

## ECONOMY AND CULTURE SCRUTINY COMMITTEE

4 DECEMBER 2014

Present: Councillors Dilwar Ali, Aubrey, Ralph Cook, Howells, Stubbs, Weaver, Craig Williams and Darren Williams

Also: Councillor Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise; Councillor Derbyshire, (Cabinet Member – Environment); Councillors Cowan, Govier, McKerlich, Robson and Huw Thomas

### 41 : APOLOGY FOR ABSENCE

An apology for absence had been received from Councillor Javed.

### 42 : DECLARATIONS OF INTEREST

The Chairperson reminded Members of their responsibility under Article 16 of the Members' Code of Conduct to declare any interests and complete a personal interest form at the commencement of the agenda item in question.

### 43 : MINUTES

The minutes of the meeting held on 6 November 2014 were approved as a correct record and signed by the Chairperson.

### 44 : WELSH PUBLIC LIBRARY STANDARDS ANNUAL REPORT

This item provided the Committee with opportunity to explore and challenge the Councils progress against the Welsh Public Library Standards and its achievements for 2013/14.

The Chairperson welcomed the Councillor Peter Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise; Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Assistant Director – Customer Services) and Nicola Richards (Central Library Manager) who were in attendance to present information relating to Cardiff's performance against the Welsh Public Library Standards.

The Chairperson invited the Cabinet Member to make a statement where he welcomed the opportunity to present positive outcomes for the Council against the third year of reporting on the Welsh Public Library Standards. Isabelle Bignall (Assistant Director – Customer Services) and Nicola Richards (Central Library Manager) gave a presentation which highlight and explained the outcomes for Cardiff against the nine standards; its performance compared to the all Wales position; and the comparator data over the 3 years of the standards. In 2013/14 Cardiff achieved seven of the nine standards and partially achieved two of the standards. This was a positive outcome for Cardiff.

Members noted the service issue with the Mobile Library vehicle; and the impact of the one day closure in libraries as part of last years budget alignment.

The Committee was updated on the core service aspects of the quality framework for Welsh Public Library Standards from 2014/15 to 2017/18 whose focus was on

- Customer and communities;
- Access for all
- Learning for life;
- Leadership and development.

Members raised concern on the community aspect of the library services going forward as part of the Library Strategy and future budget proposals.

The Chairperson thanked the Cabinet Member, Director and officers for their presentation and invited comments and observations from the Committee on the information received.

The Committee congratulated the officers on the outcomes and achievements against the Welsh Public Library Standards in 2013/14. Members were pleased to see that Cardiff was above the Welsh average for 2013/14, and that the Council had increased the number of standards met for each year of measuring.

The Committee noted that next year would see the introduction of the new quality framework – Libraries Making A Difference.

During the discussion the Committee sought clarification on the contribution of community libraries towards the achievement and evaluation of the Welsh Public Library Standards in the future, as it was understood that the current position was that the performance of community libraries was not included as part of the outcomes of the standards.

The Committee was concerned that with the potential in the future that a number of branch libraries could be run by community groups or partners it was important that this position was confirmed and clarified. Members requested that this issue was formally raised with the Welsh Assembly Government Minister, as the Committee was strongly of the opinion that all library provision supported by the Local Authority, even if the building is maintained by an external organisation, should contribute toward the achievement of the Welsh Public Library Standards in Cardiff.

RESOLVED – That

- (1) the Chairperson on behalf of the Committee write to the Cabinet Member Community Development, Co-operatives & Social Enterprise detailing the comments and matters raised as part of its scrutiny of the Welsh Public Library Standards;
- (2) the proposed quality framework for Welsh Public Library Standards from 2014/15 to 2017/18 and the timescales be noted and an updated be provided in 12 months.

45 : FUTURE PROVISION OF LIBRARY SERVICES IN CARDIFF: OPTIONS .

The Committee was invited to consider and provide feedback to the Cabinet on the future provision of Libraries in Cardiff proposals as set out in the report and formed part of the Cardiff Debate consultation which started on 21 November 2015.

The Chairperson welcomed the Councillor Peter Bradbury (Cabinet Member – Community Development, Co-operatives & Social Enterprise; Sarah McGill (Director – Communities, Housing & Customer Services), Isabelle Bignall (Assistant Director – Customer Services) and Nicola Richards (Central Library Manager) who were in attendance to provided an overview of the financial challenges faced by the Communities, Housing & Customer Services Directorate over the next three years, which has prompted a full review of Library Services in Cardiff and resulting in the preparation of a formal strategy.

The Chairperson invited the Cabinet Member to make a statement. Councillor Bradbury referred to the unprecedented financial context that Local Government was working within; the need to look at service delivery provision across the Council and in particular the need to consult and work with the public; community groups; third sector and private sector partners on services provision going forward.

The Cabinet Member indicated the Council's continued support of the book fund; a neighbourhood librarian service; the roll out of Wi-Fi; and further development of hubs programme. The Cardiff Debate consultation exercise was the platform for developing conversations with public; community groups on how the Council can make a strategic change in provision.

Sarah McGill (Director – Communities, Housing & Customer Services) provided details of the developing strategic approach to service delivery of the Library Service to meet the needs of the changes in demand and financial position of a 43% cut in general controllable budget in the service; the financial drivers over the next 3 years; and the need to satisfy Wales Audit Office requirements of robust financial planning; within the legislative requirements for public libraries.

Cardiff invests £3.9 million per annum in its library services which are delivered from a network of buildings across the city; and a mobile delivery provision.

The key aims of the service are:

- to work collaboratively with partners within diverse communities to enhance knowledge and skills through improving literacy, enrich quality-of-life and empower individuals to realise their full potential;
- be pivotal in helping communities develop their information technology literary skills in order to become the included;
- contribute to the public health agenda by sporting health literacy;
- support the child poverty agenda by providing gateways out of poverty by inspiring children to enjoy reading;
- support customers in accessing services in the way they want to bite racing developing and emerging technologies outside of the existing building infrastructure.

This was all set in the context of changing demands from customers wishing to access multiple Council services from one location; the need for greater digital connectivity and digital Library services.

The main themes for the delivery of services in the future are:

- to provide an integrated service provision;
- community involvement in service provision;

- commercial involvement;
- mobilisation of the service;
- improved technology/ digitalisation;
- looking to create imaginative ways of delivering and supporting those wanting to access library services online;
- commercialisation – the development of other income streams additional non-core services to support the financial

The Committee was provided with an overview of the proposals that were out for consultation, and advised that options had been identified for each library building in the city, with a preferred option based on a set of principles: -

- stand-alone library provision would no longer be supported;
- deliver would be through a Hub based approach where appropriate; and
- where this was not possible, the Council would actively seeking community or commercial running of existing buildings and / or transfer of service to other community buildings.
- the creation of a city centre library Hub;
- provision of support for potential organisation to take over the running of the buildings or services through the Stepping up a Toolkit;
- roll-out of the Neighbourhood Development Service to all neighbourhood partnership areas;
- roll out of Wi-Fi to all locations;
- introduction of self-service kiosks in suitable community buildings where there is a gap in provision;
- extension of the house-bound service through other council services and volunteers

The Committee was assured that details of the proposal for each library building would be subject to separate Cabinet consideration.

The Chairperson thanked the Cabinet Member; Director and Officers for setting out the proposal. The Committee welcomed the opportunity to consider the review of the Library Services and proposed strategy at an early stage, and welcomed the public consultation and availability of the options paper on the Council's website. Members discussed and sought responses to a number of issues: -

- whether there was potential for the in the city centre library provision to cease, in order to continue funding the seven stand-alone branch libraries that were proposed to have their Council funding withdrawn. The Committee noted the Cabinet Member response to this suggestion that this was not a realistic proposal, given the level of money the Council had invested in Central Library, and that CyMAL would not agree to such action.
- The Committee did not fully accept this reasoning, and would be interested in receiving evidence of CyMAL's views on the closure of Central Library provision to sustain seven community libraries, as well as its views on the proposed future options as a whole, which it is assumed would be sought as part of the consultation process.
- Members noted that research had been undertaken into the approaches taken in other local authorities across the United Kingdom, with a number of good examples referenced and indicated that the Committee would like to see this research, in particular examples of good and bad practice; evidence on Library Trusts, and what makes them thrive or fail. Members requested that this be

shared with the Committee in sufficient time to inform Committee's final recommendations on this matter at its February 2015 meeting.

- Members noted the range of options being explored to secure funding for the libraries proposed to have their Council funding ceased, including commercial, community and partnering approaches.
- The Committee noted the development of the 'Stepping Up' Toolkit, to assist groups or individuals interested in helping deliver services or take over the running of suitable Council buildings.
- The Committee had concerns about the level of promotion being undertaken by the Council to generate interest and support groups who may be in a position to take over the running of a library facility. Members were not convinced that a clear strategy was yet in place to attract community and commercial interest further than publishing a toolkit on the Council's website.
- Members questioned whether enough thought had been put into the tender processes required, should a commercial option be sought. Through the Committee's close involvement with the Alternative Delivery Models for Leisure Facilities procurement exercise, Members had seen how the achievement of savings can be delayed when a robust procurement exercise is undertaken – and the Committee questioned whether this was something that had been given due consideration in finding alternative arrangements for the running of libraries.
- The Committee was mindful that any community group or Trust that took over the running of a library in Cardiff may require ongoing advice and support from the Council, and was interested to know what support services had been explored. The Committee used the system used by the Governor Support Service available for school governors as an example that could be considered.

As part of this scrutiny the Chairperson sought the Committees agreement to allow the Ward Councillor from Rhiwbina, Councillor Cowan to address the Committee on concerns that had been raised on the library proposals. This was allowed.

Councillor Cowan made representations on the proposals relating to the stand-alone community library in Rhiwbina and expressed the concerns and comments received from local residents and the community to the possibility of Rhiwbina Library no longer being supported. Rhiwbina library was the second highest book lending library in Cardiff; had significant footfall for a stand-alone provision; is accessed by the youngest to the oldest in the community who benefit from reading clubs; learning activities; IT; newspapers; community group meetings; learning and development sessions; is the hub of the community; the only Council building in the Rhiwbina apart from its two primary schools; with one of the highest Council Tax rates in the city. The library also has a very dedicated and inspirational team of staff.

This level of activity in Rhiwbina Library did not bear out the proposal in the Options paper. 99% of the lending from the library was hard copy books with less than 1% eBooks. The cost of the service was £123,150 a year. Councillor Cowan advised that it was felt that the options proposals as set out in the consultation document were void of detail especially about the community/volunteering proposals, and she questioned whether the Cabinet Member had considered other efficiency / savings options for example reviewing again opening hours; or whether there was an option of raising funding through a small annual membership fee.

The Committee considered the representation received from Councillor Cowan, and made the following additional observations and comments

- the Committee was keen to understand the breakdown of costs for Rhiwbina Library as £123,150 within the context of overall £48.5m of savings, a relatively minor sum to withdraw funding from such a valued service.
- the Committee whilst recognising that communities were looking at all options to secure the future of libraries had strong reservations about the proposal to consider charging the public to use Libraries, or to be a Library member it was felt that it would have a detrimental effect on deprived communities, and act as a disincentive to access services at Libraries. Members also questioned whether this approach would run contrary to the future quality framework standards for the Welsh Public Library with one of the core entitlements being 'Libraries in Wales will be free to join' (WPLSCE5).
- as part of the Director's presentation Members were informed that there were proposals to increase the number of Neighbourhood Development Librarians (NDL) in Cardiff, from two up to six, so that every Neighbourhood Partnership Area in Cardiff has its own NDL. Members were aware that the skills required for Neighbourhood Librarians were different to that of Community or Branch based Librarians and the Committee was interested to know what plans would be in place to upskill existing staff to enable them to undertake these new roles and new ways of working.
- Members noted that both the presentation and the Options Paper had highlight changing demand as a driver for change in library provision, and that a move towards e-books and e-zines will mean that customers may not need to visit a library as frequently as before. However, as Councillor Cowan had drawn attention to the figures showed that only 1% of books loaned out in Cardiff were eBooks rather than physical books, which challenged the question whether there would be a dramatic shift toward electronic formats in the future.
- The Committee welcomed assurances given by officers that the quality and choices of e-stock was improving, but Members were keen to receive information on the plans to promote and raise awareness of this service.

In conclusion the Committee was pleased to hear that the Cabinet Member valued the input of scrutiny in helping to shape policy and services, and welcomed the opportunity to be involved in the future of library services before they are finalised. The Committee were keen to receive and give consideration to the results of the consultation exercise; the interpretation of the figures; and to receive information on commercial and community groups that have come forward in relation to the various branch libraries as part of its scrutiny of the budget in February.

#### RESOLVED – That

- (1) the Chairperson on behalf of the Committee write to the Cabinet Member Community Development, Co-operatives & Social Enterprise detailing the comments and matters raised as part of its scrutiny of the options for the future provision of Library Services in Cardiff as set out above;
- (2) the information requested by the Committee be provided ahead or as part of its scrutiny of the budget proposals 2015/16.

#### 46 : COMMUNITY ACTION FOR RUMNEY LIBRARY PETITION

The Chairperson advised that he had received a request to provide an opportunity to the Co-ordinator of the Community Action for Rumney Library (CARL) Group, Ms

Rebecca Harford to address the Committee and outline and present a petition in support of the retention of Rumney Library.

Ms Harford thanked the Committee for giving the Group the opportunity to speak and present the petition that had been signed by over 2100 persons in support of the retention of Rumney Library which showed the huge strength of feeling in the community.

The Committee was advised that along with the community support in signing the petition, the Action Group had conducted its own surveys asking what impact the closure would have, as well as canvassing ideas on how to keep the library open.

The data collected showed that it was the most vulnerable in the community that would be most affected the over 60s; under fives; unemployed; differently abled; and most disadvantaged. The community of Rumney has a significant proportion of its population in these groups. Part of Rumney is classed as a lower super output area and also has the highest number of over 60s of the three areas discussed in the consultation.

The Action Group's findings suggested that the closure would negatively impact on four main areas of public policy namely

- (i) social and health;
- (ii) education;
- (iii) economic; and
- (iv) cultural.

Strong evidence from the Carnegie Trust shows that local libraries actively promote well-being in these areas.

The Committee was advised of the types of activities Rumney Library promotes which included: -

- (i) Social and health wellbeing through: -
  - book clubs;
  - *'knit and natter'*;
  - free newspapers – important for preventing isolation of older members of the community;
  - is a safe place for teenagers to meet - especially important considering that the Youth Club in Rumney is also set to close in addition to the Leisure Centre which closed for two years;
  - books to support health and wellbeing available free.
- (ii) Educational
  - promotes early introduction to books as well as lifelong learning;
  - both local primary support to library regularly;
  - computer classes important for digital inclusion;
  - genealogy classes;
  - rhyme time and story time for the under fives important for Welsh Government literacy targets.
- (iii) Economic
  - jobseekers are bound as a condition of receiving the Job Seekers Allowance to use library computers to prove that they have been actively job hunting;
  - Librarians offer help and support applying for benefits digitally.

- (v) Cultural
- Craft Clubs;
  - Self expression;
  - local history collection; and
  - local knowledge and expertise.

Rumney library is an import and community service which supports and promotes a number of Welsh Government strategies including digital inclusion, equality of opportunity for vulnerable groups; and improving literacy. Closure would only serve to marginalise those already isolated in the community with the proposed alternative being too far away and too expensive to get to. Rumney is a community within the wider Cardiff area and has a different make-up and unique needs compared to other eastern Cardiff neighbours.

The Action Group believed that the long-term health effects had not been fully quantified and requested that a health impact assessment was also carried out as the closure would have a long-term financial cost on the services such as health and Policing and this would far outweigh the short-term financial gain.

The Action Group recognised that the library needs to change and diversify, and that savings had to be made somewhere. The Group were happy to share ideas with the Council. Should the Council decide to visit retain the library and continue to fund it the Action Group would be willing to take a more active role in the promotion of the library.

Ms Harford thanked the Committee for listening and accepting the petition as part of the scrutiny of Library provision and the current consultation process. The Cabinet Member Community Development, Co-operatives & Social Enterprise received the petition.

The Committee discussed the information received as part of the Community Action Group presentation and petition and noted the willingness of the Cabinet Member to continue dialogue with this group, and hope that progress could be made in exploring options for this service.

During the discussion it was commented that there were examples of instructors / tutors being turned away from Rumney Library and being informed to look for alternative venues to hold their sessions as the facility was closing. The Committee expressed concern that these actions made it appear that a decision on the Rumney Library had already been predetermined, and which would affect public perception and the current consultation process. Members were also concerned that should a decision be reached to keep Rumney Library open, the Council could have driven away potential sources of income, which would be vital to the future sustainability of the facility. The Committee recognised that the Cabinet Member was unaware this matter and hoped that he would take steps to ensure that this was not repeated in other Libraries across the city.

Members also asked for clarification on Local History section at Rumney Library, and other branch library, should the decision to close the facility be made, would these be relocated to a nearby facility, or co-located centrally?

RESOLVED – That the Chairperson on behalf of the Committee included in the letter to the Cabinet Member Community Development, Co-operatives & Social Enterprise the Committee's additional comments in respect of Rumney Library provision based on the information received as part of the presentation and lines of inquiry with the Community Action for Rumney Library (CARL) Group

#### 46 : QUARTER 2 PERFORMANCE REPORT – COMMUNITIES

The Committee received the Quarter 2 Performance report for Communities, Housing and Customer Services with information on the operational context; performance data and the management actions that are being taken to address performance issues.

The Chairperson welcomed Councillor Peter Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise) and Sarah McGill (Director - Communities, Housing and Customer Services) who were present to respond to any matters arising from the report. It was noted that the information provided as part of the Corporate Overview of performance, was not specific to the services that fell within the remit of the Committee.

Members noted the overall detail on complaints and Member inquiries; month 6 financial monitoring of revenue and savings 2014/15; sickness absence; and compliance with PPDR targets.

The following specific aspects had been identified on the Library performance:-

#### Progress on Challenges

- Future delivery of Libraries Services - Libraries Options paper had and was subject to consultation as discussed earlier in the meeting;
- The feasibility of a City Centre Library Hub was currently being drafted and initial floor plans have been developed.

#### Q2 Service Delivery – Budget Position –

- An overall shortfall of £433,000 is currently projected against the 2014/15 budget savings, mainly in relation to the Central Library and the Community Buildings Review. This is, however, more than offset by the savings against the budget provision for the Council Tax Reduction Scheme and other savings within the Directorate.

#### Q2 Service Delivery - Directorate Delivery Plan

- Hubs Update – Cardiff East Cabinet Report agreed for consultation to take place on the proposals (13 October to 10 November). Revised proposals for STAR Hub agreed in Q2, construction to commence May 2015. Fairwater, Llandaff North, Central Library Hub Plans and design features are currently being drawn up.
- The summer reading challenge had been very successful with over 6,400 children signing up to the task, over 1,500 more than last year.
- For the academic year 2013/14 learners through Adult Community Learning achieved a 73% success rate, which is an increase on 2012/13 from 61%.

Member noted that the indicator LCL/004: The number of library materials issued, during the year, per 1,000 population was just below target at a total of 3,758 by quarter 2.

The Committee noted the following risk that had emerged during quarter 2:

- Branch Libraries –some Branch Libraries require immediate essential maintenance. This risk has been rated ‘red’ in terms of inherent risk, and ‘amber’ in terms of residual risk, with the following mitigating actions identified: Alternative temporary provision of a replacement static library had been investigated for the branches that are most at risk.

The Chairperson thanked the Cabinet Member Community Development, Co-operatives & Social Enterprise and Director for the information received. The Committee did not raise any further matters in relation to performance of Library services at this stage.

RESOLVED – That the report be noted

#### 47 : QUARTER 2 PERFORMANCE REPORT – SPORT LEISURE & CULTURE

The Committee received the Quarter 2 Performance report for Sport, Leisure and Culture with information on the operational context; performance data and the management actions that are being taken to address performance issues.

The Chairperson welcomed Councillor Bradbury (Cabinet Member for Community Development, Co-operatives and Social Enterprise), Councillor Derbyshire (Cabinet Member – Environment) and Chris Hespe (Director – Sport, Leisure and Culture) who were present to respond to any matters arising from the report.

The Chairperson invited statements from the Cabinet Members. Councillor Bradbury was pleased with the progress on performance in this areas and identified some of the key challenges in particular achievement of income targets; the market testing and procurement exercises in Arts and Leisure; and the challenges of reducing sickness absence.

The Director drew Members attention to the key data set out in the report including the corporate comparator data between Directorates on

- Complaints and Member inquiries – 65% of Member Enquiries responded to on time
- £1.1m projected savings unachieved at Month 6.
- Levels of sickness absence were relatively high levels with a forecast of 13.59 FTE days lost per person. Above its target of 12.1 FTE days, and the Council wide forecast of 10.16 FTE days.
- 85% completion of PPDR reviews.

Members received details the individual performance of the Sport, Leisure & Culture Directorate, and the following areas were highlighted: -

#### Progress on Challenges Identified Q2 14/15

- Although still a challenge, progress is being made on meeting Leisure Centre income generation targets.

- Achieving planned £300, 000 saving on new operator for arts venues in current financial year remains an issue.
- Receipt of some adverse comments on parks maintenance resulting from financial cutbacks and weather conditions remains, particularly in key parks.
- Capacity of third sector to engage in potential alternative delivery solutions; required timeframe on transformation projects continues to impact on progress

#### Q2 Service Delivery – Budget Position

- The Directorate is currently reporting a projected overspend of £595,000, a reduction of £299,000 compared to the position reported at month four.

#### Q2 Service Delivery – Directorate Delivery Plan

- Events supported include NATO dinner hosted at Cardiff Castle, 'Meet the Forces' event September 7th attracting around 80,000 visitors, UEFA Super cup Final and England v India Cricket.
- Development of High Ropes facility at CIWW under construction and due for completion by November.
- Twenty four placements filled within Directorate programme for apprenticeships, trainee schemes, work experience and volunteers in partnership with stakeholder organisations.
- Green Flag accreditation retained for eight sites; Bute, Victoria and Roath Parks, Thornhill and Cathays Cemeteries, Grange Gardens, Parc Cefn Onn and Cardiff Bay Barrage.

The Committee noted that all 17 Key Performance Indicators were green at Q2 which was an improvement from Q1 where the following Performance Indicator was rated Amber:

The following risks and mitigating actions had been identified in quarter 2:

- Risk - Should timescale for procurement on Leisure Centres and Arts Venues alternative management not be met, savings achievement would be delayed. (Inherent Risk – Red / Residual Risk – Red).  
Mitigating Action - Sound control by project board and team.
- Risk - Facilities Management – lack of definitive position on whether statutory and other routine maintenance has been carried out (Inherent Risk – Red / Residual Risk – Red).  
Mitigating Action - Matters continue to be raised with Facilities Management (FM) - where identified by Directorate, actions progressed by FM where considered necessary by Directorate.
- Risk - Increase in sickness absence levels. (Inherent Risk – Red-Amber / Residual Risk – Amber-Green).  
Mitigating Action – Detailed analysis of reasons and identification of trends in progress to be followed by management action.

The Chairperson thanked the Cabinet Members and Director for the performance information and invited discussion with Members. The Committee had a number of comments: -

- Overall the Committee welcomed the overview of Quarter 2 performance given by the Director, which framed the budget position and performance in the directorate.

- Members were acknowledged the support the directorate had given to a number of successful high profile events in the past few months,
- Members noted that improvements had been made in the number of Member Inquiries responded to on time and a 19% reduction in complaints to the directorate.
- Committee had concerns in relation to the rising levels of sickness absence. The Committee noted the Director's honest assessment on the impact of significant change proposals on staff and morale. The Committee indicated that they would wish to explore this area further at quarter 3 monitoring.
- The Committee was concerned with the lack of information given to Members on in-year mitigating actions taken to respond to financial or service delivery pressures. For example, when there are changes to opening hours, or when a centre is closed early, the Ward Councillors should be informed so that they can pass on information when residents contact them.
- The Committee was concerned about issues with Facilities Management in obtaining a definitive position on whether statutory and routine maintenance had been carried out within various facilities operated by the Council. It was noted that the Sport, Leisure & Culture Directorate is accountable for the maintenance of numerous venues, however it had no control over the maintenance regimes and the prioritisation of works, and this has been highlighted as a risk for the Directorate. Members felt that this matter should be forwarded to Policy Review and Performance Scrutiny Committee to look into as Facility Management fell within its terms of reference.

RESOLVED – That

- (1) the Chairperson on behalf of the Committee write to the Cabinet Member Community Development, Co-operatives & Social Enterprise and Cabinet Member – environment detailing comments and concerns in respect of the Quarter 2 Performance report for Sport, Leisure & Culture;
- (2) further investigation be undertaken of sickness absence performance in the Sport, Leisure & Culture Directorate as part of the Quarter 3 reporting;
- (3) the Chairperson on behalf of the Committee write to the Chairperson of the Policy Review & Performance Scrutiny in relation to his concerns about the Facilities Management maintenance regimes which directly impact on the Sports, Leisure and Culture Directorate

48 : QUARTER 2 PERFORMANCE REPORT – Economic Development

The Committee received the Quarter 2 Performance report for the Economic Development directorate which detailed information on the operational context; performance data; and the management actions that are being taken to address performance issues.

The Chairperson welcomed Neil Hanratty (Director – Economic Development) who was present to respond to any matters arising from the report. Unfortunately the Leader, Councillor Bale was unable to attend because of a prior engagement.

The Director drew Members attention to the key data set out in the report including the corporate comparator data between Directorates on

- Complaints and Member Enquires - 38% of Member Enquiries responded to on time.
- Sickness Absence - a forecast of 3.88 FTE days lost per person, within the target of 6.0 FTE days.
- 98% completion of PPDR reviews.

Members received details the on performance of the Economic Development Directorate, and the following areas were highlighted: -

#### Progress on Challenges Identified Quarter 2 14/15

- City Centre Management – a new internal structure had been implemented. The Welsh Government bid for Business Improvement District funding had been unsuccessful. A Digital Advertising strategy was being progressed through Planning applications.
- Central Square – Master plan phases had been agreed with developer.
- Integrated Transport Hub – Modifications to the bus network had been agreed in principal. A consultation exercise had been completed to seek views from the public regarding the future development of the station. A report on the outcome of the consultation was due to be presented to Cabinet in December for a decision on the way forward.
- Dumballs Road Regeneration Scheme – A business case on options for delivery had been prepared.
- Coal Exchange – Discussions were ongoing with interested groups and with Welsh Government regarding potential feasibility and initial remediation funding. Discussions with private sector ongoing.
- Multi Purpose Arena –work ongoing on preferred site, procurement approach and funding model report to be submitted to Cabinet in the new year.

#### Q2 Service Delivery – Budget Position

- The Directorate was currently reporting a projected overspend of £107,000, a reduction of £15,000 compared to the position reported at Quarter 1.
- A shortfall of £153,000 was currently forecast against the budget savings targets for 2014/15.

#### Q2 Service Delivery – Directorate Delivery Plan

- Super Connected City Programme – Cardiff Internet Exchange was launched on 15th October. Street Wi-Fi had been installed in the core city centre and Cardiff Bay. The installation of Bus Wi-Fi was pending agreement of legal contract.
- ISV – the ice rink is progressing on track.
- Social Innovation Fund – agreed at Cabinet in July. Promotional material produced and Social Innovation Fund Board formed with partners from Cardiff Business Council, Wales Co-operative Centre, C3SC, Charity Bank, Neighbourhood Partnerships & City of Cardiff Council;
- SME funding – Bid to enhance Capital Cardiff Fund had been submitted.

The Committee was advised that 11 of the 12 Key Performance Indicators for this Directorate were rated Green at Quarter 2. With the Indicator on the amount of grant aid and private sector finance attracted by companies assisted by the Council rated Amber. This was as a result of the limited amount of funding available. It was anticipated that quarter 3 would show improvement as the Directorate was currently working with companies. The process could take up to 12 weeks to finalise.

Members were advised of the key risk relating to the transport interchange and with discussions with bus operators on-going to mitigate issues going forward.

The Chairperson thanked the Director of the performance data and invited further discussion and observations from the Committee. A number of matters were raised as follows:

- Members questioned the performance in relation to responding to Member Enquiries, with only 38% of enquiries responded to on time. Whilst the staffing issue was noted it was felt that this matter should have been managed and sought assurances that this matter would be resolved and improvements made by Quarter 3.
- Members explored the Performance Indicator in relation to the amount of grant aid and private sector finance attracted by companies assisted by the Council, which is given an 'amber' rating, and note that the Director believed that it was unlikely the 2014/15 target would be achieved, given the limited amounts of funding available. It was noted that the target had been set at a time when the Council was in a position to give more assistance. Members were of the opinion that this should have been rated 'red' rather than 'amber' as there was an acceptance it will not be achieved.
- The Committee wanted some reassurance that the Performance Indicators in this Directorate met the reporting requirements for this areas performance that they be reviewed and tightened up.

RESOLVED – That the Chairperson on behalf of the Committee write to the Leader with portfolio responsibility for Economic Development raising the Committee's comments and concerns as set out above on the Quarter 2 Performance report for Economic Development.

#### 49 : DATE OF NEXT MEETING

The next meeting is due to be held on 8 January 2015 at 4.30pm in Committee Room 4, County Hall.

Signed \_\_\_\_\_ Date \_\_\_\_\_  
Chairperson