

Ref: RDB/PM/RP/06.09.16

22 September 2016

Councillor Ramesh Patel,
Cabinet Member for Transport, Planning & Sustainability,
County Hall,
Atlantic Wharf,
Cardiff,
CF10 4UW.



Dear Councillor Patel,

Environmental Scrutiny Committee – 6 September 2016

On behalf of the Environmental Scrutiny Committee I would like to thank you and 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 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 work is currently being undertaken to reshape and improve Neighbourhood Services. They were told that a new set of measures is being developed alongside this work to ensure that service progress can be monitored and measured in future. I would be grateful if you and Councillor Derbyshire could arrange for the new Neighbourhood Services performance measures 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 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 indicators. 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 appropriate 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 pleased to see that PLA/004(a) (the percentage of major planning applications determined during the year within 13 weeks) and PLA/004(c) (the percentage of household planning applications determined during the year within 8 weeks) were green in Quarter 1. Members would like to congratulate the Planning Service on this improvement after a series of amber and red results during 2015/16. The Committee hope that this progress continues and when it becomes available would like a copy of the benchmarking information which City Operations is gathering on how other local authorities report against these indicators.

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

Paul Keeping – Operational Manager, Scrutiny Services

Davina Fiore – Director for Governance & Legal Services

Members of the Environmental Scrutiny Committee