

Ref: RDB/PM/BD/06.09.16

22 September 2016

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



Dear Councillor Derbyshire,

Environmental Scrutiny Committee – 6 September 2016

On behalf of the Environmental Scrutiny Committee I would like to thank the officers from City Operations for attending the Committee meeting on Tuesday 6 September 2016. As you are aware the meeting considered an item titled 'City Operations Directorate – Quarter 1 Performance Report 2016/17', 'The City of Cardiff – Draft 2016 Air Quality Progress Report' and 'Cardiff Council Public Convenience Outline Strategy 2016'. The comments and observations made by Members following this item are set out in this letter.

City Operations Directorate – Quarter 1 Performance Report 2016/17

- Members noted that extensive work is currently being undertaken to reshape and improve Neighbourhood Services. They were told that this requires a new set of performance indicators to be developed alongside this work to ensure that service progress can be meaningfully monitored and measured in future. I would be grateful if you and Councillor Patel could arrange for the new Neighbourhood Services performance indicators to be shared with the Committee once they are created so that feedback can be provided.
- The 'City Operations Directorate – Quarter 1 Performance Report 2016/17' stated that 17 performance indicators are included in the 'Directorate Delivery Plan'; of these eight are annual and nine are reported on a

quarterly basis. From the nine quarterly indicators only four were published in the 'City Operations Directorate – Quarter 1 Performance Report 2016/17' and five were omitted as they were 'awaiting validation'.

Members were very concerned about this as in effect they were scrutinising the performance of the City Operations Directorate with access to only 23.5% of the identified performance data. To enable more detailed scrutiny I would ask that the five indicators which are 'awaiting validation' are included in the 'City Operations Directorate – Quarter 2 Performance Report 2016/17'. If these are still 'awaiting validation' when the Quarter 2 report is published then I would suggest that they are supported with an appropriately-worded caveat. I understand that there is some reluctance to publish performance indicators which are 'awaiting validation'; however, providing the Committee with non-validated and caveated information is far better than providing nothing at all.

- The Committee were informed that the Council is intending to launch a 'deep clean' exercise in several inner city wards and around some of the district shopping centres in the coming months. I would be grateful if you could provide the Members with further information on the 'deep clean' proposal, for example, when it will take place, how long it will take, the type of cleansing work that will take place and so on.
- During the meeting some Members raised a concern over the fly tipping incidents in flat communal areas and asked if there were any practical measures that the Council could apply to improve the situation; in particular they were keen to identify ways to improve enforcement. I'd be grateful if you and officers could help by providing the Committee with practical suggestions on how this issue can be addressed.
- A Member commented that the performance indicator results for the removal of fly tipping during Quarter 1 were very impressive. He continued by asking for more information on how these fly tipping results are collated and reported and the sources from which they are generated. I would be grateful if you could provide this information.

Commercial & Collaboration – Quarter 1 Performance 2016/17

- Members note that the new Commercial & Collaboration service was established at the end of June 2016 and that the creation of performance indicators against which to measure progress may take a little time. The Joint Environmental and Policy Review & Performance Scrutiny Committee letter written after the meeting on the 6 June made a number of performance management related requests for the new service which included:
 - That the new performance indicators are made available to scrutiny for consideration at the earliest possible opportunity;
 - That the new performance indicators; business plans and actions should clearly link back to the strategic objectives set out in the project;
 - That the progress of the new service needs to be properly monitored on a quarterly basis to ensure that savings and improvements are being delivered i.e. included in the Council's quarterly monitoring report;
 - That the individual areas within the 'Commercial & Collaboration' service are individually reported against within the quarterly performance reporting structure.

As a reminder of the views expressed by the Committee after the meeting on the 6 June copies of the letters sent to you and your response have been attached to this letter as **Appendices 1** and **2** respectively.

The City of Cardiff – Draft 2016 Air Quality Progress Report

- The Committee felt that 'The City of Cardiff – Draft 2016 Air Quality Progress Report' was a thorough and well-constructed report. They would like to pass on their thanks to the officers from the Shared Regulatory Service for the time taken to prepare the document.
- Members were pleased that air quality standards have gradually improved in Cardiff and understand that this appears to be largely down to the gradual improvement of vehicle engines. To support this gradual

improvement the Committee would urge you to lobby all bus companies operating in the city and encourage them to introduce more low polluting hybrid vehicles; achieving this it is felt would help reduce air pollution particularly in the city centre.

- The Committee were informed that some local authorities constantly monitor air quality in Local Air Quality Management areas and have the ability and protocols in place to divert traffic if air pollution rises above a particular level, for example, from high levels of nitrogen dioxide. Swansea was cited as an example of where traffic was diverted when nitrogen dioxide rises above a particular level; I would be grateful if the officers could provide the Committee with the information on these schemes.

Cardiff Council Public Convenience Outline Strategy 2016

- The Committee understands the importance of signposting the location of toilets in Cardiff to the public. They felt that the use of established 'third party apps' was a very effective and practical way of communicating this information and, therefore, would encourage you to take this approach as a key part of the wider strategy.
- During the meeting an officer from City Operations explained that Stirling Council had developed an excellent public conveniences strategy which focused on highlighting the toilet facilities across the city. I would be grateful if you could provide the Committee with information on the Stirling Council public conveniences strategy.
- A Member of the Committee who was involved with the 2008/09 Public Conveniences Inquiry suggested that officers should review the report as a point of reference for the development of the current public conveniences strategy. A copy of this report has been attached to this letter as **Appendix 3**.
- At the meeting a City Operations officer explained that the Vale of Glamorgan now has 30 'Changing Places' toilets; these were described as state of the art toilets which catered specifically for those with greater care

needs including facilities for carers to cater for the needs of disabled and incontinent children and adults. Members were interested in finding out more about these toilets, therefore, I would appreciate it if you could supply the Committee with information on the 'Changing Places' toilets.

- Members were concerned about the problem of urinating in public particularly in the city centre during the 'night-time economy' where the inebriated encounter the chill air. During the way forward the Committee discussed what could be done to better manage this problem and in doing so they suggested that:
 - The Council should run a 'go before you go' campaign to target public houses, restaurants and other licenced premises. Such a campaign would be designed to remind the people of the importance of visiting the toilet before leaving the establishment, therefore, reducing the number of incidents of urinating in public;
 - Explore the option of issuing penalty charge notices against those urinating in public places.

It would be appreciated if you could look into these ideas and provide the Committee with feedback.

- Members understand that the main aim of the strategy is to raise the profile of where public conveniences are located in Cardiff. They also acknowledge that at a time of financial pressure the Council is not in a position to fund new public convenience infrastructure, however, the Committee did comment that if funding were to become available in the near future for public convenience infrastructure then this should be allocated to projects in the city centre where the demand is highest but added that major shopping precincts should not be ignored.

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 style with a horizontal line underlining the name.

Councillor Paul Mitchell

Chairperson Environmental Scrutiny Committee

Cc:

Andrew Gregory - Director for City Operations

Matt Wakelam – Operational Manager, Infrastructure & Operations

Neil Hanratty – Director for Economic Development

Tara King – Assistant Director, Commercial & Collaboration

Jane Cherrington – Operational Manager, Strategy & Enforcement

Dave Holland – Head of Shared Regulatory Services

Helen Picton – Operational Manager, Enterprise & Specialist Services

Jason Bale - Group Leader, Contaminated Land

Robert Gravelle – Section Leader H&S, BSI & EqIA

Davina Fiore – Director for Governance & Legal Services

Paul Keeping – Operational Manager, Scrutiny Services

Members of the Environmental Scrutiny Committee