

Date of Meeting	Item	Members wished to make the following comments:	Response/Comments	
		Members thanked Officers for their attendance at the meeting and congratulated them and their colleagues on their continued efforts in attracting events to Bridgend County Borough such as the Urdd Eistedfodd, the Senior Open Golf and the Elvis Festival in Porthcawl.	Noted	
		Members were concerned that there were many overgrown trees, branches and hedges in the Borough obscuring road signs, directional signs and road warning signs that warn motorists of road dangers ahead making for potentially hazardous driving conditions for the public	Noted, explained at the meeting that work had to be prioritised in view of limited resources but that safety was the number one criteria	
		Members remained concerned that BCBC were not actively prosecuting people who drop litter and fly tip their rubbish. Members appreciated that Officers were instead focussing on anti-litter campaigns but urged officers to use their powers and prosecute repeat offenders which they thought would also act as a deterrent for future offending	There is a proposal approved by Cabinet to procure an external company to take on this role in due course	Members sought clarification as to when this was going to happen and if any further information could be provided to them and if it was financially viable to keep the service in house
		Members encouraged the update of the Destination Management Plan to fulfil Welsh Government requirement in terms of accessing funding opportunities	An initial 'light' review is proposed as much of the Destination Management Plan is still relevant	Members requested that the light review of the Destination Management Plan is fed back to Members
		Members encouraged joint working with other Local Authorities to promote tourism opportunities and were pleased to hear of BCBC's collaboration with Visit Wales on tourism projects and asked that Officers continue this work to promote the heritage of Bridgend County Borough.	Noted	
		Members were concerned that subject to budget reductions over recent years, there was now only one member of staff that worked on tourism for BCBC. Members stated that they felt this was a service that should be invested in to make Bridgend a better place to work, live and visit and improve the economic prosperity of the Borough.	Noted - this point potentially could be made as part of the Medium Term Financial Strategy approval process but would of course require that savings were made elsewhere instead	
		Members wished to make the following recommendations		
		That officers explore with colleagues in the IT department, the development of an app for the public to use, to easily report incidents such as bins needing to be emptied in specific areas, therefore allowing officers to be more effective and take a targeted approach with budgets being reduced.	This is already in scope as part of the Council's Digitisation Programme over the coming years	
		The numbering of all public bins for ease of reporting when they need to be emptied and to easily identify trends	This option will be investigated and considered	
		That officers work collaboratively with Town and Community Councils to promote the Comfort Scheme to businesses and make the public aware of which businesses are signed up to the scheme. Members also recommended working on communications with Town and Community Councils to take over the running of public conveniences under the Community Asset Transfer Scheme to enable them to stay open.	Ongoing engagement already happening with many of the relevant Town and Community Councils re: CAT of public toilets. Public toilet strategy being formulated after initial public consultation exercise. The reinvigoration of the Comfort Scheme is potentially likely to be part of that strategy.	

13-Sep-2017	Developing Bridgend as a place to live, work and visit	<p>A full review of the grass cutting contract for Highways services to ensure the service we are receiving is of the standard set out in the contract. They recommended Officers explore the costs of bringing the service back in house on a like for like basis to ensure the Authority were receiving a quality service.</p>	<ul style="list-style-type: none"> • No scope/ capacity currently for a 'full review' • Monitoring does take place to ensure performance meets contractual standards • When contracts are due to end periodically the option of bringing services back in house will be considered but on a like for like basis the option was previously more expensive overall 	
		<p>A review of the Biodiversity Value in open spaces and highway grass verges as Members were concerned at the introduction of a more relaxed regime of maintenance to roundabouts and believed that the meadow effect had resulted in non-native flowers and plants being introduced and it was questionable whether it had improved biodiversity value.</p>	<p>The use of mixed seed varieties of flowering plants, sourced from overseas is now common practice amongst Councils. This increases nectar and pollen sources for pollinators. It has been well received by the public at large. The Council is of course able to end this practice, and allow those areas that are currently seeded to either revert to natural conditions or to be cut as part of the Council's current highway grassed verge cutting regime, as outlined to scrutiny at the meeting.</p>	
		<p>that no further cuts are made to this Directorate. Members were concerned that the Directorate had taken unproportioned budget reductions when compared with other Directorates. Members were extremely concerned that further cuts would result in the deterioration of public facing services and some services not being able to function at all.</p>	Noted	
		Further Information Requested		
		<p>Members requested to receive data of incidents of fly tipping in the Borough from December 2016 to date</p>	Attached.	
		<p>Members asked to receive data on the enforcement action that had been taken by BCBC officers for incidents of fly tipping and littering, including how many incidents of each had been prosecuted in the last year and if they had comparable data with other Local Authorities.</p>	Attached.	
		<p>Members requested to receive information on the success of the Bridgend Bites and Social Media pages for Bridgend Council including how the information is promoted to the public, the response from the public, and traffic visiting the site</p>	Noted	Please can this be provided to Members

	<p>Members requested the following further information to be included in the Waste report to their next Committee meeting:</p> <ol style="list-style-type: none"> 1. Information on the work of the education and enforcement officers that were recruited. More specifically relating to the education side of their work. Where have they been? How have they engaged with the public? Have they visited any homes? How many officers are there? When is enforcement going to start? 2. Use of vehicles to collect waste and recycling. Do we now have sufficient amount of vehicles? Members were concerned that transit vans were being used for the collection of purple bags and asked for the rationale for this? 3. Information on the Household Waste recycling centres. How has the change in contract impacted on the centres and the staff that work there. Members were concerned at the reported increase in wait times reported by their constituents at the centres. Has there been any increase of staff at these centres? Are the public generally complying with the new way in which the centres work? i.e separating and sorting their waste. 4. How are the areas where communal waste is collected being managed? How are they complying with the new restrictions? Are they generally compliant? What problems are being reported? Members were particularly concerned with Wildmill area. 	<p>These questions will be addressed as part of the Waste Scrutiny report to be presented to Members in due course</p>	
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		<p>Members remained concerned that the Waste Services contract was now 5 months in and whilst they accepted that services had improved since the beginning of the contract, they were still not at a level that was acceptable for the residents of the Borough. Members stated that whilst the figures showed otherwise, they were still being contacted by residents who had not received recycling materials and who were still having repeat missed collections.</p>		

Members also remained concerned that the communication from Kier had not improved and residents had to call several times to get a query/ complaint resolved.	This matter has been raised with Kier and there is clearly some room for improvement. However, as highlighted above it is also important that the appropriate channels of communication are used and that, if possible, multiple copying of queries/complaints to a lot of Kier employees and various Council officers and elected Members is avoided as this creates inefficiencies and often some confusion about who is dealing with the query/complaint. A revised elected Member protocol has been issued to this effect and, as explained at the meeting, the improved web site will ensure that responses to most queries are more readily accessible. These measures will ensure that overall communication is improved.	
Members wished to make the following recommendations	Response / Comments from Officers	
Members recommended that Kier accept responsibility for the mistakes made upon commencement of the contract and issue an apology to the residents of Bridgend County Borough for the disruption caused	Members will recall that both the Council and Kier did issue an apology in June 2017 to the residents of the County Borough for the poor performance at that time. As highlighted the service has greatly improved since that time.	
Members recommended a full review of the AHP collection service to include a streamlined way that members of the public can apply for the service, request bags, report a problem/ missed collections and are provided with an update as to how and when it will be resolved.	The AHP service was a new service introduced as part of the new contract. It has proved particularly popular with local residents with initial uptake greater than envisaged. Undoubtedly the introduction of the service caused some initial issues with registration issues and missed collections, a situation compounded as the rounds changed weekly as more people enrolled. It is anticipated that this situation will stabilise early in the new year allowing the current rounds and use of vehicles to be reviewed and an assessment of the current service to be made. This in turn will ensure greater consistency of service and eliminate many of the problems that have been highlighted.	
Members recommended a separate review of the Kier customer service centre and the way in which they respond to Member and constituent queries, most notably the turnaround time of 10 working days to respond to and conclude an issue/ complaint which members stated was not acceptable for residents to wait a whole collection cycle for a resolution. Members recommended that a new protocol be introduced whereby they are able to contact Kier directly to raise an issue and it then be copied to Member referrals, or other appropriate BCBC officer to monitor and follow up if it is not responded to within the agreed timelines.	For a period of time following service change and the disruption in June, a direct email address for members to contact Kier was made available. However this resulted in a number of issues as members also copied officers and member referrals. The duplication of emails relating to single items resulted in confusion over who was dealing with an issue and sometimes this lead to either inaction or multiple resources being deployed. Along with much wasted officer time in duplicated administration. Following Scrutiny on the 22nd November a new member protocol to simplify the process and to request that all member complaints are directed solely to member referrals was issued on the 24th November. (Copy attached for ease of reference). With regards to the 10 days concern, whilst complex issues may need the 10 day referral timeline, simple missed collections, missed deliveries or other straightforward complaints are typically passed from member referrals to the waste team and issued to Kier for action on the same day.	
Members recommended that Kier explore the opportunity of relocating the call centre or diverting calls for residents of Bridgend to the depot in Tondy to allow for better communication.	There is no contractual requirement for the call centre to be located locally. It is therefore a matter for the contractor where he chooses to locate call centre staff. Kier have a national/regional call centre based in Torbay so any request from the Council to move all staff to Tondy is likely to lead to a contractual claim based on greater financial inefficiency. The Welsh language call centre member of staff is based at Tondy, however, a North Wales call centre has been appointed to receive these calls and this will transfer to them shortly, replacing the Tondy arrangement. The more important issue from a customer's perspective is that the call centre operates consistently to a high standard. Clearly initially that was not the case but over recent months that position is much improved and it now performs generally in line with contractual standards. If that continues to be the case the location of the call centre is likely to be less important.	

22-Nov-2017	Waste Services	<p>Members recommended better communication from Kier to residents regarding queries/ complaints that are logged, delivery of recycling materials, changes to collection days/points for communal areas and assessments for assisted collections. Members stated that if Kier respond to initial points of contact and provide updates as to how and when reported issues will be resolved this would mitigate residents from using multiple channels of communication and ensure ownership of the complaint.</p>	<p>The vast majority of requests are dealt with within 10 days. Queries are answered during the call if possible e.g. when is my collection day. Complaints are all logged into the Kier Echo system and a record is held on the system. If a repeat request is made after Kier have closed the job as completed e.g. additional container requests, these are now treated as a failure and the previous complaint is re-opened to highlight the issue for urgent resolution. in extreme cases of repeated requests and complaints of non delivery, photos are taken of the containers on the residents property as evidence of delivery should this be required. Changes to collections days are usually advised via the post and a revised collection calendar providing at least 7 days notice. Assisted assessments are targetted to be carried out within 10 days and should a resident not be at home when the assessment is carried out the resident is left a card informing them of the visit. the Kier team will then try again on a different date and in the majority of cases still within the 10 days.</p>	
		<p>Members recommended a full review of the collections in communal areas as they were currently not fit for purpose. There were an insufficient amount of recycling and residual waste bins available for the number of residents that use them, therefore residents were having to use recycling bins as overflow bins resulting in them not being collected due to contamination and further heightening the problem.</p>	<p>The position concerning communal collection is reviewed on an ongoing basis already leading to some improvements in some areas as highlighted during the meeting. This includes providing additional collection points in parts of Wildmill.</p>	
		<p>Members recommended that Kier carry out mystery shopper type exercises to ensure waste and recycling is being collected and materials returned sufficiently. This would assist in identifying if additional training is required or if any improvements to the service could be implemented to allow for more efficient collections.</p>	<p>Two Council cleaner streets officers do as a part of their role monitor the Kier contract and the performance on the ground, visiting area's following collection looking at quality of collection and container return as is being suggested, along with crew inspections at the roadside. The web cameras on each collection vehicle also provide the means for Kier to monitor crew behaviour and performance. Training for all operatives is comprehensive and repeated and reinforced as necessary. For example, the recent training on 'stacking' of recycling bags/boxes after collections.</p>	
		<p>Members recommended exploring the opportunity to extend the grass waste collection service to the whole year as residents still produce garden waste throughout the winter months and this would therefore this would contribute to a further increase in the recycling rates throughout the Borough.</p>	<p>This matter can be looked at but it will not be achievable without increasing the overall cost of the service as the expence of deploying the garden waste collection vehicle and crew for the winter months would be considerable. This cost would be incurred at a time when less residents would require it during the winter months and less material would be generated. A balance would therefore need to be assessed between the additional cost that would be incurred at a time of ongoing austerity and budget pressure, and the impact it would have on overall recycling rates.</p>	
		<p>Members recommended a review of the current routes, particularly around schools and ensure that any planned changes to the route in February are carefully planned and considered to minimize disruption to residents and also ensure that any changes are communicated with Members and residents in advance of the changes.</p>	<p>Agreed, any new routes proposed by the contractor will be carefully considered by the Council before approval. Minimising disruption will of course be at the forefront of our thinking, albeit it is important to recognise that some further disruption is inevitable. It is a contractual requirement that Kier seek approval from BCBC to implement significant changes to the collection round structure and it has already been stressed to Kier that they are required to demonstrate that a high level of planning has been undertaken before changes to rounds are approved. All new routes will be fully communicated to both elected Members and local residents.</p>	

		<p>Members of the Committee recommended that this item remain on the Forward Work Programme and is revisited in 6 months' time. BCBC and Kier should then be in a position to give members an update on the following within the report:</p> <ol style="list-style-type: none"> 1. The impact of the recently recruited senior managers and front line staff 2. Updates to the CRC centre including the instalment of the polystyrene baler and webcam so residents are able to monitor the traffic flow at the site 3. Changes of days for the communal collections 4. Impact of the new collection vehicles 5. The review of BCBC in house Street Scene enforcement activity - solution in place by April 2018 6. Longer term trend of flytipping 7. Full induction of recycling staff that is due to take place in January 2018 	Noted	
Members of the Committee asked to receive the following further information:				
		<ul style="list-style-type: none"> • How many households were outstanding for the delivery of AHP bags and how long had they been waiting. Members were not confident that they were receiving them within the 10 day deadline and were having to call several times to request them. 	<p>From 1st January 2018 until 6th February 2018, there were 732 requests for AHP sacks:</p> <ul style="list-style-type: none"> 1 No. cancelled 502 No. have been closed completed 7 No. closed unjustified 222 No. listed as in progress of which: <ul style="list-style-type: none"> 155 No. have been completed up to 6th Feb 2018 67 No. have yet to be delivered but are not due for delivery until 14th-15th February 2018 	
		<ul style="list-style-type: none"> • How will the collection work in the future when the new delivery trucks are rolled out? 	<p>The current plan is to keep the days of collection unchanged and to gradually reduce the numbers of vehicles in service as the new vehicles arrive to cause minimum disruption to the public. Should day changes be required this will be agreed in advance between BCBC and Kier.</p>	
		<ul style="list-style-type: none"> • The Committee requested to see an un-redacted copy of the Waste Services contract between Kier and BCBC in order for them to effectively scrutinise going forward and ensure that Kier are fulfilling the agreement as set out in the terms of the contract. 	<p>The full contract is available to members upon request, indeed it has already been released on numerous occasions. However, there are sections that remain redacted to protect commercial confidentiality. To be clear all contractual specifications Kier are obliged to fulfil and penalty mechanisms are readily available, these redacted sections relate only to the financial sums that the contractor has bid and any Kier produced management documentation which is their intellectual property.</p>	
		<ul style="list-style-type: none"> • Members asked how the rollout of the new vehicles would affect staffing numbers. Would the number of staff that Kier employ reduce as a result? 	<p>Currently they have 17 recycling rounds. It is intended to reduce this to 14. With 3 staff on each vehicle the numbers would reduce by 9. Kier have employed a contingent of agency staff, these would be released as the numbers of vehicles of vehicles reduce.</p>	
		<ul style="list-style-type: none"> • Members asked when new homes and housing estates are built, how this information is communicated to Kier and routes adjusted as many residents moving into newly built properties were left waiting for several months to receive recycling materials and were left with no collections in their streets. 	<p>As part of registering a new property details are added to the National Land and Property Gazetteer. This register contains details of all properties in the County Borough and is made available on a regular basis to the Contractor. Kier in turn use this information within their contract software to design their collection rounds. Where a property is occupied prior to this register being completed, the Council rely on the householder notifying the Council or the Contractor that they have moved in and require a waste collection service.</p>	

<p>06-Dec-2017</p> <p>Draft Budget Proposals - Communities</p>	<p>Recommendations:</p> <p>1. In relation to the budget reductions proposals put forward for 18-19 for the Communities Directorate, the Committee fundamentally do not agree with them in their entirety and recommend that the Social Services and Education Directorates who have the two highest budgets in the Authority be looked at instead to make up these savings.</p>	<p>Cabinet are obliged to present a balanced draft budget for Scrutiny and the wider public to comment on. Scrutiny and the Budget Research and Evaluation Panel have the opportunity to look at each and every line of reduction proposals and suggest an alternative for Cabinet to consider. Cabinet are aware of the challenges that face the Authority. Since 2014-15 the council's aggregate budget reductions have been £35.828 million. Page 11 of Appendix I clearly illustrates budget reductions by service area.</p> <p>There are differing opinions and recommendations provided by different scrutiny committees, reflecting the impact of budget reductions or additional pressures in their service areas, with a combined effect of recommendations to protect all services.</p> <p>Cabinet provides a corporate "one Council" response to balance out need and support our priorities as informed by the public, and this is what Cabinet has done. This is supported by the Budget Consultation responses outlined on page 20 of the MTFS. Clearly not all services can be deemed a priority, and Cabinet has recognised that, nationwide, a combination of austerity and increasing demand is seeing a shift in resources towards social care and education and away from public realm services.</p> <p>Nevertheless it must be recognised that the MTFS is also about investment, and whilst services are making significant revenue savings, we are also investing in a number of areas. After our investment in new schools our biggest investments are in, for example, highways.</p> <p>Cabinet have already agreed to a public consultation on subsidised bus services which will take place in the Spring. This together with intelligence on what routes the bus companies are themselves intending cutting will inform a future cabinet report prior to any final decisions on budget cuts. If the timing of the relevant scrutiny committee meeting is appropriate Cabinet supports the proposal that a paper be brought there as a pre – decision item.</p>	
	<p>2. The Committee expressed concerns over the proposals for the removal of subsidised bus services (COM 27), particularly given the fact that bus companies themselves are cutting their own routes and that the Authority's own proposals for service cuts have not yet gone out for public consultation. The Committee therefore recommend:</p> <p>a) Prior to any decision being made on the routes being cut, Cabinet also receive information on what routes bus companies themselves are cutting in order to understand the overall impact of the combined route reductions;</p> <p>b) That no decision is made regarding the proposed budget cuts to the service until public consultation has been completed;</p> <p>c) The Committee also requested that Scrutiny get the opportunity to receive an item on the proposals and the outcome of Consultation for the removal of subsidised bus services as a pre-decision item before going to Cabinet.</p>	<p>The Communities Directorate are working with stakeholders and other providers to find alternative ways of delivering this service.</p>	
	<p>3. In relation to COM1, the Committee recognise the work being undertaken to look at various options for public conveniences such as the comfort scheme and the possibility of Town and Community Councils taking these on. However given the focus of this Authority to improve our towns and encourage the public back into them, together with the view that public toilets are an essential necessity, the Committee recommend that no cuts are made to public conveniences within the Local Authority.</p>	<p>All directorates have made and continue to make managerial savings. It is a false assumption that such savings are only being made in one directorate.</p>	

<p>4. The Committee made comment on the management savings being put forward by the Communities Directorate and the fact that these are not reflected in other Directorates. In light of sharing the burden of the budget cuts, the Committee recommend that other Directorates also look towards management efficiency savings.</p>	<p>This is a matter that is being considered by the new corporate landlord service with specific choices over revenue or capital generation through property assets being taken on a case by case basis.</p> <p>However, Cabinet does note that the 21st Century School Modernisation Programme was only achievable through Capital Receipts from the sale of Council land, and thus the right balance needs to be achieved.</p>	
<p>5. The Committee recommend that instead of disposing of the councils land and selling it off, the Authority look at the potential for revenue through development. One suggestion was the need for increased properties for small businesses in the County Borough. Members also recommend considering what land development and income generation other Local Authorities have achieved to determine what areas have been successful.</p>	<p>Cabinet does not accept that reducing this particular area of support will impact on savings achieved from CAT. It is intended however to review and refresh the CAT process, including support to third sector organisations, as part of a programme of work to review the effectiveness of CAT over the last two years and ensure it is fit for purpose moving forward.</p> <p>Cabinet do not accept this recommendation.</p>	
<p>6. The Committee recommend that the £40,000 reduction proposed for third sector support for with Community Asset Transfer (CAT) be removed given the impact this will have on achieving the savings required from CATs.</p>	<p>Council agreed that the budget for schools would be maintained in 2018/9.</p> <p>Removal of this sum of money would adversely affect school improvement.</p> <p>As noted in the response to Recommendations 14 and 15 in item 6 of this agenda, Officers are currently in discussion with partners to mitigate the (financial) risk associated with holding the week-long professional development and learner engagement event. The report to Scrutiny at the start of March will provide further detail.</p>	
<p>7. The Committee did not support the discretionary growth items of £500,000 for schools to replace the Welsh Government reduction in the Education Improvement Grant and the £65,000 proposed for the week long 'Festival of Learning'. At a time of austerity and serious budget cuts the Committee views that these budget growths should not be supported and the money could be better spent elsewhere in the Authority. Should the 'Festival of Learning' continue to take place, the Committee recommend that it be held in school holiday time so as to reduce the costs for providing teacher cover.</p>	<p>Officers do not recommend that the event is held in school holiday time as this will inevitably significantly reduce teacher involvement and learner engagement.</p> <p>The Authority will continue to explore collaborative working opportunities where they make sense in terms of preserving valuable public services, cost savings, greater efficiency or enhanced resilience.</p> <p>APSE has been engaged for various pieces of work when this has been considered to add value. In particular some of their benchmarking data and analysis has proved useful in services such a highways and parks and grounds maintenance.</p>	
<p>8. The Committee recommend that the Authority explore further whether there are greater opportunities for collaborative working for Community Services in order to achieve savings and at the same time improve these services.</p>	<p>The recent eight week public consultation Shaping Bridgend's Future 2017 received public support for the idea of protecting some services over others.</p> <p>The highest area of support was for care of older people and services for disabled people, followed by schools, youth services and children's social services, and then highways, street lighting and infrastructure improvements.</p>	
<p>9. The Committee recommend that the Authority consider the services provided by the Association for Public Service Excellence (APSE) to possibly assist in longer term planning and sustainability of Community Services.</p>	<p>The MTFs demonstrates significant support in all of these three areas.</p> <p>Cabinet are satisfied that the Council's Corporate Priorities are aligned with the findings of the most recent public consultation.</p>	

	<p>10. The Committee expressed concern that the Authority continues to look to the Communities Directorate for further budget savings that are disproportional to those of other Directorates. The example given was that for 2018-19 the Communities Directorate is being asked for a 6% cut of its own budget whilst other Directorates, which hold around 2/3 of the Councils total budget are only being asked to make between 0.5 and 0.6% savings out of their own budget. Members understand this is due to the fact that the services within the Communities Directorate are not deemed as Council priorities, however the Committee also questioned as to whether the Authority was taking into account what the priorities were for the public. With this in mind the Committee recommend that the Authority reconsider its corporate priorities to take account of the 'public element' and realign Community Services as a Corporate priority.</p>	<p>Cabinet does not accept that no efficiencies have been made in other directorates, and notes that £35.8m savings have been made across the Authority since 2014-15. However, Cabinet will look to BREP to take a more proactive role in balancing competing demands for resource.</p>	
	<p>11. Whilst not wishing to make cuts to Education and Schools and likewise Social Services, the Committee believe that with such large budgets there have to be efficiency savings within these Directorates that could assist with sharing the burden of the Authority's budget cuts. It is therefore recommended that where the Committee have concerns around cuts within the Communities budget, such as those mentioned above such as public conveniences and CATs, the Authority instead look to these other Directorates to make up these savings proposed.</p>		
	<p>Further Comments</p> <p>The Committee expressed concern over the £20m predicted cost for the next decade to maintain Highways to their current standards and the unknown of where this funding would come from. The Committee also questioned the similar amount of £10-£20m for ICT in the next decade. Members requested that the Corporate Overview and Scrutiny Committee question the Corporate Director – Operational and Partnership Services in relation to the predicted ICT cost up against the context of other future budget pressures such as those for Highways.</p>	<p>Taken up with Corporate at their meeting on 14 Dec</p>	
	<p>Future Scrutiny</p> <p>The Committee recommend that Scrutiny consider a future item on what other Local Authorities are doing to respond to the gap in provision in Community Services.</p> <p>The Committee requested that a review of the AHP bags be considered when Scrutiny revisit the subject of 'Waste' in approximately 12 months time to include the monetary against environmental impact.</p>	<p>To be considered by Corporate</p>	

		<p>The Committee highlighted the need for Bridgend County Borough Council to communicate more efficiently with Town and Community Councils, Community Groups and Sports Clubs and recommended that, as previously carried out, a current and up to date list of CAT Priority 1 assets be sent to all, to invite expressions of interest in the transferring of Council assets, detailing what advice and financial support would be made available for any interested parties.</p>	<p>Agreed. An updated list of CAT Priority 1 assets will be prepared and circulated to Town and Community Councils, Community Groups and Sports Clubs when Council policy arising from the Parks Review is determined.</p>	
		<p>In relation to the current CAT process, Members emphasised the need for the method to be further developed and streamlined in order for the scheme to be successful. Therefore Members recommended that where applicable, indicative timescales be provided to assist with expectations throughout the stages and to avoid any potential risks in relation to any funding applications made by groups.</p>	<p>Agreed where possible. CAT processes will be subject to internal review with the objective of them being streamlined and ensure that transfers can be progressed in a more timely manner. However, it also needed to be recognised that some matters that caused delay were outside the control of the Council. Realistic timescales will also be provided to ensure that Town and Community Councils, Community Groups and Sports Clubs are aware of the length of time community asset transfers should take.</p>	
		<p>Members acknowledged and understood the frustrations relayed by the Town Clerk and representatives from Bryncethin RFC with reference to their analysis of the current CAT process being long and protracted and expressed particular concerns over the delay in the production of leases for assets. The Committee viewed this as a result of a lack of communication between the departments involved throughout the process and a shortage of resources within this area of the Authority. Therefore the Committee made the following recommendations:</p>	<p>NA</p>	
		<ul style="list-style-type: none"> • That a copy of the lease be provided at the expression of interest stage to enable much earlier discussions and deliberations. 	<p>The suggestion will be looked at more fully. The feasibility of preparing standard leases for categories of assets will be explored with the objective of reducing delays and workload ideally. A copy of the standard lease will be issued once an expression of interest has been approved by the CAT Steering Group.</p>	
		<ul style="list-style-type: none"> • That when delays are encountered, that meetings are arranged with the relevant officers, along with an independent person to operate as an arbitrator to openly discuss any ongoing barriers. The Committee further suggest that the independent person could be an elected Member from another ward. 	<p>It is hoped that the introduction of standard leases will ensure that fair terms and conditions will offered to all parties and reduce the element of negotiation. The principle of an independent person to facilitate arbitration will be considered as part of this process.</p>	

17-Jan-2018	Community Asset Transfer	<p>Following discussions regarding the CAT Priority 1 Asset list and the mentioned resource issues allocated to the process, Members noted that the asset list is very extensive and highlighted how onerous a task it would become if several groups put forward an expression of interest to each asset. Therefore Members recommended that the CAT Asset list be reviewed and Officers concentrate resources on the top 10 assets that are currently under discussion until transfer is completed.</p>	<p>It will be difficult to target 10 assets when the Council are currently in discussions with circa. 30 community groups at various stages of the CAT process. However, it is anticipated that the circulation of an up-to-date list of CAT Priority 1 assets and the introduction of streamlined CAT processes / standard leases will significantly reduce workload going forward.</p> <p>The workload of staff involved in the CAT process will be subject to ongoing monitoring so that they can reflect Council priorities and savings required under the MTFS.</p>	
		<p>The Committee noted that there is currently a Community Asset Transfer Steering Group that consists of Bridgend County Borough Council Officers only and Members recommended that the group include elected Members.</p>	<p>The input of elected members is always welcomed and it is suggested that a Task and Finish Group should be established in the first instance to discuss and agree an up-to-date list of CAT Priority 1 assets and the formulation of streamlined CAT processes / standard leases with two elected members being invited to participate. The feasibility of elected members joining the CAT Steering Group can also be discussed as part of this process.</p>	
		<p>Members highlighted the need to encourage Town and Community Councils, Community Groups and Sports Clubs to work more collaboratively to enhance their viability to take over the Council's assets. Members therefore recommended that these comments be presented the TCC Forum.</p>	<p>Agreed. The need to work more collaboratively is acknowledged and that Town and Community Councils should be provided with a CAT update when an up-to-date list of CAT Priority 1 assets and streamlined CAT processes and standard leases have been finalised.</p>	
		<p>In addition to the recommendations made above, the Committee provided the following resolution which takes into account most of the issues raised and discussed and also provides openness and transparency in the CAT process. Members recommended that a Community Asset Transfer pack be created to supply to potential applicants to ensure they fully understand the risk implications of taking on an asset. Members recommended that the pack include the following information:</p> <ul style="list-style-type: none"> · type and term of lease; · estimated running costs of the asset; · what services the Council would expect the applicant to undertake; · who to contact for advice and support in completing the business case; · Estimated timelines for each stage in the process. 	<p>Agreed. In addition to the Rural Development CAT Toolkit and the running cost data which is already issued to community groups, the CAT Officer will develop a standard information pack that can be tailored for a particular asset.</p>	
		Further Information Requested		
	<p>Members noted the inaccuracies within the CAT Priority 1 Asset list and ask that the document be reviewed and further requested that a copy of the up to date version is distributed to Members.</p>	<p>An updated list of CAT Priority 1 assets will be prepared and circulated to Members when Council policy arising from the Parks Review is determined.</p>		

12-Feb-2018	Town Centre Regeneration	Members recommended that Officers continue ahead as planned with the car parking review so no further delays are encountered, but to be mindful to act timely and implement phase 2 of residents permit parking if the problematic parking transfers to surrounding areas.			
		Members were concerned that there were no plans in place to install a “changing places” facility at the new Watersports centre at Rest Bay in Porthcawl. Members recommended that Officers review this decision and install one at this premises to ensure there is adequate facility available for disabled adults and insist that as part of the lease of the building that the commercial enterprises manage and finance the facility for public use. Members also recommended that the facility include private changing rooms in addition to communal changing areas.	It has been very difficult to plan for public toilet provision in this facility, as by the time it is built, the current budget for public conveniences may have been cut further as part of the MTFS. As the facility is funded by EU grant, if it is not used for the purpose for which the grant is given, there is a risk of grant clawback. Therefore, careful consideration has been given to ensuring that whatever facilities are designed, are also affordable in the longer term. Public toilets are evidently difficult and expensive to run and maintain, and commercial operators are unlikely to be willing to take on such responsibilities in their leases. A changing places facility has additional specialist equipment which requires a higher level of maintenance and inspection, making it more costly to run. The Council cannot ‘insist’ that a potential leaseholder takes such responsibilities without incurring a high risk that the building will not be let. Again this would result in a clawback risk as well as the loss of an important facility for the local economy. A changing places facility is proposed in the Maritime Centre in Porthcawl Harbour. There are none currently in Bridgend and Maesteg, and these locations would be a higher priority, should Council resources be available to run them, than having a second facility in the same town.		
		Members recommended a review of the Enforcement vehicle within 6-12 months of implementation to monitor performance and the information to be fed back to Members	The mobile enforcement vehicle is not yet in operation, such a review can be carried out after implementation, ideal performance in compliance with the act would be a zero enforcement, aiming for 100% compliance and not the number of Penalty charge notices issued, anecdotal evidence as to complaints of parking may assist, a reduction of issue of PCN's at schools over time could be used as an indicator.		
		Members requested the following further information to be sent to them:			
		How many seasonal car parking passes had been purchased by the public for the Local Authority car parks. Members would also like to know the costs and frequency available to purchase	Seasonal passes, are available monthly or quarterly. These are issued at Civic and Libraries However reports on numbers issued are not currently compiled. An exercise could be undertaken to ascertain the numbers but this is not readily available. All charges at the different car parks including the seasonal rates are on the BCBC web site http://www.bridgend.gov.uk/services/highways/transport-and-roads-home/car-parks/charges.aspx		
		The criteria on how the locations for residents permit parking are decided and what formula and criteria is applied to determine the areas. Officers to also forward this on to Town and Community Councils for information	As per the permit parking policy 2014, streets are identified following an initial request accompanied by support of the majority of householders or a request from a Local Member on behalf of residents (accompanied by supporting evidence indicating the majority of residents support the proposal). Saturation levels are identified through an observation process and formula applied, the observations include number of properties with off street parking, on street parking capacity, count of vehicles parked at various times and days showing an occupancy average, consideration for other factors, road usage, safety aspects. If the saturation levels are appropriate a consultation process will be undertaken providing residents with pros and cons of any scheme and cost of permits, etc. For the scheme to progress the majority of residents need to be supportive, then follow the traffic order route / procedure.		
An example rota of the Civil Enforcement Officer	Scrutiny Officer received				

		Clarification of the powers of the PCSOs and Police Officers in the Borough as there was a disparity of powers in this Authority and others across Wales in relation to parking offences.	The powers available to the police regions are consistent albeit some area's may have different areas of focus and priority. The police have the jurisdiction for traffic offences, such as those assumed the camera car would enforce, MOT and Insurance, the police also report no VEL to the DVLA who take the prosecution, the police are also the only ones that can enforce for obstruction of the highway, BCBC can only enforce when a TRO is in place.	
		A definitive timeline of the implementation of the enforcement vehicle including when it will come into use and also requested to see the terms of use of the vehicle. Members also asked for further clarification as to what traffic offences the vehicle would be able to capture, including offences such as tax, insurance and MOT checks	Following Cabinet approval the post was advertised as the officer needed to be in post to prepare the software and mapping systems for the computer that operate the system. The vehicle has been purchased and due to be signed and the operational equipment installed w/c 18th March, it is anticipated this will take a further 8 weeks. The vehicle can only be used where other means of enforcement are not viable, it may only be used for 'instant' Penalty charge notices, the vehicle complies with the Traffic Management Act 2004, the software compliant with the appropriate legislation, it will be operated in accordance with the Welsh Government Guidelines. The vehicle is for parking offences, not traffic offences, Insurance, MOT and Vehicle Excise licence offences are not parking offences.	
		How much of the Business Rates charged to business owners come back into the Local Authority and what local services they contribute to	Police can also enforce for parking on a footpath (obstruction) school zig zags and pedestrian crossing zig zags, and No access however the tendency is that they do not.	
		How many blue disabled parking badges has the Authority issued to date	Blue badge report is as follows: 01/03/2017 – 01/03/2018 = 3647 01/03/2016 – 01/03/2017 = 3230 01/03/2015 – 01/03/2016 = 2969 Supplied for the last 3 years as Blue Badges are only valid for 3 years.	
		Members welcomed the review of the de-pedestrianisation of Bridgend Town Centre and requested clarification as to when this was going to happen – members would like to see timescales of any further consultations that need to be undertaken, funding constraints and design plans.		
		Members asked if charging the public to park in Pencoed Town will be included within the Car Parking review to ensure fairness amongst the towns in the Borough	This will be considered in the parking review however the benefits of sustainable travel through encouraging use of a park and ride facility, which the other car parks to not facilitate will be taken into account.	
21-Mar-2018	Empty Properties	Members recommended that BCBC recruit their own dedicated Empty Properties Officer. Members understood that BCBC has major problems in the Borough with the number of properties being empty and stated it was essential that BCBC have their own dedicated officer to address the issues in the Borough. Members further recommended that once the Empty Properties Officer is appointed that they become a co-ordinator of the Empty Properties Working Group	The Empty Properties Working Group is meeting week commencing Monday 16th April and one of the items on the agenda is the Empty Property Officer. The Working Group will agree the remit and responsibilities of the Empty Property Officer to enable recruitment to progress.	
		Members recommended that officers take a more blended approach to targeting empty properties and bringing them back into use to prevent properties falling into the longer term category of being empty for two years plus, which members believed would lead to them becoming more difficult and costly to bring back to use. Members further recommended that officers take a targeted approach as the representative from RCT described in relation to empty properties in high density areas.	A desktop scoring exercise has been carried out to identify the priority of empty properties to be tackled. The method of scoring enables a "blended" approach to be taken and not just a focus on the longer-term empty properties. The Working Group will discuss taking a targeted approach and what the focus of this approach will be. An Empty Homes Strategy is being developed to clearly outline the corporate approach to bring empty properties back into use.	

		<p>Members recommended that officers are more proactive in their approach to bringing empty properties back into use and explore what tools and resources were readily available to them. Members used the example of officers in RCT attending property auctions in the area to share information with new owners on what support and grants were available to them to bring the properties back into use was an excellent one and one that BCBC should look to replicate</p>	<p>An officer from the Sustainable Renewal Team already attends auctions to promote grants and loans, in addition to speaking to estate agents, landlords in the Bridgend Landlord Forum and carrying out leaflet drops at local DIY stores. A mailshot is undertaken twice a year to owners of empty properties promoting the grants and loans and going forward, local builders and developers will also be communicated with.</p>	
		<p>Members were concerned about the high number of empty churches and chapels in the Borough and recommended that officers attempt to contact the owners to establish what their long term plans for the properties were and report back to members</p>	<p>Owners of empty churches and chapels across the county borough will be contacted separately as part of a targeted approach.</p>	
		<p>Members asked to receive the following further information</p>		
		<p>Members asked to receive evidence on how successful other Local Authorities have been in bringing empty properties back into use where they have charged 100% upwards Council tax on properties after they have been empty for longer than 6 months. Members felt they would then be better informed to put a recommendation forward on how BCBC should proceed for charging Council Tax on empty properties and whether charging a higher rate of Council Tax is encourages owners to bring the properties back into use.</p>	<p>This will be investigated.</p>	
		<p>Members asked to receive further information on the properties that have been un-banded by the Valuation Office Agency. To include reasons why the properties would not have been banded and how many of these are there within BCBC.</p>	<p>This will be investigated.</p>	
		<p>Members requested information on what the average loss of Council tax looks like in BCBC due to empty properties in the Borough. Members recommended using the average Band D property to be able to quantify the loss.</p>	<p>This will be investigated.</p>	
		<p>Members asked of the 1200 properties liable for the 50% charge on Council tax for empty properties, how much of this are BCBC successful in receiving.</p>	<p>This will be investigated.</p>	
		<p>Members requested to keep this item on the Forward Work Programme and revisit in 6 months' time to see how officers have progressed in bringing empty properties back into use in the Borough</p>	<p>NA</p>	
19-Apr-2018	Emergency Accommodation	<p>Members wished to thank all officers and external agencies in attendance at the meeting and for their comments and contributions to the report. The Committee recognised the excellent support service provided to people presenting themselves to the emergency accommodation provision and were encouraged by the partnership working in managing these provisions.</p>		

	<p>In relation to the options of a replacement facility in Brynmenyn, Members requested further information on each of the options before making a recommendation on their preferred option. They asked for officers to scope out further, all options presented to them and asked them to bring back to Scrutiny options on a replacement facility in the short, medium and longer term and to provide more detailed costings and timescales for each.</p>	<p>This is being taken forward currently and a fuller and more detailed option appraisal is being pursued. This detail will be reported back to Scrutiny to highlight the potential short, medium and long term options for consideration</p>	
	<p>Members recommended that officers explore the opportunity to utilise surplus Local Authority owned buildings such as care homes that could be brought back into use.</p>	<p>This is being actively pursued as officers have linked in with Corporate Landlord and Adult Social Care colleagues to discuss the potential use of current and proposed surplus buildings to ascertain suitability. A meeting is scheduled for early June</p>	
	<p>Members recommended that a permanent direct access floor space needs to be established for longer term use and officers should take an integrated approach in development of any new facility. Members recommended the permanent direct access floor space could be used as a hub for service users to access a range of support services and suggested that they explore the successful model of the Assia suite at the Authority's Civic Offices which is central in location, therefore easier to access a range of external support agencies with ease.</p>	<p>The current floorspace provision will continue to be provided on an indefinite basis. Pending usage and requirement, consideration may be given to seeking alternative provision if required.</p> <p>The floorspace and town centre Hub (together with BCBC services) provides a holistic service for Homeless persons in Bridgend. This is constantly monitored and reviewed in line with need, suitability and requirement. Consideration of the Assia model and its successful components will be part of on-going review into the type provision to be established in the future</p>	
	<p>Members asked to receive the following further information</p>		
	<p>Members asked to receive information on the costs to house an individual at Ty Ogwr per annum</p>	<p>£214.43 per room per week for housing related support (Supporting People Programme). This equates to £30.63 per day.</p> <p>£361.50 rent and £8.27 service charge per room per week (normally funded via Housing Benefit). This equates to £52.82 per day.</p> <p>Therefore, the total cost per day is £83.45</p> <p>Based on these figures, if a client stayed at Ty Ogwr for a year the annual cost per person would be £30,459 per annum. Currently, the average length of stay is 40 days, which equates to £3,338 per person.</p>	
	<p>Members requested a site visit to the Kerrigan Project direct access floor space facility that is managed by Gwalia with a relevant BCBC officer so they are able to see what facilities are available and report back to the full Committee.</p>	<p>This has been agreed in principle and the projects welcome any proposed visit. Potentially suitable dates, times and numbers need to be sought and confirmed.</p>	
	<p>Members asked for the approximate figures of street homelessness in Bridgend. Members understood that this fluctuates on a daily basis, but asked for approximate figures so they could understand the scale of the problem.</p>	<p>The last rough sleeper count was carried out between the hours of 10pm on 9th November and 5am on 10th November 2017. The count is a single night snapshot of the number of rough sleepers in the local authority area. The count identified 4 roughsleepers. 6 emergency beds were also occupied in the floor space project on the night of 9th November 2017.</p> <p>An estimate of people sleeping rough is also undertaken once a year. 14 rough sleepers were identified during the period 16 - 29th October 2017.</p> <p>As of week commencing 7th May 2018 the floor space project was occupied by an average of 8 persons each night with a high of 10 persons and a low of 6 persons.</p>	