

City Operations Scorecard 2016-2017

Our Performance

Performance Indicator (Total 17)	Result 2015-16	Q1 Position	Q2 Position	Q3 Position	Q4 Position	Target 2016-17	Year End 2016-17	RAG
PLA/004 (a) - The percentage of major planning applications determined during the year within 13 weeks	12%	37.5%	53.8%	33.3%		25%		G
PLA/004 (c) - The percentage of householder planning applications determined during the year within 8 weeks	71.4%	80.8%	80.3%	95.1%		80%		G
THS007 - The percentage of adults aged 60+ who hold a concessionary bus pass	96.5%	92.1%	97%	98%		94%		G
PPN/009 - The percentage of food establishments which are 'broadly compliant' with food hygiene standards	93%	93.5%	93%	92.7%		94%		A
STS/006—The percentage of reported fly tipping incidents cleared within 5 working days	97.91%	97.91%	98.1%	98.5%		90%		G

Delivering our Commitments (cont.)

Priority 4. Working together to transform services

Improvement Objectives	Summary of progress
4.1. Communities and partners are actively involved in the design, delivery and improvement of highly-valued services	<p>Progress:</p> <ul style="list-style-type: none"> New Play Delivery Model has been fully implemented in Llanedeyrn (and is close to going live in Grangetown and Ely) and has commenced throughout other neighbourhoods in Cardiff, working closely with schools and local community groups. School Holiday programme complete – activities provided within local community settings across Cardiff Following approval transition period for leisure, new provider / operator to deliver service with monitoring arrangements starting to be put in place following appointments Neighbourhood Services (NS) is progressing well and has delivered 'blitz' working for 4 months. Neighbourhood Services Enforcement is programmed to commence in January 2017 to enforce Highways Licenses for skips (now enforcing), tables & chairs (March 17), A-frames (March 17) and other structures on the highway (April/May 17). Digitalisation of licensing will follow the enforcement of each element to make the service more effective and efficient – this will be 3 months after the enforcement date. Partnership agreed with Keep Wales Tidy to support the 'Love Where You Live' initiative. Pilot undertaken with the Business Improvement District for higher level cleansing in the City Centre <p>Issues: Long-term issues of performance and culture change in key areas is needed.</p> <p>Mitigating actions: see below</p> <p>Next key steps: Completion of remaining building transfers relating to play. New leisure contract partnership to be fully established. Develop digital support for Neighbourhood Services' frontline teams and processing with Chipside. Work with Organisational Development and ICT on 'Report It' App. Work with the Business Improvement District on income opportunities / city centre improvements. Improve reporting on Neighbourhood Services enforcement performance to demonstrate improvements. Engagement action plan being developed with teams.</p>

Corporate Commitment	Q1	Q2	Q3	Q4
Introduce a new model of provision for play services by April 2017, with a transition provision operable until the new grant commissioning model is in place	G	A/G	A/G	
Establish the future leisure needs of the city and develop options for alternative models for the sustainable delivery of leisure infrastructure and services by June 2016	A/G	G	G	

Delivering our Commitments

Priority 3. Creating more and better paid jobs

Improvement Objectives	Summary of progress
3.2. Cardiff has a high quality city environment that includes attractive public spaces and good supporting transport infrastructure	<p>Progress:</p> <ul style="list-style-type: none"> Major public spaces transport moving forward with new Central Square/ transport interchange Schemes for the A469/A470 have been reprogrammed to be completed in January 2017 The Cardiff Capital Region Transport Authority (CCRTA) has been established in shadow form to co-ordinate transport planning and investment within the region and formally met for the first time in October to outline the actions needed to support the City Deal. It is meeting on a bi-monthly basis. Transport Strategy was approved by Cabinet in October 2016 and the engagement questionnaire was published in December 2016, with feedback sought by February 2017. Cabinet has approved the launch of a 12-week consultation on the Integrated Network Map, which sets out the future cycle network plan The Cardiff Bay Programme/Action plan was prepared and informed by regular steering group meetings across the Directorate; several projects are coming forward including Volvo, Mermaid Quay and Britannia Park Meetings continue along with South East Wales Directors of Environment & Regeneration (SEWDER) and South East Wales Strategic Planning Group (SEWSPG) in order to reach a position of consensus on how it is considered to best move forward in preparing a Regional Plan Major improvements to highway network programmed <p>Issues: We are waiting to learn the form of Metro.</p> <p>Mitigating actions: A financial pressure bid has also been entered for 2017-18 that is equivalent to year 1 funding of the investment strategy.</p> <p>Next key steps: Continue to deliver milestones associated with key commitments to support the Improvement Objective.</p>

Corporate Commitment	Q1	Q2	Q3	Q4
Support Welsh Government and other key stakeholders in the formulation of proposals to develop the Cardiff City Region Metro.	A/G	A/G	R/A	
Approve a new Cardiff City Transport Strategy following public consultation and stakeholder engagement by October 2016	A/G	G	G	
Deliver first phase of the Action Plan for Cardiff Bay by December 2016	G	A/G	G	
Work with neighbouring Local Authorities and other relevant stakeholders to prepare a Strategic Development Plan (SDP) for the Cardiff Capital Region by 2021	A/G	A/G	G	
Establish a strategy for asset maintenance and renewal within the new City Operations directorate by October 2016	A/G	R/A	A/G	
Develop a Cardiff Cycle Strategy, benchmarked against European best practice, by December 2016.	G	A/G	G	

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