

Ref: RDB/PM/BD/19.05.15

29<sup>th</sup> May 2015

Councillor Bob Derbyshire,  
Cabinet Member for the Environment,  
County Hall,  
Atlantic Wharf,  
Cardiff,  
CF10 4UW.



Dear Councillor Derbyshire,

**Environmental Scrutiny Committee – 19<sup>th</sup> May 2015**

On behalf of the Environmental Scrutiny Committee I would like to thank the officers for attending the Committee meeting on Tuesday 19<sup>th</sup> May 2015. As you are aware the meeting considered an item titled 'Environment & Strategic Planning, Highways, Traffic & Transport Directorates – Performance Report Quarter 4 - 2014/15'. The comments and observations made by Members following these items are set out in this letter.

During the meeting the Committee noted that the volume of complaints received about the Environment Directorate had reduced from 1461 in Quarter 3 to 759 in Quarter 4; this is a reduction of almost half. In response to this a Member commented that he had received several complaints from residents in recent weeks complaining about the difficulty of getting through to the C2C service to report litter issues. Members, therefore, would ask you to look into how easy it is to report environmental issues through the C2C system. They have suggested that the Council should introduce some type of 'mystery shopper' test to check the effectiveness of the C2C service.

The subject of sickness absence was raised during the meeting. Members noted that the sickness rate for Quarter 4 was reported as 15.99 full time equivalent days pro rata across a whole year. This was 2.21 days better than the 2014/15 annual target of 18.2 full time equivalent days. Members are keen to see how these figures are calculated, i.e. are they based on actual hours worked by FTEs or the assumed Welsh Government figure of an average 224 FTE days per annum. The Assistant Director for the Environment

explained that this had been achieved by following the sickness procedure to the letter and that this had resulted in the Council having to get involved in several industrial tribunals. When asked about the outcome of these industrial tribunals she explained that one had been won by the Council and the second lost. I would be grateful if you could provide the Committee with general details on the industrial tribunal which was lost by the Council. The details should include the reason why it was lost; what has been learnt from the industrial tribunal; any changes implemented to the Council sickness absence process as a result of the tribunal and the cost of dealing with the industrial tribunal.

A Member asked for details on any existing performance indicators which capture information on the 'Houses of Multiple Occupation Additional Licensing Scheme'. She explained that the scheme had been implemented a year earlier and that some information to highlight the success of the scheme would be useful. I'd be grateful if you could provide the Committee with the information.

The Assistant Director for the Environment explained that work was underway to implement a Customer Relationship Management System to improve the way that waste issues are reported in Cardiff. Members would be grateful if you could confirm a timescale for the implementation of the Customer Relationship Management System, explain in detail how this will improve the reporting of waste issues and comment on how the system will tie in with technology used by, for example, waste collection operatives.

During the meeting there was some debate over the definition of PPN/009 and its relationship with PPN/001(i) and PPN/001(ii). After an explanation Members eventually understood the meaning of the figures, however, felt that the explanation could be improved for future quarterly reports. I'd be grateful if you could ask officers to look into improving the definitions around these performance indicators.

Members asked for an explanation on how incorrectly allocated black bags and fly tipping incidents are recorded by the Council. They were told that

black bags are now recorded as a waste presentation issue and a fly tipping incident. The Assistant Director for the Environment explained that a fly capture report could easily be produced for Cardiff and then confirmed that they could be produced on a ward by ward basis. I'd be grateful if you could provide the Committee with a ward by ward fly capture report for all of Cardiff.

I would be grateful if you would consider the above comments and provide a response to the requests made in this letter.

Regards,

A handwritten signature in black ink that reads "P. D. Mitchell". The signature is written in a cursive, slightly slanted style.

Councillor Paul Mitchell  
Chairperson Environmental Scrutiny Committee

Cc to:

Jane Forshaw, Director for the Environment  
Tara King, Assistant Director for the Environment  
Jane Cherrington, Operational Manager – Strategy & Enforcement  
Paul Keeping, Operational Manager, Scrutiny Services  
Joanne Watkins, Cabinet Office Manager  
Members of the Environmental Scrutiny Committee