COUNCIL, 29 JUNE 2023: WRITTEN QUESTIONS

CHAIR OF THE MEETING OF CABINET (AS TRUSTEE OF MAINDY PARK TRUST) ON 2 MARCH 2023 (COUNCILLOR DAN DE'ATH)

W1 WRITTEN QUESTION FROM COUNTY COUNCILLOR REID-JONES

I note things are moving on with the planned land swap affecting Maindy Velodrome. Could the cabinet member confirm when the Charities Commission will be approached by Maindy Trust for approval?

Reply

The application to the Charity Commission has been made.

CLIMATE CHANGE (COUNCILLOR CARO WILD)

W2 WRITTEN QUESTION FROM COUNTY COUNCILLOR LITTLECHILD

Is Cardiff Council still using diesel generators to charge electric vehicles?

If so, why is this happening and how many vehicles are being charged weekly?

Reply

No, the Council does not routinely use diesel generators to charge electric vehicles. They did have to be used previously to help charge the 12 electric Refuse Collection Vehicles (RCVs) in our fleet whilst efforts were made to resolve a software problem between the electric vehicle chargers and the RCVs. This problem has now been rectified. This problem is not Cardiff-specific and has also affected other local authorities using electric RCVs.

W3 WRITTEN QUESTION FROM COUNTY COUNCILLOR HOPKINS

Several assisted lift addresses in Cyncoed have encountered frequent missed waste collections. Can the council indicate what steps are being taken to avoid this happening in future?

Reply

As I have outlined in my Council Statement this month, following a review of the assisted lift scheme in March/April last year, improvements have been – and continue to be – made, including:

- The appointment of a designated Correspondence Officer to try and resolve repeat complaints, as well as the creation of a dedicated mailbox for escalating complaints;
- Digital changes to in-cab devices so drivers have easily accessible information and are able to confirm collections to be made at each assisted lift property;
- · Improved workforce training on assisted lifts; and
- Increased frequency of supervisor monitoring.

These improvements are being reviewed on a quarterly basis, with further controls being implemented.

At present, there are 136 properties in the Cyncoed ward on the assisted lift collection scheme and, since January 2023, the Council has received 250 reports of missed collections (77 from assisted lift properties and 173 from non-assisted lift properties).

During the same period, 281,814 collections have taken place in the Cyncoed ward as scheduled. Therefore, the missed collection rate is 0.09%.

The service will endeavour to return and remove any missed collections once identified.

W4 WRITTEN QUESTION FROM COUNTY COUNCILLOR TAYLOR

What steps are being taken to tackle persistent litter and fly-tipping issues in the Gabalfa ward?

A cleansing team operates in the Gabalfa ward on a twice weekly basis, along with a small mechanical sweeper once per week. The service also has litter bin, parks and shop front teams undertaking work to supplement the cleansing teams. Cleansing Services is also currently undergoing a restructure to improve services and will be implementing a dedicated service to follow waste collection teams and help improve street scene cleanliness.

With reference to fly-tipping, there is a dedicated enforcement team to tackle fly-tipping in the east of the city. Officers are aware of an increase in deposited waste within lanes and on street corners in the Gabalfa ward. In addition to removing this waste, officers conduct searches of the waste for any related evidence (e.g. names and addresses) in an effort to help tackle such offences using legislation relating to 'household waste duty of care'. Proactive monitoring takes place at 'hot spot' locations in Gabalfa, with signage being placed at locations to deter such activity.

CULTURE, PARKS & EVENTS (COUNCILLOR JENNIFER BURKE)

W5 WRITTEN QUESTION FROM COUNTY COUNCILLOR DAVIES

Will the Cabinet Member confirm the updated timeline for completing the drainage works and park construction at Parc Radur?

Reply

I can confirm that the drainage contractor is scheduled to complete works in mid-September 2023, with practical completion, including sign off, anticipated by the end of September 2023. The preconstruction meeting with our playground contractor has taken place and works are scheduled to commence on 2nd October 2023, following on from the drainage works. Works to install the new playground are likely to span a period of up to 12 weeks, depending on ground and weather conditions.

W6 WRITTEN QUESTION FROM COUNTY COUNCILLOR BROWN-RECKLESS

Please disclose how much ticket revenue St. David's Hall received in the last financial year?

Reply

The total ticketing income in the 2022/23 financial year was £6,318,568; details of which are set out below:

Number of performances	273		
Total tickets sold	216,740		
Gross box office income	£6,318,568		
Net box office income	£5,256,850		
Share of box office income retained by the venue	£1,029,635* *NB. This is not profit and went towards offsetting the annual revenue budget subsidy of £688,700; however, the actual level of financial support from the Council regularly exceeds £1m per annum. In addition, current ticket revenue does not allow for any investment to address both the short-term repairs, the longer-term maintenance backlog, and general modernisation to ensure the continued quality provision consistent with industry standards.		

W7 WRITTEN QUESTION FROM COUNTY COUNCILLOR LITTLECHILD

A) After a recent public meeting about Pentwyn Leisure Centre reopening, points were raised about the lack of community resources like a Hub in the area. Will there be a community room available for meetings to carry out PACT meetings and alike?

- B) What alternative green energy sources have been explored during design to create maximum efficiency?
- C) When will the community have an open consultation with plans available, to discuss the design prior to it being finalised?

- A) The report on Pentwyn Leisure Centre, which was considered by Cabinet on 22nd June 2023, sets out details of the proposed refurbishment works. The existing meeting rooms will need to be used to accommodate a new gym facility on the ground floor. Instead, a space within the Cardiff Rugby demise will be made available to be booked in advance for community meetings when the space is not being used by Cardiff Rugby. The Council is also exploring an opportunity to provide smaller meeting rooms adjacent to the proposed café, and in the area currently used as offices by the operator.
- B) Various carbon reduction measures have been considered as part of the refurbishment programme, with a ground source heat pump and photovoltaic solar panels incorporated into the approved design.
- C) Cabinet has agreed to a community consultation event taking place in July in advance of commencement of the refurbishment works.

W8 WRITTEN QUESTION FROM COUNTY COUNCILLOR ROBSON

What lessons have been learnt from the debacle regarding the Secret Cafe in Bute Park so that other popular small businesses do not find themselves in a similar situation at the hands of Cardiff Council?

Reply

The term of the current agreement with the operator of the Secret Garden Café has come to an end and the Council has to ensure that a robust procurement process is undertaken in line with the Council's Procurement Rules. I'm sure you will appreciate that the Council has to ensure that best value for public money is secured. The Council continually reviews it processes and arrangements for concessions, learning from operational experience, as it has done so in this instance.

W9 WRITTEN QUESTION FROM COUNTY COUNCILLOR HOPKINS

The bollards preventing access by vehicles to the Llanishen and Lisvane reservoirs at the entrance to the lane from Rhydypenau Road were installed in 2004 for good safety reasons and in response to significant anti-social behaviour at the time. Having been renewed recently these measures are now not operating and there have been several occasions over the last few weeks where vehicles and have entered the site at night. When the reservoirs reopen to the public it is not intended that this access point will be open to access by car by the public. To what extent is the council working with Welsh Water to address this problem which is becoming a significant concern?

Reply

The Council's Parks Service is working very closely with Dŵr Cymru Welsh Water's Capital Delivery Team to ensure that the conditions of the planning consent and overall access strategy, which includes the resurfacing of the lane, access control measures and the installation of signage are met. It is anticipated that works on site will be completed by the end of July 2023.

W10 WRITTEN QUESTION FROM COUNTY COUNCILLOR REID-JONES

I would like to start by thanking the Parks Department for mowing and cutting back Heol Y Delyn Field in readiness for Lisvane's Festival Fortnight, they have done a fantastic job which is much appreciated by the Festival Committee. It would be useful if scheduling across our wards such as mowing, tree inspections, road/pavement inspections for the week ahead could be included in the Friday weekly briefing to members (perhaps for the month ahead) so that we can pass this information onto our constituents – Is this possible?

Reply

Thank you for your kind remarks concerning the works undertaken at Heol Y Delyn. I will ensure that they are passed onto to the staff involved.

I have noted your request for advance scheduling information relating to parks and highway works and inspections and understand the importance of keeping local ward members and constituents updated on progress. While the Council is able to provide provisional work programmes, the dynamic nature of the services in question can make the production of detailed programmes of work and the communication of them problematic, leading to failure demand in some instances.

<u>DEPUTY LEADER & EDUCATION</u> (COUNCILLOR SARAH MERRY)

W11 WRITTEN QUESTION FROM COUNTY COUNCILLOR BROWN-RECKLESS

Please can the Council provide additional funding to Creigiau Primary School to close its budget deficit, arising because despite Welsh Government promises that staff pay increases would be fully funded, I am informed the school has not actually received that additional funding, I understand leading to low staff morale and a risk the childrens' education needs will be jeopardised.

Reply

The Council does not hold funds to assist schools to close their individual school deficit budget position. It is the responsibility of the School Governing Body to return a balanced budget to the Local Authority.

You will be aware that, in Cardiff, the Local Authority budget settlement for schools for the 2023/24 financial year distributed an additional £25.052m to schools, which represented an overall uplift of 9.29% on the 2022/23 budget figures. Whilst we don't have the final figures yet, we believe this will compare favourably against many other Welsh Local Authorities.

In relation to Creigiau Primary School, the school delegated budget share from the Council increased from £1.422m in the 2022/23 financial year to £1.53m in the 2023/24 financial year – an increase of £115,000 or 8.08%.

The school has applied to the Council to set a deficit budget for the 2023/24 financial year, which has been agreed, and is working with council officers through a medium-term financial plan to bring the school budget back to a balanced position.

In terms of additional funding from the Welsh Government for the additional costs of the teachers' pay award, I can confirm that, in the last few weeks of the 2022/23 financial year, the Welsh Government made available two additional grant allocations to Local Authorities to distribute to schools to offset the additional costs of the teachers' pay award agreements. These were:

- A Local Authority level allocation of £3.331m as a contribution towards the additional costs of the teachers' pay award between September 2022 and March 2023 for teachers employed in school years up to Year 11. Creigiau Primary School received an individual school share of £18,972.
- A Local Authority level allocation of £2.360m as a contribution towards the additional consolidated costs of the teachers' pay award for the 2023/24 financial year. Creigiau Primary School received an individual school share of £13,440.

I can confirm that the Council has distributed all the additional funding received from the Welsh Government to Cardiff schools.

W12 WRITTEN QUESTION FROM COUNTY COUNCILLOR REID-JONES

Cathays High is undersubscribed for the 2023/24 academic year yet is due to be expanded. I understand the school already has a number of children attending from out of catchment. Any expansion to accommodate more out of catchment children will lead to more unnecessary road use in an area of Cardiff which is already grid-locked not just at rush hour but for most of the day. Could the cabinet member please confirm the new catchment area planned?

Reply

Cathays High School is not undersubscribed for the 2023/24 academic year.

The demand for places at Cathays High school far exceeds the 165 places that were available in each year group when the Council brought forward proposals to expand provision and to replace the school. This has ensured that families have access to local schools and that journeys to school are reduced. The vast majority of pupils enrolled at Cathays High School live within three miles of the school.

Although Cathays High School had offered 230 places on national offer day in March 2023, all 240 places now available were offered in the second round for admission in September 2023.

It should be stressed that 240 is the expanded school number, thus demonstrating the need for expansion compared to the original admission number of 165.

In the current school year, Cathays High School has also admitted a greater number of children into other year groups than any other Cardiff school.

Consultation on changes to English-medium community secondary school catchment areas would be required at the appropriate time in order to provide a suitable balance in the supply and take-up of places. Any changes must take account of permanent changes planned through the Sustainable Communities for Learning investment programme.

HOUSING & COMMUNITIES (COUNCILLOR LYNDA THORNE)

W13 WRITTEN QUESTION FROM COUNTY COUNCILLOR DAVIES

How is the Council acting to move homeless people away from Queen Street into sheltered accommodation?

Reply

The Council's Outreach Team provides advice and support to rough sleepers throughout the city. Part of the team's role is to conduct wellbeing assessments and make person-centred support plans based on individual need. The support plan will also identify suitable accommodation offers tailored to individual need.

To support the Outreach Team, the Council has a Multi-Disciplinary Team, which is made up of a range of professionals from a wide range of organisations so that bespoke support can be offered to rough sleepers. The service offered by this team includes primary health services; mental health services; counselling; substance misuse services; welfare advice, and into work support, to name just a few. The Diversionary Activities Team also works with individuals by providing alternative activities and opportunities, such as education and upskilling, to encourage people away from street-based lifestyles.

The Council's Specialist Housing Service, together with a number of third sector providers, offers a range of supported accommodation to meet the needs of rough sleepers and those presenting in housing need. A range of new supported accommodation options have been developed recently so that we can offer a choice of good quality, self-contained accommodation. This allows for bespoke housing pathways aimed at breaking the cycle of homelessness.

In total, since the start of the Covid-19 pandemic, the Council has opened an additional 396 spaces for single persons to cope with pressures and we are continuing to review accommodation needs with plans to open more move-on accommodation in the coming year. Despite this, pressures on accommodation remain very high and an average of 65 individuals are presenting for emergency accommodation each night.

Rough sleepers will always be a priority for the available accommodation; however, due to their complex needs, many do not wish to engage with the services available or to enter the accommodation offered. Our services will still continue to work with them to meet any support needs they may have and to continuously encourage them to take up the offer of accommodation.

W14 WRITTEN QUESTION FROM COUNTY COUNCILLOR ROBSON

In May the Cabinet decided to "approve in principle that Cardiff Council will develop, operate and administer a scheme, to provide interest free loans for a period of up to 5 years, to private developers in Wales, to undertake fire safety remediation work subject to satisfactory mitigation of any potential finance risk to Cardiff Council". Will the Cabinet member confirm that the loans Cardiff Council will administer relate to developers fixing fire safety and cladding issues within the boundary of Cardiff Council and that the risk of unrecoverable loans relating to work on properties outside Cardiff will be borne by the relevant local authority or Welsh Government?

The loan scheme is intended to operate across Wales for applications by eligible developers. The specific role of the Council was highlighted in the report that was considered by Cabinet on 18th May 2023. The report's recommendations, which were approved by Cabinet, included the requirement for due diligence and satisfactory mitigation of any potential financial risk to the Council of unrecoverable loans to be undertaken as part of the development of the loan scheme and prior to any scheme proceeding.

LEADER (COUNCILLOR HUW THOMAS)

W15 WRITTEN QUESTION FROM COUNTY COUNCILLOR LITTLECHILD

With the recent riots in Ely, what interventions have been put in place by the Council, to reduce the likelihood of any re-occurrence of similar events happening?

Reply

The Council has moved quickly to ensure that the communities of Ely & Caerau are supported in both the immediate and longer term. This has, of course, required a proactive and dynamic response to the riot itself, working closely with schools and local partners to ensure the local community is supported. This has included a strong youth work presence to engage and safeguard young people impacted by the events that took place on 22nd May 2023, including the tragic deaths of two teenagers, Kyrees Sullivan and Harvey Evans.

On 28th June 2023, I chaired a meeting of the Cardiff Public Services Board, which was joined by the Welsh Government Minister for Social Justice, Jane Hutt MS, where we confirmed the arrangements for recovery and our commitment to the development of a Community Plan for Ely & Caerau to understand and respond to the wider issues within the local community, including the impact of austerity and the current cost-of-living crisis.

This work will mobilise quickly, beginning with a period of intensive listening over the summer period, alongside a programme of enhanced youth work and family support. This community conversation will lead to collaborative solution finding, action and change, brought together in the Community Plan, which will be developed with focus over the coming months and published in March 2024.

TRANSPORT & STRATEGIC PLANNING (COUNCILLOR DAN DE'ATH)

W16 WRITTEN QUESTION FROM COUNTY COUNCILLOR DAVIES

What plans does the Council have to rollout bus shelters and electronic boards in Radyr and Morganstown?

Reply

The Council has received grant funding from the Welsh Government for bus stop improvements, which can include provision of new bus shelters. Officers are currently putting together a programme of works, but no decisions on specific new bus shelter locations have been made.

W17 WRITTEN QUESTION FROM COUNTY COUNCILLOR DAVIES

How much Section 106 funds are currently available to Radyr & Morganstown and from which developments do they originate?

<u>Reply</u>

The following Section 106 funds are currently available for transport related schemes within the Radyr & Morganstown ward:

Application Location	Scheme Detail	Current Balance (29/06/23)	Planning Application Reference
Land north & south of Llantrisant Road	Towards cycle parking at Radyr train station	£4,775.64	14/02157/MJR
Land north & south of Llantrisant Road	Highway improvements	£54,679.04	14/02157/MJR
Land north & south of Llantrisant Road	Bus contribution obligation	£382,488.65	14/02157/MJR

Total = £441.943.33

W18 WRITTEN QUESTION FROM COUNTY COUNCILLOR DAVIES

What action will the Council take against the Welsh Government should the decision to call-in plans for a Cardiff parkway rail station lead to the project's end?

Reply

Whilst the Council is supportive of the proposed development of a new Cardiff Parkway rail station in the east of the city, it is neither the landowner nor the developer of the new station and, therefore, it would not be for the Council to consider any subsequent action should the Welsh Government's call-in of the associated planning application result in the current proposals being rejected.

W19 WRITTEN QUESTION FROM COUNTY COUNCILLOR WOOD

What powers do the council have to ensure the duration of, and disruption due to, road works undertaken by utilities or developers are kept to a minimum?

Reply

Any works undertaken on the highway are inspected and managed in accordance with the New Roads and Street Works Act 1991. Utility companies have a statutory right of access to work on their asset, which is within the highway.

In advance of undertaking the works, utility companies are required to submit street works notices, confirming the duration of the works, to the Council for inclusion in the Street Works Register, which is maintained and managed by the Council. If they breach the permitted duration period, we impose Section 74 overrun charges on the utility company, which vary from £100 to £2,500 a day. This charge is categorised by the type of road where the roadworks are taking place.

Developers apply to be on the highway via a Section 50 License and, again, we can impose the same Section 74 overrun charges to the contractor for overstaying the permitted period on the highway.

W20 WRITTEN QUESTION FROM COUNTY COUNCILLOR WOOD

When road or pavement repairs/improvements are inspected, does the council check that the surface will allow water to drain efficiently and not cause water pooling?

Reply

All road and footway/pavement reconstruction works undertaken by the Highway Assets Team are inspected post-works to ensure that no defects are present, including surface ponding.

The application of micro-surfacing is designed to seal the existing surface, improve the surface profile and restore skid resistance. This can result in small areas of surface ponding on some surfaces; however, these areas wouldn't be deemed as a safety hazard and would be acceptable as part of this treatment.

Inlay patching works are undertaken on the road network to deal with localised areas that are starting to deteriorate. If the road has an uneven profile, the patching may cause small areas of surface ponding; again, these areas wouldn't be regarded as a safety issue.

W21 WRITTEN QUESTION FROM COUNTY COUNCILLOR WOOD

What can the council do to help protect vulnerable pedestrians, often elderly, on shared use pavements and footways who do not feel safe due to close passing and/or fast cyclists?

The transition of the UK's transport infrastructure to sustainable and active based arrangements will take time, as will the behavioural changes required to ensure that all users adhere to the rules. Shared use arrangements are only applied where space is limited, and a segregated cycleway is not possible.

The Council is committed to working with all users to promote the safe design and use of these facilities, and will continue to use marketing and communication campaigns to help reinforce the 'share with care' message in Cardiff. Figures published by Cycling UK also show that over 90% of both pedestrian fatalities and serious injuries on pavements or verges in the UK between 2012 and 2020 were as a result of collisions with motor vehicles, rather than bicycles.

W22 WRITTEN QUESTION FROM COUNTY COUNCILLOR WOOD

Will the council consider reviewing the location of the Gabalfa Clinic bus stop on North Road? The stop is currently located on a narrow walled in section of shared use pavement causing congestion between pedestrians, cyclists and those waiting for a bus. During wet weather, water pooling on the road leads to significant splashing from passing cars combined with a lack of shelter for waiting passengers.

Reply

The location of this bus stop will be reviewed. The Council is aware of the conflicts at the current location and will seek to resolve them.

W23 WRITTEN QUESTION FROM COUNTY COUNCILLOR WOOD

When does the council expect to bring forward new proposals to improve parking for residents and traders on Whitchurch Road?

<u>Reply</u>

Following the recent implementation of Cycleway 1.2 on Allensbank Road and the parking controls to the east of Whitchurch Road (Zone C4), officers will be undertaking a review of the parking scheme during autumn 2023. The review will ascertain the success of the scheme and any amendments required to improve its operation.

Any further changes to the parking regime along, or abutting, Whitchurch Road would be subject to the outcome of the review and linked to an expansion of the parking zone to the west of (and incorporating) Whitchurch Road. The parking scheme expansion would be subject to the usual budgetary, consultation and statutory Traffic Regulation Order (TRO) processes. It is anticipated that informal consultation would take place during 2024; however, it is unlikely that any potential changes would be realised on-street before autumn 2025.

W24 WRITTEN QUESTION FROM COUNTY COUNCILLOR ROBSON

Will the Cabinet Member confirm when the Pantbach Road railway bridge was last inspected and were there any identified defects?

Reply

I can confirm that a principal inspection of the bridge was carried out in September 2022 by external consultants. No significant defects were identified.

The inspection report recommended the painting of structural steel components, along with minor repairs, to preserve the longevity of the bridge, which will be considered as part of the Council's future capital programme.

In addition, an assessment has been carried out, which concluded that the bridge has capacity for 40 tonne vehicle loading.

The next inspection of the bridge will be a general inspection that is due to take place in 2024, which will be a visual inspection.

The next principal inspection will be due in 2028.

W25 WRITTEN QUESTION FROM COUNTY COUNCILLOR HOPKINS

With the Welsh Government recently announcing the figure of only £20 million as a successor to the bus emergency scheme, what impact does the administration believe this will have on bus services in Cardiff?

Will they be enhanced, maintained or reduced?

The Council and bus operators are working together to minimise the effects for bus users. Most services will be retained through the Bus Transition Fund during the current financial year; however, there may be some frequency reductions and shorter operating hours. It is not possible to be specific at this time about the precise impacts on services as bus operators are still considering their options; however, as soon as the funding and details of bus service provision in the city are confirmed, then this information will be communicated to councillors. The Welsh Government will also be working with local partners to grow services and encourage people to get back on the bus.

W26 WRITTEN QUESTION FROM COUNTY COUNCILLOR HOPKINS

The road surfaces in Dan Yr Heol, Cyncoed Rise and Cyncoed Place have been constructed using concrete. The road surfaces have deteriorated and cracked significantly over time. They are now very uneven and pose a safety concern to both vehicles and pedestrians. Can the council indicate what priority is being given to repairing these roads and replacing the concrete with tarmac during the current financial year?

Reply

Concrete carriageways present highway engineers with challenges when considering the appropriate maintenance treatment. It is not financially viable to remove an entire concrete carriageway and replace it with tarmac. More often than not, localised areas of treatment may be required to treat a road.

The roads in Cyncoed that you have highlighted will be assessed to determine their current condition, and any actionable defects that are recorded will be repaired within the specified timescale.

W27 WRITTEN QUESTION FROM COUNTY COUNCILLOR HOPKINS

Can the council indicate what materials/substances are used to control roadside weeds across the city?

The Council's contractor uses a product called Monsanto Amenity Glyphosate. The active ingredient within the product which controls weed growth is Glyphosate. This product is approved for use to control weed growth on hard surfaces within the public realm and is fully licensed by the Chemicals Regulation Division of the UK Health and Safety Executive as safe to use.

As you will also be aware from previous reports to the Environmental Scrutiny Committee and Cabinet in January 2023, an independent scientific report, which assessed three different types of weed treatments to manage plant growth on Cardiff's highways and pavements, concluded that glyphosate is "the most effective and sustainable weed control method currently available". Glyphosate was found to have a smaller overall environmental footprint than the other two alternative treatments used in the trial. It was also the least expensive product tested and ranked highest for customer satisfaction.

W28 WRITTEN QUESTION FROM COUNTY COUNCILLOR REID-JONES

Could the residents of Lisvane please have an update on when the 86 bus service is due to cease?

Reply

Following the announcement made earlier this month by the Welsh Government about the Bus Transition Fund that is being made available for the remainder of the 2023/24 financial year, which will replace the existing Bus Emergency Scheme (BES) when it comes to an end on 24th July 2023, the Council has been reviewing the commercial and supported bus network funding requirements with local bus operators, including Adventure Travel which operates the number 86 bus service between the City Centre and Thornhill.

Details of the funding requirements have been submitted to Monmouthshire County Council, as the South East Wales Region Lead Authority for these bus funding payments, and we are awaiting confirmation that Cardiff's submission has been agreed. As soon as this is received, the Council will then be able to confirm that the number 86 bus service will continue until 31st March 2024.

W29 WRITTEN QUESTION FROM COUNTY COUNCILLOR REID-JONES

Age Cymru have been in touch highlighting the issues facing residents when applying for or renewing their blue badge. In this technological world many things have moved online. Age Cymru have found a significant number older residents either do not have online access or do not feel confident trusting the technology and would prefer face to face or telephone support. People don't have to use online technologies to apply for the blue badge parking scheme, I have learned during my time as a councillor that Cardiff Council have lots of alternatives in place and a great team dealing with applications, however, these are not well publicized. Could the cabinet member please advise what work is being undertaken to ensure application support is publicized in places such as local hubs, GP surgeries, hospital outpatients, places of worship, 3rd sector providers/groups, and supermarkets?

Reply

If a resident is unable to access the Internet and contacts C2C (Connect to Cardiff) by telephone about applying for a blue badge, they will be provided with information about the different ways in which they can apply for one.

For those who are supporting a disabled person with an application, this information is also outlined on the Council's website. An application for a blue badge can be completed by the disabled person or someone acting on their behalf.

I am pleased to also confirm that staff in our Hubs are trained to assist in the completion of blue badge applications, be it a paper copy or if the customer is using a Hub computer or personal device, and assistance is available to all, regardless of age or disability. The blue badge service is listed among the drop-down list of services provided in the Hub search facility on the Hubs website (https://cardiffhubs.co.uk/hubs/).

W30 WRITTEN QUESTION FROM COUNTY COUNCILLOR TAYLOR

What steps is the council taking to ensure adequate alternative to online services for residents to process blue badge applications, parking permits, and other services?

The Civil Parking Enforcement Team has ensured that alternatives remain in place for all digital services. For example, applicants applying for a blue badge or parking permit can do so in writing or over the phone as an alternative to submitting an online application. Furthermore, facilities are provided in the Council's Hubs for those residents who wish to utilise digital services, but who may not have Internet access to enable them to do so, or who need support to be able to submit an application.

W31 WRITTEN QUESTION FROM COUNTY COUNCILLOR TAYLOR

Will the council publish an indicative timescale for consulting on parking proposals for roads West of Whitchurch Road?

Reply

Following the recent implementation of Cycleway 1.2 on Allensbank Road and the parking controls to the east of Whitchurch Road (Zone C4), officers will be undertaking a review of the parking scheme during autumn 2023. The review will ascertain the success of the scheme and any amendments required to improve its operation.

Any increase in parking provision in the area to the west of Whitchurch Road would be subject to the usual budgetary, consultation and statutory Traffic Regulation Order (TRO) processes. It is anticipated that informal consultation would take place during 2024; however, it is unlikely that any potential changes would be realised on-street before autumn 2025.

W32 WRITTEN QUESTION FROM COUNTY COUNCILLOR TAYLOR

A number of residents in the C4 parking zone in Gabalfa have been incorrectly ticketed, despite having valid permits. What steps are being taken to support traffic wardens to ensure they have the time and resources to undertake effective enforcement, particularly where new arrangements are introduced?

A recent software update by one of our suppliers removed a function on the handheld devices of the Civil Enforcement Officers, which resulted in some instances of Penalty Charge Notices (PCNs) being issued despite there being a valid digital permit in place. This issue has recently been resolved; however, if any resident believes that they have been issued a PCN in error, they are encouraged to submit a challenge at the earliest opportunity via the process outlined on the PCN.