street trading, promotion of proof of age scheme and regulating the sale of age restricted products, animal health and welfare protection Trading Standards have adopted an approach to deal with the most serious matters affecting our communities. These include prompt and direct action against rogue doorstep traders and irresponsible call centre business operating from Swansea but dealing across the UK. In addition there has been a positive response to the work undertaken in respect of mail scams which continue to be highlighted to vulnerable groups using a network that is available through the different portfolios across the Council.

Health Promotion: working with both internal and external partners to promote health and wellbeing and encouraging healthy lifestyles, monitoring and enforcing the legislation on smoking in enclosed public places and supporting the work on the Healthy City scheme.

ii. Objectives

- Undertake Scams awareness training.
- Investigation of doorstep crime offences with partners.
- Prevention work to raise awareness in vulnerable people
- Utilise laws related to the supply of tobacco and alcohol which prevent supply to children and young people under 18.
- Support local businesses which contribute to the local economy to achieve regulatory compliance in a proportionate manner.
- Take action against rogue traders to safeguard local communities and to protect responsible businesses from unfair competition.
- Use regulatory activities to highlight health promotion and health improvement as part of the Healthy City network.
- Work with partners to resolve conflicts related to the keeping of horses in public areas.

iii. Activities/Achievements/Progress/Key Decisions

- Scam awareness training to 25 partners to assist them to protect vulnerable people and identify victims.
- Early intervention to investigate all reports of doorstep crime with partners.
- Implementation of an All Wales approach to doorstep selling including information for householders to use in protecting themselves and their families.
- Implementation of the Tobacco control strategy via the action plan which is designed to prevent smoking, highlight dangers and encourage individuals to take responsibility for their own health.
- Inspection of business premises in accordance with risk and provision of advice and guidance to assist compliance which protects customers.
- Complete continuing work related to three trade sectors:
 - Call centre industry in partnership with the Police, Information Commissioners Office and Ministry of Justice
 - Illegal tobacco traders operating in local communities selling non duty paid tobacco acting against health initiatives designed to encourage smoking cessation.
 - Targeting disguised business operations trading via the web, selling goods or services which are falsely described and unsafe and which are unfair competition to responsible legal businesses who contribute to the economy in a conventional manner and create employment within local communities.

iv. Performance of Services/ Key targets

Key performance results for 16/17 include;

- The percentage of high risk businesses that were liable to a programmed inspection that were inspected for Trading Standards Achieved 100%
- The percentage of significant breaches that were rectified by intervention during the year for Trading Standards. Achieved 95% against a target of 90%

v. Engagement with Service Users/ Public and Influence

The service records and analyses complaints, service requests, regional and local information to help establish priorities.

vi. What to achieve over the 12 months and challenges

- Demonstrate that good regulatory activity safeguards people, protects responsible business operators from unfair competition.
- Undertake regulatory interventions using advice, education and enforcement methods which make a positive contribution to the Healthy City Network.

- Provide training to raise business awareness and assist customer compliance with regulation.
- Undertake a review of service requests related to new businesses in order to make the best use of technology and direct business operators to advice and information they can source for themselves.
- Provide all relevant information to business operators free of charge to improve regulatory compliance.
- Provide trading pitches at identified locations which can be rented and for which a street trading authorisation is required.

c) Food and Safety

i. Priorities

Food and Safety: monitoring and enforcing hygiene standards/practices in food premises, carrying out inspections related to the Food Hygiene Rating Scheme, investigating complaints about unfit food / food sampling, monitoring health and safety standards in workplaces, accident investigation, investigation of infectious disease notifications.

ii. Objectives

- Inspect all high risk food premises.
- Carry out the necessary enforcement to secure improvements in hygiene standards in food premises.
- Ensure, as far as possible, that food intended for sale for human consumption, that is produced, stored, distributed, handled or consumed in Swansea is safe and meets the requirements of the relevant legislation
- Ensure local businesses comply with health and safety legislation
- Enable all residents of Swansea to;
 - have ready access to safe and healthy food;
 - make informed choices about their diet and nutrition.
- To safeguard the health and safety of persons at work by monitoring working conditions and taking action where necessary to ensure the safe operation of businesses in Swansea.
- Investigate notifications, outbreaks and sporadic cases of notifiable/reportable infectious disease.

iii. Activities/Achievements/Progress/Key Decisions

- Achieved programmed inspection targets
- Continued to implement the Food Hygiene Rating Scheme
- Continued to respond to and investigate accident notifications where required
- Investigated all reported cases of confirmed and suspected notifications of food related diseases.
- Undertake reactive work using a risk based approach.

iv. Performance of Services/ Key targets

Key performance results for 16/17 include;

- High risk food inspections achieved 100%
- Achieved an improvement in the percentage of food establishments which are 'broadly compliant' with food hygiene standards 94% against a target of 96%.

v. Engagement with Service Users/ Public and Influence

Analysis of service requests received ensures that reactive work is undertaken using risk based approach to ensure those complaints that pose the most significant public health risks are investigated fully as a priority.

vi. What to achieve over the 12 months and challenges

- Inspect all high risk premises due for inspection
- Secure further improvements in the percentage of food establishments which are 'broadly compliant' with food hygiene standards
- Prioritise new businesses and ensure that the highest risk new businesses are identified and prioritised for inspection.
- Undertake reactive work using a risk based approach to prioritise investigation of complaints that pose the most significant public health risks.
- Investigate the feasibility of introducing a paid advice service for new food businesses.

d) Registration and Bereavement

i. Priorities

Burials and Cremations: including memorialisation and maintenance of cemetery and crematorium grounds

Registrars: registration of every birth, death, marriage and civil partnership in Swansea, civil marriages and partnerships, Civil Celebratory and Citizenship Ceremonies.

ii. Objectives

- To provide a dignified burials and cremations service which meets the needs of and offers choices to the bereaved;
- To meet all relevant statutory legislation for burials and cremations;
- Continue training program for all staff to deliver a dignified and sensitive service to the bereaved;
- Establishing a permanent legal record of every birth, death, marriage and civil partnership in Swansea
- Providing all customers with a personal, dignified and sensitive service
- Monitor changes to Death Certification Reform
- Monitor changes to Civil Registration Reform (e.g. inclusion of mother's details on marriage entries)

- Improving customer access channels e.g. online payments.
- Improving ceremony information e.g. issuing FAQ's and ceremony questionnaires.

iii. Activities/Achievements/Progress/Key Decisions

- Agreed to waiver charges in association with the burial or cremation of children in support of the national campaign.

iv. Performance of Services/ Key Targets

- Registered in excess of 3000 deaths.
- Registered in excess of 3000 births.
- Achieved higher performance levels than the national averages across the range of registerable activities.
- Took notice of and undertook over 1000 marriages.
- Dealt with 2118 cremations.
- Dealt with 614 Burials.
- Dealt with 337 burials of cremated remains.

v. Engagement with Service Users/Public and Influence

- These services are specialist in terms of dealing with the emotions the range of stakeholders experience. As such it is not practical to engage in most cases. That said there are customer comments books available at reception points. Volunteered feedback and comments are extremely complimentary.

vi. What to achieve over the 12 months and challenges

- Continue to deal with the large volume of workload.
- Improve access to services and payments on line.
- Improve customer information available on website.
- Enhance information technology to benefit service delivery.

e) Pollution, Pest and Animal Control

i. Priorities

- Pest control service & Animal warden service.
- Pollution Control: for noise control issues, air quality management, industrial pollution permits, contaminated land, drinking water quality, bathing water protection, EIA's and Planning advice, chemical incident management, Hazardous site regulation.

ii. Objectives

- Produce three new action plans for Air Quality statutory requirements. These will now be able to use the Nowcaster" Air Quality model and will be the culmination of many years work on the first automatic continuous model forecasting Air Quality failures on the Swansea road network and automatically sending various messages out to the public.

iii. Activities/Achievements/Progress/Key Decisions

- Our prediction and management system for Swansea Bay has resulted in it reaching 'Good' status under the EC standards.
- The Nowcaster model is working and has been successfully running since October 2017.

iv. Performance of Services/ Key Targets

Key performance measures include;

- Response times to noise complaints; the aim is to respond within target time to 90% plus of all noise complaints received, however over the last few years this is missed by a small %.
- In relation to response times to Pest & Animal control issues the results often drop slightly below our target of 95% but that seems to be because some customers request first calls outside the target period which affects the results.

v. Engagement with Service Users/Public and Influence

- The service undertook customer surveys for night time noise and also public attitudes to our prediction and management of bathing water quality in Swansea Bay. The responses were very positive; this is particularly useful for the water quality system as ours is a world first and very different to the English system used elsewhere.

vi. What to achieve over the 12 months and challenges

- Maintain Swansea Bay model to ensure compliance
- Air Quality management is a major technical challenge together with the budget pressure from impounding dogs and stray horses.
- We hope to see continued small growth in income from the commissioning outcome, particularly any shift by internal customers from using external contractors for services we can deliver.