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Contact:/Cysylltwch â: Democratic Services



**THIS IS A MEETING WHICH THE PUBLIC ARE ENTITLED TO ATTEND**

29th September 2021

Dear Sir/Madam

**COMMUNITY SERVICES SCRUTINY COMMITTEE**

A meeting of the Community Services Scrutiny Committee will be held as a Hybrid Meeting: Via MS Teams/Abraham Derby Room at the General Offices, Ebbw Vale - if you would like to attend please contact committee.services@blaenau-gwent.gov.uk on Monday, 4th October, 2021 at 10.00 am.

***Please note that a pre and post meeting will be held 30 minutes prior to the start and following the conclusion of the meeting for members of the committee.***

Yours faithfully

Michelle Morris  
Managing Director

**AGENDA**

**Pages**

**1. SIMULTANEOUS TRANSLATION**

You are welcome to use Welsh at the meeting, a

We welcome correspondence in the medium of Welsh or English. / Croesawn ohebiaith trwy gyfrwng y Gymraeg neu'r Saesneg.

minimum notice period of 3 working days is required should you wish to do so. A simultaneous translation will be provided if requested.

2. **APOLOGIES**

To receive.

3. **DECLARATIONS OF INTEREST AND DISPENSATIONS**

To receive.

4. **COMMUNITY SERVICES SCRUTINY COMMITTEE** 5 - 14

To receive the minutes of the Community Services Scrutiny Committee held on 19<sup>th</sup> July, 2021.

(Please note the minutes are submitted for accuracy points only).

5. **ACTION SHEET - 19TH JULY 2021** 15 - 18

To receive the Action Sheet.

6. **AUDIT WALES: REVIEW OF PEOPLE, PERFORMANCE AND FINANCIAL RESILIENCE IN COMMUNITY SERVICES** 19 - 46

To consider the report of the Head of Community Services.

7. **WASTE AND RECYCLING PERFORMANCE 2020-21** 47 - 80

To consider the report of the Service Manager Neighbourhood Services.

8. **COMMUNITY SERVICES PERFORMANCE REPORT 2020/21** 81 - 110

To consider the report of the Head of Community Services.

9. **SECTION 19 FLOOD INVESTIGATION REPORT, LLANHILLETH** 111 - 144

To consider the report of the Head of Community Services.

**10. FORWARD WORK PROGRAMME: 15TH NOVEMBER 2021 145 - 148**

To consider the report.

**EXEMPT ITEM(S)**

To receive and consider the following report(s) which in the opinion of the Proper Officer is/are an exempt item(s) taking to account consideration of the public interest test and that the press and public should be excluded from the meeting (the reason for the decision for the exemption is available on a schedule maintained by the Proper Officer).

**11. SILENT VALLEY WASTE SERVICES LTD PERFORMANCE REPORT 149 - 168**

To consider the report of the Service Manager Neighbourhood Services.

To: Councillor M. Moore (Chair)  
Councillor C. Meredith (Vice-Chair)  
Councillor P. Baldwin  
Councillor M. Cook  
Councillor M. Cross  
Councillor M. Day  
Councillor P. Edwards  
Councillor S. Healy  
Councillor W. Hodgins  
Councillor J. Holt  
Councillor J. C. Morgan  
Councillor L. Parsons  
Councillor T. Sharrem  
Councillor B. Summers  
Councillor L. Winnett

All other Members (for information)  
Manager Director  
Chief Officers

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**COUNTY BOROUGH OF BLAENAU GWENT**

**REPORT TO: THE CHAIR AND MEMBERS OF THE  
COMMUNITY SERVICES SCRUTINY COMMITTEE**

**SUBJECT: COMMUNITY SERVICES SCRUTINY COMMITTEE –  
19<sup>TH</sup> JULY, 2021**

**REPORT OF: DEMOCRATIC & COMMITTEE SUPPORT OFFICER**

**PRESENT: COUNCILLOR M. MOORE (CHAIR)**

Councillors C. Meredith  
P. Baldwin  
M. Cook  
M. Day  
P. Edwards  
S. Healy  
W. Hodgins  
J. Holt  
J.C. Morgan  
L. Parsons  
T. Sharrem  
B. Summers  
L. Winnett

**WITH:** Head of Community Services  
Service Manager Neighbourhood Services  
Team Manager Street Scene  
Senior Engineer Land Drainage  
Estates Manager  
Scrutiny & Democratic Officer/Advisor

<b><u>ITEM</u></b>	<b><u>SUBJECT</u></b>	<b><u>ACTION</u></b>
<b>No. 1</b>	<b><u>SIMULTANEOUS TRANSLATION</u></b>  It was noted that no requests had been received for the simultaneous translation service.	
<b>No. 2</b>	<b><u>APOLOGIES</u></b>	

	No apologies for absence were reported.	
<b>No. 3</b>	<b><u>DECLARATIONS OF INTEREST AND DISPENSATIONS</u></b>  No declarations of interest or dispensations were reported.	
<b>No. 4</b>	<b><u>COMMUNITY SERVICES SCRUTINY COMMITTEE</u></b>  The minutes of the Community Services Scrutiny Committee held on 7 <sup>th</sup> June, 2021 were submitted.  The Committee AGREED that the minutes be accepted as a true record of proceedings.	
<b>No. 5</b>	<b><u>ACTION SHEET – 7<sup>TH</sup> APRIL, 2021</u></b>  The action sheet arising from the Community Services Scrutiny Committee held on the 7 <sup>th</sup> April, 2021 was submitted.  <i><u>Highway Capital Works Programme 2021-22</u></i>  The Head of Community Services reported that the Members Briefing Session had been arranged for 29 <sup>th</sup> July, 2021 at 2.00 p.m.  The Committee AGREED, subject to the foregoing, that the action sheet be noted.	
<b>-----</b>	<b><u>CHANGE OF AGENDA ORDER</u></b>  It was agreed that Item No. 9 would be considered next on the agenda.	
<b>No. 9</b>	<b><u>FORWARD WORK PROGRAMME 4<sup>TH</sup> OCTOBER, 2021</u></b>  Consideration was given Forward Work Programme for the meeting scheduled for the 4 <sup>th</sup> October, 2021.  A Member requested that a report on Safe Routes to School be brought to Committee as soon as possible, to include the Flexi Bus.	

	<p>A brief discussion ensued when the Head of Community Services explained that the scope of Safe Routes to School had been widened and was now 'Safe Routes to Communities' and a report on the criteria for bids would be brought to the Committee.</p> <p>Another Member suggested that the winter maintenance policy be reviewed in light of new housing developments within the Borough.</p> <p>The Service Manager Neighbourhood Services confirmed that the major new housing developments currently under construction were already on the winter maintenance schedule. However, the schedule would be reviewed to take into account any future new developments.</p> <p>In response to a further question the Officer confirmed that there was provision for salt bins for any properties not on the main gritting route, and the criteria for those would be considered for new developments when they become occupied.</p> <p>The Committee AGREED, subject to the foregoing, that the Forward Work Programme be agreed.</p>	
<p><b>No. 6</b></p>	<p><b><u>FLOOD RISK MANAGEMENT PLAN (2016-2022)</u></b></p> <p>Consideration was given to report of the Head of Community Services/Team Leader Natural Environment.</p> <p>The Senior Engineer Land Drainage presented the report which updated Members on progress in delivery of the Blaenau Gwent Flood Management Plan of 2016-22. Appendix 2 highlighted progress made since the Plan was adopted in December 2015, and progress made since the last annual review in 2020.</p> <p>The Officer went through the report and highlighted points contained therein.</p> <p>A Member referred to section 2.2 of the report and asked what work was being done with other parties to establish responsibility for drainage.</p>	

The Officer confirmed that the Council worked with other parties including Welsh Water and Tai Calon. However, it was sometimes difficult to identify responsibility, particularly when Tai Calon properties had been sold.

Another Member asked whether there was a rolling programme in place to clean drains in order to prevent flash flooding.

The Team Manager Street Scene confirmed that funding had been received from Welsh Government last year to undertake additional gully cleaning operations across the highway infrastructure. There was a schedule in place and some gullies were inspected every 2 weeks, and others every 6 weeks.

A Member asked whether there were systems in place to check and maintain culverts on private land, or whether land owners were responsible for maintenance etc.

The Senior Engineer confirmed that the Council undertook extensive CCTV investigations of culverts which accounted for a large proportion of grant funding. In terms of land in private ownership, the general rule was that the land owners would be responsible for any water courses running through their land.

The Member asked whether private landowners would be liable for any damage caused as a result of culverts not being maintained.

The Officer said each case would be judged on its own merits, however, he was not aware of any cases where the Council had recharged residents for any works undertaken as a result of flooding. The Council's main focus was to resolve the problem and undertake any works that were needed. These were funded from within the existing budget or grant funded.

Members took the opportunity to thank the Team for their work in dealing with a number of flooding incidents during the past year.



A Member said many of the culverts within the Borough were extremely old and at risk particularly with the increased number of storms in recent years, and said the Council should consider establishing a fund to respond to emergency flooding situations.

He also referred to the flooding in Skewen caused by old mine workings, and asked whether the Council was working with the Coal Authority to ascertain the condition of old mine workings in the Borough.

In response the Officer said the Council worked well with the Coal Authority, however, there was a date when they would cease to be responsible for old mines. Also due to the legislation in place they were limited in what action could be taken. In terms of setting up a fund to undertake emergency works, the Officer explained that if the Council paid for works upfront, Welsh Government would not allow us to claim back monies.

The Member said flooding would become more frequent, and there was money available in reserves which could be set aside to undertake emergency works, similar to the winter maintenance budget.

A Member referred to section 2.7 and asked when Members could expect the Section 19 Flood Investigation Report.

In response the Officer said it was in the process of being finalised and would either be submitted to the next meeting of the Committee, or subject to a special meeting.

The Member then referred to section 4.10 and the Council's arrangement with Caerphilly in relation SuDS, and asked whether this was arrangement would be reviewed.

The Head of Community Services confirmed that the arrangement was up for review so it would not be appropriate to discuss any details. He reported that the WLGA were also looking at SuDS as the new guidelines were onerous with additional costs. However, he pointed out that all parties would have to move forward with SuDS as it was a major part of climate control and flood management.

	<p>The Committee AGREED to recommend that the report be accepted and noted progress made over the previous 12 months (Option 1).</p>	
<p><b>No. 7</b></p>	<p><b><u>POSITION REPORT – STRAYING ANIMALS</u></b></p> <p>Consideration was given to report of the Corporate Director Regeneration &amp; Community Services / Services Manager Neighbourhood Services.</p> <p>The Service Manager Neighbourhood Services presented the report which provided an overview on the issue of straying animals within the County Borough. The report outlined the scale of the issue, including identifying geographical locations where the problem was often reported and set out an Action Plan to resolve incidents. The report was a multi-departmental report and the Action Plan clearly sets out those responsible for each action.</p> <p>A Member expressed concern that the survey of land and work to identify responsibility of fencing had still not been completed. He said gates being left open and damaged fencing was not the fault of the farmers, but ultimately they were responsible for checking their animals and rounding them up when they stray.</p> <p>The Officer said part of the Action Plan was to develop a fully up-to-date list of farmers to be contacted when issues of straying animals are reported. He pointed out that the majority of farmers responded very quickly, but there were a small number that took longer, particularly those undertaking additional jobs. Work moving forward was about building relationships with farmers to see what we can do to support them, and also working with the Police to ensure that animals are moved on quickly.</p> <p>A Member referred to section 2.5 and asked when the Council last inspected its fence lines. Whilst she welcomed the Action Plan she said it was very similar to the work undertaken previously by the Straying Animals Forum. She also expressed concern regarding the time taken for the Council to respond to issues of damaged fencing.</p>	

In response the Estates Manager said the Council was a significant landowner and did not have the resources available to undertake regular inspections of its boundaries. It was undertaken on a reactive basis when reports of damaged fencing was received.

In relation to the response times the Officer said there was a number of factors slowing up the process. There was currently only one Terrier Deeds Officer available to identify land ownership. Officers also found it difficult to identifying the exact location of damaged fencing, and she suggested that it may be beneficial moving forward for Members to meet Officers on site to pinpoint where repairs were needed. Also the Council currently only had one fencing contractor, as there seemed to be a lack of appetite for this type of work, and there were also delays with the supply of materials.

She said part of Action Plan was to identify 'hot spot' areas on a plan, and identify responsibility for maintaining those areas. A procurement exercise for additional fencing contractors was also intended.

A Member referred to the legislation requiring private landowners to maintain fence lines adjacent to common land, and asked who was responsible for enforcing that legislation.

The Estates Manager confirmed that identifying responsibility for fence lines on common land would be prioritised within the Action Plan. However, she explained that some landowners may not be registered, and also the deeds may not indicate responsibility for boundaries, and she was unaware whether any action could be taken in this instance.

A brief discussion ensued when a Member expressed concern that there had not been a meeting with the farmers for 2 years. He said the last meeting was productive and it was agreed to meet with farmers in specific areas, and he expressed concern that this had not been progressed.

The Team Manager Street Scene said it was intended to hold local meetings to discuss 'hot spot' areas, however, the

Covid pandemic meant that those meetings were put on hold. However, he confirmed that the Executive Member was keen to progress those meetings and they would form part of the Action Plan moving forward.

A Member said money should be identified to address the issue of straying animals. He also suggested that the Council seek agreement with local farmers to impound sheep on the Council's behalf.

In response the Service Manager Neighbourhood Services said this had been considered previously with Powys CC, however, some farmers were reluctant due to the specific time needed to hold an animal.

A Member referred to the Local Authority comparison on page 53 of the report and pointed out that all LA's in the region were experiencing the same problems, and said a collaborative approach across the South East Wales Region be should be considered.

A further discussion ensued when a Member said the Council should consider reinstating the impounding service.

The Officer said the Council decided to cease the impounding service in 2014/15. Should the Council decide to reinstate the service a new facility would need to be sourced.

A Member said many Members felt that reinstatement of the impounding service was needed, and it would be beneficial to compare the current ongoing costs against those needed to bring the service back in-house. She said the Council had a significant amount of land in its ownership that could be used for that purpose.

The Officer said the report was not suggesting reinstatement of the impounding service, it was highlighting what it would cost. He understood the point being made by the Member, but stressed that a lot of work would be needed in terms of the practicalities and legislation to reinstate that service. However, he confirmed that costs could form part of the Action Plan.

	<p>In response to a question raised by a Member regarding the Gwent Wide Operations in relation to off-road motorcycles, the Team Manager Street Scene confirmed that the Police would be undertaking operations in the coming weeks, and meetings of the Working Group would be held every 3 months. He also confirmed that discussions were also ongoing regarding potential funding via the Active Travel initiative for the provision of stock-proof gates on active travel routes.</p> <p>The Committee AGREED to recommend that the report be accepted and made recommendations for changes to the approach / Action Plan set out in the report. (Option 2)</p>	
<p><b>No. 8</b></p>	<p><b><u>ADDITIONAL HIGHWAYS MAINTENANCE WORKS – 2021-2022</u></b></p> <p>Consideration was given to report of the Head of Community Services / Team Manager Street Scene.</p> <p>The Team Manager Street Scene presented the report which provided options for proposed additional works to deal with highways routine maintenance issues, such as potholes and patching works in the current financial year 2021/22.</p> <p>In response to a question raised by a Member, the Officer reported that in the coming weeks it was intended to meet with Ward Members to identify works within their wards.</p> <p>A Member asked whether the matrix works could be added to the existing contract, and the Officer undertook to report back on this matter.</p> <p>Members welcomed the report and looked forward to the ward meetings.</p> <p>The Committee AGREED to recommend that the report be accepted and identify necessary works across all 16 wards and tender to a private contractor; and undertake a tendering exercise to acquire a cost of highways patching works per sq. metre, targeting around 400 sq. metres of highways repairs per ward covering residential roads in all 16 wards. (Option 2).</p>	

<p><b>No. 10</b></p>	<p><b><u>CENTRE OF OPERATIONS - PROJECT UPDATE AND OUTLINE BUSINESS CASE</u></b></p> <p>Having regard to the views expressed by the Proper Officer regarding the public interest test, that on balance the public interest in maintaining the exemption outweighed the public interest in disclosing the information and that the report should be exempt.</p> <p>RESOLVED that the public be excluded whilst this item of business is transacted as it is likely there would be a disclosure of exempt information as defined in Paragraph 14, Part 1, Schedule 12A of the Local Government Act, 1972 (as amended).</p> <p>Consideration was given to report of the Head of Community Services / Team Manager Street Scene.</p> <p>The Team Manager Street Scene presented the report which provided an update on the development of a new Centre of Operations, and presented the Outline Business Case (OBC) for the new facilities.</p> <p>A discussion ensued when the Officer clarified points raised by Members.</p> <p>The Committee AGREED to recommend that the report which contained information relating to the financial/business affairs of persons other than the Authority be accepted and that Members:</p> <ul style="list-style-type: none"> <li>• Acknowledge the progress currently been made on this key strategic project to date,</li> <li>• Support the Outline Business Case (OBC) attached at appendix 1, subject to capital resources being identified and funding applications being put forward to external funding bodies, such as Welsh Government, to secure the funding for the project; and</li> <li>• To progress to final business case stage for consideration.</li> </ul>	
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**Blaenau Gwent County Borough Council**

**Action Sheet**

**Community Services Scrutiny Committee – 19<sup>th</sup> July 2021**

Item	Action to be Taken	By Whom	Action Taken
7	<p><b><u>Position Report – Straying Animals</u></b></p> <p>Members requested information on the cost of the SLA with Powys County Council and what is included in the service that is provided.</p>	Matthew Stent	<p>The cost of the service is £20k.</p> <p>A service summary as available at <a href="http://blaenau-gwent.gov.uk">Blaenau Gwent CBC: Animal Welfare (blaenau-gwent.gov.uk)</a> – reproduced in the attached document.</p>

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# Animal Welfare

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Blaenau Gwent Council has statutory powers to undertake animal health and welfare duties within the area, contained in the Animal Health Act 1981 and 2002, the Agriculture (Miscellaneous Provisions) Act 1968, European Communities Act 1972 and the Animal Welfare Act 2006, together with associated legislation.

As part of a collaborative working arrangement a number of the animal health functions are delivered by officers within the Animal Health Team at Powys County Council on our behalf.

The functions undertaken by Powys within the Blaenau Gwent include the following:

- Programmed Animal Health and Welfare premises inspections on agricultural holdings, \*licensed or licensable animal establishment premises and any resulting enforcement work as may necessary
- Responding to all complaints/enquiries relating to Animal Health and Welfare issues relating to agricultural holdings, \*licensed or licensable animal establishment premises
- Undertake all animal licensing functions (e.g. pet shop licensing, dog breeding establishment licences, etc.)
- All data entry, record keeping and reporting that is required of Blaenau Gwent Council for Animal Health and Welfare for the areas listed above
- Leading in the investigation of all notifiable diseases for Animal Health

Animal Health Officers endeavour to comply with our duties to contribute towards a safe, healthy and fair environment and to monitor and influence the treatment of animals, enforcing applicable standards where appropriate.

If you have an animal welfare complaint that relates to companion animals and or horses then the matter should be reported to the RSPCA on 0300 1234 999 or another suitable animal welfare organisation/charity.

## Contact Information

For further information regarding any of the above or non-urgent enquiries please contact Powys County Council at [trading.standards@powys.gov.uk](mailto:trading.standards@powys.gov.uk) or alternatively please ring 01874 624704.

For any urgent enquiries or notifications of disease for Animal Health please ring Powys County Council Emergency Line on 0845 6027030. (Calls to this number cost 5p per minute plus your telephone company's Access Charge).

\*Namely, premises that either hold or should hold one of the following animal licences:-

- Pet Shop
- Dog Breeder
- Animal Home Boarder
- Animal Boarding Establishment (i.e. Cattery or Kennels)
- Horse Riding Establishment
- Dangerous Wild Animals
- Zoo

# Agenda Item 6

Executive Committee and Council only

Date signed off by the Monitoring Officer: N/A

Date signed off by the Section 151 Officer: N/A

Committee: **Community Services Scrutiny Committee**  
Date of meeting: **4<sup>th</sup> October 2020**  
Report Subject: **Audit Wales: Review of People, Performance and Financial Resilience in Community Services**  
Portfolio Holder: **Cllr J Wilkins, Executive Member Environment**  
Report Submitted by: **Clive Rogers, Head of Community Services**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
7 Sept 21	9 Sep 21	23.09.21	02.11.21		4 Oct 21			

## 1. Purpose of the Report

- 1.1 The purpose of the report is to present the Audit Wales (AW) Report, 'Review of People, Performance and Financial Resilience in Community Services' (Appendix 1) to the Community Services Scrutiny Committee.

This report also includes the Community Services action plan in response to AW Proposals for Improvement.

## 2. Scope and Background

- 2.1 AW published their report 'Review of People, Performance and Financial Resilience in Community Services' in July 2021 following workshops and interviews of staff that took place early 2021.
- 2.2 AW undertook this review because their work had previously identified risks in the Council's financial management culture and its impact on the Council's ongoing resilience, in areas such as financial, people and performance management.
- 2.3 In agreement with the Council, AW selected Community Services as a tracer to explore the Council's resilience and its arrangements to support and drive sustainable improvement.
- 2.4 This review also provided AW with the opportunity to follow up on their 2017 'Review of Waste Services'.

This review undertaken at this time reported that whilst the Council was committed to improving its waste and recycling performance a long term well thought through business plan and engagement with users was needed to deliver the service effectively, improve performance and avoid potential financial penalties.

## **Key findings of the Audit Wales July 21 report**

- 2.5 Waste Services has achieved substantial progress over the period since 2015 through sound strategic planning supported by the adoption of a learning culture to manage change effectively.
- 2.6 The Council is developing a new corporate workforce strategy and although Community Services understands its key workforce issues and is taking steps to address them, there is scope for closer collaboration with HR to improve workforce planning and resilience
- 2.7 Waste and recycling performance has improved significantly but the use of performance data is inconsistent across Community Services and some performance reports lack sufficient detail
- 2.8 Robust corporate budget monitoring arrangements have helped manage Community Services' overspends but the scope and focus of financial planning is overly short-term

## **Community Services Resilience – People & Finances**

- 2.9 Attracting, retaining and managing an ageing workforce are key elements in managing resilience across the spectrum of activities undertaken by Community Services.
- 2.10 Neighbourhood Services adopted a new way of classifying frontline workforce with the introduction of the Integrated Workforce operative back in 2018. This consolidated all frontline Services into a single multi-functional role allowing far more flexibility to react to resource requirements across the whole range of frontline services.
- 2.11 This Integrated Workforce approach has really proved its worth particularly over the last 18 months enabling effective deployment of front line worker into priority areas of work.
- 2.12 The Division has also taken on 5 apprentices in Street lighting, Fleet, Engineering & Property and are key to long term succession planning within the service.
- 2.13 Every opportunity is given through both the academic attainment route and 'on the job' training to develop staff and to create career progression opportunities throughout all service areas. This not only provides opportunities for local sourced staff with its economic circular economy implications but creates resilience and belonging within the Service.
- 2.14 Community Services are working closely with Resources to look at how medium term financial resilience can be strengthened.

- 2.15 Large elements of the Community Services revenue budget are reactive led and can be significantly adversely effected by factors out of our control, these include:

Weather – Snow, ice, rain and the resultant costs associated with damaged highways, winter maintenance costs & reactive flood works

Public Behaviour – Rates of recycling, residual waste, littering & fly tipping costs.

- 2.16 The development of potential financial reserves to specific service areas when these areas have shown in year surpluses will help offset overspends in leaner times.  
Trading Accounts are currently being developed around Trade Waste & Professional Services.

### **The AW Proposals for Improvement**

- 2.17 In order to strengthen its resilience, Community Services should ensure that learning and good practice that exists within its different service areas is shared throughout the directorate.

AW have subsequently identified the following areas for improvement.

**'To strengthen its resilience, Community Services should ensure that learning and good practice that exists within its different service areas is shared throughout the directorate.'**

**The Council should also consider whether it would benefit from sharing some examples more widely across the Council.'**

- 2.18 The Community Services response to this identified 'Areas for Improvement' is found in the Appendix 2: Audit Wales Management Response

### **3. Options for Recommendation**

- 3.1 CLT has responded to the AW that they approve of the information contained within the report.

#### **Option 1 :The preferred option**

Accept the AW review and actions to implement the proposals for improvement.

#### **Option 2**

To consider the report further and offer additional comment to AW.

4. **Evidence of how does this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

The Well-being of Future Generations (Wales) Act 2015 has been used to scope out this AW review. This will also be the focus of future reviews undertaken by the AW.

## 5. **Implications Against Each Option**

### 5.1 ***Impact on Budget (short and long term impact)***

There are no direct financial implications as part of these audit reports and all proposals for improvement will be met within existing resources.

### 5.2 ***Risk including Mitigating Actions***

The Council recognises it needs to address the proposals for improvement from the AW in order to ensure compliance with legislation and audit reports. If these requirements are not met, the Council is at risk of reputational damage and intervention.

### 5.3 ***Legal***

There are no legal implications arising from this report.

### 5.4 ***Human Resources***

There are no additional workforce implications as part of the AW review as business plans already identify where capacity is required in order to deliver the service.

## 6. **Supporting Evidence**

### 6.1 ***Performance Information and Data***

In response to the AWs proposal for improvement the Council has identified the steps it will take to achieve these suggested improvements (Appendix 2: Management Response).

The activities delivering these improvements will be undertaken largely by the Community Services Department and will be monitored through business plans and reported within the Joint Finance and Performance Report.

### 6.2 ***Expected outcome for the public***

That front line services are effectively and efficiently delivered.

### 6.3 ***Thinking for the Long term (forward planning)***

That future proofing, succession planning and financial prudence is in place to ensure continuity of services delivery over the long term.

### 6.4 ***Integration (across service areas)***

That Community Services service delivery is fully integrated with all elements of the Authority and plays its part in achieving the Council vision and meeting key corporate objectives.

6.5 ***Collaboration / partnership working***  
The Community Services continues to use collaboration both within and outside the council to achieve its objectives.

6.6 ***Involvement (consultation, engagement, participation)***  
Community Services continue to ensure appropriate consultation, engagement & participation across all areas in the delivery of its key services.

7. **Monitoring Arrangements**

7.1 The proposals for improvement from the AW will be included within the relevant business plan which will be updated with progress on a quarterly basis.

The information will be reported within the Joint Finance and Performance Report to Corporate Overview Scrutiny Committee and Executive Committee.

**Background Documents /Electronic Links**

Appendix 1 – Audit Wales: ‘Review of People, Performance and Financial Resilience in Community Services’

Appendix 2 – Audit Wales Management Response

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# Review of People, Performance and Financial Resilience in Community Services – Blaenau Gwent County Borough Council

Audit year: 2019-20

Date issued: July 2021

Document reference: 2487A2021-22

This document has been prepared as part of work performed in accordance with statutory functions.

In the event of receiving a request for information to which this document may be relevant, attention is drawn to the Code of Practice issued under section 45 of the Freedom of Information Act 2000. The section 45 code sets out the practice in the handling of requests that is expected of public authorities, including consultation with relevant third parties. In relation to this document, the Auditor General for Wales and the Wales Audit Office are relevant third parties. Any enquiries regarding disclosure or re-use of this document should be sent to Audit Wales at [infoofficer@audit.wales](mailto:infoofficer@audit.wales).

We welcome correspondence and telephone calls in Welsh and English. Corresponding in Welsh will not lead to delay. Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

Mae'r ddogfen hon hefyd ar gael yn Gymraeg. This document is also available in Welsh.

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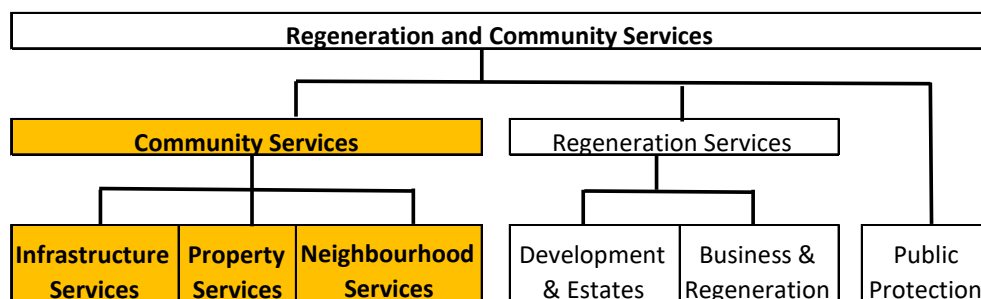
# Summary report

## What we looked at and why

- 1 We undertook this review because our work has previously identified risks in the Council's financial management culture and its impact on the Council's ongoing resilience, in areas such as financial, people and performance management.
- 2 In agreement with the Council, we selected Community Services as a tracer to explore the Council's resilience and its arrangements to support and drive sustainable improvement.
- 3 As set out in **Exhibit 1**, Community Services makes up part of the wider Regeneration and Community Services directorate. It consists of three service areas: Neighbourhood Services, Property Services and Infrastructure Services. These provide a varied portfolio of services, including waste, highways, built and natural environment, catering and cleaning services, and technical services such as architecture.

### Exhibit 1: community services structure

The following exhibit shows how Community Services sits within the Regeneration and Community Services directorate.



- 4 As the Council's waste service sits within Community Services, the review also provided us with the opportunity to follow up on our 2017 [Review of Waste Services](#). At the time, we reported that the Council was committed to improving its waste and recycling performance, but a long term well thought through business plan and engagement with users were needed to deliver the service effectively, improve performance and avoid potential financial penalties. Our current review considers the Council's progress in addressing the three proposals for improvement included in our 2017 report:
  - **P1** – Develop and agree a long-term business plan that sets out how the Council will work towards achieving the current and future statutory waste performance targets, and makes clear the arrangements to monitor the delivery of the plan.

- **P2** – Evaluate the implementation of recent changes in waste collection services. In particular:
    - its overall management of the project;
    - the quality of service plans as drivers for improvement;
    - communication/engagement of the changes to local residents.
  - **P3** – Improve the quality, frequency and timeliness of the reporting of waste and recycling performance to the executive and to overview scrutiny committee.
- 5 The review sought to answer the question: **Is the Council’s Community Services directorate sustainable and resilient?** and we undertook this review between November 2020 and April 2021.

## Proposals for improvement

### Exhibit 1: proposals for improvement

The table below sets out the proposals for improvement that we have identified following this review.

Proposals for improvement	
<b>P1</b>	To strengthen its resilience, Community Services should ensure that learning and good practice that exists within its different service areas is shared throughout the directorate. The Council should also consider whether it would benefit from sharing some examples more widely across the Council.

**Detailed report** There are opportunities for the Community Services Directorate to build resilience by sharing the learning and good practice demonstrable in specific service areas to further develop its arrangements to manage performance, and strengthen strategic financial and workforce planning

**The waste service has achieved substantial progress over the period since 2015 through sound strategic planning supported by the adoption of a learning culture to manage change effectively**

- 6 This section sets out the Council’s progress in addressing the proposals for improvement reported in our previous review of waste services.

**PFI 1: Develop and agree a long-term business plan that sets out how the Council will work towards achieving the current and future statutory waste performance targets, and makes clear the arrangements to monitor the delivery of the plan**

We found that:

- 7 The Council now has a member approved waste management and recycling strategy, which was developed in collaboration with the Waste and Resources Action Programme (WRAP).
- 8 The strategy outlines the key service changes required over the coming years to direct the Council as it strives to achieve the 70% statutory recycling target in 2024.
- 9 Two action plans support the strategy: a long-term, high-level plan spanning the lifecycle of the strategy and an annual plan for 2019-20. We found that there is scope to strengthen the longer-term plan by including more detail on proposed actions, current performance if relevant, and targeted performance. This would assist officers and members in monitoring progress and gaining assurance that actions are being delivered as intended.
- 10 Officers meet with representatives from WRAP every six weeks to review progress against the waste strategy. However, the pandemic has affected the Council's original timescales for reporting progress against the strategy to members. Resources have understandably been focussed on the pandemic response and maintaining front line services and, at the time of our review, members had not yet received a waste strategy monitoring report.
- 11 Officers plan to review the strategy by early 2022 to ensure that all key actions remain relevant as well as considering any changes to the strategy. In reviewing the strategy, officers may wish to consider the benefits of estimating the costs of delivering the overall strategy. At the moment, it is unclear what the cost implications of implementing the whole strategy would be as this is done on an individual project basis as it goes through the democratic process for approval. Calculating indicative costs would also allow the Council to reflect the cost of delivering the waste strategy in its Medium Term Financial Strategy. Similarly, the Council could include an indicative assessment of the potential impact of each action on recycling rates. This would aid decision-making and provide assurance that investments to meet future recycling targets are sustainable and offer good value for money.

**PFI 2: Evaluate the implementation of recent changes in waste collection services. In particular:**

- **its overall management of the project;**
- **the quality of service plans as drivers for improvement; and**
- **communication/engagement of the changes to local residents**

We found that:

- 12 In 2015, the Council implemented significant changes to its waste service. This involved a move from fortnightly to three-weekly residual waste collections, new receptacles for recyclate materials, changes of vehicles, change of routes, and different collection days for residents. Our previous review of the waste service

found that the consequences of making such significant changes without piloting or phasing the new arrangements were considerable. Since then, there has been a noticeable change in the culture in the waste and recycling service. Management are more reflective, more evaluative and demonstrate a willingness to learn from others as well as from past experiences. For example, a major learning point from the 2015 service change was the need to trial new systems and consider the impact on residents before introducing wider roll out. Recently, the waste service trialled the use of hessian sacks for cardboard collection at 2000 properties. The Council then sought the views of these residents before rolling out hessian sacks throughout the County Borough.

- 13 Following the changes to the waste and recycling service in 2015, the Council set up a joint working board with WRAP, with WRAP acting as a critical friend. The relationship between WRAP and the Council has evolved over time into a mutually supportive partnership. WRAP uses the Council as an example to other local authorities on how to learn from service changes and the Council is receptive to helping other councils by sharing their experiences. The Council is also working alongside WRAP to trial new initiatives, for example a plastic film recycling stream. The lessons learnt from these trials will help inform future waste service changes in Blaenau Gwent and across Wales.
- 14 We also found improved communication and exchange of information within the waste service. Supervisors work closely with the waste and recycling crews and there are regular health and safety and briefing meetings.

### **PFI 3 – Improve the quality, frequency and timeliness of the reporting of waste and recycling performance to the executive and to overview scrutiny committee**

We found that:

- 15 Community Services Scrutiny Committee and the Executive received a comprehensive annual waste and recycling performance report for 2018-19 and 2019-20.
- 16 The reports contain a wealth of data to interrogate and challenge and provide members with sufficient performance information to gain assurance over waste and recycling performance.
- 17 The 2019-20 performance report to members was delayed slightly during the Coronavirus pandemic due to the suspension of scrutiny committees from April 2020 to September 2020. Members usually receive interim waste performance data in the twice-yearly Community Services performance reports but these have been suspended during the pandemic. The Council expects to reinstate these in 2020-21.

## **The Council is developing a new corporate workforce strategy and although Community Services understands its key workforce issues and is taking steps to address them, there is scope for closer collaboration with HR to improve workforce planning and resilience**

We found:

- 18 Officers understand the key workforce resilience issues within their service areas and are attempting to address these.
- 19 When we spoke to officers, workforce planning was highlighted as a key issue and all three areas of Community Services are taking steps to find solutions to their particular workforce planning challenges.
- 20 Neighbourhood Services has implemented several changes in recent years to address workforce planning and strengthen its workforce resilience. For example, Neighbourhood Services introduced an integrated workforce model a few years ago. This has created a flexible workforce where staff from across waste and recycling, highways, and green spaces are trained to work across the different departments to provide cover when needed. This flexibility to adapt to both planned and unplanned disruptions has strengthened the service's resilience. As a result, it was well placed to continue delivering services during the pandemic.
- 21 In 2020, Neighbourhood Services also implemented a new structure, creating new Assistant Team Leader roles. These roles have added resilience to the service by creating extra capacity to carry out frontline services as well as providing a direct link between frontline officers and the management team. This followed a decision by the service to bring several agency workers in-house in 2019, using the agency staff budget to cover the costs of direct employment and improve workforce resilience across front-line services. As part of the 2020 restructure, the service also considered its future workforce and is working with the Council's Aspire apprenticeship team and local colleges to fill future skills and knowledge gaps.
- 22 The steps taken by Neighbourhood Services to create a more flexible and resilient workforce may not be appropriate for all of Community Services, but the Council should ensure that positive learning is shared across Community Services, as well as more widely across the Council to other departments who might benefit from a similar approach.
- 23 Parts of Community Services have an aging workforce profile and this is a particular issue in the professional and technical job roles within Infrastructure and Property Services. In response, the services introduced apprenticeship programmes to help with succession planning and fill some of the gaps that will be created when colleagues retire. For example, to try and address ongoing difficulty in recruiting young, qualified people into technical engineering posts, the Council established technical apprenticeships. Currently, the service has two engineer apprentices. However, apprenticeships are not a short-term fix and the Council should ensure that this lead-in time is factored into its succession planning.
- 24 Although officers demonstrated good understanding of the key workforce issues affecting their areas, the Council lacks a comprehensive and up to date workforce strategy to support and guide officers. The existing Organisational Development Strategy 2015-20 is a high-level document and does not reflect recent changes



such as the impact of COVID-19 and Bridging the Gap on the way the Council operates and its subsequent workforce needs. The Council understands this and is developing a new corporate workforce strategy. At the time of our fieldwork the strategy was close to completion but not yet available for review; as such we cannot comment on its content.

- 25 A strong sense of team is a key element of a resilient workforce. Officers we spoke to in interviews and focus groups told us they feel part of a strong team. Some attributed this to recent restructures, such as in Neighbourhood Services, others to the co-location of different teams into the Civic Centre. None identified any changes or introductions that could further improve their strong sense of team.
- 26 Officers place great value in working physically alongside each other and it's therefore understandable that the feeling of being part of a strong team is wavering somewhat during the pandemic. This appears to be mainly due to the need to work from home where possible, resulting in limited social interaction, reduction in informal discussions, as well as technology not always supporting staff effectively to work remotely. Officers acknowledged that this change to working arrangements was unforeseen and not a result of a change in management style or culture. However, some expressed concern that the Council had not taken their worries about home-working seriously, shared as part of the future ways of working survey in late 2020.
- 27 Since we spoke to officers as part of this review, the Council has approved a new operating model based on agile working. In March 2021, the Council approved the decommissioning of the Civic Centre and the workforce divided into three groups: homeworkers, agile workers, and community workers. In developing the new arrangements, the Council should be mindful of the impact of the new model on the workforce's sense of team and consider how it can best manage any risks to staff well-being and resilience.
- 28 The Council expects all staff to receive an annual performance appraisal, but there was a relaxation of this expectation during the pandemic. It is managers' responsibility to update iTrent with completed appraisals, however the corporate centre was unable to provide us with any data on appraisal completion rates for current or prior years. We are therefore unable to comment on Community Services' performance in relation to annual appraisals. However, during focus groups, officers commented that they had regular opportunities to discuss their performance and personal development. The Community Services Scrutiny Committee may wish to request data on annual appraisal completion within the service to gain assurance in this area.
- 29 There was a range of views in the focus groups on the importance of staff personal development to the Council. Some officers were complimentary of the support they received from the Council to attend training and achieve qualifications. Officers shared several examples of opportunities to develop skills and consider their personal development.
- 30 The Council's sickness absence rates have increased over recent years and comparative data for 2017-18 and 2018-19 shows Blaenau Gwent had the highest rates in Wales (no comparative data was available for 2019-20). Sickness absence rates for Community Services are higher than the Council average. It is unclear if rates in these service areas are typically higher than overall council average at other local authorities as no benchmarking is done at a service level.

## Exhibit 2: community services sickness absence rates

The following exhibit shows the number of days lost to sickness absence per full time equivalent employee between 2015-16 and 2019-20 for the Council as a whole and for Community Services<sup>1</sup>

	2015-16	2016-17	2017-18	2018-19	2019-20
Council	11.39	12.49	11.23	12.66	13.91
Environment / Regeneration and Community Services	10.35	18.67	19.19	11.21	16.15
Community Services					19.35

Exhibit source: Sickness Absence Performance reported to Corporate Overview Scrutiny in December 2020 / Community Services 2019-20 figure from internal Council document

- 31 The latest report on sickness absence to Community Services Scrutiny Committee notes that there is evidence of managerial action in managing sickness. Figures for quarters 1 to 3 of 2020-21 show sickness absence rates in Community Services fell by 40% from the previous year: 8.2 days lost per full time equivalent compared to 13.6 days at the same point in 2019-20. It is unclear to what extent this is due to management of sickness or other factors, such as the pandemic. The Community Services Scrutiny Committee should ensure there is ongoing challenge of sickness absence rates and efforts to identify and address the key issues underlying performance.
- 32 There is a significant issue with the low percentage of Community Services sickness absence return to work interviews completed on iTrent. The completion rate only increased from 16.5% in 2019-20 to 17.2% by the end of December 2020. Some officers we spoke to were unaware of the requirement to record sickness absence return to work interviews on iTrent. The low completion rate may also be attributed to the fact that responsible officers have had no training on how to use iTrent.
- 33 There are opportunities for Community Services and HR to communicate and work together more effectively. Together they can pool their respective expertise to prioritise and resolve the issues highlighted above and build on the actions already underway to strengthen workforce resilience and ensure Community Services' workforce is fit for the future.

<sup>1</sup> Sickness absence is reported at directorate level, i.e. Regeneration and Community Services. Where the breakdown for Community Services alone is available, we have included this.

## **Waste and recycling performance has improved significantly but the use of performance data is inconsistent across Community Services and some performance reports lack sufficient detail**

- 34 Community Services' performance measures are set out in its business plans. The overarching Community Services business plan is supported by separate business plans for Neighbourhood, Infrastructure and Property services. All cover the period 2018-22 and are written with support from the corporate business team.
- 35 Business plans demonstrate clear links to the Council's Corporate Plan priorities and include actions against each of the service priorities and specific key performance indicators (KPIs). However, members do not receive these plans so do not have the opportunity to understand, challenge and consider planned service actions and targets and how those support the corporate priorities. These arrangements are not unique to Community Services and are consistent with practice across the Council.
- 36 Operationally, the Head of Service uses the business plans to monitor progress. However, although the business plan actions are BRAG rated to show progress status, they lack targets and timescales for completion, making it difficult to see how progress is assessed.
- 37 KPIs in the business plans are a combination of national Public Accountability Measures (PAMs) and local measures. We saw little evidence that Community Services regularly reviews its locally set measures to ensure they remain appropriate and that targets continue to be achievable and sustainable over the longer-term.
- 38 Performance information in Community Services appears to be predominantly used for historic performance reporting but there are some examples of using it to plan service delivery. For example, Neighbourhood Services is using current data effectively in planning its recycling service to improve performance. Officers use data available from the different waste and recycling collection rounds to determine levels of participation in recycling. This data is then used to target specific areas of the Borough through the Council's 'Keeping up with the Joneses' campaign.
- 39 The waste service acknowledges that it doesn't have the capacity to undertake all necessary performance modelling, for example on potential future service delivery models for waste. In these circumstances, the service will work with WRAP on performance modelling information and cost benefit analysis of the options.
- 40 Neighbourhood Services is more efficient than other services within Community Services in gathering and using performance information, due to waste being a highly regulated service. Other services are not regulated to the same degree so are less advanced in gathering data and using it to improve planning and service delivery. Neighbourhood Services also benefits from the support of a Performance Data Officer who assists with analysing and reporting waste performance data. Other parts of Community Services may also benefit from support to explore opportunities to use performance data more effectively.

- 41 There is currently limited evidence of Community Services routinely linking its performance and financial data to demonstrate value for money. Such an approach would support informed decision-making, enable resources to be better targeted and provide assurance over sustainability. This could be considered further as part of the Council's wider work on developing its use of data.
- 42 Performance reporting to members paused during the pandemic as committee meetings were suspended and relevant officers redeployed to support the council's pandemic response planning. This meant that at a time when services were being adapted to respond to necessary service changes, members were not formally made aware of the impact of these changes on service performance. This information could be helpful in supporting members to make future decisions on any permanent changes to future service delivery.
- 43 Prior to the pandemic, the Community Services Scrutiny Committee received twice yearly performance reports which summarised activity and performance relating to the Council's corporate priority for Strong and Environmentally Smart Communities. The most recent report covers the first two quarters of 2019-20 and was received by Committee in December 2019. Although the format is engaging, with a range of qualitative and quantitative data, it lacks comparative data to enable members to challenge performance against targets, prior years and other authorities.
- 44 The Council's annual assessment of performance and quarterly joint finance and performance reports<sup>1</sup> to Corporate Overview Scrutiny Committee and the Executive also contain aspects of Community Services performance. However, performance data is presented by quarter, making it difficult to compare annual performance against prior years and a lack of targets makes it difficult to determine if performance is as expected.
- 45 A review of the above performance reports and service business plans found that Neighbourhood Services' performance against its performance indicators is improving. Between 2017-18 and 2019-20:
- the amount of waste reused, recycled or composted increased by 17%, improving the Council's ranking from 22nd to 11th in Wales;
  - the amount of municipal waste sent to landfill fell by 92% and the average kilogram of residual waste generated per person in the county fell by 65%;
  - the percentage of streets classified as clean increased by 7%; and
- 
- the average number of working days taken to clear fly-tipping incidents decreased by 35%<sup>2</sup>.

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<sup>1</sup> The quarterly joint finance and performance reports have been suspended since the outbreak of COVID-19.

<sup>2</sup> This measure was introduced in 2018 and so relates to performance improvement between 2018-19 and 2019-20, rather than between 2017-18 and 2019-20.

- 46 The waste service remains on track to meet the 64% statutory recycling target for 2020-21, having continued to deliver all waste and recycling services during the pandemic.
- 47 Infrastructure Services' performance shows several improving areas. Between 2017-18 and 2019-20, the Council reduced the number of roads in poor condition with only B roads being below the Wales average:
- 23% reduction in number of A roads in poor condition
  - 11% reduction in number of B roads in poor condition
  - 11% reduction in number of C roads in poor condition
- Performance against local measures relating to trees and to Natural Resource Management activities in schools also improved but the Infrastructure Services business plan lacked data for some indicators.
- 48 Property Services' performance remains steady, achieving most of its quarterly performance targets, but the business plan we received lacked performance data beyond quarter 3 of 2019-20. Most of Property Services' indicators are local and are not reported to members.

### **Robust corporate budget monitoring arrangements have helped manage Community Services' overspends, but the scope and focus of financial planning is overly short-term**

- 49 Our recent Financial Sustainability review found that although the Council's overall performance against budget is improving, some service areas continue to overspend. The Environment portfolio, which includes Community Services, is one area of the Council that has not been able to completely offset overspends within the portfolio. These overspends then impact on the Council's overall budget position.
- 50 A review of budget outturn reports shows that Community Services has a history of overspending against budget. But overspends are falling and in 2019-20 Community Services reported a total budget overspend of 1% against a budget of £12 million, as set out in **Exhibit 3** below.

#### **Exhibit 3: community services performance against budget**

The following exhibit shows how Community Services has performed against budget between 2017-18 and 2019-20 as well as forecast performance for 2020-21.

	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	£10.28	£10.91	£0.63	6%

2018-19	£11.52	£12.00	£0.48	4%
2019-20	£12.05	£12.20	£0.15	1%
2020-21 (forecast)	£11.99	£12.28	£0.29	2%

Exhibit source: 2017-18 - 2019-20: Budget Outturn Reports; 2020-21: M9 budget monitoring report.

- 51 Because some of the budgets that sit within Community Services are split between more than one service area, we have not been able to produce a similar table showing performance against budget for the Neighbourhood, Property and infrastructure services. However, a breakdown by budget area is included in **Appendix 1**. These show that all budget areas that sit under Community Services have a trend of reducing overspends.
- 52 The Council has strengthened its arrangements to monitor and manage cost pressures and overspends. For example, it now has a Cost Pressure Subgroup, which meets quarterly to challenge and assess progress against overspending portfolios' action plans. The arrangements are robust and have contributed to reducing overspends across the Council, including Community Services.
- 53 There is some variability in the quality of quarterly updates to the action plans. For example, not all plans clearly demonstrate progress, with some cost pressures and actions remaining unchanged between quarters. The Subgroup could maximise the existing arrangements by ensuring it robustly challenges the quality of action plans. Plans also lack timescales, which makes it difficult to assess whether actions are on track. The Council should consider revising the action plan template, so officers have to include measurable targets and demonstrate progress between quarters more clearly.
- 54 Finance business partners effectively support officers within Community Services. They meet regularly with budget holders and managers and produce a range of financial data to support both budget monitoring and challenge.
- 55 Most officers we spoke to during focus groups received regular financial information. Neighbourhood Services officers referred to a change in culture since the service restructure, with greater staff accountability for monitoring finances and a standing agenda item on budgets for team leaders.
- 56 Community Services reviews its budgets annually with base budgets adjusted for inflation, agreed cost pressures, and planned savings. Business plans cover the period 2018-22 but do not contain financial data so we saw no evidence of longerterm financial planning within Community Services.
- 57 Our analysis identified that most overspends are non-recurring, suggesting that actions to tackle overspends and / or the incorporation of ongoing cost pressures into base budgets is effective. However, newly emerging cost pressures continue to cause problems in year.
- 58 Some officers we spoke to felt they had limited influence over the budget planning and income generation setting processes. Some areas, particularly within Infrastructure Services, are predominantly grant-funded and have very small core budgets. This presents particular challenges to robust financial planning. A further challenge to financial planning within Community Services is the difficulty of accurately anticipating the cost of responding to unpredictable events, for example, severe weather or fly tipping.

- 59 Community Services could strengthen its financial sustainability by taking a more strategic, medium-term approach to financial planning. By forecasting, where possible, future demand for, and cost of, services (including anticipated cost pressures and investment needs, eg to meet future performance targets), the Service can plan ahead to ensure it has sufficient resources to deliver future services and actions to mitigate against forecast cost pressures.
- 60 We compared the Council's spend on waste and highways (the two largest areas of spend within Community Services) to that of other local authorities. We found that the Council's waste service was the 5th most expensive in Wales in 2016-17, costing £93.52 per head of population. By 2019-20, the cost had increased by 6% to £99.47 per head, the 6th most expensive in Wales. To put this increase in context, the average increase in waste service costs in Wales over the period was 6% and 8% in valleys local authorities. It should also be noted that the Council's recycling performance improved during this time from 22nd in Wales to 11th. Four of the seven valleys local authorities saw their performance ranking fall over this period.

**Exhibit 4: waste service net spend per head of population**

The following exhibit sets how much money the Council spent per head of population on waste between 2016-17 and 2019-20. It also shows the average spends across Wales and valleys local authorities.

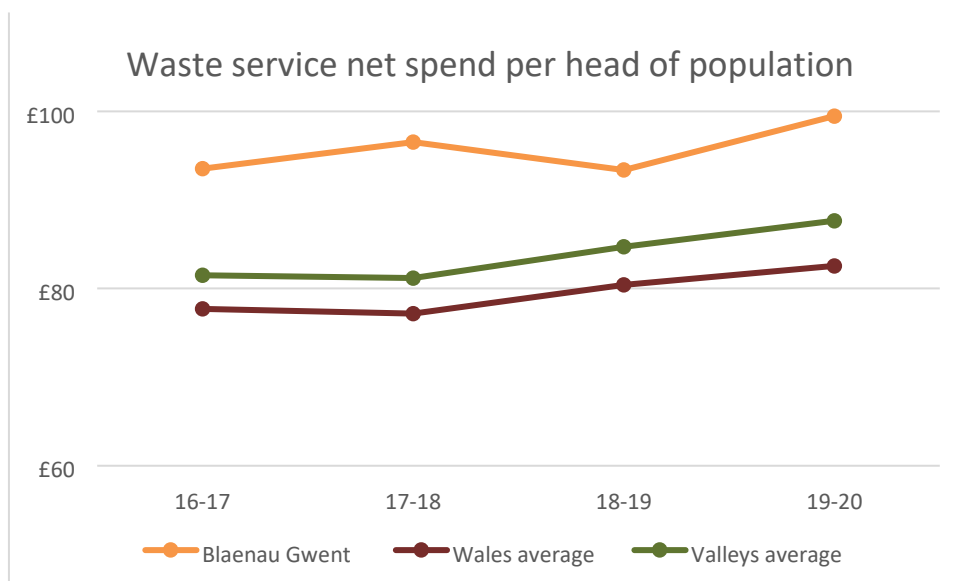


Exhibit source: Stats Wales Revenue Outturn and population data

- 61 We found that the Council's highways service was the 7th most expensive in Wales in 2016-17, costing £71.62 per head of population. By 19-20, the cost had fallen 26% to £52.77 per head, the 10th most expensive in Wales. Over the same period, the average cost per head in Wales fell by 3%, whereas in valleys councils the average cost increased by 8%.

### Exhibit 5: highways service net spend per head of population

The following exhibit sets how much money the Council spent per head of population on highways between 2016-17 and 2019-20. It also shows the average spends across Wales and valleys local authorities.

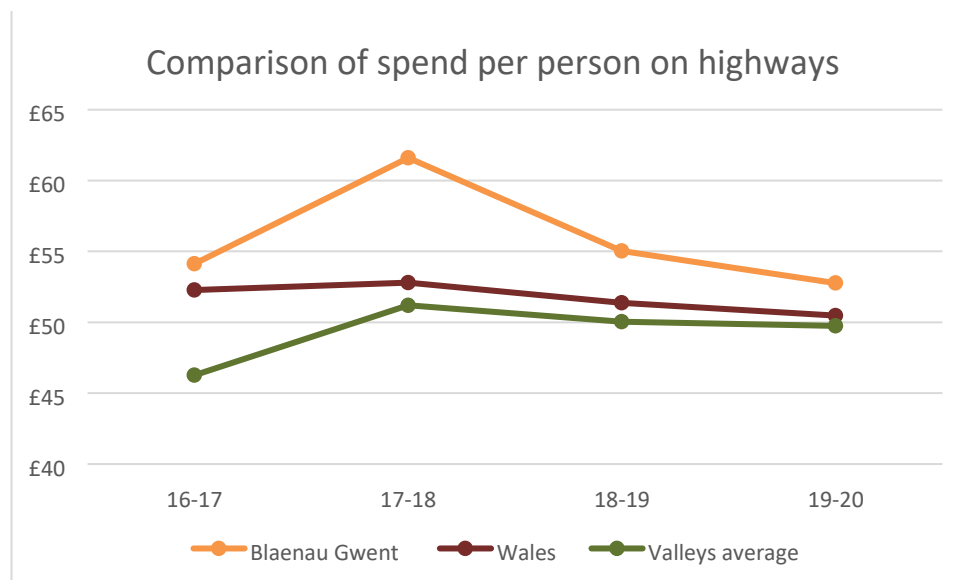


Exhibit source: Stats Wales Revenue Outturn and population data

62 Community Services has a good track record of achieving its planned savings, as set out in **Exhibit 6** below.

### Exhibit 6: community services savings delivered as a percentage of planned savings

The following exhibit sets how much money Community Services intended to save from its savings plans during 2018-19 and 2019-20 and how much of this it actually saved as well as estimated figures for 2020-21.

	Total planned savings (£'000)	Planned savings achieved (£'000)	Planned savings unachieved (£'000)	Percentage of savings achieved
2018-19	718	718	0	100%
2019-20	732	727	5	99%
2020-21 estimate	553	439	37	79% <sup>3</sup>

<sup>3</sup> At the time of our fieldwork, the Council anticipated it would achieve a minimum of £439,000 (79%) of its planned savings for 2020-21, with £36.5,000 (7%) unachievable in year. A further £77,000 (14%) of planned savings relate to stretched income targets and increases to fees and charges, but we were unable to calculate what proportion of these savings will be achieved as no breakdown by service area was available.



Exhibit source: We calculated the value of planned and achieved savings relating to Community Services from Council documents, Budget Outturn Reports and M9 budget monitoring report.

- 63 In line with the rest of the Council, Community Services has moved away from an annual approach to identifying savings, which was unsustainable over the longer term. Savings for 2020-21 were identified through the Council's Bridging the Gap strategic business reviews, which aim to identify long-term savings opportunities, potential cost avoidance and new revenue streams. This approach will help strengthen the Council's financial sustainability by reducing its reliance on short term savings. In 2020-21, the Council planned to save £1.47 million through Bridging the Gap, of which £0.55 million (38%) related to Community Services.
- 64 However, the pandemic has impacted on Community Services' ability to achieve all its planned savings in 2020-21. For example, a new Commercial Waste Service with forecast income of £23,000 a year was due to be rolled out in April 2020. But the Council suspended the roll out because of the pandemic and, given the ongoing impact of COVID-19, has prudently revised future income expectations for the new service.

## Appendix 1

### Community services performance against budget

#### Exhibit 7: community Services performance against budget – breakdown by budget area

The following exhibit shows how each of the budget areas within Community Services has performed against budget between 2017-18 and 2019-20 as well as forecast performance for 2020-21.

Waste <sup>4</sup>	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	3.67	3.67	0	0%
2018-19	4.70	4.84	0.14	3%
2019-20	5.17	5.25	0.07	1%

<sup>4</sup> This is the combined budget for waste collection, waste transfer and waste disposal.

2020-21 (forecast)	4.69	5.00	0.31	7%
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Highways & Roads	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	3.26	3.58	0.32	10%
2018-19	2.60	2.75	0.15	6%
2019-20	2.55	2.58	0.03	1%
2020-21 (forecast)	3.01	3.02	0.01	0.5%

Public Services	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	1.77	1.83	0.06	3%
2018-19	2.09	2.25	0.15	7%
2019-20	1.86	1.90	0.04	2%
2020-21 (forecast)	1.79	1.71	-0.08	-5%

Transport Services	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18				
2018-19	0.41	0.35	-0.06	-15%
2019-20	0.27	0.27	-0.005	-2%
2020-21 (forecast)	0.51	0.51	-0.002	-0.4%

Facilities Management	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	1.61	1.89	0.28	17%
2018-19	1.89	1.93	0.04	2%
2019-20	2.20	2.21	0.01	0.1%
2020-21 (forecast)	1.88	1.93	0.05	3%

Cultural & Environmental Services	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	-0.03	-0.04	-0.01	-54%
2018-19	0.02	0.08	0.06	425%

2019-20	0.11	0.11	0.006	6%
2020-21 (forecast)	0.13	0.13	0	0%

Departmental Services	Budget (£m)	Outturn (£m)	Overspend (£m)	Overspend (%)
2017-18	-0.004	-0.009	-0.005	-118%
2018-19	-0.199	-0.207	-0.008	-5%
2019-20	-0.110	-0.112	-0.002	-2%
2020-21 (forecast)	-0.006	-0.012	-0.006	-93%

Exhibit source: 17-18 - 19-20: Budget Outturn Reports; 20-21: M9 budget monitoring report.



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We welcome correspondence and telephone calls in Welsh and English.  
Rydym yn croesawu gohebiaeth a galwadau ffôn yn Gymraeg a Saesneg.

## APPENDIX 2: Audit Wales Management Response

**Local Authority:** Blaenau Gwent

**Report title:** Review of People, Performance and Financial Resilience in Community Services

**Issue date:** July 2021

**Document reference:** 2487A2021-22

Ref	Proposal for Improvement	Action	Completion date	Responsible officer
P1	<p>To strengthen its resilience, Community Services should ensure that learning and good practice that exists within its different service areas is shared throughout the directorate.</p> <p>The Council should also consider whether it would benefit from sharing some examples more widely across the Council.</p>	<p>1/ Waste Services to present Waste Strategy Plan 2018-2025, as an example of how the development, implementation and monitoring of this template has led to operational and performance improvement, ensured good practice and experiences whilst meeting targets.</p> <ul style="list-style-type: none"> <li>• Present to Community Services Management Team</li> <li>• Present to Wider CLT.</li> </ul> <p>2/ Technical Services Income Generation Model to be presented to Wider CLT, as an example of the professional services being delivered which support:-</p> <ul style="list-style-type: none"> <li>- Income generation</li> <li>- Creation of a learning environment</li> <li>- Resilience and sustainability (retaining local jobs)</li> </ul> <p>3/ Following the pandemic Community Services Performance Reports will be reinstated. The production of these reports will involve utilising up to date business plans and meaningful PI's which enables qualitative and quantitative comparative data to be provided to members to enable them to challenge performance against targets.</p>	<p>*Presentation to a special Community Services Management Team meeting to be set up early October 2021.</p> <p>* Presentation to Wider CLT by year end.</p> <p>* Presentation to Wider CLT by year end.</p> <p>*Six monthly</p>	<p>Matt Stent / Lisa Jones</p> <p>Mike Price / Jim Allen</p> <p>All Teams / Performance Team</p>



# Agenda Item 7

*Executive Committee and Council only*

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Community Services Scrutiny Committee**

Date of meeting: **4<sup>th</sup> October 2021**

Report Subject: **Waste and Recycling Performance 2020-21**

Portfolio Holder: **Cllr. J. Wilkins, Executive Member Environment**

Report Submitted by: **Matthew Stent, Service Manager Neighbourhood Services**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
14/09/21	16/09/21	23.09.21			04/10/21	10.11.21		

## 1. Purpose of the Report

To provide the Members of the Community Services Scrutiny Committee with an update of waste and recycling performance outcomes for 2020-21.

## 2. Scope and Background

2.1 The report summarises the waste and recycling performance data for 2020-21 **[APPENDIX 1]**. In both 2018/19 and 2019/20 we exceeded the WG statutory recycling targets of 58% [achieving 59.26%] and 64% [achieving 65.31%] respectively, this year, we have maintained that success and exceeded the target of 64% once again, attaining 64.29%. This has been achieved through the hard work and dedication of the Waste Team as a whole [officers, wardens and the frontline staff], working in partnership with WRAP and with support from the Communications Team, Performance Team, Senior Management, the Elected Leadership and most importantly, the residents of Blaenau Gwent, in what has been one of the most difficult years in recent history. That being said, through careful prioritisation and engagement with our workforce, we have been able to maintain all Waste & Recycling collections throughout the Pandemic.

2.2 The current Pandemic has thrown up significant challenges throughout, and it is a testament to the Frontline Staff, who have continued to maintain services in such difficult circumstances. It has also meant we have seen a significant change in how many of our residents manage their waste, so a special thanks must go to them also. Through resolve and resilience, we have been able to overcome these challenges together and adapt the way we work to still achieve this success.

2.3 All local authorities are required to report their waste data to Welsh Government. The data reported is for all the waste which the Local Authority collects, known as municipal waste.

2.4 Waste data is collected via various methods (e.g. Contract monitoring, weighbridge tickets) on a monthly basis and is collated and validated internally by the Corporate Performance Team. All waste is reported where possible

until it has reached a compliant final destination through the various contractors and processes required.

2.5 Waste data is reported to Welsh Government quarterly via Waste Data Flow. Waste Data Flow is the web based system for municipal waste data reporting by UK local authorities to government.

2.6 Waste Data Flow is designed for local authorities:

- to allow faster and more accurate data collection of municipal waste statistics, more regularly and efficiently;
- to enhance their local data management for reporting and strategic planning purposes; and
- to offer them streamlined access to performance benchmarking with other authorities.

2.7 Waste Data Flow allows the Welsh Government:

- to monitor progress towards national and local targets;
- to produce National Statistics on municipal waste; and
- to provide an evidence base to guide government policy.

### 3. **Options for Recommendation**

3.1 Option 1 to accept the information in the report [**Preferred option**].

3.2 Option 2 to consider the information contained within the report and provide challenge and/or further action for consideration to make improvements.

### 4. **Evidence of how does this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

#### **Corporate Plan Priorities**

The improvement of waste and recycling performance supports the Council Priority '*Strong and Environmentally Smart Communities*' in particular '*to increase rates of recycling to enable us to achieve national targets*'.

#### **Statutory Responsibilities**

Local Authorities in Wales have been set statutory recycling targets through the Wales Waste Measure 2010, and failure to meet the targets will result in a financial penalty from Welsh Government.

#### **Blaenau Gwent Well-being Plan**

Waste and recycling services support the Well-being objective '*Blaenau Gwent wants to look after and protect its natural environments*' by using our resources in a fair and sustainable way.



## 5. **Implications Against Each option**

### 5.1 **Impact on Budget (short and long term impact)**

The Local Authority may continue to face financial penalties from the Welsh Government if it fails to achieve the statutory recycling targets. These are currently £200 per tonne below the recycling tonnage required to achieve the target, 64% for 2019-20, rising to 70% in 2024-25.

The Local Authority currently pays for the treatment and disposal of black bag waste. The greatest disposal cost in the budget is for the black bag waste and the income we receive from the sale of recyclate helps to support the service but does not offset the cost. As residents recycle more of their waste, the money spent on waste treatment and disposal will reduce and the income gained from the sale of recyclate may increase, however, this is very much dependant on market forces [It should be noted that we only get income from the kerbside collected recyclate – for all other waste streams we have to pay for the collection, disposal and processing costs]. Any savings achieved against black bag disposal have been utilised to pay for the additional resources required to continue with the side waste enforcement at kerbside, additional Wardens, the black bag sorting at the Household Waste Recycling Centre (HWRC) and the continued implementation of the “Keeping up with the Jones’s” behaviour change campaign. These factors as well as our continued strong performance has created ongoing budget pressure/service demands that we have to resource, resulting in year on year over spends within the service area. Recycling habits have changed significantly throughout the Borough since 2015, yet the budget has not.

### 5.2 **Risk including Mitigating Actions**

There is a risk that the Local Authority will continue to face financial penalties from the Welsh Government if it fails to achieve the statutory recycling targets.

Failure to ensure that there is robust monitoring of Council services carries with it a number of significant risks:

- Undetected and unaddressed decline in service performance and the quality of provision; and
- Negative impact on the reputation of the Council.

Regular monitoring of waste and recycling performance is a key element in ensuring that the Council knows its services well and is able to support and intervene appropriately.

### 5.3 **Legal**

There are no legal implications associated with this report.

### 5.4 **Human Resources**

There are no Human Resources issues associated with this report.

6. **Supporting Evidence**

6.1 **Performance Information and Data**

In direct comparison with 2019/20 data, 2020/21 data shows a slight drop in our performance with a decrease of 1.02 percentage points. The total municipal waste figure has slightly increased by 188.94 tonnes, this increase is due to an increase in composting tonnages and a reduction of reuse, recycling tonnage.

6.1.1 **Recycling Targets**

	2019/20	2020/21
Quarter 1	62.24%	62.17%
Quarter 2	64.95%	65.94%
Quarter 3	69.69%	63.06%
Quarter 4	63.66%	65.53%
<b>Annual</b>	<b>65.31%</b>	<b>64.29%</b>

6.1.2 In 2020/21 we saw a shift in tonnages of different waste streams as a result of the Pandemic. Certainly tonnages have increased at kerbside because of the stay at home orders issued during the pandemic and changing buying habits at home. These trends have created significant operational issues which we needed to overcome, cardboard in particular, was a problem and continues to be so. We saw a 36.66% increase in the amount of cardboard being collected at the kerbside; this was something our collection vehicles were not designed for. Yet, we expect this trend to continue, so will factor this into our collection rounds and future vehicle specifications.

6.1.3 The decrease in tonnages at the HWRC are as a result of closing the site during Lockdown 1 and residents have continued to recycle at kerbside.

6.1.4 Enforcement activity around our Side Waste Policy and “Keeping up with the Jones’s” behaviour change campaign not only relaxed, but stopped altogether from March 2020 – August 2020 due to safety and staffing issues as a result of the Pandemic.

6.1.5 **Residual Waste**

There has been an increase in residual waste collected at the kerbside in 2020/21.

**Kerbside**

	2019/20	2020/21
	9799.549	11149.552

In comparison there has been an increase of 1350.003 tonnes (13.78%) of residual waste collected at the kerbside in 2020/21.

### **HWRC (New Vale)**

2019/20	2020/21
783.191	521.797

In comparison there has been a reduction of 261.394 tonnes (33.38%) of residual waste from New Vale HWRC in 2020/21.

### **Composting Recycling**

There has been an increase in food and garden waste collected at the kerbside in 2020/21.

#### **Food**

2019/20	2020/21
3225.45	3726.52

In comparison there has been an increase of 501.07 tonnes (15.53%) of food waste collected in 2020/21.

#### **Garden Waste**

2019/20	2020/21
1719.147	1739.161

In comparison there has been an increase of 20.014 tonnes (1.16%) of garden waste collected in 2020/21.

6.1.6

### **Dry Recycling**

There has been an increase in kerbside dry recycling, noticeably a significant increase in the tonnages of absorbent hygiene products (AHP) collected in 2020/21.

#### **Kerbside**

2019/20	2020/21
5090.408	6564.174

In comparison there has been an increase of 1473.766 tonnes (28.95%) of dry recycling collected at the kerbside in 2020/21.

#### **Absorbent Hygiene Products (AHP)**

2019/20	2020/21
553.24	655.24

In comparison there has been an increase of 102 tonnes (18.44%) of absorbent hygiene products (AHP) collected at the kerbside in 2020/21.

**HWRC (Recycling)**

2019/20	2020/21
<b>3869.76</b>	<b>5661.068</b>

In comparison there has been a decrease of 2628.502.31 tonnes (46.43%) of dry recycling from the HWRC.

**HWRC (Reuse)**

2019/20	2020/21
<b>97.614</b>	<b>29.850</b>

In comparison there has been a decrease of 67.764 tonnes (69.42%) of reuse from the HWRC.

6.1.7 **Welsh Local Authority Comparison**

**2019/20 Overall**

**2020/21 Overall**

Rank	Local Authority	%	Rank	Local Authority	%
1			1		
2			2		
3			3		
4			4		
5			5		
6			6		
7			7		
8			8		
9			9		
10			10		
11	Blaenau Gwent CBC	65.31%	11		
12			12		
13			13		
14			14		
15			15		
16			16		
17			17		
18			18	Blaenau Gwent CBC	64.29%
19			19		
20			20		
21			21		
22			22		

6.1.8 2019/20 Dry Recycling Only

2020/21 Dry Recycling Only

Rank	Local Authority	%	Rank	Local Authority	%
1			1		
2			2		
3	Blaenau Gwent	49.42%	3		
4			4		
5			5		
6			6		
7			7		
8			8	Blaenau Gwent CBC	46.98%
9			9		
10			10		
11			11		
12			12		
13			13		
14			14		
15			15		
16			16		
17			17		
18			18		
19			19		
20			20		
21			21		
22			22		

6.1.9 2019/20 Composting Only

2020/21 Composting Only

Rank	Local Authority	%	Rank	Local Authority	%
1			1		
2			2		
3			3		
4			4		
5			5		
6			6		
7			7		
8			8		
9			9		
10			10		
11			11		
12			12		
13			13		
14			14		
15			15		
16			16		
17			17		
18			18	Blaenau Gwent CBC	17.20%
19			19		
20	Blaenau Gwent	15.55%	20		
21			21		
22			22		

- 6.1.10 The statutory recycling target for all Welsh local authorities is set at 64% for the next 3 years. **The efforts of the residents of Blaenau Gwent have been instrumental in our improved recycling performance**, therefore, the continued support of residents and businesses is required to continue to reduce the amount of non-recyclable waste sent for disposal and increase the amount recycled in Blaenau Gwent.
- 6.1.11 It's important to recognise that even with all the difficulties this year has thrown at us, we have seen a cultural change in Blaenau Gwent. For years, we languished at the bottom of the League Table when it came to recycling, and yes, our performance had dropped slightly in 2020/21 due to changes in trends, HWRC site closures and relaxed enforcement, as a result of Covid, as mentioned above, but we have still exceeded the target set by Welsh Government.
- 6.2 **Expected outcome for the public**  
Increased involvement from our communities as residents recycle in line with service requirements to achieve national targets.
- 6.3 **Involvement** (*consultation, engagement, participation*)  
Through the public engagement sessions, the public have been consulted and their views have been sought regarding the impact of the side waste enforcement policy.
- 6.4 **Thinking for the Long term** (*forward planning*)  
In line with the Councils agreed Waste Management and Recycling Strategy 2018-2025, we will continue to seek to identify actions needed to ensure that not only are fines avoided but crucially that service users and stakeholders have a clear understanding of the aims of the service, the actual services to be provided by the Council, the education and engagement activities it can undertake to promote these, the Council's future plans to meet its aspirations and statutory requirements and how it will work together with residents, partners and neighbours to meet wider goals and agendas.
- 6.5 **Preventative focus**  
Improved waste management at a local and national level can help reduce our Ecological footprint, greenhouse gas emissions and climate change impact, therefore preventing problems from getting worse.
- 6.6 **Collaboration / partnership working**  
Waste Services continue to work closely with the Waste Resources Action Programme (WRAP) through the Collaborative Change Programme to further develop and improve the service to achieve future targets. WRAP and Welsh Government support the implementation of side waste restrictions and behaviour change campaigns.

6.7 **Integration**

6.7.1 Our Waste Collections service is made up of an Integrated Frontline Service, at the outset of the current Pandemic, all non-priority service staff were redeployed into our Priority 1 Service areas, this included Waste & Recycling collections, this has allowed us to maintain all of our collection services throughout the Pandemic.

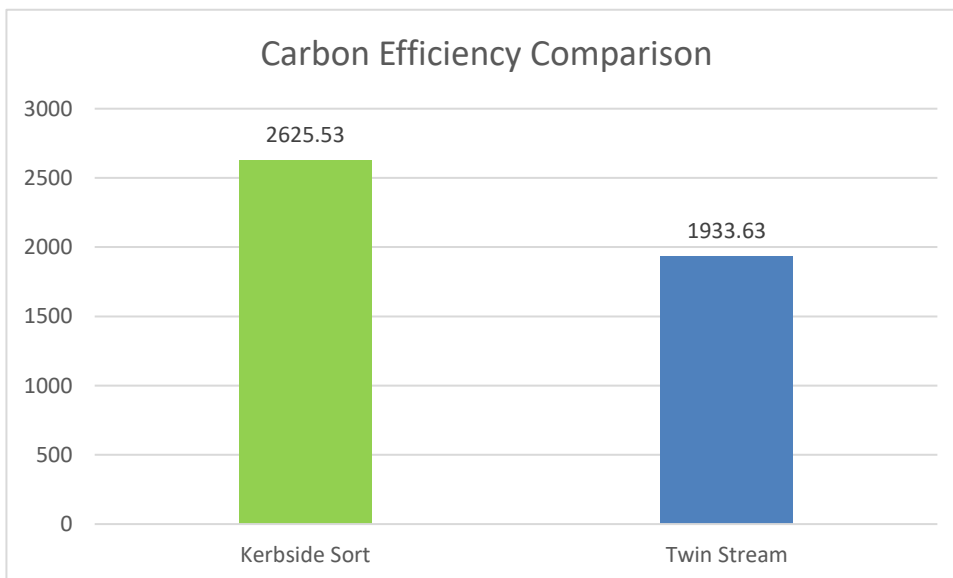
6.8 **Decarbonisation and reducing Carbon Emissions**

6.8.1 A WRAP issued report entitled “The Climate Change impacts of Recycling Services in Wales” documented the increased carbon benefit of a kerbside sort collection service when compared to a Twin Stream (Co-mingled) collection service.

The report produced the following assumptions;

- 10,000 tonnes of material collected via Kerbside Sort = 2569 tonnes CO2e Carbon benefit
- 10,000 tonnes of material collected via Twin Stream = 1892 tonnes CO2e Carbon benefit

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Collected recycling tonnage	2581.77	2455.868	2436.824	2745.572	10220.034
CO2e Carbon Benefit – Kerbside Sort	663.26	630.91	626.02	705.34	2625.53
CO2e Carbon Benefit – Twin Stream	488.47	464.65	461.05	519.46	1933.63
Difference	174.79	166.26	164.97	185.88	691.90



6.9a **Socio Economic Duty Impact Assessment** (*complete an impact assessment to consider how the decision might help to reduce the inequalities of outcome associated with socio-economic disadvantage*).

6.9b **Equality Impact Assessment** (*screening and identifying if full impact assessment is needed*)

7. **Monitoring Arrangements**

7.1 The performance of the waste and recycling service will be monitored by the service on a monthly basis, including, but not limited to:

- Changes in residual waste tonnage collected;
- Changes in tonnage of recyclables and food waste collected;
- Recycling performance;
- Financial position;
- Number of residents presenting side waste;
- Number of residents issued with Section 46 notice;
- Number of residents issued with a Fixed Penalty Notice; and
- Survey results.

Highlight reports on progress will be provided through the internal CCP Board Meetings.

**Background Documents /Electronic Links**

- *Waste & recycling Performance Annual Report 2020/21 [Appendix 1]*



Environment & Regeneration

Waste & Recycling

Performance Report

Annual 2020/21

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  - Percentage of waste sent to landfill
  - Local Authority Comparison
  - Carbon Efficiency Comparison
  
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## KEY PERFORMANCE INDICATORS & TRENDS

Local Authorities within Wales have been set statutory recycling targets of 64% by 2019/20 and 70% by 2024/25. Failure to meet these targets may result in Blaenau Gwent being issued a fine from Welsh Government at the rate of £200 per tonne for every tonne reported below the target level.

### PAM/030 – Percentage of waste, reused, recycled or composted

**Please note:** The following indicators are not the final version and may change following final validation by Natural Resources Wales (NRW).

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Dry Reuse	7.096	4.05	10.81	13.70	35.66
Dry Recycling	2838.928	3843.17	3598.77	4486.68	14767.55
Composting	1531.14	1618.55	1122.82	1133.50	5406.01
TMW	7041.17	8289.58	7504.56	8597.50	31432.81
Dry Reuse %	0.10%	0.05%	0.14%	0.16%	0.11%
Dry Recycling %	40.32%	46.36%	47.95%	52.19%	46.98%
Composting %	21.75%	19.53%	14.96%	13.18%	17.20%
Recycling Rate	<b>62.17%</b>	<b>65.94%</b>	<b>63.06%</b>	<b>65.53%</b>	<b>64.29%</b>
Wales Average	65.59%	68.39%	64.77%	65.87%	66.27%

Improvements were made during the year with the recycling rate increasing by 3.36 percentage points between Q1 and Q4, this was mainly due to an increase in dry recycling, a 1647.75 tonne difference between Q1 and Q4 (36.73% increase).

### Annual Comparison

	19/20	20/21	Difference
Dry Reuse	107.14	35.66	-71.48
Dry Recycling	15439.53	14767.55	-671.98
Composting	4857.20	5406.01	548.81
TMW	31243.87	31432.81	188.94
Dry Reuse %	0.34%	0.11%	-0.23
Dry Recycling %	49.42%	46.98%	-2.44
Composting %	15.55%	17.20%	1.65
Recycling Rate	65.31%	64.29%	-1.02

The annual comparison shows a decrease of 1.02 percentage points. The total municipal waste (TMW) figure has increased by 188.94 tonnes.

### PAM/043 – Kilograms of residual waste generated per person

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
<b>Total Residual Waste</b>	2664.006	2823.81	2772.16	2963.62	11223.59
<b>BGCBC Population*</b>	69615	69615	69615	69615	69615
<b>Kg per Person</b>	38.27	40.56	39.82	42.57	161.22

\*Sourced from Stats Wales 2018 based population projections

#### Annual Comparison

	19/20	20/21	Difference
<b>Total Residual Waste</b>	10839.83	11223.59	383.76
<b>BGCBC Population*</b>	69374	69615	241
<b>Kg per Person</b>	156.25	161.22	4.97

Residual Waste increased by 383.76 tonnes (3.42%) which has resulted in an increase of 4.97 kg's per person.

#### Percentage of waste sent to landfill

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
<b>Total Landfilled</b>	27.57	118.00	24.88	32.18	202.64
<b>TMW</b>	7041.17	8289.58	7504.56	8597.50	31432.81
<b>Landfill Rate</b>	0.4%	1.4%	0.3%	0.4%	0.6%

#### Annual Comparison

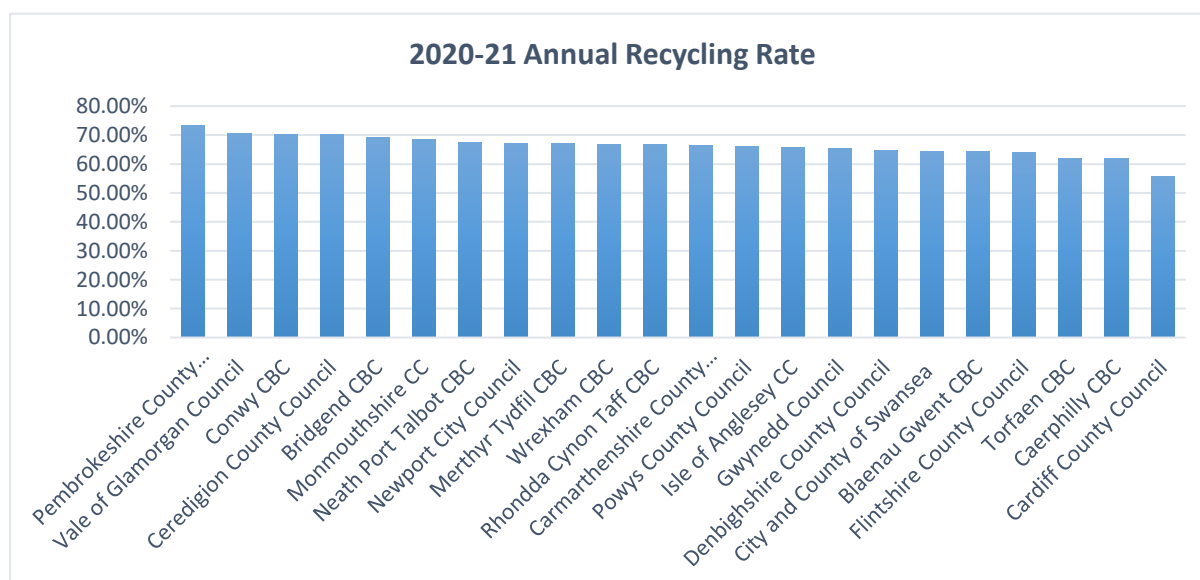
	19/20	20/21	Difference
<b>Total Landfilled</b>	102.44	202.64	100.2
<b>TMW</b>	31243.87	31432.81	188.94
<b>Landfill Rate</b>	0.3%	0.6%	0.3%

The amount of waste landfilled has increased by 100.20 (49.45%) tonnes since 2019/20, the reason for this is down to the material contractors as Blaenau Gwent doesn't send any waste direct to landfill.

## Local Authority Comparison

Annual – 2020/21

Local Authority	Q1	Q2	Q3	Q4	2020/21
1 Pembrokeshire County Council	73.29%	72.86%	73.09%	73.72%	73.22%
2 Vale of Glamorgan Council	70.01%	74.14%	67.62%	69.75%	70.59%
3 Conwy CBC	69.59%	73.93%	68.17%	68.36%	70.21%
4 Ceredigion County Council	67.36%	71.03%	69.05%	72.24%	70.21%
5 Bridgend CBC	67.59%	68.40%	66.63%	73.26%	69.15%
6 Monmouthshire CC	71.12%	67.75%	64.97%	70.25%	68.40%
7 Neath Port Talbot CBC	65.84%	68.26%	67.87%	68.10%	67.56%
8 Newport City Council	66.32%	68.92%	66.39%	67.12%	67.22%
9 Merthyr Tydfil CBC	65.92%	66.83%	67.29%	67.60%	66.95%
10 Wrexham CBC	68.89%	71.02%	60.59%	65.64%	66.86%
11 Rhondda Cynon Taff CBC	66.34%	70.37%	70.01%	60.68%	66.74%
12 Carmarthenshire County Council	66.24%	66.71%	65.02%	66.99%	66.25%
13 Powys County Council	66.17%	64.97%	62.67%	70.73%	66.06%
14 Isle of Anglesey CC	67.07%	69.94%	63.44%	61.44%	65.71%
15 Gwynedd Council	67.25%	68.92%	62.84%	62.22%	65.47%
16 Denbighshire County Council	61.08%	69.89%	64.08%	62.89%	64.83%
17 City and County of Swansea	64.70%	66.57%	63.60%	62.90%	64.49%
18 Blaenau Gwent CBC	62.17%	65.94%	63.06%	65.53%	64.29%
19 Flintshire County Council	66.28%	68.69%	60.80%	59.37%	63.98%
20 Torfaen CBC	64.25%	65.49%	59.86%	58.03%	62.00%
21 Caerphilly CBC	61.86%	64.17%	59.53%	61.90%	61.92%
22 Cardiff County Council	43.67%	59.83%	58.36%	60.51%	55.79%



## Local Authority Comparison

### Annual Comparison – Dry Recycling Only

	Local Authority	Recycling Rate
1	Ceredigion County Council	51.77%
2	Rhondda Cynon Taff CBC	51.57%
3	Neath Port Talbot CBC	50.41%
4	Merthyr Tydfil CBC	49.67%
5	Caerphilly CBC	49.49%
6	Bridgend CBC	48.43%
7	Wrexham CBC	47.10%
8	<b>Blaenau Gwent CBC</b>	<b>46.98%</b>
9	Carmarthenshire County Council	45.23%
10	Newport City Council	45.21%
11	Pembrokeshire County Council	44.52%
12	Gwynedd Council	44.07%
13	Flintshire County Council	42.81%
14	Conwy CBC	42.42%
15	Torfaen CBC	42.28%
16	Vale of Glamorgan Council	41.97%
17	Monmouthshire CC	41.65%
18	Powys County Council	41.10%
19	Denbighshire County Council	40.78%
20	City and County of Swansea	40.57%
21	Isle of Anglesey CC	36.88%
22	Cardiff County Council	36.72%

Blaenau Gwent is ranked 8<sup>th</sup> out of the 22 local authorities when comparing dry recycling only across Wales for 20/21

### Annual Comparison – Composting Only

	Local Authority	Recycling Rate
1	Isle of Anglesey CC	28.81%
2	Vale of Glamorgan Council	27.98%
3	Pembrokeshire County Council	27.96%
4	Conwy CBC	26.92%
5	Monmouthshire CC	25.36%
6	City and County of Swansea	23.92%
7	Denbighshire County Council	23.39%
8	Powys County Council	22.78%
9	Newport City Council	21.60%
10	Gwynedd Council	20.91%
11	Carmarthenshire County Council	20.61%
12	Flintshire County Council	20.47%
13	Bridgend CBC	19.94%
14	Wrexham CBC	19.32%
15	Torfaen CBC	19.16%
16	Cardiff County Council	18.77%
17	Ceredigion County Council	17.88%
18	<b>Blaenau Gwent CBC</b>	<b>17.20%</b>
19	Neath Port Talbot CBC	17.11%
20	Merthyr Tydfil CBC	16.39%
21	Rhondda Cynon Taff CBC	14.76%
22	Caerphilly CBC	12.28%

Blaenau Gwent is ranked 18<sup>th</sup> out of the 22 local authorities when comparing composting only across Wales for 20/21

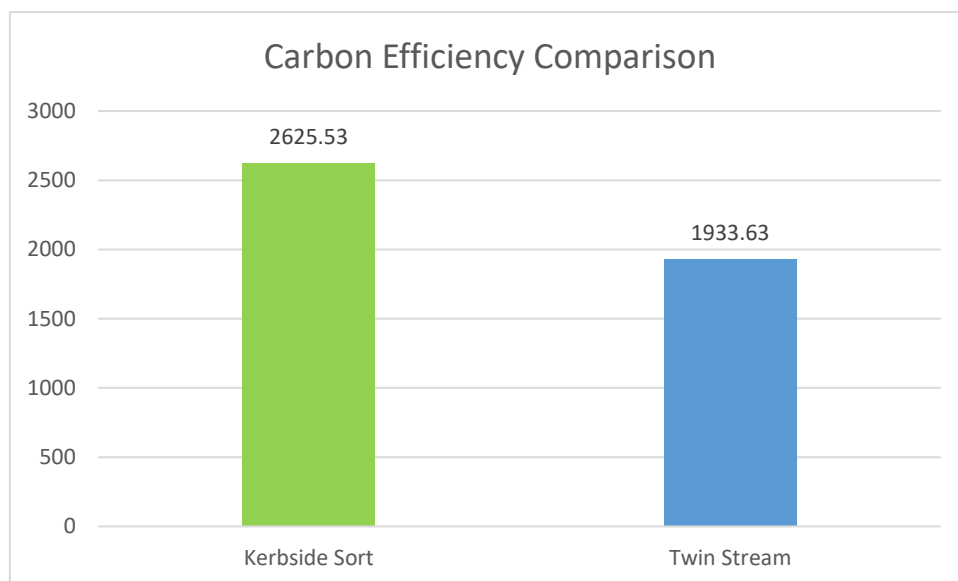
### Carbon Efficiency Comparison

A WRAP issued report entitled “The Climate Change impacts of Recycling Services in Wales” documented the increased carbon benefit of a kerbside sort collection service when compared to a Twin Stream (Co-mingled) collection service.

The report produced the following assumptions;

- 10,000 tonnes of material collected via Kerbside Sort = 2569 tonnes CO2e Carbon benefit
- 10,000 tonnes of material collected via Twin Stream = 1892 tonnes CO2e Carbon benefit

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	19/20
Collected recycling tonnage	2581.77	2455.868	2436.824	2745.572	10220.034
CO2e Carbon Benefit – Kerbside Sort	663.26	630.91	626.02	705.34	2625.53
CO2e Carbon Benefit – Twin Stream	488.47	464.65	461.05	519.46	1933.63
Difference	174.79	166.26	164.97	185.88	691.90



## Collected Material Data Analysis

In October 2015, Blaenau Gwent County Borough Council made a service change which included moving to a weekly kerbside sort recycling collection and a three-weekly residual collection.

A dedicated weekly Absorbent Hygiene Products (AHP) was also introduced in January 2017, which required residents to subscribe to the service.

Residual side waste enforcement and a strict black bag sorting policy at the HWRC were introduced during June 2018 to encourage residents to recycle more of their waste.

In September 2019 the “Keeping up with the Jones’s” campaign was rolled out across the borough to encourage residents to recycle more of their waste.

### Residual Waste

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
<b>Kerbside</b>	2921.741	2768.797	2684.745	2774.269	11149.552
<b>HWRC</b>	1.455	151.184	155.332	213.826	521.797
<b>Cleansing</b>	116.556	207.145	228.568	239.784	792.053
<b>Commercial</b>	182.651	167.998	162.903	169.626	683.178
<b>Total</b>	3222.403	3295.124	3231.548	3397.505	13146.580

### Annual Comparison

	19/20	20/21	Difference
<b>Kerbside</b>	9799.549	11149.552	1350.003
<b>HWRC</b>	783.191	521.797	-261.394
<b>Cleansing</b>	699.738	792.053	92.315
<b>Commercial</b>	594.270	683.178	88.908
<b>Total</b>	11876.748	13146.580	1269.832

Overall Residual waste increased by 1269.832 tonnes (10.69%) individual service areas listed below

- Kerbside Residual Waste increased by 1350.003 tonnes (13.78%)
- HWRC Residual Waste decreased by 261.394 tonnes (33.38%)
- Cleansing Residual Waste increased by 92.315 tonnes (13.19%)
- Commercial Residual Waste increased by 88.908 tonnes (14.96%)



### Kerbside Recycling

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Paper	173.680	181.160	179.994	173.612	708.446
Cardboard	419.720	450.280	467.180	595.160	1932.340
Mixed Glass	657.060	514.680	479.220	588.120	2239.080
Mixed Plastics	215.840	325.200	224.940	273.840	1039.820
Steel Cans	106.000	52.540	82.500	85.040	326.080
Aluminium Cans	76.000	58.888	62.760	64.620	262.268
Aerosols	7.980	9.500	10.080	10.480	38.040
SDA's	0.000	0.000	0.000	0.000	0.000
Textiles	5.830	4.960	3.400	3.910	18.100
<b>Total</b>	1662.11	1597.208	1510.074	1794.782	6564.174

### Annual Comparison

	19/20	20/21	Difference
Paper	841.630	708.446	-133.184
Cardboard	1413.960	1932.340	518.38
Mixed Glass	1538.460	2239.080	700.62
Mixed Plastics	788.720	1039.820	251.1
Steel Cans	242.630	326.080	83.45
Aluminium Cans	201.588	262.268	60.68
Aerosols	23.060	38.040	14.98
SDA's	30.700	0.000	-30.7
Textiles	9.660	18.100	8.44
<b>Total</b>	5090.408	6564.174	1473.766

Overall Kerbside recycling increased by 1473.766 tonnes (28.95%) individual streams listed below.

- Kerbside Paper recycling decreased by 133.184 tonnes (15.82%)
- Kerbside Cardboard recycling increased by 518.38 tonnes (36.66%)
- Kerbside Mixed Glass recycling increased by 700.62 tonnes (45.54%)
- Kerbside Mixed Plastics recycling increased by 251.10 tonnes (31.84%)
- Kerbside Steel Cans recycling increased by 83.45 tonnes (34.39%)
- Kerbside Aluminium Cans recycling increased by 60.68 tonnes (30.10%)
- Kerbside Aerosol recycling increased by 14.98 tonnes (64.96%)
- Kerbside Small Domestic Appliances (SDA's) decreased by 30.7 tonnes (100%)
- Kerbside Textiles increased by 8.44 tonnes (87.37%)

## Kerbside Composting

### Food Waste

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
<b>Food - Kerbside</b>	919.660	858.660	926.750	950.790	3655.860
<b>Food – Trade</b>	6.420	18.040	28.740	17.460	70.660
<b>Total</b>	926.08	876.7	955.49	968.25	3726.52

### Annual Comparison

	19/20	20/21	Difference
<b>Food - Kerbside</b>	3099.610	3655.860	556.25
<b>Food – Trade</b>	125.840	70.660	-55.18
<b>Total</b>	3225.45	3726.52	501.07

Overall Food waste increased by 501.07 tonnes (15.53%) individual service areas listed below

- Kerbside Food Waste increased by 556.25 tonnes (17.95%)
- **Commercial Food Waste decreased by 55.18 tonnes (43.85%)**

### Garden Waste

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
<b>Garden – Kerbside</b>	570.076	661.599	130.942	118.440	1481.057
<b>Garden – HWRC</b>	12.717	32.604	10.091	21.867	77.279
<b>Garden – Commercial</b>	23.181	47.331	34.927	33.110	138.549
<b>Garden - Other</b>	13.907	14.386	6.661	7.322	42.276
<b>Total</b>	619.881	755.92	182.621	180.739	1739.161

### Annual Comparison

	19/20	20/21	Difference
<b>Garden – Kerbside</b>	1280.891	1481.057	200.166
<b>Garden – HWRC</b>	264.184	77.279	-186.905
<b>Garden – Commercial</b>	119.876	138.549	18.673
<b>Garden - Other</b>	54.196	42.276	-11.92
<b>Total</b>	1719.147	1739.161	20.014

Overall Garden waste increased by 20.014 tonnes (1.16%) individual service areas listed below

- Kerbside Garden Waste increased by 200.166 tonnes (15.63%)
- **HWRC Garden Waste decreased by 186.905 tonnes (70.75%)**
- Commercial Garden Waste increased by 18.673 tonnes (15.58%)
- **“Other” Garden Waste decreased by 11.92 tonnes (21.99%)**

## HWRC Recycling / Reuse

### HWRC Recycling

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Sheet Glass	4.540	0.000	0.000	0.000	4.540
Cardboard	0.000	13.560	13.000	26.760	53.320
Hard Plastics	18.380	29.220	17.780	22.860	88.240
Scrap Wood	81.360	266.300	290.760	300.280	938.700
Inert	83.160	264.750	164.710	803.710	1316.330
Plasterboard	0.000	0.000	12.940	29.660	42.600
Scrap Metal	10.500	48.340	21.770	48.380	128.990
Paint	0.000	10.850	8.750	9.100	28.700
UPVC	0.000	2.000	0.000	1.000	3.000
WEEE (Cold)	14.325	34.995	26.163	26.250	101.733
WEEE (SDA)	17.680	32.420	27.000	32.240	109.340
WEEE (LDA)	0.000	5.400	1.980	6.640	14.020
WEEE (CRT)	1.200	10.166	6.843	8.080	26.289
WEEE (Fluorescent Tubes)	0.369	0.000	0.000	0.220	0.589
WEEE (Batteries - Household)	0.120	2.140	0.246	0.169	2.675
WEEE (Batteries - Automotive)	0.000	0.000	0.000	0.000	0.000
Mattresses	0.000	13.640	18.300	37.260	69.200
Carpets	0.000	56.360	41.140	0.000	97.500
Cooking Oil	0.000	0.000	0.000	0.200	0.200
Tyres	1.580	2.500	0.000	2.520	6.600
<b>Total</b>	<b>233.214</b>	<b>792.641</b>	<b>651.382</b>	<b>1355.329</b>	<b>3032.566</b>

## Annual Comparison

	19/20	20/21	Difference
Sheet Glass	18.340	4.540	-13.8
Cardboard	164.300	53.320	-110.98
Hard Plastics	202.900	88.240	-114.66
Scrap Wood	1314.104	938.700	-375.404
Inert	2913.870	1316.330	-1597.54
Plasterboard	112.860	42.600	-70.26
Scrap Metal	206.560	128.990	-77.57
Paint	13.650	28.700	15.05
UPVC	8.000	3.000	-5
WEEE (Cold)	108.590	101.733	-6.857
WEEE (SDA)	137.480	109.340	-28.14
WEEE (LDA)	39.300	14.020	-25.28
WEEE (CRT)	47.430	26.289	-21.141
WEEE (Fluorescent Tubes)	0.366	0.589	0.223
WEEE (Batteries - Household)	2.598	2.675	0.077
WEEE (Batteries - Automotive)	1.820	0.000	-1.82
Mattresses	88.680	69.200	-19.48
Carpets	268.180	97.500	-170.68
Cooking Oil	1.600	0.200	-1.4
Tyres	10.440	6.600	-3.84
<b>Total</b>	<b>5661.068</b>	<b>3032.566</b>	<b>-2628.502</b>

Overall HWRC Recycling has decreased by 2628.502 tonnes (46.43%) individual waste streams listed below

- Sheet Glass recycling decreased by 13.8 tonnes (75.25%)
- Cardboard recycling decreased by 110.98 tonnes (67.55%)
- Hard Plastics recycling decreased by 114.66 tonnes (56.51%)
- Scrap Wood recycling decreased by 375.404 tonnes (28.57%)
- Inert recycling decreased by 1597.54 tonnes (54.83%)
- Plasterboard recycling decreased by 70.26 tonnes (62.25%)
- Scrap metal recycling decreased by 77.57 tonnes (37.55%)
- Paint recycling increased by 15.05 tonnes (110.26%)
- UPVC recycling decreased by 5 tonnes (62.50%)
- WEEE (Cold) recycling decreased by 6.857 tonnes (6.31%)
- WEEE (SDA) recycling decreased by 28.14 tonnes (20.47%)
- WEEE (LDA) recycling decreased by 25.28 tonnes (64.33%)
- WEEE (Fluorescent tubes) recycling increased by 0.223 tonnes (60.93%)
- WEEE (Batteries Household) recycling increased by 0.077 tonnes (2.96%)
- WEEE (Batteries Automotive) recycling decreased by 1.82 tonnes (100%)
- Mattresses recycling decreased by 19.48 tonnes (21.97%)
- Carpets recycling decreased by 170.68 tonnes (63.64%)
- Cooking Oil decreased by 1.4 tonnes (87.50%)
- Tyres recycling decreased by 3.84 tonnes (36.78%)

## HWRC Reuse

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
<b>Textiles</b>	0.000	0.000	5.420	6.360	11.780
<b>Media</b>	1.266	3.810	2.595	3.670	11.341
<b>Gas Bottles</b>	0.000	0.240	2.807	3.682	6.729
<b>Total</b>	1.266	4.050	10.822	13.712	29.850

## Annual Comparison

	19/20	20/21	Difference
<b>Textiles</b>	64.570	11.780	-52.79
<b>Media</b>	17.108	11.341	-5.767
<b>Gas Bottles</b>	15.936	6.729	-9.207
<b>Total</b>	97.614	29.850	-67.764

Overall HWRC reuse have decreased by 67.764 tonnes (69.42%) individual waste streams listed below

- Textiles reuse decreased by 52.79 tonnes (81.76%)
- Media reuse decreased by 5.767 tonnes (33.71%)
- Gas Bottles reuse decreased by 9.207 tonnes (57.77%)

### Commercial & Industrial Recycling

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Highways Inert	100.000	300.000	320.000	160.000	880.000
Trade Recycling	47.360	73.760	82.720	65.540	269.380
Street Lighting Bulbs	0	0	0	22.55	22.55
<b>Total</b>	147.36	373.76	402.72	248.09	1171.93

#### Annual Comparison

	19/20	20/21	Difference
Highways Inert	1300.00	880.000	-420
Trade Recycling	399.58	269.380	-130.2
Street Lighting Bulbs	0	22.55	22.55
<b>Total</b>	1699.58	1171.93	-527.65

Overall Commercial & Recycling tonnages decreased by 527.65 tonnes (31.05%) individual service areas listed below

- Highways Inert decreased by 420 tonnes (32.31%)
- Trade Recycling decreased by 130.20 tonnes (32.58%)
- Street Lighting Bulbs increased by 22.55 tonnes

### Other Materials

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
AHP	171.960	155.760	152.260	175.260	655.24
Road Sweepings	56.900	438.420	407.640	463.830	1366.79
<b>Total</b>	228.86	594.18	559.9	639.09	2022.03

#### Annual Comparison

	19/20	20/21	Difference
AHP	553.24	655.24	102
Road Sweepings	1341.5	1366.79	25.29
<b>Total</b>	1894.74	2022.03	127.29

Overall "Other Materials" tonnages have increased by 127.29 tonnes (6.72%) individual material breakdown listed below

- Absorbent Hygiene Products (AHP) tonnages have increased by 102 tonnes (18.44%)
- Road Sweeping tonnages have increased by 25.29 tonnes (1.89%)

## Residual / Recycling Round Data

### Residual Round Data

#### Round 1 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	162.86	154.88	203.20	219.80	740.74
Tuesday	163.52	192.54	175.26	243.98	775.30
Wednesday	174.72	173.36	220.70	227.338	796.118
Thursday	142.98	154	186.70	173.96	657.64
<b>Total</b>	644.08	674.78	785.86	865.078	2969.798

### Annual Comparison

Day	19/20	20/21	Difference
Monday	839.04	740.74	-98.3
Tuesday	826.78	775.30	-51.48
Wednesday	765.58	796.118	30.538
Thursday	685.62	657.64	-27.98
<b>Total</b>	3117.02	2969.798	-147.222

Overall the annual comparison shows Residual Round 1 has decreased by 147.222 tonnes (4.72%)

#### Round 2 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	147.5	166.22	145.16	169.66	628.54
Tuesday	171.84	164.22	161.02	153.06	650.14
Wednesday	181.60	167.18	135.48	197.51	681.77
Thursday	153.68	156.98	152.42	166.48	629.56
<b>Total</b>	654.62	654.6	594.08	686.71	2590.01

### Annual Comparison

Day	19/20	20/21	Difference
Monday	688.80	628.54	-60.26
Tuesday	704.64	650.14	-54.5
Wednesday	676.78	681.77	4.99
Thursday	649.62	629.56	-20.06
<b>Total</b>	2719.84	2590.01	-129.83

Overall the annual comparison shows Residual Round 2 has decreased by 129.83 tonnes (4.77%)

### Round 3 (Included Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	147.76	131.40	148.576	166.27	594.006
Tuesday	190.44	181.12	161.20	177.36	710.12
Wednesday	143.54	168.70	146.74	168.60	627.58
Thursday	137.52	122.06	131.49	146.70	537.77
<b>Total</b>	619.26	603.28	588.006	658.93	2469.476

### Annual Comparison

Day	19/20	20/21	Difference
Monday	703.54	594.006	-109.534
Tuesday	797.96	710.12	-87.84
Wednesday	669.32	627.58	-41.74
Thursday	538.80	537.77	-1.03
<b>Total</b>	2709.62	2469.476	-240.144

Overall the annual comparison shows Residual Round 3 has decreased by 240.144 tonnes (8.86%)

### Round 4 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	46.46	43.24	62.86	72.14	224.70
Tuesday	53.67	48.10	79.64	71.04	252.45
Wednesday	84.84	75.84	106.84	122.73	390.25
Thursday	79.58	75.80	134.98	110.328	400.688
<b>Total</b>	264.55	242.98	384.32	376.238	1268.088

### Annual Comparison

Day	19/20	20/21	Difference
Monday	253.67	224.70	-28.97
Tuesday	262.80	252.45	-10.35
Wednesday	408.26	390.25	-18.01
Thursday	393.50	400.688	7.188
<b>Total</b>	1318.23	1268.088	-50.142

Overall the annual comparison shows Residual Round 4 has decreased by 50.142 tonnes (3.80%)



## Recycling Round Data

### Recycling Round 1 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	28.78	29.28	33.04	47.50	138.60
Tuesday	46.70	42.04	46.44	54.68	189.86
Wednesday	29.08	34.24	40.82	45.72	149.86
Thursday	27.58	23.46	34.40	38.16	123.60
Friday	30.94	22.58	25.28	29.82	111.94
<b>Total</b>	163.08	151.6	179.98	215.88	713.86

### Annual Comparison

Day	19/20	20/21	Difference
Monday	135.88	138.60	2.72
Tuesday	183.64	189.86	6.22
Wednesday	139.94	149.86	9.92
Thursday	135.30	123.60	-11.7
Friday	118.36	111.94	-6.42
<b>Total</b>	713.12	713.86	0.74

Overall the annual comparison shows Recycling Round 1 has increased by 0.74 tonnes (0.10%)

### Recycling Round 2 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	39.98	34.52	49.08	54.38	177.96
Tuesday	35.20	30.70	44.46	42.30	155.70
Wednesday	31.46	37.76	55.07	53.38	177.67
Thursday	34.16	31.40	42.88	37.92	146.36
Friday	34.84	30.66	36.44	46.92	148.86
<b>Total</b>	175.64	165.04	227.93	234.9	806.55

### Annual Comparison

Day	19/20	20/21	Difference
Monday	161.88	177.96	16.08
Tuesday	163.10	155.70	-7.4
Wednesday	168.06	177.67	9.61
Thursday	140.70	146.36	5.66
Friday	149.94	148.86	-1.08
<b>Total</b>	783.68	806.55	22.87

Overall the annual comparison shows Recycling Round 2 has increased by 22.87 tonnes (2.92%)

### Recycling Round 3 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	30.30	26.86	49.72	49.87	156.75
Tuesday	43.86	34.28	40.52	47.62	166.28
Wednesday	39.72	27.02	35.82	40.92	143.48
Thursday	34.62	32.20	51.66	54.46	173.04
Friday	25.24	15.68	21.66	28.00	90.58
<b>Total</b>	173.74	136.04	199.38	220.87	730.13

### Annual Comparison

Day	19/20	20/21	Difference
Monday	144.04	156.75	12.71
Tuesday	177.34	166.28	-11.06
Wednesday	136.78	143.48	6.7
Thursday	156.92	173.04	16.12
Friday	120.52	90.58	-29.94
<b>Total</b>	735.60	730.13	-5.47

Overall the annual comparison shows Recycling Round 3 has decreased by 5.47 tonnes (0.74%)

### Recycling Round 4 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	35.16	30.76	44.06	46.00	155.98
Tuesday	40.98	31.30	44.40	48.34	165.02
Wednesday	40.50	31.92	42.56	43.42	158.40
Thursday	33.2	30.06	46.42	38.74	148.42
Friday	28.30	24.58	28.60	31.62	113.10
<b>Total</b>	178.14	148.62	206.04	208.12	740.92

### Annual Comparison

Day	19/20	20/21	Difference
Monday	151.54	155.98	4.44
Tuesday	169.62	165.02	-4.6
Wednesday	120.30	158.40	38.1
Thursday	150.84	148.42	-2.42
Friday	131.30	113.10	-18.2
<b>Total</b>	723.60	740.92	17.32

Overall the annual comparison shows Recycling Round 4 has increased by 17.32 tonnes (2.39%)

### Recycling Round 5 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	32.06	40.82	52.16	53.38	178.42
Tuesday	32.72	34.70	54.94	59.54	181.90
Wednesday	40.51	40.28	53.64	59.30	193.73
Thursday	28.46	40.68	47.06	43.78	159.98
Friday	30.66	21.78	32.86	40.42	125.72
<b>Total</b>	164.41	178.26	240.66	256.42	839.75

### Annual Comparison

Day	19/20	20/21	Difference
Monday	178.512	178.42	-0.092
Tuesday	193.60	181.90	-11.7
Wednesday	167.16	193.73	26.57
Thursday	152.50	159.98	7.48
Friday	143.12	125.72	-17.4
<b>Total</b>	834.892	839.75	4.858

Overall the annual comparison shows Recycling Round 5 has increased by 4.858 tonnes (0.58%)

### Recycling Round 6 (Includes Support Vehicle) \* Missing July Data

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	41.14	9.56	37.54	54.66	142.9
Tuesday	44.22	15.24	41.42	49.36	150.24
Wednesday	34.28	18.86	25.42	37.00	115.56
Thursday	34.04	16.20	34.32	39.44	124
Friday	29.82	26.02	28.82	42.54	127.2
<b>Total</b>	183.5	85.88	167.52	223	659.9

### Annual Comparison

Day	19/20	20/21	Difference
Monday	164.00	142.9	-21.1
Tuesday	171.86	150.24	-21.62
Wednesday	128.74	115.56	-13.18
Thursday	142.94	124	-18.94
Friday	148.14	127.2	-20.94
<b>Total</b>	755.68	659.9	-95.78

Overall the annual comparison shows Recycling Round 6 has decreased by 95.78 tonnes (12.67%)

### Recycling Round 7 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	35.38	41.88	47.82	42.04	167.12
Tuesday	32.68	35.84	39.60	46.50	154.62
Wednesday	36.64	45.40	49.32	48.868	180.228
Thursday	37.72	35.82	49.26	48.642	171.442
Friday	24.42	17.94	31.14	33.88	107.38
<b>Total</b>	166.84	176.88	217.14	219.93	780.79

### Annual Comparison

Day	19/20	20/21	Difference
Monday	171.80	167.12	-4.68
Tuesday	163.76	154.62	-9.14
Wednesday	128.42	180.228	51.808
Thursday	153.90	171.442	17.542
Friday	123.39	107.38	-16.01
<b>Total</b>	741.27	780.79	39.52

Overall the annual comparison shows Recycling Round 7 has increased by 39.52 tonnes (5.33%)

### Recycling Round 8 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	36.24	36.24	40.86	44.88	158.22
Tuesday	37.90	35.54	45.10	47.00	165.54
Wednesday	39.68	36.62	39.26	46.52	162.08
Thursday	27.16	31.10	50.16	44.34	152.76
Friday	28.38	29.52	27.86	36.74	122.50
<b>Total</b>	169.36	169.02	203.24	219.48	761.1

### Annual Comparison

Day	19/20	20/21	Difference
Monday	134.86	158.22	23.36
Tuesday	151.92	165.54	13.62
Wednesday	133.68	162.08	28.4
Thursday	140.90	152.76	11.86
Friday	128.84	122.50	-6.34
<b>Total</b>	690.20	761.1	70.9

Overall the annual comparison shows Recycling Round 8 has increased by 70.90 tonnes (10.27%)

### Recycling Round 9 (Includes Support Vehicle)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	36.58	32.44	21.20	41.90	132.12
Tuesday	35.02	42.90	31.20	47.72	156.84
Wednesday	41.06	43.30	30.46	51.70	166.52
Thursday	25.34	29.66	17.64	37.622	110.262
Friday	28.36	27.22	30.68	40.26	126.52
<b>Total</b>	166.36	175.52	131.18	219.202	692.262

### Annual Comparison

Day	19/20	20/21	Difference
Monday	148.92	132.12	-16.8
Tuesday	155.48	156.84	1.36
Wednesday	164.98	166.52	1.54
Thursday	129.52	110.262	-19.258
Friday	137.02	126.52	-10.5
<b>Total</b>	735.92	692.262	-43.658

Overall the annual comparison shows Recycling Round 9 has decreased by 43.658 tonnes (5.93%)

### Recycling Round 10 (Includes rounds 10 and 10a and support vehicles)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	26.5	27.22	31.26	49.95	134.93
Tuesday	40.12	29.98	43.06	56.42	169.58
Wednesday	30.96	29.84	38.10	56.40	155.30
Thursday	35.38	26.04	38.46	47.96	147.84
Friday	26.32	18.68	28.64	43.53	117.17
<b>Total</b>	159.28	131.76	179.52	254.26	724.82

### Annual Comparison

Day	19/20	20/21	Difference
Monday	92.94	134.93	41.99
Tuesday	114.22	169.58	55.36
Wednesday	102.20	155.30	53.1
Thursday	105.86	147.84	41.98
Friday	86.48	117.17	30.69
<b>Total</b>	501.70	724.82	223.12

Overall the annual comparison shows Recycling Round 10 has increased by 223.12 tonnes (44.47%)

### Recycling Round Rear (Includes support vehicles)

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	9.78	2.72	17.94	23.10	53.54
Tuesday	6.3	4.18	12.98	19.30	42.76
Wednesday	6.4	2.66	12.74	16.98	38.78
Thursday	6.22	1.64	14.92	16.98	39.76
Friday	7.4	1.88	10.08	15.86	35.22
<b>Total</b>	36.1	13.08	68.66	92.22	210.06

### Annual Comparison

Day	19/20	20/21	Difference
Monday	66.60	53.54	-13.06
Tuesday	68.74	42.76	-25.98
Wednesday	56.94	38.78	-18.16
Thursday	64.96	39.76	-25.2
Friday	51.38	35.22	-16.16
<b>Total</b>	308.62	210.06	-98.56

Overall the annual comparison shows Recycling Round Rear has decreased by 98.56 tonnes (31.94%)

### Additional Recycling Rounds

Day	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Monday	164.32	138.24	93.88	23.04	419.48
Tuesday	139.99	155.88	102.48	29.50	427.85
Wednesday	120.24	139.66	97.60	18.64	376.14
Thursday	135.54	119.04	103.26	11.92	369.76
Friday	91.07	100.18	87.94	11.06	290.25
<b>Total</b>	651.16	653	485.16	94.16	1883.48

### Annual Comparison

Day	19/20	20/21	Difference
Monday	173.16	419.48	246.32
Tuesday	193.85	427.85	234
Wednesday	186.88	376.14	189.26
Thursday	182.96	369.76	186.8
Friday	122.62	290.25	167.63
<b>Total</b>	859.47	1883.48	1024.01

Overall the annual comparison shows Additional Recycling Rounds has increased by 1024.01 tonnes (119.14%)

### Demand Monitoring Data

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
No. of Requests	12014	19565	15152	20276	67007
<b>Total</b>	12014	19565	15152	20276	67007

	Quarter 1	Quarter 2	Quarter 3	Quarter 4	20/21
Van Permit	3	1	0	6	10
Visit New Vale Recycling Centre	3986	11044	8162	10281	33473
Recycling Receptacles	2064	2038	1720	2822	8644
Garden Waste	1206	702	93	508	2509
Request Green Sacks	325	171	17	281	794
AHP	281	370	280	338	1269
Request AHP Sacks	950	1034	1044	1215	4243
Cancel AHP Collection	30	28	25	44	127
Missed Collection	1065	906	661	830	3462
Assisted Collection	49	68	52	82	251
Cancel Assisted	1	2	3	2	8
Request Wheelie Bin	401	496	468	575	1940
Warden Enquiry	77	158	110	119	464
General Enquiry	459	436	316	571	1782
Waste Presented Early	27	57	32	44	160
Commercial Waste	54	95	70	71	290
Christmas tree	0	0	365	354	719
Winter Green Waste	0	0	179	238	417
Bulky Waste	1036	1959	1555	1895	6445
<b>Total</b>	12014	19565	15152	20276	67007

	19/20	20/21	Difference
Van Permit	1539	10	-1529
Visit New Vale Recycling Centre	0	33473	33473
Recycling Receptacles	8497	8644	147
Garden Waste	2603	2509	-94
Request Green Sacks	460	794	334
AHP	1565	1269	-296
Request AHP Sacks	3904	4243	339
Cancel AHP Collection	103	127	24
Missed Collection	2900	3462	562
Assisted Collection	250	251	1
Cancel Assisted	5	8	3
Request Wheelie Bin	1435	1940	505
Warden Enquiry	900	464	-436
General Enquiry	1494	1782	288
Waste Presented Early	195	160	-35
Commercial Waste	471	290	-181
Christmas tree	507	719	212
Winter Green Waste	276	417	141
Bulky Waste	1764	6445	4681
<b>Total</b>	28868	67007	38139

Overall the annual comparison shows number of service requests has increased by 38,139 (132.12%)

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# Agenda Item 8

*Executive Committee and Council only*

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Community Services Scrutiny Committee**  
Date of meeting: **4<sup>th</sup> October 2021**  
Report Subject: **Community Services Performance Report 2020/21**  
Portfolio Holder: **Cllr. J Wilkins, Executive Member Environment**  
Report Submitted by: **Clive Rogers, Head of Community Services**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
14-09-21	16/09/21	23.09.21			04/10/21	10.11.21		

1. **Purpose of the Report**  
To provide the Members of the Community Services Scrutiny Committee with an update of Community Services performance outcomes over the period 2020/21.
2. **Scope and Background**
  - 2.1 The report summarises the performance of Community Services over the period 2020/21 which includes the following key service areas:
    - Infrastructure Services
    - Neighbourhood Services; and
    - Property services.
  - 2.2 Community Services deliver projects and service areas which are aligned to 'Strong and Environmentally Smart Communities' which in turn form key elements within the Corporate Plan.
  - 2.3 Community Services performances over this time as been governed by the requirements to fully adhere to the regulations and guidelines set out in compliance with COVID19

### **Community Services Themes - 'Strong and Environmentally Smart Communities'**

- 2.4 The following themes have been identified by Community Services in support of delivering 'Strong and Environmentally Smart Communities'.
  - Improving the Local Environment
  - Managing our Estate
  - Improving the Wellbeing & Resilience of our Communities
  - Healthy and Safe Communities and
  - Managing our Highways Network and Infrastructure
- 2.5 Community Services performance against these themes is detailed in Appendix 1 – 'Strong and Environmentally Smart Communities' Performance Report 2020/21.

The report also includes a number of specific Case Studies on projects and initiatives that have been delivered and undertaken over the period and best illustrate the diversity, range and scope of works undertaken by Community Services.

**3. Options for Recommendation**

3.1 Option 1 to accept the information in the report.

3.2 Option 2 to consider the information contained within the report and provide challenge and/or further action for consideration to make improvements.

**4. Evidence of how does this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

Priority Areas for Community Services identified in 'Corporate Plan 2020/22'

- To increase rates of recycling to enable us to achieve national targets;
- To re-invest in environmental services to address the issues created by fly-tipping, dog fouling, littering, grass cutting, street cleansing and pest control;
- To re-invest in highways maintenance particularly improvements to our residential roads, streets and pavements;
- To improve the access to and quality of open spaces for the benefit of our communities, businesses and visitors;
- To build the relationships across the Council to support organisations and partners to deliver services in different ways (Community Asset Transfers)
- To take a strategic approach to the management of our land and property services in different ways (Community Asset Transfers)
- To improve the quality of our school buildings.
- To be carbon neutral by 2030.

**Statutory Responsibilities**

Community Services in the delivery of key services and projects align their requirements to all the statutory and regulatory requirements.

**Well-being Plan**

The purpose of the report is to present service activity over the period 2020/21, which highlights how we are contributing to the Council's overall aim towards a Globally responsible Wales, A Prosperous Wales, A resilient Wales and a Wales of more cohesive communities.

5. **Implications Against Each Option**
- 5.1 **Impact on Budget (short and long term impact)**  
The delivery of all services and projects are predicated by revenue and capital funding streams. The challenge around saving targets and the availability of capital grants reflect directly on the ability to deliver outcomes.
- 5.2 **Risk including Mitigating Actions**  
Failure to ensure that there is robust budget monitoring in the delivery of key services will directly impact on service outcomes.
- 5.3 **Legal**  
Service delivery is implicit on adhering to all legal, statutory and regulatory processes.
- 5.4 **Human Resources**  
There are minimum resource impacts in preparing the performance report which are met within existing staffing levels.
6. **Supporting Evidence**
- 6.1 **Performance Information and Data**  
See **Appendix 1** – ‘Strong and Environmentally Smart Communities’ Performance Report 2020/21
- 6.2 **Expected outcome for the public**  
Improved services and quality of Environment and Street Scene, both physical and natural.
- 6.3 **Involvement (consultation, engagement, participation)**  
Community Services undertake bi-annual engagement with the public on public facing service activities.
- 6.4 **Thinking for the Long term (forward planning)**  
By ensuring that the environment and street scene, both physical and natural, are maintained and protected for the foreseeable future.
- 6.5 **Preventative focus**  
Community Services will continue to ensure full participation of all stakeholders in delivery of these corporate objectives.
- 6.6 **Collaboration / partnership working**  
Community Services will continue to work in collaboration with local partners, the public and neighbouring authorities in the delivery of its key objectives.
- 6.7 **Integration (across service areas)**  
Community Services will continue to ensure joint working across all areas of the local authority – employees, members, public and other public bodies.
- 6.8 **EqIA (screening and identifying if full impact assessment is needed)**  
EqIA’s to be undertaken in line with statutory requirements.

**7. Monitoring Arrangements**

- 7.1 The performance of Community Services will be monitored through Scrutiny on a quarterly and bi-annual basis, through Community Services Scrutiny Committee, Regeneration and Community Services Leadership Team, CLT and Executive.

**Background Documents /Electronic Links**

**Appendix 1** – ‘Strong and Environmentally Smart Communities’ Performance Report 2020/21.

# Strong and Environmentally Smart Communities

## Performance Report

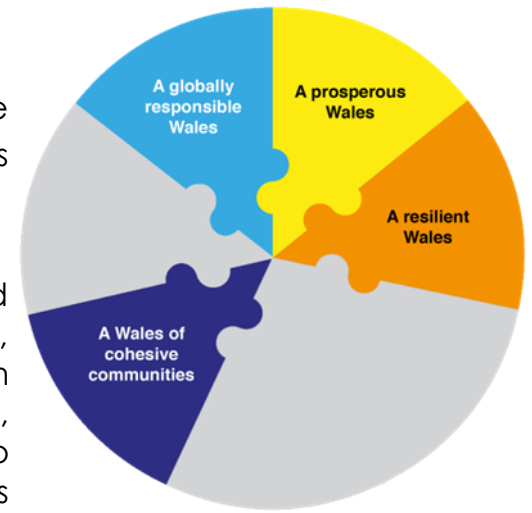


September 2021

# Foreword

The purpose of this report is to present service activity which highlights how we are contributing to the Council's overall aim of delivering a globally responsible Wales, a prosperous Wales, a resilient Wales and a Wales of more cohesive communities.

The following overview pages set out our performance for the period along with some associated achievements and challenges aligned to the priority areas identified in the Corporate Plan 2020/22, which are: ▶ To increase rates of recycling to enable us to achieve national targets, ▶ To re-invest in environmental services to address the issues created by fly-tipping, dog fouling, littering, grass cutting, street cleansing and pest control, ▶ To re-invest in highways maintenance particularly improvements to our residential roads, streets and pavements, ▶ To improve the access to and quality of open spaces for the benefit of our communities, businesses and visitors, ▶ To develop a portfolio of potential energy opportunities to deliver economic, business and community benefits, ▶ To improve the quality of our school buildings to help learners achieve great outcomes ▶ To be a carbon neutral Council by 2030, and ▶ To build a collaborative culture between services, partners and communities working together and with people directly to shape and deliver services. i.e. (Community Asset Transfers).



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This report is broken down into the themes below which have been identified for the Community Services area and support delivery of the priority areas above:

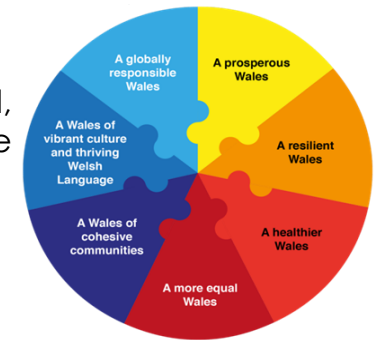
- Improving the Local Environment;
- Managing Our Estate;
- Improving the Well-being and Resilience of our Communities;
- Healthy and Safe Communities; and
- Managing our Highways Network and Infrastructure.

Blaenau Gwent has a rich heritage and our buildings and countryside are part of Blaenau Gwent's attractiveness as a place to live, work and visit. Our local environment should be used to help improve the health and well-being of our families and communities and be enhanced for future generations to continue to enjoy. There is also a real desire to see the communities where people live kept clean, tidy and useable, creating areas that people can be proud of.



# Well-being of Future Generations (Wales) Act 2015

The Well-being of Future Generations (Wales) Act 2015 is legislation which aims to improve the social, economic, environmental and cultural well-being of Wales. The vision of this legislation is expressed in the seven National well-being goals.



The Act also puts a duty on public bodies to apply the sustainable development principle which states they 'must meet the needs of the present without compromising the ability of future generations to meet their own needs'.

The sustainable development principle is made up of the following five ways of working, pictured below:



**Collaboration**



**Integration**



**Involvement**



**Long Term**

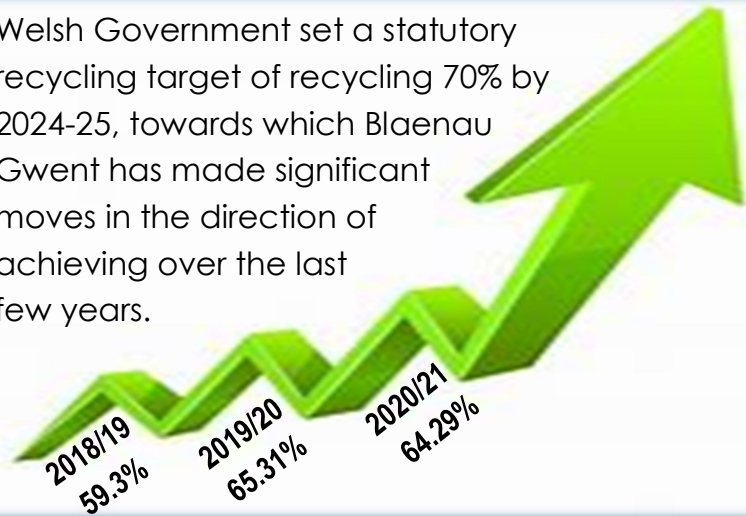


**Prevention**

Throughout this report some areas of performance that meet these ways of working are demonstrated by the above images.

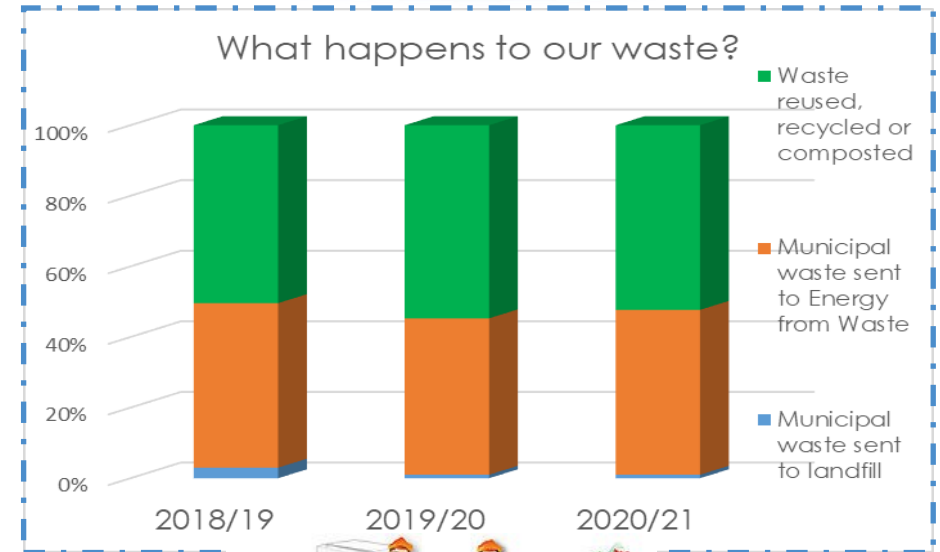
# Improving the local Environment

Welsh Government set a statutory recycling target of recycling 70% by 2024-25, towards which Blaenau Gwent has made significant moves in the direction of achieving over the last few years.



**66.7%**  
of waste produced was recycled in Quarter 1 of 2021/22. (Provisional figure)

Support to local community groups has continued, providing **litter champions** with materials, equipment, staff support and collection of waste following clean up and clearance work where COVID restrictions allowed. ✓



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Dry Recycling collected at the kerbside during Quarter 1 has **decreased** by **412.851 tonnes (12.42%)** when compared to the same period last year.

This is due to the Household Waste Recycling Centre being closed and more people at home during this period last year due to the pandemic- resulting in higher than normal amounts of recycling being collected at the kerbside.



Blaenau Gwent yn ailgylchu  
Blaenau Gwent recycles

**Are you keeping up with the Joneses?**  
If you're not recycling, then being the odd one out could cost you £100

Working together

Work continues monitoring areas in relation to the "Keeping up with the Joneses" campaign.

We continue to support when needed, to ensure that the Authority's Residents are maximising opportunities to recycle wherever possible.



The amount of recycling collected has **increased** by 520.55% to **1526.136 tonnes** during Quarter 1, compared to the same period last year.



# Improving the local Environment

**2.8 million** has been invested to develop an **additional Household Waste Recycling Centre** in the Ebbw Fach Valley.

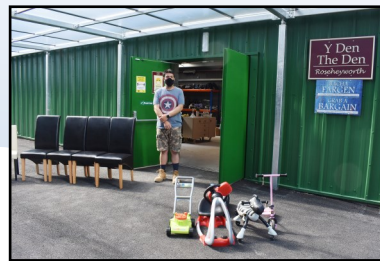
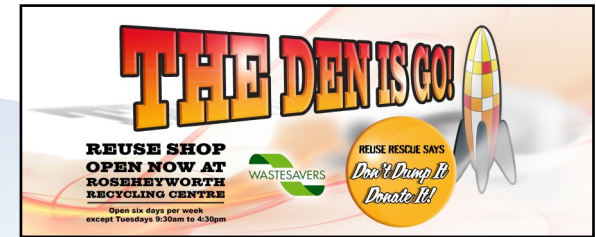
The new Recycling Centre in Roseheyworth was opened to the public in April 2021. The construction of the site is a significant achievement as the majority of the work was carried out at the height of the pandemic, through several lockdowns and the restrictions associated with them. The new site is large and spacious allowing residents to recycle a range of materials including wood, electrical items, garden waste and paint.

The site also features a reuse shop

**'The Den'** which is operated by the charity Wastesavers, which is dedicated to social, environmental, and economic sustainability.

Residents can donate items, such as books, toys, bikes, crockery, ornaments, DVDs and small furniture, that are in good condition and free from defect so that they can be bought and re-used by someone else. "The Den" is already proving popular with locals who want to get rid of reusable items they no longer want but want them to go to a new

home. It's also proving very popular with people looking for a bargain.

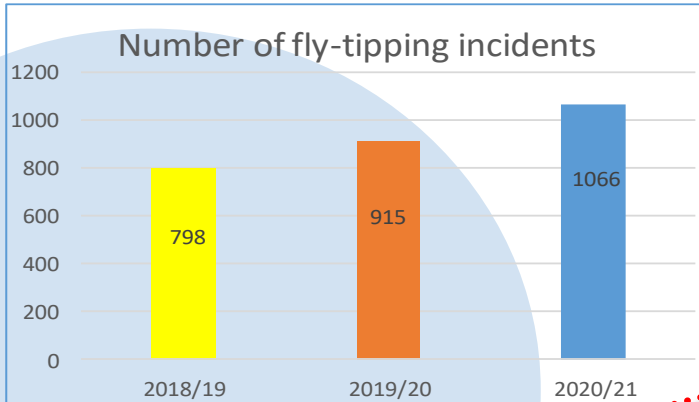


## The new Trade Waste service

was rolled out in May 2021 with two bespoke vehicles funded by Welsh Government. These new vehicles allow for separate collections of materials from businesses and ensure the service is compliant with the requirements of the Environment Act (Wales). The service has been well received by many customers with the Trade Waste Officer on hand to help deal with any issues some local businesses may have.



# Improving the local Environment



**1125**

Fly-tipping incidents were reported during Quarter 1 2021, the average number of days taken to clear was **4.26 days**

*The numbers of fly-tipping incidents are increasing year on year*



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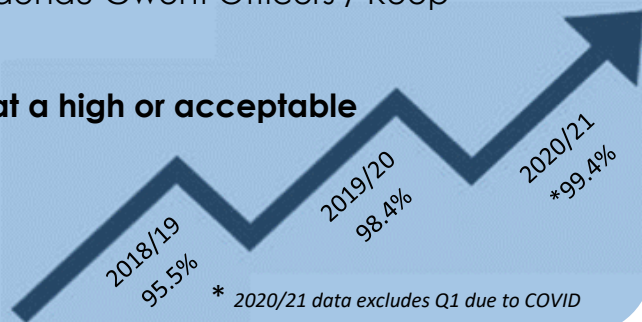
**LONG TERM**— Blaenau Gwent is one of the first councils in Wales to develop its own **litter and fly-tipping strategy**, which has been designed to reduce the problem of illegal littering.



During the first quarter 2021/22, 30 streets were inspected by Blaenau Gwent Officers / Keep Wales Tidy.

Of these **100%** were rated **at a high or acceptable standard on cleanliness.**

Based on the past 3 years data, street cleanliness is an improving picture.



**Recycle your plastic bags and wrapping**

Blaenau Gwent and Merthyr Tydfil residents together already recycle more than 65% of their waste, but we want to help you recycle even more.

We're introducing a new 12-week trial to see how we can recycle your plastic bags and wrapping.

This trial aims to discover if what we collect from you can be recycled into new products, such as bags for life and bin bags.

**What should I do?**

- Place any empty plastic bags and wrapping you have in the sacks provided with this leaflet. (See the rear page for examples of what you should put in the sacks.)
- Tie the sacks securely then put one into each wheel alongside your recycling container on your usual collection day. (We may collect these sacks in a different vehicle to the one that collects your usual recycling.)

**Enter our prize draw to win a £50 Gift Card**

Tell us what you think about the trial by filling in our quick survey, and enter £5 every you into a prize draw to win a £50 LoveShop Gift Card. The survey is open from Monday 19 July and Sunday 8 August 2021.

To enter the prize draw, or for more information about the trial, visit [www.blaenau-gwent.gov.uk/merthyr/wwa/recycling/recycling-plastic-bags](http://www.blaenau-gwent.gov.uk/merthyr/wwa/recycling/recycling-plastic-bags)

**Working together**

**What should I put in the sacks?**

- Max 1x carrier bag, including bags for life
- Max 1x bread bags (bake out crumbs)
- Max 1x wrapping from cans/bins for metal goods
- Plastic wrapping from tins/tins/ kitchen roll pads
- Plastic freezer bags
- Plastic wrapping from machines that come in the post
- This plastic inner market bins and vegie bin bag
- Bubble wrap
- Plastic salad bag
- Flax lined tea towels
- Plastic freezeable bag
- Plastic packaging from online orders

❌ Clear film ❌ Food, drink and pet food packets ❌ Crisp packets ❌ Film lids from ready meals and food trays

Thank you for doing your bit for the environment and helping to protect our planet by recycling all that you can.

## New trial - Recycling plastic bags and wrapping

The plastic film trial run for **12 weeks, 10th May 21—30th July 21** and Blaenau Gwent worked in collaboration with WRAP and Merthyr Tydfil County Borough Council.

**10,685 properties** across the Borough were **selected to take part**, a roll of bags and a leaflet was delivered to the properties outlining the initiative.

During the trial

**28,994 bags** totalling **16.6 tonnes of plastic film** was collected.

Following feedback via waste warden the trial **was well perceived by residents**, we await the full results from WRAP.

Pre planning application has been submitted and is awaiting approval to design and build an Education Centre located at the new Roseheyworth Household Waste Recycling Centre. Lead times have been extended due to delays for construction materials and build costs higher than expected.

# Managing Our Estate

Blaenau Gwent County Borough Council directly manages seven cemeteries, carrying out maintenance works as and when needed to ensure that families have good access to sites and comfort in the knowledge that the burial place of loved ones is secure.

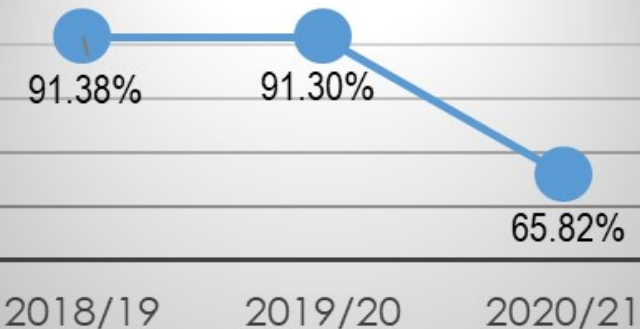
## Cemetery works completed in 2020/21 included :-

- Approximately 8,094 m<sup>2</sup> of road and pathways improved;
- Boundary fences repaired / improved at all seven cemeteries;
- 6 cattle grids installed to prevent access to live stock;
- 2 cemetery properties improved - Sextons House Ebbw Vale, Cemetery and Chapel of rest building at Brynmawr Cemetery;
- 65 metres of stone wall repaired at St Peters Church cemetery, Blaina;
- 30 new waste Bins to be installed (on order); and
- Overgrown vegetation at all sites has been removed.

The funding allocation for 2021/22 financial year is £200,000 and further maintenance works have commenced.

There is just over two years before burial capacity will become a major issue for the area - Cemetery expansion works are in the process of being explored.

COVID / staffing issues has impacted upon the **percentage** of Blaenau Gwent **Bridges** that were compliant with statutory **inspections** in 2020/21.



The ReFit Scheme has been used to implement various energy improvement projects. Work is being undertaken to consider the downsizing of the Council's property portfolio in order to assist with reducing the energy costs across the estate.



## Upgrading our street lighting to LED is key to us providing a more energy efficient, low carbon lighting network.

Following securement of funds the contract was awarded to E-ON, and works commenced.

**5,410 LED lanterns** were installed in Street Lights throughout the County Borough, the programme started in September 2020 and was completed by the end of April 2021. The energy savings achieved will intern pay back the Salix funding.

# Managing Our Estate

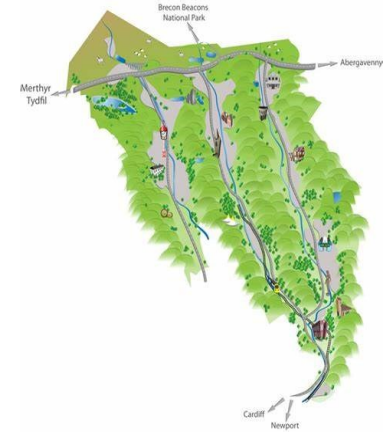
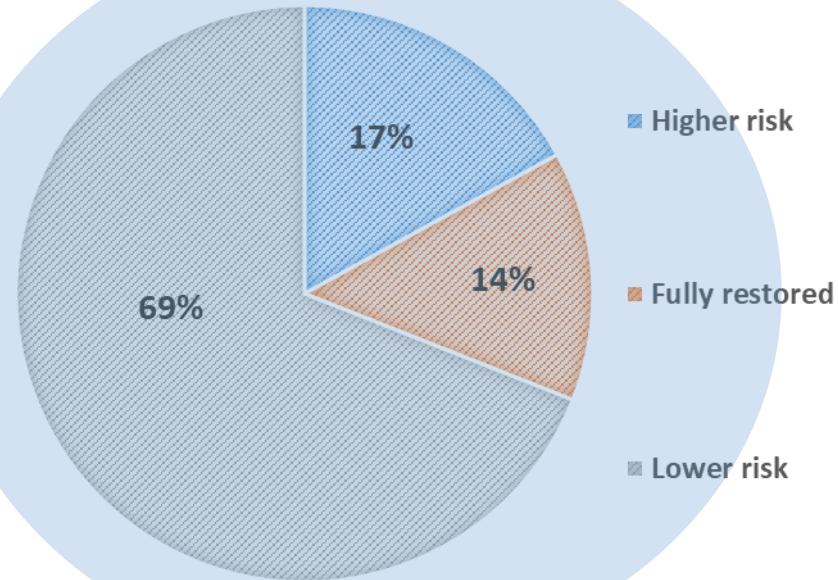
## Disused Spoil Tips

The Authority continues to maintain a database of disused tip sites and to inspect and take action if needed to prevent danger to the public.

**'Walk over' inspections of the highest risk sites have been undertaken and no signs of instability was identified.**

Inspection of the lower risk sites is scheduled to be undertaken over the forthcoming months – subject to staff availability

Revised Preliminary Categorisation



Despite the increased frequency of storm events adding pressures on services

**100%**

of **emergency issues / complaints** regarding

**falling trees**

continue to be

**dealt**

with

**within**

**1 day**

**LONG TERM** - The current depot buildings and site requires major updating and investment to conform with modern working standards and future proofing to meet the new carbon reduction agenda. The physical restrictions together with the cost of the work to meet these modern standards now identifies the need to relocate to an alternative site in order to construct new modern facilities to meet future demands on services.

**Community Asset Transfer (CAT)** process is nearing completion with only the following works ongoing:-

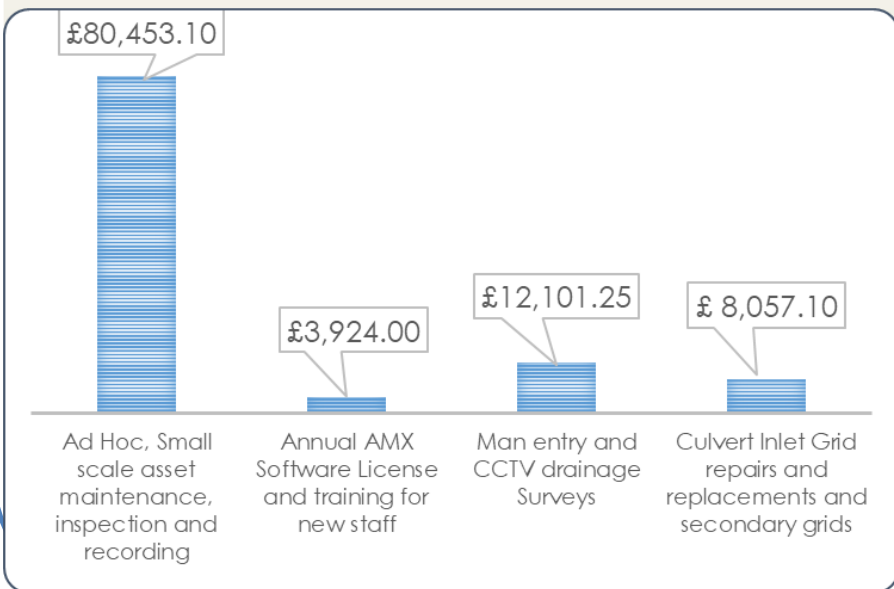
- External assistance commissioned to deal with legal standing of selection process for the Tredegar site.
- Works continuing in respect of gaining Charity Commission consent for Ebbw Vale and Cwm.
- Working closely with Brynithel Rugby Football Club and Llanhilleth Football Club to finalise transfer. Response now received and a position paper is currently being drafted by Estates for discussion at Council [as the Trustees].

# Managing Our Estate

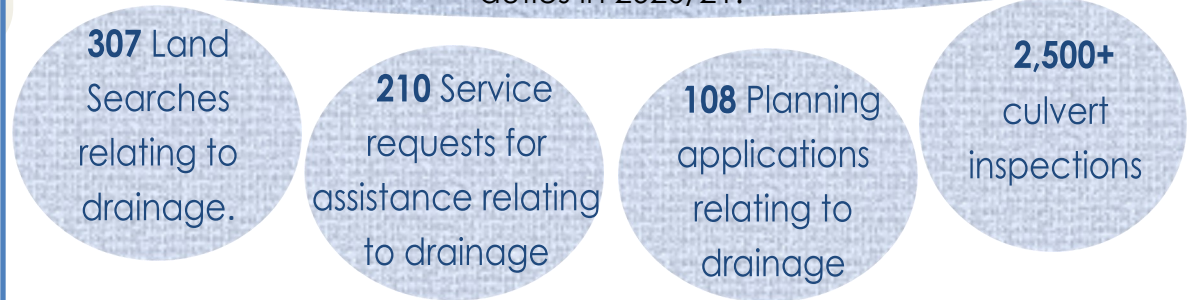
Progress continues to deliver the Councils **Flood Management Plan**, with the following works being undertaken:-

Undertook CCTV and Man Entry surveys of our culvert inlets to inspect their condition at numerous locations including:-	Undertook significant schemes to alleviate flooding at the following locations.	Smaller but no less urgent works were undertaken at the following locations:
Abertillery Old Ash Tip	Ladies Row and King Street Tredegar.	New trash screens to culvert inlets at various locations.
Abertillery Bowls Club	Culvert repairs at Victoria, Ebbw Vale.	Land drainage to stabilise landslip at Briery Hill.
HOV Culvert near Garnlydan.	Remedial works at Cwmtillery Culvert.	Temporary flood relief works at Market Street, Tredegar.
Melbourne Rd, Abertillery	Remedial works to the embankment at Railway Terrace Aberbeeg.	Holland Street, (School House) flood relief investigation and maintenance works.
		Melbourne Rd, Abertillery. Repairs to Drainage.
		Church Street additional drainage to relieve flooding.

A successful application for 100% funded Welsh Government Revenue Grants to the value of **£104,535** enabled us to also undertake the following works and objectives.



The following actions were undertaken as part of our statutory duties in 2020/21.



**PREVENTION** - Further Schemes have taken place across the borough to help store water and slow down surface run-off. These include tree planting, woodland management, green infrastructure and footpath repairs. This was funded by Welsh Government Access improvement grants of approximately £68,000.

# Improving the Well-being and Resilience of our Communities



Bee Orchid

## Grassland Management / Pollinators

Due to the changes made to the grass cutting regime at Rhos Y Fedwen Primary, Bee orchids have been found growing in the grassland this year. Discussions are ongoing in relation to the relaxation of cutting regime in other schools.

Funding for **access improvements** has been **delivered** to the value of

**£34,000**

to sites across the Borough .  
**Funding for 2021/22 has also been awarded in the value of £54,000.**



Work continues to explore and develop the **Active Travel** routes and the Public rights of way network for walking and cycling whilst developing cross boundary links where opportunities exist with our neighbouring authorities.

Project work was **delivered** throughout **2020/21** in the value of **£240,000** and included projects at Parc Bryn Bach, Glyncoed and Brynmawr to Beaufort.

A further **£399,000 funding** has been **secured** for **2021/22** with potential projects to include:-

- Route Ebbw Vale - works site to station;
- Localised Active Travel route minor works;
- Bridge enhancement, Heathfield Roundabout, Tredegar;
- Glyncoed - Off-road route North to South; and
- Dingle, Brynmawr - Intermediate Road to Garnlydan.

**INVOLVEMENT** - We continue to work across the Borough with community groups and both internal and external partners to improve the quality of and access to our green spaces.



**COLLABORATION** - Working collaboratively across the five Gwent areas whilst funded by the Enabling of Natural Resources and the Well-being Grant, has allowed work on 'Resilient Gwent' to begin and remain on schedule.



**PREVENTION** - During COVID restrictions the green spaces and public rights of way network have been maintained and kept open for public use offering open green spaces which cater for social distancing, proving a valuable asset for the citizens of Blaenau Gwent in terms of maintaining health and well-being .



# Improving the Well-being and Resilience of our Communities



The funding application for the **Gwent Green Grid** has been approved allowing the delivery of various work programmes to progress.

The project will help deliver a range of environmental projects working with partners and organisations.

**INVOLVEMENT** - Currently in discussions with Education regarding a schools carbon project, which will link to the Council's Decarbonisation Plan.



Funded by the Green Recovery Fund, a consultant ecologist has been appointed to update the Ecological Management Plan into a more user friendly document.

This funding has allowed the recruitment of an access officer to begin to address the backlog of rights of way issues and ensure delivery of Welsh Government funding for access improvements.

**( £96,000 for this financial year)**

The Urban Diversity Project continues with members of the community helping hedgehogs in the neighbourhood. Some Tai Calon fencing has helped enable the animals to move safely through gardens feeding and finding mates, without being forced on to roads.



*Hedgehog tracking tunnel and hog footprints from a community members garden*

The Welsh

Government ENRAW funded **Resilient Greater Gwent project**

has made good progress despite some minor delivery issues. The project continues to deliver the agreed outputs and outcomes.



Through the Resilient Greater Gwent project, **The Greater Gwent State of Nature Report was launched**



**COLLABORATION**- Japanese Knotweed enquiries are being dealt with and a treatment programme will begin in Autumn 2021. As part of the Resilient Greater Gwent, tackling invasive species is one of the work streams that Local Authorities across Gwent are working collaboratively on.

# Improving the Well-being and Resilience of our Communities

**21 activities** were delivered to schools regarding **Natural Resource Management**

School	No. of pupils	No. of events
Coed Y Garn	26	1
Blaen Y Cwm	40	2
Deighton	73	4
Georgetown	30	1
St Mary's RC	4	1
All Saints RC	10	2
Beaufort Hill	28	3
Pen Y Cwm	5	1
Willowtown	4	2
St Joseph's RC	4	2
Coed Y Garn	29	1
All Saints RC	102	1

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with a total of **355 children** benefiting from these events

**PREVENTION** - A Bioblitz was undertaken to help celebrate 'Love Your Burials Grounds Week'. 4 children from Willowtown and 9 members of the public attended.



A late award of **£90,000** was made from Welsh Government for **Green recovery** which has been used for **biodiversity enhancement and woodland management**.



As part of the Green Recovery Fund the following groups received a native mix of perennial wildflower plug plants and native bluebells in the green. This is to help diversify the grasslands to help create better soil structure and diversity which will help with carbon sequestration and pollinators.

- Parc Nant y Waun Local Nature Reserve;
- Beaufort Ponds and Woodlands Local Nature Reserve;
- Cwmcelyn Local Nature Reserve;
- Cwmtillery Local Nature Reserve;
- Bryn Bach Park;
- Sirhowy Woodlands and Community Group;
- Six Bells;
- Trevor Rowson.



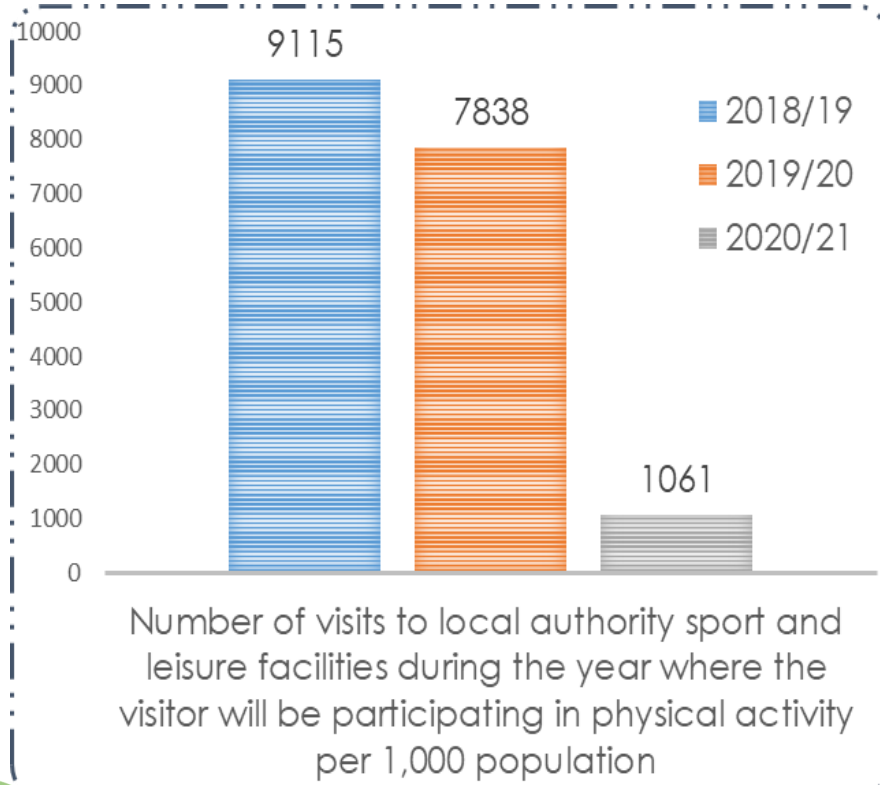
**INVOLVEMENT** - A Bioblitz was undertaken with the local community - in total there were Children from St Josephs Primary school attended along with another 11 attendees.





# Healthy and Safe Communities

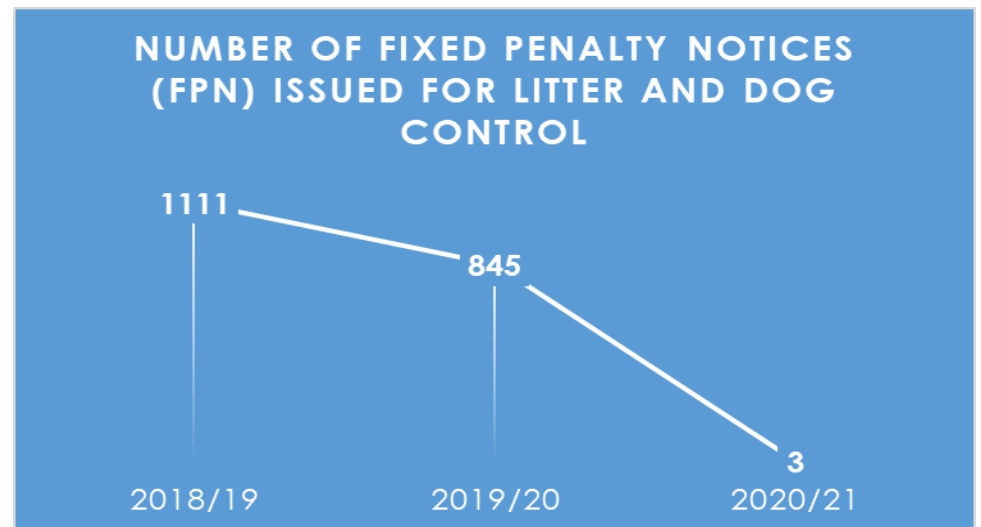
The chart below demonstrates how numbers of attendees at leisure facilities have been greatly impacted by the pandemic - subsequent closure and then restrictions on numbers. Online classes were delivered during lockdown but capacity was not available to record the number of participants.



**COLLABORATION** - Actions are being implemented to alleviate the issues arising involving straying Animals. These actions will involve working with local Farmers, Commoners, The Police, Natural Resource Wales and many internal service areas of the Council to ensure the effective containment and removal of animals from public areas / highways.

The **Fixed Penalty Enforcement Litter and Dog Control Service** was **suspended** in March 2020 due to the pandemic. Interaction with multiple clients needed to be avoided and also lockdown restrictions meant a reduction in littering. **The 2020/21 figure of 3 in the table below reflects this service suspension due to Covid 19.**

Service reinstatement 6th September 2021.



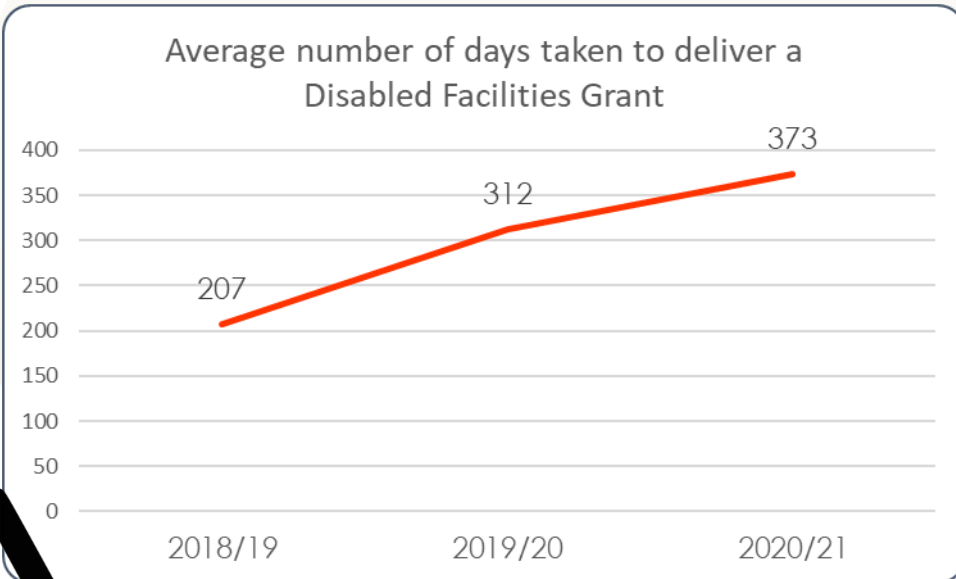
During the **Quarter 1** period (April to June 2021) there were

**0 fixed penalty notices issued for litter and dog control.**



# Healthy and Safe Communities

We have seen a decline in the average number of days taken to deliver a disabled facilities grant. Due to capacity issues there has been a lack of capacity to deliver the grants.



Air quality monitoring is carried out at a variety of locations including domestic properties, schools and community buildings.

## Air Quality in Blaenau Gwent continues to be generally good.

As in previous years, it is unlikely that any of the air quality objectives that the Council are required to have regard to, are being exceeded or will be exceeded within the Borough.



**PREVENTION** - The Authorities Pest Control Treatment Service continues to be outsourced and delivered by a private company, Rentokil. By proactively treating pest infestations in specific locations the Authority is preventing further spread and proliferation of infestations to other areas of the County Borough. This service provides improved public health through the free treatment of rat infestations in domestic premises and the prevention of the spread of infestations to third party land.



**COLLABORATION** - For its partnership working with Rentokil, the Authority was nominated for a National Pest Control Award and came second.



**LONG TERM** - The ability for the Council to operate a Civil Parking Enforcement (CPE) function is critical for the safe and efficient management of the Borough's highway network. The Council would not be able to manage and enforce Traffic Regulation Orders within the Borough without an effective CPE service. Indeed, the introduction of CPE has allowed the Council to successfully monitor and target areas where complaints of illegal and dangerous parking are received. The Council receives a high volume of requests for consideration of parking enforcement.

# Managing our Highways Network and Infrastructure

The current gross replacement value of the Highway Network is estimated at £1.093 billion and is the Authority's most valuable material asset

## 2021/22 Highways Asset Management programme

investment of **£900K +**

will continue to pay due attention to high priority works to the Network whilst retaining a focus around improving the residential / unclassified network.



£320k of additional works to be spread across all 16 Wards [approx. 400m2 patching works per ward].



**LONG TERM** - Investment in the residential highway network is identified to ensure sustainability for the future, bringing our roads up to a good standard and improving our highway infrastructure to meet the service requirements of the future.

**Un-classified roads make up 74% of the total Highway network [198 miles] and forms the majority of the local road network .**

As a result of investment over the previous three years the

**% of poor conditioned Un-classified roads** has

**reduced to 11.4%**

from a previous 17%.

During 2020/21

**Total resurfaced highway area**

**51,587m<sup>2</sup> / 6.0 miles**

made up of the following:-

- 24 residential highways (40,937m<sup>2</sup> / 5.1 miles)
- Tafarnaubach Ind Est (7000m<sup>2</sup> / 0.6 miles)
- Llangynidr Road (3650m<sup>2</sup> / 0.3 miles)

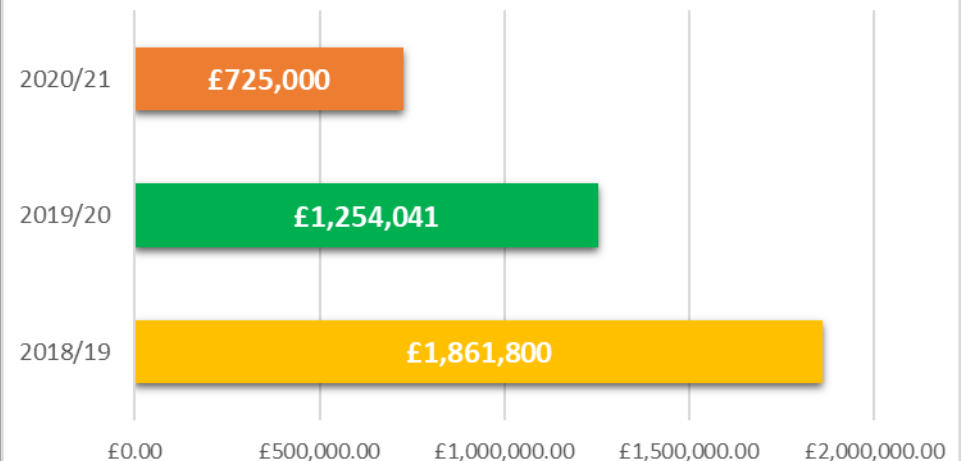


To date **82** residential highways have been resurfaced along with priority works to the A & B Classified Network.

### Other related works included:

- Crash Barriers
- Illuminated Traffic Signs
- Traffic Management Features

## Highway Capital Works Programme Spend



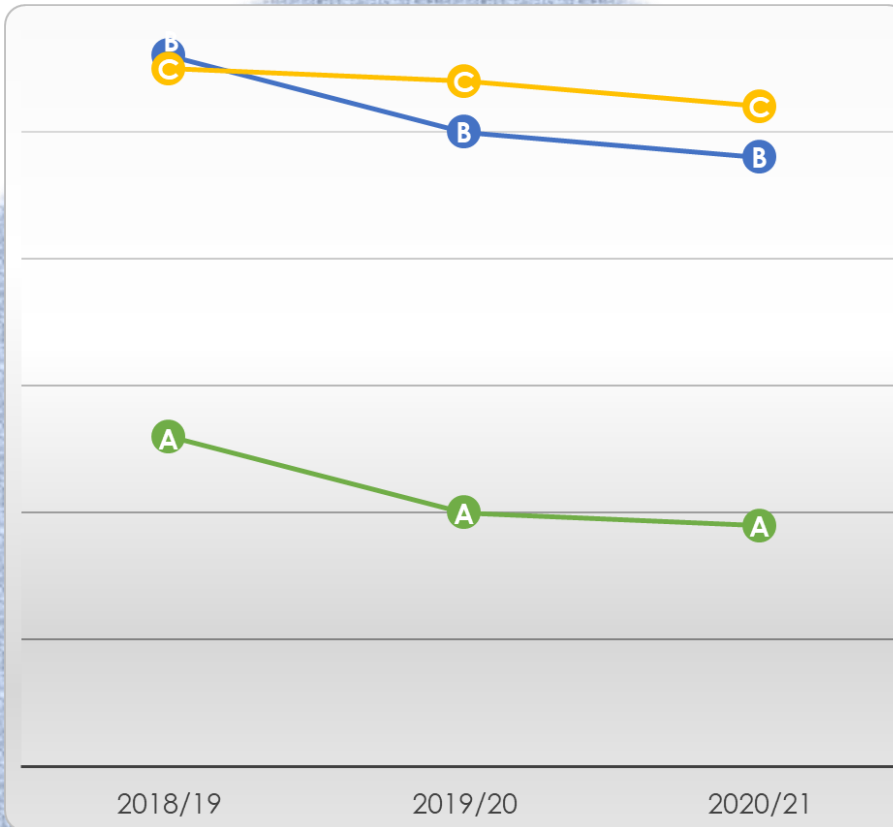
# Managing our Highways Network and Infrastructure

All schemes within the original highway surfacing programme are complete .



Following the Welsh Government Grant / Capital Allocation for 2021/22, the areas of A, B & C roads to be surfaced and other highway ancillary works to be undertaken are due to be confirmed shortly.

Percentage of A, B & C Roads In Poor Condition

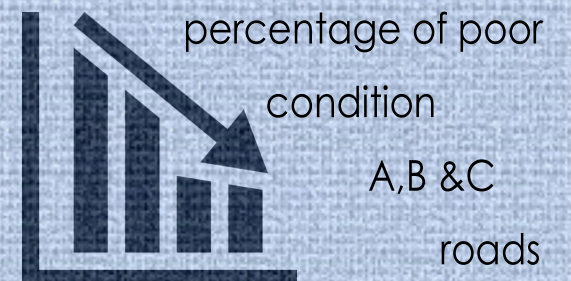


	2018/19	2019/20	2020/21
Percentage of A roads in poor condition	2.6%	2.0%	1.9%
Percentage of B roads in poor condition	5.6%	5.0%	4.8%
Percentage of C roads in poor condition	5.5%	5.4%	5.2%

## Additional grants have also been received to improve our A roads:

- Local Transport Fund - **£990,000** to improve the junction on the A4048 at Bedwellty Pits, Tredegar
- Resilient Road Fund - **£300,000** to undertake a feasibility study of the condition of A4047 between Aberbeeg and Cwm Roundabouts - to identify its current issues / improvements to form the basis of future Welsh Government grant application.

Ongoing works over the past 3 years supports the positive downward trend of the



# Managing our Highways Network and Infrastructure



**Piling works to support the proposed reinforced concrete carriageway**

**Aberbeeg Road  
Highway / Geotechnical  
works to stabilise  
the A4046 carriageway**  
following  
the server storms of  
February 2020



**Reinforced concrete carriageway**



**Big Arch, Ebbw Vale**  
**CADW approval received  
due to its listed building status.**  
Liaison with the specialist  
contractor about the works  
is now in progress and work  
on site is intended to  
commence later this year.



# Case Study - New five-year council Litter and Fly-tipping Strategy

Blaenau Gwent Council is one of the first councils in Wales to develop its own litter and fly-tipping strategy, which has been designed to build on the successful work of its past schemes and to reduce the problem of illegal littering. The new strategy includes a comprehensive action plan to show how the council and its partners can work together and reduce the impact of waste crime throughout the borough.

There are a range of actions specifically for tackling this growing problem which include community engagement, enforcement and education and awareness. Overall the plan will ensure the borough's residents, landowners and businesses understand their waste responsibilities. For instance the council has recruited over 200 Litter Champions who are provided with equipment, whilst increased partnership work (through a multi-agency approach Police, Natural Resources Wales Agency) will help identify those responsible for enviro-crime, such as fly tipping Incidents.



At the heart of our ambitious and vital Strategy is the need to change behavior around litter and fly-tipping. We want to create a culture here in Blaenau Gwent where littering and fly-tipping is socially unacceptable.

**Councillor Joanna Wilkins, Executive Member for the Environment says:** *“Fly-tipping and littering is an awful stain on our beautiful landscape and towns. Not only is it an illegal eyesore but often adds to the risk of flooding by blocking water courses and drains. Our new litter and fly-tipping strategy will show our commitment to keeping Blaenau Gwent a clean and green environment, making it not only a great place to live and work but also to visit. As fly-tipping has been on the increase this new approach will help reduce the current yearly clean-up costs. Maintaining clean streets and our environment has been a high priority for the council for a number of years and the minority of illegal fly-tippers have a negative impact on the majority of our responsible residents. We are doing everything we can to try and stop it and I am sure the people of Blaenau Gwent will show the same commitment as we introduce this new strategy”.*

The five-year bespoke strategy has recently won the backing of the councillors and will now be adopted by the council. Overall, it aims to significantly reduce the existing litter and fly-tipping issues and adhere to the document's vision “to radically reduce litter and fly-tipping so we can improve our natural habitats as well as our wild and urban landscapes, increase pride and awareness of our local heritage and desire to keep it litter free”.

# Case Study - Refurbishment Works

## Advanced Engineering Centre



A full refurbishment  
of the Former Monwell Building  
located on Letchworth Road, Ebbw Vale  
is underway to create

### **a State of the Art Education Facility**

for Coleg Gwent designed to carry out their  
Advanced Engineering Curriculum / Course.

Value in the region of

**£8 Million**

with an anticipated  
completion approximately

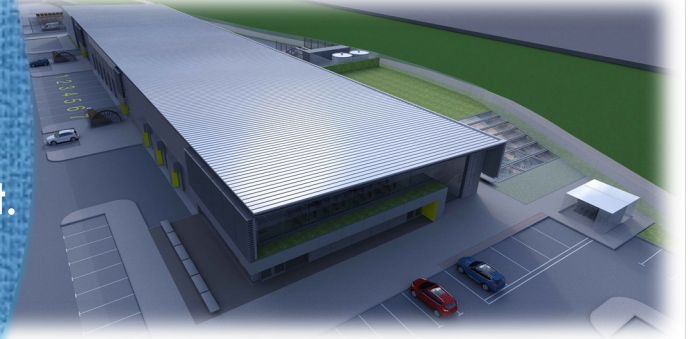
September 2023.

# Case Study - New Council Centre of Operations

## New Build - Council Centre of Operations

(New Central Depot) on the  
old Marine Colliery Site, Cwm.  
A State of the Art Central Depot  
Facility to carry out the existing  
functions of the existing Central Depot.

Value in the region of  
**£20 Million**  
Approximate  
completion  
June 2024.





# Case Study - Resilient Uplands (SEWRU) Project

We are now in the final year of delivering the **regional South East Wales Resilient Uplands (SEWRU) project (2018-2021)**.

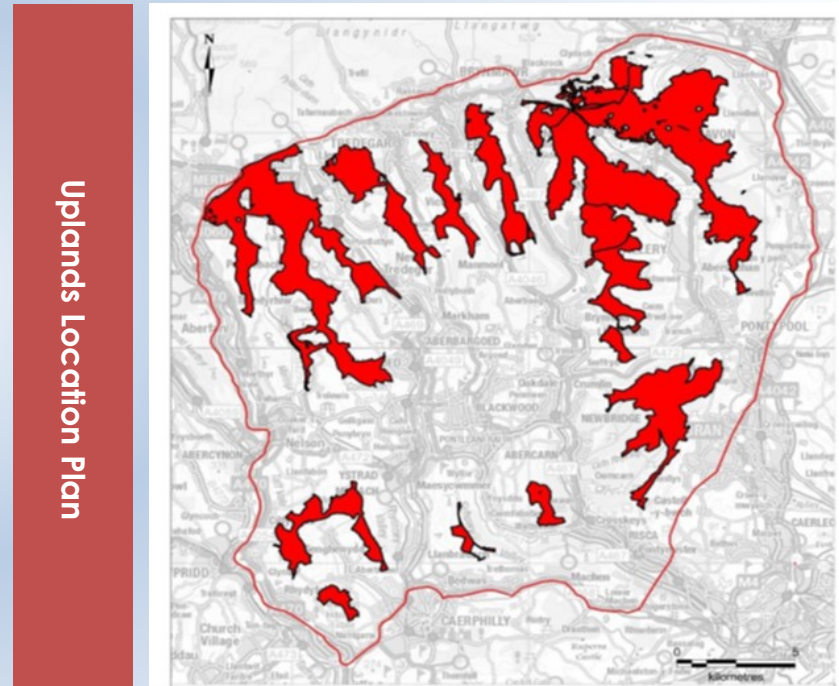
The SEWRU is a collaborative project arrangement, involving Caerphilly, Blaenau Gwent and Torfaen Councils, Natural Resources Wales, Police, Fire and Rescue Services, Gwent Wildlife Trust and the Brecon Beacons National Park. Torfaen County Borough Council is the project Lead for the collaboration.

This **£399,000** capital and revenue project covers an area of some 200sq km, on land which is over 200m in altitude within Torfaen, Caerphilly and Blaenau Gwent.

To date the project has identified and completed the following:-

- Several peatland restoration projects;
- Produced common land management plans (including a detailed management plan for Mynydd Llanhilleth);
- Restored many kilometres of commons boundary stock fencing;
- Installed physical barriers to reduce landscape crime on commons; and
- Managed important upland heathland to reduce fire risk and facilitate conservation grazing.

Ongoing work includes currently working with Gwent Police and other partners to update the Natural Resources Management Plan and produce upland-focused landscape crime management plans for each common within the project.



This project also supports the Carbon Reduction Strategy and includes enhancement of our Upland Heath and Bog habitats which are an excellent Carbon Sink. Enhancing these habitats will improve their performance in terms of carbon sequestration, making a positive contribution to the carbon reduction strategy.

# Case Study - Silent Valley Wood Facility

The Welsh Government, through Local Partnerships, approached Blaenau Gwent to develop a regional facility for municipal wood waste reprocessing at Silent Valley. Following confirmation from Blaenau Gwent agreeing to be the Lead Authority on the project, the Welsh Government allocated funding to develop the project to an Outline Business Case (OBC).



The OBC introduces a viable opportunity for the public sector to set up and operate its own waste wood recycling facility. The OBC sets out the case for public sector capital investment into a public-owned, wood waste recycling facility in South East Wales, harnessing a configuration of advanced wood recycling machinery installed in a purpose-built processing building at Blaenau Gwent County Borough Council's (BGCBC) Silent Valley waste site. The five cases of the OBC (Strategic, Economic, Commercial, Financial and Management) explore how the proposed integrated wood recycling facility can realise significant cost savings, economic and environmental benefits for the public sector.

The Outline Business Case is currently being reviewed following the 1st Health Check carried out by Welsh Government. It is proposed that with government support in the form of capital funding, this project will enable Blaenau Gwent and participating Local Authorities to create an effective public sector investment model to create a more efficient and transparent approach to the management of its waste wood in South Wales.



The development of the regional wood recycling facility required support from Technical Services, Planning, Procurement, Legal and Finance. Also integration with Chief Commercial Officer to develop the asset as a commercial opportunity.

# Case Study - New Commercial Development

## Construction of the Lime Avenue Business Units

continued throughout the pandemic with required and organised Covid restrictions in place and the project being supervised by our staff.

The 3 new commercial blocks were completed in August providing a little under

**2350m<sup>2</sup> of hybrid office and workspace accommodation.**

The project was funded by a combination of Welsh Government and Welsh European Funding Office (WEFO) at a

**cost of £5.7m**

and leases for two of the three BREEAM very good buildings have been agreed with the multinational technology company Thales.

Currently occupying the REGAIN building on the Works site in Ebbw Vale, Thales are expanding their investment in Blaenau Gwent as part of the £12m National Digital Exploitation Centre (NDEC) initiative supported by Welsh Government.

This represents the first stage of the Thales's development on the site, which already has two more phases of construction planned for 2021-2022.



# Case Study - Resilient Greater Gwent Project



A Resilient Greater Gwent

The Resilient Greater Gwent Project aims to reverse biodiversity decline and increase ecosystem resilience. There are two project work streams; Resilient Ecological Networks and Sustainable Communities. The Sustainable Communities work stream, being coordinated by Monmouthshire County Council, aims to encourage people to make changes in their behavior so they are more connected with nature, to support their physical and mental well-being.



Some of the activities being undertaken as part of the Sustainable Communities work are outlined below:-

- **Pollinator packs** have been **distributed** across the Gwent authorities. The packs contained insect houses, wildflower seeds and illustrated wildlife guides, and were distributed to schools, community groups and interested households in the community.
- **Wildlife cameras** have been purchased through the project and are currently **sited in school grounds and community spaces**. We hope to see some exciting footage captured by these cameras.
- The Resilient Greater Gwent Sustainable Communities project is **supporting the citizen science Bugs Matter survey**. Insects underpin our natural world and their numbers can help us to better understand what is happening in our environment.



**Managing Churchyards for Wildlife** - Community groups/volunteers currently managing the grounds of churchyards/burial sites for 'tidiness' and general maintenance were invited to apply for a 'package' of advice and equipment to help them look at their sites in a different way and create opportunities to provide a net benefit for biodiversity in the community.



**'Love Your Burial Ground'** Week ran from Saturday 5th to Sunday 13th June, and this year, the Council, along with partner organisations, led on several sub-projects under The Resilient Greater Gwent work programme, funded by Welsh Government's Enabling Natural Resources & Wellbeing Grant.

Now in its final year, work will be undertaken to meet outcomes within the Sustainable Communities sub-project. This project focusses on community action and engagement, behaviour change, and skills and capacity building.

Churchyards and burial sites are important historic sites that reveal evidence of the past, including people who have lived and worked in the parish. They can also be important sites for wildlife offering unique habitats for a significant variety of plants, animal and ancient trees.

## Case Study - Blaenau Gwent help towards creating an ecologically resilient Gwent

The Gwent State of Nature Report has been produced by the Resilient Greater Gwent Partnership, which provides valuable information that will provide a baseline to assess the effectiveness of conservation work. For many of the 100 species included, this has been the first time that regional trends have been recorded.

The monitoring and collection of wildlife data is incredibly important and will help inform the Resilient Greater Gwent Partnership in going forward; directing further recording and monitoring. It demonstrates the need for awareness raising and education, as well as policy change and future conservation action.

One such example where the information and data has helped to direct action is through the **implementation of Blaenau Gwent Urban Hedgehog project**. Local residents have been creating hedgehog highways, providing nesting sites and recording our prickly friends' activity via hedgehog footprint tunnels.

Tai Calon has also supported the Urban Hedgehog project by also ensuring hedgehog passes have been installed in any new boundary fencing that they have been installing. This was later followed on by Tai Calon offering their tenants Urban Hedgehog packs.

In the Spring 2021 the urban hedgehog project expanded to several Blaenau Gwent schools, and with 8 schools taking part in a National pilot project with Hedgehog Friendly Campus. These schools are now all taking the extra steps to make their school grounds a better and safer place for these amazing animals.

The schools have already been running hedgehog footprint and wildlife camera surveys, litter picks, planting hedgehog friendly plants and doing their bit to raise awareness in their local community.

Both the Gwent State of Nature Report and the Urban Hedgehog project is part of the overarching project: 'Resilient Greater Gwent'. This is funded by the Welsh Government's Enabling of Natural Resources and Well-being Grant.

*"This is a really interesting project for Blaenau Gwent, Gwent and partner agencies. The report provides us with vital information that will help inform the actions we need to take to help tackle biodiversity decline and increase ecosystem resilience. I really look forward to seeing how this progresses."- Cllr Joanna Wilkins*

*"This project is very exciting for the Borough of Blaenau Gwent and its neighbouring authorities and I wish it the best of luck, it shows a great collaboration of many local organisations and also provides the opportunity for citizen science!"- Cllr Lee Parsons, Blaenau Gwent Nature Champion*

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# Agenda Item 9

Executive Committee and Council only

Date signed off by the Monitoring Officer:

Date signed off by the Section 151 Officer:

Committee: **Community Services Scrutiny Committee**  
Date of meeting: **4<sup>th</sup> October 2021**  
Report Subject: **Section 19 Flood Investigation Report, Llanhilleth**  
Portfolio Holder: **Executive Member for Environment – Councillor Joanne Wilkins**  
Report Submitted by: **Clive Rogers, Head of Community Services**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
07/09/2021	09/09/2021	23.09.21			04/10/2021	10/11/21		

## 1. Purpose of the Report

To present the S19 Flood Investigation Report for Llanhilleth following the flooding that occurred in Meadow Street and Railway Street during 15-16<sup>th</sup> February 2020.

## 2. Scope and Background

2.1 A Section 19 Flood Investigation Report is required under the Flood and Water Management Act 2010 following a significant flood event. It is the duty of the Lead Local Flood Authority (LLFA) to investigate all significant flood events that occur in their area (a significant flood event being defined as any flood event where 20 or more properties have been flooded in a single period/event). Once completed, it shall publish its findings in a S19 Flood Investigation Report and to notify any relevant risk management authorities of its findings.

2.2 Blaenau Gwent CBC is the LLFA for Blaenau Gwent, and has recently completed its investigation into the surface water flooding that occurred in Meadow Street and Railway Street, Llanhilleth in February 2020. The purpose of the S19 report is to review the flooding incident that occurred and the operational response to the flood event. The S19 report also investigates the causes of the surface water flooding.

### 2.3 **Key findings of the S19 Flood Investigation Report for Llanhilleth:**

- Saturated Ground:

The winter that preceded the February storms of 2020 was one of the wettest on record and meant that much of the ground was already saturated before the February 2020 storms arrived, leading to an increase of surface water.

- Heavy and Persistent Rainfall:

Storm Dennis, which was the second storm event of February 2020, and occurred between 15<sup>th</sup> and 16<sup>th</sup> February 2020, brought an exceptionally high volume of rainfall to South Wales. In a period of 24 hours between 9am on 15<sup>th</sup> February and 9 am on 16<sup>th</sup> February 2020, 115 mm of rainfall was recorded at Carno Reservoir Rain Gauge (near Garnlydan, Ebbw Vale), which is 89 % of the total average monthly rainfall for February. At Cwmtillery Rain Gauge, 108 mm of rainfall was recorded in the same period, which is 95 % of the average monthly rainfall for February.

- River Levels:

River levels at Aberbeeg River Station during Storm Dennis exceeded 1.8m, the highest level recorded since records began in 1975. As a comparison, the average river flow recorded at the station is 0.8m. The report found that the surface water flooding was caused by exceptionally heavy rainfall, high volumes of surface water run-off and blockages in the highway drainage infrastructure. There was no evidence of river flooding during the investigation.

- Surface Water:

Due to the saturated ground and heavy and persistent rainfall, surface water increased, particularly at low points.

- Local topography:

A subsequent topographical survey shows that both Meadow Street and Railway Street have a bowl-like topography from east to west, therefore, they both have low points in the middle, and higher ground at each end. This means that when there is a high volume of surface water and rainfall, water travels to the low points (middle of the street) and accumulates.

- DCWW Pumping Station:

Due to the high level of surface water on site, it was initially suspected that the pumping station, located to the east of Meadow Street, had failed. The authority responsible for the pumping station is DCWW, therefore, they were called out to inspect it and ensure it was working properly.

DCWW inspected the pumping station and led its own enquiry into the suspected pumping station failure; the inspection found that the pumps were working during the time the River Ebbw reached its highest peak of 1.82m at 04:00 on 16<sup>th</sup> February 2020. Therefore, it is unlikely any failure contributed to the flooding at Meadow Street and Railway Street.



- Storm Water Drainage Infrastructure:

Two blockages in the storm water drainage infrastructure of Meadow Street and Railway Street were found in separate locations during Storm Dennis. One blockage was observed at the eastern link road between Railway Street and Meadow Street. The other blockage was observed in the carriageway of Railway Street.

Both blockages caused water to surcharge from nearby inspection chambers, causing water to spill out onto the surface, build up at low points. Drainage officers removed both blockages during the storm and soon the flood water subsided.

#### 2.4 **Key actions of the S19 Flood Investigation Report for Llanhilleth**

BGCBC to continue its routine and critical drainage inspections, particularly prior to forecasted storm events.

BGCBC to investigate ways of improving drainage capacity at Railway Street and Meadow Street.

Reference Appendix A The Section 19 Flood Investigation Report for Storm Water Flooding at Meadow Street and Railway Street, Llanhilleth (BGCBC Infrastructure Services, August 2021)

### 3. **Options for Recommendation**

#### **Option 1**

- 3.1 Scrutiny accepts the Section 19 Flood Investigation Report, Llanhilleth and agrees to publish the report in accordance with the FWMA 2010 legislation.

#### **Option 2**

- 3.2 Scrutiny rejects the Section 19 Flood Investigation Report, Llanhilleth and makes recommendations for amendments to the report.

### 4. **Evidence of how this topic supports the achievement of the Corporate Plan / Statutory Responsibilities / Blaenau Gwent Well-being Plan**

Blaenau Gwent CBC is the LLFA for Blaenau Gwent and has a statutory duty to investigate all significant flooding in Blaenau Gwent and publish its findings.

### 5. **Implications Against Each Option**

#### 5.1 **Impact on Budget (short and long term impact)**

There are no financial implications associated with the production of the Section 19 Flood Investigation Report, Llanhilleth report outside of officers' time covered within existing revenue budget provision.

- 5.2 **Risk including Mitigating Actions**  
There is a risk of non-compliance with the FWMA 2010 if the S19 report is not accepted or published. Publishing the findings of the report will mitigate the risk of non-compliance.
- 5.3 **Legal**  
Legal has been consulted on the report and concludes that the report meets the requirements of the FWMA 2010.
- 5.4 **Human Resources**  
There are no impacts on human resources in accepting the S19 report.
6. **Supporting Evidence**
- 6.1 **Performance Information and Data**  
N/A
- 6.2 **Expected outcome for the public**  
That the report be published and the findings of the investigation be made available to the public.
- 6.3 **Involvement (consultation, engagement, participation)**  
Consultation with Blaenau Gwent Civil Contingencies, Neighbourhood Services, Dwr Cymru Welsh Water and Natural Resources Wales was undertaken when preparing the report.
- 6.4 **Thinking for the Long term (forward planning)**  
N/A
- 6.5 **Preventative focus**  
N/A
- 6.6 **Collaboration / partnership working**  
DCWW and NRW
- 6.7 **Integration (across service areas)**  
Civil Contingencies, Neighbourhood Services and Benefits & Revenues provided information for The Section 19 Flood Investigation Report for Storm Water Flooding at Meadow Street and Railway Street, Llanhilleth (BGCBC Infrastructure Services, August 2021).
- 6.8 **Decarbonisation and Reducing Carbon Emissions**  
N/A
- 6.9a **Socio Economic Duty Impact Assessment**  
N/A
- 6.9b. **Equality Impact Assessment**  
N/A
7. **Monitoring Arrangements**  
N/A
- Background Documents /Electronic Links**
- *Appendix A Section 19 Flood Investigation Report for Storm Water Flooding at Meadow Street and Railway Street, Llanhilleth (BGCBC Infrastructure Services, August 2021)*

## Flood and Waste Management Act 2010

### Section 19 Flood Investigation Report for Storm Water Flooding at Meadow Street and Railway Street, Llanhilleth

Report Date: June 2021



# Flood and Water Management Act 2010

## Section 19 Compliance: Flood Investigation Reports

### Introduction

In accordance with Section 19 of the Flood and Water Management Act 2010 (FWMA), all Lead Local Flood Authorities (LLFAs) have a duty to investigate all significant flood events that occur in their area to the extent they deem necessary. The LLFA must investigate which risk management authorities have relevant flood risk management functions and whether those flood risk management authorities have exercised those functions in response to the flood.

A significant flood event is defined as follows:

- 20 or more properties flooded internally from the same source of flooding, or
- Trunk roads, principal A roads or main distributor roads linking urban centres with the primary network are closed for 4 hours or more, or
- Secondary distributor roads (B and C roads) linking villages to the distributor network are closed for 10 hours or more, or
- There is risk to human life

Following the flood events in Llanhilleth during Storm Dennis (15<sup>th</sup> February – 17<sup>th</sup> February 2020), which affected 89 homes, Blaenau Gwent CBC, as Lead Local Flood Authority, must carry out a flood investigation and report on its findings.

### Contents for Flood Investigation Report:

1. **Executive Summary:** summarising the key points and findings of the investigation
2. **Site Location:** describe flooded area, provide site plan, OS grid reference and table identifying the location and designation of watercourses in the affected and surrounding areas.
3. **Site Location and Catchment Description:** describe topography, geology using available maps and surveys, watercourses and highway drainage.
4. **Flooding Incident**
5. **Flood Investigation**
6. **Conclusion**

## **1 Executive Summary**

Following extremely heavy rainfall during Storm Dennis between 15<sup>th</sup> and 16<sup>th</sup> February 2020, significant storm water flooding occurred throughout southern Blaenau Gwent. Between 9 am on Saturday 15<sup>th</sup> February and 9 am on Sunday 16<sup>th</sup> February 108 mm of rainfall fell, which is 95 per cent of the month's Long Term Average (LTA) rainfall. This Section 19 Report is focussed on Meadow Street and Railway Street, Llanhilleth, where 89 properties were flooded. Two residential streets were flooded by surface water during the storm event, causing disruption to many families and damage to homes and businesses.

Blaenau Gwent County Borough Council is the Lead Local Flood Authority for Blaenau Gwent, and under the Flood Water Management Act 2010 it has a duty to investigate any significant flooding that occurs within the county borough, particularly the cause of the flooding and Blaenau Gwent CBC's operational response.

The investigation found that the surface water flooding was caused by exceptionally heavy rainfall, high volumes of surface water run-off and blockages in the drainage infrastructure.

## **2. Report Scope**

The purpose of the report is to review the flooding incident that occurred at Meadow Street and Railway Street, Llanhilleth between 15<sup>th</sup> and 16<sup>th</sup> February 2020 and the operational response. The report will also investigate the causes of the surface water flooding, and will identify those responsible for flood risk in the study area and what actions are required in order to reduce the risk of flooding in the future.

The information used to inform this flood investigation report is as follows:

- Eyewitness statements
- Site photographs taken during the flood incident and immediately after
- Call logs recorded by BGCBC Neighbourhood Services
- A report on the Sewage Pumping Station (The Fields, Llanhilleth), produced by Dwr Cymru Welsh Water (March 2020)
- Assessment of needs spreadsheet for the affected houses recorded by BGCBC Revenues
- CCTV surveys of the existing drainage system after the event

All site photographs in relation to the report can be found in Appendix A of this report.

A copy of the Sewage Pumping Station (The Fields, Llanhilleth) (DCWW, 2020) can be found in Appendix B.

### 3. Site Location and Catchment Description

The small village of Llanhilleth is located at the southern end of Blaenau Gwent in the South Wales valleys. In 2011, the Census recorded that population of Llanhilleth was just under 5000 people. There is a small high street, located on Commercial Road and High Street, within the village, which has a range of shops including a pharmacy and convenience store.

The study area, where the flooding occurred, comprises of two adjacent residential streets in the north of the village; Meadow Street and Railway Street. Meadow Street is located north of the River Ebbw, and Railway Street is located immediately north of Meadow Street. Both streets have two rows of terraced houses; Meadow Street has 72 properties and Railway Street has 70 properties. The central Ordnance Survey coordinates for the site are: 321588 E, 200719 N.

The streets lay on generally flat, low lying ground that is level with the top of the river bank. However, a topographic survey has shown that the streets have a gentle undulation, and the levels differ throughout the length of the street in an east to west direction, which means there are some low points, particularly in the middle of each street which creates a shallow bowl effect in an east to west direction. For example, manholes in the carriageway at each end of Meadow Street have a level of 139.74 AOD. A gulley outside No. 47 Meadow Street recorded a level of 139.08m AOD, which is a difference of 0.66 m. Similarly, a manhole at eastern end of Railway Street has a cover level of 141.27m AOD, and at the carriageway at the western end of the street has a ground level of 139.62 m AOD. A gulley outside No. 27 Railway Street, has a level of 139.12, which is lower than the eastern and western ends by 2.15m and 0.5m respectively.

Above these two streets are the railway line and the high street, which has a recorded level of 165.2 m AOD at its highest point. Blaen Cuffin Road, which is located off junction with High Street has a recorded level of 173.4 m. In a relatively short distance of 212 m, there is a change in level of almost 35m in a north to south direction.

A flood defence wall was built along this section of the River Ebbw in 1989 by the Environment Agency to prevent fluvial (river) flooding

To the east of the study area are the Llanhilleth Miners' Institute and St Illtyd's Primary School. To the north of the study area is a Llanhilleth Railway Station which forms part of the Ebbw Vale to Cardiff Central railway route. To the west of the study site are two more residential streets and to the south of the site is the River Ebbw.

Figure 1 below shows a map of Blaenau Gwent, its boundary indicated by a red line. Llanhilleth is shown at the southern end of the county borough. Figure 1 also shows the location of the NRW operated rain gauging stations within the county borough.



Figure 1 Map of Blaenau Gwent showing where Llanhilleth is located along with the two Rain Gauging Stations that are monitored by NRW – Ordnance Survey Maps

Figure 2 Below is a site location plan of Meadow Street and Railway Street in relation to the River Ebbw, the railway line and Commercial Road.

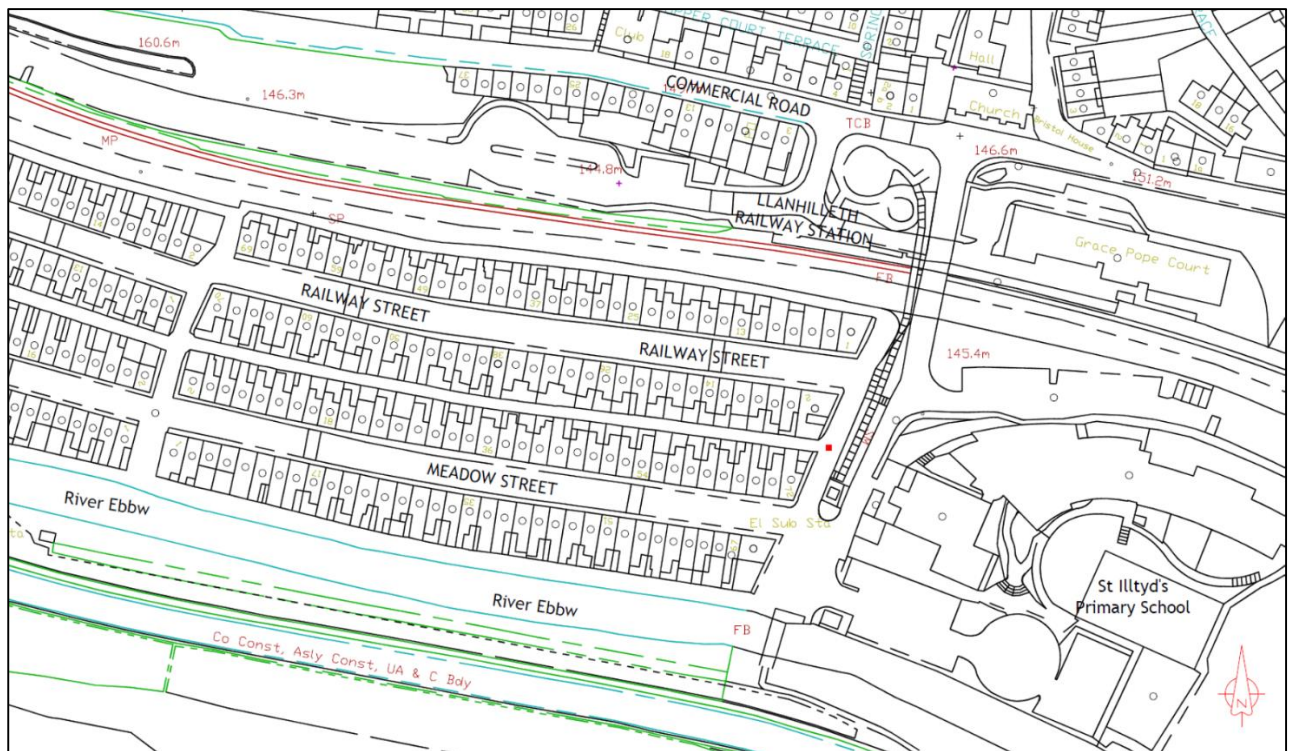


Figure 2 Site Location Plan of Meadow Street and Railway Street, Llanhilleth

### 3.1 Catchment Description

The River Ebbw source is the Mynydd Llangatwg and from this point travels through the north east region of the South Wales Valleys. It transcends two river management catchments; the Usk and South East Valleys catchments, which are both managed by Natural Resources Wales. The River Ebbw runs through terrain characterised by relatively steep, narrow channels and limited groundwater. As a result of these conditions, the river reacts quickly to intense rainfall, 'which limits the time available to issue flood warnings' (NRW, 2020: 14). Equally, once rainfall stops the river levels reduce quickly (NRW, 2020).

### 3.2 Ordinary Watercourses and Drainage

The Lead Local Flood Authority for the area is Blaenau Gwent County Borough Council, which has a duty to oversee and manage ordinary watercourses (smaller rivers, streams, surface water and groundwater). Blaenau Gwent CBC has set up regular inspection and maintenance routines of its assets as well as undertaking additional inspections as and when required.

Highway drainage is managed by the Blaenau Gwent Highway Authority, which is responsible for inspections and maintenance of drainage gullies and other highway drainage infrastructure, ensuring it is free of debris and other obstructions to allow surface water to drain away effectively from the highway.

The Nant Cuffin watercourse which takes water from the mountainside above Llanhilleth to the river, enters a large storm water culvert, approximately 800mm diameter where it



crosses under Blaencuffin Road, Llanhilleth, and continues in a southerly direction towards the River Ebbw. It travels underneath Commercial Road, the railway line and the link road between Meadow Street and Railway Street. The outfall of the culvert is located immediately west of the footbridge that crosses the river.

## 4.0 Flooding Incident February 2020

### 4.1 Weather Conditions

Prior to February 2020, the winter of 2019/2020 was one of the wettest on record since records began in 1862, therefore, the ground was already saturated before the February storms arrived. Storm Ciara was the first storm to hit Wales in February 2020, followed by Storm Dennis a week later.

#### 4.1.1 Rainfall

During Storm Dennis, which took place between 15<sup>th</sup> – 16<sup>th</sup> February 2020, a rainfall gauge based at Carno Reservoir, Ebbw Vale, which is located 8 miles north of Llanhilleth, recorded the equivalent of half a month's rainfall in 12 hours - 68mm of rain - and the equivalent of an entire month's rainfall in 36 hours - 128 mm of rain. In Cwmtillery, located 4 miles north of Llanhilleth, a rain gauge received 95% of February's Long Term Average rainfall within 24 hours. Table 4 below shows the rainfall received in a 24-hour period between 9:00 GMT on 15/02/20.

Table 4.1.1 Rainfall recordings in 24-hour period on 15/02/20

Name of Rain Gauge	National Grid Reference	Total Rainfall from 9:00 GMT on 15/02/20 to 9:00 GMT on 16/02/20 (mm)
Carno	SO1621313036	115
Cwmtillery	SO2209906893	108.2

This table contains Natural Resources Wales information © Natural Resources Wales and database right. All rights reserved.

Figure 3 is a Rainfall Isohyet Map showing rainfall over a 48-hour period during Storm Dennis in South Wales. The colours on the map show the intensity of the rainfall over the South Wales Valleys during Storm Dennis. The lighter shaded areas are where the most intense rainfall was observed during this period. One area was located over Cwm, Blaenau Gwent, which is upstream of Llanhilleth.

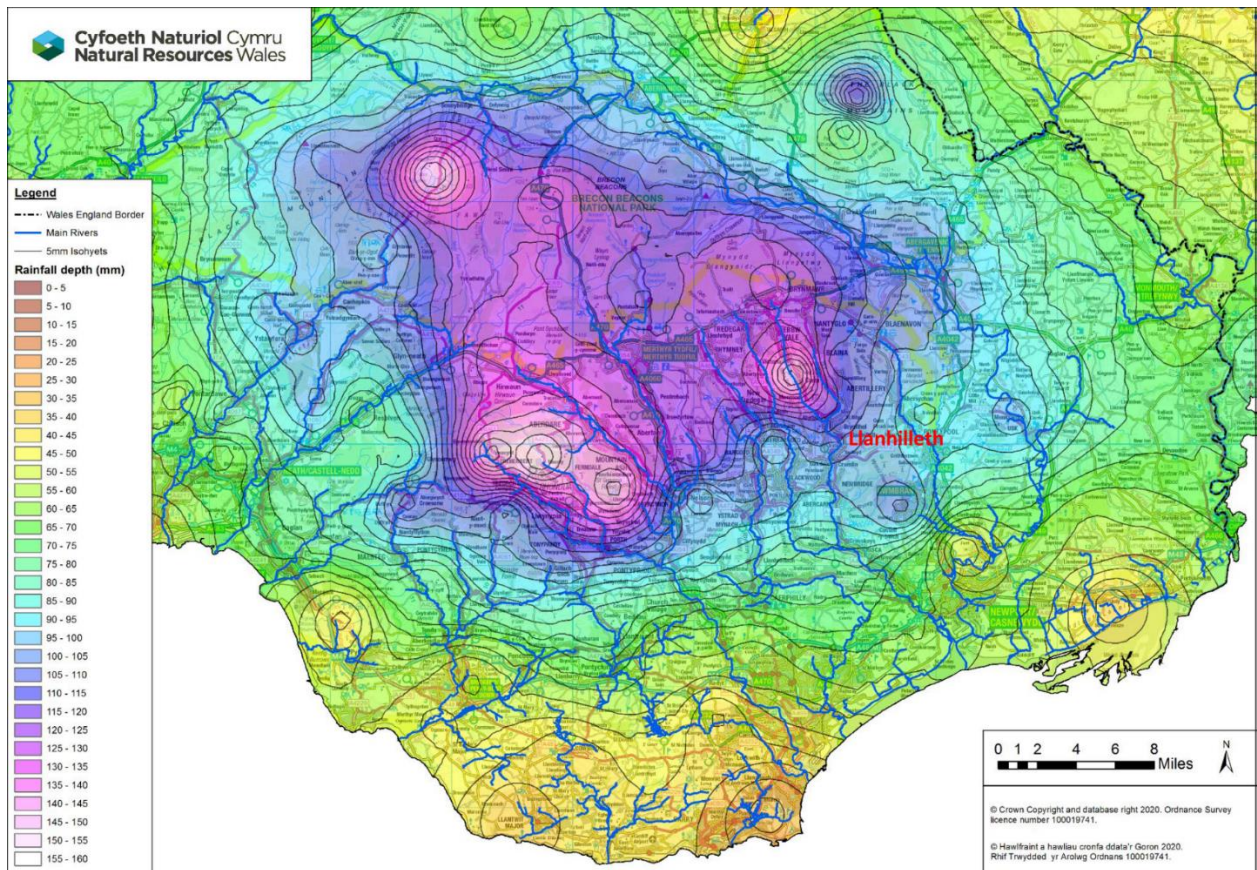


Figure 3 Isohyet Map of Rainfall across South Wales during Storm Dennis (NRW, 2020)

#### 4.1.2 River Flows

The high intensity rainfall received during Storm Dennis had a big impact on the River Ebbw's levels. The table below shows the peak stage each river station recorded during Storm Dennis (each station is located upstream of Llanhilleth). For comparison purposes, the average river flow recorded at Aberbeeg is 0.8 m and the lowest recorded is 0.38 m.

Table 4.1.2 Peak River Stage recordings along the River Ebbw during Storm Dennis

Gauging Station	Date and Time of Peak	Peak Stage (m)
Aberbeeg	16/02/2020 04:00	1.819
Cwm	16/02/2020 02:45	1.235

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#### 4.2 Flood Alerts and Weather Warnings

Before Storm Dennis arrived, 65 flood alerts, 89 flood warnings and 4 severe flood warnings were issued throughout South Wales.

On 15<sup>th</sup> February 2020 at 11:15 am the MET Office issued an Amber Warning for heavy rain for South East Wales. The warning advised that the heavy rain could lead to fast flowing or

deep floodwaters that could endanger life, cause flooding to homes and businesses and flood waters could completely cut off communities for days.

Blaenau Gwent CBC's Civil Contingencies Team received flood alert data from NRW for three of its river stations within Blaenau Gwent on 15<sup>th</sup> February 2021 at 13:34. The flood alert stated flooding was possible for the River Ebbw and River Sirhowy, which is also located in Blaenau Gwent but travels along a different valley and is completely within the South East Valleys River Catchment.

Despite the record breaking high river levels recorded by the river stations, witness reports state there was no fluvial (river) flooding at Llanhilleth. The existing flood protection wall located along the river protected the area from river flooding.

## **5.0 Flood Investigation**

This Section 19 focuses on the cause of the localised surface water and ordinary watercourse flooding that occurred between the 15<sup>th</sup> and 16<sup>th</sup> February 2021 and watercourse maintenance carried out following the incident.

### **5.1 Incident Response**

Blaenau Gwent CBC is the Lead Local Flood Authority for Blaenau Gwent and its Community Services Section were part of conference calls held by NRW on Friday 14<sup>th</sup> February 2020 to discuss preparations to be made for any potential flooding. Actions from the conference call to be completed by BGCBC were as follows:

- Additional response teams put on standby for the weekend.
- Sand bags prepared (Filled).
- All culverts on inspection regimes checked again and monitored overnight.
- Critical gullies checked.

On the 15<sup>th</sup> February 2020, three more calls were made with NRW at 12:00 hours, 18:00 hours and 22:00 hours to ensure measures were in place to help monitor river levels and respond to flooding calls from residents. There were further conference calls at 04:00 hours and 10:30 on the 16<sup>th</sup> February 2020.

South Wales Fire & Rescue Service and Blaenau Gwent CBC first attended site on the 15<sup>th</sup> February 2020 following emergency calls and reports of flooding made by residents.

Blaenau Gwent CBC attended Meadow Street and Railway Street in response to reports of flooding and blocked gullies made by residents. Sandbags were provided at properties to stem and divert the flow of the flood water away from properties.

At 03:55 am on 16<sup>th</sup> February 2020 BGCBC Community Services contacted Dwr Cymru/Welsh Water (DCWW) to report a suspected pump failure at a pumping station located on the river bank east of Meadow Street.

A gully outside No.34 Railway Street was jetted to dislodge a blockage in an inspection chamber in the rear lane between Meadow Street and Railway Street. Once the blockage was removed the water quickly drained away.

Blaenau Gwent CBC made arrangements for the disposal of all flood damaged house contents, including carpets and floor coverings, furniture, white goods, kitchen units and electrical appliances.

## **5.2 Recovery and Investigation**

A total of 86 homes were affected by surface water flooding within Railway Street and Meadow Street, Llanhilleth, which is 60 per cent of the homes within the two streets. The cause of the flooding was a combination of high intensity rainfall over a prolonged period, saturated ground from one of the wettest winters on record and blockages in the storm drainage infrastructure. The flood waters had subsided by 17<sup>th</sup> February 2020, clearly showing the damage that had been caused to residents' homes.

The recovery of the flood was coordinated and led by Blaenau Gwent CBC's Civil Contingencies Team. A temporary refuge centre was set up in Llanhilleth Miner's Institute for residents displaced from their homes by the flood waters. A door knocking exercise commenced on 16<sup>th</sup> February 2021 to check on residents and ask whether they required any assistance. Vulnerable residents were offered temporary accommodation at the Miner's Institute or at homes managed by United Welsh Housing Authority (UWHA). Residents whose furniture and white goods had been damaged were offered replacements in joint partnership between Blaenau Gwent CBC and United Welsh Housing Authority.

Electrical testing of flood damaged homes was arranged by Blaenau Gwent CBC.

### **5.2.1 Dwr Cymru/Welsh Water (DCWW)**

Following the call from BGCBC, DCWW attended site on the 16<sup>th</sup> February 2020 to investigate the pumping station. DCWW led their own enquiry into the suspected pumping station failure and produced a report that states the telemetry panel showed the pumps to be working during the time the River Ebbw reached its highest peak of 1.82m at 04:00 on 16<sup>th</sup> February 2020 therefore, it is unlikely any failure contributed to the flooding at Meadow Street and Railway Street.

The report also notes that the culvert flowing into the pumping station was full of debris, which built up in the outfall, prohibiting the free flow of water away from the pumping station. The site photographs taken of the culvert outfall show a mass of silt and small stones in the culvert, which led to loss of capacity. A copy of the report can be found in Appendix B of this report.

### **5.2.2 Blaenau Gwent CBC**

Blaenau Gwent CBC investigated the blocked culvert, manholes and gullies reported by residents. Investigations by BGCBC revealed the following:

#### **a) Partial Blockage of Inspection Chamber at Link Road Between Meadow Street and Railway Street:**

A large piece of composite board was found in the main storm water culvert underneath eastern link road between Meadow Street and Railway Street. The board caused a partial blockage in the culvert and the force of the water surcharging from the inspection chamber 'blew the cover off' according to one eye witness. The surcharging water discharged from the inspection chamber, which has a ground level of 140.48m AOD, and quickly flowed towards the low points in the rear lane and Meadow Street, which has a low point of 139.08 m

AOD further adding to the high volume of surface water caused by the exceptional rainfall. For the purposes of the report, this inspection chamber is referred to as IC A.

The blockage was removed by a member of BGCBC's drainage team once the flow of water in the chamber had subsided enough to enable it to be safely extracted.

It is considered unlikely, based on topographical levels, that the surcharging water from this manhole added to flood water at Railway Street. This assessment is made on the basis that the levels at the eastern side of Railway Street is 141.02 m AOD, which is some 500mm higher than the cover level of the surcharging manhole. However, it is probable that flood water from Railway Street contributed to the flooding in Meadow Street, because of the topography of the streets.

**b) Railway Street Blockage:**

A surcharging inspection chamber in the highway outside 34 Railway Street was reported by a resident on 15<sup>th</sup> February 2020. This was investigated by the BGCBC workforce and a blockage was located in the drain between the inspection chamber in Railway Street and the rear lane causing a surcharge of storm water from the inspection chamber. The inspection chamber, referred to as IC B for the purposes of the report, has a cover level of 139.26m AOD. The lowest point in the carriageway of Railway Street recorded in the topographical survey is outside No. 37, with a level of 139.12m AOD, which is approximately the middle of the street. Due to the shallow bowl effect of Railway Street, it is considered probable that the surcharging water from this manhole pooled in this area of Railway Street causing flooding to properties.

**c) Railway Street & Meadow Street Drainage Infrastructure:**

The investigation found that two 150mm diameter storm water pipes run along Railway Street, from easterly and westerly directions, meeting at an inspection chamber at a central point in the street. At this inspection chamber, the size and direction of the outlet pipe changes so that water flows in a 300mm diameter pipe in a southerly direction, beneath a Railway Street property, to an inspection chamber in the rear lane between Railway St. and Meadow St.

At this inspection chamber, observations show that a 150mm diameter pipe has been inserted inside a 300mm diameter pipe throughout its length between the inspection chambers at the rear lane and Meadow Street. This section runs underneath a property in Meadow Street. This reduction in pipe diameter means that there is only a 25% capacity of the original 300mm inlet pipe through this section. This may have led to a build-up of storm water in the smaller pipe causing a discharge from the upstream chamber in Railway Street.

From the chamber in Meadow St. The 150 mm diameter pipe then connects into a chamber, which carries a 675mm diameter storm water culvert that flows underneath Meadow Street in an easterly direction before eventually discharging into the river.

Figure 4 below shows the drainage infrastructure of Meadow Street and Railway Street



Figure 4: Plan showing the drainage infrastructure of Meadow Street and Railway Street (DCWW, 2020)

In addition to the reduced capacity along a section of drainage network, a CCTV survey undertaken in March 2020 showed a large amount of debris on an outlet pipe within this drainage infrastructure. It is probable that the build-up of debris in the pipe could have caused a reduction in flow capacity and lead to blockages.



Figure 5 below shows CCTV survey footage of the 150mm pipe inserted into the 300mm pipe between Meadow Street and the rear lane.



Figure 5 CCTV Survey footage of the outlet pipe covered with debris

Figure 6 below shows the three areas within the study area where drainage issues were recorded during Storm Dennis

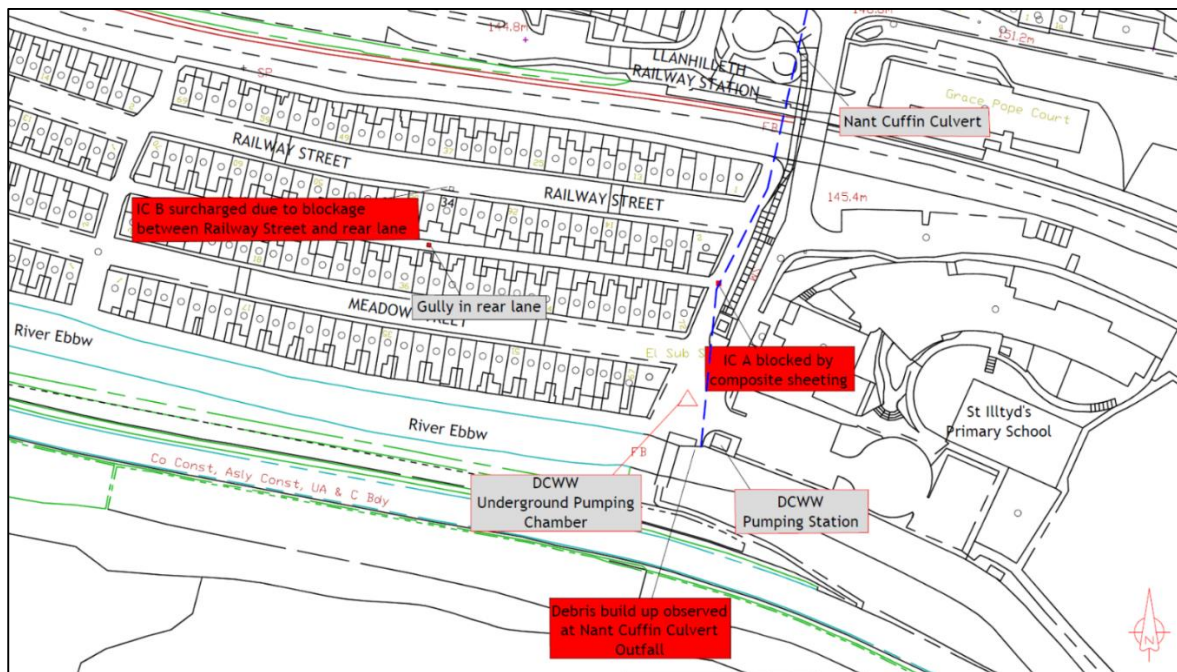


Figure 6 Site of recorded drainage issues within study site

Figure 7 below shows the likely flow paths of the surcharging water during Storm Dennis based on the topography of the streets.



Figure 7 Likely directional flow of surcharging storm water

### **5.3 Actions**

The cover of the manhole chamber, located to the east of the rear lane, which was dislodged by the sheer force of the surcharging water caused by a blockage, was replaced by Blaenau Gwent CBC soon after the storm event had passed.

A CCTV survey was carried out in March 2020 to inspect the drainage system beneath Meadow Street and Railway Street.

Blaenau Gwent CBC has secured Welsh Government funding to upgrade the existing drainage network. Investigations are ongoing as to how drainage capacity can be improved.

Blaenau Gwent CBC will continue to maintain its regular inspection regimes and maintain and repair its drainage infrastructure as necessary. In addition, as part of its flood prevention strategy, it will continue its critical culvert inspections prior to heavy rain and storm events.

The Nant Cuffin Culvert inlets and trash screens will continue to be regularly inspected to check for debris build up. Any visible debris will need to be removed to help ensure the full capacity of the culvert is maintained and to avoid any blockages and surcharges further downstream.

## 6.0 Conclusion

The Flood Investigation Report set out to investigate the flooding that occurred in Meadow Street and Railway Street, Llanhilleth, during Storm Dennis between 15<sup>th</sup> and 16<sup>th</sup> February 2021, causing flood damage to almost 90 homes and disrupting a large part of the Llanhilleth community. The investigation used eye witness statements, rainfall and river level data from NRW, call logs, site photographs and a report made by DCWW.

Storm Dennis was preceded by one of the wettest winters on record, which meant that the ground was already saturated prior to the February 2020 storms. During Storm Dennis, the second storm to hit Wales in February 2020, an exceptional amount of rainfall was experienced in large parts of South Wales, which led to high volumes of surface water. Record breaking data was recorded at rain gauge stations within Blaenau Gwent. Almost a month's worth of rainfall was received within a 24-hour period which fell on saturated ground, causing high volumes of surface water run-off. River levels were also the highest ever recorded, with Aberbeeg River Station recording River Ebbw's river level at 1.8 m during the storm, over a meter higher than its average level. River flooding did not occur at Llanhilleth because of the flood defence wall that is located along the top of the river bank.

Although the drainage systems upstream accommodated the exceptional volumes of runoff, it is probable the blockages in parts of the drainage system contributed to the flooding of Meadow Street and Railway Street. These issues were exacerbated by the topography of Meadow Street and Railway Street, where level differences between the ends and middle of each street create a bowl effect, meaning the middle of each street is at a lower level than the ends. This bowl effect means that surface water runoff gathers at the low points. Due to the exceptional high volume of rainfall and blockages in the system, the surface water built up and caused flooding to properties along each street.

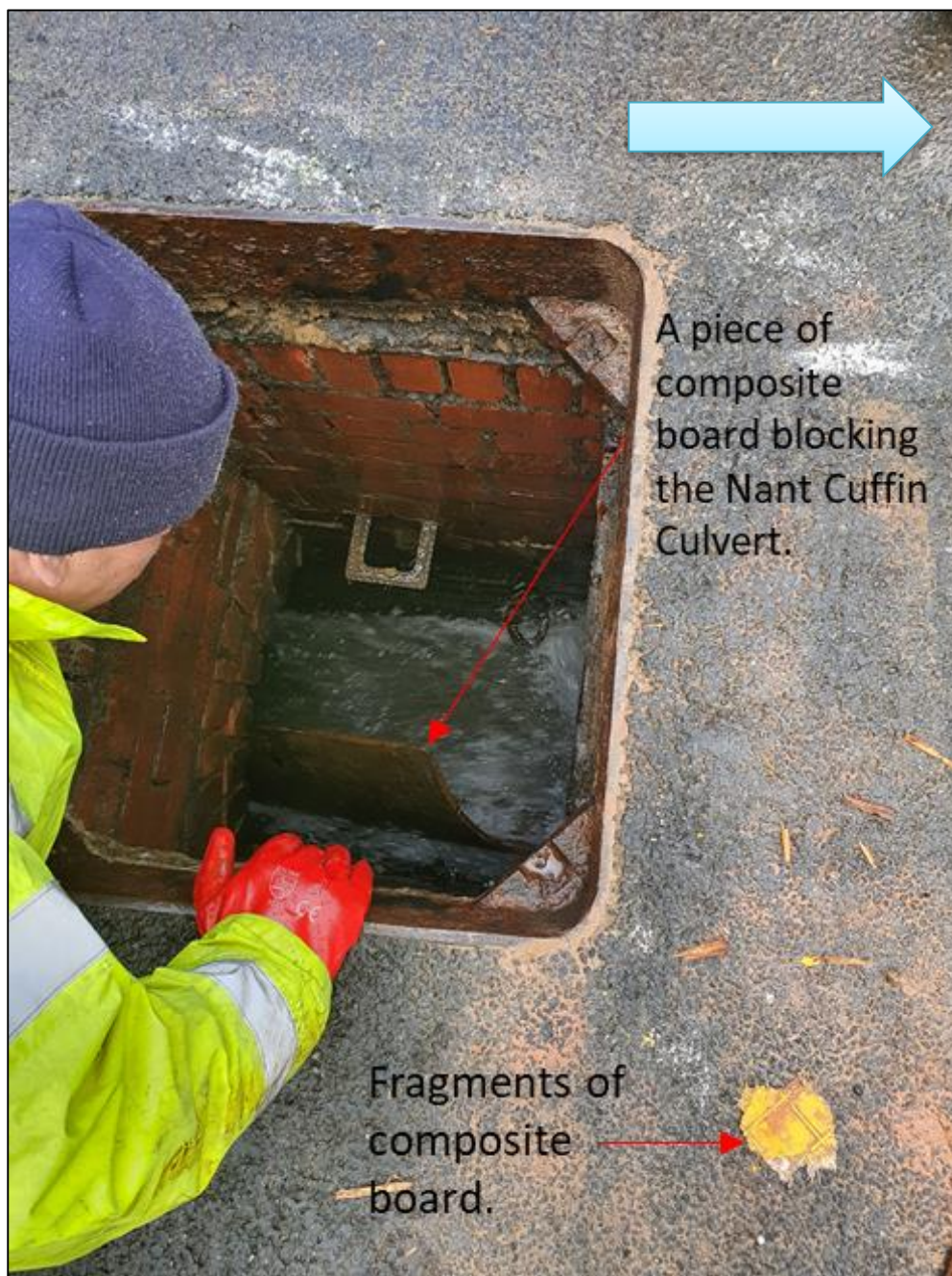
The recovery of the flood was coordinated by Blaenau Gwent CBC's Civil Contingencies Team. The recovery included visiting the affected homes and offering residents temporary accommodation whilst their homes were assessed for damage and electrical testing carried out.

Blaenau Gwent CBC are in the process of investigating the ways in which drainage capacity can be improved for the area.

## References

1. February 2020 Floods in Wales: Flood Event Data Summary; Natural Resources Wales, 2020
2. Usk Management Catchment Summary; Natural Resources Wales, 2016
3. South East Valleys Management Catchment Summary; Natural Resources Wales, 2016
4. Llanhilleth SPS (The fields) Asset No 33047 – Investigation Report; Dwr Cymru Welsh Water, 2020

## Appendix A: Site Photographs



*Photograph 1 Blocked inspection chamber of the Nant Cuffin Culvert, located to the east of the rear lane between Meadow Street and Railway Street. The blockage can be seen inside the chamber, with fragments of it on the surrounding road. Attempts to remove the blockage could only be made once it was safe enough to do so. Arrow shows direction of flow-south towards River Ebbw (February 2020)*



*Photograph 2 Damaged contents outside homes along Meadow Street, Llanhilleth following Storm Dennis. View East. (February 2020).*



*Photograph 3 Flood damaged living room of property in Meadow Street. Damaged carpets have been removed and the water mark left by the flood waters can clearly be seen. (February 2020).*





*Photograph 4 View of inside inspection chamber that was blocked during Storm Dennis. Arrow shows direction of flow of water. Water is flowing freely and unobstructed. (June 2021)*



*Photograph 5 Rear Lane between Meadow Street and Railway Street. Manhole that was blocked by composite board during Storm Dennis at forefront of photograph. View West. (June 2021)*



*Photograph 6 Photograph Railway Street view West.*



*Photograph 7 Meadow Street, View West. (June 2021)*



*Photograph 8 Rear of Meadow Street along the bank of the River Ebbw. NRW's flood defence wall protected the street from fluvial flooding. View West. (June 2021).*



*Photograph 9 The River Ebbw flowing in a south easterly direction. At the bottom lh side of the picture is the outfall of the Nant Cuffin Culvert and pumping station inlet. Above the outlet is DCWW's pumping Station building. In the distance is the car park for St Illtyd's Primary School and Llanhilleth's Recreation Ground. (June 2021).*



*Photograph 10 Llanhilleth Railway Station located immediately to the rear of Railway Street. (June 2021)*

## Appendix B



S19 Llanhilleth SPS  
(33047).pdf



# Agenda Item 10

*Executive Committee and Council only*

Date signed off by the Monitoring Officer: N/A

Date signed off by the Section 151 Officer: N/A

Committee: **Community Services Scrutiny Committee**  
Date of meeting: **4<sup>th</sup> October 2021**  
Report Subject: **Forward Work Programme: 15<sup>th</sup> November 2021**  
Portfolio Holder: **Cllr Joanna Wilkins, Executive Member  
Environment**  
Report Submitted by: **Cllr Mandy Moore, Chair of the Community  
Services Scrutiny Committee**

Reporting Pathway								
Directorate Management Team	Corporate Leadership Team	Portfolio Holder / Chair	Audit Committee	Democratic Services Committee	Scrutiny Committee	Executive Committee	Council	Other (please state)
x	x	23.09.21			04.10.21			

1. **Purpose of the Report**
  - 1.1 To present to Members the Community Services Scrutiny Committee Forward Work Programme for the Meeting on 15<sup>th</sup> November 2021 for discussion and agreement.
2. **Scope and Background**
  - 2.1 The Scrutiny Work Programmes are key aspects of the Council's planning and governance arrangements and support the requirements of the Constitution.
  - 2.2 The topics set out in the Forward Work Programme link to the strategic work of the Council as identified by the Council's revised Corporate Plan, corporate documents and supporting business plans.
  - 2.3 Effective work programmes are essential to ensure that the work of scrutiny makes a positive impact upon the Council's delivery of services.
  - 2.4 The Committee's Forward Work Programme was agreed in June 2021, recognising the fluidity of the document to enable the Committee to respond to urgent and emerging issues, and included timescales when reports will be considered by the Committee. The work programme is managed and implemented by the Scrutiny and Democratic Officer under the direction of the Chair and Committee.
  - 2.5 The forward work programme for the forthcoming meeting will be presented to Committee on a 6 weekly cycle in order that Members can consider the programme of work; request information is included within the reports, as appropriate and / or make amendments to the work programme.

3. **Options for Recommendation**

3.1 **Option 1:** The Scrutiny Committee consider the Forward Work Programme for the meeting 15 November 2021, and

- Make any amendments to the topics scheduled for the meetings;
- Suggest any additional invitees that the committee requires to fully consider the reports; and
- Request any additional information to be included with regards to the topics to be discussed.

3.2 **Option 2:** The Scrutiny Committee agree the Forward Programme for the meeting 15<sup>th</sup> November 2021, as presented.

**Background Documents /Electronic Links**

- Appendix 1 – Forward Work Programme – Meeting on 15<sup>th</sup> November 2021

## Community Services Scrutiny Committee Forward Work Programme

Dates	Scrutiny Topic	Purpose	Lead Officer	Executive / Council
<b>Monday 15<sup>th</sup> November 2021</b>  <b>Deadline:</b> Monday 1 <sup>st</sup> November 2021	Biodiversity and Ecosystem Resilience Forward Plan (2019-2022) 2020/21 annual report	<b>Performance Monitoring</b> Annual report of the implementation of the Environment Act and the Council's Biodiversity duties throughout 2020/21 and consideration of the proposed actions for 2021/22.	Chris Engel	Executive 15.12.21
	Civil Parking Enforcement – Annual Review	<b>Performance Monitoring</b> Members to receive the annual review.	Clive Rogers	Executive 15.12.21
	Overview of arrangements with Powys County Council	<b>Performance Monitoring</b> To receive a report on the current collaboration with Powys County Council.	Dave Thompson	Executive 15.12.21
	Fly Grazing Horses Update	<b>Performance Monitoring</b> To receive an update report on the new service.	Matthew Stent / Andrew Long / Steve Smith	Executive 15.12.21
	Safe Routes to Communities	<b>Monitoring</b> Members to receive update report on Safe Routes to Communities.	Mark Hopkins	

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