

Committee: **Community Services Scrutiny Committee**
 Date of meeting: **4th 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.