

**Committee: Community Services Scrutiny Committee**

Date of meeting: **Thursday 5<sup>th</sup> December 2019**

Report Subject: **Community Services Qtr. 1 & Qtr. 2 Performance Report 2019/20**

Portfolio Holder: **Cllr. G. Collier, Deputy Leader / 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)
26-11-19					5-12-19	29-1-20		

1. **Purpose of the Report**  
To provide the Members of the Community Services Scrutiny Committee with an update of Community Service performance outcomes for qtr.1 and qtr. 2 19/20.
2. **Scope and Background**
  - 2.1 The report summarises the performance of Community Services for qtr.1 & qtr.2 2019/2020 including:
    - Infrastructure Services
    - Neighbourhood Services; and
    - Property services.
  - 2.2 Community Services in delivering key projects and service areas aligned to the 'Strong and Environmentally Smart Communities' that form part of the key pillar of the Corporate Plan.
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**

**Community Services key objectives**

- 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); and
- To take a strategic approach to the management of our land and property services in different ways (Community Asset Transfers).

### **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 from April 2019 to September 2019, 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**

Please see **Appendix 1** – 'Strong and Environmentally Smart Communities' Qtr.1 and Qtr. 2 (April – September 2019) Performance Report.

### **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 **EgIA (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’ Qtr.1 and Qtr. 2 (April – September 2019) Performance Report.